

Case Study

TeleStaff™
Scheduling and Notification Solutions

Key Benefits

- Automates scheduling
- Speeds scheduling communications
- Supports client-specific configuration
- Improves operation efficiency
- Increases staffing accuracy
- Ensures compliance
- Controls labor costs
- Promotes employee satisfaction
- Integrates with third party systems



Profile

Palm Beach Gardens
Police Department
Palm Beach Gardens, Florida

148 Employees
Approximately 50,000 Population
56 Square Miles of Service Area

PDSI offers easy demonstrations of
TeleStaff on the Web, call 800.850.7374
to request yours today.

To learn more about TeleStaff,
please visit www.telestaff.com.



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STAFFED AND READY

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TeleStaff's Reliability, Payroll and Notification Efficiencies Pay Off Big at Palm Beach Gardens Police Department

The Challenge

Founded in 1959, the city of Palm Beach Gardens is more than a beautiful vacation spot; it is also home to a PGA Tour, an award-winning Art in Public Places program, celebrity residents and approximately 50,000 people. As the city has grown, so has the police department, but their scheduling system needed a boost to catch up with emerging needs. Palm Beach Gardens Police Department's scheduling process consisted of staffing 148 employees across a dozen divisions with paper and pen. The antiquated practice created numerous difficulties in accountability, consistency and retrieval of historical data. Another significant disadvantage of the manual process was that extra duty details were not being distributed fairly throughout the department. Historically, it had been difficult to monitor leave time banks. The city and police department were also on a heightened state of alert from June through November, otherwise known as hurricane season. In 2004 and 2005, the city had been hit by three hurricanes with most of the city losing power for days and many traffic signals destroyed.

The Solution

With the implementation of TeleStaff, PBGPD updated and streamlined multiple processes. By developing a customized database, PBGPD personnel are able to review calendars for future shifts and days off, electronically enter leave requests and remotely sign up for extra duty details. Scheduling personnel now utilize codes to organize workforce assignments and create work history reports. TeleStaff also allows supervisors to staff officers with comparable qualifications to different positions as allowed by the organization. The new system created an equitable solution for overtime shifts which complied with collective bargaining agreements and policies. Employees are also able to view full calendars, including when off duty officers will return.

"We're buying a lot less paper and white out now," said Sergeant Jack Schnur.

The Result

By replacing a paper process with the automated TeleStaff system, PBGPD is able to maintain consistency, retrieve historical data and assign officers requesting extra duty detail with unbiased rules. Police department employees have the ability to view schedules from remote locations via the Internet. The software solution also has been configured to allow for the staffing of personnel for large special events, including the PGA Tour Honda Classic, Holiday and Crime Task Forces. Supervisors now have the tools to make performance assessments, including the

dependability of officers, with the use of pie chart summaries. They are also able to deploy personnel for hurricanes and generate a visible schedule for hurricane season. FEMA reporting time has been drastically reduced due to the TeleStaff module, which can generate the federally mandated reimbursement report in seconds. "Unfortunately, we have had the opportunity to use this feature and I suspect it will come in handy again," said Sgt. Schnur.



In addition, TeleStaff allowed for a significant cost savings. The City no longer needs to employ a full-time police department payroll clerk. What was once a 40 hour per week plus job has been reduced to minutes spent by individual bureau supervisors, and has created a more efficient and automated payroll process. Each road patrol supervisor spends approximately fifteen minutes per day over the course of a shift with administrative supervisors spending even less time.

"The software has proven itself time and time again in many areas. Reports for sick leave, vacation and training, along with assignments, are generated in seconds. The software is practically totally customizable for agencies. We have not been let down. TeleStaff has been embraced by the end users, supervisors and administrators. The text notifications have been a selling point to the younger crowd and the senior officers appreciate the ease of putting in for leave or signing up electronically for extra duty work."

Sergeant Jack Schnur
Palm Beach Gardens Police Department