



Mastering Transit Operations with ViewPoint: A Comprehensive Guide

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ViewPoint for Workforce Management

Confront transit's workforce challenges with advanced real-time and historical analytics to make data-driven decisions.



Today's transit workforce faces significant challenges, such as unplanned absences and workforce shortages, making it difficult to provide reliable service. Integrating **TransTrack Workforce Management (OPS) with TransTrack ViewPoint** enables you to identify root causes, track key workforce metrics, and make future predictions to minimize the impacts of workforce shortages and absences.

With ViewPoint and Workforce Management (OPS), transit agencies can **leverage their complex workforce information to perform simple and intuitive analysis**, make informed decisions, better identify inefficiencies, and make evidence-based improvements to service through user-friendly dashboards and personalized reporting capabilities.

Overview

Track Workforce Metrics & Trends

- Track workforce metrics and trends with pre-built KPIs such as overtime, absences, incidents, vehicle data, extra board utilization, and FMLA analysis with the ability to drill down from agency to division, location, or employee
- Analyze trends and statistics in an intuitive platform, fully customizable with multi-functional and integrated dashboards
- Build scorecards and monitor productivity by agency, division, service type, employee, or other categories

Customizable Real-Time Alerts & Subscriptions

- Generate tailored alerts and notifications for your specific roles, workflows, and operations
- Customizable thresholds trigger alerts, keeping managers and executives notified of potential situations that could impact operations or KPIs

- Receive key daily reports and dashboards delivered to your inbox by setting up subscriptions

Identify Operational Impacts from Workforce Challenges

- Build reports to identify root causes. Measure and monitor improvements as you implement changes
- Track the utilization of extra board and employee overtime to analyze costs and trends over time
- Identify the impacts of absenteeism by evaluating the number of whole and split pieces of work being canceled and the number of service hours lost, and employee overtime through trends and patterns tracked in your data
- Understand how vehicle availability impacts on-time pull-out and service disruptions

Agency Benefits

Improve Productivity

- Enable Operations Managers and Dispatchers to easily access data to assess daily workforce performance, monitor deviations, and act proactively to ensure all service is delivered as planned
- Analyze trends in events, absences, pay, and work, and look for opportunities to improve efficiencies

Make Dynamic Adjustments to Workforce

- Make data-driven adjustments to the workforce to meet service demands and monitor absenteeism trends so you can protect service levels and implement necessary disciplinary measures
- Track and analyze historical and real-time absence trends (planned vs. unplanned, scheduled vs. unscheduled, absence type, time period, association with days of the week or type of work, etc.)

Improve Recruitment and Retention

- Track and analyze employee performance to mitigate potential skills, training, and operator behavior gaps
- Use dashboards and reports to help create a workforce readiness program by looking at various metrics - e.g., expected retirements in the next five or ten years, retention rates by job category, and demographic representation gaps

Passenger Benefits

Enhance Passenger Experience

- Leverage real-time analytics and alerts to ensure a reliable service for your riders

Better Customer Service

- Reduce passenger complaints and frustration by improving service using real-time metrics to measure KPIs such as operator absenteeism/tardiness and on-time performance

Safer Passenger Journeys

- Improved data visibility and analysis across your system helps to quickly address safety-critical issues such as operator fatigue, resulting in fewer accidents

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ViewPoint Running Times

Optimize your fixed route schedules with a powerful run time analysis tool.



The ViewPoint Running Times provides the ability to focus on node pairs impacted at different peak periods. It helps **optimize your agency's schedule by giving realistic running times for the impacted node pair.**

This module reduces the need for traditional running time analysis methods, including ride-alongs, route sampling, stopwatches and timesheets, and manual calculations.

Overview

Optimize Your Routes & Service

- Generate reports that analyze scheduling and CAD/AVL data to produce optimal running times
- Examining the running times between node pairs for different peak periods can identify vehicles taking longer or shorter than scheduled, requiring adjustments to be made, and leading to improved schedule adherence, overall improving your rider and operator experience

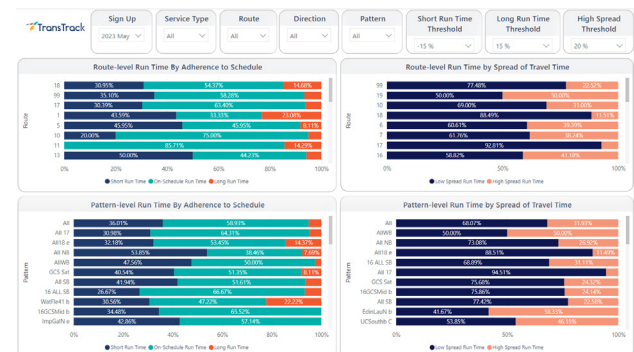
Improve Rider Experience & Operator Satisfaction

