

Council Meeting of
July 17, 2012

Honorable Mayor and Members
of the City Council
City Hall
Torrance, California

Members of the Council:

**SUBJECT: City Manager – Approve Public Safety Dispatch pilot work schedule
Expenditure: \$45,000**

RECOMMENDATION

Recommendation of the City Manager that City Council approve the Police Department Public Safety Dispatch 3/13.2 pilot work schedule effective July 10, 2012 in the amount of \$45,000.

Funding

Funding is available from the Police Department's Operating Budget.

BACKGROUND AND ANALYSIS

As part of the 2011-12 budget discussion, Your Honorable Body approved the elimination of one (1.0) Public Safety Dispatcher position (vacant) with the pending implementation of a new work schedule for the Public Safety Dispatchers (PSD). The budget savings as a result of the deletion of the budget is \$102,000 per year. City and Police Management have been meeting and conferring with TME since approval of the budget to develop the new schedule. There were several key factors such as hours of work, compensatory time-off, shift trades, holiday accruals, vacation coverage, training, end of watch rules, holdovers, and the opportunity for management and TME to come together to address any issues related to the new schedule. As a result of the meet and confer process, Management and TME have agreed to implement a pilot schedule for the next twelve months to give both parties an opportunity to make necessary adjustments as a result of the new schedule.

The current 9/80 schedule is difficult for Public Safety operations because it causes frequent holdovers, where an employee is required to work well over their scheduled work hours. This causes excessive overtime and possible fatigue. The current 9/80 schedule does not have set days off. While this allows for flexibility in scheduling for employees, it presents an ongoing challenge for supervisors who have to constantly change schedules to ensure that each discipline is properly covered while maintaining seniority rules. The current industry standard for public safety dispatch operations is a 12-hour shift worked over three consecutive days, with a make up of an additional day of eight hours. Police agencies such as the South Bay Regional Dispatch Center, Glendale, Monrovia, CHP Los Angeles, Los Angeles Sheriff, South Pasadena, Chino, Cal Sate University Dominguez Hills, Culver City and Palos Verdes work a three-day, 12-hour shift. Police Management believes that the new PSD schedule will benefit the department by assisting with recruitment of laterals from other agencies, as well as provide a set schedule for current employees, thus easing the scheduling demands on supervisors. The new schedule will also allow for shift overlap which will improve overall communications between various shifts.

The key benefits of the new 3/13.2 schedule include providing employees with a set schedule, improving morale, reducing overtime, expediting cross-training, and reduced sick leave. As a result of the new schedule, the Public Safety Dispatcher will work a longer shift, thus their holiday accrual levels will be adjusted from the current 9 hours to 13.2 hours. The increased holiday accrual will cost the Police Department \$45,000 per year. Funding is available in the Police Department budget as a result of the 2009 realignment of positions.

Typically, changes impacting hours, wages and working conditions are incorporated into the MOU. However since the TME Memorandum of Understanding (Resolution 2011-26) expired on June 30, 2012, staff requests that Your Honorable Body approve the key provisions in this item until such time that a new Memorandum of Understanding (MOU) is available for Council approval. Staff is starting the negotiations process with TME, and upon reaching agreement, staff will return to City Council to seek approval of the new MOU which will include all the provisions of the agreement with TME impacting hours, wages, and working conditions related to the new PSD Work Schedule.

With the approval of this item, the Police Department will implement the following provisions of the new Public Safety Dispatch 3/13.2 Pilot Work Schedule:

- Public Safety Dispatchers will work a 3-day, 13.2-hour schedule effective August 26, 2012.
- All existing seniority provisions will remain.
- Public Safety Dispatchers assigned to call taker duties will work a 4/10 fixed schedule.
- Public Safety Dispatchers can earn compensatory time off of 60 hours.
- Public Safety Dispatchers will be paid 13.2 hours for holiday pay.
- Public Safety Dispatchers required to work a shift longer than 16 hours will be paid double the hourly rate.
- Management and TME will meet to review the pilot schedule with the intent to provide prompt remedies to any unforeseen issues that prove detrimental to TME-AFSCME and/or the City of Torrance.

Respectfully submitted,

LeROY J. JACKSON
CITY MANAGER

By 
Aram Chaparyan
Assistant to the City Manager

CONCUR:


LeRoy J. Jackson
City Manager