

Dept of City Experience

City Council Budget Committee

Item #1 – Dept Overview

May 17, 2023



Outline

1. Why Dept of City Experience?
2. Department Organizational Structure
3. Mayor/Council Retreat Goals
4. Tulsa Planning Office Focus
5. Animal Welfare Focus



Tulsans who said:

My **neighborhood** is the perfect **place** for me (***I belong***); and

City leaders in Tulsa **care** about what people like me think (***I am heard***)

Were **2.1x** as likely to be thriving...

...More than any other factor...

Feeling of safety (1.6x)

Access to affordable housing (1.5x)

Economic growth opportunities (1.4x)

Access to arts & entertainment (1.3x)

Access to healthcare (1.2x)

Gallup Tulsa Citivoice Index Final Report, Jan. 2021

2020 Gallup-Tulsa Citivoice Index (data collected Jan. 2020)	North Tulsa (74110)	East Tulsa (74128)	West Tulsa (74107)	Midtown (74105)	South Tulsa (74133)
Would you recommend the neighborhood where you live to a friend?	38%	43%	60%	83%	88%
I have a lot of trust in my neighbors.	20%	17%	32%	42%	31%
Outside of my household, there is someone who lives nearby I could turn to if I was having a personal crisis.	36%	37%	52%	52%	41%



Where we're going... Dept of City Experience

- Residents who feel they **belong** in their neighborhood and in the City
- Residents who say they feel **heard**
- Building neighborhood **leadership capacity**
- Neighborhood associations with clear **goals**
- Greater **trust** in the City and neighbors
- Neighborhoods with unique **identities**
- Residents rooted in their neighborhood, leading to **investment** in place
- Housing **investment** and supporting **policy** to increase affordable housing
- Improved neighborhood **safety** and **maintenance**
- **Crime reduction**
- Human Centered Design (services & places)
- Comprehensive **problem solving** *with* the community



MAYOR/COUNCIL RETREAT PRIORITIES

JANUARY 2023



HOMELESSNESS

- Low Barrier Shelter
- Tulsa Housing Challenge
- Complete 3H Task Force and implement recommendations
- Evaluate internal processes for affordable housing development



CUSTOMER SERVICE

- Create a citizen contact position
- Identify two-way customer communication solutions to reduce language, location and access barriers
- Improve customer feedback loop
- Website Enhancements, short- and long-term goals
- Increase public access to data



NEIGHBORHOOD CONDITIONS

- Establish framework for Department of City Experience
- Strategy with measurable outcomes to improve Quality of Life in Neighborhoods to include:
 - Animal Welfare
 - Access to Services
 - Improved urban planning
- Emphasized focus on specific corridors:
 - Kirkpatrick Heights, 61st and Peoria, 71st Corridor, and Dawson



HABITABILITY

- Fund, implement, and establish protocols for proactive code enforcement in multi-family complexes
- Clarify habitability standards by amending existing ordinances



EMPLOYEE RECRUITMENT, RETENTION & COMPENSATION

- Understand current state of vacancies
- High vacancy departments develop recruitment strategies with budgetary impacts
- Tulsa Police staffing



