

REPORT FROM

OFFICE OF THE CITY ADMINISTRATIVE OFFICER

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Council File No.

Council District: All

To: The Mayor
The City Council

From: Miguel A. Santana, City Administrative Officer



Reference: 2014-15 Adopted Budget

Subject: **INNOVATION FUND RECOMMENDATIONS**

SUMMARY

At its March and April meetings, the Innovation and Performance Commission (IPC) considered and now recommends approval of funding from the Innovation Fund (IF) for the following ideas: (1) Office of the Mayor Digital Services Unit, (2) Los Angeles Fire Department (LAFD) Rapid Response Vehicle (RRV), and (3) Board of Public Works (BPW) Media Design Competition. Those ideas, and the recommended funding and implementation steps, are described below. As departments proceed with implementation, additional refinement is likely to occur.

1. Office of the Mayor Digital Services Unit - \$150,000

The Office of the Mayor has proposed creating online e-digital mechanisms for citizens to utilize City services that typically require in-person interactions. As envisioned, this concept would fully digitize key services such as registering for a new business or paying a business tax enabling the City to save money by reducing management and operations costs. These online e-digital mechanisms would be developed by a Digital Services Unit (DSU) comprised of a team of three to four developers and designers who will work on creating digital solutions based on problems the unit has identified. The DSU will also identify key interaction points to ensure that digital solutions will be embraced and utilized by the end-user.

The DSU will function as a fellowship program, managed through the Office of the Mayor, and include training, mentorship, and research opportunities for its participants. The concept projects a four-month timeline for the unit to build out approximately eight to ten digital services. The DSU will utilize modern software development to build Minimally Viable Products (MVPs) in close partnership with the Information Technology Agency (ITA). The DSU will also work with City departments to identify high priority digital services opportunities, collaborate with key departments to research, analyze, and test service delivery methods to residents, and engage with citizens to gather feedback to understand, meet, and measure user needs. In addition, a no-cost partnership with USC Innovation Lab has been developed to conduct a citywide research project to analyze high value opportunities for digitizing City

services. Once the online e-digital mechanisms are developed, ITA and City staff will manage the completed projects.

The success of the pilot program will be measured by “calls to clicks” that account for the number of services that are transitioned from manual to digital. As proposed, it is anticipated that the City will achieve cost savings from the efficiencies produced through its new digital capabilities.

The Commission recommends funding of \$150,000 for the Office of the Mayor to establish the DSU pilot program to pay for stipends of three to four fellows (\$100,000). The remaining \$50,000 will be used to pay for technical resources such as hosting, graphic design, wireframing, software, testing, user research, and application marketing.

2. Los Angeles Fire Department Rapid Response Vehicle - \$82,856

LAFD has proposed a six-month pilot program to staff a new Rapid Response Vehicle (RRV). The RRV would act as a mobile triage unit to service high volume call areas. It would be dual-functioning. Similar to a paramedic ambulance, it would be staffed by two Firefighters/Paramedics who would respond to calls and initiate as-needed life support treatment. Accordingly, the RRV would be classified as an Advanced Life Support (ALS) resource carrying an ALS assessment package of equipment and medications. It would also carry hoses and water supplies enabling it to respond to structure fires. The RRV would be in service 12-hours a day, during peak call times, three days a week.

The objective of the six-month pilot program is to provide rapid, life-saving treatment for patients who require time-critical interventions in high volume areas. The pilot would be based at Fire Station 64 within Battalion 13, which serves the Watts neighborhood. Battalion 13 is LAFD’s busiest battalion and has the highest number of high acuity patients and non-active vehicle hours waiting at hospitals to transfer care. The RRV would provide additional support for an emergency medical services incident and perform on-scene triage, assessment, and treatment. The RRV will rove and depending on its location could request to be added to an incident through Metro Fire Control, which could result in the cancellation of the fire company if one is already dispatched.

The Commission recommends funding of \$82,856 to cover the cost of two Firefighters/Paramedics (\$56,160), one unit of ALS assessment supplies (\$22,196), and one mobile touch device (\$4,500). To implement the pilot, LAFD will utilize existing personnel (two Firefighters/Paramedics) to work on the RRV on an overtime basis for the duration of the pilot, write the protocols for the RRV to operate, train the paramedics assigned to the RRV, and finalize the hours of operation (3-12 schedule). According to department staff, the RRV can be set up and functioning within 30 days of the funding approval.

3. Board of Public Works Median Design Competition - \$35,000

The Board of Public Works has proposed a one-year pilot program to develop a median

design competition for landscape architects based in Los Angeles that will provide a blueprint for communities that wish to redesign or overhaul their community's medians. As proposed, the goal of the pilot program is to eliminate red tape by providing pre-approved options for Neighborhood Councils to choose from to redesign blighted medians and improve the perception of neighborhoods.

The pilot program will require the collaboration of multiple departments including the Bureau of Street Services, the Department of Cultural Affairs, the Department of Transportation, and the Department of Neighborhood Empowerment. Collaboration efforts include pre-approval of native plant usage, size and scope of medians, outreach methods for landscape architects, Neighborhood Council engagement, and the type of public art to incorporate into medians. The Board of Public Works intends to leverage existing resources within the Bureaus of Street Services and Engineering, including administrative support within the Board Office to assist with the pilot's implementation and management. The pilot program includes three components: (1) a two-month design competition and selection of median designs, (2) creation of a "kit of parts" for median projects that will include pre-approved hardscape and landscape options for neighborhoods to adopt that incorporate the usage of drought-tolerant native plants, mulch, bark chips, decomposed granite, and pre-approved public art recommended in medians, and (3) median design implementation.

The Commission recommends funding of \$35,000 to establish a one-year median design competition pilot program. The median redesigns will be made available to neighborhoods identified in the Great Streets Initiative. Based on available funding, six Great Streets will receive an opportunity to receive a \$5,000 grant from the pilot program. A selection committee, comprised of representatives from all participating departments as well as a community representative, will be formed to award a \$5,000 grant to the competition's winning landscape architect.

RECOMMENDATIONS

That the Council, subject to the approval of the Mayor:

1. Create the following accounts in the following amounts within the Innovation Fund No. 105/10:

• Office of the Mayor – Digital Services Unit	\$150,000
• LAFD – Rapid Response Unit	\$ 82,856
• Board of Public Works – Median Design Contest	\$ 35,000
2. Transfer \$267,856 between accounts within various departments and funds as specified in Attachment 1.
3. Instruct Departments receiving Innovation Fund monies to:
 - a. Separately track all encumbrances and expenditures of Innovation Fund monies so that unspent funds can be returned to the Innovation Fund at the end of the fiscal year; and

- b. Report to the Innovation and Performance Commission with an accounting of the funds, the lessons learned, and any obstacles faced.
4. Authorize the CAO to make technical corrections as necessary to those transactions included in this report to implement Mayor and Council intentions.

FISCAL IMPACT STATEMENT

Approval of these recommendations will allocate \$267,856 of the remaining \$608,000 Innovation Fund 2014-15 budget balance. The \$267,856 will be transferred next fiscal year to departments to begin implementation of ideas that have been submitted to the Innovation and Performance Commission. In some cases, departments will incur ongoing costs.

Attachment

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