

5 Challenges Holding PSAPs Back From Better Scheduling

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5 Challenges Holding PSAPs Back From Better Scheduling

1 Manual scheduling is driving burnout and pulling supervisors away from readiness work

The Challenge: Manual scheduling blurs coverage, fuels chaotic callouts, and wastes supervisor time on constant fixes.

Wilmac's Solution: Wilmac Continuity WFM streamlines scheduling, swaps, and PTO. Live dashboards show seat-level status so supervisors can adjust fast, meet minimums, and save hours.



Up to 2 hours
per week

per supervisor go to manual schedule formatting and transcription, cited in an independent audit.(1)

2 Without real-time visibility, staffing gaps linger and response readiness slows



40%
of shifts were understaffed

in a single month at Washington, D.C.'s 911 center, and the center met NENA's "90% answered within 15 seconds" standard on only 1 of 8 days.(2)

The Challenge: Without real-time seat visibility, centers risk gaps during special events. Generic WFM rarely shows who is on post or flags issues, slowing adjustments.

Wilmac's Solution: Wilmac Continuity WFM gives live seat-level views with minimums and alerts, enabling supervisors to reassign, backfill, or call relief in seconds.

3 Generic scheduling tools and spreadsheets create extra work, frustration, and attrition in PSAPs

The Challenge: Generic schedulers are not built for 911. They require customization, lack PSAP workflows, and create errors and burnout.

Wilmac's Solution: Wilmac Continuity WFM supports complex rotations and multi-skill teams out of the box, with audit-ready change logs and PSAP expertise that reduces rework and speeds rollout.



20%

reduction in overtime

can save \$168,480 per year, showing how generic scheduling gaps drive costly staffing inefficiencies and burnout.

4 When reporting lacks context, you miss early warning signs that affect wellness, compliance, and coverage



67%
of organizations

say their audit processes hinder growth, often because they're slow, manual, or lack unified tracking (3).

The Challenge: Accountability is hard when schedule changes aren't tracked in one place. Reports are incomplete, and audits take extra effort.

Wilmac's Solution: Wilmac Continuity WFM logs every change, builds full audit trails, and gives supervisors instant, reliable reporting with less manual work.

5 Lack of Agentic AI to Support Scheduling Decisions

The Challenge: Agentic AI can be a gamechanger for PSAPs, but legacy systems and manual processes create gaps. Without the right integration, recommendations don't turn into action.

Wilmac's Solution: Wilmac Continuity WFM is powered by MAC, Wilmac's Agentic AI, configurable to your PSAP's policies and staffing logic. MAC turns real-time data into guided actions and faster staffing decisions.



50%

reduction in manual scheduling

can save 780 hours annually, showing how manual processes slow staffing decisions without integrated Agentic AI.

What is Wilmac Continuity WFM?

Wilmac Continuity WFM is the first AI-powered workforce management platform purpose-built for PSAPs. It automates scheduling workflows, reporting, and forecasting through Agentic AI, eliminating the challenges of manual scheduling and ensuring every shift is covered.



Request Your Free Trial

Visit www.wilmactech.com or call 1-800-836-1160.

References

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2. 40% of D.C. 911 center shifts understaffed last month, data shows multiple callers were kept on hold for three or four minutes. - The Washington Post: <https://www.washingtonpost.com/dc-md-va/2023/09/08/dc-911-center-staffing-data/>
3. Two thirds of US organizations say audit processes hinder their growth: <https://www.inflo.com/news/two-thirds-of-us-organizations-say-audit-processes-hinder-their-growth>

