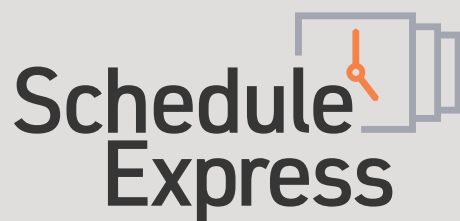




THE IMPACT OF AUTOMATED SCHEDULING

You need the right tools for the job – the tools need the right team behind them



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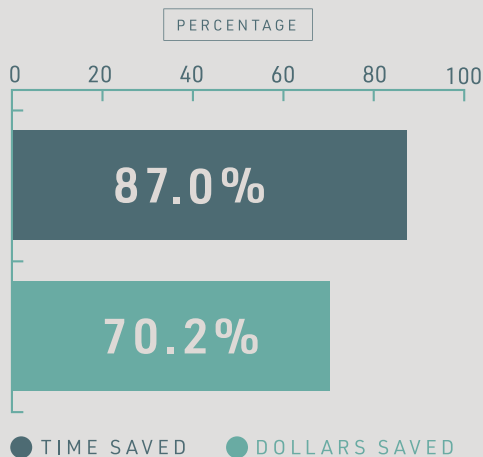


OVERVIEW OF SCHEDULE EXPRESS

The data presented in each of the following five case studies comes from public safety agencies across the country who self-reported their results after transitioning to Schedule Express from their previous solutions. To provide you with this information, they were requested to identify:

- ◆ Average hourly wage of any and all individual(s) who performed scheduling tasks
- ◆ Average hours per week spent on scheduling tasks *before* implementing a software solution
- ◆ Average hours per week spent on scheduling tasks *after* implementing a software solution

In some cases, these agencies transitioned from a completely manual process, such as pen and paper, Excel spreadsheets, or similar (Agency No. 2). In others, they transitioned from alternative software solutions that did not meet the unique needs of public safety scheduling environments, such as 24/7/365 coverage, the ability to schedule based on roles or qualifications, or the enforcement of rules, regulations, policies, and procedures to ensure all activities are compliant and auditable (Agency No. 1).



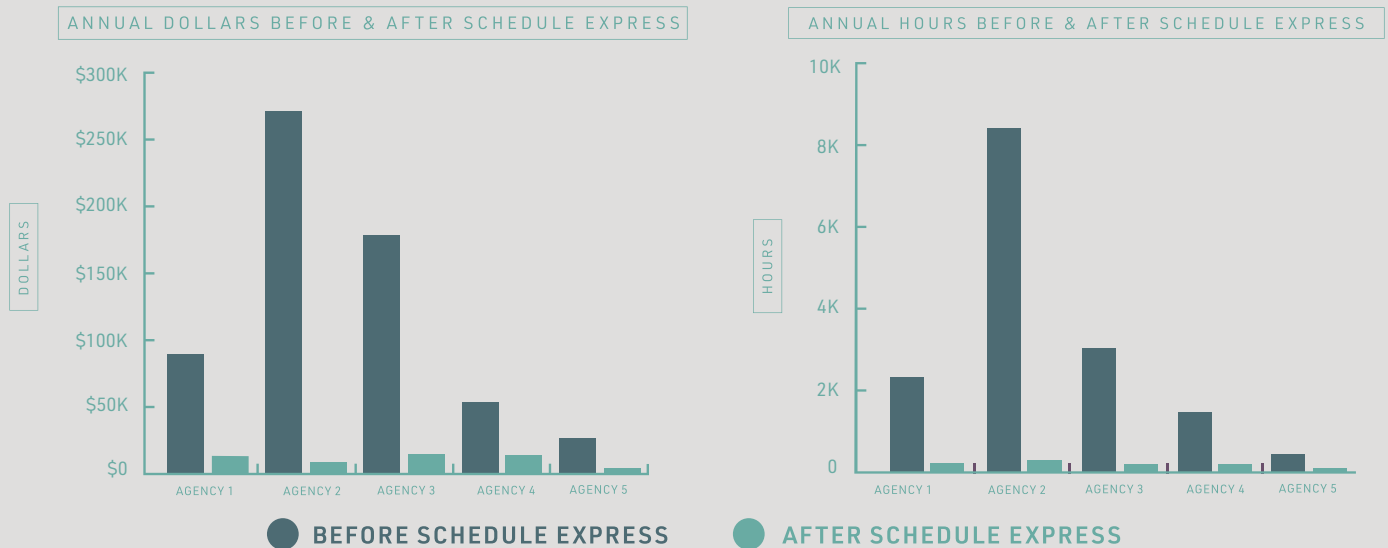
In all cases, the implementation of Schedule Express yielded:

- ◆ An average time savings of 87.0% based on annual hours
- ◆ An average financial savings of 70.2% based on annual cost of labor

This means, generally speaking, if your agency currently spends 50 hours per week on scheduling, the transition to Schedule Express can reduce those hours to approximately 6.5 per week.

