Trapeze™

Workforce Management

(FOR RAIL)

Trapeze OPS is now part of
Workforce Management

Take on rail's daily operational challenges with confidence.

Rail operations are fast-paced and complex while requiring you to prioritize safety at all times. Meanwhile, the changing mobility landscape pushes you to be more agile and efficient in managing your crews and rolling stock, and quicker at resolving incidents that cause disruptions and passenger frustration.

Trapeze Workforce Management (WM) for Rail automates and streamlines operational tasks such as assignment validation, Hours of Service compliance, fatigue/worker effectiveness management, pay calculation, bidding, timekeeping, and workforce management, so you can increase safety outcomes, concentrate on improving service, and enhance passengers' rail journeys.

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 WM solutions for Rail are flexible and modular, 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

6/10
subway systems
in North America
use Trapeze

Agency Benefits

Simplify your day. Streamline your daily rail tasks with ease.

Optimize Rail Resources

Efficiently and effectively allocate your crew and rolling stock to the required work, matching resources to needs, and reducing costly errors while maximizing safety outcomes. Optimize and simplify communication for better response to operational challenges.

Increase Safety

Ensure employees have the correct qualifications to perform specific work. Keep track of worker rest times and shifts to ensure compliance with Hours of Service regulations and evaluate worker fatigue through integration with SAFTE-FAST.

Reduce Manual Processes

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.

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 sign-in/sign-out easily, update their information to reduce workforce processing delays, and note expiring certifications. Send messages to operations and vice versa, and electronically acknowledge critical documents and messages.

Be Prepared for Incident Reporting and Regulatory Audits

Automatically check for Hours of Service and ensure compliance with FRA-mandated fatigue analysis such as FAST. Inform your safety and security team of these relevant dispatching details so you can meet federal reporting requirements.

PASSENGER BENEFITS

Make each rail journey smooth, safe, and enjoyable for your passengers.

Enhance Customer Relations

Create an engaged workforce happy to deliver better service to passengers.

Increase Safety

Increase safety for the riding public by ensuring that rail employees are qualified to perform the specific task assigned to them. Track and automatically update employee qualifications for work. Notify employees of expiring qualifications and easily manage training for them. Automate 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.

Get Passengers on Track and on Time

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

We Understand Public Transportation Better Than Anyone

Managing rail operations can be a daily logistical and administrative challenge. With our transit-specific expertise across the different modes, Trapeze understands your needs better than anyone. Our goal is to continuously work with you to develop the most intuitive and integrated transit workforce solution to help you optimize your rail resources and manage operations more efficiently, whatever area of work or mode you're involved in.

PRODUCT FEATURES

Automatic Wage Calculation

Calculate correct employee pay automatically and export data to payroll systems. Model varying and complex rate structures using a configurable set of rules. Easily create statistical reports and cost views (e.g., wage costs for specific employee groups).

Assignment Validation

Automatically validate assignments to ensure the right personnel and vehicle are allocated to specific tasks. Conduct system checks for correct consist make-up, appropriate qualifications, and compliance with Hours of Service and work rules for crew members.
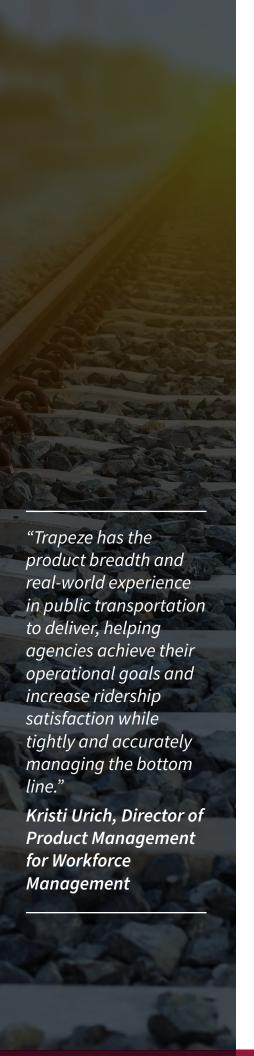
Operational Warnings

Warn users of potential problems (e.g., assignment of unqualified resources) and allow controllers to review options at a glance. Automatically record and manage restrictions on resource use. Include system checks for Hours of Service, and FRA, state, and local rules.

Daily Operations

Get full visibility on your data and quickly amend production-on-the-day to meet immediate or emerging needs. Identify open work and eligible employees. Ensure compliance with collective bargaining agreements when assigning extra board, volunteers, or overtime.

Read the Blog

Improve Workplace Safety and Rider Experience
https://www.trapezegroup.com/blog-entry/improve-safety-and-rider-experience-with-workforce-management

Resources Overview

Gain an easy and fast overview of required and committed resources. Allocate and make changes to staff with a few clicks. View employment status, absences, accidents, incidents, vehicle history, qualifications, certifications, allowances, work preferences, etc. Easily view historical information using screen filter options.

Employee Self-Service

Enable employees to view online their shift plans, performed work, current and planned time-off, including FMLA tracking. Enable requests for specific work hours or time off. Let employees register pre-attendance. Employees can sign in at remote locations using the Mobile application on a GPS- enabled device to validate that their current location is at the assigned geo-fenced position to report.

Bidding

Enable employees to bid for work for Regular Schedules, Holidays, and Extra Pieces or process bump bids and vacancy bids using both roster-style and cafeteria-style bidding. Enable extraboard selection, vacation relief, statutory holiday, and absence (vacation, personal time-off) bidding. Get a calendar view of assignments via WorkPlanner and Bid Assignment Calendar.

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.

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 has the product breadth and real-world experience in public transportation to deliver, helping agencies achieve their operational goals and increase ridership satisfaction while tightly and accurately managing the bottom line."

Kristi Urich, Director of Product Management for Workforce Management

EXTEND YOUR WM RAIL CAPABILITIES

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. Mobile applications support remote sign-in with geo-fence validation for relief crew.

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 whenever 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.).

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

Notifications – Send notifications via email and SMS for employee assignment.

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.

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