

**CITY OF LOS ANGELES
BOARD OF FIRE COMMISSIONERS
MINUTES
TUESDAY, MARCH 20, 2012**

The Regular Meeting of the Board of Fire Commissioners convened at 9:20 a.m. in the Fire Commission Meeting Room, City Hall East, 200 N. Main Street, Room 1820, Los Angeles.

▪ **ROLL CALL**

Present: President Genethia Hudley-Hayes
Vice President Casimiro Tolentino
Commissioner Andrew Friedman
Fire Chief Brian L. Cummings
Deputy City Attorney Janet Jackson

Absent: Commissioner Jill Furillo

▪ **FLAG SALUTE AND MOMENT OF SILENCE**

The flag salute was followed by a moment of silence in honor of past and present members of the Los Angeles Fire Department, the Fire Service, Law Enforcement, EMS and the Military who devote their lives to the protection of the community and of our Country.

President Hudley-Hayes requested, with the concurrence of the Fire Chief, if the Board could hold Item 1.E., Almeida Conciliation Settlement Agreement – Report, and have it on the next agenda. Fire Chief Cummings concurred.

1. PUBLIC COMMENT

Mr. Gregg Aniolek commented that he is a resident of Playa del Rey and also a CERT volunteer. He wanted to provide some input on the wind storms back in late November when the big power loss occurred. Maybe there could be a better way of utilizing CERT people at the time; he had to be proactive. Once the power went out he heard a lot of sirens and commotion. He walked around the neighborhood and checked power lines. He did run into an engine on Culver Blvd. There was a down power line, they had roped it off and had to go somewhere else and asked him to watch the area, not let anyone in until DWP arrived. He waited for about 3 hours until DWP arrived. If they had his phone number at the station, they could have called him to assist – maybe CERT people can be organized better so when these situations show up they can respond and help.

Mr. Pat McOsker, UFLAC, thanked the Commission for holding a special meeting. He commented that people always say ‘I hate to say I told you so’ and they really hate to say they told you so regarding our response times. Because when you delay our response, people get hurt, people get dismembered, people get burned and people die, and unfortunately that has happened in the City since these budget cuts began. Three Fire Chiefs in a row said otherwise. They said response times and service would improve if we made these changes and this reconfiguration. They also said to you that things were fine. They came in here last year in April, if you look at your minutes from a meeting in April of last year. They said that we were meeting the goal, that five minute goal 90% of the time then, and they went across the street selling that notion that we should make these cuts to the City Council and they changed their story a little bit and said ‘We’re really at 80% and if you give us what we want things will get better, we will be more configured to the kinds of calls that we go on and will get there quicker. That did not happen. The last two Chiefs and this one demanded these cuts, demanded that they not be micromanaged – now the outcome, that we predicted, is being shamelessly defended with charts and graphs and fuzzy math and they are trying to re-write history. Now they are saying they were reporting it wrong then. It really should have been 64% and we have not fallen that far. We are at only 59% or 60% in terms of our goal now. You can’t have it both ways. These LAFD budget cuts affect real people. People are being harmed. Firefighters are in greater danger. These are life and death decisions that are being made. These daily system crashes now down at our dispatch center are again the result of

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running the Fire Department on the cheap. This is a five million dollar piece of equipment they tried to schlep over to the new building and it is not working over there and every day in fire stations we are on radio watch and they are being surprised by these crashes. We went for a week denying that this five million dollar problem existed while people suffered, while our hard working dispatchers struggled to deal with it, while firefighters in stations struggled to deal with it and did everything they could to get there on time. He wants to know how many more people have to suffer and die before we start changing things around here. How many more Chiefs will the Mayor promote to Fire Chief to make his case for budget cuts and then send off into the sunset with a fattened pension after doing his work on budget cuts? We rank and file firefighters spent every day from the beginning fighting against these cuts that have happened to this Department, fighting for public safety and they will keep it up until the Mayor runs out of willing Chiefs, until the people of Los Angeles run out of patience with this Mayor and until every single closed fire company and ambulance has been restored to service; and they ask for the Commission's help in this, thank you.

President Hudley-Hayes commented that as additional time was allowed for one speaker, if there are other speakers who come forward and need a bit of additional time, that rule will be extended to other people who want to speak on this topic or any other topic.

Commissioner Friedman stated that for the record, he referred to the posting of our agenda, this is not a special meeting; this is the regular meeting of the Fire Commission.

2. COMMISSION BUSINESS

- A. Announcements/Meetings/Events
Considered jointly with Items 3.A. and 3.B.

3. GENERAL MANAGER'S REPORT

- A. Announcements/Meetings/Events

Items 2.B., 3.A. and 3.B. considered jointly. Fire Chief Cummings referenced the events he attended since the last Commission meeting: March 7 – Fire Chief Strategic Planning Meeting for Facilitators, March 9 – Flyover of Los Angeles Basin Region with new Director of USGS, Dr. Marcia McNutt and Dr. Lucy Jones to assess our hazards and vulnerabilities to earthquakes and tsunamis, March 15 – Met with L.A. Area Fire Chief at L.A. Fire Headquarters, March 16 – Breakfast at Fire Station 2 with Mayor to discuss the budget and the Fire Department moving forward and also attended the Nowruz Celebration at City Hall for Persian New Year.

Fire Chief Cummings referenced the Calendar of Events provided, and highlighted the following events: Firefighter of the Year for 2011 – Apparatus Operator Doak S. Smith, Cesar Chavez Day, Bangladesh Day Parade & Festival, Month of April is the Earthquake Preparedness Campaign, Thai New Year's Day Festival and Palm Sunday Procession.

- B. Calendar of Events
Considered jointly with Item 3.A.

- C. Significant Incidents/Activities

- 1. [BFC 12-051] – Significant Incident Summary report for the period of February 27 through March 4, 2012.
Recommendation: Receive and file.
The report was received and filed.

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Deputy Chief Mario Rueda reported on this weekend's events. They did deploy swift water teams as a result of our weather on Saturday and because of that predicted weather and the Marathon event on Sunday, the Fire Chief approved surging six additional engines and six additional rescue ambulances including the Marathon deployment which was significant. The Department treated 67 patients and transported 3 patients as a result of the Marathon, but it was a resounding success. City collaboration across four jurisdictions proved to be a great success.

President Hudley-Hayes commented that when this happens that means that we are using additional resources, correct? Deputy Chief Rueda stated both additional and on-duty resources. President Hudley-Hayes added there is a fiscal impact for us as a Department.

Deputy Chief Rueda stated we seek cost recovery for those; there is a formula. They have a contract with the Marathon and there is a formula for cost recovery, but there are on-duty resources they also use; they are residents of the City and the Fire Chief wants to make sure we do our best to protect everybody. President Hudley-Hayes commented that what she wanted people to understand is that sometimes there are emergencies, where we do have incidents/things that happen where we actually cannot budget that in, but that there is a fiscal impact to the Fire Department.

Deputy Chief Rueda added that the many events on Sunday plus the weather, they can actually predict call loads to a certain degree based on rate of rain and the original prediction was for rates of rain that they thought they might see additional incidents plus with the Marathon they surged up on Sunday too.