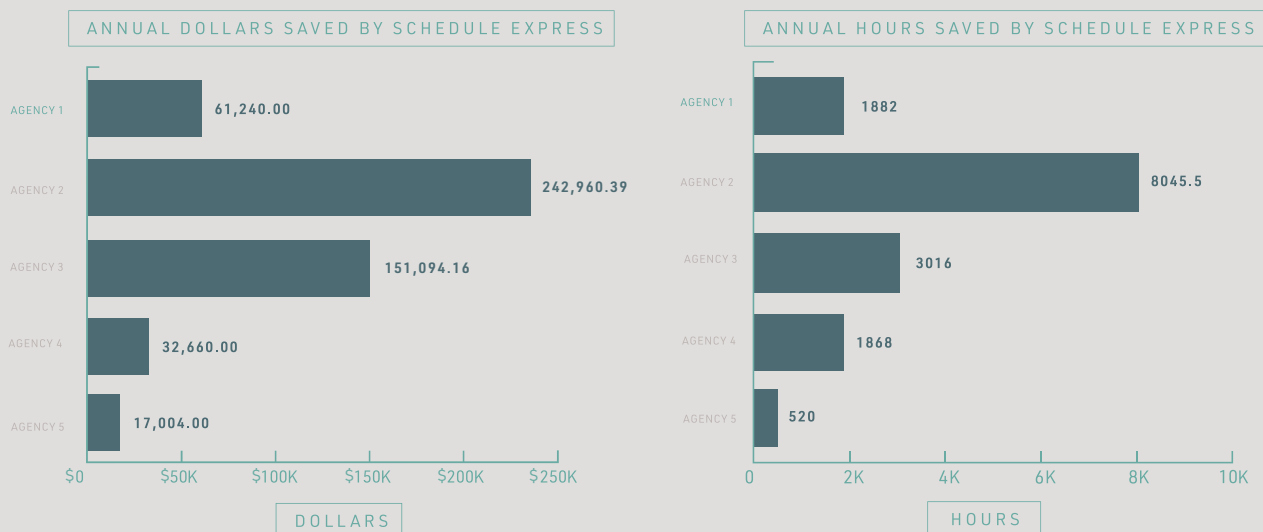
- ◆ For all five agencies, the time dedicated to scheduling their workforce using free or low-cost solutions and systems ranged from 600 to 8,300 hours per year, for an average of approximately 3,313 hours per year, or 63.7 hours per week. This includes averaging routine tasks which happen on a weekly (or even hourly) basis, as well as less common functions, such as vacation bidding. Overall, the labor expense of their manual methodologies ultimately represented the efforts and energies of approximately 1.5 full-time employees per year.

- ◆ For all five agencies, the dollars dedicated to scheduling their workforce using free or low-cost solutions and systems ranged from \$26,200 to \$271,000 per year, for an average of approximately \$123,000 per year. This is calculated by taking the average hourly wage of the individuals who would be responsible for those tasks, multiplied by the number of hours it would take them to execute those tasks.



- ◆ For all five agencies, the cost of Schedule Express ranged from \$4,800 to \$19,100 annually for an average cost of \$12,775 annually.
- ◆ For all five agencies, the recovery of their labor dollars totaled to an average of \$101,000 annually, which includes the cost of the program to be a comprehensive net savings. The recovery of their labor hours totaled to an average of 3,066 hours annually, or 58.9 hours per week – reducing their 63.7 hours per week down to 4.8 hours per week, and their 3,313 hours per year to 247.3 hours per year.

Perhaps most significantly, the greatest value in implementation is returning valuable employees – especially those in supervisory positions – back to their intended job roles.



