



Employee Self-Service EMPLOYEE INFORMATION

Provide your employees with access to their information anytime, anywhere.



On Time. On Task. Your employees want to be efficient and effective with their time just as your agency needs the same. Support your transit heroes by empowering them with modern tools to perform routine tasks quickly, accurately, and independently. Real-time information about work details - including spare board, volunteer, or overtime assignments - reduces distracting phone calls to dispatch, eliminates paper, and improves on-time performance. Having needed information at their fingertips keeps employees engaged, reduces stress, and improves job satisfaction, which leads to better retention and recruiting.

EMPLOYEE SELF-SERVICE (ESS) EMPLOYEE INFORMATION leverages your agency's investment in Workforce Management, integrating with your existing OPS implementation to provide an employee portal that can be accessed using a desktop computer or mobile device. It provides your employees with a quick and easy way to view and update their information and make work-related requests and inquiries, with the flexibility to be productive in and outside of work. ESS Employee Information is designed to improve communication within your agency, eliminating manual and paper processes while saving your supervisors and dispatchers time fielding operator or crew queries or requests.

ESS Employee Information is part of the Trapeze Employee Self-Service (ESS) suite of self-help support add-ons, which include the ESS Bidding Requests and ESS Operational Bidding modules. The ESS modules equip your employees with intuitive tools to make tasks easier, faster, and more convenient to accomplish.

Overview

ESS Employee Information provides agencies with flexibility to select features to enable, control business rules around what can be viewed or edited, and enforce policies required to comply with Collective Bargaining Agreements and agency policies.



Work Assignment Schedule and Details

- Consolidated calendar for work assignments, absences, claims and upcoming important dates like the start of a bid
- View work assignment details – time, location, detours, and paddles or trip details
- View your work progression – compliance with max hours worked and minimum rest periods
- Volunteer for extra work
- View daily postings – extraboard, volunteer, weekly rosters, hold down and open runs



Make Absence, Extra Pay, and Allowance Requests

- Enables employees to view, add, and modify absence requests
- Supports multiple quota and accrual types
- Integrates with Family and Medical Leave Act (FMLA) management
- Allows employees to make or modify Extra Pay claims; submit transactions for allowances such as uniforms
- Shows whether absence or extra pay request was granted, denied, or still under review; record of receipt



View Timekeeping and Balances

- View timesheets, with agency-defined details on work activities (e.g., platform time, travel time, clear time, overtime, etc.) and optionally show pay rates
- Check vacation or sick leave/allowance balances, absence history



Manage Employee Information

- Enables employees to view and update their personal information (e.g., address, telephone)
- View scorecards and performance or incident/accident reports
- View expiration dates for skills or qualifications, such as Commercial Driver's License or annual required training



Send and Receive Messages

- Displays general and personal messages, with the option to require acknowledgment
- Send detour notifications
- Share documents such as benefits or HR-related files
- Creates employee memos to supervisors and other recipients for inquiries and feedback

EXTEND YOUR WORKFORCE MANAGEMENT TOOLKIT

Self-Service Tools to Help Your Employees Thrive

Make tasks easier, faster, and more convenient to accomplish with these Workforce Management modules.

Employee Self-Service (ESS) Employee Information. Empower employees to access work and personal information online, request absences and extra pay, and send and receive messages.

Employee Self-Service (ESS) Bidding Requests. Provide your operators with prioritized bid requests for a sign-up period on a browser app, review paddles, select work, and view awards.

Employee Self-Service (ESS) Operational Bidding. Allow operators to bid on work that has opened up during the active period (e.g., long-term absence, retirement, etc.)

Sign-In Terminal (SIT). Provide your operators with a safe and automated driver check-in that also enables you to efficiently manage unplanned absences or tardiness.

Display Board. Provide real-time dispatch and bidding information on a screen for your operators to view at key work locations.

Notifications. Send work assignment notifications by SMS/text or email to extraboard and volunteers when work assignments are published.

Agency Benefits



Increased Productivity

Streamline employee workflows so your dispatchers can concentrate on protecting service levels. Assign work assignments with a few keyboard strokes and enable employees to see updates to their schedules when work is published. Replace the piles of paper with digital information, supported by accurate time stamps and a full audit trail. Minimize manual payroll adjustments by providing employees access to view their timekeeping records and accurately submit absence and extra pay claims.



Greater Employee Engagement

Empower your employees to manage and receive information, enhancing their job satisfaction and work engagement. Emotionally committed employees go the extra mile, leading to better customer service and performance outcomes. This contributes to a healthier work environment, improved employee retention, and stronger recruiting.



Improved Communications

Messaging capabilities empower you to reach out to your employees, gaining feedback and quickly addressing any urgent concerns. Your operations staff will have real-time visibility to critical data on absences and volunteers so that they can react quickly to ensure open work is covered, improving your on-time service performance.

Passenger Benefits



Improved Service

- Frees up supervisors and dispatchers' time from administrative duties (e.g., operators asking about their records) to put greater focus on operational concerns
- Improves interaction with operators, leading to better decisions during the operational day
- Provides the most accurate and up-to-date information within the organization, enhancing operational insight



Better Customer Service

- Convenient and easy access to routine transactions increases employee efficiency, inspiring better customer engagement
- Empowers operators and other employees to communicate effectively with supervisors and other agency staff, creating engaged employees dedicated to improving service



Improved Safety

- Shows expiry dates for driver's license and other skill certifications to help ensure operators' qualifications are up to date and in line with safety regulations
- Enables operators to review their safe driving records and awards received for driving performance
- Provides visibility to work progression so employees understand their compliance with hours of service rules



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