- D. Verbal report on the disposition of LAFD matters considered by or referred to City Council/Committees during the period of March 7 through March 20, 2012.

Recommendation: That the Board provides instruction to staff and adopts any necessary action relative to the LAFD matters considered by or referred to City Council/Committee during the reporting period.

Assistant Chief John Vidovich reported on the following matters:

March 6, Personnel Committee – Fire Chief Cummings and he attended which heard the Office of the City Administrative Officer's (CAO) report relative to amendment number one of the 2011-2014 Memorandum of Understanding (MOU) for Fire Chief Officers. This report was related to providing specific compensation to three members who were or may be reassigned from Fire Deputy Chief to Fire Assistant Chief.

March 16, A Motion was introduced related to LAFD Response Times by Councilmembers Zine and Englander instructing the LAFD to report on the methodology used to calculate emergency response times and the factors that contributed to any changes in this methodology. This was scheduled for Public Safety for this Friday, March 23. However, as of yesterday the meeting was cancelled and not rescheduled.

- E. [BFC 12-050] – Almeida Conciliation Settlement Agreement – Report
Recommendation: Receive and file.

Continued as noted previously.

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4. OLD BUSINESS

- A. Verbal report by Dr. Pat Lynch regarding the Strategic Planning Process.

Dr. Lynch stated she would be reporting on the Department's strategic planning process called Envision Our LAFD. There was a report she prepared for the January 19 Commission meeting which they did not get to. She is not going to go over that report unless the Board would like some additional information.

President Hudley-Hayes asked Dr. Lynch for confirmation of the previously provided report which Dr. Lynch confirmed was correct.

Dr. Lynch reported that on January 31 she interviewed Commissioner Hudley-Hayes and on February 7 she interviewed Commissioner Tolentino for this process.

Dr. Lynch continued, she stated that they had 14 Department members who are trained as facilitators and subsequently interviewed 160 Department members. These members were representative of the Department in terms of rank or level of their positions, in terms of years of service and also in terms of location. In addition they interviewed people who represented 26 organizations or departments outside of the Fire Department. These were General Managers of Departments, people from the Mayor's Office, the CAO, and DWP. They conducted two focus groups with residents and they also did a focus group with the L.A. Area Fire Chiefs. There was a representative group from outside the Department that also participated. On March 6, 7, and 8 they had the facilitators come together to make sense and/or analyze those data. They identified the themes, went through every single question asked, looked at all of the interviews, all of the responses they received from the Department members. At that time they did not consider those outside the Department, they were added later. They came up with some preliminary themes of what these members see and what they experience when the Fire Department is working at its best. They asked them questions in four specific areas: 1) identifying the value that the Department provides, 2) engaging in positive change, 3) performing as part of an exceptional team, and 4) what it looks like when the core values become a part of the Department everyday.

Dr. Lynch stated that they found that those six core values: service, professionalism, initiative, respect, integrity, and trust really permeated everything. So going forward in this process our stated assumption is that all of those six values are incorporated. She read most of those 160 interviews, she did not read about 20, and that was clearly the message that came through for her as well. After identifying those preliminary themes they were presented to the Fire Chief and the Strategic Planning Leadership Team. They went through the process so they could see how the data from the interviews were treated and how they came out to be a part of these themes. The next day they began the design work for the Envision Our LAFD Summit which will be held on April 11, from 8:00 a.m. to 5:00 p.m., at Frank Hotchkin's Memorial Training Center. Every member of the Department is invited that day, as are individuals who participated in an interview or a focus group. The idea is that we will take these themes and discuss them and will be doing more interviews, 1 on 1 interviews, people will be talking with each other and will be coming up with specific ideas. Sub-themes that will be talked about at the Summit are: within the Envision Our LAFD Theme, the major sub-theme was Providing Unparallel Public Service Through...they have five areas under there: Nurturing Valued Partnerships, Collaborative Mission Driven Leadership at Every Level, Clear Consistent and Seamless Communications, Superior Performance Enabled by Technology and State-of-the-Art Training and Development and Living Our Core Values. Within those areas they will be providing questions, people will be providing information, actionable information, suggestions and recommendations as to how the

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Department should work to achieve its mission and its vision while incorporating its operating principles and its core values. Following the Summit, the Strategic Planning Leadership Team will take this information and use it to inform the Strategic Plan which is scheduled to be completed no later than May 31st, and will be reported at the next permissible Commission meeting which is probably the second meeting to allow time for the paperwork to go through.

President Hudley-Hayes commented that the question they had was last month was it taken care of where they were looking at the need to not increase the cap, but to change the payment schedule? Fire Chief Cummings responded that based on the decision of the Commission at the last meeting, they looked for an alternate way to provide the same training and the same staffing and they were able to come up with an alternate way to do it.

President Hudley-Hayes asked for clarification. Fire Chief Cummings stated that Dr. Lynch's contract will maintain in the capacity that it is currently and they are using Dr. Fry to provide training for them and utilizing their training fund to pay the cost to use him as a trainer. President Hudley-Hayes asked which training funds and Fire Chief Cummings responded VET funds. President Hudley-Hayes confirmed that they are not circumventing anything, not going around anything, simply because we are doing cost-saving and it is effective and efficient, we are looking at funding it and doing it in a different way. Fire Chief Cummings agreed.

5. NEW BUSINESS

- A. Verbal report in response to recent press reports that the Fire Department published misleading performance data.
Recommendation: That the Board provides instruction to staff and adopts any necessary action relative to the reporting of response time performance data.

Fire Chief Cummings advised that Battalion Chief Armando Hogan will be coming down as the CLO, replacing Battalion Chief Glenn Miyagishima.

Fire Chief Cummings commented it was good that Dr. Lynch's report was first as one of the key things they are looking for in this Department is clear, consistent and seamless communication. It is apparent from both the media attention and from Commission that he has not been clear in communicating the Department's use of data, the Department's response criteria and other items of this. He is going to make an endeavor to continue moving forward to communicate more clearly with this Commission. This is a wonderful opportunity that we do have the media here because as a public service he believes strongly that the public should be informed of everything that they do and the Commission, as the head of this Department, needs to be informed of every action that they are taking; this is a good report for them to be giving.

Fire Chief Cummings stated that when this story first started the first article was quoting some response time data from a 2008 document on fire facts; the document was created back in 2008. At that time the Department used a six-minute response time measurement, that was their goal; to respond 90% of the time, within six minutes, and the numbers that were given in that document used that performance metric to come up with that 80% number overall for our emergency responses; that is for all emergency responses. That was an old method, it was initiated under a past Fire Chief and it was changed by a past Fire Chief. In approximately 2009, the Chief at that time modified our standard to match/align with the NFPA guidance which was five minutes for our first unit on-scene for either an EMS call or a Fire call; nine minutes for the first paramedic resource on-scene at an EMS call; those were the performance goals that they had to hit within 90% of the time.

