

TulStat - Fire

Well-Being
The City Experience

March 10, 2017



CITY OF
Tulsa
A New Kind of *Energy*®

Tenants and Purpose

- Accurate and timely **intelligence** shared by all
- Effective **tactics and strategies**
- Rapid deployment of **resources**
- **Follow-up** and assessment



Outcomes

- Create a space for **regular dialog** about performance metrics.
- Understand how **strategies impact outcomes** and strategic goals.
- Use data to inform **decision-making**.
- Foster deep **understanding of operational data**, facilitating process transparency and productive communication with the ultimate goal of impacting outcomes.
- Serve as a regular source of **ideas** for efficiency and innovation.
- Serve as a space for **continuous learning**.
- Improve **performance** via discussion, accountability, and follow-up.



Well-Being

1. Improve Tulsan's **overall health**, with a focus on **reducing health disparities**.
2. Support **financial stability** for Tulsa's residents (income).
3. Address **mental health** issues for Tulsa's residents.



The City Experience

1. Increase **tourism**.
2. Decrease **traffic fatalities** and **violent crime**.
3. Create and facilitate quality **entertainment** options.
4. Provide a quality **transportation** network of streets and sidewalks.



Opportunity

1. Increase the **graduation rate** in Tulsa's high schools.
2. Grow Tulsa's **population**
3. Increase the rate of adults with **bachelor's degrees.**
4. Add **new jobs** to the local economy.
5. Provide **access to jobs** through public transportation.
6. Grow Tulsa's **workforce.**



Inside City Hall

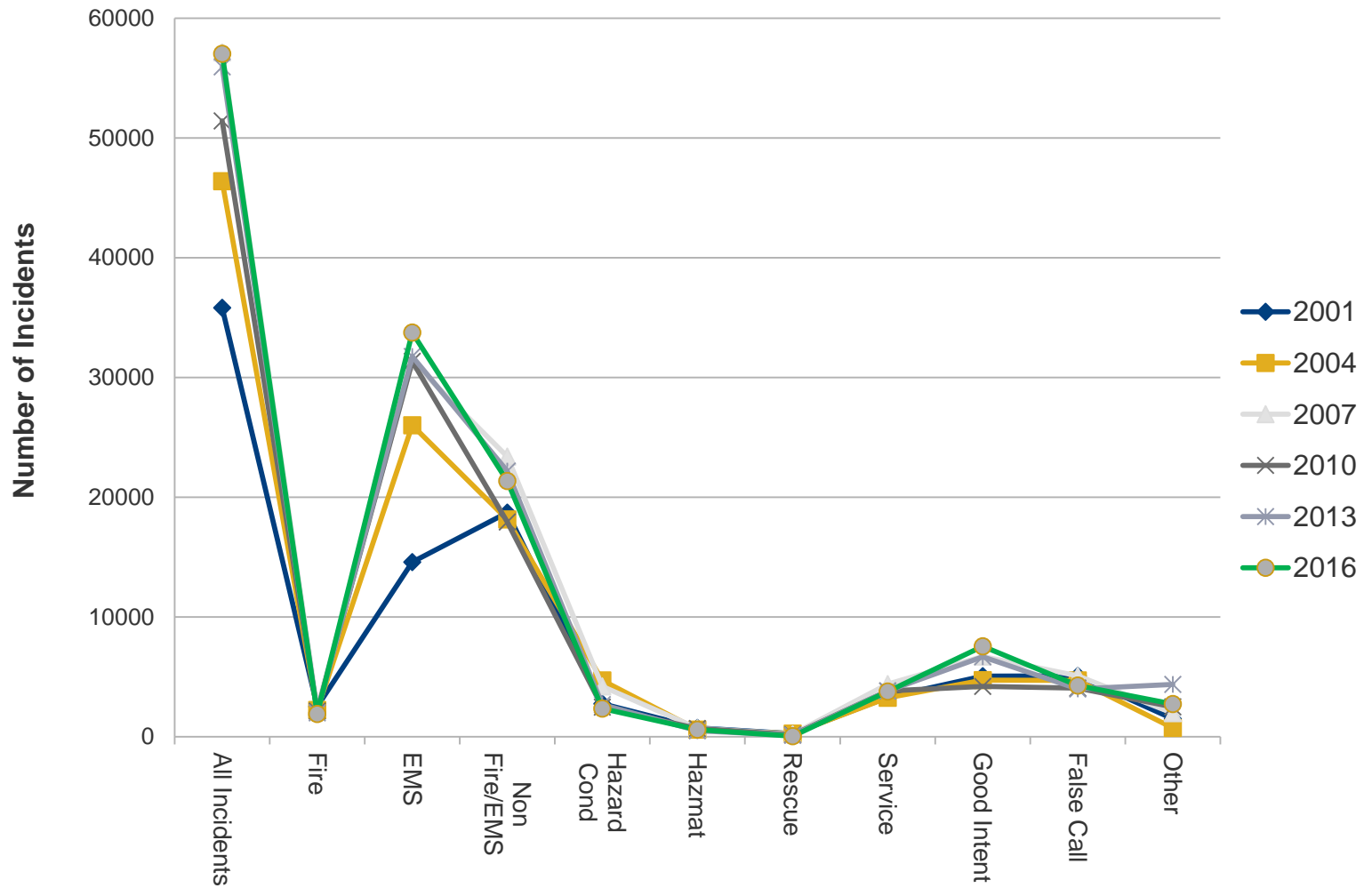
1. Foster a culture that promotes **positive morale** for employees.
2. Ensure employees have up-to-date **training** to perform their jobs excellently.



Performance Metrics	FY 15-16 Actual	FY 16-17 Target	FY 16-17 Estimate	FY 17-18 Target
1.1.1: % of arrival on scene within six minutes from receipt of call	85.1%	90%	85%	90%
1.1.2: Total # of incidents responded to	56,443	57,000	57,000	57,000
1.1.3: # of fire fatalities as a result of accidental fires	4	0	5	0
1.1.4: % of property value saved (value of building compared to the total damage)	97.1%	95%	93%	95%
1.2.1: % of reduction of firefighter injuries from previous year	0%	5%	5%	5%
2.1.1: # of building inspections completed	8,251	7,000	7,000	7,000
2.2.1: % of fire protection system plan reviews completed within 10 business days of receipt	100%	90%	90%	90%
2.3.1: # of public education events	447	500	500	500
2.3.2: # public safety education participants served	87,320	95,000	95,000	95,000
2.3.4: # of free smoke alarms installed	401	600	600	600
2.4.1: % of arson cases cleared by arrest	17%	15%	17%	15%

