



Office of the City Manager

CONSENT CALENDAR  
May 24, 2022

To: Honorable Mayor and Members of the City Council  
From: Dee Williams-Ridley, City Manager  
Submitted by: Jennifer Louis, Interim Chief of Police  
Subject: Contract: Care Systems Inc. for an Electronic Scheduling Solution

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract and any necessary amendments with Care Systems Inc. to provide an Electronic Scheduling (E-Staffing) System for a three-year contract with an option to extend the contract for a two-year period for a maximum length of five years, for a total not to exceed \$191,740.

FISCAL IMPACTS OF RECOMMENDATION

The fiscal impact to the General Fund consists of a one-time implementation cost of \$84,620, implementation travel costs of \$4,750 and an average annual maintenance cost of \$20,474 over a five-year period. The overall fiscal impact to the General Fund will be \$191,740 in order to support this contract and will be allocated in the Police Department budget expenditure code 011-71-705-820-0000-000-421-666110. The total contract amount will not exceed \$191,740 for the five-year contract duration.

CURRENT SITUATION AND ITS EFFECTS

The Police Department is seeking to implement a new electronic scheduling system for the purposes of managing day-to-day scheduling needs as well as overtime, shift trading, shift bidding, vacation bidding, and court scheduling. BPD currently lacks a process to regularly assess the efficacy of minimum staffing levels, and has no suitable system in place in order to adhere to overtime controls.

A new E-Staffing system will provide the following benefits:

- Improve efficiency of the scheduling process
- Ensure equitable distribution of work shifts
- Rapidly address falling below minimum staffing levels
- Fill open shifts under short notice by sending out notifications
- Tools to manage overtime and mitigate risks of officer fatigue and burnout

Supervisors will be able to enter personnel information and day-off assignments for each shift to establish the required staffing levels. Payroll information will then be imported into the City's payroll system (Tyler ExecuTime) at regular intervals.

This automated process greatly increases accuracy, efficiency and improves they payroll data entry process.

Employees will be able to view their schedule for approved absences, overtime, and trades. Employees will be able to request time off and route that request to their supervisor for review/approval. The results of actions taken (approval or not) will update the schedule, if applicable, and notify the employee.

When overtime is available, qualified employees will be notified (via email, text message, or phone) and able to bid for it. Shift trading, shift bidding, and vacation bidding will be supported and conform to our existing rules and policies. A complete audit trail of all scheduling activities, related notes and comments will be maintained.

### BACKGROUND

The goal is to replace the current paper system for police scheduling with a new electronic scheduling system. All aspects of scheduling will be handled including creating regular shifts, posting available overtime shifts, processing overtime requests, shift trading, shift bidding, vacation bidding, and court scheduling. Currently the police department utilizes printed hardcopies of various Microsoft Word and Excel documents. The current process is laborious, subject to errors, and is an inefficient use of resources.

On March 22, 2022, the Berkeley City Auditor released a report entitled “Berkeley Police: Improvements Needed to Manage Overtime and Security Work for Outside Entities.” The report outlined several areas in which BPD would benefit from improvement, including the following:

- Managing costs associated with compensatory time and the impact of vacancies on overtime
- Collecting and monitoring data on how often compensatory time leads to additional backfill overtime and develop a plan to monitor it
- Filling vacancies deemed necessary and/or reallocate staff pending the reimagining process and a determination of appropriate staffing levels
- Increasing transparency on work for outside entities. BPD should regularly evaluate their billing and explore ways to track revenues and expenses
- Reconciling invoices with the amounts received for work with outside entities at regular intervals, including procedures to check invoices for errors prior to billing

Recommendation 3.2 of the report specifically recommends for BPD to implement an E-Staffing system:

*3.2 Work to implement a staffing software solution that integrates overtime management and scheduling software. Develop management reports that provide timely, accurate, and complete information on overtime usage. Develop a process for filling overtime shifts on a voluntary and mandatory basis, including supervisor approval.*

*Build in warnings for when an individual is approaching overtime limits and an approval process for allowing individuals to exceed limits when deemed necessary according to the policy.*

#### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

An Electronic Scheduling Solution allows the opportunity for the Police Department to reduce or eliminate the need for printer paper and replacement printer cartridges as this system utilizes electronic records.

#### RATIONALE FOR RECOMMENDATION

The Police Department sought qualified candidates through a competitive RFP selection process. We received ten proposals. The Police Department formed a selection committee representing different member ranks, department divisions and bargaining units. The committee ranked and evaluated all submitted proposals. They observed demonstrations from the top proposals and collected feedback from police department employees.

The selection committee gave Care Systems Inc. the highest recommendation based on the criteria established within the RFP. The vendor's proposed solutions in response to the RFP not only met, but exceeded the Police Department's requirements for an Electronic Scheduling Solution.

The Care Systems Inc. solution will meet and address the following recommendations from the Berkeley City Auditor's report: Recommendations 1.1, 1.2, 3.2, 4.4 and 4.5. At the time of the report, the vendor's proposed implementation timeline for the E-Staffing system was 18 months. Upon start of this project, Care Systems Inc. is proposing a more optimal implementation timeline of six to eight months.

The analytic reports provided by the solution will facilitate reporting of outside billing costs, tracking overtime and compensatory time, and will provide other management reports in order to promote and facilitate transparency. The creation of analytical reports will lessen the possibility of human error and provide information to staff in timely manner.

#### ALTERNATIVE ACTIONS CONSIDERED

No alternative actions were considered as the current workflow is a manual process and an electronic solution would be most efficient alternative.

#### CONTACT PERSON

Jennifer Louis, Interim Chief of Police, Police Department, (510) 981-5700

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT: CARE SYSTEMS INC. FOR AN ELECTRONIC SCHEDULING SOLUTION

WHEREAS, a report by Berkeley City Auditor entitled “Berkeley Police: Improvements Needed to Manage Overtime and Security Work for Outside Entities,” released on March 22, 2022, recommended improvements to BPD’s method for identifying and maintaining minimum staffing levels, collecting and monitoring data on overtime, increasing transparency with work for outside entities; and

WHEREAS, Recommendation 3.2 of the report recommends the need to implement a staffing software solution that integrates overtime management, provides reports in a timely, accurate, and complete manner regarding overtime usage; and

WHEREAS, the staffing system should be able to develop a process for filling overtime shifts on a voluntary and mandatory basis, including supervisor approval; build in warnings for when an individual is approaching overtime limits; an approval process for allowing individuals to exceed limits when deemed necessary according to the policy; and

WHEREAS, the City of Berkeley issued a Request for Proposal (RFP) #22-11468-C for an Electronic Scheduling Solution in September, 2021; and

WHEREAS, ten prospective vendors submitted proposals meeting the minimum qualifications in response to the RFP to provide an Electronic Scheduling Solution; and

WHEREAS, key stakeholders within all divisions of the Police Department comprised a selection committee, which evaluated the proposals and interviewed the vendors; and

WHEREAS, Care Systems Inc. was ranked highest by the selection committee as being the most responsive to the specifications listed in the RFP; and

WHEREAS, funding for this contract includes implementation costs of \$84,620, travel expenses of \$4,750 and an average annual maintenance cost of \$20,474 over a five-year period; \$191,740 is required from the General Fund to be deposited in the Police Department’s Budget, under budget code 011-71-705-820-0000-000-421-666110.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract and any amendments with Care Systems Inc. to provide an Electronic Scheduling Solution for up to five years and a total amount not to exceed \$191,740.