

TRANSMITTAL

To: **THE COUNCIL**

Date: **03/08/23**

From: **THE MAYOR**

TRANSMITTED FOR YOUR CONSIDERATION. PLEASE SEE ATTACHED.

A handwritten signature in black ink, appearing to read "Chris Thompson", with a long horizontal flourish extending to the right.

(Chris Thompson) for

KAREN BASS
Mayor

LOS ANGELES POLICE COMMISSION

BOARD OF
POLICE COMMISSIONERS

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EXECUTIVE OFFICE
POLICE ADMINISTRATION BUILDING
100 WEST FIRST STREET, SUITE 134
LOS ANGELES, CA 90012-4112

(213) 236-1400 PHONE
(213) 236-1410 FAX
(213) 236-1440 TDD

December 6, 2022

BPC #22-267

The Honorable Eric Garcetti
Mayor, City of Los Angeles
City Hall, Room 303
Los Angeles, CA 90012

Attention Heleen Ramirez

Dear Honorable Mayor:

RE: DONATION VALUED AT \$27,000.00 FROM THE LOS ANGELES POLICE
FOUNDATION TO MEDIA RELATIONS DIVISION FOR WEBSITE SUPPORT
SERVICES FROM FUNDAMENTAL DESIGN GROUP.

At the regular meeting of the Board of Police Commissioners held Tuesday, December 6, 2022
the Board RECEIVED the Department's report relative to the above matter.

This matter is being forwarded to you for approval.

Respectfully,

BOARD OF POLICE COMMISSIONERS

A handwritten signature in blue ink that reads "Rebecca Muñoz".

REBECCA MUÑOZ
Commission Executive Assistant

Attachment

c: Chief of Police

INTRADEPARTMENTAL CORRESPONDENCE

22-267

REVIEWED
Richard M. Tefank
RICHARD M. TEFANK
EXECUTIVE DIRECTOR
DATE

November 29, 2022
1.14

NOV 30 2022

POLICE COMMISSION

TO: The Honorable Board of Police Commissioners

FROM: Chief of Police

SUBJECT: APPROVAL OF NON-MONETARY DONATION

RECOMMENDED ACTION

1. That the Board of Police Commissioners APPROVE the Department's Report and TRANSMIT to the Mayor and City Council for ACCEPTANCE of the following non-monetary donation for services valued at \$27,000.00 for the Media Relations Division.

DONOR:

Los Angeles Police Foundation
Ms. Dana Katz, Executive Director
633 West 5th Street, Suite 960
Los Angeles, California 90071
(213) 489-4636

PURPOSE:

Los Angeles Police
Department (LAPD) Online
Website Support and Services
(#2022-106)

VALUE:

\$27,000.00

DISCUSSION

This donation will provide one year of website technical support and services with Fundamental Design Group (FDG) for the Media Relations Division's Online Unit in maintaining LAPDOnline.org. The FDG will provide on-call assistance on a range of issues that may occur while running a website and software of a large scale. Technical support will include Wordpress versioning and plugin maintenance, server assistance liaison with the City's Information Technology Agency, troubleshooting and video support for LAPDTV, modifications to current and future elements of the website, compliance with the City's Web Policy and Standards, and website security.

The Los Angeles Police Foundation is an independent, not-for-profit organization that provides critical resources and vital support to the LAPD. From essential equipment and state-of-the-art technology to specialized training and innovative programs that would otherwise be unfunded, the Foundation provides funding that directly improves public safety, impacts officer readiness, and enhances the quality of life of all members of the community. As the largest source of private support for the LAPD, the Foundation is passionately dedicated to ensuring that Los Angeles remains America's safest major city. Since being established in 1998, the Foundation has invested tens of millions of dollars in hundreds of LAPD initiatives that promote excellence, expand capabilities, strengthen neighborhoods and create opportunities for at-risk youth.

The Honorable Board of Police Commissioners

Page 2

1.14

These actions are grounded in the beliefs that a safe city is a strong city and that together we can make a difference.

The donation has been submitted in accordance with Section 5.467 et seq. of the Los Angeles Administrative Code, which provides for the receipt and acceptance of donations to the Department.

If you have any questions, please contact Captain Kelly Muniz, Media Relations Division, at (213) 486-5910.