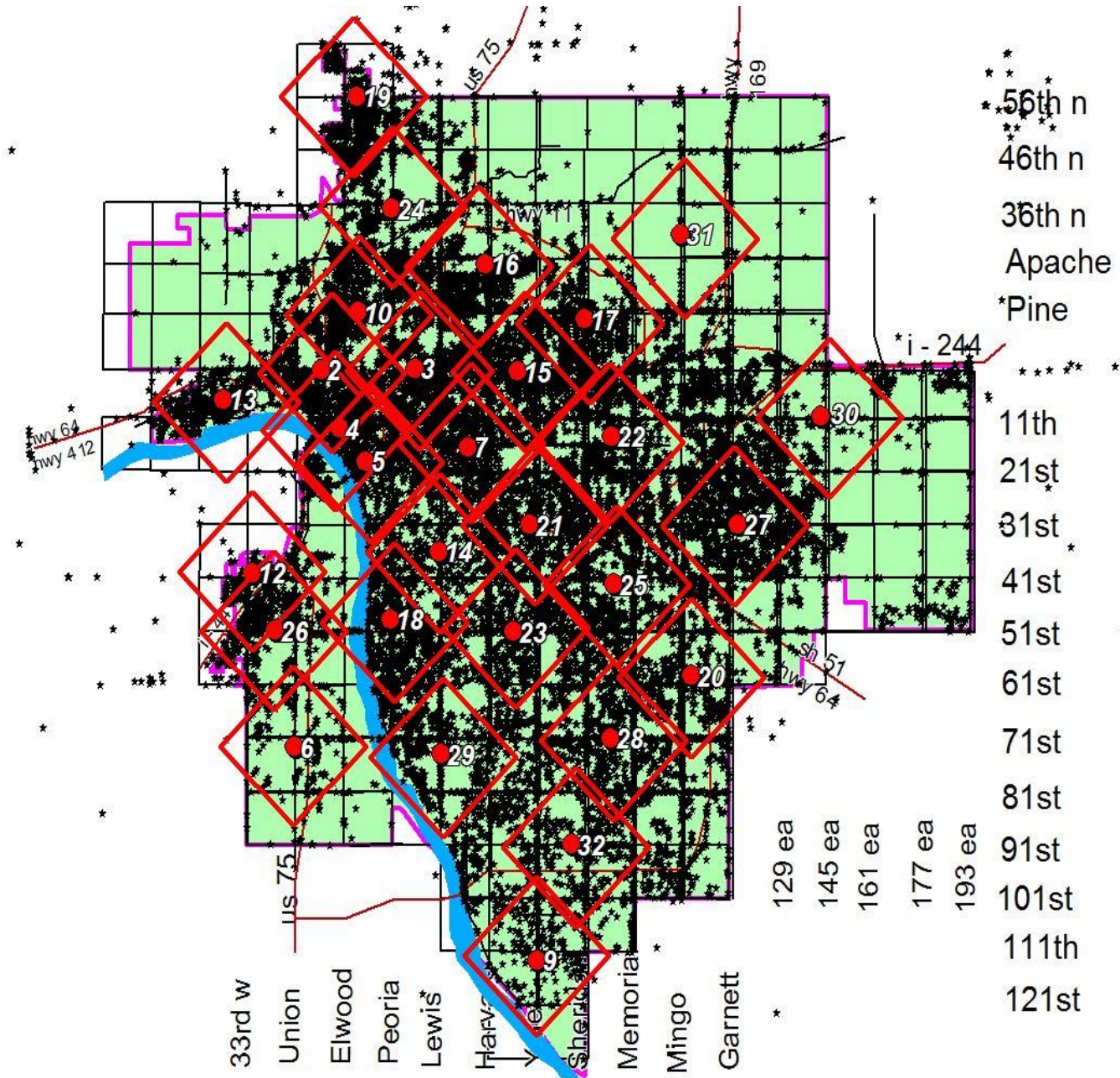


Total incidents - Target: 57,000



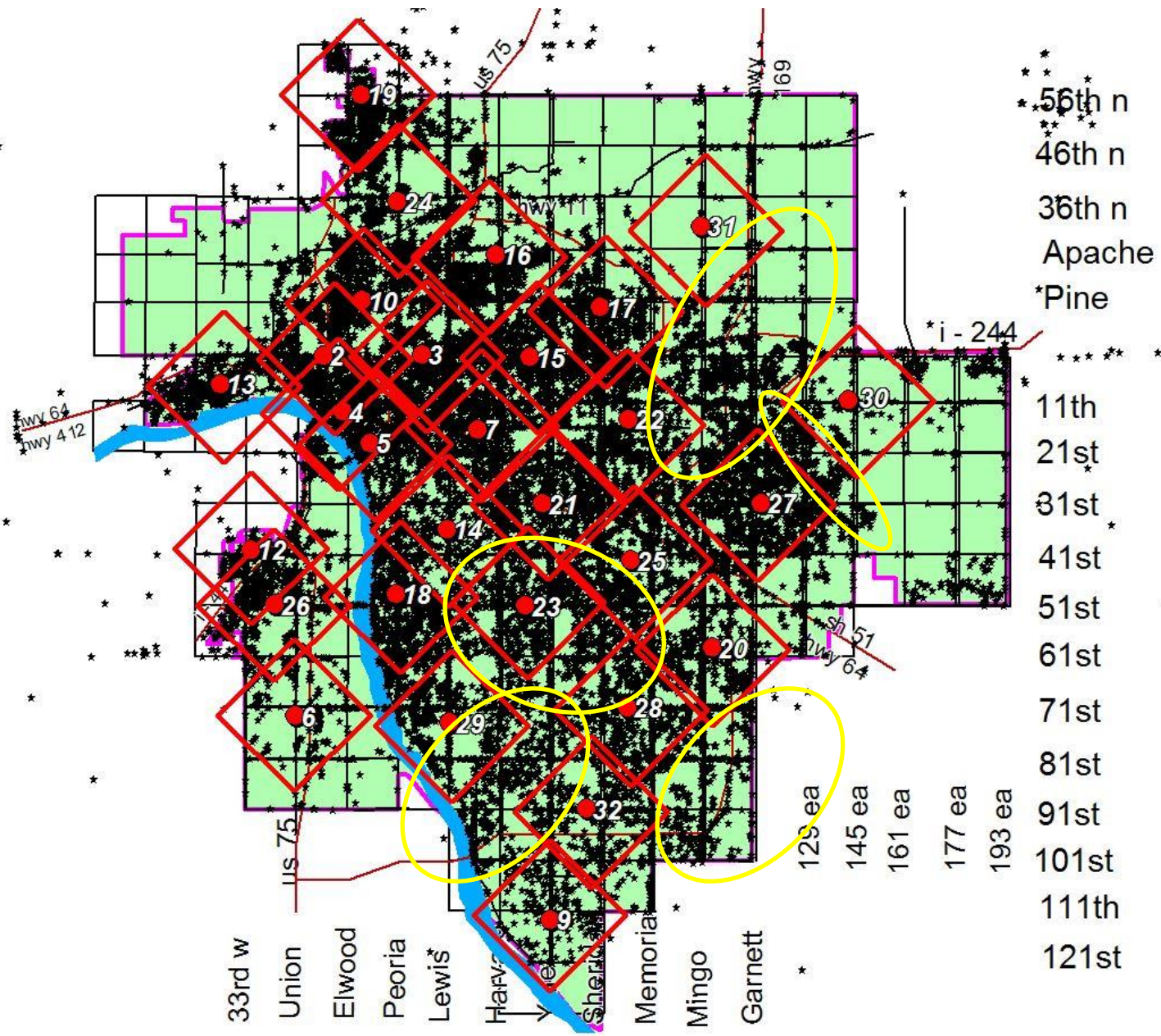


TFD Incidents Plotted



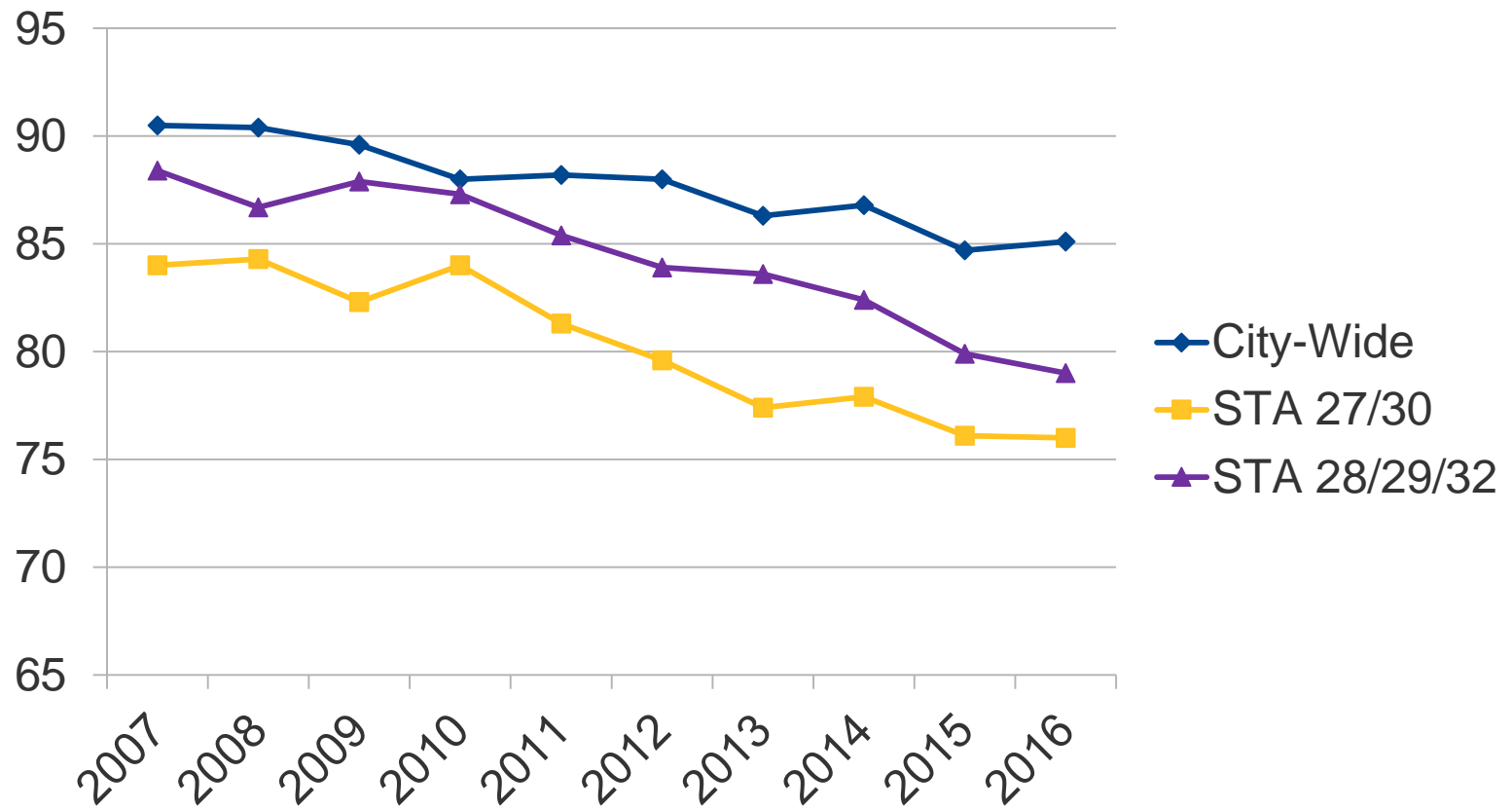


TFD Incidents Plotted



