

Case Study

TeleStaff
Scheduling and Notification Solutions

Solutions Used

- TeleStaff
- WebStaff

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 3rd party systems



Profile

Redondo Beach
Fire Department

66 Fire Personnel
63,261 Residents
6.2 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.



TeleStaff[™]
STAFFED AND READY

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Redondo Beach Fire automatically backfills vacancies and fairly distributes Overtime with TeleStaff

Powerful staff scheduling solution is the answer to saving time, resources and costs for this L.A.-based fire agency

The Challenge

Redondo Beach Fire Department (RBF) wanted to improve the way it scheduled its staff into long and short term vacancies, and distributed overtime opportunities to ensure fairness and accuracy when scheduling its employees for work. In the past, the department used a combination of manual procedures and other custom software programs with limited success.

Filling both long and short term vacancies were both conducted utilizing manual procedures. Filling the short term vacancies though proved much more time consuming for the department as these vacancies were unexpected, and more difficult to fill on short notice.

At that time, personnel were not required to sign up to work, so the Duty Chief was obligated to contact each candidate within a specific timeframe, in rotational order, until the position was filled. Faced with these time constraints within a manual environment, excessive time was spent on the phone without successfully filling these vacancies in a timely manner.

Additionally, the department was looking for a way to enhance its distribution of overtime through the use of technology to ensure staffing fairness and accuracy at all times.

The Project Objectives

- Decrease short term vacancy fill time
- Distribute overtime fairly and accurately
- Reduce the amount of time spent on daily staffing tasks

The Solution

To accomplish its objectives, RBF selected TeleStaff which combines easy-to-use scheduling software and telephony automation resulting in a comprehensive staffing solution that changes Fire Department scheduling operations dramatically.

"Having a product that was tested, stable and reliable was very important to our department," stated Captain Scott Harper,

Redondo Beach Fire Department. "Fire Administration became convinced that the expenditure of funds for TeleStaff was justified compared to the work hours spent managing our previous system," concluded Harper.

The primary goal of the department was to eliminate the manual process of filling vacancies which required numerous outbound phone calls, within a limited timeframe, to candidates on a rotational list. Working closely with a TeleStaff project team, a configuration was devised that matched RBF's various scheduling rules, guidelines and goals. Once TeleStaff was implemented, configured and key RBF personnel were trained, TeleStaff began managing the department's staff scheduling. Vacancies were immediately reacted to on the roster as TeleStaff automatically identified appropriate replacement personnel, and began placing outbound phone calls to these candidates to backfill vacant positions.

Furthermore with TeleStaff, RBF employees are now assured of equitable distribution of overtime, which was another important process to enhance and manage for the department. RBF's unique staffing rules were configured right into the solution ensuring fair and consistent hiring practices at all times.

"TeleStaff has saved Redondo Beach Fire Department an untold number of work hours administering our overtime system. It has further saved time, resources and costs that may have been wasted on an inferior staffing solution."

Captain Scott Harper

RBF has also saved time by automating many of its other scheduling practices and procedures. Employees can access their personal calendars allowing them to sign up for work, record exceptions to their schedule or simply obtain information 24 hours a day. Employees can also find out by phone or PC the likelihood that they will be needed for work.