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Fire Chief Cummings stated that in 2010 when he came down to the Planning staff and started working on the Deployment Plan that performance standard was in effect at that time and that is the only standard that they used at any time when they were developing the Deployment Plan, when they put any reports forward on the Deployment Plan and when they reported back on their performance on the Deployment Plan. They never used the six-minute standard that was never something that had come up, it had been changed prior to coming down and starting to work on this Deployment. Therefore, bringing those 2008 numbers and comparing them with our numbers after that, what they used in the Deployment Plan was an error.

Fire Chief Cummings stated that on April 5, when they came to Fire Commission with Board Report 11-048, which was the actual Deployment Plan that they put forward; the Department was closing 22 Fire Companies and six Basic Life Support Ambulances and had a very disruptive rotational closure plan, and in order to realize budgetary savings, the Fire Chief put forward a plan that would reduce the number of companies that were closed daily; from 22 down to 18; reduce the number of ambulances that were closed every day from 6 down to 4, and would save the Department and the City a considerable amount of money. In this report, 11-048, all the numbers were taken from modeling software. The City purchased for the Department a software program from Deccan which is called Computer Aided Dispatch Analyst (CAD Analyst) and part of that is a module called Apparatus Deployment Analysis Module (ADAM) and it states this in the report.

Fire Chief Cummings stated that ADAM models what your expected performance would be, response times would be, based on what resources are there and what your historic dispatch data was. It is based on the premise that every company is available 'in quarters' to start out with. In real life that rarely every happens, we have companies that are out for training, companies that are closed for mechanical, companies that are on other calls. But so that it can measure the same thing with every model it starts with everything in quarters; the numbers in there, when they modeled full Deployment, it started with all those companies in quarters; when they modeled the Modified Coverage Plan (MCP) it started with the companies that they had available during the modified coverage plan, in quarters, and then when they modified the Deployment it started with those companies in quarters. That is where they got the percentages that were in there, this is modeling, this whole report talks about ADAM data and what ADAM gives us is computer modeling of what performance would be; it is not real data. It is real data, it uses our CAD, our dispatch data over a million and a half calls that were run through here to do the modeling, but the performance is based on that scenario that everything is in quarters that you start out with.

Fire Chief Cummings continued, and then we move forward to the end of last year. In December we gathered data and we reported back to the Fire Commission on our actual performance because we now had performance numbers. They used the CAD Analyst portion of that software. It looks at your historic CAD data and gives you actual performance. It looks when things are out, when there are those concurrent calls. It takes everything into account, what you actually performed over that period and gives you those numbers. When we look at that report and look at that first Measurement of 1st Resource on Scene for any call, we see that fully deployed we were hitting that target of less than five minutes 63% of the time. That is where the conundrum came up. It showed that with 2008 data we were saying 80% of the time here, but now when you are using CAD Analyst you are saying 63% of the time. There is no inconsistency there. If we go back and pull up that 2008-09 data and we look at how often we were getting on scene within six minutes, we were getting on scene 80% of the time within six minutes. Look at the same data and we ask how often we were getting on scene within five minutes – we were getting on scene within 63% of the time that is consistent. When we adopted that new standard, it is a more stringent standard, we were holding ourselves to that

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higher level of public safety so that we could measure ourselves against a nationally accepted guideline; because it is not the 'rule of the land', it is just guidance as given by the NFPA, but at the LAFD we are going to use that as our goal, that high benchmark and continue to struggle to get to that benchmark. In the report we gave in December, we did show there were impacts, as that deployment modeling showed that there would be. They showed that there would be about a 1% increase in response times and that is what is actually revealed in this report. We went from 63% fully deployed down to 61% of the time they were hitting that 5-minute goal under the Deployment Plan. That was the same margin we thought we would have. We thought they would be around 1%; it was actually a 2% in the performance.

Fire Chief Cummings stated that the response times have increased; they have not increased dramatically on the system as whole, but any place that they have closed a resource there are some noticeable increases. They are adjusting where some of their resources are assigned out in the field and are looking for other remedial models to bring those response times down where they can. Two of the things with the modeling; as they were putting the plan forward, UFLAC requested that LAFD speak with the International Association of Fire Fighters (IAFF) because they have deployment analysis software as well. They wanted us to share our data with them, and talk to them to validate our methods. LAFD had Planning staff do that; reached out, had lengthy conversations with them, exchanged information with IAFF and IAFF validated the methodology LAFD is using is good and correct. All of their data is available, the Planning staff has assembled all of their CAD data; he has spoken with the Controller's Office and they will get Planning staff together with staff from the Controller's Office so they can understand what all the data fields are and they will run the analysis as well; an independent analysis to look at it to confirm that our numbers are the numbers.

Fire Chief Cummings stated that the additional piece here is that response times only measure from the time the alarm comes in at the fire station to the time they get on scene. There is a human factor involved in that those numbers only capture when the officer or the firefighter on those companies updates their status on their mobile data computer. As soon as they get dressed and start rolling, they push en route, when they get on scene they push on scene. Because of that human factor, if there is a large incident occasionally, the officers might forget to push on scene because they rush out to take care of the emergency and to start providing aid. They may push it early because they are anticipating they want to get off the fire engine as soon as they get there and start taking action, or they may wait until they make a radio size-up. So all of those things can push that number a few seconds in either direction. When you look at this data, it is a matter of seconds in either direction that we are talking. Additionally, because we do not have automatic vehicle location with our dispatch center that is another enhancement they are asking funding for. If a company is in the North end of their district and they make themselves available, our dispatch identifies them as being at their fire station. So if the next emergency call comes in at the South end of their district, there may be a company in the next district over that is closer, but it will identify that company and it will respond to it which adds to our response times. With some technological enhancements out there, at some cost, we have an ability to further improve response times. Additionally, the last piece is that if we measure the time from when you dial 911 to the time we get on scene, there are a couple of other elements in that response time that are not measured in turnout time and travel time. There is the time that it takes for the Public-Safety Answering Point (PSAP), with LAPD, to pick up the call and transfer it to LAFD's Dispatch Center and the time for LAFD dispatchers to process the call and dispatch the units. Our dispatch center is currently one of the best performing Dispatch Centers in the Country. Their turnaround time and processing time is very good and he would like to start reporting on that piece, that call processing time, to the Fire Commission as we move forward; so they have that full extended picture, instead of just that response time piece from NFPA.

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Finally, there is an important element that they need to ensure the public knows about as we move forward. That is the preparedness piece. Because the quickest response when they have that fire in their home is going to be that smoke alarm. It will notify them in seconds and give them an opportunity to wake up, get their family out of the house and to call 911 and start LAFD's clock so they can come there and start mitigation. Those smoke alarms are going to save lives. For heart attacks, our AED Program that Ms. Valerie Muñoz runs single-handedly, that has those Automatic Defibrillators around the City in hundreds of locations. Every month we get 2-3 citizen saves because citizens recognize someone that has had a heart attack, they dial 911 and our dispatchers talk them through CPR and how to use that AED and we save lives – that is that first chain in that link of survival in those cardiac arrests before we even get there. Both of those points are critical, they need to make sure that preparedness piece is being taken care of because that is the thing that is going to respond in seconds because even under the best, most-staffed department in the Country we are going to have times when we have concurrent calls and are going to have areas where we have the potential for extended response times.