% of arrival within 6 minutes from call

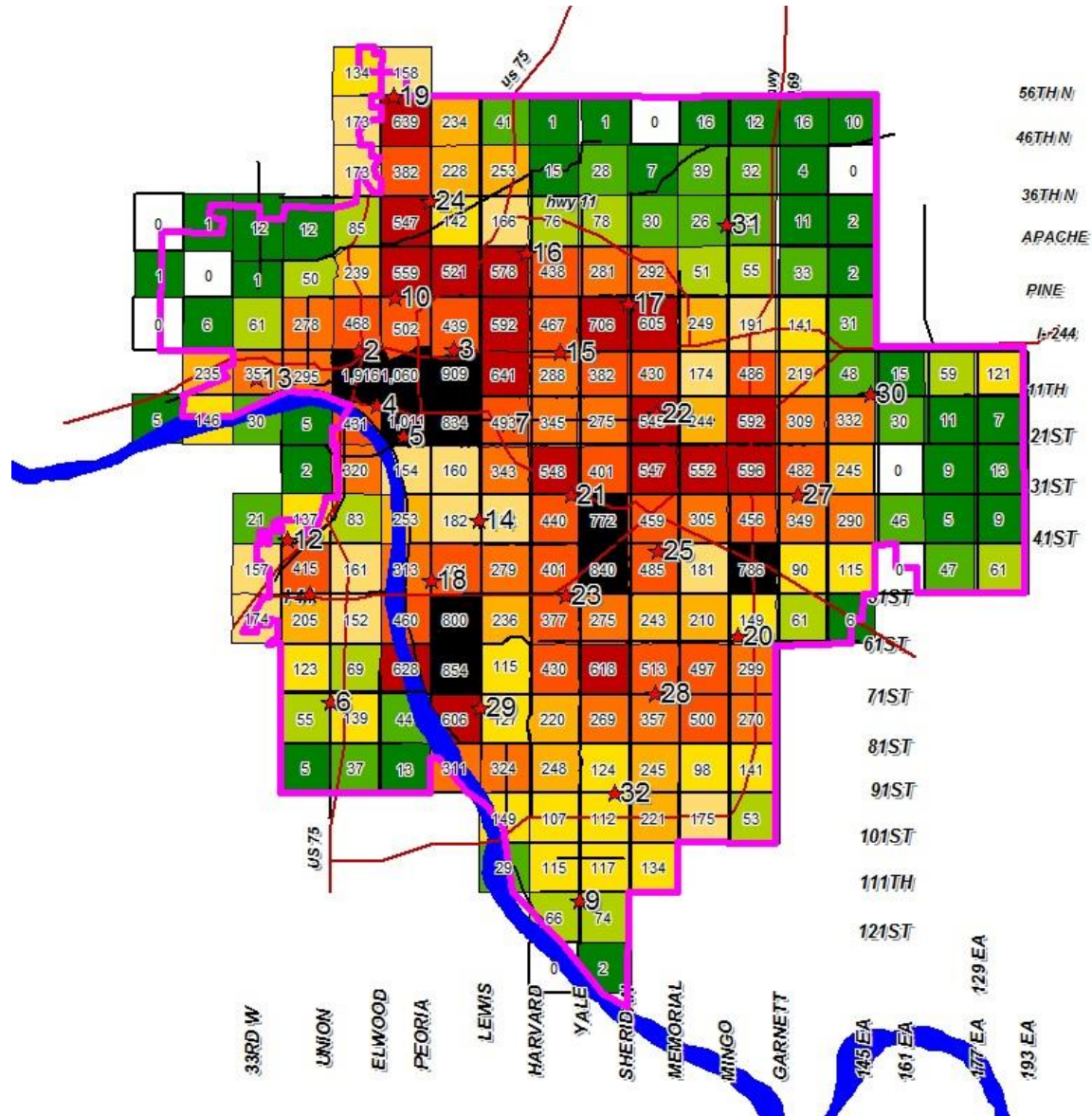
Target: 90% of all emergency calls



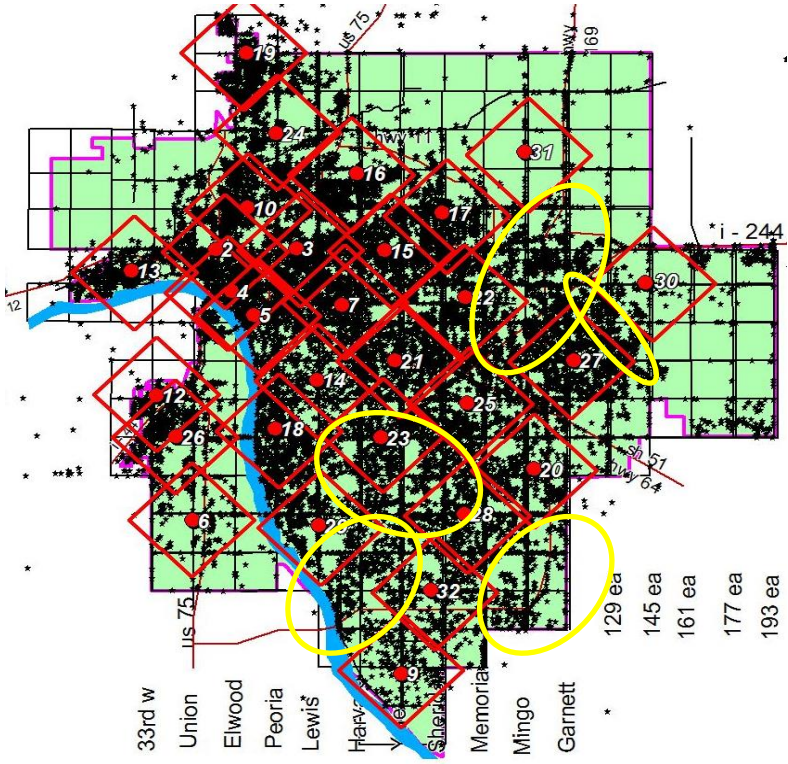
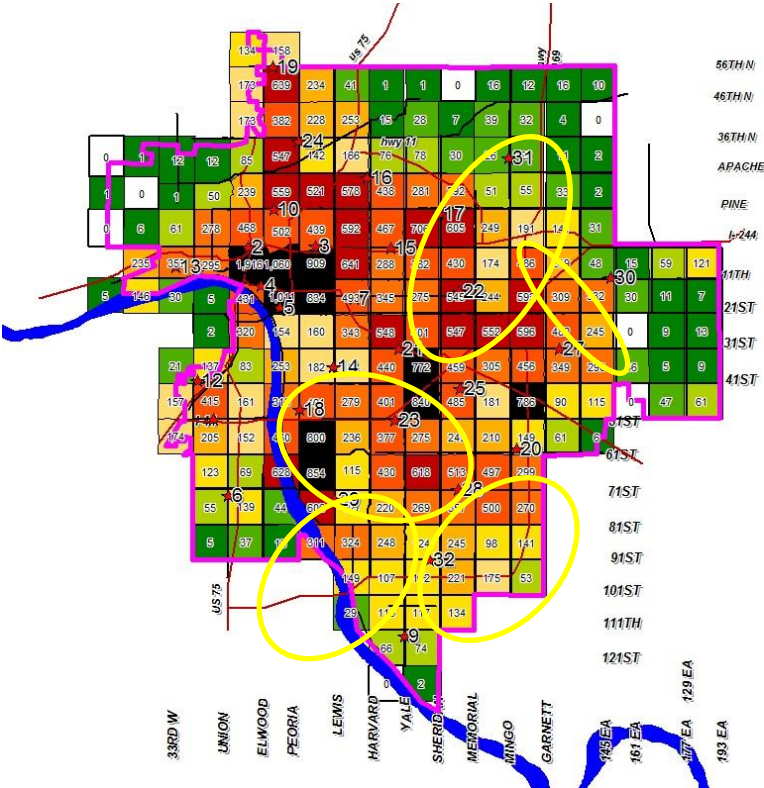
KPI



