

# Los Angeles Fire Department Operations Valley Bureau

2017 ANNUAL REPORT



## OVB Mission



**Improve public safety, ensure exceptional services, and enhance relationships with our internal and external constituency.**

**We seek to foster and inclusive, team-oriented environment that values community interest, department principles and our members.**

## OVB TEAM



- **Bureau Commander – Trevor Richmond**
- **Assistant Bureau Commander – John Drake**
- **Assistant Bureau Commanders**
  - **A Platoon – Andrew Fox**
  - **B Platoon – Patrick Butler**
  - **C Platoon – Guy Tomlinson**
- **Training Support Specialist – Captain II Greg Galvez**
- **EMS/Community Resiliency Officer – Captain I Danny Wu**
- **Management Analyst II – Christal Chacon**
- **Secretary – Aggie Rodriguez**

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## Operations Valley Bureau



- **1.9 million residents**
- **33 Neighborhood Councils**
- **7 Council Districts**
  - **CD 2, 3, 4, 5, 6, 7, 12**
- **17 Chambers of Commerce**

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## Operations Valley Bureau



- 204 square miles
- Contracts for service
  - Ventura County (Bell Canyon)
  - City of San Fernando
- Annual Operating Plans
  - USFS, LAC, VCO

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## Operations Valley Bureau



- 2015 - 2017 Strategic Plan Review
- Operational Efficiency
- Significant Incidents
- Future Goals and Projects

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## Operations Valley Bureau



- Goal One
  - Provide Exceptional Public Safety and Emergency Service
- Goal Six
  - Enhance Qualities of Leadership, Management and Project Delivery

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## Provide Exceptional Public Safety and Emergency Service




- Bureau Operational Assessment Exercise
  - 5 Battalions trained in Fire-ground Operations
  - 853 members participated
  - 30 total deliveries
    - Ladder and hose evolutions
    - Company based EMS scenarios
    - Multi-Company Operations

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**Provide Exceptional Public Safety and Emergency Service**



- **Multi-Agency Emergency Exercises**
  - Foothill Mutual Threat Zone Training
  - Santa Suzana Mutual Threat Zone Training
    - ✦ 35 LAFD Members
- **Unified Command with LAPD**
  - Multi Casualty Shooter
  - Brush Fire Evacuation
    - ✦ 29 LAFD Members, 50 LAPD

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**Provide Exceptional Public Safety and Emergency Service**



- **Multi-Agency Active Shooter Exercises**
  - Kaiser Permanente Panorama
    - ✦ 14 LAFD Members
  - CSUN
    - ✦ 38 LAFD Members
- **Unified Command with LAPD**
  - Active Shooter Training
    - ✦ 68 LAFD Members

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## Provide Exceptional Public Safety and Emergency Service



- High Rise Fire & Evacuation Drill
- 10 High Rise Buildings
  - Occupants evacuated via stairwells
  - 112 LAFD Members

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## Provide Exceptional Public Safety and Emergency Service



- Collaborative Partnership with My Safe LA - 2017
  - 2 SAFE Canvassing Events
  - Provided/installed 754 smoke alarms
- High School CPR Training 3,179 Students
  - Kennedy High School
  - Taft High School
  - Reseda High School
  - Panorama High School
  - Sylmar Biotech Health Academy
  - El Camino Real Charter High School

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## Provide Exceptional Public Safety and Emergency Service



## Social Media Metrics

Twitter

4605 Followers



Facebook

9212 Followers



Pulse-Point

44, 348 followers

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## Provide Exceptional Public Safety and Emergency Service



- Valley View Newsletter  
6 publications



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## Provide Exceptional Public Safety and Emergency Service



- **Valley Public Safety Advisory Committee**
- **Meeting Topics**
  - The evolution of EMS first responders
  - Emergency Preparedness / Community Resiliency
  - Mentorship Programs
  - Recruitment of female firefighters

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## Enhance Qualities of Leadership, Management, and Project Delivery



- **Emergency Preparedness / Communications**
- **Valley Emergency Communications Center**
- **Red Cross**
  - Volunteer Management
- **Council Office Collaboration**
  - Pet Adoption Fair with CD 5
  - Town Hall Meeting with CD 7
  - East Valley Emergency Preparedness with CD 2
  - West Valley Emergency Preparedness with CD 3

