

# LOS ANGELES FIRE DEPARTMENT



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FIRE CHIEF

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BOARD OF FIRE COMMISSIONERS  
FILE NO. 23-052

TO: Board of Fire Commissioners

FROM: *KC* Kristin M. Crowley, Fire Chief

SUBJECT: LAFD INFORMATION TECHNOLOGY BUREAU UPDATE REPORT

FINAL ACTION:	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved w/Corrections	<input type="checkbox"/> Withdrawn
	<input type="checkbox"/> Denied	<input type="checkbox"/> Received & Filed	<input type="checkbox"/> Other

## SUMMARY

As directed by the Board of Fire Commissioners, the Los Angeles Fire Department (LAFD) is providing an update report of the Department's Information Technology Bureau (ITB).

## RECOMMENDATION

That the Board:  
Receive and file.

## FISCAL IMPACT

There is no fiscal impact as this report is for informational purposes only.

## DISCUSSION

The ITB is responsible for the implementation, operation and maintenance of the Department's technology assets. In the 2023-2026 Strategic Plan, ITB is the primary contributor for **Goal 6: Explore, implement and integrate technological innovations and advancements**, and supports several other goals that have technology dependencies. The focus of the report is to provide additional detail and updates on the primary technology initiatives that are currently underway.

### Fire Station Alerting System

The development, integration, testing and acceptance of the new Fire Station Alerting System (FSAS) has been completed. Fire Station 4 is the first cut-over station and is currently operating as a pilot to test all alerting functionality in a production environment. ITB's in-house development team worked in close collaboration with Purvis (Fire Station Control Unit vendor), to develop a solution that allows a hybrid environment. This enables the Computer Aided Dispatch (CAD) system to make calls to either system

during the upgrade process. After the Fire Station 4 pilot has been online for 2-4 weeks without errors, the deployment of the remaining stations will commence at a rate of 2 or 3 per day.

### **Fire Inspection Management System (FIMS)**

ITB and the Fire Prevention Bureau staff have completed the first phase of automating the manual process of recording and tracking referrals, surveys and the inspection of oil wells and hydrants in the new FIMS enterprise system. The second phase of automating and integrating the following categories of inspection systems (Fire Stations, Industrial and Commercial, other Fire Inspections and Public Safety) is underway with an expected completion date in December 2023.

### **Motorola Voice Radio System Project**

The Motorola Voice Radio System (VRS) project was kicked off in December of 2022 and continues to progress weekly. The primary objectives for the projects are:

- Replacement of aging voters and transceivers at the primary and (9) remote sites
- Expand the radio system to feature 20 channels at all sites
- Replacement of all dispatch console systems (radio and telephony)
- Replacement of the logging recorder at both primary and secondary dispatch locations
- Updating the backhaul (Multi-Protocol Label Switching)
- Integration of the new voice radio switch into CAD

Standing weekly meetings cadence has been established to conduct design review, debrief site walk information, and discuss baseline voice coverage radio testing and tower studies. During these meetings a full update of the overall project status and health is provided by both internal and Motorola project managers.

### **Workday**

ITB and the Personnel Services Section (PSS) staff are working together to clear the backlog of F18's in order to expedite the transition of LAFD into the Workday environment. A team of critical staff members from multiple bureaus has been dedicated to this task and has achieved a 48% reduction in 4 weeks. ITB developers are playing a major role in the development of multiple tools and reports to enable PSS to incorporate Workday into LAFD's timekeeping process. This effort is the key component needed to transition payroll from Paysr to Workday.

### **CTS/ServiceNow**

The Information Technology Agency (ITA), ITB and the Professional Standards Division (PSD) staff worked together to create a Task Order Solicitation to identify a proposer/contractor to redevelop the Complaint Tracking System (CTS) and the Disciplinary Tracking System (DTS) in ServiceNow. The Task Order Solicitation for the project was posted on RAMP (Regional Alliance Marketplace for Procurement, the City's procurement website with final vendor selections scheduled to be completed by the end of May 2023. The redevelopment of the CTS is the first of 5 scheduled

developments in the ServiceNow platform and will reduce the number of legacy systems that have been identified for replacement by ITA.

### **Broadband**

To date, 68 LAFD resources are equipped with Broadband technology equating to approximately 12% of the fleet. Due to hardware failures and limited funding, progress has been slow but Fire Communications Dispatch Support Services (FCDSS) is working to complete the remainder of the Department's existing fleet. Moving forward, all new LAFD resources will be equipped with Broadband technology. This connectivity is providing Automatic Vehicle Location (AVL) dispatching utilizing the GPS location of resources. A location signal is communicated to the dispatch center identifying the resources by location, allowing the closest available resource to be dispatched to a service call when the incident type warrants it. Today the CAD system uses AVL to dispatch more than 86 different types of incidents, 200 times daily. Broadband capabilities also include providing enhanced situational awareness, resource management, resource status updates, and device remote management. In addition, the Broadband system offers access to the following features: an open internet search platform, building inventory guides, Department Apps (iLAFD, Elevator, and Hazmat), the LAFD portal, and the NFIRS.

### **Server Infrastructure/Storage Refresh**

The Department has initiated the purchase of a portion of the needed data center hardware to replace the aging datacenter servers and storage environment originally purchased in 2014. The Department's data center provides the necessary on-premises environment which supports the operational needs across the Department. The replacement of the datacenter hardware will span the current and next fiscal years. The upgrades to the hardware and software will allow for seamless integration between on-prem and cloud environments. Replacement was needed to maintain optimal performance and vendor support.

### **Network Staffing System (NSS) Replacement**

In an effort to replace the aging NSS, ITB has assigned three developers to lead the creation of a new system called HORIZON. Because of staffing reductions during Covid, the developers have been reassigned from Enterprise Records and Public Safety sections to ensure the successful development of the new system. ITB and the Planning Section subject matter experts will identify requirements to define the scope of the project including goals, objectives, tasks and milestones.

### **LA County Regional Cyber Exercise**

ITB participated in a regional cyber exercise geared toward testing operational communication, cyber security, situation assessment, information sharing between agencies and operational coordination. The event was attended by multiple City of Los Angeles stakeholders and agencies throughout the county.

**CONCLUSION**

In addition to the projects listed above, ITB will focus on several internal process additions designed to improve the bureau's performance and overall service delivery. For example, the creation of strategic, business continuity and disaster recovery plans will help establish a future roadmap and best practices for the staff and supported departments. ITB will implement professional development, focused recruitment and succession planning to create a culture for employees that emphasizes high-level development and a support model that is sustainable in the years to come. Finally, the Chief Information Officer will recommend organizational changes and the creation of an internal information security program to partner with ITA as needed.

Board report prepared by Chief Information Officer Sam Hinojosa, Information Technology Bureau.