

FICTIONAL FIRE & RESCUE SCENARIO

# OPTIMISING SHIFTS AND REDUCING FATIGUE IN FIRE AND RESCUE STATION

**Company:** Metro City Fire and Rescue Department

**Size:** 500+ firefighters and support personnel



## PROBLEM

The Metro City Fire and Rescue Department encounters significant challenges in workforce management. Traditional scheduling practices have resulted in various issues, such as:

- **Imbalanced Allocation of Responsibilities:** Some team members consistently face an overload of shifts, leading to an uneven workload distribution.
- **Heightened Levels of Staff Fatigue:** The demanding job nature, combined with inadequate shift rotation, significantly increases personnel fatigue.
- **Suboptimal Allocation of Personnel:** Essential resources are not always available where most needed, affecting response times and service quality.
- **Administrative Overload:** The department's administrative staff struggles with the manual scheduling efforts, causing more errors and inefficiencies.



**SOLUTION**

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## SOLUTION

To tackle the mentioned challenges, the company introduced SkyRoster, which assists in:

- Allowing managers to create schedules to align with employees' preferences, reducing fatigue risks. Additionally, the platform supports off-shift requests and shift swaps among employees facilitating rest and ensuring operational safety and efficiency through automated rostering that respects all planning constraints.
- Quickly addressing sudden staff absences by recommending optimal staff replacements, keeping operations smooth without overburdening others.
- Leveraging historical call data and staffing needs to ensure effective personnel deployment across the city.
- Simplifying the scheduling process, freeing administrative staff for more important tasks.



**RESULTS**



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## RESULTS

After deploying SkyRoster, the Metro City Fire and Rescue Department noted significant improvements:

- The platform achieved an even distribution of shifts among personnel, resolving the problem of disproportionate workloads.
- There was a 40% reduction in staff fatigue instances, according to self-reported wellness surveys.
- A 25% improvement in response times to high-priority calls was observed, thanks to more efficient personnel distribution.
- Administrative staff saw a 50% decrease in the time required for scheduling tasks, enabling them to focus more on strategic initiatives.



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