Managing the operation of transit organization can cause headaches no matter the size of your fleet. There may be hundreds of employees to schedule, frequent sign-ups, last-minute absences, mechanical problems and a host of other challenges.

TripSpark’s OPS software is designed to eliminate the pain of managing operations with a comprehensive set of easy-to-use tools that help you maximize the value of your resources. Our technology automates and simplifies frequently performed operational tasks without sacrificing your team’s control.

Our software also integrates seamlessly with our VEO software and third-party scheduling systems, as well as human resources, payroll, accounts receivable and asset management software. This means that you can have complete visibility over your entire business operation, its personnel and your equipment.

THE BUSINESS CASE

How many vehicles are road ready? How many drivers are able to work on any given day? How many substitute drivers do you need to contact? When will you find out when an absence will likely occur? How easily can you accept bids on trips, and fill out payroll slips?

Optimize Resources and Control Costs

- Efficiently manage planned and unplanned employee absences
- Optimize operator assignment while respecting union and organization rules
- Assign assets more efficiently
- Analyze the cost effectiveness of your extraboard use
- Integrate with scheduling, payroll, HR systems, vehicle maintenance, etc., and increase the value of your IT investments

Better Information for Better Decision Making

- Complete, accurate employee records make it easy to manage bidding and workforce management
- Closely monitor employee activities and make better use of your workforce
- Abundant quantitative data supports performance monitoring and disciplinary decisions
- Maximize the value of your fleet with adaptable asset and yard management tools

Increase Productivity

- Automate time-consuming, labor-intensive tasks, including sign-ups, open work assignments, driver check-in/check-out
- Improve response time to unexpected events including absences, accidents and work/employee incidents
- Handle updates to operator and vehicle information in real time

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CORE SOLUTION COMPONENTS

Bidding. Reduce human error and introduce process efficiencies by automating bid configuration and employee bidding for regular work, extra work, time off, etc. Use either cafeteria-style or roster bidding, depending on your organization’s policies.

Daily Dispatch. Stay on top of changes to your work schedule and respond to situations in real time. Our OPS software makes it easier to monitor absences and open work and to assign extraboard and volunteer operators.

Accurate Timekeeping. Converting daily dispatch data to payroll information is straightforward. Automatically cost daily work using your organization’s pay rules, make any necessary manual adjustments, and then export to the payroll system.

Yard & Asset Management. Manage inventories, maintenance activities, daily vehicle assignment, garage information and more. Full integration of employee and asset management in one solution.

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.

Rapid Reports. Standard reports and ad hoc reporting tools support better management decisions.

SOLUTION ENHANCEMENTS

Employee Self Service. Provide operators with Web-based access to bidding requests, work assignments, employee information and more from home, a garage or other remote locations.

Work Notifications. All the features of a Web-based solution through an automated phone system using interactive voice response (IVR) technology.

Assignments. Fully auditable work notification using email or SMS.


Customer Feedback. Track and follow up on complaints, commendations and customer requests.

MOVING TOGETHER

TripSpark Technologies is a transportation technology company focused on helping schools and private operators increase the satisfaction of their transportation personnel and parents while also realizing cost savings and overcoming operational challenges. We are not just a vendor—we are your long-term strategic partner, offering the latest technologies while providing exceptional service and support.

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