AGENCY NO.1



LAW

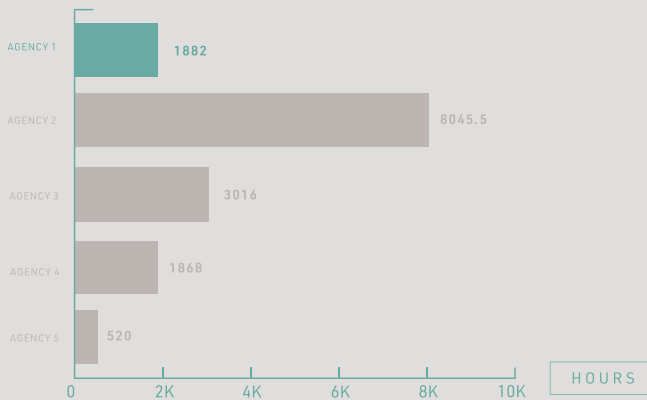


90 USERS

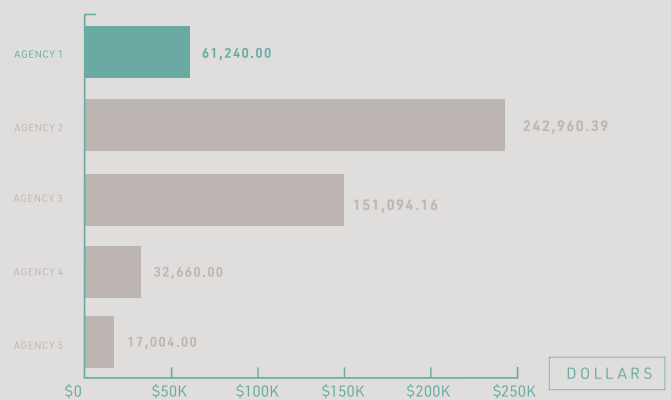


40/HR

ANNUAL HOURS SAVED BY SCHEDULE EXPRESS



ANNUAL DOLLARS SAVED BY SCHEDULE EXPRESS



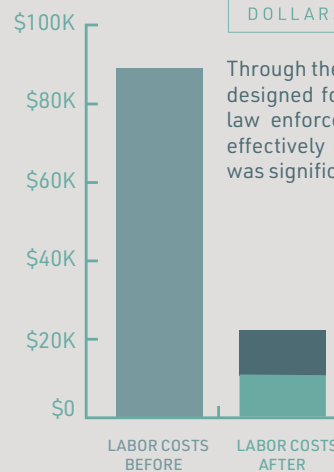
Agency No. 1 is a law enforcement agency located in a growing Minnesota suburb with a population of about 65,000 residents. Their agency has a staff of 90 employees, 71 of which are sworn officers.

HOURS



"We picked Schedule Express specifically based on the fact that it was built for public safety, keeping in mind the 24/7/365 schedule," the captain said. "It recognizes unique police schedules, and the program can be designed and built for any rotation, any amount of hours; it tracks time-off banks, it communicates with payroll, and the smartphone app allows you to log in from any location."

DOLLARS



Through the use of an administrative tool designed for the operational needs of a law enforcement agency, the ability to effectively recover lost time and dollars was significant.

● ANNUAL LABOR HOURS/COSTS BEFORE SCHEDULE EXPRESS ● ANNUAL LABOR HOURS/COSTS AFTER SCHEDULE EXPRESS ● ANNUAL COST OF SCHEDULE EXPRESS



PERCENTAGE SAVED

As a result, the value to their agency came in the form of time, money, and the ability to maximize the personnel and resources already in place. Their weekly hours saved from the transitions came out to more than 36 – nearly the equivalent of gaining a new full-time employee while using pre-existing headcount. Further, their cost savings totaled more than \$60,000 annually – or nearly 1 more full-time employee.

