UKG

Automate Scheduling to Integrate with Core Systems

Improve productivity, accuracy, compliance, and visibility by automating employee scheduling

This report produced in partnership with:

PoliceOne   **CorrectionsOne**   **EMS1**   **FireRescue1**

Introduction

One of the most significant administrative burdens in public safety is ensuring that scheduling, payroll, HR, computer-aided dispatch (CAD), records management system (RMS), and timekeeping data is accurate, up to date, and in sync. As more software tools become available to integrate these functions, it's easier than ever to automate employee scheduling.

To learn more about how public safety agencies handle scheduling and integration with core products, PoliceOne, FireRescue1, EMS1, and CorrectionsOne conducted surveys asking public safety professionals about their processes, technology, software integration, and the potential benefits of automation and integration. More than 700 public safety professionals responded, and the results were clear: Manual processes and decentralized technology are problematic and can result in errors, inaccuracies, noncompliance, untimely delivery of data, and overlapping and repetitive processes.

Combined with overtime tracking and federal regulations, public safety and public sector personnel involved in scheduling and payroll are spending significant time dealing with manual processes, which drain time and cause costly errors simply because these agencies are not using automated scheduling technology and integration to their potential.
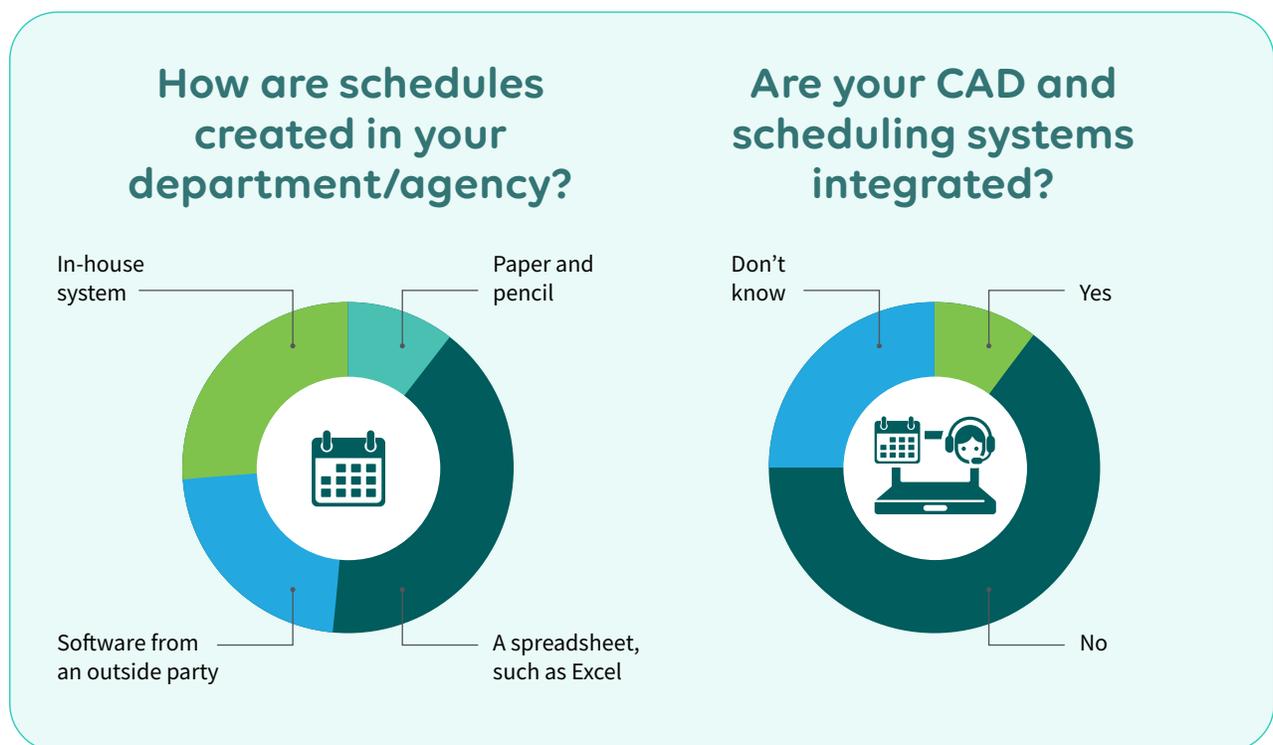
While these results are troubling, the survey responses also revealed that one simple step — automating employee scheduling — can open the door to multi-system integration and that unifying scheduling, payroll, HR, CAD, RMS, and timekeeping data from many different vendors can improve operational efficiencies.

Manual processes and decentralized technology are problematic and can result in errors, inaccuracies, noncompliance, untimely delivery of data, and overlapping and repetitive processes.

Manual processes introduce significant liabilities

Approximately 52% of survey respondents reported that their agencies relied on manual processes, such as paper and pencil (13.2%) or a spreadsheet like Excel (38.45%), to create and manage their personnel schedules. While these tools have long been the practice for many agencies, they introduce significant liabilities, including the potential for human error, duplicated work, inaccurate data, and abuses.

With an increasingly complex set of staffing requirements, shifts, and locations to track, manually entering staffing data from a separate source into a CAD system for proper updates and reporting not only compromises the integrity of the data, but also is time-consuming and resource-intensive. However, the clear majority of survey participants said their agencies did not employ any form of integration between their CAD and scheduling tools or systems. It is vital that an agency's CAD system has the most accurate staffing and personnel information available in one place, where all changes and updates occur, to avoid confusion. Errors in assessment of operational capability can be detrimental to response and reporting requirements, and automated integration with an agency's CAD system increases accuracy to ensure reliable personnel and scheduling information.

How are schedules created in your department/agency?

- In-house system
- Paper and pencil
- Software from an outside party
- A spreadsheet, such as Excel

Are your CAD and scheduling systems integrated?

- Don't know
- Yes
- No

# Integration saves time, reduces errors

Nearly 60% of survey respondents agreed that preloading roster data through integration into a CAD system would save time and reduce errors. With the increasing amount of data to track throughout the staffing process, such as subspecialties, rank, and work schedules, preloading the data into CAD eliminates duplicate data-entry efforts and room for human error, and it helps ensure more accurate record keeping and reporting.

Maintaining accurate and real-time schedules and personnel data in more than one place, without a main repository designated to share the data with CAD and RMS systems, is costly and unnecessary with all the software options now available.

Integrated systems mean knowing definitively who your potential candidates are. Old-fashioned reliance on personal knowledge of first responder qualifications and capabilities is inefficient at best, especially when it comes to filling specialized roles at the last minute when someone calls in sick or in times of crisis. Such anecdotal knowledge may not be up to date, and notification to specialized personnel is generally conducted by a senior duty officer physically calling them, which takes time away from other important responsibilities.

Despite these potential complications, nearly 60% of individuals surveyed reported that their agency did not have integrated RMS and scheduling systems in place.

I believe preloading duty roster scheduling information into CAD would save data-entry time and reduce errors.

Don't know

Agree

Disagree
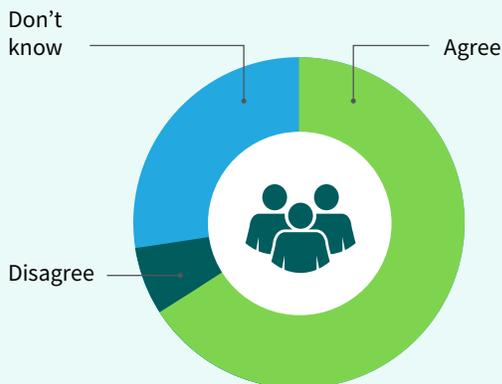
## Are your RMS and scheduling systems integrated?

Don't know

Yes

No
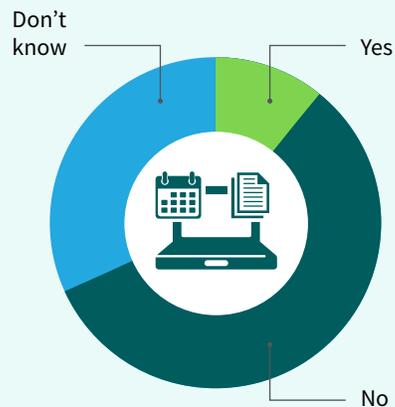
Two of the most critical day-to-day staffing and payroll issues are 1) ensuring the accuracy of records when it comes to who worked where and when, and 2) tracking the nature of the work performed (i.e., regular or exception-based work). Even small mistakes can result in significant time wasted hunting through paper timesheets, causing morale problems and potentially driving costly penalties.

With the increasing amount of data to track throughout the staffing process, such as subspecialties, rank, and work schedules, preloading the data into CAD eliminates duplicate data-entry efforts and room for human error.

Use of a centralized scheduling system that tracks employee time and integrates with a payroll solution is essential to help reduce payroll errors, increase compliance, and enhance auditing capabilities. But 63% of those surveyed reported that their agency did not integrate payroll and scheduling systems, leaving their agencies vulnerable to noncompliance issues.

Are your payroll and scheduling systems integrated?

Don't know

Yes

No
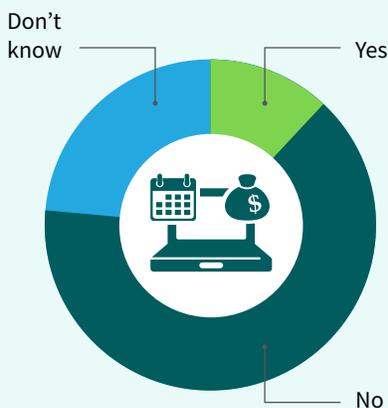
Timekeeping, attendance, and scheduling systems

While many public safety agencies may not use a "time punch" system where individual members physically clock in and out, it is increasingly important to track and account for time on the job. This matters not only in terms of attendance, but also in order to have a reliable means to assess vacation and sick leave as well as shift swaps and other public safety-specific issues.

Managing absences and leave manually can significantly compromise accuracy, fairness, and budget compliance. Integration between an agency's scheduling, time, and attendance systems reduces the potential for errors and staff time spent on data entry.

The final question of the survey asked whether the individual's county or city had invested in time and leave technology. Of respondents, 42% said no, but a significant number also agreed that integration between scheduling and time and attendance would help reduce errors and data-entry work.

Room for improvement

These survey findings reveal significant opportunities for public safety agencies to automate and centralize scheduling processes and to increase efficiency through integration between scheduling technology and other core solutions such as payroll, HR, CAD, RMS, and timekeeping systems.

Automation, centralization, and integration of disparate systems reduces errors, promotes compliance, eliminates repetitive processes, and provides access to information in real time. A number of off-the-shelf solutions are now available to help public safety agencies automate personnel scheduling and integrate that data with their CAD and RMS platforms to solve most of the issues highlighted in the survey.

About UKG

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 13,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune's *100 Best Companies to Work For* list. To learn more, visit ukg.com.

UKG

Our purpose is people