

## 2-10/030.00 - Communications and Fleet Management Bureau

Communications and Fleet Management Bureau provides for quality communications vehicles, and vessels in a cost-effective manner to support the operations of the Department. The bureau is comprised of eight primary units:

- Communications Center/Radio Room:
- Fleet Management Unit;
- Interoperability Section;
- Mobile Solutions Section;
- Communications Solutions Section;
- MDCS Training Unit;
- Data Solutions Section; and
- Information Technology Section.

Disaster Communications Service Unit which is managed by the Communication Center/Radio Room.

This Bureau is responsible for:

### Communication Center/Radio Room

- Delivery of radio communicating services;
- Computer Aided Dispatch (CAD) system specialists;
- Alarm system central monitoring for Los Angeles County facilities (aka “Manitou Alarms”);
- Emergency Alert System (EAS) activations;
- AMBER alerts;
- Coordination of “Alert LA” activations (shared responsibility with EOB);
- Assignment of radio call numbers;
- Custody of voice and digital radio transmission records;
- Initiating voice interoperability system for LARTCS (Los Angeles Regional Tactical Communications System);
- Tactical radio channel management;
- After hour’s notification for Department vehicle tow; and
- Monitoring and coordinating of “3SI” tracking and “ETS” systems.

### Fleet Management Unit

- Budgeting for replacement of vehicles, vessels and related equipment;
- Preparing specifications for the lease or purchase of vehicles, vessels, accessories and equipment;
- Pre-purchase evaluating and testing of equipment;
- Prioritizing and expediting equipment repairs;
- Reporting of statistics on fleet operations;
- Maintaining vehicle inventory records;

- Maintaining vehicle take home authorization records;
- Maintaining fuel supply and usage records;
- Functioning as liaison between Sheriff's Department, and vehicle/vessel maintenance contractors;
- Coordinating the assignment and replacement of vehicles and vessels; and
- Conduct annual inspections of station/unit fleet.

#### Interoperability Section

- LARTCS (Los Angeles Regional Tactical Communications System) program;
- LARICS (Los Angeles Regional Interoperability Communication System) program management;
- Mutual aid coordination and memorandum of agreements with outside agencies;
- CAL-SEIC coordination;
- Operational coordination of Department Mobile Interoperability Units (MCU);
- Coordinating and responding on FCC matters and policy; and
- Tactical communications responses.

#### Mobile Solutions Section

- Mobile Digital Computer (MDC) program management;
- Evaluation and implementation of new mobile technologies; and
- In-car video.

#### Communications Solutions Section

This section provides support in four major areas: oversight of the Department's communications infrastructure and systems engineering, radio services (repair and maintenance), cellular phone and radio inventory control, and telecommunications. These responsibilities include Department vehicles, Sheriff's stations, other County facilities and communications sites.

- Identifying and resolving communications problems;
- Budgeting for the Department's communications infrastructure costs;
- Planning and facilitating assistance with portable radios and cellular telephone communications for special events and other Department needs;
- Coordinating the planning, purchasing, installation and maintenance of communications sub-systems in liaison with other County entities (i.e., Internal Services Department, Sheriff's facilities, etc.);
- Radio programming;
- MDT support (limited to repair and replacement of MDT's);
- Department issued calling cards;
- Issuance, billing, and tracking of cellular devices;
- Repair, replacement and maintenance of all mobile communications equipment for the entire Department, to include but not limited to; voice and data radios (portable and mobile), mobile digital terminals (MDT's), mobile digital computers (MDC) first point of contact for repairs, siren controls, base stations, etc.;
- Testing and evaluation of new communications related equipment, such as new mobile and portable radios, MDT's, and other communications systems;

- Develop, fabricate, and test special and experimental electronics equipment;
- Develop, test, and implement Sheriff's voice radio channel plans for all portable, mobile and base station radios; and
- Managing the Department Service Order Account (DSO) and Service Level Agreement (SLA) as it relates to the communications infrastructure, maintenance, new projects, expenditures, and billing.

#### MDCS (Mobile Digital Communications System) Training

- Training personnel in the use of the Computer Aided Dispatch (CAD) equipment, to include station desk operations (complaint, dispatch, and watch deputy), mobile computing, and E-911 answering equipment;
- Develop and provide training for MCU participants;
- Conduct annual inspections of station/unit desk operations;
- Training for patrol school, security assistants, and security officers;
- Assist in evaluation of equipment for station desk and patrol use;
- Assist HelpDesk resolution of issues related to CAD, MDT, and MDC;
- Adding and verifying users to MDT/MDC systems;
- Research, develop, and deploy elearning (LMS) products related to CAD, MDT, MDC, and other CFMB products;
- Liaison with JDIC and other Data Systems Bureau training elements; and
- Function as Bureau LMS Coordinator.

#### Data Solutions Section

- Advance Surveillance and Protection Unit (ASAP) program management;
- Bureau reserve/volunteer program management;
- Quality assurance programs; and
- Advanced planning.

#### Information Technology Section

- Maintaining, evaluating, enhancing, upgrading, and replacing components of the Mobile Digital (Data/Voice) Communications System (MDCS);
- Computer Aided Dispatch (CAD) system management;
- Data center liaison;
- Technical advisory and support;
- Video alarms program management;
- Bureau website;
- Console Switch Interface system management;
- CSI WAN Management; and
- NG911 coordination.