

Emergency Preparedness

TeleStaff™
Scheduling and Notification Solutions

Key Benefits

- Recalls personnel by telephone, e-mail, pager, text and Internet
- Automatically backfills positions to maintain staffing level requirements due to personnel deployed in response to emergencies
- Automatically deploys additional units to provide added support
- Allows for emergency scheduling to occur remotely at command centers
- Tracks hours worked for reporting and reimbursement, and forecasts staffing needs
- Creates custom messaging used to provide frequent updates and advisements to personnel
- Pre-populates FEMA report data fields with necessary information exported directly from TeleStaff



Deploy first responders with TeleStaff.

Santiago Canyon Fire Command Post
Orange, California.



TeleStaff: A Reliable Solution for Staffing, Communication and Deployment During Major Disasters

The TeleStaff product suite has been used in managing the staffing and emergency deployment of first responders and other key personnel during many recent disasters. For over a decade, PDSI has developed the TeleStaff product suite utilizing dependable technology such as n-Tier Architecture, high scalability and fault tolerance server capabilities. These features are important on a day-to-day basis to accomplish daily scheduling, but become essential during times of crisis as system performance and reliability cannot be compromised.

PDSI is proud that TeleStaff was relied on to accomplish emergency employee scheduling and deployment during some recent major disasters such as the Southern California Firestorm (2007) and Hurricanes Katrina and Wilma (2005).

Southern California Firestorm (2007)

In late October, 2007, wildfires began burning across Southern California. At least 1,500 homes were destroyed and over 500,000 acres burned from Santa Barbara County to the U.S./Mexico Border.

National City Fire Department used TeleStaff to call-back employees in order to deploy Strike Team Fire Engines. "TeleStaff did not require staff to take time out to make phone calls to Captains and Engineers; TeleStaff did it for them automatically as soon as the units were deployed. The system noticed vacancies and called Captains and Engineers on its scheduled time."

Walter Amadee
Homeland Security Manager

Hurricane Katrina (2005)

In the early morning of September 3, 2005, PDSI received a call from the American Red Cross requesting the use of TeleStaff to schedule call center staff and volunteers by phone to its 1-800-GET-HELP Response Center in Washington D.C. The Response Center received incoming calls from those affected by Hurricane Katrina and provided much needed around-the-clock relief assistance. PDSI donated TeleStaff and customized it specifically for the 1-800-GET-HELP Response Center so it could be appropriately staffed 24/7.

"The American Red Cross mounted the most ambitious response to a natural disaster in our considerable history. Such an effort was only possible with the timely and generous support of good corporate citizens such as PDSI."

Marsha J. Evans
President and CEO,
American Red Cross

Hurricane Wilma (2005)

With yet another category 5 hurricane ready to strike, the City of Palm Beach Gardens (Florida) Fire and Police Departments needed to be ready to schedule and deploy employees for emergency response. Additionally, the department wanted to be prepared to complete the time-consuming FEMA reimbursement forms after the hurricane.

Division Chief Evan Bestland devised a strategic plan to manage the entire emergency scheduling and deployment process and accomplish FEMA reimbursement with TeleStaff. Specific Hurricane Wilma shifts and work codes were created in TeleStaff with the foresight that the staffing data unique to the hurricane could be tracked and exported into the FEMA reports.

When it came time to schedule employees, TeleStaff's emergency deployment feature automatically placed outbound phone calls summoning employees to work on a specific shift. As a result, preparing for and responding to Hurricane Wilma was efficiently handled in an urgent, yet organized manner. Completing the FEMA reports in the aftermath of Wilma took just a few minutes by simply specifying a date range and the unique hurricane-related work codes. The estimated time savings for the department was approximately 100 work hours.

Over 90 public safety agencies used TeleStaff to schedule and deploy first responders to battle the fires. TeleStaff ensured quick and effective contact to personnel with appropriate emergency scheduling information. Ongoing emergency scheduling was able to occur remotely at Command Posts through WebStaff, a module that works in tandem with TeleStaff which allows Internet access to the system.

Monterey Park Fire Department relied on TeleStaff to reassign personnel to Strike Team Status, and make automatic phone calls to backfill employees who were on the fire line — saving the department several hours in staffing management. "I can honestly say as our department's Administrative Chief that TeleStaff has saved me countless hours."

Jim Birrell
Battalion Chief,
Monterey Park Fire Department

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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