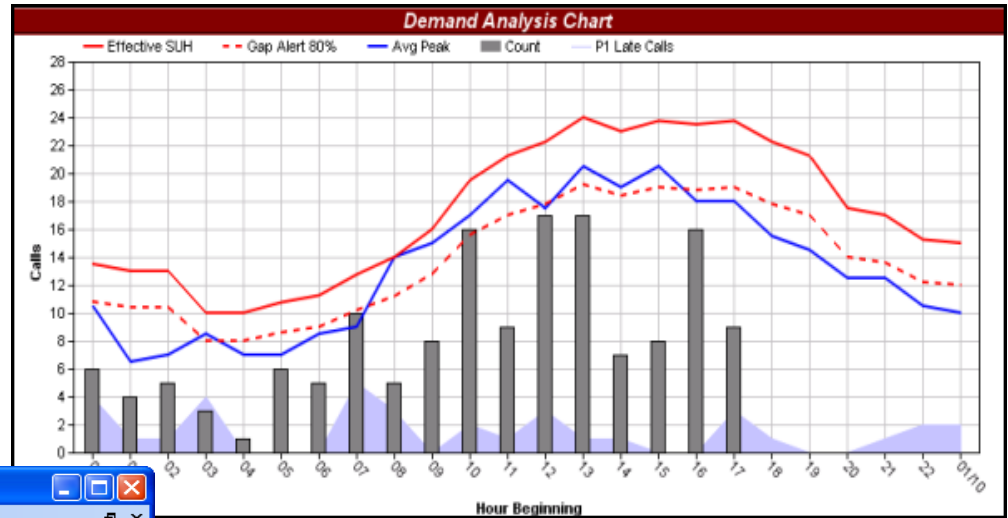


# Real Time Demand Analysis Tool

FirstWatch Enhancement Module

One of the many challenges faced by agencies is making the most effective use of the resources they have available. A common way to forecast needs for staffing, scheduling and resource deployment is to analyze historical patterns of demand for service, both by day of week and hour of day and geographically. This time proven approach is referred to as "Demand Analysis." Variations of this approach have been used for more than 20 years all around the world. In the past, the process of compiling and creating a complete temporal and geographic Demand Analysis was tedious, time-consuming, and too often, very manual.



Microsoft Excel - DownloadDA-20060911125641.xls

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B33 =Sun!Y31\*0.2+Mon!B31\*0.6+Mon!C31\*0.2

	A	B	C	D	E	F	G	H	I	J
1	Hr Ending	1	2	3	4	5	6	7	8	9
2	20060501	6	7	4	3	3	3	7	11	8
3	20060508	6	7	4	3	3	0	6	9	3
4	20060515	2	2	7	3	1	3	3	2	7
22	Total	145	110	119	83	59	79	101	122	147
23	Min	2	1	1	0	0	0	0	0	3
24	Max	15	13	12	7	7	9	8	11	16
25	Mean	7.25	5.5	5.95	4.15	2.93	3.95	5.05	6.1	7.35
26	Median	6	5	5	4	3	3	5.5	6	6.5
27	Mode	6	5	4	3	3	3	6	6	6
28	StDev	3.32	2.93	3.07	2.03	1.82	2.42	1.96	3.08	3.53
29	Avg High	10.6	8.6	8.8	5.8	4.8	6.6	6.8	9	11.8
30	90th Percentile Rank	12	9.1	10.2	7	5	7.1	7.1	11	11.4
31	Avg Peak	13.5	11.5	11	7	6	7.5	7	11	13.5
32	2x StDev + Mean	13.9	11.4	12.1	8.22	6.59	8.78	8.97	12.3	14.4
33	Smoothed Average Peak	12.9	11.8	10.3	7.6	6.5	7.1	7.9	10.7	13.8
34	Blended Demand	12.9	10.8	10.9	7.61	6.03	7.66	7.99	11.3	13.2

	A	B	C
1	Hr Ending	1	2
22	Total	145	110
23	Min	2	1
24	Max	15	13
25	Mean	7.25	5.5
26	Median	6	5
27	Mode	6	5
28	StDev	3.32	2.93
29	Avg High	10.6	8.6
30	90th Percentile Rank	12	9.1
31	Avg Peak	13.5	11.5
32	2x StDev + Mean	13.9	11.4
33	Smoothed Average Peak	12.9	11.8
34	Blended Demand	12.9	10.8

FirstWatch has created a real time, dynamically updated and calculated Demand Analysis Module which offers views of select customer data. The Demand Analysis calculations in the data can be downloaded into an Excel spreadsheet, *with all formulas intact*. We're working to enhance the Demand Analysis module by adding a Demand Consumption-based approach, as well as addressing geographical demands by creating up-to-the minute problem/solution maps for each hour of the day and each day of the week and/or other user-defined intervals.