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## Operational Efficiency



- Fire Stat Data
- Year to Year Comparison
- Turn out times and CORT Times
- CTS Complaints
- IOD Injuries
- Fire Prevention
- Training Hours
  - 2016 - 64,542 (\$193,626)
  - 2017 - 133,868 (\$401,604)

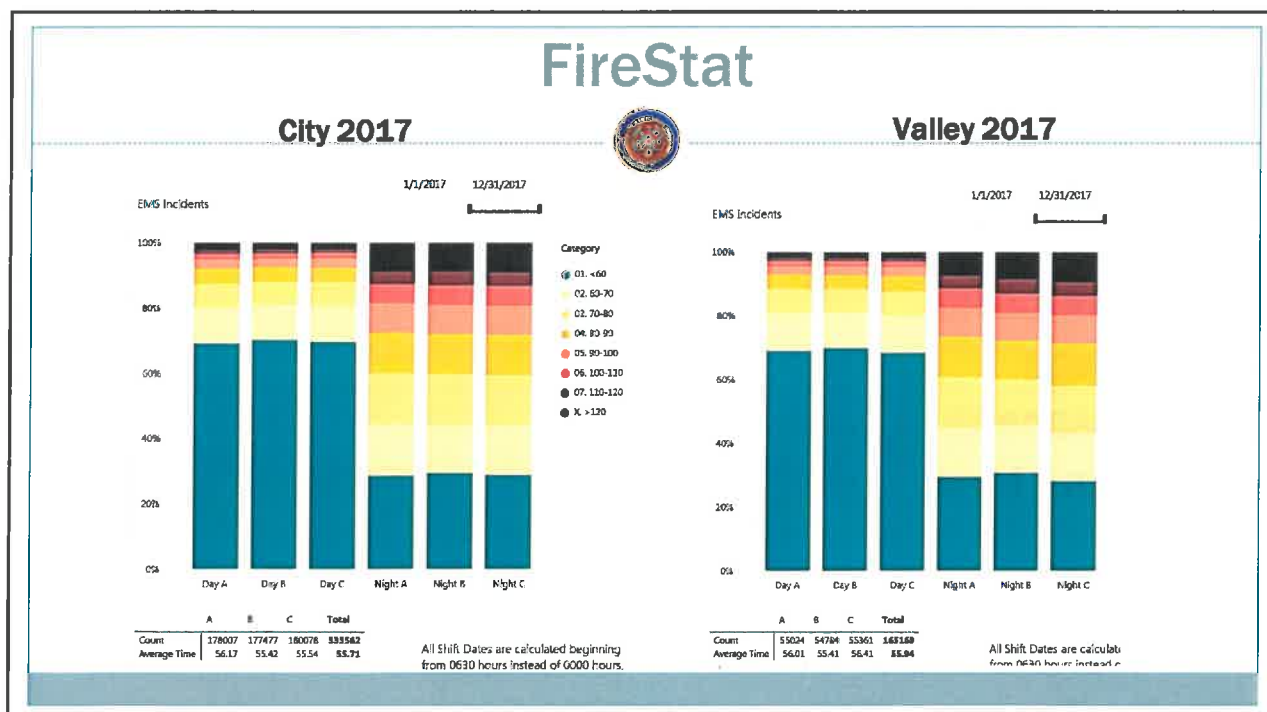
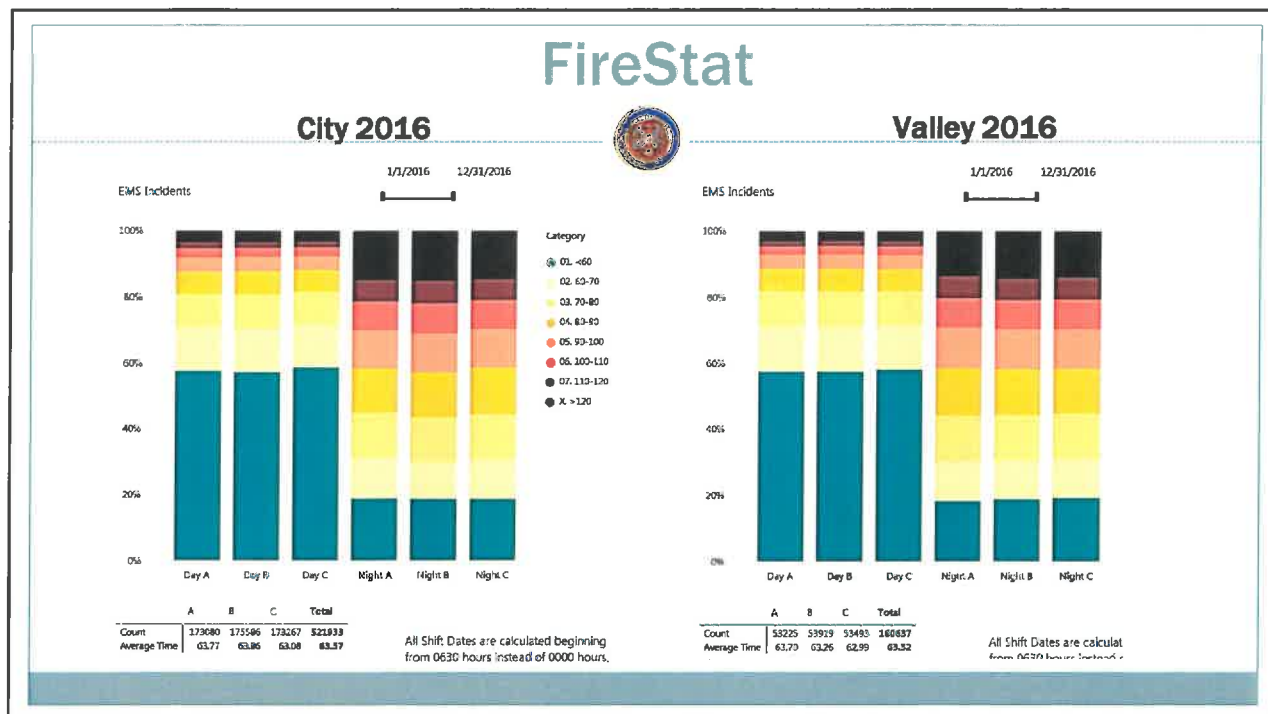