Respectfully,



MICHEL R. MOORE
Chief of Police

Attachments

**BOARD OF
POLICE COMMISSIONERS**
Approved *December 6, 2022*
Secretary *Rebecca Munoz*



APPROVED GRANT

633 W. 5th Street, Suite 960, Los Angeles, CA 90017

Phone (213) 489-4636 FAX (213) 489-4697

email: jacqui@supportlapd.org

11/16/2022

LAPF Grant #	2022-106
Grant Application Received:	September 28, 2022
Grant received from:	Media Relations
Contact:	Sergeant Frank Preciado
Phone:	(213) 486-5940
Grant Name:	LAPD Online Website Support & Services
Grant Amount:	\$27,000.00

A handwritten signature in blue ink, appearing to read "Jacqui", is located below the grant details.



2023 GRANT APPLICATION

Grant Number 2022-106 (office use only)

Date: August 10, 2022

Amount Requested: \$27,000

Contact Name(s): Set. II Frank Preciado

Department/Unit: Media Relations Division / Online Unit

Mailing Address: 100 West First Street Los Angeles, Ca. 90012

Phone Number: 213-486-5940 Fax Number: 213-486-6080

E-mail Address: 33689@lapd.online

Name of Program/Equipment requesting funding for: LAPD Online Website Support & Services

Provide a brief description and the need for the program/equipment (use additional paper if needed):

The technical support & services contract is a general support contract making Fundamental Design Group (FDG) the selected vendor "on-call" 24/7 therefore FDG can assist in a range of issues that may come up in the course of running a site and software of this scale. Types of activities that the technical support will consist of is as follows: WordPress plugins maintenance, server assistance liaison with ITA, Troubleshooting and Video support for the Officer Involved Shooting and Critical Incident matrix with videos and corresponding reports, Analytics, Monthly ADA compliance audits and modifications to current elements of the website and website security. FDG cost is \$27,000 for vital web support for one year starting January 1, 2023.

Has this program/equipment previously been requested through the city budget? YES NO

If yes, please list the most recent date of submission and the result: 2022

If no, please explain the reason why it was not submitted:

What objectives will be accomplished if the funding is granted?

Enable to maintain and update current Webpages and update web content management system and maintain Americans with Disabilities Act (ADA) compliance.
Ensure that the LAPD Online Website maintains its position as a World renowned Website to enhance law enforcement proficiency and efficiency by providing Historical Executive Summary Crime and Use Of Force Reports, Electronic submission Online Reporting forms, Electronic submission Complaint Forms and Electronic California Public Records Act content and submission forms. COP Monthly Video Messages.
Increasing officer safety by informing the public and gun safety laws, safety rules and DUI hazards.
Expanding and encouraging community support and understanding via advisories and Citizen Police Academies, Community Outreach programs published on the LAPDonline.org website and Social Media platforms within the public website. Critical Incident Officer-Involved-Shooting videos, UOF matrix, SB978 Policies/Procedures & Training, SB1421 PO Disclosure Docs, SB230 use of force guidelines & utilizing de-escalation techniques.

How many officers will be impacted with this grant?

The potential is the entire Department personnel will be impacted by posting all critical incident Use of Forces and Officer Involved Shootings on the website and SB1421 which became effective January 1, 2019, Senate Bill 1421 (SB 1421) amended Penal Code Section 832.7 which generally made all peace officer personnel records and police investigatory records confidential and exempt from disclosure. The website posts the amendments created exceptions from those general confidentiality requirements for the following four categories of officer personnel and investigatory records: (A) records relating to the report, investigation, or findings of (i) an incident regarding an officer-involved shooting; or (ii) an incident involving the use of force by an officer resulting in death or great bodily injury; (B) records relating to an incident involving a sustained finding of sexual assault by an officer involving a member of the public; and (C) records relating to an incident involving a sustained finding of dishonesty by an officer directly related to the reporting, investigation, or prosecution of a crime or an investigation of misconduct by another officer.

How will the community be impacted by this grant?

The website hosts over 30,000 pages of content viewed and translatable in 104 languages within the site. The addition of social media links on the website has created a fast growing following by the public in the dissemination of Department information and current news worthy events as well as hosting the LAPD HQ app in Apple and Android platforms.

Describe the short-term outcome and long-term impact you anticipate within the Department and in the community, it serves as result of this grant.

Short term outcome has been realized and still requires improvements with WordPress plugins to enhance the performance of the site. Long term impact will be realized by the updated website and notification systems and Online reporting as well as Online Volunteer Applications form submission to the Community Relations Division for all 21 geographic divisions and public records requests.

How can the Foundation evaluate success if the funding is granted? (# of people served, objectives reached, surveys, etc.)

The success can be measured by the number of online reporting, online applications, online complaints/commendations and number of viewers on the LAPDonline website and LAPDonline YouTube account linked to the website as well as public records request and crime/traffic reports requests.

