



Spokane Transit Authority optimized its operations and improved on-time performance with ViewPoint

Spokane Transit Authority

Products

ViewPoint BI

“Our on-time performance immediately went up, based on data we were able to pull with a system that is easy to use.”

Matthew Kampster
Paratransit Supervisor
Spokane Transit Authority

Background

Spokane Transit Authority has used Trapeze ViewPoint since 2020 and other Trapeze products since the early 2000s. Prior to implementing ViewPoint, Spokane Transit Authority used spreadsheets to manage and analyze their data, a very time-consuming and unreliable process.

Challenges

For the Spokane Transit Authority, data analysis, management, and utilization posed significant challenges before implementing Trapeze’s ViewPoint solution. As a data-driven organization, they heavily relied on data to make informed decisions and plan for the future. However, the process of managing data was labor-intensive and time-consuming. They had to run static reports, manually transfer data from spreadsheets to other reports, and navigate through multiple Excel files to analyze the data. This approach led to potential errors, and tracking and rectifying them became an arduous task.



Results



**STREAMLINED DATA
ANALYSIS AND REPORTING**



**TIME SAVINGS AND
INCREASED EFFICIENCY**



**DATA-DRIVEN DECISION
MAKING**



**ENHANCED
STRATEGIC PLANNING**

One of the most significant benefits of using ViewPoint was its substantial time savings. Previously, data analysis and reporting would take days, but with ViewPoint, it was reduced to mere seconds or minutes. “We don’t have to correlate this data; we can have ViewPoint do it... and it can do it in a fraction of the time.” This timesaving had a ripple effect on their overall efficiency, allowing them to focus more on analyzing the data and devising strategies to improve performance.

The availability of accurate data visualization also led to surprising revelations for the agency. They discovered that some of their long-held assumptions were incorrect, such as the belief that starting the day on time would lead to consistent on-time performance. The data showed a different picture, highlighting afternoon peaks that required routing adjustments. By shifting their approach and taking a few more late trips in the morning, they saved hundreds of late trips in the afternoon, leading to an immediate improvement in on-time performance (OTP).

With ViewPoint, Spokane Transit Authority was also able to simplify the process of working with third parties, such as Auditors. Rather than providing the auditors with numerous filing cases, they were able to give them access to ViewPoint so they could review reports instantly on their own computers. This eliminated the numerous files they previously had to share and helped ensure the information was as accurate as possible, “we got glowing reviews for that.” For Spokane Transit Authority and their third-party auditors, this was a seamless experience.

Conclusion

Implementing Trapeze’s ViewPoint solution transformed how the Spokane Transit Authority approached data analysis and reporting. It provided quick access to vital information, improved efficiency, and empowered them to make data-driven decisions based on accurate insights. Through data visualization and analysis, they challenged long-standing assumptions, identified inefficiencies, and optimized their operations to enhance overall performance and customer satisfaction. “We’re in control of our own data, we’re able to do what we want and need with it, and it’s easy.”

Connect with our Experts