

March 28, 2016

Daryl L. Osby
Fire Chief
Los Angeles County Fire Department
1320 North Eastern Avenue
Los Angeles, California 90063

Dear Chief Osby:

Quality and Productivity Commissioners thank you for an informative Department Visit on March 24, 2016. We commend your aggressive efforts to reduce risks and work-related injuries, including developing a peer fitness program, enhancing behavioral and mental health training, and securing a “carve out” in the memorandum of understanding with labor. The agreement has drastically reduced the time to obtain decisions in workers compensation cases.

Commissioners were pleased to learn about the positive outcomes achieved, to date, by two projects launched with grants from the Productivity Investment Fund (PIF) – Videography Equipment and Hands-Only CPR kits. With the videography equipment, the Department has successfully transitioned from in-classroom training to online instruction. More than 3,000 sworn firefighters participate in monthly drills online, accessing videos, image-centric PowerPoint presentations, discussion forums, policies and tests.

The Hands-Only CPR outreach included the purchase of 10,000 customized training kits and a Countywide launch targeting middle school students. More than 7,500 students have received the training; and the PulsePoint partnership ensures a new generation of lifesavers.

Commissioners also were impressed with quality and productivity improvements in the following areas:

- Obtaining Board approval for a tuition reimbursement program to aid recruitment and retention efforts
- Updating the 2015-2017 Strategic Plan to focus on fiscal sustainability, operational effectiveness, emergency preparedness, exemplary customer service and workforce development
- Establishing the Emergency Medical Services Bureau, which oversees paramedics; and the recent hiring of a consultant to develop a three to five year expansion plan

We support plain language

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Quality and Productivity
Commission**

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***“To enrich lives through
effective and caring service”***

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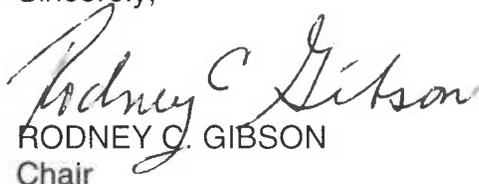
- Contracting for an electronic patient care reporting (ePCR) system
- Partnering with renowned actor Harrison Ford, who narrated an impressive, training video for firefighters that is used by the Regional Training Group and throughout the firefighting industry.
- Maintaining the Department's internationally-renowned Urban Search and Rescue, Hazardous Materials and Canine Teams

The Commission looks forward to working with your Department on:

- Identifying funding sources for the newly created County Fire Department Foundation, and to expand the Citizens Emergency Response Team (CERT) program
- Studying the feasibility of proposing a tax or bond measure to fund services and programs not included in the original mission of the Department
- Effectively using social media as an outreach tool to the community offering "real time" information on fire incidents

Thank you for taking the time to meet with the Commission. We look forward to working with Productivity Manager Roxanne Benavides-Ortega. Please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 for additional information.

Sincerely,


RODNEY C. GIBSON
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