Employee Self-Service EMPLOYEE INFORMATION

Empower your employees to find information, perform tasks conveniently from anywhere.

"So many things are so much easier because no longer do you have to either get a piece of paper or speak face-to-face with an operator to get their bid request."

- Garry Dupper, Project Manager, Dallas Area Rapid Transit (DART)

The face of your transit workforce is changing. Regardless of age or career path, most people have experience with online media, communications, and shopping. Younger employees consider technology integral to their lives. Mobile tools are familiar and help employees access critical information conveniently. Leveraging these applications helps your hard-working transit employees thrive, improving work-life balance and reducing turnover.

Empower your workforce to perform their tasks quickly, accurately, and independently, wherever they are. Trapeze Employee Self-Service – Employee Information (ESS EI) streamlines workflows and helps your employees conveniently manage their time – providing critical information at their fingertips on their mobile phone or home computer. With a simple, intuitive user interface, ESS EI provides your operators with a quick and easy way to view and update their information and make work-related requests, giving them the flexibility to be productive in and outside of work.

Overview

Quickly View Assignment Schedule and Details

- Mobile-friendly, consolidated calendar view makes it quick and easy to access work assignments, absences, claims, and upcoming important dates like the start of a new sign-up period.
- View work assignment details at the touch of a button – time, location, detours, and paddles or trip details
- Help ensure safer journeys – enable operators to view work progression so they can track compliance with maximum hours worked and minimum rest periods
- Volunteer for extra work
- View daily postings – extraboard, volunteer, weekly rosters, hold downs, and open runs

Easily Manage Absences, Extra Pay Claims, and Allowances

- View, add, or modify absence requests; color-coded absence quotas indicate availability
- Make or modify extra pay claims; extra pay types are configurable to agency requirements
- Submit transactions for allowances (e.g., uniforms)
- Show whether absence requests or extra pay claims were granted, denied, or under review; provides record of receipt (time-stamped) and enables auditable tracking

Check Timekeeping, Balances, and Messages

- View timesheets, with agency-defined details on work activities (e.g., platform time, travel time, clear time)
- Check vacation or sick leave allowances/balances, and absence history
- Display general (e.g., detour notifications) and personal messages, with the option to require acknowledgment
- Create employee memos to supervisors and other recipients for inquiries and feedback

Manage Employee Information

- Enable employees to quickly update their personal information (e.g., address, telephone) to ease the administrative burden on HR and supervisors
- Increase accountability and transparency - enable operators to view scorecards and performance or incident/accident reports
- Help ensure compliance – enable drivers to quickly check expiration dates for skills or qualifications, such as Commercial Driver's License or annual required training

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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 during the active sign-up 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.

Notifications. Send work assignment notifications by SMS/text or email to extraboard and volunteers when work assignments are published.
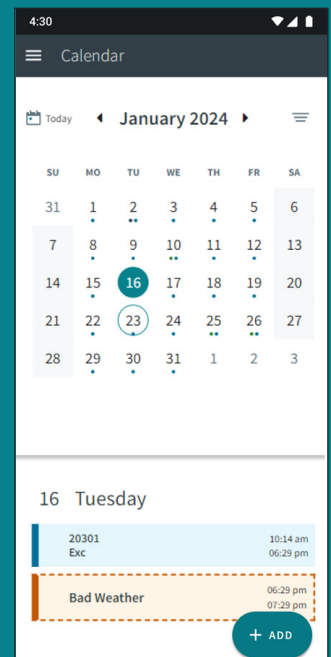
Calendar View – click on a date to view work assignments, easily add absences and claims.

Agency Benefits

⚙ Increased Productivity

Save time and effort for all. Reduce task friction for your employees with simple, intuitive navigation and streamlined workflows. Minimize queries at the dispatch window. Reduce or eliminate paper processes with digital requests and approvals. Minimize manual payroll questions by providing employees complete access to view their timekeeping records.

💬 Greater Employee Engagement

Increase job satisfaction. Employees can access their schedule and critical information 24/7, which is especially important for Extraboard operators whose schedule changes daily. Demonstrate your agency is investing in your employees by providing technology that makes a difference in their work-life balance. Put your agency back in control of communication, as a trusted employer, so that employees aren't working around you with their own social media and group texts. Provide modern self-service technology to help you retain the new employees you've worked so hard to recruit.

👍 Improved Communications

Improve communication flow throughout your agency by providing employees with quick, mobile access to their schedule, bulletins and detours, messages and more. Visibility and transparency create trust. Electronic transactions mean information can be validated on entry and data is immediately available to the business, eliminating the labor and delays from manual entry. They can react quickly to ensure open work is covered, improving your on-time service performance.

Passenger Benefits

⧗ Improved Service

- Reduces task friction for employees, enabling them to better focus on their work
- Eliminates distractions for supervisors' and dispatchers' time (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 insights

🔒 Safer Journeys

- Ensure operator qualifications are current and compliant with safety regulations by managing expiry dates for driver's license and other skill certifications
- Enable operators to quickly 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

⭐ Better Customer Service

- Increase employee efficiency by providing your employees with convenient and easy access to routine transactions
- Enhance communication between Operations management and drivers for seamless dispatch and service delivery
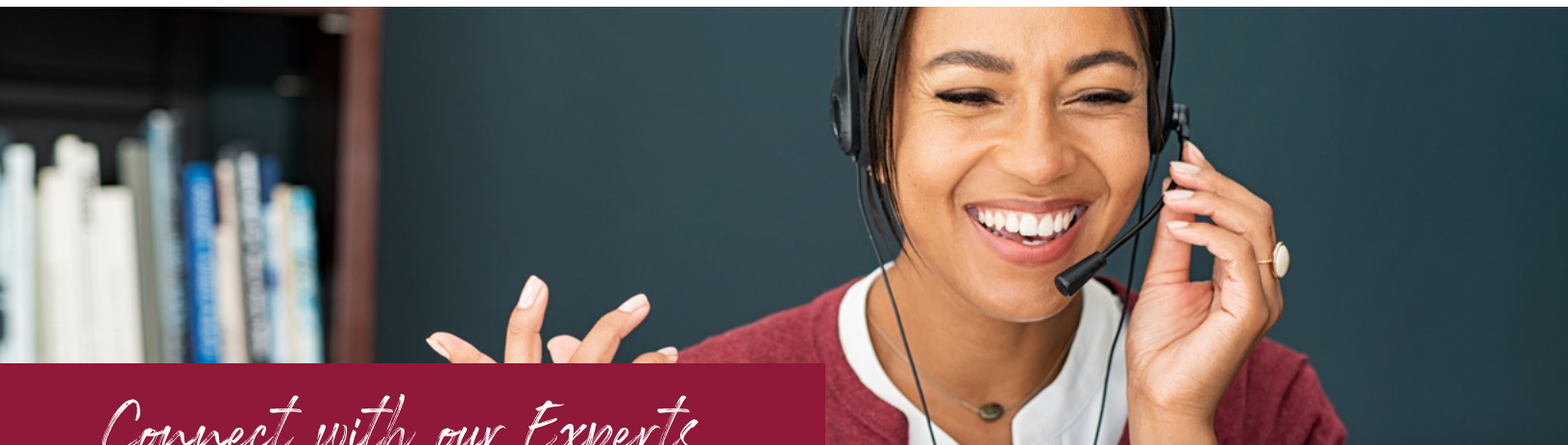
Connect with our Experts

Trapeze™