



# Enhance Your Operations

Advanced Self-Service Tools and Reporting

# Welcome



- **Introductions**
- **Brian Canivet**  
*Enterprise Architect*
- **Kevin Gilfoyle**  
*Product Director, OPS*

# Agenda



- **OPS-Web**
- **Operational Bidding**
- **OPS-Notifications**
- **OPS-SIT**
- **Operational Reporting**

# Introduction to OPS



- An integrated operations management solution that streamlines many frequently performed operational tasks, including bidding, dispatching, timekeeping, workforce management and yard management
- Optional enhancement technologies include automated sign-in, operator self service module, work assignment notification, employee appraisals, accrual calculations and the yard walker tablet

# OPS-Web



- Absence profile
- Absence requests
- Bidding of work and absences
- Daily postings
- Employee address and telephone information
- Extra pay claims
- Historical, current and scheduled assignments
- Incidents
- Leave balances
- Messages
- Performance (workforce, on-time)
- Trapeze EAM service requests
- Timekeeping information
- Volunteer status
- Transit master vehicle inspection reports

# OPS-Web

**Pisano, Goggles**  
7010  
Central Division  
Fixed Route FT Operator

**OPS-WEB**  
Employee Self Service

Messages
Employee Info
Requests
Daily Assignments
Operational
Tools
Log off

### Leave Balances

Accrual Type	Description	Accrual Year	Expiry Date	Date	Accrual Balance	Taken	Source	Eligible Balance	Comments
B	Birthday	2014	2014-12-31	2014-01-01	8h00		Balance Fwd	8h00	
				2014-08-20	(8h00)	Sellbacks		from BDD 8/31/14	
				2014-12-31		Expiration			
B	Birthday	2015	2015-12-31	2014-12-28	8h00		Balance Fwd	8h00	
				2015-12-31		Expiration			
F	Floater	2015	2016-01-02	2014-12-28	24h00		Balance Fwd	24h00	
				2015-07-11	(8h00)	Absence Usage		16h00	
				2015-08-29	(8h00)	Absence Usage		8h00	
				2015-09-05	(8h00)	Absence Usage			
				2016-01-02		Expiration			
S	Sick	N/A		2015-03-15			Balance Fwd	209h16	
V	Vacation	2015	2016-01-02	2014-12-28	120h00		Balance Fwd	120h00	
				2015-06-01	(8h00)	Absence Usage		112h00	
				2015-06-02	(8h00)	Absence Usage		104h00	
				2015-06-03	(8h00)	Absence Usage		96h00	
				2015-06-04	(8h00)	Absence Usage		88h00	
				2015-06-06	(8h00)	Absence Usage		80h00	
				2015-10-12	(8h00)	Absence Usage		72h00	
				2015-10-13	(8h00)	Absence Usage		64h00	
				2015-10-14	(8h00)	Absence Usage		56h00	
				2015-10-15	(8h00)	Absence Usage		48h00	
				2015-10-17	(8h00)	Absence Usage		40h00	
				2016-01-02		Expiration			

Trapeze City Transit

# OPS-Web Cont'd



- Provide information
  - Employee
  - Timekeeping
  - Management
- Daily operations
  - Assignments
  - Messages
- Conduct bids
- Improve interaction with employees
- Brian's Favorite OPS-Web features
  - Leave balances combined with absence requests
  - Extra pay claims and timekeeping
  - Bidding requests

# OPS-Web



Pisano, Goggles  
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OPS-WEB  
Employee Self Service

Messages | Employee Info | Requests | **Daily Assignments** | Operational | Tools | Log off

## Daily Assignments Calendar

Month:  Year:

### March 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
01 DAY OFF	02 LD SignOn: 7:30 GA01 SignOff: 11:30 GA01	03 LD SignOn: 7:30 GA01 SignOff: 11:30 GA01	04 LD SignOn: 7:30 GA01 SignOff: 11:30 GA01	05 RET SignOn: 8:00 GA01 SignOff: 12:00 GA01	06 RET SignOn: 12:30 GA01 SignOff: 16:30 GA01	07 DAY OFF
08 DAY OFF	09 LD SignOn: 7:29 GA01 SignOff: 11:30 GA01	10 LD SignOn: 7:27 GA01 SignOff: 11:32 GA01	11 LD SignOn: 7:30 GA01 SignOff: 11:30 GA01	12 LD SignOn: 6:27 GA01 SignOff: 10:31 GA01	13 LD SignOn: 7:28 GA01 SignOff: 11:33 GA01	14 DAY OFF
15 DAY OFF	16 LD SignOn: 7:30 GA01 SignOff: 11:30 GA01	17 LD SignOn: 7:30 GA01 SignOff: 11:30 GA01	18 LD SignOn: 7:26 GA01 SignOff: 11:30 GA01	19 LD SignOn: 7:29 GA01 SignOff: 11:30 GA01	20 LD SignOn: 7:28 GA01 SignOff: 11:43 GA01	21 DAY OFF
22 DAY OFF	23 VAC-FR - Vacation Time - Fixe Time: All Day	24 VAC-FR - Vacation Time - Fixe Time: All Day	25 1505-2 Piece: 2 SignOn: 10:47 BEALE SignOff: 11:40 LVEWU <a href="#">View Paddle</a> VAC-FR - Vacation Time - Fixe Time: All Day	26 VAC-FR - Vacation Time - Fixe Time: All Day	27 VAC-FR - Vacation Time - Fixe Time: All Day	28 DAY OFF
29 DAY OFF	30 LD SignOn: 7:30 GA01 SignOff: 11:30 GA01	31 LD SignOn: 7:30 GA01 SignOff: 11:30 GA01	-	-	-	-




# Operational Bidding



- Support for operational bidding processes within a sign-up
- Processes are typically defined in your union contracts
- Supported bids
  - Extraboard
  - Hold down
  - Open work / bumps
- Includes
  - Configuration screens
  - Bidding screens
  - OPS-Web support
  - Standard reporting
  - Timekeeping rules

# OPS-Web Operational Bid




 Lahiff, Ram  
1290  
North Bus Division  
Full Time Bus Operator


OPS-WEB  
Employee Self Service

Messages | Employee Info | **Requests** | Daily Assignments | Operational | Tools | Log off

Operational Bid: NTEST  
Division(s): NorthBus  
Number of Requests: 0 of 10

EB | Runs | Standby | Refresh | Print | Print Page

Request	Division	Period	Reference	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
1	NorthBus	2008 Period 1	Runs	OFF	<a href="#">N-003</a> PM Str 12:22p- 9:06p TUF1-NorthBus	<a href="#">N-003</a> PM Str 12:22p- 9:06p TUF1-NorthBus	<a href="#">N-003</a> PM Str 12:22p- 9:06p TUF1-NorthBus	<a href="#">N-003</a> PM Str 12:22p- 9:06p TUF1-NorthBus	<a href="#">N-003</a> PM Str 12:22p- 9:06p TUF1-NorthBus	OFF	  

Trapeze City Transit 

# OPS-Notifications



- Dispatcher initiated
- Automatically send notifications to employees on extra board and volunteer lists once the day has been “published”
- Employee preferences used to define preferred method(s) of contact
  - Voice (IVR)
  - Text Messages (SMS)
  - Email
- Employee initiated
- All employees can receive today’s work assignments
- All employees can receive tomorrow’s assignments after the day has been “published”
- Employee can use the technologies most convenient and familiar to them

# OPS-SIT

## (Sign In Terminal)



- Provide convenient, remote sign in facilities at all garages and terminals using low-cost, readily available and proven technologies
- Create efficient, automated processes by integrating sign in activities with dispatch data
- Audible and visual notification of late employees and potentially missed service
- Provide an alternative method of communication between the dispatcher and the employee through the use of employee messages and the sign-in receipt
- Can reduce an organization's liability by ensuring operators are in possession of a valid driver's license

- Brian's favorite SIT features to make work easier
  - Allow early sign in but limit it
  - Set text colors in daily activity
  - Leverage employee messages
  - Combine this with skill expirations (CDL, etc.)
  - Automatic late sign on absences
  - Automatic open work thresholds – helps the dispatcher!

# OPS-SIT



D4-6/1

Sched. Sign On:	1:30:00p	Sched. Sign Off:	11:15:00p
Sched. Start:	1:30:00p	Sched. Finish:	11:15:00p
Start Loc'n:		End Loc'n:	



2010

Bus Type:	Para	Parking Garage:	DAR Base
Division:	AC Provider	Parking Desc:	



Drive Safely !

1282 Goggles Pisano

Sign-In Successful



Work Date:	Dec 02, 2008
Division:	Central Bus
Work:	C-014 /1
Sched. Sign-On:	12:40:00
Act. Sign-On:	12:37:21
Line Group:	07
Block:	2
Vehicle Number:	11541
Type:	OLF



There is a detour on this route due to construction. Please do not stop at Wilson Ave and Seaway Blvd.



Please see dispatcher.



Drive Safely !

