



# **FIRE AND RESCUE WORKFORCE ANALYTICS**

**TURNING DATA INTO OPERATIONAL WORKFORCE INSIGHTS**

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## The Reality of Managing an Evolving Fire and Rescue Workforce

If 2020 has taught us one thing, it's that the future is unpredictable. While fire and rescue agencies have always operated amidst uncertainty, the ongoing pandemic has placed unprecedented strain on resources by necessitating added safety precautions and expenditures with lower tax-based revenue streams. This combined with a declining recruitment and volunteer workforce, has fire and rescue personnel assuming multiple roles and working longer hours.

*Improving operational and administrative efficiencies is no longer an option. It's a reality. The question is how?*

While agencies are now facing intense pressure to perform with limited resources, they must do so with a sense of real-time accountability and transparency. With increased auditing and regulatory compliances, improving operational and administrative workforce efficiencies is no longer an option. It's a reality. The real question is 'how'?

*In this eBook, we'll cover a few best practices to help you get started. Next, we'll explore potential fire and rescue data sources that can be used to determine how effectively you're managing your workforce. We'll then illustrate a broad range of workforce analytics use cases that are serving agencies nationwide.*

*First, begin by asking what's your agency's most impactful workforce pain points? Narrow this down to a few key areas that have the broadest effect on your entire organization. Here are a few examples to help you get started.*

- » *What areas do we have the most liability risk?*
- » *How will we provide the services our communities require within our current budget?*
- » *What are the best policies we can follow to keep our workforce safe?*

*Once you've identified one or two areas of concern, you'll have a great starting point to begin.*

## Where Do I Start?

When beginning a workforce analytics initiative, it's best to start slow and see where the data takes you. Think in terms of small short-term achievable goals to build momentum. It's possible that you'll get some unexpected results, so keep an open mind to what your workforce data reveals. Cultivate support by spreading the word internally.

### Your Analytics Road Map

It's important to ask the right questions so that you can embed a data-driven mindset into your culture. Here are a few questions to help you get started.

*Think in terms of small short-term achievable goals to build momentum.*

- » What are we trying to achieve with these analytics?
- » What organizations and persons will be viewing it?
- » How will they be using it?
- » Does it need to be shared on a reoccurring basis?
- » Do key performance indicators exist that should be used?
- » What data sources do we use?
- » What type of data do we collect from each source?
- » How will the data be collected and how often?
- » Do we have the right technical staff to structure our datasets or should we outsource the setup?
- » What type of visualization format(s) should be used?
- » Who will be responsible for acting on identified issues?



## Show Me the Data.

Since labor cost is typically the largest expense for any agency, organizations that are using technology to achieve their mission are better positioned to serve their communities. They make data-driven decisions rather than subjective ones. Using their data, they know how effectively their policies are working and can analyze the best ways to adapt.

To get there, fire and rescue leaders must shift from being data rich and information poor. They must have the ability to access multiple data sources from platforms such as HRIS, Payroll, CAD, RMS, and FRMS. And they must be able to view their data from different organizational and detailed points of view.

But it's not just about viewing nice looking charts and graphs. It's about knowing what type of data to consider and being able to access it from multiple data sources.

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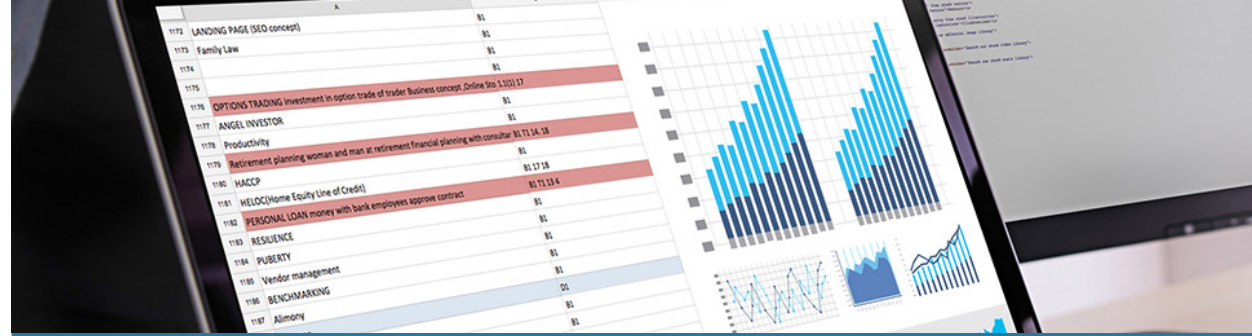


# Unlock the Value of Your Workforce Data for Improved Decision Making.

In the past, workforce analytics were used by a select few. Today, forward thinking agencies have analytical reports automatically sent to administrative and operational department leaders. By continuously receiving real-time data-driven visualizations that's relevant to department heads, agencies are better able to become proactive, instead of reactive.

Just knowing there is a problem isn't enough. You've got to get to the root cause level so you can understand and make sound business decisions from various points-of-view.

What's more, you've got to have the ability to setup your data in a way that can be easily viewed and shared with others. This can be done by internal technical personnel or it can be outsourced. Either way, this is how workforce data can be used to generate relevant analytics that will serve agencies today, tomorrow and beyond.



## Workforce Analytics Used by Fire and Rescue

- ◇ Job / activity cost comparisons by stations or divisions
- ◇ CAD response times
- ◇ Policy compliance violations
- ◇ Grant-funded activity tracking
- ◇ Cost of backfilling absenteeism
- ◇ Pay period cost comparisons
- ◇ Human Resources statistical reporting
- ◇ Early warning indicators
- ◇ Out-of-service equipment
- ◇ Apparatus usage
- ◇ Equipment renewals
- ◇ Time-off projections vs. minimum staffing level requirements
- ◇ Excessive overtime causes
- ◇ Shift swap trends
- ◇ FEMA reimbursements
- ◇ Time & attendance staffing issues
- ◇ Certification renewal tracking
- ◇ Mandatory vs. voluntary overtime comparisons
- ◇ Personnel workplace injuries
- ◇ Training events impact on staffing
- ◇ COVID related staffing vacancies
- ◇ Pandemic PPE usage/cost tracking


## Conclusion

Although agencies must make decisions based on a variety of factors, few are as important as their workforce when it comes to taking decisive action during a crisis. How can you best adapt through such uncertainty? Make strategic data-driven decisions.

Analytics enables this type of decision making by offering a broad range of use cases for managing the fire and rescue workforce. The key lies in the data.

Each organization must determine the best ways of using its data to understand it in meaningful ways. Success in daily operations stems from the type of data, how it is used, with whom it is shared and how often.

Let your workforce data guide you to work smarter and operate your agency safer. Once you get started, you'll be amazed by the insights it will provide.



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**It's your data that tells your workforce story. It doesn't matter if you use your own software or ours to reveal what its got to say.**

**[CLICK HERE TO LEARN HOW TO UNLOCK ITS POWER.](#)**



## About Orion

Orion has been providing web-based software for the public safety workforce since 1998. We are 100% dedicated to the professionals running these organizations, along with the safety and effectiveness of their employees. With many of us coming from public safety, our firsthand knowledge enables us to 'walk the talk' with best practices based on shared experiences.

Our software goes beyond other providers by including operational readiness and analytical capabilities within a centralized solution. This, along with our operational software automation and data exchange expertise is where we thrive.

We sincerely value being part of the greater effort to indirectly serve communities coast to coast. It's our mission to 'Serve Those Who Serve'.







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