



Office of the City Manager

INFORMATION CALENDAR  
July 10, 2012

To: Honorable Mayor and Members of the City Council  
From:  Christine Daniel, City Manager  
Submitted by: Debra Pryor, Fire Chief  
Subject: 48/96 Schedule Information Report – 4th Quarter

INTRODUCTION

As part of the 2010-2012 Memorandum of Agreement between the City of Berkeley and Berkeley Fire Fighters Association Local 1227, the parties agreed to evaluate and measure specific health and safety impacts during the 48/96 pilot work schedule. This report compares one year of data between March 22, 2010 through March 21, 2011, and March 22, 2011 through March 21, 2012.

CURRENT SITUATION AND EFFECTS

During the first year of the pilot period, the parties created a joint labor management committee to evaluate and measure on a quarterly basis all accidents, industrial injuries, sick leave usage, Alameda County EMS unusual occurrence reports, and health and safety impacts on sworn personnel including but not limited to the quality of care, performance of duty reprimands, and customer service complaints.

Data Comparison and Analysis

Comparison of the data from the first pilot year indicates there were both positive and negative changes to specific impacts, but staff cannot conclusively determine that the impacts were caused by the change of the firefighter schedule without additional data.

Positive changes that occurred during the first year include an increase to the number of training hours delivered to personnel, an improvement to turnout time (time from dispatch to enroute), reduction in the number of mandatory hires, and reduction in the amount of family sick leave usage. There was no increase in the number of patient treatment complaints or personnel reprimands.

Negative impacts that were identified in the first year include an increase in the number accident reports, an increase use of sick leave, and an increase in reported injuries.

### Accident Reports

An accident report is filed for any damage to City or private property. An accident report does not always involve a motor vehicle or fire apparatus. A department safety committee reviews all accidents.

The comparative data for accidents indicates there was a 28.57% increase in accident reports between the comparable time periods. Six of the fourteen accidents during the base year involved transport paramedics. During the pilot schedule, the number of transport paramedics dropped to four.

During the pilot year it was identified that 10 of the 18 accidents occurred on the second shift. There were no accidents during this report period for which the safety committee identified fatigue as a factor or cause.

### Sick Leave Usage

The department compiled sick leave data using Telestaff reports. Telestaff is the software program used to manage and track daily rosters and schedules of fire department personnel. Shift rosters are tracked and managed on a daily basis by the Duty Chief.

Sick leave usage by fire suppression personnel increased by 685 hours or 13.67% during the first pilot year. 5,712 hours of sick leave was used in the pilot year. Staff cannot specifically conclude that the change in schedules created an increase in sick leave usage. In calendar year 2009, 5,853 sick leave hours were used and the department was not on a 48/96 schedule.

### Injury Reports

Injury reports are tracked and filed as information only, injuries that required medical treatment or evaluation, or as indemnity claims. Information only claims are reports that are filed to report that a possible injury occurred and medical treatment was not requested. A medical only claim is when the employee seeks medical attention, but is able to return to work. Indemnity claims are categorized as claims that result in lost time and medical treatment.

Overall the number of injury reports increased by 8.33%. The number of indemnity claims dropped by 7.01%, while medical only claims increased by 25% and information only claims increased by 18.75%.

During this report period, the department experienced several major fires in November and December 2011 that resulted in 8 injury claims. The Miller Street fire resulted in 5 indemnity claims and 1 information only report. The Haste Street fire resulted in 1 indemnity and 1 information only report. These two fires represent 12.3% of injury claims filed in the pilot year.

Labor and management representatives have been working with the City Safety Officer to identify trends and methods to reduce injuries. It is staff's opinion that there is not enough data to conclude that the 48/96 schedule has negative impacts with injury reporting or claims.

