



RALPH M. TERRAZAS  
FIRE CHIEF

November 7, 2017

BOARD OF FIRE COMMISSIONERS  
FILE NO. 17-126

TO: Board of Fire Commissioners

FROM:  Ralph M. Terrazas, Fire Chief

SUBJECT: FIRESTAT SECTION STATUS REPORT ON TIERED FIRESTAT  
MEETINGS AND DATA TRENDS FROM 2016 THROUGH 2017

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 Withdrawn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

At the last quarterly 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, the Department continued implementing the performance management process by introducing Tiered FireStat. This tiered process is designed to promote communication through the ranks with the goal of expanding the Department's engagement on all levels. Since the implementation of this tiered process, the Department has held FireStat Inspection Meetings for Quarter 1, Quarter 2 and Quarter 3 in all four Geographic Bureaus on all three of platoons. FireStat Inspection Meetings for Quarter 4 are scheduled to take place in November and December. Through the implementation of FireStat Inspection Meetings, the Department has seen improvements in Turnout Time by an average of seven (7) seconds, the time interval that starts when the call is created in the Computer Aided Dispatch (CAD) by a Fire Dispatcher until the initial Fire or EMS unit is dispatched, 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, through the FireStat process, has been able to identify areas to streamline their Self-Contained 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 the monthly averages of the metrics for 2017, year to date, compared to 2016. The metrics have been analyzed for EMS Incidents, Non-EMS Incidents, as well as Critical Advanced Life Support (ALS) and Structure Fire for Operational Response Time.

### **CONCLUSION**

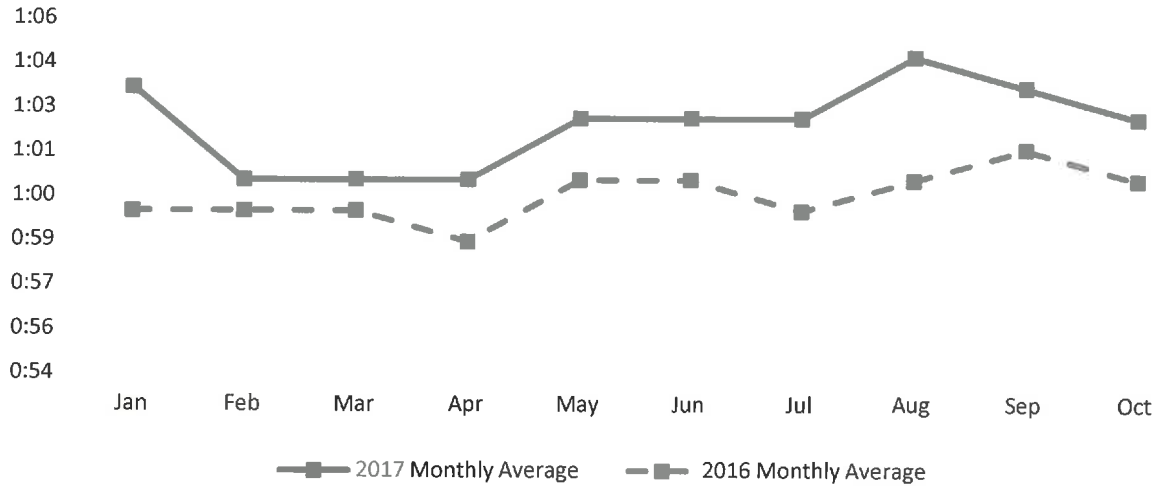
FireStat continues to evolve through its implementation of performance management as well as through its role as the stewards of the Department's data. With FireStat, and the establishment of metrics, the Department is able to analyze its effectiveness and efficiency on all levels. The Department is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

Board report prepared by Jaime Moore, Battalion Chief, FireStat Section.