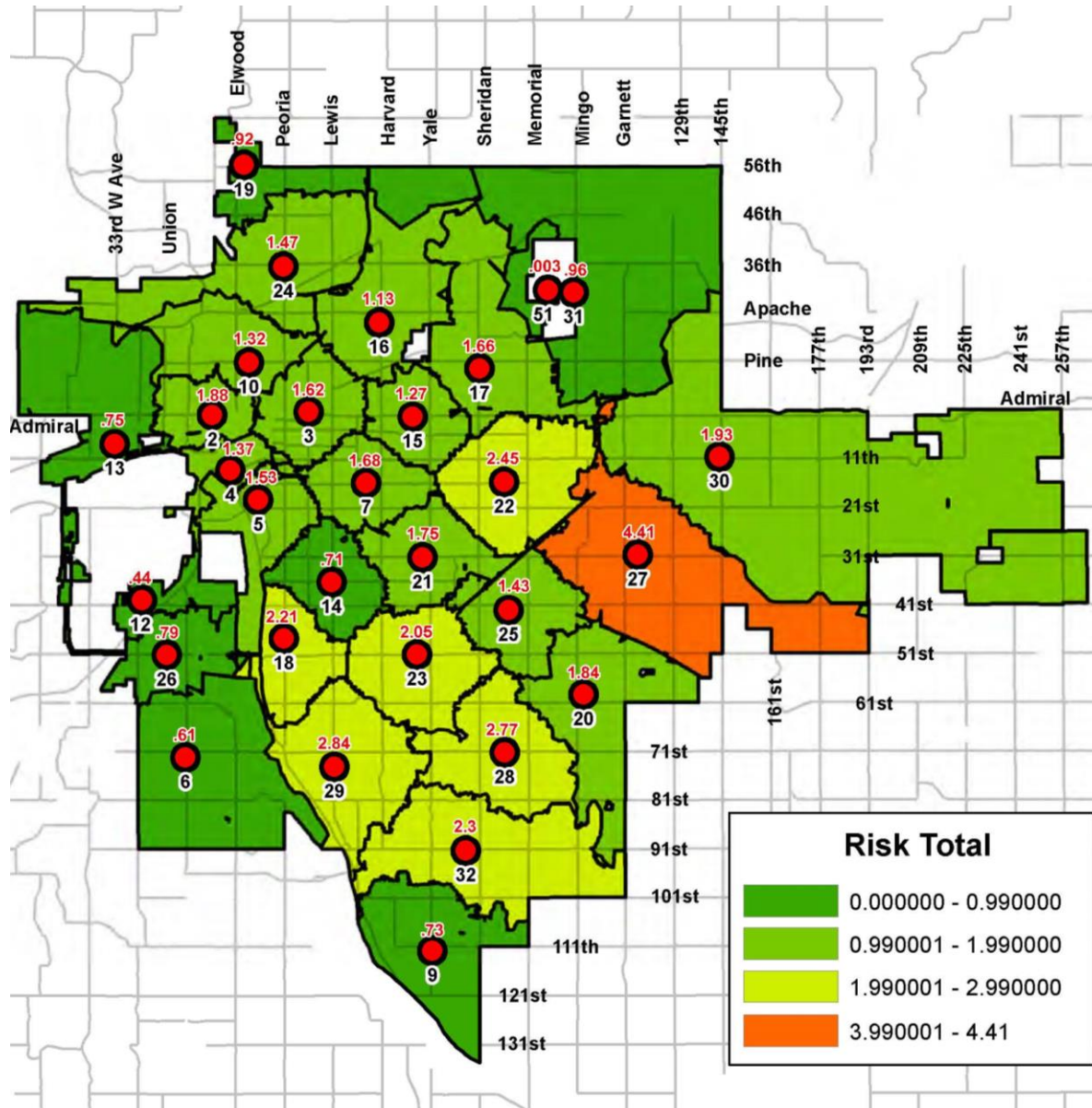
City of Tulsa - Heat map



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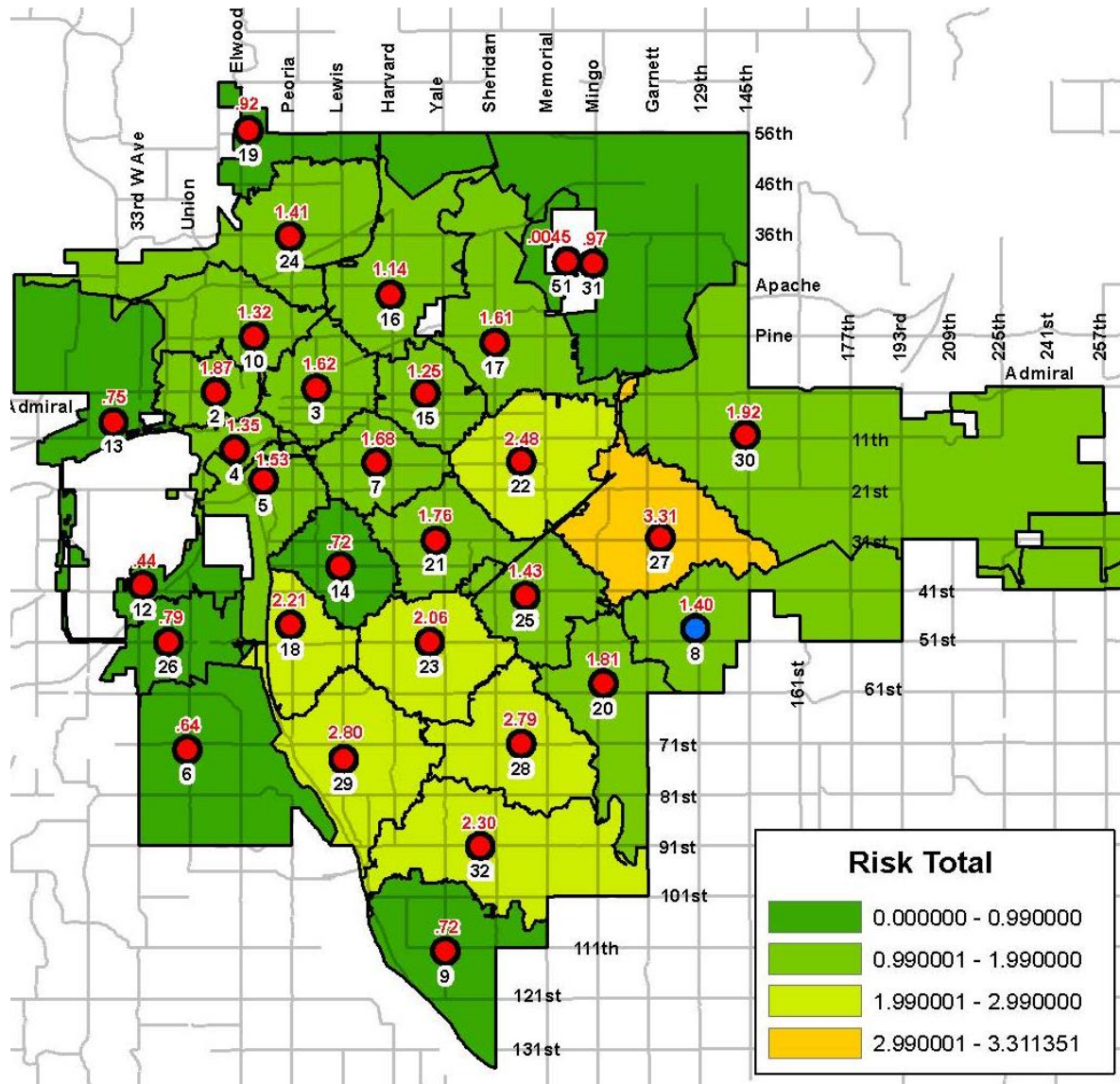
2017 Fire Stations: First-IN Risk



Risk = Probability + Severity + Failures



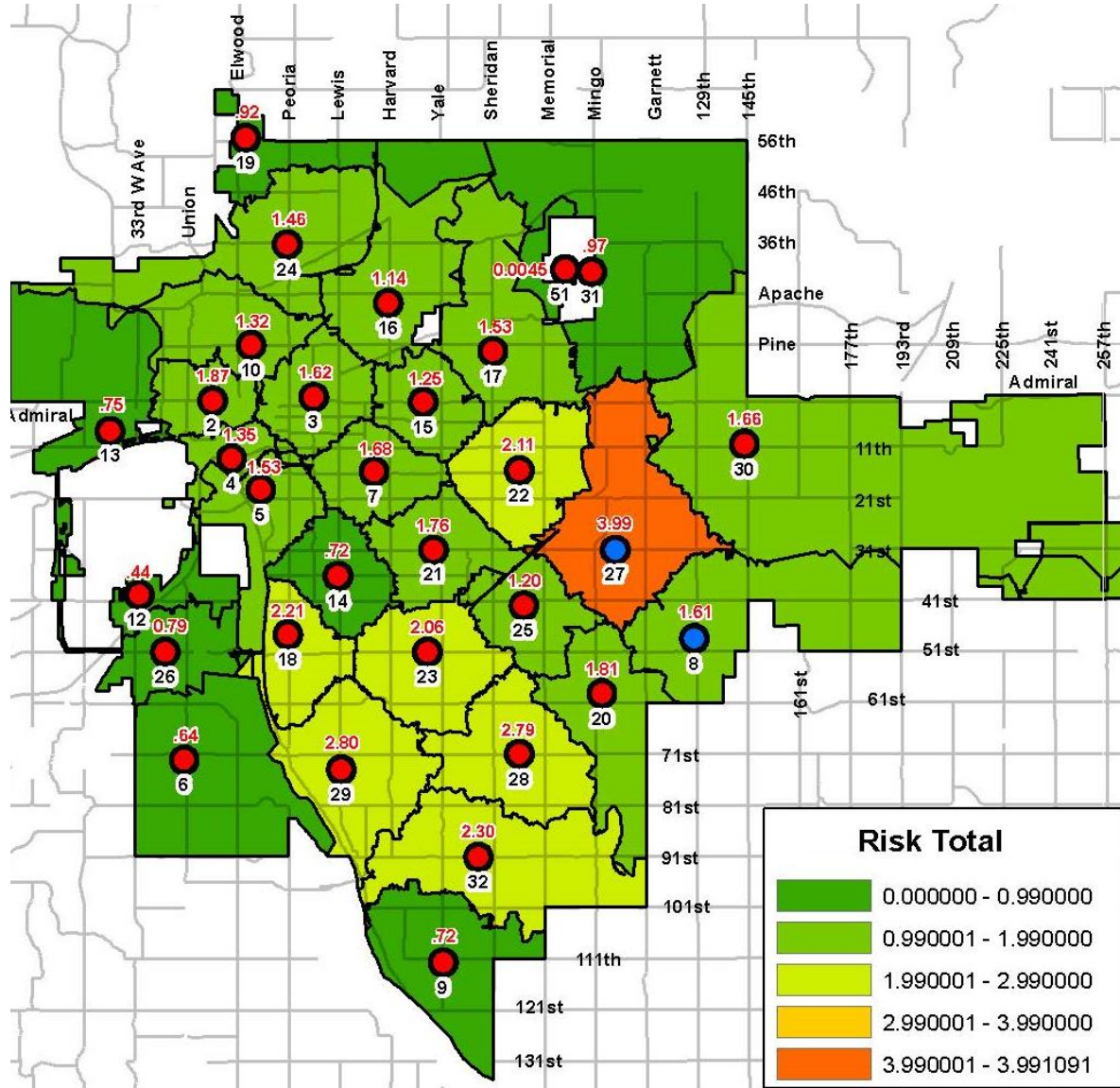
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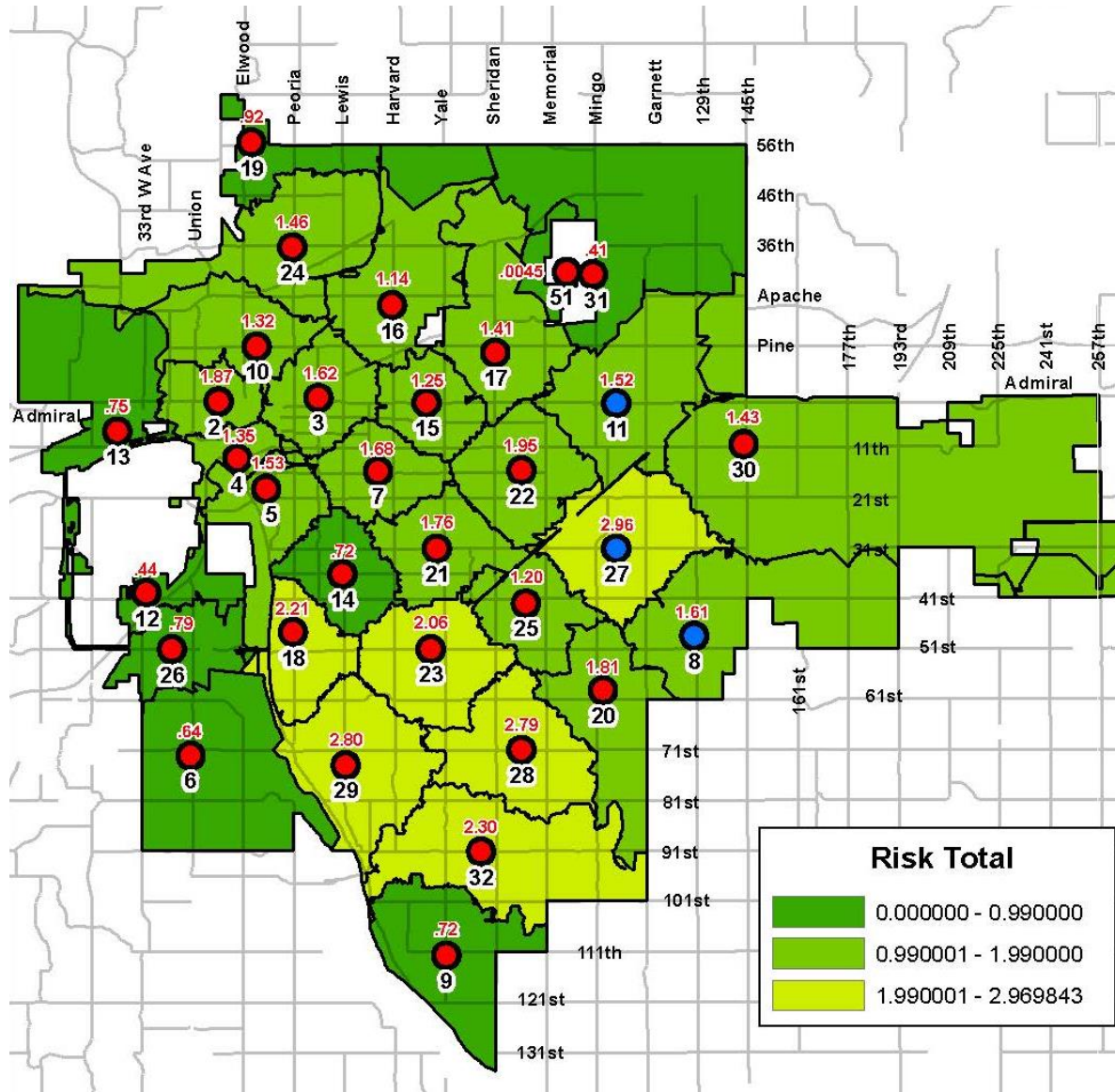
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2017 Fire Stations: First-IN Risk

