



RALPH M. TERRAZAS
FIRE CHIEF

October 2, 2018

BOARD OF FIRE COMMISSIONERS
FILE NO. 18-102

TO: Board of Fire Commissioners

FROM:  Ralph M. Terrazas, Fire Chief

SUBJECT: LAFD INFORMATION TECHNOLOGY BUREAU (ITB) QUARTERLY
UPDATE

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 Withdrawn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

This is the first quarter FY18-19 report of the Los Angeles Fire Department's Information Technology Bureau to the Board of Fire Commissioners. The format of this report has changed since the last report to align with the Safer City Strategic Plan 2018 – 2020.

RECOMMENDATION

That the Board:
Receive and file.

FISCAL IMPACT

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

DISCUSSION

The Information Technology Bureau (ITB) is responsible for the implementation, operation and maintenance of the Department's technology assets. Within the 2018-2020 Strategic Plan, ITB is responsible for **Goal 3: Implement and Capitalize on Advanced Technology** and supports several of the other goals that have technology related dependencies. The focus of this report is the status of the four specific strategies of Goal 3 as described in the Strategic Plan.

1. Strategy 1: Implement Enterprise Analytics and Reporting Capabilities.

During this reporting, the following progress has been made in this area:

- Continue the use of Microsoft PowerBI to standardize reporting and dashboards;
- Provide members access to timely, interactive reports via the LAFD.org portal;
- Allow members to use their LA City credentials to access reports;

- Continue to consolidate data from disparate systems into data repository;
- Begin proof-of-concept of cloud technology for large data storage and analytics;
- Continue evaluation of machine learning and predictive analytics capabilities;

2. Strategy 2: Improve Emergency Communications Infrastructure

During this reporting period, the following progress has been made in this area:

- Revise delivery schedule for new portable radios to begin in December 2018;
- Work with ITA on voice radio system maintenance upgrade plan for 2019-2020;
- Begin fire station alerting network infrastructure upgrade to high-speed fiber;
- Begin planning of mobile broadband network and AVL-related enhancements;
- Begin e911 phone system upgrade, finalize CalOES allotment;
- Begin interview process for new civilian Communications Electricians

3. Strategy 3: Improve Workforce Management Systems

During this reporting period, the following progress has been made in this area:

- Network Staffing RFP reissued and responses are due back by 10/29/18;
- Continue work on Human Capital Management system to replace MITS;
- Begin evaluation of citywide NextRequest system for CPRA tracking;

4. Strategy 4: Implement Advanced Technologies

During this reporting period, the following progress has been made in this area:

- Deploy specialized algorithms and iOS MDC for LAX cycle team paramedics;
- Continue planning and testing of new AVL-related CAD enhancements;
- Continue CAD technology refresh to update / upgrade CAD infrastructure;
- Continue evaluation of enterprise fire inspection system replacement alternatives;
- Begin evaluation of arson case management system alternatives;
- Begin evaluation of advanced caller location technology for faster, more accurate device location from smartphones;

Board report prepared by Scott B. Porter, Chief Information Officer.