

# LOS ANGELES FIRE DEPARTMENT



July 15, 2025

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INTERIM FIRE CHIEF

June 30, 2025

BOARD OF FIRE COMMISSION  
FILE NO. 25-037

TO: Board of Fire Commissioners  
FROM: *W* Ronnie R. Villanueva, Interim Fire Chief  
SUBJECT: FIRESTAT LA OVERVIEW

FINAL ACTION:

☐

Approved  
Denied

☐

Approved w/Corrections  
Received & Filed

☐

Withdrawn  
Other

## SUMMARY

FireStatLA is the Los Angeles City Fire Department's (LAFD) performance management and data analytics unit. The unit's core mission is to improve organizational performance and accountability through data-driven insights, aligning with the LAFD Strategic Plan, and to support executive-level decision-making by turning raw data into actionable insights. The unit's work directly contributes to the Department's commitment to operational excellence, continuous improvement, and public accountability. By standardizing how performance is measured and evaluated, FireStatLA helps ensure that the Department's policies and deployment models remain efficient, responsive, and transparent. FireStat analyzes operational and administrative data to identify trends, measure outcomes, and support strategic decision-making by department leadership. This report will highlight the duties and responsibilities of the FireStatLA Unit and provide future goals and needs of the Unit.

## RECOMMENDATION

That the Board:  
Receive the file.

## DISCUSSION

FireStatLA is organized within the Planning Section. It is led by a Planning Section Captain and staffed by three (3) civilian data analysts with expertise in statistics, data science, and programming. These analysts maintain access to a wide range of datasets, ensuring that Department leaders have the timely and accurate information needed for strategic and operational decisions. The unit collaborates regularly with Emergency Operations and Administrative Operations.

FireStatLA performs a range of core functions vital to the Department's internal and external reporting needs:

- Validates and analyzes data from multiple systems, including Computer-Aided Dispatch (CAD), National Fire Incident Reporting System (NFIRS), and Electronic Patient Care Reports (ePCR).
- Tracks workload, response and transport metrics, and resource utilization.
- Develops and maintains dashboards for Bureau Commanders and various sections/units across the department.
- Supports special projects, including deployment studies, Standards of Cover, and grants.
- Provides analysis that informs policy revisions, resource allocation, and strategic planning efforts.

FireStatLA uses CAD data to calculate response time components:

- Call Processing Time - time from 911 call to dispatch.
- CORT (Composite operational time):Dispatch to on scene.
- Turnout Time (from dispatch to apparatus en route).
- Travel Time (time from en route to arrival at scene).
- Total Response Time (call receipt to first unit arrival).

Each of these components is evaluated against both internal benchmarks and national guidelines, such as NFPA 1710. FireStat dashboards provide real-time tracking of these metrics by company, station, battalion, and bureau. In addition to real-time metrics, monthly and quarterly analyses highlight trends and identify areas needing improvement, ensuring that the LAFD meets performance standards and remains accountable to the communities it serves. These metrics are compared against internal benchmarks and tracked over time to identify performance gaps and areas for improvement. Key metrics and benchmarks are used:

- Response Time
- EMS transports
- Incident types by frequency and location
- Workload by company, station, and Bureau
- Apparatus availability and false alarm rates

How FireStat Supports Operational Efficiency and Decision-Making

- Delivers real-time and historical data to guide resource deployment, staffing models, and incident response strategies.

- Enables command staff to evaluate workload distribution, unit hour utilization, and policy effectiveness.
- Empowers the Department to proactively manage performance and adapt to emerging trends using accurate, standardized metrics.
- FireStat data supports standards of coverage analyses, mutual aid agreements, and strategic staffing recommendations.
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- Dashboards and reports inform decisions on apparatus redeployment, special program effectiveness (e.g., APRUs), and policy development.
- The Unit promotes transparency by publishing reports and responding to public and City Council inquiries with validated data.

FireStatLA supports multiple goals within the 2023-2026 LAFD Strategic Plan:

- Goal 1: Enhancing emergency service delivery through data-informed deployment strategies.
  - FireStatLA provides data and analysis for Command Staff to be able to make informed, data-driven decisions for resource additions and deployments.
  - FireStatLA assisted in the *Standards of Coverage* analysis that identified geographic gaps in EMS coverage and led to the recommendation for redeploying resources to underserved areas, thereby improving response times across the city.
- Goal 4: Supporting responsible performance management by tracking progress toward departmental benchmarks.
  - FireStatLA maintains and publishes trend data on turnout and travel times, unit hour utilization, and incident volume by company, enabling command staff to compare real-time performance to NFPA and department benchmarks and take corrective action where needed.
- Goal 6: Driving innovation through technological integration, including real-time dashboards and advanced analytics.
  - FireStatLA uses Power BI dashboards that integrate data from CAD, NFIRS, and ePCR systems, providing real-time analytics to Bureau Commanders and facilitating data-driven decision-making for operational and administrative initiatives.

The unit also contributes to the Department's broader equity, risk reduction, and public safety initiatives by providing accurate data for internal reviews, external partnerships, and grant applications.

FireStatLA has a proven track record of identifying operational inefficiencies and delivering corrective insights. Notable examples include:

- Rebuilding data tools to support enhanced analysis of EMS transport patterns.
- Supporting false alarm reduction studies and workload balancing.
- Providing accurate and timely data for grants, as well as for billing and other revenue services.
- Improving the accuracy of public-facing reports and legislative briefings by providing clean, validated data.

#### Examples of Insights or Trends FireStat Might Uncover

- Identification of delayed response times in specific regions or incident types.
- Changes in EMS transport volumes indicating shifts in community health demands.
- Increased frequency of false alarms at certain properties triggering inspection or policy adjustments.
- Trends in dispatch algorithm impacts or resource bottlenecks that require command-level intervention.

FireStatLA is positioning itself as a hub for enterprise analytics within LAFD. Future priorities include:

- Integrating additional data sources such as Human Resources data, vehicle telematics, and training records.
- Expanding predictive analytics capabilities to anticipate demand and guide pre-positioning strategies.
- Increasing dashboard accessibility and customization for field leadership.
- Supporting citywide initiatives related to public safety, homelessness, and community health.

Expanding the team would allow for:

- Dedicated analysts to support each Bureau, improving responsiveness to regional needs.
- Enhanced validation and integration of both operational and administrative databases.
- Growth into advanced analytics areas such as predictive modeling, AI-driven insights, and expanded geographic visualizations.
- Proactive identification of operational inefficiencies before they affect service delivery.

Additional permanent full-time analyst positions would significantly improve the unit's bandwidth, reduce turnaround times on critical reports, and enhance LAFD's ability to execute its strategic goals through data-driven decision-making. Investing in FireStat's growth will further elevate the Department's ability to make informed, timely, and strategic decisions.

## **CONCLUSION**

While FireStatLA has consistently delivered high-value analytics and decision-support products, the unit is currently operating beyond its capacity. The team comprises only three civilian analysts. With increased demand for real-time dashboards, multi-source data integration, strategic plan metric tracking, and support for high-priority initiatives such as Standards of Coverage, resource deployment models, EMS optimization, and response time equity assessments, additional staffing is essential. Expanding the team will allow FirestatLA to better meet current demands and proactively support future Department priorities. Continued investment in this unit critical to ensuring that LAFD remains a data-informed, accountable, and strategically agile organization.

Board Report prepared by Captain II Matthew Sanchez, Planning Section.