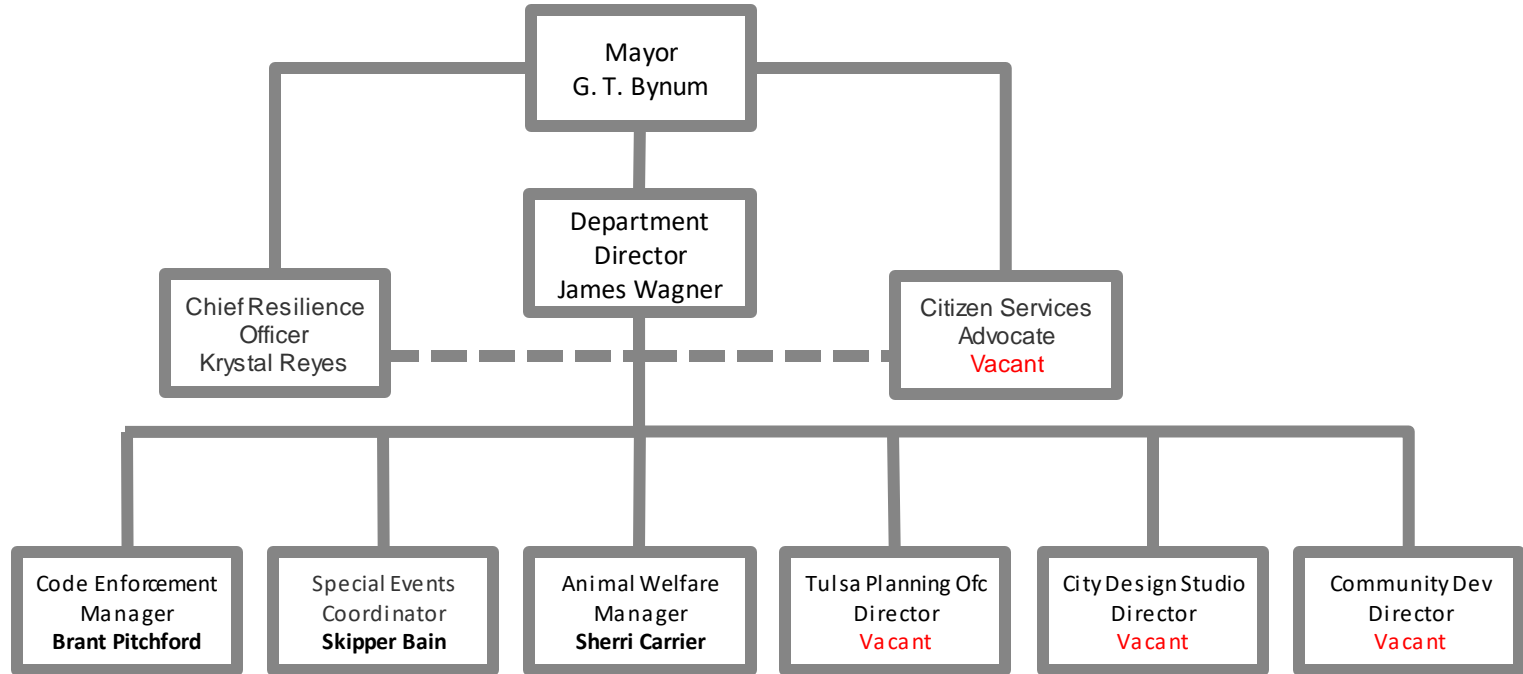
CAPITAL PROGRAMS

- Inventory capital needs
- Reorganization to maximize efficiencies and competition
- Confirm consulting needs



City of Tulsa

Department of City Experience





Tulsa Planning Office <ul style="list-style-type: none">• Current Planning (zoning, subdivision, lot splits/combo)• Strategic / Long Range Planning (PlaniTulsa, neighborhood conditions index)• Historic Preservation• Mapping	Community Development	
City Design Studio	Mayor’s Office of Resilience & Equity	Special Events
Code Enforcement	Animal Welfare	Citizen Services Advocate

Tulsa Planning Office

Customer Service

- City Hall 4th Floor, New phone number, website will remain TulsaPlanning.org

TMAPC

- City cases reviewed by City employees (Tulsa Planning Office)
- County cases reviewed by INCOG Planning Services
- Coordinated agenda posting and minutes

City Board of Adjustment

- Staffed by Tulsa Planning Office

Neighborhood Planning

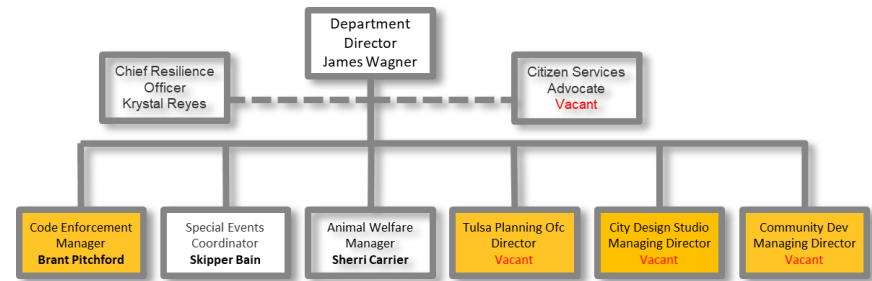
- Neighborhood Condition Index
- Neighborhood Resource Database





<p>Tulsa Planning Office</p> <ul style="list-style-type: none"> • Current Planning (zoning, subdivision, lot splits/combo) • Strategic / Long Range Planning (PlaniTulsa, neighborhood conditions index) • Historic Preservation • Mapping 	<p>Community Development</p> <ul style="list-style-type: none"> • Housing Policy & IOT3 Housing Investment • HOME/CDBG Rehab and Emergency Repair Loans • Neighborhood Capacity Building (Neighborhood Academy) • Vibrant Neighborhoods Program • Destination Districts Program (Main St) 	
<p>City Design Studio</p> <ul style="list-style-type: none"> • Vertical construction design and project management • Urban design implementation (i.e. Zink Lake) • Urban Design • Arts Commission support & policy 	<p>Mayor’s Office of Resilience & Equity</p> <ul style="list-style-type: none"> • Financial Empowerment Center • Justice & Human Rights (Title V Commissions) • Immigrant & Refugee Inclusion • Equality Indicators • Language Access 	<p>Special Events</p> <ul style="list-style-type: none"> • Special event permitting • Wide/Heavy Load permitting
<p>Code Enforcement</p> <ul style="list-style-type: none"> • Nuisance enforcement • Property Maintenance enforcement • Public Ways focused enforcement (New FY23) • Multifamily housing inspections (New FY24) 	<p>Animal Welfare</p> <ul style="list-style-type: none"> • Field operations • Animal shelter operations • Adoption and Foster • Investigations 	<p>Citizen Services Advocate</p> <ul style="list-style-type: none"> • Improved customer service for complex issues • Amplified voice of the citizen

