

# **REPORT TO THE CITY COUNCIL**

## ***City of Salinas, California***

DATE: June 28, 2016

FROM: Edmond A. Rodriguez, Fire Chief

BY: Brett Loomis, Deputy Fire Chief

SUBJECT: **Direct Purchase of Telestaff Schedule Management Software**

### **RECOMMENDATION:**

It is recommended that the City Council approve a resolution authorizing the direct purchase of Telestaff Schedule Management Software from Kronos Incorporated for \$46,936.25.

### **DISCUSSION:**

The Fire Department is in need of new scheduling and personnel management software.

Fire battalion chiefs, supported by shift captains, currently perform all scheduling activities using spreadsheets and manual notifications (telephone calls) to personnel. During an average 24-hour shift, approximately four (4) hours are committed to the scheduling process for daily staffing. Adding to the complexities of the daily staffing are the added resources necessary to provide a safe and enjoyable experience for visitors at our many special events. The current manual system does not provide for a system that helps to ensure coverage for these events.

During times of peak demands where recall of firefighters is crucial to maintain emergency response coverage for the city, the department does not have a reliable system other than making individual phone calls to off duty personnel. Often times, after hours and on weekends, there are no available personnel to make those calls as everyone is committed to emergencies. The current system also does not provide an easy and reliable way for off duty personnel to notify the department of their availability.

The Telestaff program will help the department address the above mentioned issues. Short, medium, and long-range planning of staffing needs can happen at the touch of a button. Special events can be added months in advance to ensure adequate notification and staffing is provided. Through an interactive application, off duty personnel can make instant notifications to the department regarding availability.

The program will make automatic notifications via e-mail, telephone, text, and directly through the associated application and provide immediate feedback on personnel acknowledgement and availability. An all call feature is available to re-call personnel during times of emergency or to send out general information regarding topics affecting the department.

The Telestaff system will also help the department with analysis of data regarding overtime usage, use of leave, and help ensure compliance with legal and MOU requirements pertaining to Fire Department staffing. The program includes connectivity with the recently implemented New World Systems program for payroll tracking. It is anticipated that this will decrease the amount of time necessary at the department level processing payroll documents.

The acquisition of this program will help to streamline the staffing process and increase the efficiency of the process. The system will not replace the need for battalion chiefs and staffing captains to review and ensure accuracy of the fire department staffing schedule. However, it is estimated that this system, once fully implemented, will reduce the amount of time invested in scheduling by up to 75%.

Staff recommends the City Council approve the direct purchase of the Telelstaff program from Kronos Incorporated for \$46,936.25 and authorize the Finance Director to sign all applicable contracts associated with the purchase.

The City Council has the authority to approve purchases without the formal bid process under Salinas Municipal Code Section 12-27 and Salinas Municipal Code Section 12-28.080 with respect to application of the local preference.

**ISSUE:**

Shall the City Council approve the direct purchase of Telestaff Schedule Management Software from Kronos Incorporated?

**FISCAL IMPACT:**

The additional Telestaff software can be purchased utilizing current operational funds approved by Council at mid-year budget on February 9, 2016.

**TIME CONSIDERATIONS:**

The costs of this software increase on July 1, 2016.

**ALTERNATIVES/IMPLICATIONS:**

Direct Staff to go out to bid on the purchase of staff and scheduling software. This is not recommended due to the time sensitivity of the contracts and availability of funds in the 2015-2016 Fiscal Year.

**CITY COUNCIL GOALS:**

The adoption by Council of this purchase agreement supports the following goals:

- Safe, livable community
- Effective sustainable government

## **CONCLUSIONS:**

Staff recommends Council approve the direct purchase of Telestaff Schedule Management Software from Kronos Incorporated to expedite the receipt of the much needed system to enhance staff's ability to provide timely staffing for fire department operations.

Back Up Pages:

Resolution

Attachment #1 – City of Salinas Fire Department Quote 0523372

Attachment #2 – City of Salinas SSLA 052316 JWC

Attachment #3 – City of Salinas WFTS Implementation SOW hs0420201

Attachment #4 – Workforce Telestaff IVR Addendum License and Service Standard Rev 012216