Vice President Tolentino asked about the difference between the NFPA standard and the IAFF standard. Fire Chief Cummings stated the IAFF is the International Association of Fire Firefighters. They have software that models deployment as well and LAFD gave them data about ADAM and CAD Analyst and how LAFD was going about their deployment and they validated that the methods LAFD was using in looking at that deployment. They validated and said our assumptions are correct, but they do not have a standard.

Vice President Tolentino asked if the NFPA standards are used by most Fire Departments. Fire Chief Cummings stated no, NFPA provides a national standard as guidance. Most States, most Cities do not adopt, the vast majority, do not adopt NFPA as a standard. Most departments establish their own internal standard, based on standards of cover, the amount of resources that they have, the amount of call load that they have, the unit reliability or what percentage that company is going to be available in quarters and look at reflex time as well. So they establish some performance criteria. They will use NFPA, they will say that is the standard, but we will hit it this percentage of the time.

Vice President Tolentino asked how our Department decided to use the NFPA standard. Fire Chief Cummings stated he did not know the reason the Fire Chief at the time decided to align with that guidance. His sense is that since that is the national standard that they put out there and are holding that up as guidance, that is a good benchmark for us to measure our Fire Department against and a way for us to look at what we are doing to see how we are doing, how we are performing against the rest of the Country, how we are performing against that standard and whether we are increasing or decreasing in performance.

Vice President Tolentino commented that we used that standard when we did projections using ADAM; Fire Chief Cummings stated correct. Vice President Tolentino added, using the available data at that time which were essentially projections, which equipment was fully deployed...subsequently after the year passed we actually used the actual historical data; Fire Chief Cummings stated yes. Vice President Tolentino asked what is the difference; Fire Chief Cummings responded the difference being that when we look at the modeling, again, it assumes that every company is available in all 106 fire stations and then it takes that computer aided dispatch historical data, about the types and frequencies of calls within each district, and then it models that over a course of – you tell it the timeline that you want – and we used a one year timeline, and it will tell you what was your modeled response performance over that course of time. The difference is when you use actual data, it is what really happens daily – where we have companies that are tied up on concurrent calls, we have large scale fires that break out so

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it will tie-up multiple companies. We have companies closed because of mechanical things, so that brings down that actual percentage of time that those companies are available to respond to a call. Because of that it brings down your response performance percentage-wise.

Vice President Tolentino asked how we chose using ADAM or the CAD Analysis. Fire Chief Cummings stated he did not know why the Deccan software was chosen; he deferred to Assistant Chief Daniel R. McCarthy regarding background on why Deccan was chosen.

Assistant Chief McCarthy stated that Fire Chief Bamattre at the time had a presentation from Deccan as it appeared to meet all of our needs at the time and it is still one of the state-of-the-art deployment models they have out there for our use. Fire Chief Cummings added that it is used by dozens of Fire Departments across the Country, including for large scale Fire Departments FDNY; Houston has used portions of it, the same with Atlanta, but it is used by quite a few departments.

Vice President Tolentino stated that at least from one of the projections were that it would improve the response time – would that statement still be accurate? Fire Chief Cummings stated in the report that they gave the Fire Commission on April 5, 2011, 11-048, they showed that – they said with full deployment they would hit that 5-minute goal 79% of the time; they said with the Deployment Plan they would hit it 77% of the time - a 2% reduction. That is what they saw; when they looked at the actual data, they went from 63% to 61%; it was the same percentage drop. Two ways you can look at the response times; you can look at average response time, or you can look at how often you hit that minimum goal and that percentile, that fractile is a better measurement - how often you are hitting a 5-minute goal. For example, our average response time on our 1st Resource on Scene to an EMS call is 4 minutes and 55 seconds.

President Hudley-Hayes stated the average means that we are hitting that how often? Fire Chief Cummings stated it is just an average, a numerical average – you take all the response times, add them together, divide it by the number of responses and you get an average; some will be shorter and some will be longer. So instead you look at how often you are getting there within 5 minutes – 61% of those calls we get there within 5 minutes.

President Hudley-Hayes stated as opposed to what we were thinking about which was 71%. Fire Chief Cummings stated 77 is what the model said, but of course the model said, with everything in quarters, that our performance in 2008-09 was 79% - that is with everything sitting in quarters. Our real performance in 2008-09, based on the CAD data was 63% - that's what we were really doing back then; that is fully deployed 2008-09, prior to MCP, prior to any reduction in resources. President Hudley-Hayes added and prior to any new Deployment Plan; Fire Chief Cummings stated correct.

Fire Chief Cummings stated real performance, real life, when you just analyze the data with that CAD data that they give to the Controller they will see that LAFD was hitting their standard 63% of the time back then. President Hudley-Hayes commented that was what we used when we talked to City Council. Fire Chief Cummings stated they used the modeling and they let them know; right in the report it says 'the ADAM software generated this information' talking about that modeling – they used these so they are measuring apples-to-apples. So that they were not saying, using CAD Analyst to say this is our actual performance and then using the modeling which starts with everything in quarters to give us what our Deployment Plan performance would be, they used all modeling across the whole thing to say the model says at our full deployment we were doing this, it says under deployment we will do that – so they anticipated

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they would have about a 2% reduction in performance by going to the Deployment Plan and that was born out in the actual numbers that they saw.

~~Commissioner Friedman asked whether it is 5% or 6%, or whether 63% or 61%, of the time to that 5% or 6%—you always add on the dispatch. You add on when you call, from the time the individual makes the call and then you respond—that time is added on, is that correct?~~

Commissioner Friedman asked—whether the response time is 5 minutes or 6 minutes and whether it is 63% or 61% of the time—do you add on to the 5 or 6 minutes the time it takes to dispatch—the time from when the individual makes the call to the time the Fire Department gets a call.

Fire Chief Cummings stated they do not, the NFPA talks about turnout time and travel time and saying that they should hit that 90% of the time within 5 minutes, and that is what our response data is; what they are measuring both with the modeling and with the actual performance in those two reports. In the future, if it is the Commission's wish, they will report going all the way back to the time that that 911 call comes in.

~~Commissioner Friedman stated currently, including the entire time, from the moment the person picks up the phone until LAFD arrives, that including the dispatch time that is right now 61% of the time? Fire Chief Cummings stated no, these numbers do not include the call processing time. Commissioner Friedman stated that is what his first question was; Fire Chief Cummings apologized.~~

Commissioner Friedman asked whether the response time 5 or 6 minutes, is the entire time from the moment the person picks up the phone until the Los Angeles Fire Department arrives—in other words is the processing time included? Fire Chief Cummings stated no, these numbers do not include the call processing time. Commissioner Friedman stated that is what his first question was; Fire Chief Cummings apologized.

