



ANN ARBOR FIRE DEPARTMENT

Standard Operating Procedures – 1.10 Telestaff



TELESTAFF

Effective: June 14, 2019
Scheduled Review: June 14, 2021
Replaces:
Approved: Fire Chief Mike Kennedy

I. PURPOSE

Telestaff is the designated scheduling and time keeping system for suppression personnel. UltiPro is the City of Ann Arbor authoritative source for all employees for all vacation, sick, and compensation time accruals and balances. The collective bargaining agreement with IAFF Local 693 dictates the circumstances for the utilization of vacation, sick, and compensation sick time.

II. TELESTAFF UTILIZATION

- A. Suppression personnel shall use Telestaff for scheduling, time reporting, and to ensure that their personal profiles are up to date.
- B. Personnel who do not have approved time off within Telestaff and who do not show up for a scheduled shift or communicate as outlined in the CBA will be considered AWOL. Time will be deducted, and the employee will face disciplinary action.
- C. Personnel are responsible for verifying their personal work schedule daily.
- D. Battalion chiefs, captains, and lieutenants or anyone in an acting capacity shall immediately report any errors or discrepancies found within Telestaff to administration.
- E. The following are expected by personnel when using Telestaff
 - i. Communicate honestly and openly.
 - ii. Share responsibility for outcomes.
 - iii. Accurately record all time worked and leave time within the requirements as outlined in the collective bargaining agreement.
 - iv. Inappropriate use of this program can result in disciplinary action.



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III. RECONCILIATION of EQUALIZED OVERTIME FILE

A. Responsibilities

i. Battalion Chief

1. Correct discrepancies in Telestaff between Holdover List and Picklist identified by the captain and/or acting captain.

ii. Captain/Acting Captain daily assigned responsibilities

1. Confirm with on-duty battalion chief all eligible personnel have been charged the appropriate amount of overtime hours before beginning this procedure.

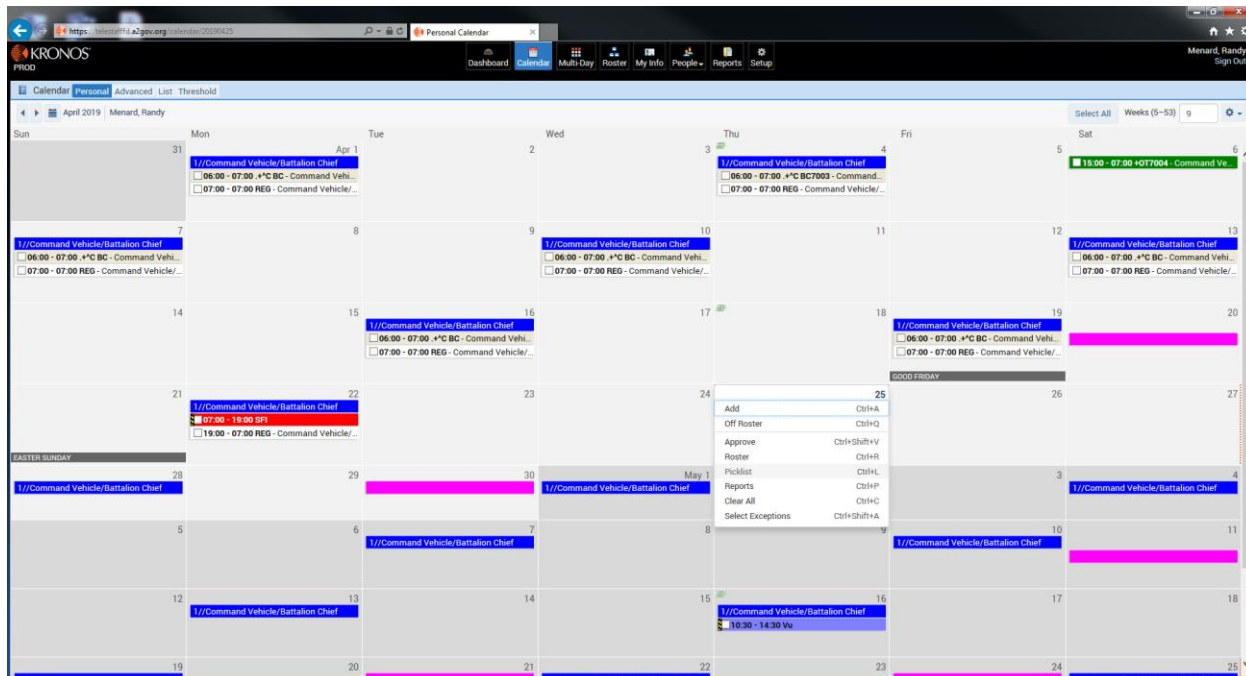
2. Obtain printed holdover list from the on-duty battalion chief for previous the (yesterday's) shift. Example: Shift 2 is reporting for duty; the Shift 2 captain/acting captain would obtain Shift 1's printed holdover list from on-duty battalion chief