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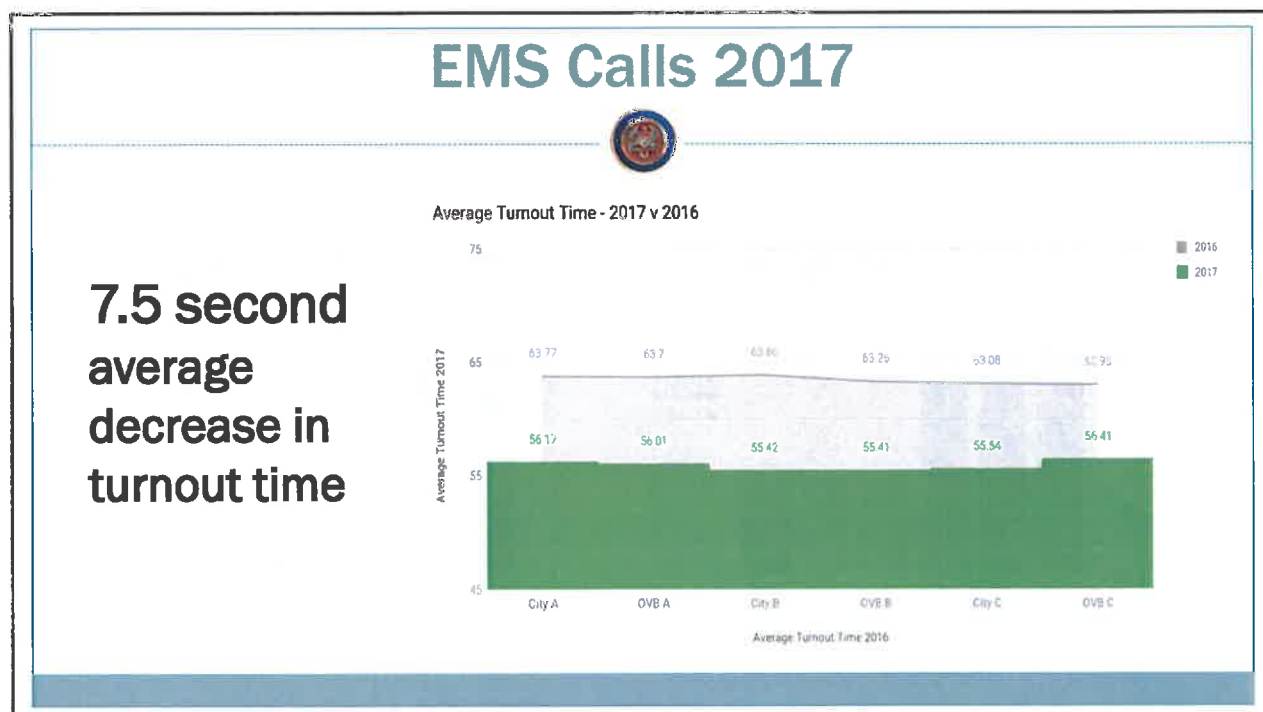
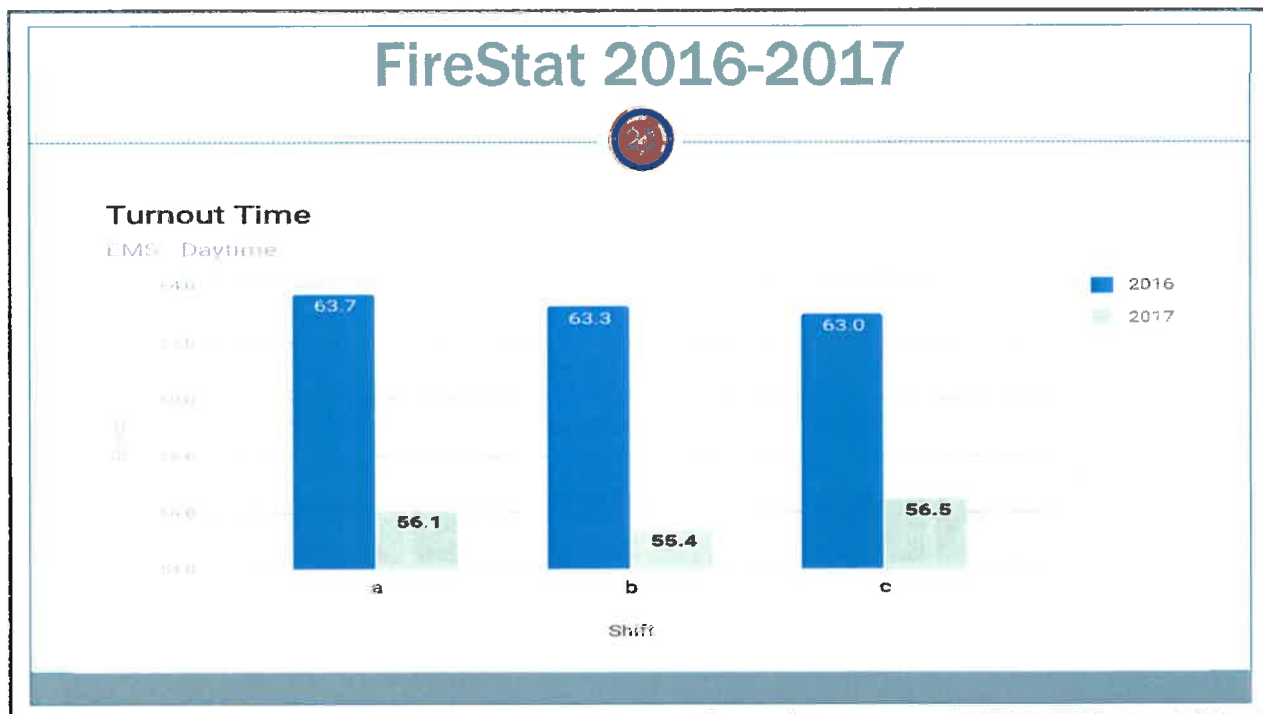
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## FireStat 2016-2017