~~Commissioner Friedman restated his question, in addition to his 5% or 6%, right now we are using 5%, there is the additional time of the dispatch time; Fire Chief Cumming stated yes. Commissioner Friedman asked regarding that 'additional time', could he estimate what that is on an average. Fire Chief Cummings deferred to Assistant Chief McCarthy.~~

Commissioner Friedman restated his question: so in addition to the 5 or 6 minute response time (right now we are using the 5 minute response time), is there the additional time for the dispatch time? Fire Chief Cummings stated yes. Commissioner Friedman asked regarding that 'additional time', could he estimate what that is on an average. Fire Chief Cummings deferred to Assistant Chief McCarthy.

President Hudley-Hayes asked if that is how they got to the 61% or the 59%. Assistant Chief McCarthy stated no, this has nothing to do with that. For call processing, in the City of Los Angeles, if you dial 911 from a hard line you go to the Police Department. You may wait a few seconds in the Police Department to determine if it is for the Fire Department and to transfer the call. That could be 30 seconds. Once transferred (EMS takes longer) or a Fire call it could take up to 1.5 minutes to process that call. It takes longer if you call from a cell phone as the address needs to be entered. Once LAFD presses 'dispatch' – everything heard today is from that point forward.

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Commissioner Friedman commented that as far as a citizen is concerned, they do not care about dispatch time, they are talking about 5 minutes plus anywhere from 1.5 minutes and 3 minutes which is the dispatch time. Assistant Chief McCarthy stated yes and added that part of that is LAPD and they are woefully understaffed; a lot of the time you wait on the line for that.

Commissioner Friedman reiterated as far as the citizen is concerned it does not matter whether it is the LAPD or LAFD. He is talking about whatever our 5-minute with 59% of the time, plus the dispatch of a minimum of 1.5 minute which he understands is beyond our control. Assistant Chief McCarthy stated that was correct.

Vice President Tolentino asked how they captured the historical data. Assistant Chief McCarthy responded that their Computer Assisted Dispatch Center gathers all of that data. They have years and year's worth of data. Part of it is not always perfect because they fail to press on scene sometimes and that skews their data. They have non-emergency dispatches which they exclude from that 5-minute time the Chief is talking about. They send somebody clear across town non-emergency on a 'hang nail'; they do not want that 22-minute response to skew their facts when they are talking about their emergency responses.

Vice President Tolentino asked how they determine that from their computer data. Assistant Chief McCarthy stated he has a list of their non-emergency dispatches and he filters the data before they look at it. Vice President Tolentino asked if they consider 'surge' capacity when they are surging, i.e. at the Marathon they added additional capacity. Is that data removed as part of the historical record? Assistant Chief McCarthy stated no, the data they are looking at does not tell how many resources they had in place at the time, it only looks at their emergency activities. He explained that daily at 6:00 a.m. he looks at the number of transports they did the day before and if that number is about 20% what they normally do then they 'surge' staff some ambulances, i.e. they may hear that they close truck companies and will staff an engine company and take the two extra bodies off the truck company and put them on an ambulance. Historically during the flu season they do that a lot.

Vice President Tolentino asked what happens to the data such as in the wind storm. Assistant Chief stated that data is still in CAD, but it does not correlate with the number of resources they had available at the time; they still have all of that data in CAD, they just cannot pick windy days, unless he has the date, out of their CAD and look at those days.

President Hudley-Hayes thanked Fire Chief Cummings for the full and complete report, but what they really need to make sure that they get straightened out today is the 'elephant' that is in the room. People are not here because they want a full and complete report only. The controversy seems to be centered around the fact that there is a feeling that we deliberately misled, which she does not believe happened. So we really need to make sure that we clear that up. She does not believe that there was any deliberate misleading. She heard him say that we used modeling to capture the data – correct? Fire Chief Cummings stated yes.

President Hudley-Hayes continued, we are not talking about practical performance; we are now using CAD, we are using a different way of looking at response times. We dropped from six minutes to five minutes; from 10 minutes to nine minutes. But there was no intent on anybody's part in the Fire Department to in fact, present something that was not accurate at the time. Fire Chief Cummings stated there was never any intent. It was merely changing the metric they used to measure the date from six minutes to five minutes to align to that standard.

President Hudley-Hayes reiterated that was the first thing that happened. We changed the metric. The other thing that happened was that we were looking at projections. If things were

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perfect, and now we are looking at what happens on a day-to-day basis. So the question becomes, why they did not talk about that ahead of time. Fire Chief Cummings responded that they did not communicate clearly, or as soon as was necessary what the issue was; because it was again, capturing that 2008 data and trying to find out where that was from and what was the difference between that and their actual performance data. In fact, even putting the report forward in the way they did and making all the performance data available as a public document was part of the transparency process, to let everyone in the City know while they did everything they could to have the least impact on public safety, there are impacts. When they have fewer resources, they cannot do everything that they could do when fully staffed, and to show practically what those resources were and steps they were taking as a Department to try to minimize and mitigate those to every extent possible, moving forward to be there when the public calls.

President Hudley-Hayes stated that at the time when Fire Chief Cummings and Fire Chief Peaks, previous Fire Chief, and the Commission were talking about it and they were very clear and moved a letter forward to City Council that they knew that there were going to be impacts. The Commission was very clear about the fact that they did believe that there were going to be some impacts. You cannot reduce, reduce, and reduce the Fire Department and its resources without there being a practical impact. That conversation did occur and that information did go over to Councilmembers. The Commission did not know what it might have been, but they did make it very clear that you cannot continue to cut the resources of the LAFD and not anticipate that there is going to be some difference in response times or call load or the kind of stresses that are going to happen to our people in the field as they are asking to do more and more with less and less. Her understanding was that the Commission discussed all of that – Fire Chief Cummings agreed.

President Hudley-Hayes stated that all of that was discussed in public. The real issue is that there were projections used for 'in a perfect world' situation, but they know the world is not perfect, they know this is Los Angeles, that there is traffic; one of the things they really do want to clear up is that there was no deliberateness to this as people are believing. And until the resources get cut, they do not actually know what that picture is going to look like practically on a day-to-day basis – correct? Fire Chief Cummings stated correct, that is why they relied on the modeling so that they did not have some unintended consequences when they moved forward.

Fire Chief Cummings added that as he has stated quite often over the last few months, they are at a minimum staffing right now. They are thin as a Department. They are able to provide public safety in the City of Los Angeles, but there are days when they have challenges, i.e. the wind event or any unpredicted, unplanned event where they do not have that 'surge' capacity of those 18 additional companies, 4 additional ambulances that they had in the past; their men and women are working harder, they are going on more calls with fewer resources and they have had a 3% increase in their emergency call load since 2008-2009.

Commissioner Friedman stated regarding the comment that we do not live in a perfect **world**, he still thinks that Los Angeles is as close to a perfect world as we are ever going to get. When he came from Hungary in 1956, he told himself that this is the closest place to heaven as we are ever going to get.

