December 3, 2019

TO: Board of Fire Commissioners
FROM: Ralph M. Terrazas, Fire Chief

SUBJECT: FIRESTAT SECTION STATUS REPORT ON FIRESTAT MEETINGS AND DATA TRENDS FROM 2016 TO THIRD QUARTER OF 2019

FINAL ACTION: _____ Approved _____ Approved w/Corrections _____ Withdrawn
_____ Denied _____ Received & Filed _____ Other

SUMMARY
At the last semi-annual update on the FireStat process, it was requested that a written report be provided on the tiered process and data trends.

RECOMMENDATION
That the Board:
Receive and file.

FISCAL IMPACT
No fiscal impact.

DISCUSSION
In 2017 and through the first three quarters of 2019, the Department continued implementing the performance management process through FireStat Inspection Meetings. The Department has held FireStat Inspection Meetings in all four Geographic Bureaus on all three platoons for Calendar Years 2017, 2018, and 2019. Through the implementation of FireStat Inspection Meetings, the Department has seen improvements in Turnout Time by an average of fifteen (15) seconds, the time interval between activation of station alerting devices to when the first responders put on their personal protective equipment (PPE) and are aboard apparatus and en-route, City-wide as well as on the station level.

Additionally, FireStat Inspection Meetings have been held in various Bureaus, Divisions, and Sections within Administrative Operations. Improvements in the ability to track and meet benchmarks has been seen across the Administrative Operations’ Bureaus, Divisions, and Sections that participate in the FireStat Inspection Meeting process.
For instance, Supply & Maintenance Division has been able to identify areas to streamline their Self-Controlled Breathing Apparatus (SCBA) fit testing and increase work productivity. FireStat is working on all levels to establish a foundation of performance management that improves the Department's effectiveness and efficiency.

The FireStat section also acts as the stewards of the Department's data serving both internal and external requests for information, data and reports. The attached graphs will help visualize the Department's response time data for Call Processing Time, Turnout Time, Travel Time, and Operational Response Time. The graphs show monthly averages of the metrics for 2016, 2017, 2018, and the first three quarters of 2019. The metrics have been analyzed for EMS Incidents, Non-EMS Incidents, as well as Critical Advanced Life Support (ALS) for Operational Response Time.

CONCLUSION
FireStat continues to evolve through its implementation of performance management as well as through its role as the stewards of the Department's data. With FireStat, and the establishment of metrics, the Department is able to analyze its effectiveness and efficiency on all levels. The Department is embracing the data and metric driven culture as directed by the Mayor.

Board report prepared by Drew Steinberg, Section Manager, FireStat Section.

Attachments
LAFCD Critical ALS Incident ORT Averages

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

LAFCD Non-EMS Incident ORT Averages

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec