

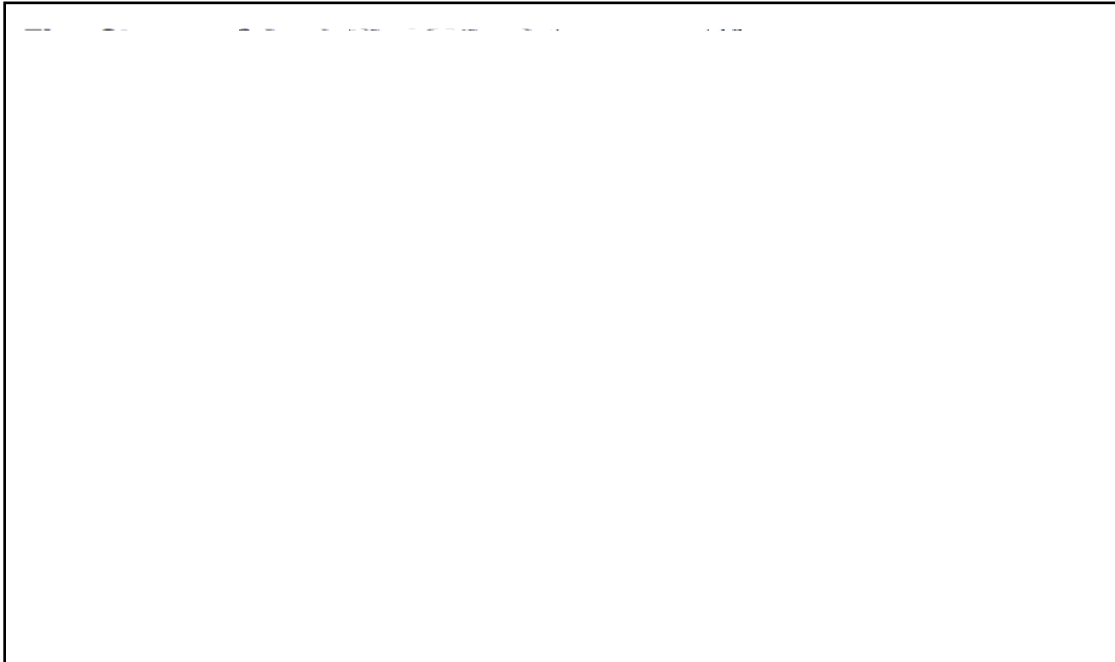


A Data Analytics Journey at the Los Angeles County Department of Environmental Health

: Los Angeles, California
: Stuart Rekart, Principal Information Systems Analyst
: Los Angeles County Department of Public Health
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The Los Angeles (LA) County Department of Public Health serves over 10 million people and its





LA County is committed to being transparent and sharing its data in a variety of ways that allow the public to easily access this information. It has been involved with Yelp for over three years and shares restaurant inspection data through the LIVES (Local Inspector Value-Entry Specification) standard, which populates inspections scores on Yelp review pages and has been very successful in engaging the public. The department posts results from pool, housing, food truck, and restaurant inspections, along with closure information for these health programs on its website. In addition to sharing data on a case-by-case basis, the department works to share its data en masse through an open data portal, where data are free, accessible, and available in a format that anyone can download directly to their computer (or access via an Application Program Interface [



Figure 2
Dashboard Example of Staff Activity Measured Against a Key Performance Indicator

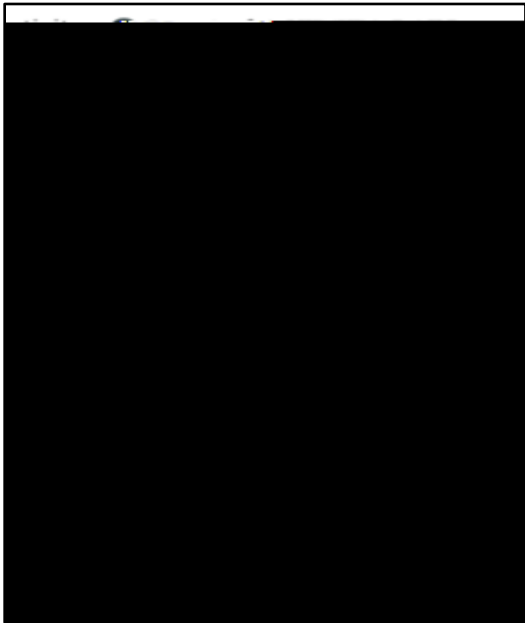


Figure courtesy of Los Angeles County.



process improvement mindset identifies what can/should be measured and then tracks the impact of change to alter and improve future outcomes.

To help shift the culture in the department, LA County anticipates developing an analytics council to help executives understand how powerful data are, and to help managers, leadership, and IT staff engage the council to help solve problems. The council will utilize available data to make decisions to demonstrate to staff how a data analytics cycle can work. The goal is to be a data-driven analytics organization, which requires business, process,