Commissioner Friedman stated that this morning he saw an article in the newspaper regarding the Cal State University budget is being cut and therefore the enrollment will also be reduced. He was the only Commissioner present at City Council when this entire matter was heard. He has 15 grandchildren and each knows if their allowance is cut, they will have less money for cookies. As far as he is concerned, he was sitting through the entire day at City Council when

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Fire Chief Peaks made a presentation. There was not one City Councilmember who did not clearly understand that if the budget will be reduced, as the budget was reduced, definitely there will be some reduction in response time. Every one of those Councilmembers understood that at the time. The Chief stated that we would do our best to reduce the impact and it is his opinion that we have done the best to reduce that impact. When the Commission discussed this, he personally said **at our Commission meeting** in and the press can look at the minutes they will see, that neither the Chief, nor the Commission, nor the Mayor is able to print money and if they cannot print money, they need to have additional money if they want to have the response time steady. He added that we should do everything we can within the budget; he does not see what all the hoopla is about. If the press would have been here when ~~we~~ **they** discussed this...they sent a letter to Council and the Mayor telling them that we feel that there will be a reduction **of services with the reduced budget**. Perhaps at that time the press should have been here and convinced those authorities that the budget cuts will have an impact. Lastly, he does not believe that the morale of our firefighters is down. He thinks our firefighters are dedicated individuals, professionals, and he believes that they understand that with the economy as it is today, the budget is reduced, no fault of anyone, and as the economy gets better...we were the first ones to say that we want to get back all the resources that we had before and he is quite confident that within the near future we will be able to get additional money and as the former Fire Chief stated to Council, we will immediately restore all the resources.

Commissioner Tolentino stated he did not disagree with Commissioner Friedman's comments, but the hoopla is here and they need to address it. Part of the problem is that, not to distrust the historical data, but there is no third party who can validate what Fire Chief Cummings has been saying. His concern is whether there some way of validating the information that he provided; a third party to look at the historical data? Fire Chief Cummings responded that they have asked the City Controller, Wendy Greuel, if she would assign someone to look at it; they have the data dumped already to a DVD and will provide it to the Controller and explain to them what all the data fields are so they can do the same data analysis. They have taken all of the HIPAA protected information out of the data, but the times and the dispatch is in there. He is eager for anyone to review that data and do the data analysis, it is numbers.

President Hudley-Hayes commented that on behalf of the Commission she reached out to Controller Greuel. She had a conversation with her and shared that with Fire Chief Cummings and what she is asking the Commission to do today, in the form of a motion...they have Mr. Stephen Miller, Independent Assessor, for the Fire Commission; and she asked Controller Greuel if she needed to have the Independent Assessor assist in any way because he is here and one of the things that citizens asked for when they asked for an Independent Assessor was they needed for somebody who was outside of the chain-of-command, who reported directly to the Commission to look at the processes, procedures, policies and all of those things that govern the running of the Fire Department and Controller Greuel made it clear that she wanted to thank the Commission, thank the Department and that she had spoken with Fire Chief Cummings and he was supportive of either a review or an audit being done and she thanked the Commission for saying that they would make Mr. Miller available if that was needed.

President Hudley-Hayes stated that she agreed with Commissioner Friedman and understood Commissioner Tolentino. The hoopla that needs to be laid to rest today is that there was no intentional misrepresentation of the numbers, the way in which they were captured, when we changed from looking at a performance 'perfect' scenario scene to a practical application which takes into account all of the things Fire Chief talked about and that is where this difference is coming in between in a perfect world we are making assumptions, that 83%, this is what would happen if everything fell into place absolutely correctly – we are projecting that that is what would happen. The CAD allows us to look at things as they happen, practically, day-to-day, in

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the real world, even though we live in heaven, that really is what people want to understand, Chief Cummings, and it is what the Commission wants to understand and wants to make sure that they get that message out. Whatever happened it was not as a result of him or former Fire Chiefs trying to tell the City Council, citizens, or the public something that was not true and then hiding the ball with the other hand. Fire Chief Cummings agreed. She referenced Commissioner Friedman's comments when he was in Council chambers; Fire Chief Cummings was part of Planning Section at that time and has been a Chief of Staff and is saying what he knows to be true and that there was absolutely no deliberateness on anybody's part to say 'this is absolutely what is going to happen if the resources get cut', and all of a sudden this other thing happens. Fire Chief Cummings stated absolutely, they acted with integrity in every aspect in putting this information forward. Given an alternative, himself or his predecessor would be adding resources instead of cutting them. But the reality was we were faced with a severe reduction in the budget and they had to find a way to make sure that they provided public safety within that. Moving forward he will work on making sure that he communicates better with the Commission, with the public and with the media and looking at the City budget and working with City government to see where do we have opportunities to slowly grow the Department back to where they need to and expand those resources as the economy turns around.

President Hudley-Hayes asked if anyone had any questions around what it is that people thought happened and exactly what happened because the explanation has been given about how these two ways of not just capturing the data, but of calibrating it and what kind of data was used; they always listen to public speakers. What they are trying to get at is maybe there was a misstep and we have to take responsibility for that in the way in which it was communicated, it was not communicated early enough, it was not communicated clearly enough, that can happen. What she hears him saying is that we are going to all make sure because it does not just fall to the Fire Chief. It falls on Commissioners too as they also need to be attending, paying attention, asking the right questions and asking for the right reports to come forward. The Department needs to make sure that they come forward and that the content is clear and full. They are accepting and agreeing that they will do a much better job of that in the future and the Fire Chief is saying that he is going to be reporting these numbers as the response times in a way that is clear, open, transparent and concise - quarterly.

Fire Chief Cummings stated yes and that they would add in the call processing time, in order to look at the entire time; from the time the call comes in to the time they get on scene. President Hudley-Hayes commented the bottom line is we are 'thin'; we need more money, which should get in the paper at some point in time so that the media can help us. We need to make sure we have the resources that we need. The Fire Chief agreed.

Commissioner Friedman commented that before he went to Council with the Chief [Peaks] we had the Modified Deployment Plan (MCP) and now that became permanent – what is the new term? Fire Chief Cummings responded it is our Deployment Plan. Commissioner Friedman asked if there is a change in response time between what we had when we had the Modified Coverage Plan and the permanent Deployment Plan. Fire Chief Cummings responded that all they could do was model the modified coverage plan because when you look at the CAD data, since the closures, those 22 fire companies and 6 ambulances, it changed every three days; it was different companies closed all the time so they could not capture the effect, it tended to blur the average. Because it changed so often it blurred the number so they modeled it and in modeling it they show in the Deployment Plan report...President Hudley-Hayes interjected the 'modeling' this time is the projection...Fire Chief Cummings stated correct, what they did was since it was nine different rotations, every three days it was different companies closed, they took a representative one of those nine rotations of company closures and they put that into the ADAM software and asked it to model what our response time is based on this deployment of resources; they had fully deployed 2008-2009, they had modified coverage plan and they had

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the Deployment Plan. Those are the numbers in the report they submitted and they showed a performance of 79% of the time hitting the target fully deployed; they showed 76% of the time under MCP and showed 77% of the time under the Deployment Plan; they anticipated it would be that because they actually opened up four additional engine companies; they went from 22 to only 18 closed, and they opened up two additional ambulances; they went from 6 to only 4 closed. They can get an average time and the average time comes out about the same as the numbers that they get; the performances at about 62% for the MCP.

