Trapeze™

Workforce Management System Health Check

Evaluate software utilization and identify process improvements.

"We had tried to address the issue ourselves, but we felt we needed direction from Trapeze to do it right."

- Gary 'Mo' Morris, Transportation Applications Research Analyst, Delaware Transit Corporation

Is your software meeting your changing needs? Are your systems and internal processes working to their full potential? Is the software configuration aligned to meet contractual guidelines? Are you efficiently utilizing your resources?

A system health check helps you identify which parts of your software are working well for your agency, and which parts are not. Trapeze assesses your current use of the software application and identifies new practices, configurations, features or modules that will help you optimize the use of Trapeze Workforce Management solutions and maximize the return on your investment.

Overview

Conduct Extensive Software Review

- Shadow users and observe operational procedures, meeting with Dispatch, Operations, IT, Payroll, and HR teams to ensure all areas of the business within Trapeze Workforce Management are reviewed.

- Inspect current Workforce Management software configurations and parameters.

- Identify tasks that require manual reports and adjustments.

- Document environment details including software versions, integrated third-party systems, and operational characteristics including users, operators, and vehicles.

Collaborate with Key Stakeholders

- Report out on results of the observations and software review.

- Discuss current challenges such as absenteeism, open work assignments, timekeeping rules, and current or anticipated collective bargaining agreement changes.

- Review manual workarounds and payroll adjustments and potential improvements that would drive efficiency and accuracy, eliminating redundant processes.

- Align on business impact, priority, and benefits of recommended changes.

Overview (continued)

Prepare Assessment and Recommendations Report

- Summarize areas for improvements to configuration and utilization, to efficiently manage employees and work assignments.
- Identify available new modules, tools, features, or best practices that can be leveraged to improve process efficiencies.
- Highlight existing knowledge gaps with agency staff for future training.
- Create a matrix identifying the business impact, priority, and high-level assessment of effort to aid the agency in prioritizing areas for improvement.

EXAMPLE:

ITEM	BUSINESS IMPACT	PRIORITY	EFFORT
Update payroll codes for new absences to align with Payroll System.	Eliminate manual adjustment in payroll system, saving time and increasing accuracy	High	Medium
Address manual adjustments in timekeeping for holiday pay by implementing new timekeeping rules.	Reduce payroll clerk labor eight times a year, eliminate risk of human error and payroll mistakes.	Medium	High
Training on Employee Absence Monitor	Identify patterns of absences to aid in addressing employee performance.	High	Low
Utilize FMLA certificates and starting balance so that employee leave can be validated, tracked and visible to employees through Employee Self-Service.	Increase employee accountability for FMLA balance and leave request, ensure employee does not exceed available hours, eliminate manual tracking.	High	Low

Key Findings from Health Checks

Through a health check, agencies can uncover specific gaps in system configurations and operational processes, as well as receive actionable recommendations for improvement. Examples include:

Gap: Currently, timekeeping information is manually processed and sent to payroll each pay period, involving extensive bundles of paperwork including time off requests, daily work assignments, overtime slips, and more.

Recommendation: Streamline processes and train users on OPS tools to validate timekeeping information and work data before it goes to payroll, eliminating redundant work and paper processes. Set up timekeeping alerts to help identify unusual timekeeping records to minimize review efforts.

Gap: Operators need to know the vehicle number they were assigned and the location in the garage/lot, resulting in dispatchers fielding calls or disruptions at the window from operators requesting information. This is particularly problematic during busy times, such as morning pull out.

Recommendation: Configure and utilize the OPS Yard Management module included in the standard OPS license. Yard Management features a Vehicle Assignment parking grid and allows vehicles to be assigned or auto-assigned to blocks daily. Dispatch can see the assigned vehicles on the Daily Activity screen, and when an operator uses Sign-In Terminal, the vehicle number and location are displayed on screen and printed on the receipt with the work assignment information. Once signed in, the sign-in receipt is viewable in Employee Self-Service. Having this information in hand eliminates the need to call dispatch or the yard office and delay pull-out.

Agency Benefits

Optimize Return on Software Investment

- Understand utilization of the current system, areas of inefficiency or manual workarounds, and potential changes.
- Recognize quick-to-implement configuration updates or process changes to drive immediate business benefit.
- Identify features and modules in Workforce Management not currently in use that can save staff time and effort.
- Leverage Trapeze recommendations to ensure the software is fit for purpose or adjusted to new business requirements and contractual obligations.
- Increase staff knowledge of Trapeze Workforce Management software and industry best practices.
- Develop a strategic roadmap, plan, and budget based on the priority matrix.

Improve Operational Efficiency

- Utilize daily activity data to understand operational performance – extraboard utilization, overtime, planned and unplanned absences, etc.
- Enhance visibility and management of employee performance to improve on-the-job results.
- Automate tasks to improve accuracy and reduce distractions and redundancy.

Increase Employee Satisfaction

- Increase retention and decrease absenteeism by improving the work environment, accountability and ability of personnel to focus on core responsibilities.
- Provide operators with self-service tools allowing them 24/7 convenient access to work assignment information, reducing unnecessary time at the facility.
- Decrease stress for dispatchers by reducing distractions, allowing them to focus on their primary responsibilities to deliver on-time service.

Connect with our Experts

Discover More About Trapeze Workforce Management

See real examples and customer stories of agencies we've helped with our Workforce Management solution—the leading solution fully optimized to manage all operations within the transit workforce. Learn more about Trapeze Workforce Management software at https://www.trapezegroup.com/transit-operations-management.

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