B. Telestaff Procedures

i. Log into Telestaff.

ii. Go to Telestaff calendar;

1. Left click on date in question;
2. Left click on "Pick List"





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- iii. With Picklist open;
 1. Go to the SETTINGS ICON;

The screenshot shows the Kronos PROD interface. On the left is a 'Filters' panel with fields for Date (05/08/2019), Region (Administration), Shift (SHIFT 3), and List Chain (DO NOT HIRE_OT HOURS). On the right is the 'Picklist' table. A settings gear icon in the top left of the Picklist area is highlighted with a red box. The table contains 10 rows of employee data.

#	Person	List	Rank	Opportunity Factors	
1	Gamble, William (R1)				DO NOT HIRE_OT HOURS FL
2	Nielsen, Christopher W. (R1)				DO NOT HIRE_OT HOURS FF
3	Robbins, Ronald W. (R1)				DO NOT HIRE_OT HOURS FF
4	Peterson, Scott (R1)				DO NOT HIRE_OT HOURS FL
5	Warden, Christopher L. (R1)				DO NOT HIRE_OT HOURS FF
6	Porter, Robert P. (R1)				DO NOT HIRE_OT HOURS DO
7	Roberts, Michael A. (R1)				DO NOT HIRE_OT HOURS FC
8	Tanner, Bradley A. (H/ISO/R1/TRT)				DO NOT HIRE_OT HOURS DO
9	Kostanko, Brent (ISO/R1)				DO NOT HIRE_OT HOURS FL
10	Campbell, Daniel (R1)				DO NOT HIRE_OT HOURS DO

2. Click on DROP DOWN ARROW
3. Select “Export List CVS”

The screenshot shows the same Kronos PROD interface as above, but with a dropdown menu open from the settings gear icon. The 'Export List CSV' option is highlighted with a red box. The table data is partially obscured by the menu.

#	Person	List	Rank	Opportunity Factors	
1	Gamble, William (R1)				DO NOT HIRE_OT HOURS FL
2	Nielsen, Christopher W. (R1)				DO NOT HIRE_OT HOURS FF
3	Robbins, Ronald W. (R1)				DO NOT HIRE_OT HOURS FF
4	Peterson, Scott (R1)				DO NOT HIRE_OT HOURS FL
5	Warden, Christopher L. (R1)				DO NOT HIRE_OT HOURS FF
6	Porter, Robert P. (R1)				DO NOT HIRE_OT HOURS DO
7	Roberts, Michael A. (R1)				DO NOT HIRE_OT HOURS FC
8	Tanner, Bradley A. (H/ISO/R1/TRT)				DO NOT HIRE_OT HOURS DO
9	Kostanko, Brent (ISO/R1)				DO NOT HIRE_OT HOURS FL
10	Campbell, Daniel (R1)				DO NOT HIRE_OT HOURS DO



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4. Select “OPEN”

The screenshot shows the Kronos PROD software interface. On the left, there are filters for Date (05/15/2019), Region (Administration), Shift (SHIFT 1), and List Chain (DO NOT HIRE_OT HOURS). The main area displays a 'Picklist' table with columns for '#', 'Person', and 'Opportunity Factors'. A dialog box at the bottom asks: "Do you want to open or save pickList.csv (4.64 KB) from telestafffd.a2gov.org?". The 'Open' button is highlighted with a red box.

5. At this time, an Excel “PICK LIST” will be displayed

The screenshot shows an Excel spreadsheet titled 'pickList - Excel'. The table contains the following data:

	A	B	C	D	E	F
1	Captain Name	Person	List	Rank	Opportunity Factors	
2		1 Gamble, William (R1)	DO NOT HIRE_OT HOURS	FL	5732.5	
3		2 Nielsen, Christopher W. (R1)	DO NOT HIRE_OT HOURS	FF	6059.88	
4		3 Robbins, Ronald W. (R1)	DO NOT HIRE_OT HOURS	FF	6169.9	
5		4 Peterson, Scott (R1)	DO NOT HIRE_OT HOURS	FL	6176.45	
6		5 Warden, Christopher L. (R1)	DO NOT HIRE_OT HOURS	FF	6184.06	
7		6 Porter, Robert P. (R1)	DO NOT HIRE_OT HOURS	DO	6192.25	
8		7 Roberts, Michael A. (R1)	DO NOT HIRE_OT HOURS	FC	6195.25	
9		8 Tanner, Bradley A. (H/ISO/R1/TRT)	DO NOT HIRE_OT HOURS	DO	6198.66	
10		9 Kostanko, Brent (ISO/R1)	DO NOT HIRE_OT HOURS	FL	6199.17	
11		10 Campbell, Daniel (R1)	DO NOT HIRE_OT HOURS	DO	6199.83	