	<u>BASE YEAR</u>	<u>48/96 1<sup>st</sup> Year</u>	Change
	March 22, 2010 to March 21, 2011	March 22, 2011 to March 21, 2012	
Accident Reports	14	18	+28.57%
Information Only Injury Reports <sup>1</sup>	16	19	+18.75%
Injury Medical Claims	16	20	+25.00 %
Injury Indemnity Claims	28	26	- 7.01%
Total Injury Reports	60	65	+ 8.33%
Unusual Occurrence Reports	3	2	- 33.3%
Patient Complaints	3	3	0 %
Reprimands	5	5	0 %
Turnout Time within 2 minute Average <sup>2</sup>	95.4 %	96.8%	+ 1.4%
Customer Service Complaints <sup>3</sup>	X	2	N/A
Sick Leave (Days)	2,078 hours	2,360 hours	+13.5%
Sick Leave (Nights)	2,947 hours	3,352 hours	+13.7%
Total Sick Leave	5,025 hours	5,712 hours	+13.67%
Family Sick Leave (Days)	1,718 hours	1,320 hours	-23.03%
Family Sick Leave	1,869 hours	1,668 hours	-10.75%

<sup>1</sup> Not including employees on 40-hour workweek;

<sup>2</sup> Measures time from Dispatch to Enroute – Percentage of calls meeting 2-minute turnout time.

<sup>3</sup> Does not include billing complaints; Method to track individual complaints not in place in 2010.

(Nights)			
Total Family Sick Leave	3,687hours	2,988 hours	-18.95%
Training Hours <sup>4</sup>	11,966 hours	13,783	+15.18%
Mandatory Days	1,779 hours (211)	1,138 hours (119)	- 36.03%
Mandatory Nights	87 hours (7)	60 hours (5)	- 31.03%
Overtime	33,249 hours	37,310	+ 12.21%
Vacation Hours	26,583	22,611	- 14.94%

### Paramedic Transport Activity and Impacts

The 48/96 Committee was charged with collecting data on the call volume for the three paramedic transport units and activity between the hours of 10PM and 8AM. The data reflects that 92.60% of the time, the transport units had at least five (5) cumulative hours of downtime between 10PM and 8AM.

Between March 22, 2010 and March 21, 2011, the department had fourteen incidents involving vehicle collisions or damage reports. An ambulance was involved in 6 of 14 incidents. Between March 22, 2011 and March 21, 2012, 4 of 18 accidents involved transport paramedic units.

### BACKGROUND

The City and the Association mutually agreed to implement the 48/96 schedule as a pilot project for a maximum of a one year period to begin with the start of the 2011 vacation calendar. During the pilot period, the parties agreed to evaluate and measure on a quarterly basis all accidents, industrial injuries, sick leave usage, Alameda County EMS unusual occurrence reports, and health and safety impacts on sworn personnel including but not limited to the quality of care, performance of duty reprimands, and customer service complaints.

The City and Association met on February 15, 2012. At that meeting, the Fire Chief informed the Association there was not enough data to do a comparative analysis on the impacts of the 48/96 schedule and that the Fire Chief would extend the pilot for one more year to obtain additional data for the analysis.

If during the pilot period, either the Fire Chief or the Association determines the 48/96 schedule is causing negative impacts, such as, but not limited to, an increase of vehicle accidents, industrial injuries, sick leave usage, Alameda County EMS unusual occurrences reports, health and safety complaints, quality improvement or assurance issues, performance of duty reprimands, or customer service complaints, each party shall have the right to terminate the pilot project after giving the other party sixty (60) day's written notice of the termination.

<sup>4</sup> Total hours for each shift does not include self-study hours

shall have the right to terminate the pilot project after giving the other party sixty (60) day's written notice of the termination.

The City and the Association are required to meet and discuss thirty (30) days prior to the expiration of the one-year pilot 48/96 schedule to affirm continuance of the change in schedule, extend the pilot schedule, or revert back to the 3/4 schedule.

The City will continue to monitor and track data for performance trends during the pilot scheduled period.

POSSIBLE FUTURE ACTION

Revert back to the 3/4 schedule, extend the pilot schedule, or affirm continuance of the 48/96 schedule.

FISCAL IMPACTS OF POSSIBLE FUTURE ACTION

Additional costs would occur to change schedules due to Fair Labor Standards Act requirements and staff time to change the payroll program.

CONTACT PERSONS

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