

SOLUTION GUIDE

A photograph of a man with a beard and short brown hair, wearing a white dress shirt and a blue tie, smiling as he drives a blue bus. The interior of the bus is visible, including the dashboard, a yellow handrail, and a window with a view of green trees outside. The man is seen from the side, looking forward.

Workforce Management

(FOR BUS FLEETS)

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, pushing you to be as agile, efficient, and responsive to ever-changing service demands. Using pen and paper to accomplish daily tasks simply won't do now – to meet agency goals, you need sophisticated operational tools that give you full control while saving you time and effort.

Trapeze Workforce Management (WM) streamlines operational tasks such as bidding, daily dispatch, timekeeping, and workforce management, automating labor-intensive processes so you can concentrate on protecting service levels and ensuring a better transit experience for your customers.

Reduce errors and administrative headaches in operational planning, sign-ups, complex pay rules, last-minute absences, and mechanical problems. Empower your employees to access information conveniently, even on the go. Get real-time information to make better decisions.

Trapeze Workforce Management solutions are flexible and designed with modular systems enabling you to plug in functionality as needed. They integrate seamlessly with Trapeze and third-party applications such as scheduling, payroll, HR, maintenance, and asset management systems so you can share data in real time and maximize your resources.

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 and simplify common operational tasks such as entering employee absences, opening and splitting work, and assigning employees and vehicles. Your dispatchers can then concentrate on ensuring all service is covered and pull outs are on time. Enable operators to sign in at kiosks and mobile devices for verified time-tracking. Receive messages and vehicle assignments. Automate notification to dispatch.



Reduce Manual Processes. Avoid Costly Errors.

Save time by automating work assignments, including extraboard and volunteer board rotations. Integrate workforce management with scheduling, human resources, payroll, and other data sources to eliminate duplicate entry. Monitor medical leave and FMLA compliance to manage absenteeism, minimizing unexpected shift changes. Reduce costly human errors and grievances.



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

Make bidding, viewing work assignments, volunteering, submitting absence requests, and timekeeping convenient to increase employee satisfaction. Enable employees to update their information to reduce workforce processing delays, and note expiring certifications. Send messages to operators and vice versa, and electronically acknowledge critical messages and documents.



Be Prepared for Incident Reporting and Surprise FTA Audits

Inform your safety and security personnel of relevant dispatching details (such as operator rest time) so you can meet federal reporting requirements.

PASSENGER BENEFITS

Make each passenger journey smooth, safe, and enjoyable.

Enhance Customer Relations

Make the operational day more productive for employees and increase their confidence to deliver better service to passengers.

Increase Safety

Keep safety the highest priority by tracking operator rest times and shifts, automating work assignment rules for Hours of Service and Fatigue/Worker Effectiveness. Inform dispatchers when operators approach or exceed warning thresholds so work can be replanned. Electronically manage incident and accident reports and driver complaints, including performance points.

Get Passengers on Track and on Time

Manage operations and your workforce effectively and hit your on-time performance targets so your passengers don't experience annoying delays.

Transit is All We Do

Managing public transit operations can be a daily administrative and logistical challenge. Trapeze understands your needs and continuously works with you to develop the most intuitive and integrated transit workforce solution to help you optimize your resources and manage operations more efficiently, wherever you are.

PRODUCT FEATURES

Bidding

Automate bid configuration and employee bidding for regular work, extra work, holiday and vacation time off, and reduce human errors and costly rollbacks while ensuring agency and union rules are strictly followed. Make sign-ups effortless for operators by letting them bid for work from their homes with Employee Self-Service Bidding.

Daily Dispatch

Stay on top of changes to your work schedule. Respond to situations in real time. Monitor absences and open work easily. Assign extraboard and volunteer operators efficiently and in compliance with collective bargaining agreements.

Accurate Timekeeping

Convert daily dispatch data to payroll information. Calculate payroll costs automatically using your agency's pay rules, make the necessary manual adjustments, then export to the payroll system.

Workforce Management

Monitor employee performance, track the progress of investigations, and integrate records with customer feedback data. Create random samples of employees for standard FTA testing.

Sign-in Automation

Enable better employee monitoring and control with Sign-in Terminal (SIT) using a variety of technologies such as magnetic swipe card, tap, and scan. Automatically flag and remove no-shows, prompting you to fill the open shift and recover service sooner. Automatically update expiration date when signing in with driver's license.

“After taking full advantage of the system, spread pay is calculated automatically and correctly in nearly every instance. This builds trust with people using the software – that it will provide the correct answer.”

**James McDonald,
Director, Saskatoon
Transit**

Case Study

Find out how Saskatoon Transit helps employees work smarter with automated payroll.

<https://www.trapezegroup.com/case-study/saskatoon>



Employee Self-Service

Provide operators with web-based access to work assignments, extra pay claims, and employee information whether they are at home, on the road, or in the garage. Reduce manual payroll adjustments by giving employees access to their timekeeping data. Reduce phone calls by providing extraboard operators with updates to their report time and work assignments as soon as work is published the day before. Provide operators with vacation accrual status and visibility to absence quotas, eliminating this distraction for dispatch.

Mobile Functionality

In addition to desktop, let your employees conveniently perform common tasks from their mobile devices, such as viewing and updating information, requesting absences and pay, and communicating with dispatch and operations.

Communication

Inform extraboard operators of work assignments through SMS/ email so you don't have field call inquiries the night before. Enhance communication within the organization by enabling employees to send messages to various departments.

Operational Reporting

Create ad hoc reports, dashboards, and KPIs and interact with operational data in real time to make better decisions using cloud-based Trapeze ViewPoint. Apply triggers and alerts to respond to operational events in real time. Generate standard and custom reports.

Trapeze Enterprise and Third-Party Integration.

Integrate the workforce management system with Trapeze's suite of mobility planning and scheduling (FX), enterprise asset management (EAM) and Vontas transit operational tools (TransitMaster, Yard Management). Interface with third-party scheduling, payroll, and HR systems. Interface with SAFTE-FAST for fatigue management.

EXTEND YOUR WM CAPABILITIES

Empower your employees to do more with robust workforce tools.



Sign-in Terminals (SIT) – Monitor employee sign-ins to keep track of absences and tardiness. Use advance features to implement agency business rules to trigger opening work due to a miss-out, assigning absences, or initiating an extra pay claim for late sign outs. Block sign-in for employees with mandatory consults with dispatch or supervisor, or expired licenses or skills.



Employee Self-Service Employee Information – Empower employees to access demographic and assignment details, request absences and extra pay, and send and receive messages at their convenience using a web browser or iOS or Android applications.



Employee Self-Service Bidding – Provide your operators with the convenience of creating prioritized 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.



Employee Self-Service Operational Bidding – Allow operators to bid on work that has opened up during the active period (e.g., long -term absence, retirement, etc.). Improve safety by minimizing chronic employee fatigue and fatigue-related incidents.



Notifications – Send notifications via email or SMS.



Employee Accrual Generator – Calculate sick, vacation, and holiday balances for easier payroll processing.



Display Board – Show upcoming work to be dispatched and open pieces on a display in the operator lounge, reducing dispatcher interruptions due to operator questions. Operators are informed and ready to go at pull-out time. During sign-up, use the same display to show unbid work and the next employees up for selection.

Reach out to our WM experts for a demo.



Connect with our Experts

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