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- Noticeable improvement in BC ownership
  - Three areas of success and improvement
  - Automatic Alarms awareness
- New platform
  - Enables data use across other platforms
  - Drill-down empowers staff to find solutions
- OVB metrics improved
  - Reduced turnout times



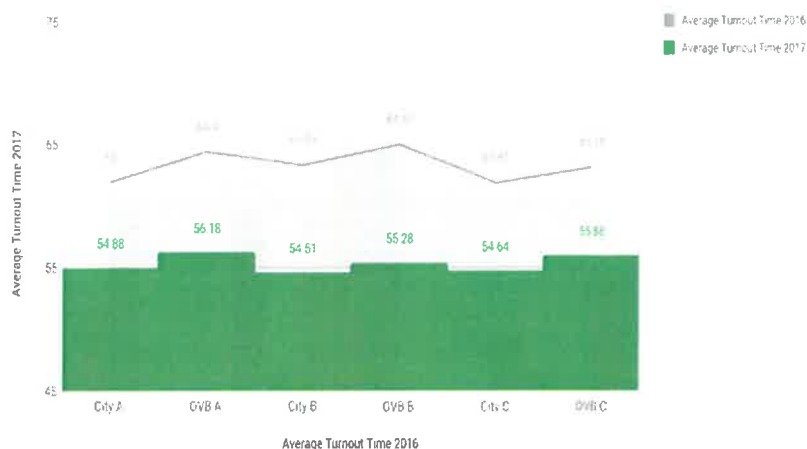


## Fire/Other Calls 2017



Average Turnout Time - 2017 v 2016

**8 Second  
average  
decrease in  
turnout time**



## Complaint Tracking 2016-2017



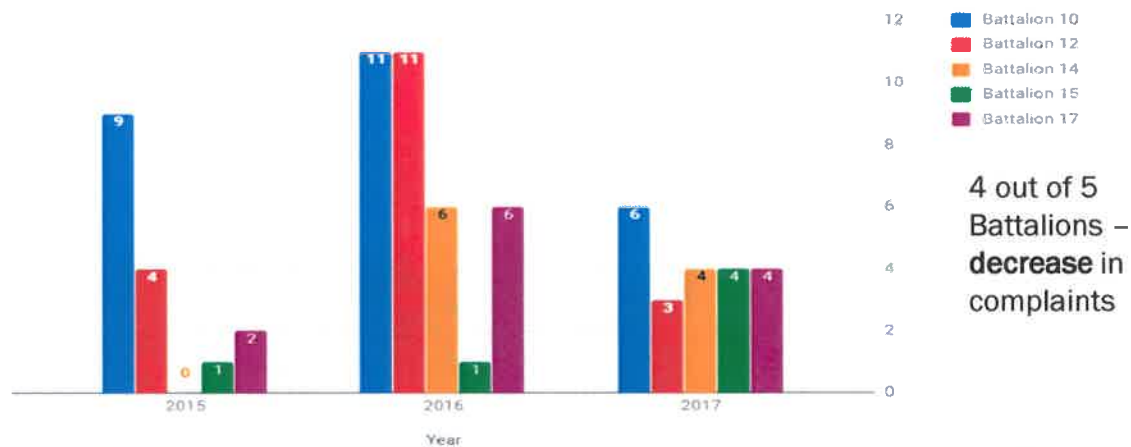
- Noticeable improvement in Battalion Commander ownership
  - Improvement on follow-up with Captains
- New Bureau tracking system
  - Encourages dialogue between Bureau, PSD liaison, BCs, Captains
  - Drill-down empowers staff to find solutions