AGENCY NO.2



911

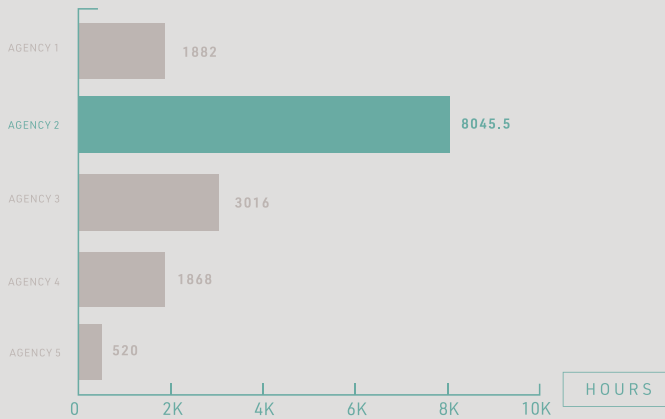


151 USERS

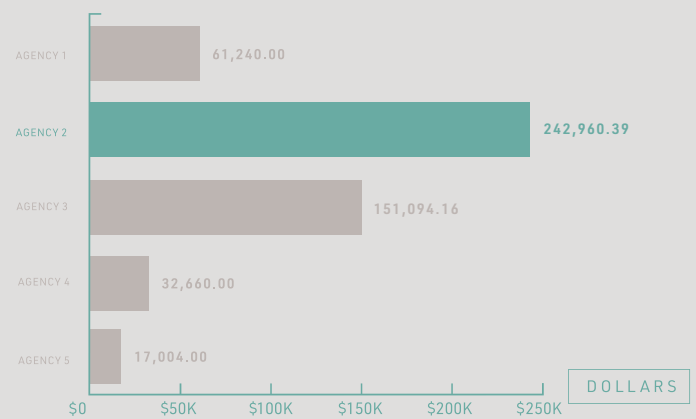


32.58/HR

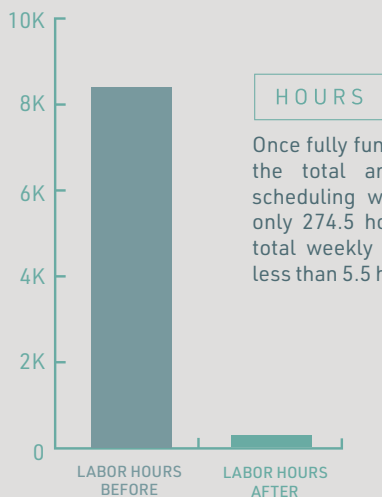
ANNUAL HOURS SAVED BY SCHEDULE EXPRESS



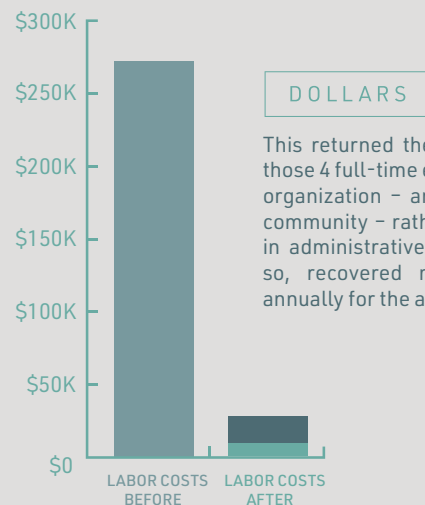
ANNUAL DOLLARS SAVED BY SCHEDULE EXPRESS



Agency No. 2 is a public safety communications center located in the northeast and serving a county with a population of approximately half a million residents. They are staffed by nearly 150 employees and, prior to the implementation of Schedule Express, relied on an extremely manual system of multiple clipboards to develop and manipulate their schedule.



Once fully functional in Schedule Express, the total annual hours dedicated to scheduling were reduced from 8,320 to only 274.5 hours per year – making the total weekly hours reduced from 160 to less than 5.5 hours per week.



This returned the time and energy of those 4 full-time employees back to the organization – and to service of their community – rather than being tied up in administrative tasks, and, in doing so, recovered more than \$242,000 annually for the agency.

● ANNUAL LABOR HOURS/COSTS BEFORE SCHEDULE EXPRESS ● ANNUAL LABOR HOURS/COSTS AFTER SCHEDULE EXPRESS ● ANNUAL COST OF SCHEDULE EXPRESS



PERCENTAGE SAVED

Due to the size of their agency, the inefficiencies in their manual system, and therefore the significant margin for improvement, while the average ROI for agencies using Schedule Express is approximately 87% of previous hours and 70.2% of previous labor dollars, Agency No. 2 was able to secure a remarkable 96.7% of hours and 89.6% of labor dollars by making the transition.