- Analyze running times to increase on-time performance, have less deviation in scheduled headway, and generate a more reliable service for your riders
- Optimizing running times can lead to a more predictable and less stressful work environment for your operators where they can adhere to schedules and do not have to rush to meet deadlines

Analyze the Costs of Your Service

- Analyze running times through dashboards to determine service additions, reductions, and overall costs
- Minimizing the time vehicles spend on the road without passengers (e.g., due to excessive layovers or deviations from the schedule) can lead to a reduction in operational costs

Running Times Dashboard



Agency Benefits

Seamless Integration

- Effectively integrates your scheduling data with your actual performance data from your CAD/AVL system into a single view at its most granular level, providing the most accurate running time information

Deep Analysis

- Flexible parameter options and drill-throughs offer a deeper understanding of your running times

Accurate, Up-To-Date Data

- Compares your schedule data with actual performance data, providing accurate and transparent information to help build reliable schedules

Effective Resource Allocation

- With optimized running times, you can allocate your resources more effectively, having the correct number of vehicles and personnel at the right place and time, reducing unnecessary costs, and improving service reliability and operator well-being

Passenger Benefits

Improved Service

- Accurate running times contribute to a smoother and more reliable transit experience

Increased Trust

- Passengers can confidently plan their journeys knowing the vehicle will arrive and depart according to the schedule

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ViewPoint for PASS & Mobility on Demand

Make better data-driven decisions and enhance rider experience.

Your goal is to provide paratransit and demand-responsive riders with the best experience possible, as efficiently as you can. You know this is possible by making informed decisions which proactively support service levels and ultimately elevate the rider experience. To accomplish this, you'd like your teams to have readily available, realtime and historical data and a continual view of your operations.

Overview

Quickly Act on Insight: Pre-Built & Customized Reports

- Leverages hundreds of out-of-the-box (OOTB) content tailored for paratransit and demand-responsive transit (e.g., historical/real-time OTP, pull-in/pull-out metrics, passengers per hour/mile, slack time, revenue miles/hours, no-shows, service denials, complaints and commendations)
- Provides ability to create their own reports/KPIs and notifications; drag and drop functionality enables you to build ad-hoc reports on your own

Avoid Operational Disruptions: Real-Time Alerts

- Alerts transit managers that a specific KPI will be negatively impacted with customizable alerting thresholds (e.g., CEO and director of operations get notified OTP is projected to fall below 92%)
- Provides tailored alerts and notifications for your specific roles and workflows

Built specifically for public transport, ViewPoint is a powerful yet attainable reporting and analytics tool that lets you do even more with your PASS and Mobility on Demand data. Cloud-based and mobile-friendly, ViewPoint offers customizable dashboards with definable metrics, alerts that warn of impending impacts to KPIs, and prebuilt and personalized reports to gain insights and act on what your data is telling you.

Drill Down on Data: Dashboards & Maps

- Tracks paratransit and demand-responsive metrics and trends in real-time with pre-built KPIs (e.g., OTP, dwell time, no-shows) on fully customizable, multi-functional, and integrated dashboards
- Visualizes and monitors key metrics on maps, such as your operations' geographic analysis of trips, on-time performance, reliability, adherence, and more
- Generates customized visuals using more than 30 different interactive charts, graphs, maps, and filters
- 'Ask a Question' functionality builds visualizations using AI-based natural language processing ("NLP") capabilities so you can get quick answers to your queries (e.g., what is my ridership in 2020 by date, route, and stop?)

Agency Benefits

Improved Service Efficiency

- Consolidate data in one place to create an enterprise-wide, single source of truth, eliminating time-consuming data re-entry across databases. Analyze trends in events, absences, pay, and work, and look for opportunities to improve efficiencies and system safety.

Better Decision-Making

- Enable employees to make smarter decisions. Proactively support the day-to-day decisions that lead to improved transit operations and actively monitor the impact of policy changes and decisions. Deeper data visibility enables you to better manage schedules, revenue, service, and assets and quickly identify trends and operational inefficiencies.

Greater Contractor Oversight

- With over 75% of paratransit and demand-responsive service outsourced to external service providers, ViewPoint improves the oversight of contracted service providers and internal resources (operators/ vehicles), acting as an additional pair of eyes for contract administrators.

Passenger Benefits

Enhanced Passenger Experience

- Analyzes granular data on customer behavior to improve delivery of customer-focused services

Better Customer Service

- Reduces passenger complaints and frustration by using real-time metrics to measure paratransit and demand-responsive KPIs such as on-time performance, dwell time, and late cancellations
- Gives transit organizations a tool to reduce incidents/ complaints related to late trips, on-board, violations, and over capacity

Safer Passenger Journeys

- Improved data visibility across your paratransit and demand-responsive systems system helps quickly address safety-critical issues, prevents accidents and improves maintenance issues contributes to operational excellence

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ViewPoint for Enterprise Asset Management

Drowning in asset and maintenance data?
Here's your lifeline.