Please list or attach an itemized list for expenses or a quote from equipment manufacturer on vendor's letterhead.

Please see attached.

Has your commanding officer approved this request? YES NO

Name of commanding officer: Captain III Kelly Muniz

Signature of commanding officer: 

For questions, comments, or concerns, contact Jacqui McAndrews at (213) 489-4636 or email jacqui@supportlapd.org.



Proposal for
**LAPD ONLINE WEB
SUPPORT & SERVICES
2023**

ATTENTION TO:
Captain Kelly Muniz
Commanding Officer of Media Relations Division
Acting Public Information Director
Office (213) 486-5910

James Park
Lieutenant II
Media Relations Division

Frank Preciado
Sergeant II
Media Relations Division

Prepared by:
Jessica Robins Thompson, Owner
Fundamental Design Group
310.804.9364 | j@fundamentaldesigngroup.com

Dear Captain Muniz, Lieutenant Park, and Sergeant Preciado,

Thank you for the opportunity to provide a proposal to extend support of LAPD's website platform (LAPDOnline.org). **The following proposal covers LAPD's vital web support needs for 1 calendar year starting Jan 1, 2023.**

Our goal is to provide LAPD Media Relations with continuity and vital application and technical support of LAPDOnline. The estimates herein are based on the knowledge we have of the existing public platform (Wordpress), and organizational needs of the Media Relations Division as shared by LAPD staff.

In addition to LAPDOnline, the department will be evaluating a roll-out strategy of the newly designed, but not complete LAPD Intranet, commonly referred to as the LAPD LAN. FDG will be assisting in the migration of this website, and will work with LAPD to evaluate the scope of the work remaining. The scope of the LAN rollout being unknown prevents us from providing a cost estimate for that platform, both for the roll out and subsequent support. At the time in which the scope is well understood, FDG can provide an amendment to the proposal to cover the Intranet at LAPD's request.

We look forward to the opportunity to provide continued collaboration — and to be a part of making LAPD's digital communications a success.

Sincerely,

Jessica Robins Thompson
Principal, Fundamental Design Group

LAPDONLINE.ORG

Baseline Support Services Overview

General Staff Support

General staff support shall include: Supporting staff to make content updates, streamlining workflows and areas of identified friction or in-efficiency, quality control to maintain good usability, general Wordpress admin support, and creative, strategic and technical guidance when sought.

Wordpress Versioning, Plugins Maintenance

Perform Wordpress version updates, validate and QA Test. Maintain and update Wordpress plugins, validate and QA Test. Conduct monthly checks for needed updates, and collaborate and plan maintenance windows with LAPD staff and ITD support. Monthly checks on outdated plugins and versions is vital to keeping the site secure.

Wordpress Development Support

As part of the general support effort, it is anticipated that small development tasks will be needed in order to meet LAPD's goals. This may come in the form of troubleshooting and deconflicting updated plugins and wordpress versions, or to meet the requirement of an augmented template or new feature. Development tasks of this kind will be supported in the monthly budget. Projects requiring more significant development work shall be evaluated and bid according to the scope and hourly rates listed below. (See Additional Services>Site Improvements)

Technical Support Liaison with ITD (Azure Cloud Hosting Environment):

Work with ITD team as LAPD's technical liaison on problems that may occur on the hosted environment, and collaborate to resolve outages, performance issues, or system updates that require application testing. Ensure direct lines of contact are established between FDG, LAPD, and ITD.

24/7 Emergency Support Availability

Ensure that a FDG staff person is always available by phone/text/email in the event of an emergency need. This would include a site outage, or disruption, or the need to urgently post vital public safety information during a local emergency.

City Web Policy and Standards Compliance

Ensure the website will adhere to the new City Web Policy and Standards, to maintain current and up-to-date information on the website, and notify the Information Technology Agency (ITA) Web Services Team (ITA.WebServices@lacity.org) of new department and project websites to ensure Section 508 (Rehabilitation Act of 1973, IT Accessibility Standards) accessibility checks occur for timely resolution of any identified issues.

Conduct regular ADA Compliance (Section 508 (Rehabilitation Act of 1973, IT Accessibility Standards) checks, and assist LAPD media relations team in understanding best practices for website content creation.

City Information Security Policy Compliance

Update the Cyber Watch List maintained by the ITA Security Office (ITA.Security@lacity.org) with their public facing apps, websites, and servers at least quarterly to allow cyber vulnerability scanning and adhere to the updated City Information Security Policy, requiring all City Departments to implement cyber security controls and practices to protect from data breaches and cybercrimes.