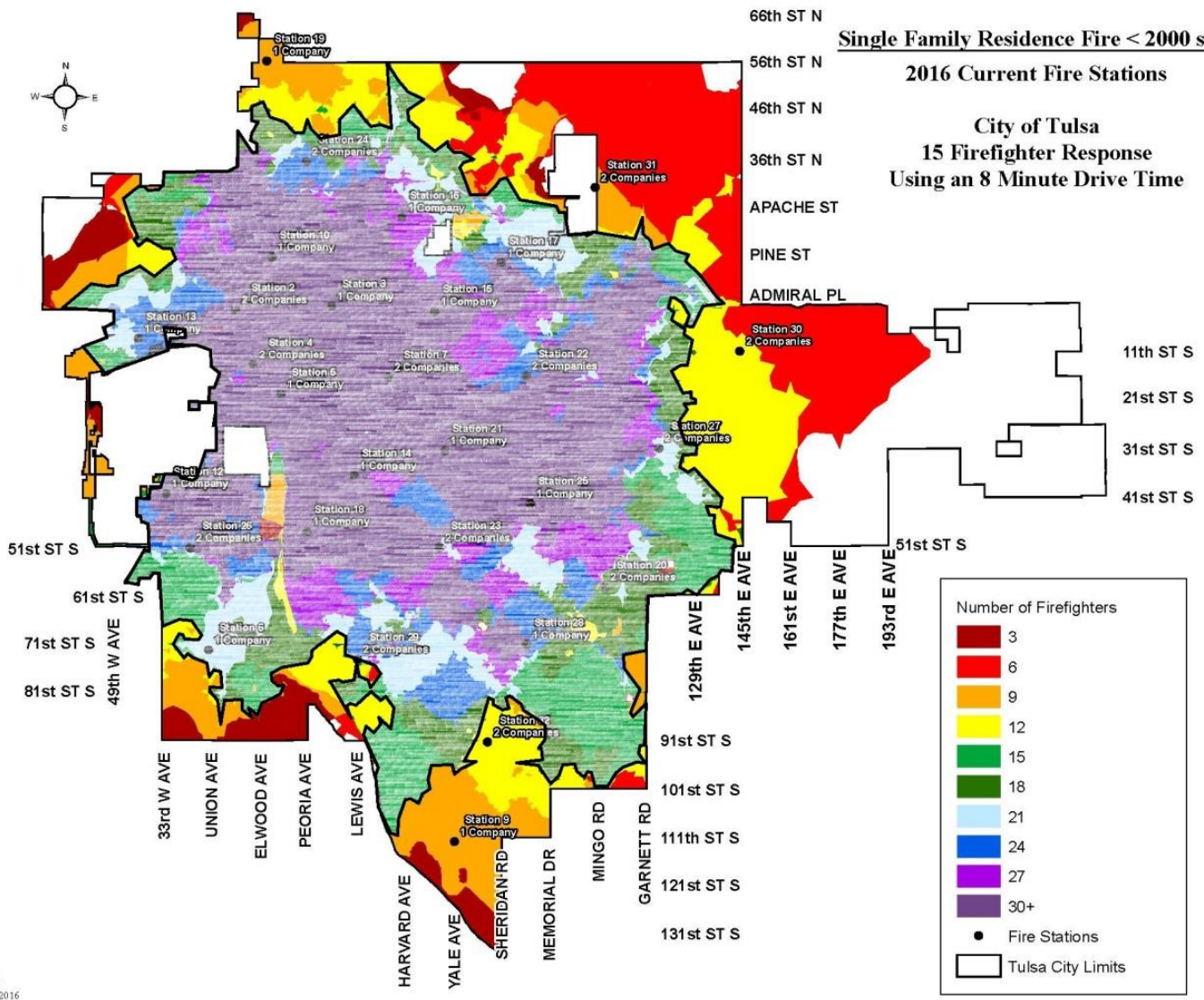




Single Family Residence Fire < 2000 s.f.

2016 Current Fire Stations

City of Tulsa
15 Firefighter Response
Using an 8 Minute Drive Time

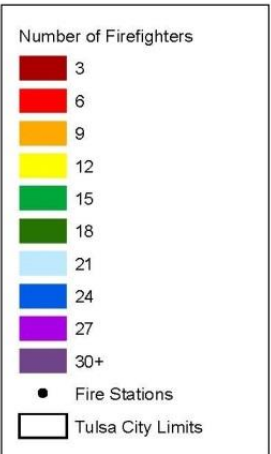
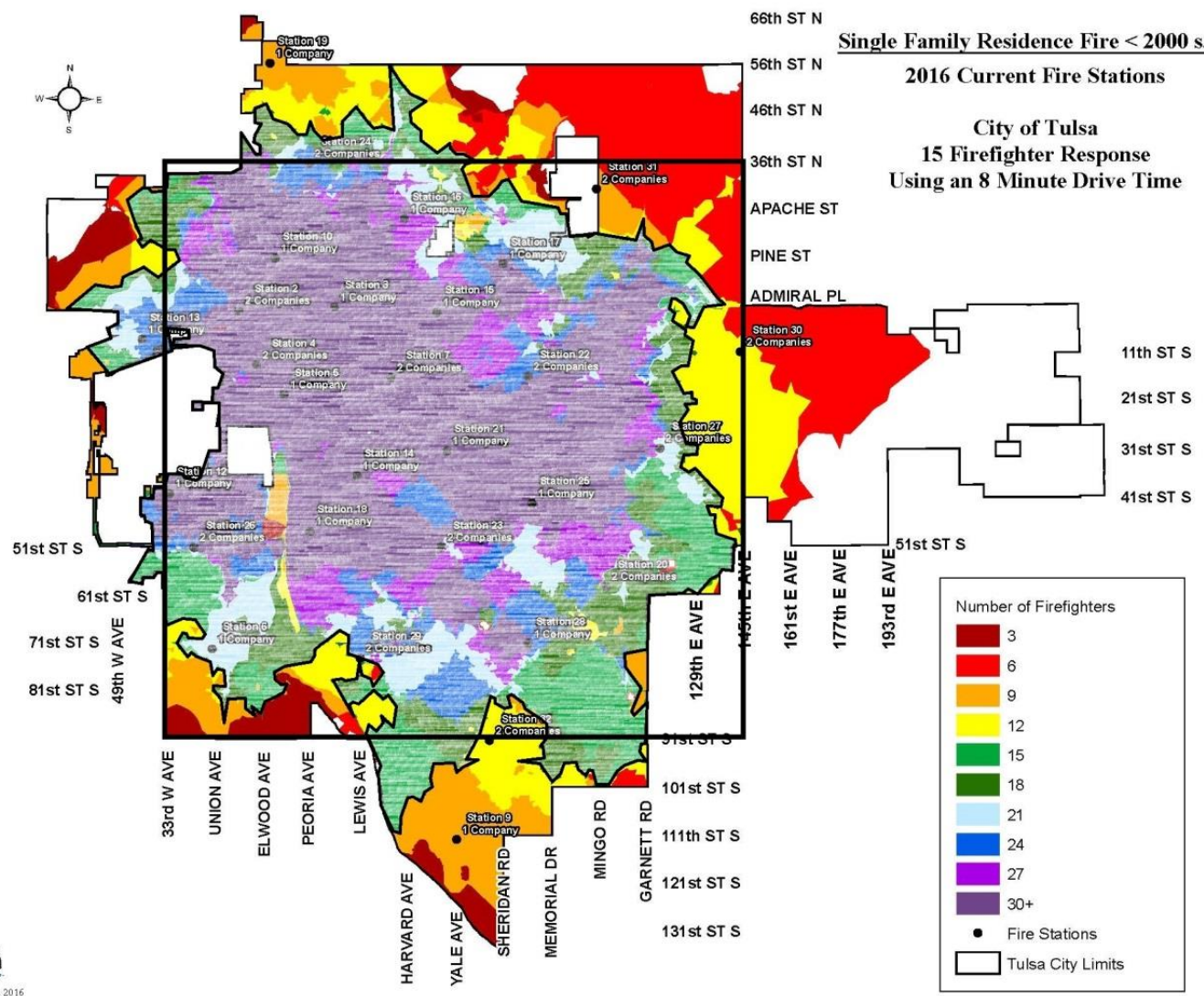


