



# ViewPoint for Workforce Management

Confront transit's workforce challenges with advanced real-time and historical analytics to make data-driven decisions.



Today's transit workforce faces significant challenges, such as unplanned absences and workforce shortages, making it difficult to provide reliable service. Integrating Trapeze Workforce Management (OPS) with Trapeze ViewPoint enables you to identify root causes, track key workforce metrics, and make future predictions to minimize the impacts of workforce shortages and absences.

With ViewPoint and Workforce Management (OPS), transit agencies can leverage their complex workforce information to perform simple and intuitive analysis, make informed decisions, better identify inefficiencies, and make evidence-based improvements to service through user-friendly dashboards and personalized reporting capabilities.

## Overview



### Track Workforce Metrics and Trends

- Track workforce metrics and trends with pre-built KPIs such as overtime, absences, incidents, vehicle data, extra board utilization, and FMLA analysis with the ability to drill down from agency to division, location, or employee
- Analyze trends and statistics in an intuitive platform, fully customizable with multi-functional and integrated dashboards
- Build scorecards and monitor productivity by agency, division, service type, employee, or other categories



### Customizable Real-time Alerts and Subscriptions

- Generate tailored alerts and notifications for your specific roles, workflows, and operations
- Customizable thresholds trigger alerts, keeping managers and executives notified of potential situations that could impact operations or KPIs
- Receive key daily reports and dashboards delivered to your inbox by setting up subscriptions



### Identify Operational Impacts from Workforce Challenges

- Build reports to identify root causes. Measure and monitor improvements as you implement process changes
- Track the utilization of extra board and employee overtime to analyze costs and trends over time
- Identify the impacts of absenteeism by evaluating the number of whole and split pieces of work being canceled and the number of service hours lost, and employee overtime through trends and patterns tracked in your data
- Understand how vehicle availability impacts on-time pull-out and service disruptions

## Agency Benefits



### Improve Productivity

- Enable dispatchers and schedulers to easily access data to assess daily workforce performance, monitor deviations, and act proactively to ensure all service is delivered as planned
- Analyze trends in events, absences, pay, and work, and look for opportunities to improve efficiencies



### Make Dynamic Adjustments to Workforce

- Make data-driven adjustments to the workforce to meet service demands and monitor absenteeism trends so you can protect service levels and implement necessary disciplinary measures
- Track and analyze historical and real-time absence trends (planned vs. unplanned, scheduled vs. unscheduled, absence type, time period, association with days of the week or type of work, etc.)



### Improve Recruitment and Retention

- Track and analyze employee performance to mitigate potential skills, training, and operator behavior gaps
- Use dashboards and reports to help create a workforce readiness program by looking at various metrics - e.g., expected retirements in the next five or ten years, retention rates by job category, and demographic representation gaps

## Passenger Benefits



### Enhance Passenger Experience

- Leverage real-time analytics and alerts to ensure a reliable service for your riders



### Better Customer Service

- Reduce passenger complaints and frustration by improving service using real-time metrics to measure KPIs such as operator absenteeism/tardiness and on-time performance



### Safer Passenger Journeys

- Improved data visibility and analysis across your system helps to quickly address safety-critical issues such as operator fatigue, resulting in fewer accidents



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