(See Appendix A for detailed descriptions of the Support tasks listed above)

Additional Services

- Collaborative strategic planning and work scope creation for Improvements.
- Collaborative strategic planning and work scope creation for rolling out and supporting LAPD Intranet/LAN.

Support Services Budget

TERM: (12 MONTHS)	COST
MONTHLY FEE Baseline Support Services (16-20 hrs per month)	\$2250 (x12 months)
SUPPORT SERVICES TOTAL (12 months):	\$27,000

*Hours listed are approximations for better understanding/transparency into cost estimates

As Needed Services

As part of the support contract FDG shall by request meet with key LAPD staff to discuss and identify solutions for needed enhancements that fall outside the scope of the baseline support services. FDG will collaborate and provide strategic and technology advice, help prioritize tasks, and will provide written estimates of hours per task at no additional cost. The following rates will be used to estimate the cost of any given task. These rates shall stay in place for the duration of the support contract.

HOURLY RATES

Task	Hourly Rate
Project Management	\$100 per hour
User Experience Design & Strategy	\$125 per hour
Wordpress Developer	\$125 per hour
Specialized Systems Consultant/Engineer	\$225 per hour

Team Leads

Jessica Robins Thompson

Communications, Strategy, and Management (Team Lead)

Jessica Robins Thompson leads teams of designers and technologists to break down and solve complex challenges. As a creative director and designer for 18+ years Jessica has extensive experience with branding, user experience, visual design, and digital strategy. She spearheaded the first online public crime mapping system in the country for LAPD, and launched FireStatLA - an online initiative of Mayor Garcetti and the Los Angeles Fire Department tracking emergency response times. She is currently Owner/Creative Director at Fundamental Design, a strategic design consultancy, and is Faculty at Otis College of Art and Design, where she focuses on process oriented design for web and mobile.

Greg Quinn

Wordpress Developer

Greg has 22 years of experience in the design, engineering and development of websites, mobile apps and software. He has extensive experience in creating technical requirements and plans and following best practices to code and create unique and intuitive web and mobile projects. Greg has produced, designed or coded over 200 websites, mobile apps, chat clients, ads, banners, email templates, dynamic applications and other interactive projects.

Kevin Goldberg

Chief Technology Officer

Kevin oversees and directs all projects with a business-centric technology approach. Bringing together his experience in management consulting and software development, Kevin has helped conceive and develop hundreds of successful business technology implementations. From his early experiences in technology consulting and development, Kevin offers more than twenty years experience combining business and technology. Kevin has delivered successful business and technology plans and strategies for such clients as GE Capital, California Pizza Kitchen, Boston University, the ACLU, Sir Speedy, Move.com, Disney, UCLA, and Reed Publishing, meeting corporate objectives, tight deadlines, and even tighter budgets. His leadership and unparalleled ability to align business and technology processes are key value-adds that keep former clients coming back for new engagements year after year.

About Us

Fundamental Design Group is a Los Angeles based design and tech consultancy focused on comprehensive solutions for web and mobile platforms. Founded by veteran Creative Director and Technologist Jessica Robins Thompson, Fundamental operates off a core value — that the trust we build with our clients will yield the greatest creative and strategic results. Pooling talent from our 20+ years in the tech industry we have collectively worked and innovated in nearly every industry — whether entertainment, technology startups, government, finance, publishing, bio-tech, education, or non profit we bring leadership, skill, and commitment to every engagement.

Terms

Estimated total cost for this proposal is \$27,000 for a total duration of 12 months. \$2,250 per month billed at the end of each month of service (in arrears).

Project Scope: If project scope expands beyond the original outlined in this proposal, client will be notified, and no cost overruns will occur without explicit client approval. Project scope herein is for the support and maintenance of LAPDonline.org, as well collaborative strategic planning and scoping of website improvements, and scoping of the rollout and support of the new LAPD Intranet/LAN. Extension of these services beyond those described herein would be bid separately according to the rates and process outlined in the "As Needed Services", or as an amendment to this proposal at LAPD's discretion.

Postponement or Cancellation: Should the project be delayed indefinitely or canceled any time Fundamental Design Group will be owed any fees according to the project payment schedule to-date of cancellation.

Browser Compatibility: Sites are optimized for mobile devices (Android and iOS), tablets, and the most commonly used/ recent browser versions including: Chrome, Safari, Firefox, Edge, Internet Explorer, and Opera. Browser compatibility bugs will be addressed as an aspect of the Support Services scope of work.