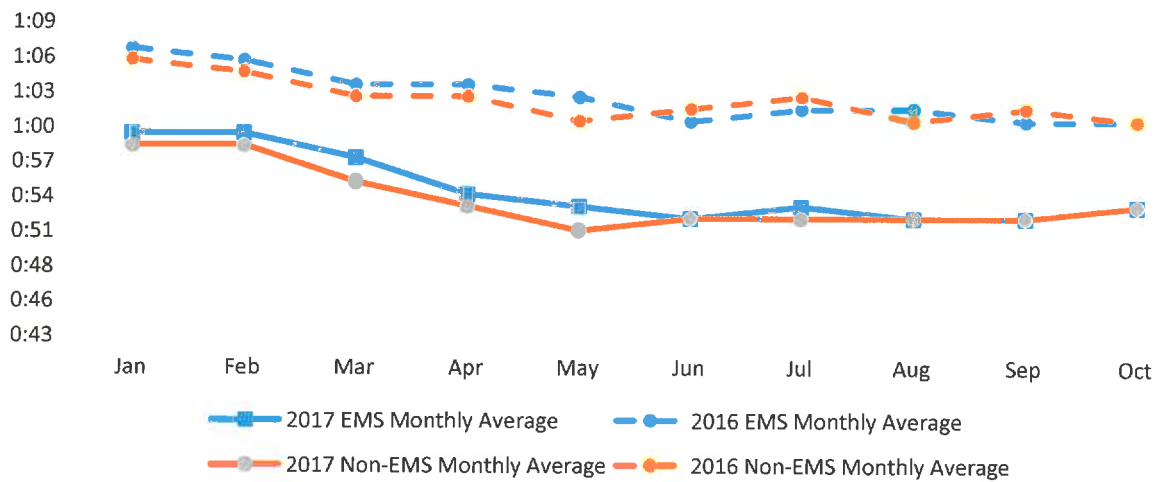
Attachments

## ATTACHMENTS

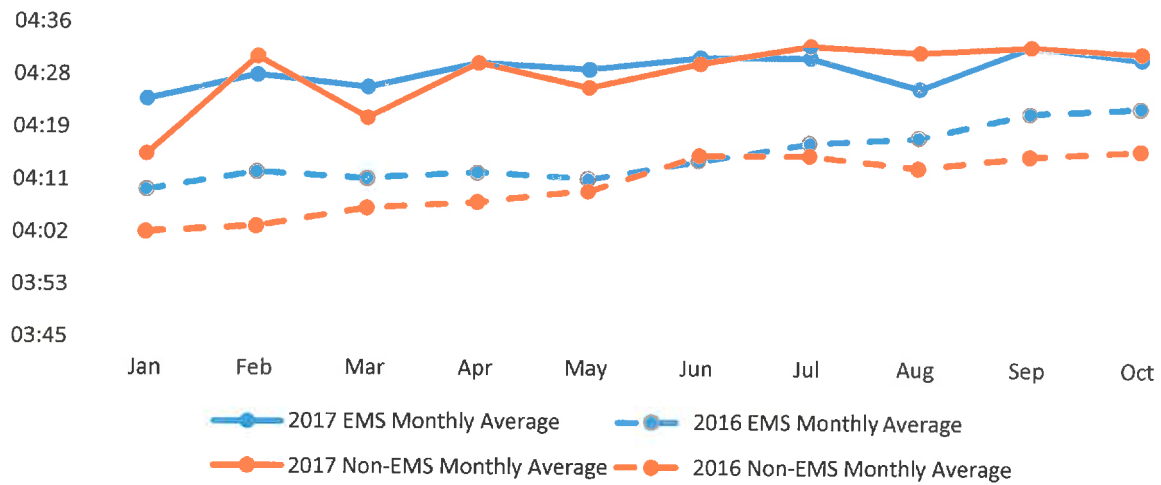
### LAFD Call Processing Time Averages



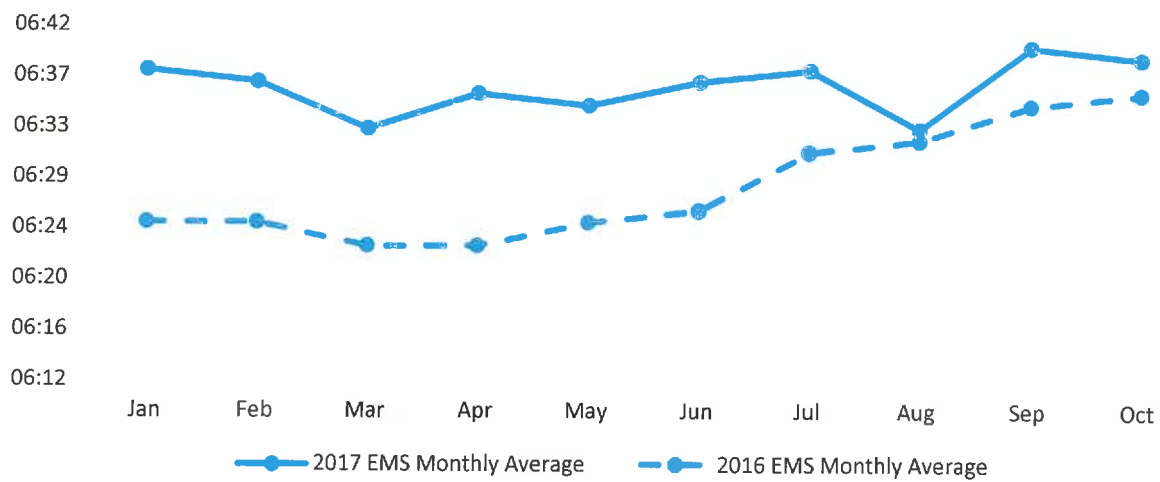
### LAFD Turnout Time Averages



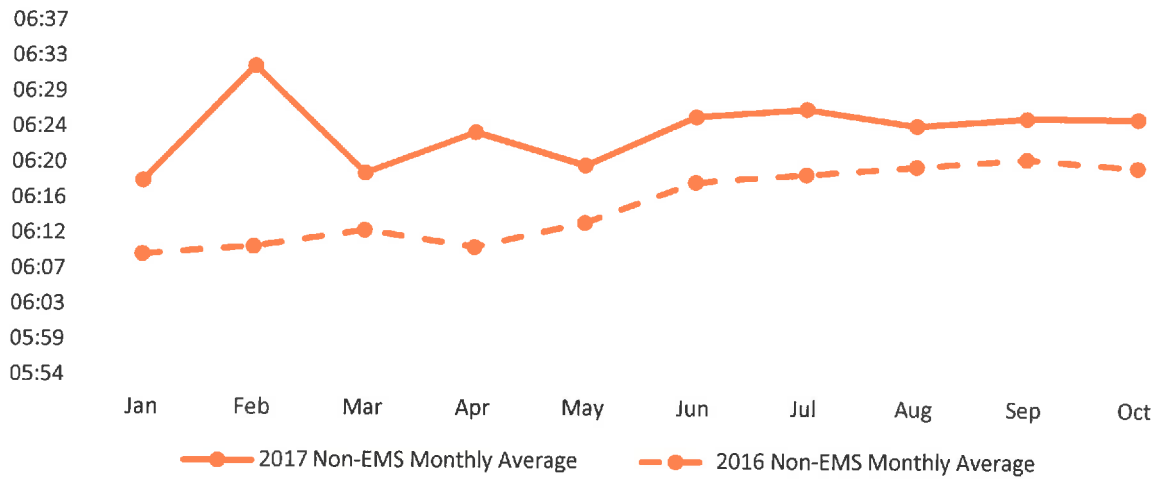
