Utah Transit Authority

Customer Success Story

UTA needed software that could manage diverse processes across a large organization. UTA had several issues that their previous software could not handle. They needed a solution that could adapt to their ever-changing needs and expand into areas of their organization that were not efficient. UTA also needed software that could integrate with other products they already had in place. They found all the solutions they were looking for in POB.

Responsibility to Meet Public Needs

To keep the public moving throughout the four counties UTA covers, they have to be diligent about their maintenance. This covers trains, light rail and several types of buses. UTA must be able to stay on top of a mandatory maintenance schedule and respond to emergency repair incidents. This keeps their passengers safe and UTA compliant within state regulations.

UTA and POB

A combination of Wendia's Service Desk Management and Configuration and Asset Management modules allow for complete transparency and compliance with all maintenance needs. Repair orders and tickets are submitted and reviewed instantly for faster approval and turnaround. In the Service Desk Management module, the repair work is assigned and updated as repairs occur and the service is completed. The Configuration and Asset Management module keeps track of what item (bus, train, etc.) is available and ready. This means shorter downtime and allows management to give a full accounting of the state's public transit assets.

Change Day

UTA does a complete evaluation of all the routes three times a year which they call the Change Day Process. UTA makes sure the public is aware and that needs are met and the services /rides are being utilized. This covers hundreds of different routes and departments working at different speeds and these changes need to happen quickly and efficiently.

A unique combination of several POB modules all working together has made the process more effective. The process starts with submitting a request in the Service Desk Management module and then the workflow is created. Workflows in the Project and Change Management module are used to keep track of the different routes and who is responsible for the current and next step. Also, the workflow automatically makes assignments to the appropriate person for the different activities involved in the change approval process. The Configuration and Asset Management module tracks the different buses, trains, and light rail available for each route, while the automation capability of POB keeps everyone apprised and up to date.

UTA Application Support Supervisor explains: *"UTA coordinates the process of route changes at least three times per year. 18 different groups are involved in the change that spans 3-4 months. Prior to POB there were many errors and many groups missed deadlines, lost emails, etc."*

Founded in 1970, UTA covers the greater Salt Lake City area. UTA has several different services offered:
- **Bus**
- **Trax**
- **FrontRunner**
- **Para Transit**
- **Bus Rapid Transit**
- **Flex**

These services cover 1,400 sq. miles of service area giving over 46 million rides annually.

Tuition Assistance

In another area of the business the workflow process on tuition assistance had become cumbersome. Application Support Supervisor at UTA describes this as: *"We offer tuition assistance for employees. There is usually a 3-4-month gap between class registration to reimbursement. This has been difficult for our training administrator to track."*

Wendia and UTA together have developed a workflow process in the Service Desk Management module that will track the entire Tuition Reimbursement process from start to finish.

"We have created a Visio diagram that can be replicated in a POB PCM workflow which will allow the submitter to get approval electronically and notify the applicant and training administrator with triggers and notifications.", UTA Application Support Supervisor explains.

When this is fully operational, everyone involved will know exactly where in the process the tuition reimbursement stands and will be notified every step of the way.

Integration

The vast and complex system needs of UTA has led to several different software programs to handle their work. Solutions such as Windows Active Directory, SharePoint, Cisco and others. When they were looking into Service Management systems they needed to make sure the solution could inte-grate with the systems they had in place.

POB easily integrated into UTA's existing systems. One area that was greatly impacted was alerts. This was achieved by creating a new read-only external content type in SharePoint Designer that pulled the data from an announcement table, in the POB DB, and displayed it in an external list in SharePoint.

"By integrating POB and SharePoint, we are able to send out alerts to a greater number of UTA employees.", UTA Application Support Supervisor says.

The POB solution has been able to meet UTA's needs and integrate into all of their current systems. UTA also expedited processes that were difficult to complete. They now have faster results in several areas making the IT Team and management more efficient and accountable for improved results across several departments.

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Application Support Supervisor
UTA

Wendia