PROVEN ROI

Workforce Management

Managing a transit workforce is a complex operation involving different types of employees with unique needs - from operators and dispatch to maintenance personnel to administrative staff. Even when compared to similar industries, the complexities are unique. Trapeze Workforce Management is the only solution fully optimized to manage the transit workforce, empowering your team to meet ever-changing service and rider demands, and you to maximize operational and cost controls.

Support Accurate Employee Records and Track Overtime

32 divisions | *8k employees* | *12 job classifications*

at **Chicago Transit Authority**, all managed through WM for the consistent application of work rules (hours, classifications, incidents), resulting in increased safety and reduced costs.

Source: Chicago Transit Authority | Trapeze and CTA News Release

Empower Employees with Self-Service Tools

91% satisfaction when online bidding was first implemented at **San Francisco Municipal Transportation Agency (SFMTA)**

Source: Trapeze Case Study, SFMTA

Keep Track of Operator Sign-in

10.62% increase in OTP

Source: OTP - RideDart |
Trapeze Case Study, Des-Moines

$314,301,144

Annual lost compensation from 2014-2018 due to absenteeism, or $874 per transit worker

Source: TCRP Research Report 217, 2020

97%

Operator adoption of Employee Self Service at SFMTA to communicate with dispatch during the COVID pandemic

Source: 2021 Virtual ThinkTransit Conference, How SFMTA Responded to Rapid Change and Improved Safety Through Employee Self-Service Session

Reduce Costly Payroll Errors

1.4 billion paid by US employers in back wages due to payroll errors

Source: Wage and Hour Division, WHD by the Numbers 2021 Article

Top Reasons TO CHOOSE **TRAPEZE WM**

Integrate Operations Management with Your Systems

62% increase in efficiency at Spokane Transit Authority (STA) integrating Workforce Management across their suite of Trapeze products, as well as with third-party solutions

Source: Trapeze Case Study, Spokane

Automate Labor-Intensive Processes

Palm Tran reduced the time it takes to create a customized report monitoring operator performance, **from 3 weeks** *to mere seconds*

Source: Trapeze Video, OPS Palm Tran

Single Source of Truth

1,000 maintenance pay rules, *300* paratransit pay rules captured by automated payroll management system at DART Des Moines, increasing accuracy of payroll calculation

Source: Trapeze Case Study, Des Moines

Customer Story

Capital Area Transportation Authority (CATA) in Greater Lansing, Michigan, seamlessly integrated Employee Self-Service (OPS-Web) with their pre-existing Trapeze solutions – Workforce Management (WM), COM, PASS, and FX. The solution has given operators easier access to their own information and allowed them to concentrate on protecting service levels instead of being distracted with time-consuming administrative tasks.

Source: Trapeze Case Study, CATA

1000%		**130 hrs**	
increase in productivity, eliminating paper processes	Positive outlook on future technology adoption	of labor saved processing bid requests	Reduced errors with better operator information

"**What we can process electronically in one hour, previously took tenfold as many hours to process by paper and pencil. Operators have enjoyed having more access to their information.**"

Jason Bidwell
Former Assistant Manager, CATA

Watch the Webinar

Zero Contact when signing in/out

Employee Self-Service solutions provide your frontline transit heroes with the tools to stay healthy and safe in the post-COVID new normal. WM Sign-in Terminal allows your employees to observe physical distancing and avoid crowding in the workplace, while the Employee Information module enables them to access information and make requests remotely, and communicate timely and effectively with dispatch, through its messaging system.

https://go.trapezegroup.com/TransitTechnology-WM-Webinar.html

Connect with our Experts

Trapeze™