

SOLUTION GUIDE

Workforce Management

Trapeze OPS is now part of
Workforce Management



Work your operational day smarter and faster. Empower your employees wherever they are.

Daily transit operations are fast-paced and complex, requiring agility, efficiency, and responsiveness. Traditional pen-and-paper methods are no longer sufficient. Trapeze Workforce Management (WM) streamlines your operational tasks, automating labor-intensive processes to protect service levels and enhance the transit experience.

With Trapeze Workforce Management, your agency can:

- Automate bidding, daily dispatch, and timekeeping to save time and reduce errors.
- Connect with other applications for scheduling, payroll, HR, and maintenance for real-time data sharing.
- Add functionality as needed with a modular system for maximum flexibility.

Our solution delivers value and consistency across your organization to hourly and unionized employees, including roles in fixed route, paratransit, rail, maintenance, call center, dispatch, and supervisory staff.

80

transit agencies
use Workforce
Management

62%

increase in efficiency
with Trapeze WM
(Spokane)

AGENCY BENEFITS

Streamline your daily operational tasks with ease.



Increase Productivity and Dispatcher Efficiency

Automate common tasks to focus on service coverage.



Reduce Manual Processes

Automate work assignments and integrate with other systems to eliminate duplicate entry.



Engage Employees with Real-time Information and Self-Service Tools

Increase employee satisfaction by making operational tasks convenient.



Be Prepared for Incident Reporting and Audits

Meet federal reporting requirements with accurate dispatching details.



Manage costs

Automate bidding and work assignments, track overtime, and reduce unnecessary costs.

Case Study

SMART (Detroit) automated many labor-intensive tasks during the NFL Draft, ensuring efficiency and accuracy.

<https://www.trapezigroup.com/case-study/SMART-automation-and-bidding>

PASSENGER BENEFITS

Make each passenger journey smooth, safe, and enjoyable.

Enhance Customer Relations

Improve employee productivity and confidence, leading to better passenger service.

Increase Safety

Track operator rest times and shifts, manage incident reports, and ensure compliance with safety rules.

Get Passengers on Track and on Time

Achieve on-time performance targets by managing operations effectively.

Transform Your Transit Operations

Trapeze Workforce Management (WM) offers a comprehensive solution to streamline your transit operations, improve employee productivity, and enhance passenger satisfaction. Discover how our flexible and integrated tools can help your agency operate more efficiently and effectively.

PRODUCT FEATURES

Bidding

Automate bid configuration and employee bidding for various work types, ensuring compliance with agency and union rules. Allow employees to bid from home using self-service tools.

Daily Dispatch

Monitor absences, assign extra board and volunteer operators efficiently, and respond to real-time changes in the work schedule.

Accurate Timekeeping

Convert daily dispatch data to payroll information, apply pay rules, and export to the payroll system.

Employee Management

Track performance and integrate records with customer feedback data.

Sign-in Automation

Monitor and control employee sign-ins using various technologies, flag no-shows, and update expiration dates automatically.

Employee Self-Service

Provide web-based access to work assignments, extra pay claims, and employee information. Reduce manual payroll adjustments and phone calls.

Mobile Functionality

Allow employees to perform common tasks from their mobile devices, such as viewing and updating information, requesting absences, and communicating with dispatch.

“Using Trapeze Workforce Management, SMART automated many labor-intensive tasks, ensuring efficiency and accuracy.”

De’Shalon Brownlee,
VP of Operations

Communications

Inform operators of work assignments and send assignments via SMS, email, or automated calls to extraboard employees.

Operational Reporting

Respond to operational events in real-time and generate standard and custom reports.

RISC Integration

Manage incidents, accidents, and investigations through Trapeze's safety management solution, RISC.

EXTEND YOUR WM CAPABILITIES

Empower your employees to do more with robust workforce tools.



Employee Self-Service Employee Information – Enable employees to check work assignments, view their calendar, manage volunteer time, or request an absence, and view their performance on a browser, Android, or iOS app.



Employee Self-Service Bidding Requests – Provide your operators with the convenience of creating and ranking bid requests for a sign-up period on a browser app, and the flexibility to review the paddles, select work, and view awards wherever and when ever they want.



Sign-in Terminals (SIT) – Monitor employee sign-ins to keep track of absences and tardiness.



Workforce Management with SAFTE-FAST – Improve safety by minimizing employee chronic fatigue and fatigue-related incidents.

Contact us for a demo or more information about how Trapeze WM can transform your transit operations.



Connect with our Experts

info@trapezgroup.com | 1 877 448 7273 | www.trapezgroup.com