AGENCY NO.3



LAW



FIRE



911

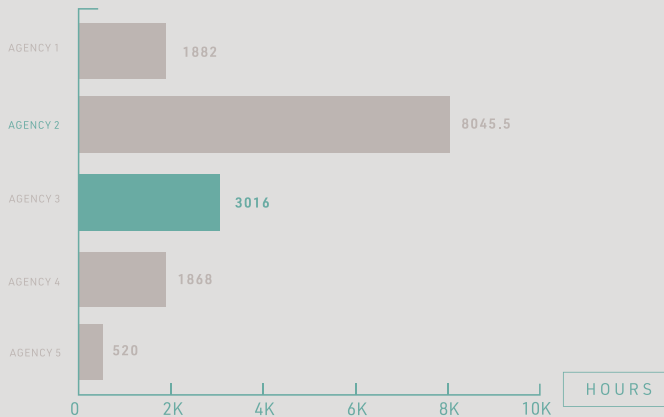


100 USERS

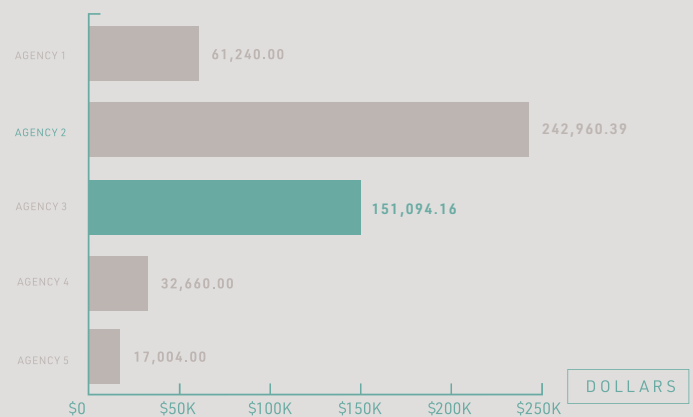


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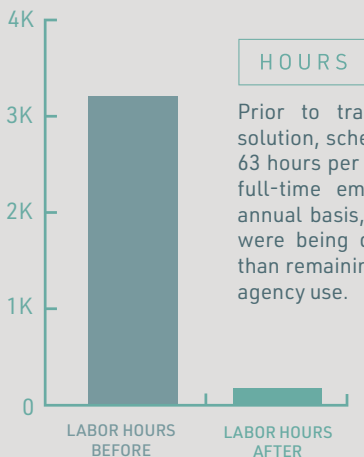
ANNUAL HOURS SAVED BY SCHEDULE EXPRESS



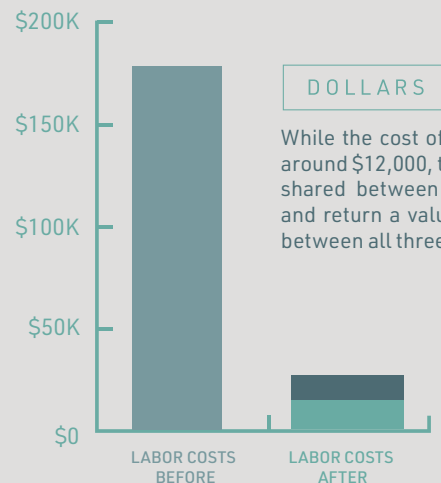
ANNUAL DOLLARS SAVED BY SCHEDULE EXPRESS



Agency No. 3 is an example of multiple departments collectively sharing the expense of administrative software and other technology-based solutions. They are located in a suburban California city which serves approximately 40,000 residents, and acquired Schedule Express to be purposed for their fire department, communications center, and law enforcement agency.



Prior to transitioning to an automated solution, scheduling claimed approximately 63 hours per week, or the equivalent of 1.5 full-time employees. This meant on an annual basis, more than 3,000 labor hours were being diverted to scheduling rather than remaining available and accessible for agency use.



While the cost of Schedule Express was around \$12,000, the expense is able to be shared between all three departments and return a value of \$150,000 annually between all three operations.

● ANNUAL LABOR HOURS/COSTS BEFORE SCHEDULE EXPRESS ● ANNUAL LABOR HOURS/COSTS AFTER SCHEDULE EXPRESS ● ANNUAL COST OF SCHEDULE EXPRESS



PERCENTAGE SAVED

In the case of Agency No. 3, this enabled them to purchase and implement the software, generating a significant return on investment. Weekly hours spent on scheduling tasks were reduced from the initial 63 hours to only 5 hours – a recovery of 92.1% on previously lost time. In turn, that time was able to be returned to the agency, essentially providing them with more than 1 additional full-time employee.