### LAFD Travel Time Averages



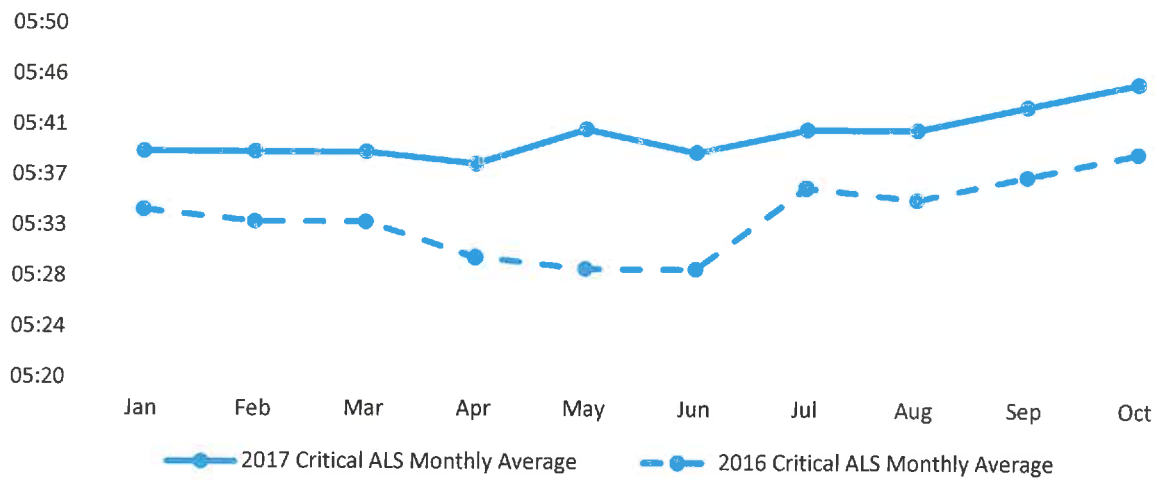
### LAFD EMS Incident ORT Averages



### LAFD Non-EMS Incident ORT Averages



### LAFD Critical ALS Incident ORT Averages



## LAFD Structure Fire ORT Averages