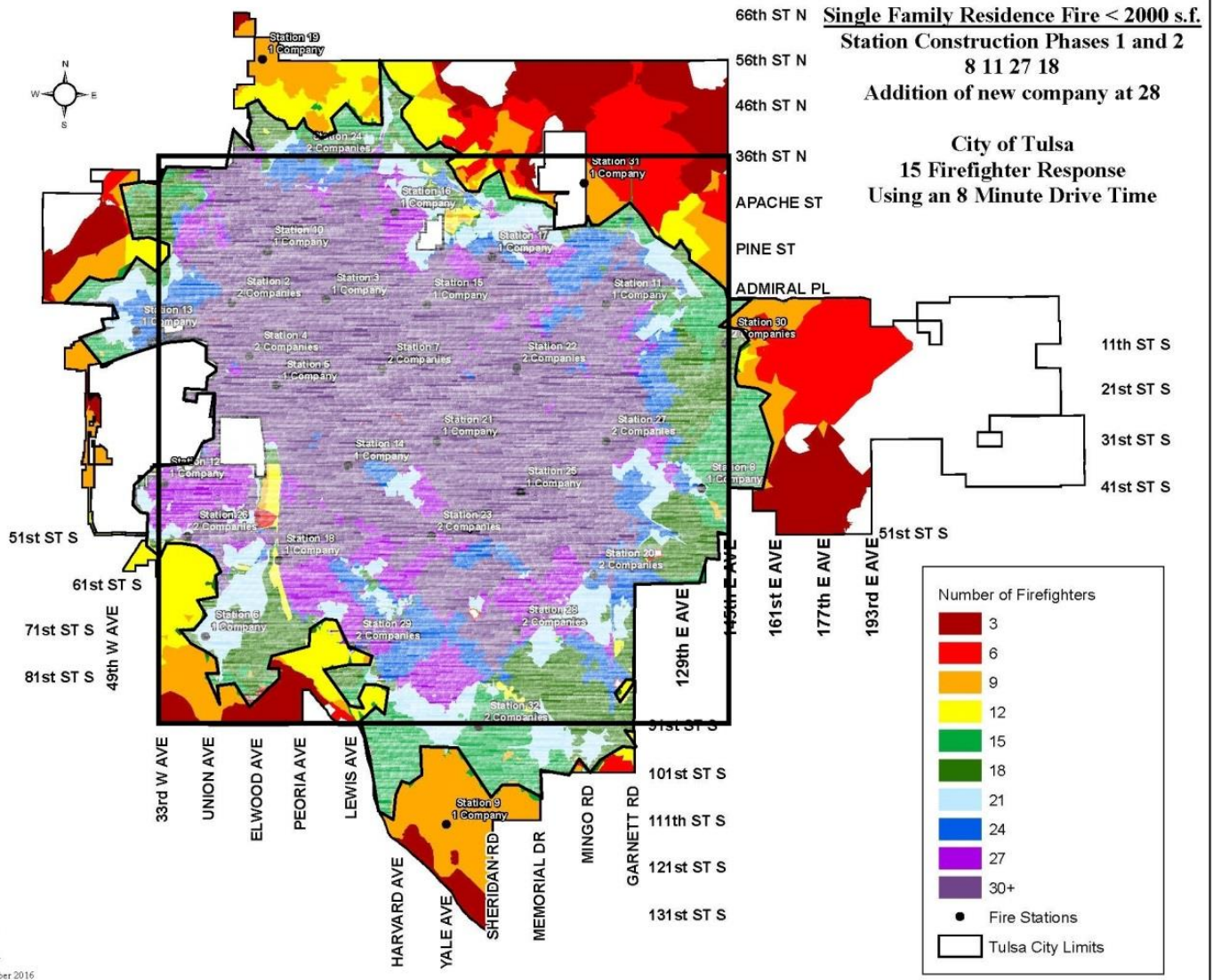


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2016 Current Fire Stations

**City of Tulsa
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Using an 8 Minute Drive Time**





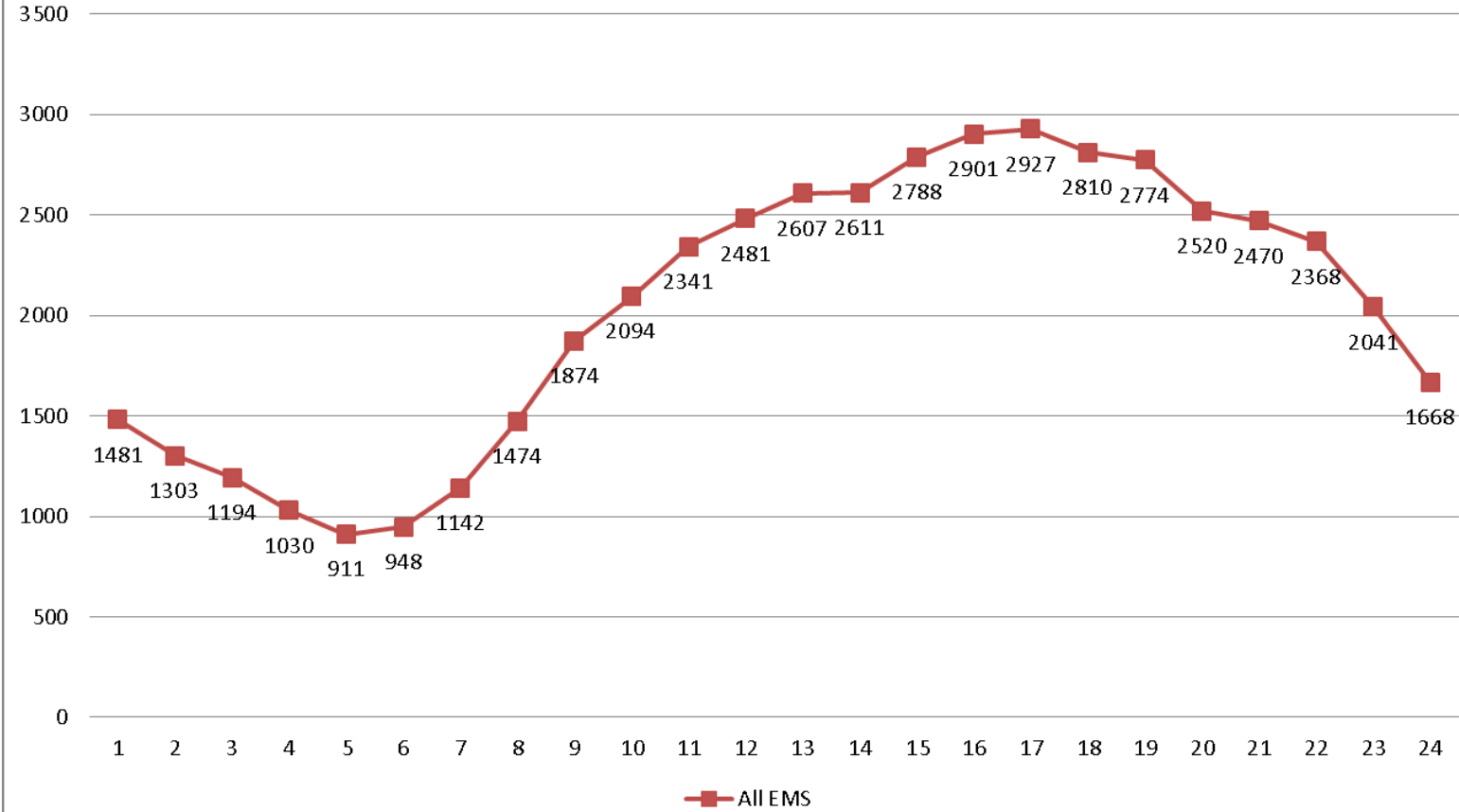
First Hour Quintet

Station	# of First-Hour Quintet Calls	# of Calls with Care Transferred
27	2257	1363
22	1962	798
29	1872	1041
23	1726	709
20	1547	700
3	1271	334
24	1245	995
25	1229	428
28	1229	784
21	1204	662
18	1174	625
2	1055	636
5	1036	330
30	993	659
15	917	441
4	846	536
10	846	711
7	790	407
32	783	328
17	754	679
19	684	598
13	679	500
26	629	495
16	512	550
6	396	251
14	369	235
31	346	214
12	224	246
9	180	104