AGENCY NO.4



911

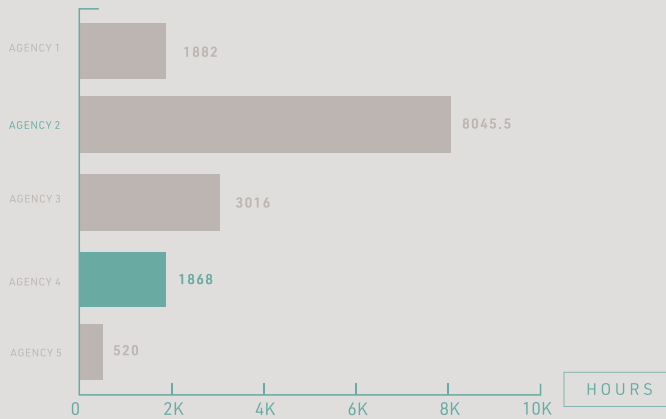


90 USERS

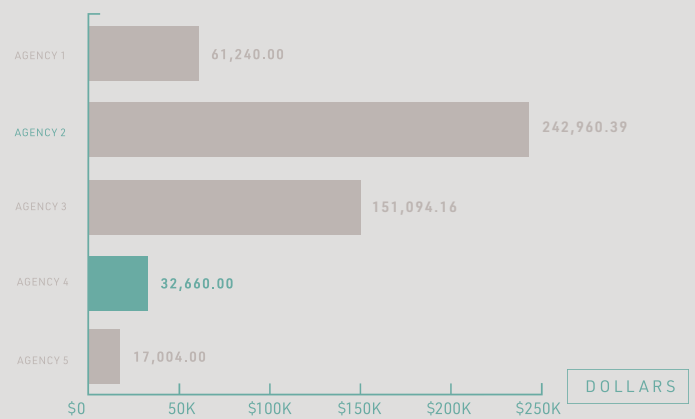


25/HR

ANNUAL HOURS SAVED BY SCHEDULE EXPRESS

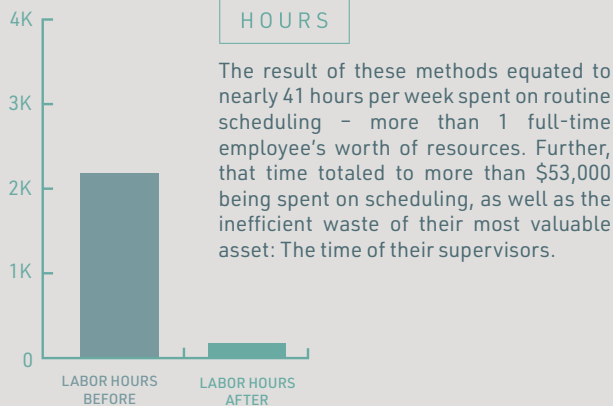


ANNUAL DOLLARS SAVED BY SCHEDULE EXPRESS

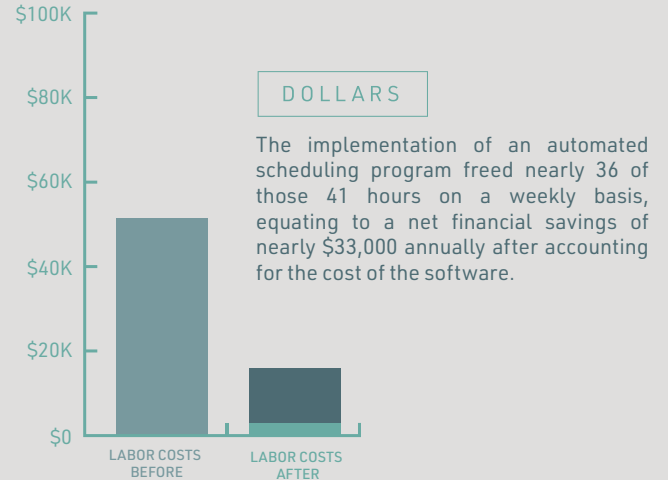


Agency No. 4 is comprised of four regional communications centers located in the midwest which has a combined staff of approximately 90 employees. Because of their unique operations, it involves multiple individuals at multiple sites to manually develop a schedule which works for each center, as well as other figures of authority who would need to become involved in the event of discrepancies or challenges with documentation.