Commissioner Friedman stated that the answer specifically to his question is that there has been no significant change, or possibly no change, between the MCP and the permanent deployment plan. Fire Chief Cummings stated correct, on some days it was worse, on some days it was a little better, depending on the area of the City that those company closures were in.

President Hudley-Hayes asked Deputy City Attorney Jackson if it was necessary for the Commission to have a Motion to assign Mr. Miller to work with the City Controller or offering his services.

Commissioner Friedman stated as Fire Chief Cummings requested it and President Hudley-Hayes spoke personally to Wendy Greuel, he would like to make a motion on behalf of the Commission.

MOTION (Friedman/Tolentino): That the Board is requesting that the Controller look into the specific issue and if the Controller requests, the Board will make Mr. Miller available for this proceeding.

ADOPTED: AYES – 3 (Absent: Furillo)

Deputy City Attorney Jackson stated that was an acceptable motion.

B. Verbal report on recent issues at the new Metropolitan Fire Communications Center.

Recommendation: That the Board provides instruction to staff and adopts any necessary action relative to the dispatch issues at the new Metropolitan Fire Communications Center.

Fire Chief Cummings stated that when we are discussing the issues with our new Metropolitan Fire Communication, he needed to let the Commission know about HIPAA concerns as we talk about any impacts of any incidents. The City Council has designated the City of Los Angeles as a hybrid entity under the Federal Health Insurance Portability and Accountability Act of 1996 due to the Department's status as a health care provider. As a hybrid entity the Department must comply with HIPAA and is only permitted to release Protected Health Information (PHI) for the purposes of treatment, billing and operations under the HIPAA privacy rule without the patient's permission. In 2009 the President approved additional federal legislation which increased the civil and criminal penalties for unauthorized disclosure of PHI. The Department is currently seeking written advise from the City Attorney relative to release of incident specific PHI to a variety of internal and external sources including Elected Officials, Commissions, the media and associated stakeholders. The City Attorney has preliminarily opined that the Department should immediately cease the practice of releasing PHI to any source not specifically authorized under the privacy rule's treatment, billing and operations exemption. He realizes that this practice will significantly impact the manner in which the Department provides updates and notifications to a wide variety of stakeholders. As the Department receives additional written advice from the City Attorney regarding specific issues, he will ensure that this information and the Department's procedures will be forwarded to your offices. If any part of the report crosses into anything he will make sure they do not mention those things.

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Fire Chief Cummings stated that the new Metropolitan Fire Communications Center is a state-of-the-art facility. It has taken a long time to get in that facility and they have worked collaboratively with other City Departments to make that facility operational. It is a facility that is fitting for a city the size of Los Angeles with four million people and 464 square miles. They responded to 377,000 calls for service in 2011. Since the move-in they have had some intermittent, technical problems. Since they first appeared LAFD staff along with ITA and additionally working with the contractors that installed the system, have been working 24 hours to resolve those problems. The system that will be described has multiple redundancies built into it; so in the eventuality one system does not work they have backups and second backups because they realize the high-reliability nature of their dispatch work and the need to be 100% accurate, 100% of the time. However, there is no system in the world that can be built that will achieve that 100% accuracy. There is always a circumstance where you can have a failure no matter how many redundancies are built in. As they talk through the events of the last three weeks, they will explain what happened after the move. The remedial steps that have been taken and provide a status update on where we are today.

Assistant Chief McCarthy stated he oversees the new Metropolitan Fire Communications Division and with him is Battalion Chief Brian E. Schultz, the Project Manager, and Ms. Stella Bairamian from ITA – she is the backbone of the new center.

Assistant Chief McCarthy stated that Battalion Chief Schultz would provide a brief overview of the new dispatch center since it became operational on February 28, 2012.

Battalion Chief Schultz stated that on February 28th they moved their operation in what is termed a 'cut-over' from our dispatch facility located in P-4 in City Hall East to the new facility in the EOC. That encompassed basically coordinating with multiple agencies, the telephone company and all of our neighboring PSAPs. The point in question that has arisen about the difficulties they are having revolves around equipment that is located in City Hall East, that they have actually asked to have replaced and that equipment is known as the REDCOM or Fire Station Alerting Network. That system was known to have problems. It was about five years ago that he asked for funding to replace it and they actually built funding into the project here for the changeover to replace that equipment and upgrade it to a modern system. Basically, the way the system works is there is a fiber line that connects the new facility to CHE. The two systems that are still operational in this building include the radio network for sending out dispatches to the mobile data computers in the fire stations/fire equipment and there is the REDCOM system that actually sends the alerts into the fire stations. That piece of equipment is also located here at CHE, and there is a third piece of equipment for our voice-radio systems that are located in this building (CHE).

Battalion Chief Schultz stated that a decision was made long before they actually built the new facility to keep those systems here rather than transfer them to the new building. Part of the project, when they do replace the REDCOM, the Fire Station Alerting Network, with modern technology; they will be transferred from this facility into the new facility. They also want to transfer the radio network controllers for the CAD System that sends out the information to the mobile data computers. They want to move that into the new facility also. The only thing that will reside in this facility when they are done will be the voice radio system.

Battalion Chief Schultz stated that what they did in order to deal with that, if they had a failure in this building for the voice radio system is they expanded their backup radio system on Mount Lukens from what use to be only a 3 or 4 Channel system to a full 18 Channels in our 800 MHz radio system. So if they lost this building entirely today, they would still be able to communicate by voice with all of the units out in the field. The basic set up is they have a fiber network that

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connects the Metro Fire Communications facility with City Hall East. What occurred as they did some testing; they actually dispatched for a number of hours out of the new building. They dispatched to different areas of the City. They tested the system. Everything seemed fine. After they moved in and started dispatching all resources out of the new facility, they started experiencing intermittent problems with being able to communicate voice data into the fire stations. They have two different ways they send voice in. They send human voice into the fire stations – a dispatcher talks over the Fire Station Alerting Network and actually speaks into the fire stations, or they have a digitized voice system that goes in. There those go through the REDCOM which is the system that they are having difficulty with. The tone, the bells, the teletypes, the lights that come on and the mobile data computer bypasses the REDCOM System and goes direct. It was their understanding and their experience that, after checking, that all those systems, the rest of the systems (other than the voice) were going through to the fire stations. That portion of the data was traveling through. It was the voice that was missing.

Battalion Chief Schultz stated they found a couple of issues. One of which was with the fiber network. The switches were 'fluttering'. The switches were opening and closing – the data would go in one direction on the network, it would hit a closure on a switch and would go in another direction. The network people from ITA looked into that when they had the failure that occurred on missing a couple of dispatches. There was some work going on on the fiber network and that work was interpreted by our Captains and our Dispatchers as a failure of CAD, when actually it was a failure in the network to pass the messages out to the fire stations. At that point in time, they went into our backup mode which is called 'Manual Mode', assuming that the CAD had crashed, and during that transition they had a spike in calls and a couple of calls were delayed significantly in dispatch.