How do you make sense of all your valuable fleet, facilities, and wayside data that EAM provides? Do you know how your maintenance and materials divisions are trending against your Key Performance Indicators (KPIs)? How can you best analyze your data to make better strategic and tactical decisions?

ViewPoint BI plus TransTrack EAM connects the data dots across all your asset types to give you the transit-focused, actionable insights you need to drive your business. ViewPoint is a game changer for how you view, understand, and improve your asset, maintenance, and materials management culture.

Top 3 Reasons

Data Power

- ViewPoint lets you know when your attention is required via alerts based on your defined KPIs and custom thresholds
- Data-driven decision making with reports and visualizations designed for maintenance staff, supervisors, asset managers and capital planners

Single Source of Truth

- Out-of-the-box reports built specifically for transit which can be customized
- Ad-hoc reports with drag and drop functionality to build your own reports
- Expandable to the rest of your Trapeze and third-party technology footprint

Deep Analysis

- Viewpoint helps you visualize, monitor, and analyze data spanning from assets and components (usage, condition, defects, warranty); work orders (preventative, corrective); parts inventory (usage, failures); fuel and fluid consumption; cost per mile; mean distance between failure (MDBF); and much more
- Configurable KPIs summarized into interactive management dashboard

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ViewPoint for Vontas OnRoute

Maximize service performance with a modern CAD/AVL solution and advanced analytics platform that guides your decision-making.

Integrating your data from Vontas' OnRoute into TransTrack ViewPoint enables you to follow and understand the performance of your service at any moment.

ViewPoint is a business intelligence platform designed for transit that represents the next generation of Vontas OnRoute's reporting and data analysis capabilities. **With ViewPoint and Vontas OnRoute, transit agencies can leverage their CAD/AVL system information to perform**

simple and intuitive analysis, make informed decisions, and maximize service performance.

The solution is designed to represent all your service metrics through visual reports and dashboards that help identify trends and patterns from your past performance. It provides flexibility to filter the data in multiple dimensions to identify factors impacting service performance quickly.

Overview

Track & Measure On-time Performance (OTP) Metrics Historically & in Near Real-Time

- Have access to system-wide OTP at any moment
- Generate reports to analyze OTP by the time of day, block, route, and stop
- Identify trends and correlations of factors affecting your performance

Get Accurate Ridership Metrics & Insights

- Track ridership trends year over year
- Cross-analyze ridership trends with OTP
- Visually analyze locations with high and low ridership within your service network
- Insights to optimize your schedule, routes, and stop location to cater to ridership demands

Monitor How Your Agency is Trending Against KPIs and Productivity Metrics

- Analyze and compare KPI trends for headway, pull-in, pull-out, and incidents
- Monitor productivity in terms of revenue miles, revenue hours, passengers per mile, and passengers per hour

Agency Benefits

Improve Productivity

- ViewPoint helps democratize data within your agency by empowering your entire workforce at all levels, from executives to end-users, to make data-driven decisions
- Pre-Built Reports: Valuable out-of-the-box content built specifically for CAD/AVL systems, which can be customized for your agency's needs
- Real-Time Reporting & Analytics: ViewPoint lets you know when your attention is required via real-time alerts based on your defined KPIs and custom thresholds

Higher Quality Data & Streamlined Data Integration

- Dashboards & Reports: Visualize and monitor your operations' adherence, reliability, productivity, ridership, and more at a granular level via customizable drill-down and drill-through capabilities
- Enterprise BI: Expand to third-party technology footprints, bring your data dimensions, and natively integrate with other Vontas/Trapeze products for a consolidated view of your operations

Better Decision-Making

- ViewPoint offers a solid self-service data model encompassing most of the data generated from your CAD/AVL system.
- Single source of truth for your enterprise data, which offers up-to-date data with managed data processing and infrastructure
- Create access permissions that enable all departments to seamlessly share data across your agency, improving accuracy and reducing time and effort without manual entry or duplicated communication efforts.

Evaluate Performance

- Planners can use ViewPoint to increase service reliability by analyzing historical scheduled vs. actual travel times between stops for each route, pattern, and trip combination to infer if there were sufficient travel times for the vehicle between stops

Passenger Benefits

Improved Service

- After leveraging and implementing changes from the insights of ViewPoint, your agency agencies can improve their on-time performance to improve overall rider satisfaction
- With ViewPoint, your agency can identify locations within your service network where ridership demand is high or low; based on these insights, your agency can reallocate your resources by making changes to your infrastructure and schedules to satisfy rider demands

Increased Trust

- Leveraging data from Vontas OnRoute, allows your agency to agencies can investigate past route detours to identify issues and make future service improvements, resulting in increased rider trust

Accurate Trip Information

- Leverage ViewPoint to publish information about vehicle departure times, bus and train occupancy levels, and service changes

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