HOURS



DOLLARS



● ANNUAL LABOR HOURS/COSTS BEFORE SCHEDULE EXPRESS ● ANNUAL LABOR HOURS/COSTS AFTER SCHEDULE EXPRESS ● ANNUAL COST OF SCHEDULE EXPRESS



PERCENTAGE SAVED

In addition to the recovered time and dollars, an automated software solution also provides the value of eliminating inaccuracy due to human error, providing a time stamped audit trail, as well as the ability to generate dozens of new reports with data not previously available to the agency. This empowers supervisors to make improved and informed decisions regarding the management of their personnel, and it provides the employees themselves with a new level of flexibility and freedom as the direct result of an intelligent solution that's able to take the work and the guesswork out of time off requests, trades, and more.

AGENCY NO.5



911

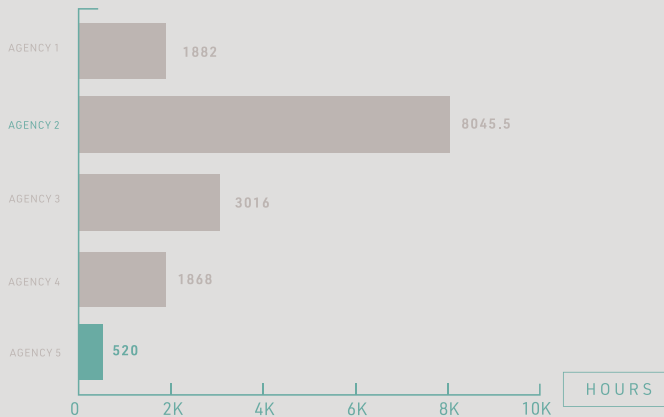


31 USERS

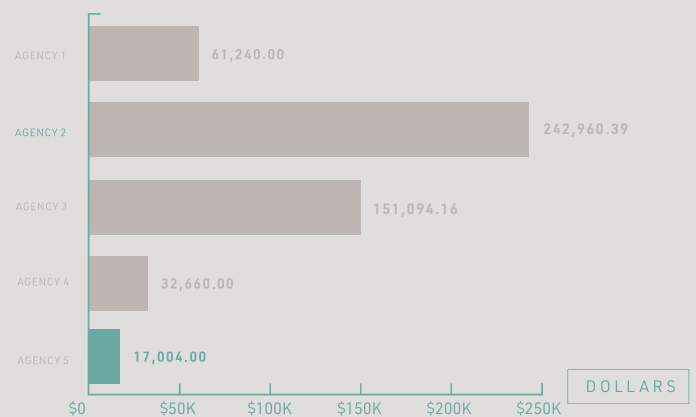


42/HR

ANNUAL HOURS SAVED BY SCHEDULE EXPRESS



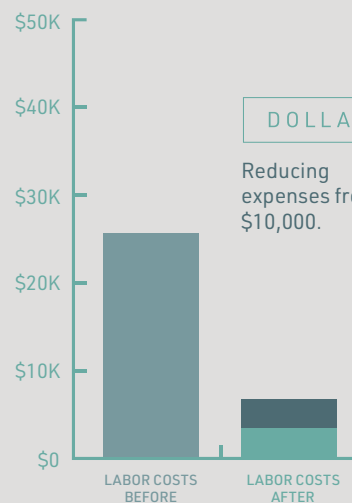
ANNUAL DOLLARS SAVED BY SCHEDULE EXPRESS



Agency No. 5 staffs around 30 employees, and due to their size represents a large number of public safety agencies across the country.



In the case of this small agency, the return on investment after implementing Schedule Express was still significant - reducing their weekly hours spent scheduling from 12 in total to just 2 hours per week.



Reducing their annual scheduling expenses from nearly \$30,000 to less than \$10,000.

● ANNUAL LABOR HOURS/COSTS BEFORE SCHEDULE EXPRESS ● ANNUAL LABOR HOURS/COSTS AFTER SCHEDULE EXPRESS ● ANNUAL COST OF SCHEDULE EXPRESS



PERCENTAGE SAVED

Public safety scheduling - whether for communications, law enforcement, fire, or other - is never simple. The larger the agency, the more moving parts and considerations there may be, and in many cases the greater challenge it is. That said, it would not be accurate to assume for agencies of smaller numbers that the process is simple or easy, or would not benefit from the support of dedicated technology designed to minimize human intervention and maximize the effectiveness of existing staff.