Basically, the fiber network has been looked at. ITA is bringing in Cisco to look at the fiber network to make sure it is set up properly; that their messages are going to be delivered, their voice messages are going to be delivered effectively to the fire stations and they are going to continue to watch and maintain the REDCOM. They have an individual who spent a week here, from REDCOM, checking to make sure that the equipment was up to snuff and that they are passing information through there in an appropriate manner. They believe they have determined what most of the issues were that were causing them to not deliver voice messages to the stations. In the last few days they have had 6,000 dispatches and he believes only one they had an issue with.

Assistant Chief McCarthy reiterated that since Friday afternoon when they basically polished the whole REDCOM issue and the network issue, they have had 6,000 dispatches since Friday afternoon and they have had one where a human voice, or a digitized voice, failed to go to the fire station; but keep in mind the rest of the alarm system works in the station; so although you do not get the voice across it, which is troubling for them – they want to improve that, you still get the tones, the bells, the teletype and you get a printout of the incident. The lights go on if it is at night; the answer-back works, and the mobile data terminal issue still works. So on the apparatus you still get it. But Mr. McOskey is right – in doing this testing they have had to have the resources on radio watch for several days. To test that REDCOM and the Fire Station Alerting, they had to put all the resources in the City on radio watch and that is difficult for people in the field and difficult for dispatchers. But he wanted to inform the Commission that this is not an issue with our new dispatch center – this is an issue with a piece of equipment that is still in CHE – the REDCOM and our network. Therefore, switching back to the old center will not help anything. They have identified \$4.5 million to replace the Fire Station Alerting; it is in the 2008-2009 MICLA account and is still there for them. The Mayor has advised that he will fast-track the item, and staff is working on a current RFP and should have it done at their next meeting in two weeks.

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Vice President Tolentino asked how old REDCOM is. Assistant Chief McCarthy stated he believed the REDCOM was installed in 2003, but it was five years old before LAFD installed it; that is quite common when you are building a new system, you buy something and it takes five years to get it up and online. So it has been at 'end of life' for 4-5 years now.

Fire Chief Cummings addressed Assistant Chief McCarthy, and stated it was characterized earlier that we have had numerous system crashes since we moved in, he asked Assistant Chief McCarthy for clarification.

Assistant Chief McCarthy stated they have not had numerous system crashes. On two days, and he believes it was March 6 and March 7, they had the issue with the network and March 6 did not require them to go into radio watch; it did on the 7th and that is basically when the network 'blinked' and their interpretation at the Dispatch Center was their CAD was down; that was not true – that was one issue for that day; they had major issues on the 7th.

President Hudley-Hayes commented that it was hard to ask questions, and it is not fair to ask questions until the full report comes forward and the Commission has read it and had an opportunity to digest it; it is more fair to get the report and make sure that the content is clear.

Assistant Chief McCarthy commented that ITA has been there the whole way; Ms. Bairamian's staff have been working weekends and late at night with LAFD staff to make this a better system.

Vice President Tolentino asked for confirmation that no more 'fluttering' was occurring now; Assistant Chief McCarthy stated there is no more fluttering, at all. Vice President Tolentino asked if they were still on radio watch. Assistant Chief McCarthy responded no, since Friday afternoon they have been on normal operations and not radio watch. Vice President Tolentino asked when they were on radio watch; Assistant Chief McCarthy stated they have been on radio watch off and on for weeks during the day while they polished the system and got it checked out and tuned up – the REDCOM system.

Assistant Chief McCarthy commented it should be kept in mind that the Police Department is always on radio watch; so it is not a degradation of service, our resources cannot be in the station; they have to have somebody physically listening to a radio.

President Hudley-Hayes asked if the contract that got approved at the March 6th meeting is also going to go to help us have the resources, or not? Fire Chief Cummings clarified that the March 6 item was for Reverse 9-1-1.

Fire Chief Cummings thanked Battalion Chief Schultz, Assistant Chief McCarthy, Ms. Bairamian and Ms. Randi Levin, ITA General Manager. It has been a collaborative partnership pulling this together and making it work and work forward and the men and women, our professional dispatchers at OCD, for working professionally through this and making sure that we continue to provide public safety. President Hudley-Hayes thanked Fire Chief Cummings.

6. NEW BUSINESS – CONSENT ITEMS

- A. [BFC 12-044] – In-Kind Donation for CERT Training Software
Recommendation: That the Board approves the report and recommendations.
ACTION: APPROVED.

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- B. [BFC 12-045] – Write-Off of Uncollectible LAFD Emergency Ambulance Services Charges Each Valued Less Than \$5,000 for Fiscal Years 2000-01 to 2010-11
Recommendation: That the Board approves the report and recommendations.
ACTION: APPROVED.
- C. [BFC 12-046] – In-Kind Donation for Motorola Portable Radios and Accessories
Recommendation: That the Board approves the report and recommendations.
ACTION: APPROVED.
- D. [BFC 12-049] – In-Kind Donation for Used Exercise Equipment
Recommendation: That the Board approves the report and recommendations.
ACTION: APPROVED.

MOTION (Tolentino/Friedman): That the Board approve items 6.A. through 6.D.
ADOPTED: AYES – 3 (Absent: Furillo)

7. ITEMS CALLED SPECIAL

None.

8. REQUEST FOR FUTURE AGENDA ITEMS

- Hold Almeida Conciliation Settlement Agreement – Report to next agenda. – See page 1. (Hudley-Hayes).
- Strategic Plan - scheduled to be completed no later than May 31st, and will be reported at the next permissible Commission meeting. - See Item 4.A. (Dr. Lynch).
- Staff is working on a current RFP and should have it done at their next meeting in two weeks. – See Item 5.B. (Assistant Chief McCarthy).

9. IDENTIFICATION OF THE BOARD'S MEET AND CONFER NEGOTIATORS REGARDING DISCIPLINARY GUIDELINES

Fire Chief Cummings stated the negotiator is Battalion Chief Chuck Butler.

10. CLOSED SESSION

- A. Conference with negotiators pursuant to Government Code Section 54957.6(a) – To permit the Board to review its negotiating position and instruct its negotiators concerning the conduct of negotiations regarding disciplinary guidelines.

The regular meeting recessed at 10:30 a.m. and the Board went into closed session. Deputy City Attorney Jackson stated anyone not having business on Item 10.A. [should exit the meeting].

Deputy City Attorney Jackson called the regular meeting to order at 10:35 a.m. and indicated still present were the three Commissioners. They met in Closed Session on Item 10.A and no action was taken and this matter will also appear on the next agenda.

11. ADJOURNMENT

The meeting adjourned at 10:36 a.m.

ATTEST BY:

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GENETHIA HUDLEY-HAYES
President

LETICIA GOMEZ
Commission Executive Assistant I

Date: April 3, 2012

Note: Actions of the Board shall become final at the expiration of the next five meeting days of the City Council during which the Council has convened in regular session, unless the Council acts within that time by two-thirds vote to bring the action before it or to waive review of the action.