CentBus

12-02-2008 at 12:54:22

# Operational Reporting



- ViewPoint is an up-to-the-second web-based reporting, monitoring, and analysis solution designed to improve business performance by putting actionable information into the hands of business users
- It's been designed to empower all users to easily access, interact with, and manipulate operational information for timely and effective decision making
- Send alert-based emails where scheduled KPIs and trigger features can be turned on to automatically run and notify management when statistics hit threshold values

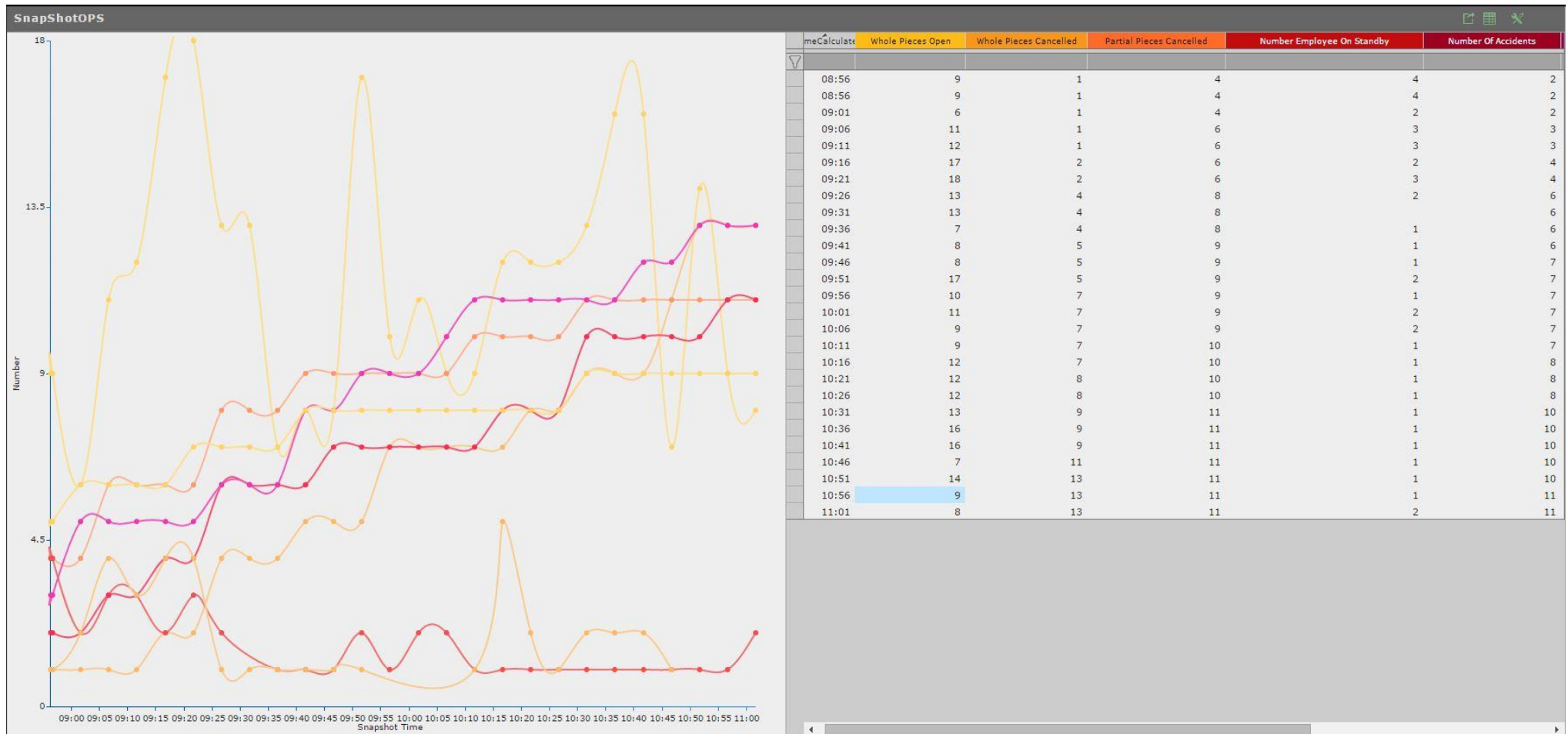
# Reporting Cont'd



- Report Designer/Explorer
  - Predefined data structure
  - Select any field
  - Define your own parameters
  - Export to Excel
  - Save "Standards" and push to users
- KPIs and Dashboards
  - Pre-built and self-defined queries
  - Create and display on dashboards
  - Automatic emails
  - Interval snapshots
  - Maps



# Example Snapshot



# Questions & Discussion



We'd like to hear what you think

# How to learn more



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**Thank you**