Limitation of Liability: Client shall not hold Fundamental Design Group, or his/her agents or employees liable for any incidental or consequential damages which arise from any aspect of the Project. Fundamental Design Group disclaims all implied warranties, including the warranty of merchantability and fitness for a particular use. Client expressly agrees that it will hold Fundamental Design Group harmless for all liability caused by Client's use of website or third party applications used or delivered by Fundamental Design Group.

Hosting: Client is responsible for their own hosting services (currently with LAPD ITD) FDG will serve as a collaborator and liaison between LAPD and ITD and will work with ITD staff to ensure that all website hosting requirements are met.

Copyright: Client maintains copyright to all materials including design elements, website code, and content.

Acceptance Terms: Support Services

General Staff Support

Wordpress Versioning, Plugins Maintenance

Wordpress Development Support

Technical Support Liaison with ITA (Azure Cloud Hosting Environment):

24/7 Emergency Support Availability

City Web Policy and Standards Compliance

City Information Security Policy Compliance

(See page 3 and Appendix A for detailed descriptions of the support tasks listed above)

AUTHORIZATION FOR THE SCOPE OF WORK BASELINE SUPPORT MONTHLY FEE IN THE AMOUNT \$2,250 PER MONTH FOR 12 MONTHS TOTALING \$27,000.

Los Angeles Police Foundation

Fundamental Design Group

By _____

By  _____

Name: _____

Name: Jessica Robins Thompson

Date Signed: _____

Date Signed: 06/24/2022

Appendix A

The following list is a more detailed list of Support tasks as described by the LAPD Media Relations division. These tasks specifically address LAPD website sections, and protocols. This appendix shall serve as a more detailed description of the support tasks described in the Baseline Support Services Overview.

- Technical support contract making the Vendor "on-call "therefore the Vendor can assist in a range of issues that may come up in the course of running a site and software of this scale and will provide assistance for content updates for current and future webpages, QC for optimal usability, Content Management System (CMS) admin support. Types of activities that the technical support will consist of is as follows: Interfacing with LAPD ITD Hosting for internal and external restarts, Helpdesk/Software Support, Troubleshooting and Video support for the Officer Involved Shooting and Critical Incident matrix with videos and corresponding reports, Major Media Incident Notification System (MMINS), modifications to current elements of the website and website security.
- Ensure current and added content complies with Americans with Disabilities Act (ADA) compliance utilizing city platform Monsido for broken links, formatting errors and misspellings via monthly/quarterly reports.
- Ensure that the LAPD Online Website maintains its position as a World renowned Website to enhance law enforcement proficiency and efficiency by providing Historical Executive Summary Crime and Use Of Force Reports, Electronic submission Online Reporting forms, Electronic submission Complaint Forms and Electronic California Public Records Act content and submission forms.
- Continue support for expanding and encouraging community support and understanding via advisories and Citizen Police Academies, E-Policing and Community Outreach programs published on the LAPDonline.org website and Social Media platforms within the public website.
- Wordpress updates to be performed with quality assurance tests, all plugins to be updated and QA tests.
- Conduct monthly site checks for outdated plugins and or versions to ensure maintaining the site is secure and responding to all outages, performance issues or system disruptions, DDOS and site attacks and coordinate with LAPD ITA Azure Support team and LAPDonline staff.
- 24/7 vendor emergency support availability.

INTRADEPARTMENTAL CORRESPONDENCE

August 24, 2022
2.2.4

TO: Chief of Police

FROM: Commanding Officer, Media Relations Division

SUBJECT: LOS ANGELES POLICE FOUNDATION GRANT REQUEST FOR LAPD
ONLINE UNIT WEBSITE TECHNICAL SUPPORT AND SERVICES

Media Relations Division is requesting that the attached grant application be approved for the Los Angeles Police Department (LAPD) Online Unit's website technical support and services with Fundamental Design Group (FDG).

The technical support and services contract is a general support contract making FDG "on-call" to assist in a range of issues that may occur in the course of running a website and software of this scale. Types of activities that the technical support will consist of, but are not limited to, server assistant with Information Technology Agency, WordPress plugins, helpdesk/software support, troubleshooting and video support for LAPDTV, modification to current and future elements of the website and website security.

The LAPD's contract with FDG positively impacts the community, ensuring the information provided on the site is up-to date and accessible.

If you have any questions regarding this matter, please contact Sergeant Frank Preciado at (213) 486-5910.



KELLY M. MUÑIZ, Captain
Commanding Officer
Media Relations Division

APPROVED:



DANIEL RANDOLPH, Deputy Chief
Chief of Staff
Office of the Chief of Police

APPROVED:



MICHEL R. MOORE
Chief of Police

Attachments