## Cases Per Year – Battalion



Cases per Year by Battalion



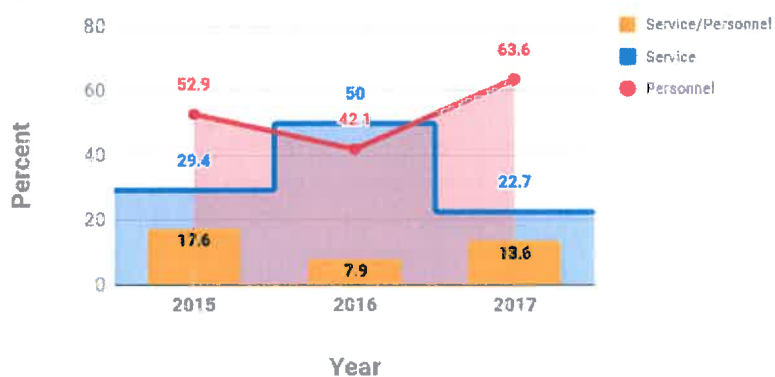
## Complaint Types

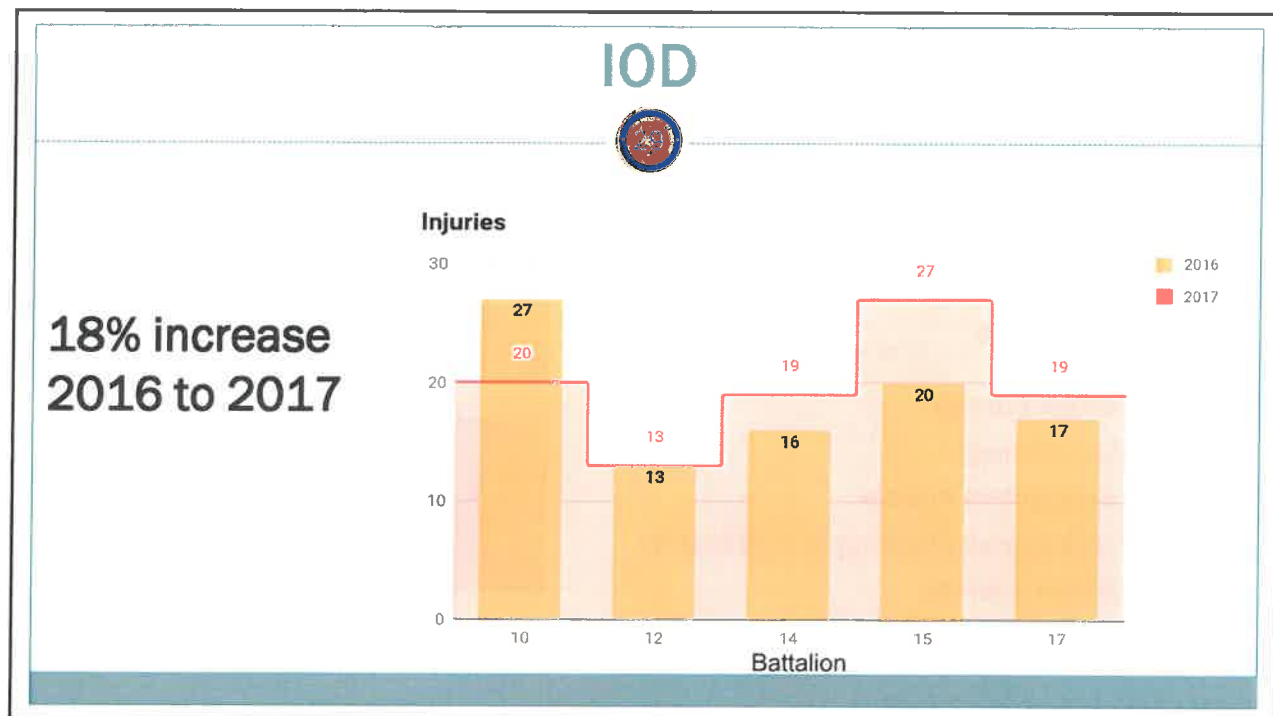


OVB Complaint Types

By Year

- Service complaints decrease
- Personnel Complaints increase





## Enhance Qualities of Leadership Management and Project Delivery

- Command Officers Meetings – Collaborative Bureau Discussions on a monthly basis
  - EMS Bureau
  - Fire Prevention Bureau
  - MySafeLA

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## Year in Review



### La Tuna Fire

- 7194 Acres
  - 1068 Firefighters
  - 206 Engines
  - 17 Hand Crews
  - 15 Aircraft
- 5 Homes burned
- 5 Out buildings
- 11 Firefighters injured
- 1 Precautionary landing by a helicopter
- 0 Civilian injuries