6. With the PICK LIST opened in Excel
 a. The captain/acting captain shall enter their **LAST NAME** in COLUMN A1 highlighted above;



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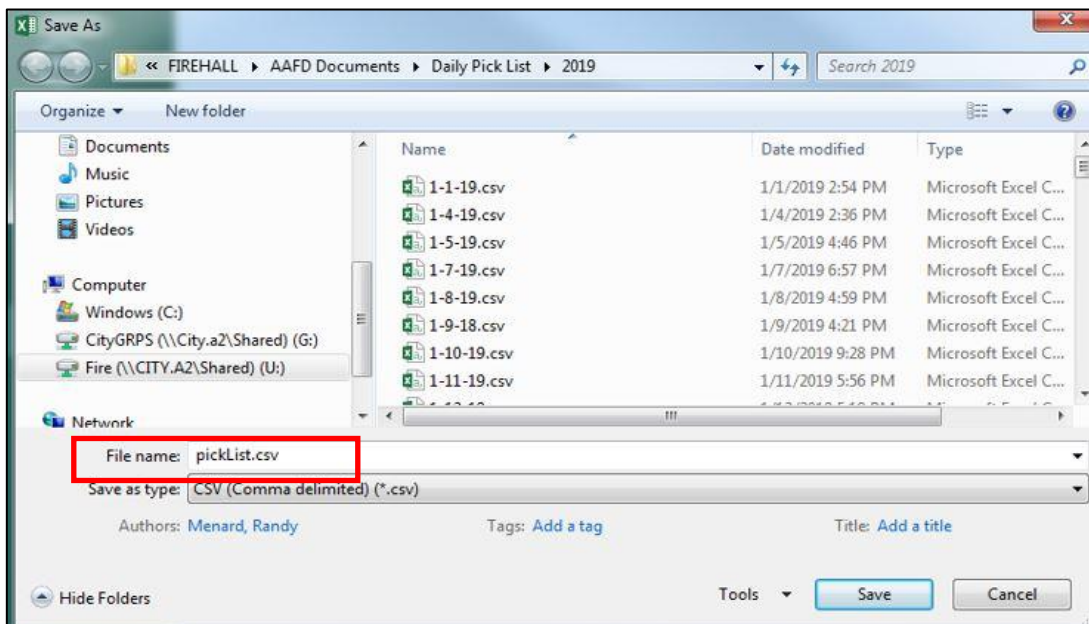
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7. The captain/acting captain shall obtain the HOLDOVER LIST from the battalion chief, and compare the OPPORTUNITY NUMBERS on the HOLDOVER LIST to the numbers on the PICK LIST;
 - a. Note: the battalion chief will have members that either accepted or declined such overtime highlighted with the amount of time in yellow. See example below:

#	Person	Rank	Opportunity Factors
1 - Y	Peterson, Scott (R1) +12	FL	6164.45,141.00
NA	Boonstra, Andrew (ISO/R1/TRT)	FL	6221.10,135.00
NA	Boes, Neil (H/R1)	FF	6233.58,208.00
NA	Luick, Mark R. (R1/TRT)	FL	6234.67,120.00
6 - Y	Lukosavich, Jonathan J. (H/R1/TRT) +12	FF	6237.35,196.00
4 - Y	Buscemi, Christopher S. (R1/TRT) +8	FL	6238.90,127.00
5 - PN	Pratt, Michael (R1) -24	DO	6246.35,136.00
N	Hedding, Kirk (H/R1) -24	FL	6247.75,140.00
3 - NA Y	Lussenden, Kristopher K. (ISO/R1/TRT) +2	DO	6250.55,162.00
1 - Y	Gravelle, Jason D. (R1/TRT)	FF	6253.00,193.00
N	Kaczor, Nicholas (R1)	FF	6253.41,201.00
NA	Potbury, Stephen (ISO/R1)	DO	6254.88,166.00
Y	Edman, Mark W. (H/ISO/R1)	BC	6258.77,99.00
NA	Foren, Nicholas S. (R1)	FF	6266.09,219.00
Y	Youell, Tracy (H)	FF	6299.99,230.00

8. Once all the numbers are verified; the PICKLIST shall be SAVED AS in the U:FireHall>AAFD Docs>Daily Pick List>2019;
9. The FILE NAME shall be in the following MONTH-DATE-YEAR, e.g., May 5, 2019 shall be entered as 5-5-19.





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10. If discrepancies exist between the HOLDOVER and PICK LIST, the captain/acting captain shall notify the on-duty battalion chief of the employee name(s) and amount of time in error requiring correction via city email;
11. The on-duty battalion chief shall be responsible for making the appropriate corrections in Telestaff.