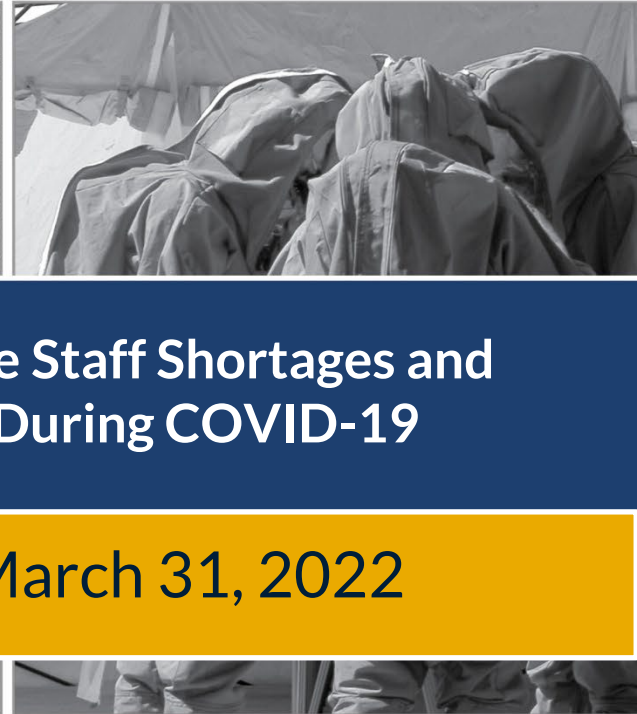




# IAFC

International Association of Fire Chiefs



## How to Manage Staff Shortages and Scheduling During COVID-19

March 31, 2022

# Before we begin

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# Chat, Q&A and Handouts

In the upper right corner of your screen, you will find the Chat and Q&A menus. You are encouraged share comments and submit questions for the speakers.

If the presenters have provided resource materials or links, you will find them in the Handouts section.



# Thank you to our Sponsor



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# Today's Presenters



## **Matt Shronts, Solutions Engineer at Vector Solutions (TargetSolutions)**

- Has been in public safety for over 20 years rising through the ranks to Fire Chief in Illinois
- Spent time in every position in the fire service, with a focus in training and EMS
- Experiences in these roles allowed him to utilize the Vector LMS and Check It as well as to learn best practices to improve productivity, assist in recertifications and data tracking and delivery of effective training programs
- Still active in the Fire and EMS service and has successfully completed his accreditation as a Chief Fire Officer

# Today's Presenters



## **Brad Lyon, Solutions Engineer at Vector Solutions (TargetSolutions)**

- Served a total of 17 years in the Fire Service
- Was the very first employee of CrewSense before merging with Vector Solutions
- A subject matter expert within the Vector Scheduling platform with 4 years of experience



IAFC

*How to Manage Staff Shortages and Scheduling  
During COVID-19*

March 31, 2022

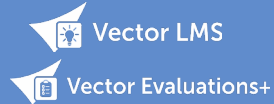


# A Total Training, Workforce and Asset Management Solution

A Better Way to Enhance Performance, Ensure Compliance and Protect Resources



## Learning



- Job competencies
- Training requirements
- Assign, track, report
- Online & in-person
- 450+ hours of firefighter training
- 250+ hours of EMS training
- Share files, links
- Live event management

## Risk Management



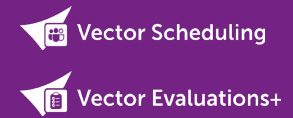
- Employee training and compliance
- ISO tracking & records
- Policy management
- Employee accountability
- Employee accidents (OSHA)
- Driver training

## Operational Readiness



- Apparatus & equipment checks
- Inventory management
- Hydrant testing
- Performance standards
- Cost analysis & budgeting
- Controlled substances
- Repair & maintenance tickets

## Workforce Management



- Employee scheduling & trades
- Shift planning & overtime management
- Instant team deployment
- Live skill assessments from the drill yard
- Driver skill assessment
- Leave accrual
- Robust mobile apps





## Contact Information

**Vector Solutions**

800.840.8046

[sales@targetsolutions.com](mailto:sales@targetsolutions.com)

[www.vectorsolutions.com](http://www.vectorsolutions.com)

# Do These Scheduling Challenges Sound Familiar?

- Time-consuming
  - Managing various schedules for multiple stations and teams
  - Maintaining overtime compliance
  - Assigning properly trained and qualified personnel to the right shift
  - Ensuring union and labor policies are met
- Personnel grievances
- Staffing shortages due to special events
- Inadequate coverage
- Increased liability exposure



# Simplifying & Streamlining Processes



## Using Vector Scheduling

- Manage schedules on-the-fly from your mobile device
- Automate overtime hiring and assign the right staff to reduce grievances with agency-defined, intelligent rules
- Provide insight into overtime staffing, callback ranking, time-off accruals and more
- Visualize graphical reports to identify trends, areas of concern, and organizational needs



# Dunedin Fire Department

Florida

- Work types help ensure personnel get paid correctly for the job shifts they work
- Payroll export saves staff from manually counting hours and re-entering data
- DCs see accrued to easily approve time-off requests from the phone app as soon as the request is submitted
- Sign-up boards and shift swaps make it easy to manage their schedule from their mobile device
- LMS to simplify compliance management, public outreach, community risk reduction, policy distribution and more


LMS, 2008

Check It, 2019

Scheduling, 2021

3 fire stations

Population 36,381



*“We have been struggling with meeting overtime levels and staffing needs for the Blue Jays events, so now we can use the app to communicate open shifts to help get the coverage we need. This will also be helpful in hurricane events so that off-duty personnel can get alerts to know when they will be activated so they have time to get their families taken care of and be ready.”*

Lieutenant Shale Saeger



# Tuscaloosa Fire Rescue

Alabama

- Uses a rules-based algorithm that matches Tuscaloosa FR procedures and policies
- Ensures fairness with callback ranking and automated overtime hiring
- Staff has visibility into overtime scheduling and time-off accruals
- Users can manage their schedules in their personalized calendars in the mobile app

LMS, 2019  
Scheduling, 2019  
11 fire stations  
Population 99,390

*“In the past the staff did not have visibility into overtime scheduling so no one knew where they fell in a ranking. Now they can see their rank and catch mistakes if they happen.”*

*Special Projects Officer Blake Squires*



# Q&A



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# Upcoming Events

<https://www.iafc.org/events/upcoming-events>

**Community Risk Reduction Leadership  
Conference (CRRL)**  
*May 24-26 - Toronto, Canada*

**International Hazardous Materials Response  
Teams Conference (HAZMAT)**  
*June 9-12 - Baltimore, MD*

**Fire-Rescue Med (FRM)**  
*July 12 - Virtual Experience*

**Fire-Rescue International (FRI)**  
*August 24-26 - San Antonio, TX*

**Technology Summit International (TSI)**  
*October 18-20 - Irving, TX*

**Symposium in the Sun**  
*November 10-13 - Clearwater, FL*





# Recording and Survey

You will receive a link to today's recorded session by email, along with a brief survey. Please let us know about your experience today.



# Thank you