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## Year in Review



### Creek Fire

- 15, 619 Acres
  - 2295 Firefighters
  - 217 Engines
  - 54 Hand Crews
  - 9 Aircraft
- 30 Homes destroyed
- 2 Firefighters injured
- 0 Civilians injured



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## 2018 and Forward



### Goals

1. Provide Exceptional Public Safety and Emergency Services
2. Embrace a Healthy, Safe, and Productive Environment
3. Capitalize on Advanced Technologies
4. Sustainability and Community Resiliency
5. Increase Opportunities for Professional Growth/Development

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## 2018 and Forward



### 1. Provide Exceptional Public Safety and Emergency Services

- Encourage collaboration during monthly OVB Command Officer's meetings:
  - ✦ EMS Bureau
  - ✦ Fire Prevention Bureau
  - ✦ Professional Standards Division at monthly OVB Command Officer's meetings

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## 2018 and Forward



### 1. Provide Exceptional Public Safety and Emergency Services

- Continue efforts to improve response times by analyzing data and identifying specific gaps within battalion and fire station resources
- Recommend emergency resource deployment based on needs assessment
- Improve EMS delivery with focus on patient care and improved interaction with OVB Nurse Educator

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## 2018 and Forward



### 1. Provide Exceptional Public Safety and Emergency Services

- Enhance prevention, preparedness, response and recovery efforts by conducting threat assessments that focus on target hazards
- Develop training programs to mitigate risk potential associated with high risk incidents
- Continue to provide CPR with our public safety partner (MySafe:LA)

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## 2018 and Forward



### 1. Provide Exceptional Public Safety and Emergency Services

- Expand the Smoke Alarm Field Education (SAFE) program which provides neighborhood fire safety education, free smoke alarms, carbon monoxide detectors, and batteries
- Improve enforces of "Six Pack Residential" program with the FPB

## 2018 and Forward



### 1. Provide Exceptional Public Safety and Emergency Services

- Improve analysis of performance metrics, data collection, tracking, trend identification, and reporting procedures (FireStat)
- **Expand Target Solutions on-line training**
- Improve Bureau Operational Assessment training with focus by OVB Training Support Specialist

## 2018 and Forward



### 2. Embrace a Healthy, Safe, Productive Environment

- Expand the Target Solutions online training network
- Reinforce diverse cultural values and attitudes with continued training, mentorship, and professional development
- Provide training and support services in conflict resolution, mediation, and supervisory guidance

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## 2018 and Forward



### 2. Embrace a Healthy, Safe, Productive Environment

- Designate an Assistant Safety Officer (A-SOFR) who will coordinate efforts with the Department Safety Officer on relevant OVB safety concerns
- Analyze and validate LAFD safety measures

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## 2018 and Forward



### 3. Capitalize on Advanced Technologies

- Collect data quarterly and identify performance trends, tracking concerns, patterns, and reporting procedures
- Perform a strategic needs assessment with CIO and research relevant technologies that may improve OVB operations

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## 2018 and Forward



### 4. Sustainability and Community Resiliency

- Increase efforts to address specific community needs
  - ✦ CD7 Community Resiliency
  - ✦ Participate in LAPD CPAB
  - ✦ Partner with MySafe:LA
  - ✦ Continue intergovernmental relations with Council Offices, Assembly District

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## 2018 and Forward



### 4. Sustainability and Community Resiliency

- Increase efforts to address specific community needs
  - ✕ CD7 Community Resiliency
  - ✕ Participate in LAPD CPAB
  - ✕ Partner with MySafe:LA
  - ✕ Continue intergovernmental relations with Council Offices, Assembly District

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## 2018 and Forward



### 5. Cultivate Opportunities for Professional Growth and Development

- Continue Bureau Operational Assessment, Fire Ground Survival, Smoke Recognition, and radio simulation training
- Cultivate relationships with local colleges to improve attainment of certifications, degrees
- Area Command Training with LAPD

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## 2018 and Forward



### 5. Cultivate Opportunities for Professional Growth and Development

- Partner with LAUSD to develop a Firefighter high school magnet program
- Strengthen relationships with peer agencies and regional partners to leverage resources, increase training opportunities, and personnel competencies

## Questions?



# Thank You



