LOS ANGELES FIRE DEPARTMENT

RALPH M. TERRAZAS
FIRE CHIEF

May 7, 2019

BOARD OF FIRE COMMISSIONERS
FILE NO. 19-058

TO: Board of Fire Commissioners

FROM: Ralph M. Terrazas, Fire Chief

SUBJECT: LAFD INFORMATION TECHNOLOGY BUREAU QUARTERLY REPORT

FINAL ACTION:	_____ Approved	_____ Approved w/Corrections	_____ Withdrawn
	_____ Denied	_____ Received & Filed	_____ Other

SUMMARY
This is the third quarter FY18-19 report of the Los Angeles Fire Department's Information Technology Bureau (ITB) to the Board of Fire Commissioners.

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. In 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 dependencies. The focus of this report is to provide additional detail and update on the primary technology initiatives currently underway.

Computer Aided Dispatch (CAD) and Automatic Vehicle Location (AVL) Systems
In addition to the daily support and maintenance duties, the CAD development team continues to work on a backlog of system enhancements. System design and planning is currently underway for the next major development phase which includes upgrades to fire station alerting and location validation systems. An in-depth CAD report is also being submitted to the Board of Fire Commissioners on May 21, 2019.

911 Phone System Upgrade
The new West Communication's Intrado VIPER 911 phone system is on schedule to be operational by the end of May 2019. When LAPD completes their phone switch upgrade

in the Fall, both LAFD and LAPD will be on the same system, which will reduce call processing time and enhance 'end-to-end' reporting.

Radio Preventive Maintenance Program
The Radio Preventive Maintenance Program (RPMP) has been fully implemented since January 2019 and continues to operate on a regular schedule. Since the program start, more than 100 heavy and 25 light apparatus have been through the program. The most common tasks and repairs are to antenna, radio equipment, siren controls, MDC's and headsets. We will continue to collect maintenance performance information to measure both the efficiency and effectiveness of the program, mostly in terms of eliminating the need for emergency, in-field repairs that can take resources out of service unexpectedly.

Portable Radio Replacement Project
An initial 30-day field test of the new Motorola APX 8000 HSE multi-band portable radios was completed in Battalion 18 in early March. Since then, approximately 1080 LAFD members have received training on the new radios and more than 800 of the new radios have been deployed to six (6) battalions, Operations Valley Bureau (OVB), Arson and Fire Communications. The current schedule anticipates the distribution of the new radios to be completed by mid-August.

Fire Inspection Management System (FIMS)
ITB, Fire Prevention Bureau (FPB) and Administrative Services Bureau (ASB) staff, working with the City Attorney's Office determined that a Request for Proposals (RFP) will be issued for the Enterprise Fire Inspection Management System (FIMS). The focus of the RFP will be to consolidate and retire the more than half-dozen disparate systems, spreadsheets and manual processes currently being used to track fire prevention activity into fewer, fully integrated systems. This RFP is expected to be released in July 2019.

Network Staffing System (NSS) Replacement
The RFP committee continues to evaluate the proposers' responses and is in the process of conducting more in-depth interviews, working sessions and reference checks as part of the evaluation process. A final scoring and recommendation to the Fire Chief is expected no later than July 30, 2019, with the intent to begin development work in early Fall. This current estimate is two months later than expected since the last reported to the Board of Fire Commissioners due to the number of bidders and complexity of responses. The evaluation process, while making good progress, will take longer than originally planned.

Fire Station Alerting System (FSAS)
ITA continues to make progress on Phase 1 of the FSAS project which is to replace the aging telephone-line network out to each fire station with the City's high-speed, high-availability fiber optics network. To date, the first step, which is to upgrade conduit and cabling, has been completed at 97 fire stations (86%) and 46 stations (41%) have completed the second step, which is to install new networking equipment. Testing of the final step of Phase 1, which is to connect the existing Fire Station Alerting System (FSAS) equipment to the new network has been successful, paving the way for the final

installations and cutover to the new network. The first full cutover to the new network is planned for mid-June 2019, which is approximately 45 days behind the original estimate due primarily to issues identified during testing and the speed at which the cabling and installation work can be completed. The current plan is to complete Phase 1 by no later than March 2020.

Planning and design for Phase 2 of the project, which is to replace the aging Station Control Units (SCU) at each of the 106 fire stations is nearly complete and we expect to have a final design and project plan in place by no later than July 2019.

Electronic Patient Care Reporting System (ePCR)
The electronic Patient Care Reporting (ePCR) system RFP is complete and making its way through the City's administrative process. The current expected release date is July 1, 2019.

CONCLUSION
In addition to the projects listed above, the ITB has made progress on several internal process improvements designed to enhance the bureau's overall performance and service delivery. For example, the infrastructure support and tech control teams have worked together to implement an enterprise helpdesk system improve access, response times and accountability of IT service requests made for our most critical systems. On April 25, ITB participated in its first-ever FireStat process and identified several key performance indicators that will be evaluated for future FireStat meetings.

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