Homelessness



Community Development

- Housing Office – Overall Housing Policy, Preservation of affordable housing (HUD CDBG/HOME rehab/ emergency repair), Investment of IOT3 Housing funds, working with PartnerTulsa on Affordable Housing Trust Fund
- Neighborhoods Office – connecting neighborhood leaders with resources

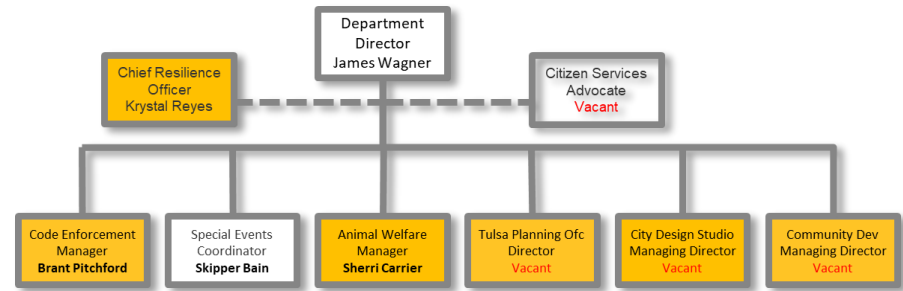
Tulsa Planning Office – Zoning / Subdivision policy for affordable housing, identification of multifamily housing sites

City Design Studio – Community engagement on compact housing

Code Enforcement – Connecting people experiencing homelessness with services, helping neighborhoods with solutions



Neighborhood Conditions



Code Enforcement – Multifamily residential inspection program (w/ Fire Dept), Public Ways proactive inspections

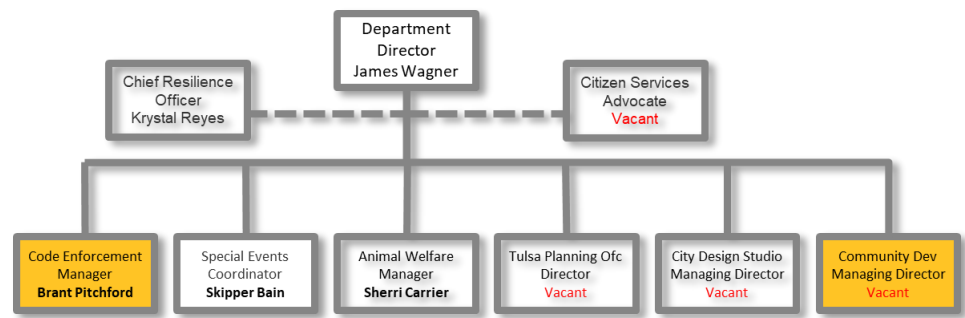
Tulsa Planning Office – IOT3 \$15M Neighborhood Investments, Neighborhood Condition Index, Neighborhood resources database

Community Development – Vibrant Neighborhood Program, Building leadership capacity, Neighborhood Academy relaunch, Creating partnerships between neighborhoods and business/community organizations

Animal Welfare – Stray and vicious animal response, Community education coordinator



Habitability



Code Enforcement

Multifamily residential inspection program (w/ Fire Dept)

Community Development – Housing Office protocol for large scale relocations, building partnerships for needed rehabs



WIN Vacant Positions (as of 5/12/23)

Title	Date Vacated
Code Enforcement	
Neighborhood Inspector II (Rover)	12/3/2022
Neighborhood Inspector II (Demo)	4/23/2023
Neighborhood Inspector II (EMSA)	5/21/2023
Animal Welfare	
Animal Control Officer II	5/21/2022
Animal Control Officer I	3/30/2023
Office Assistant II (TAW)	5/21/2023



Dept of City Experience

City Council Budget Committee

Item #2 – Animal Welfare

May 17, 2023



Animal Welfare

May 2022



Management
Interim Manager



Supervising Animal
Control Officers



Field Animal Control
Officers



Kennel Workers

May 2023



Management
Added Operations Manager



Supervising Animal
Control Officers



Field Animal Control
Officers



Kennel Workers



FY23 Highlights

- New Shelter Manager and Operations Manager
- New x-ray machine
- Fence repair complete
- Parking lot restriped
- New office trailer coming soon
- Progress on new shelter design (est. design complete Jan. 2024)



Facility Improvements



FY24 Budget

Funded in FY24 Budget

- 2 New Lead Animal Control Officers
- Vet Clinic Supervisor / Vet Tech
- Community Outreach & Education Specialist (half-year)

Remaining Needs

- 2 Training/Behavior Workers
- Animal Placement Coordinator
- 2 Animal Control Officers
- 3 Reclassifications of existing positions