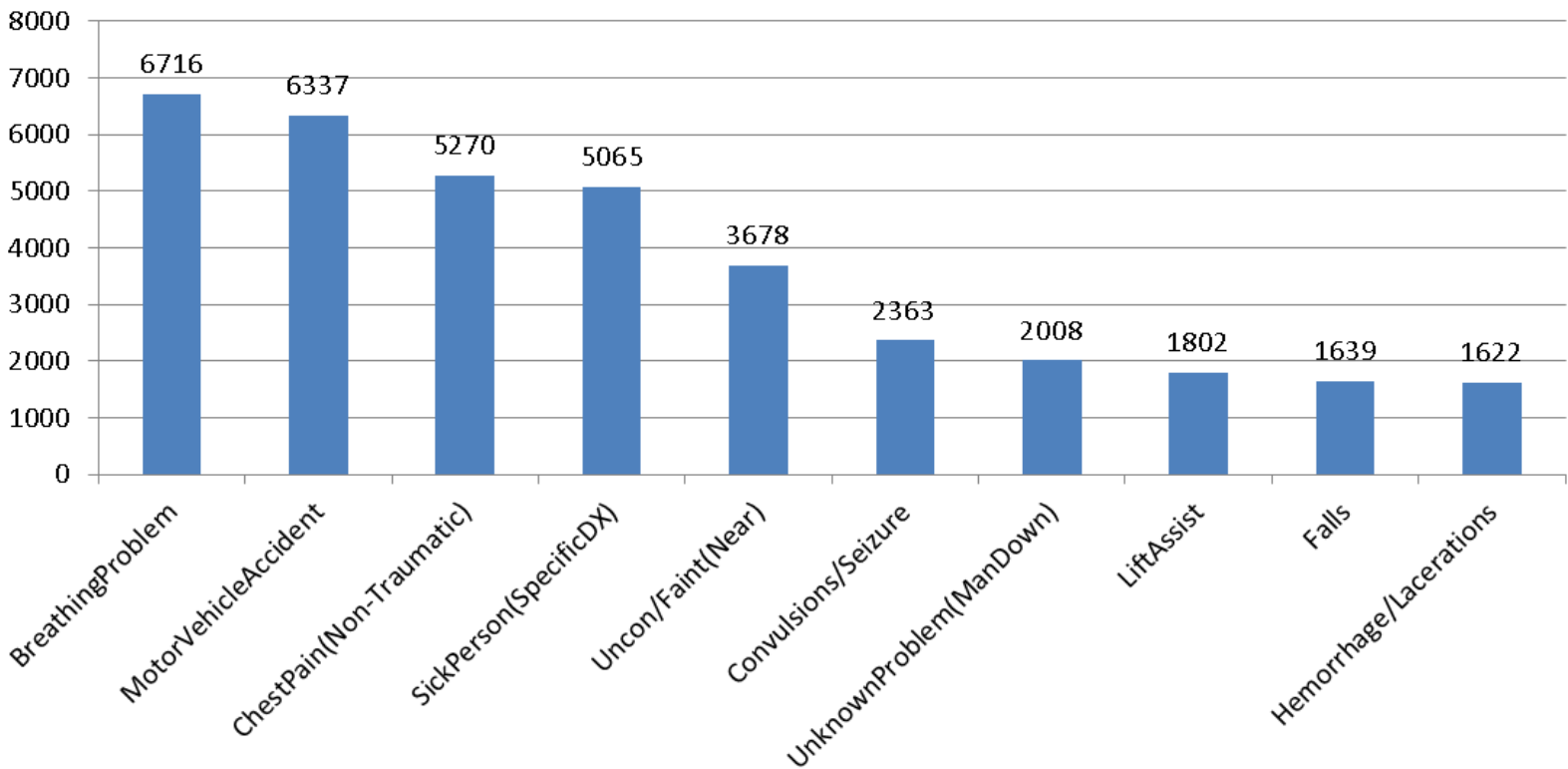
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EMS By Hour of Day

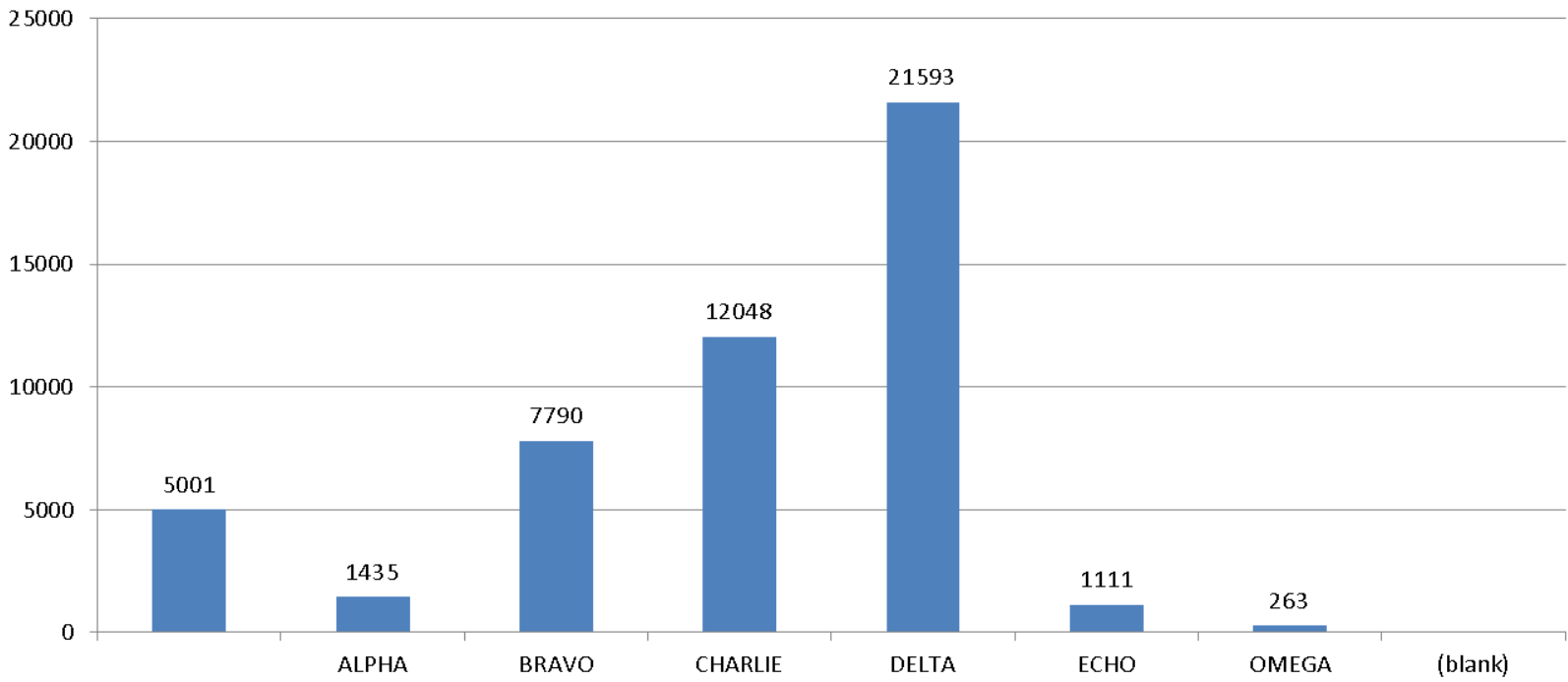


2016 Top 10 Dispatched Medical



Count of ResponseText

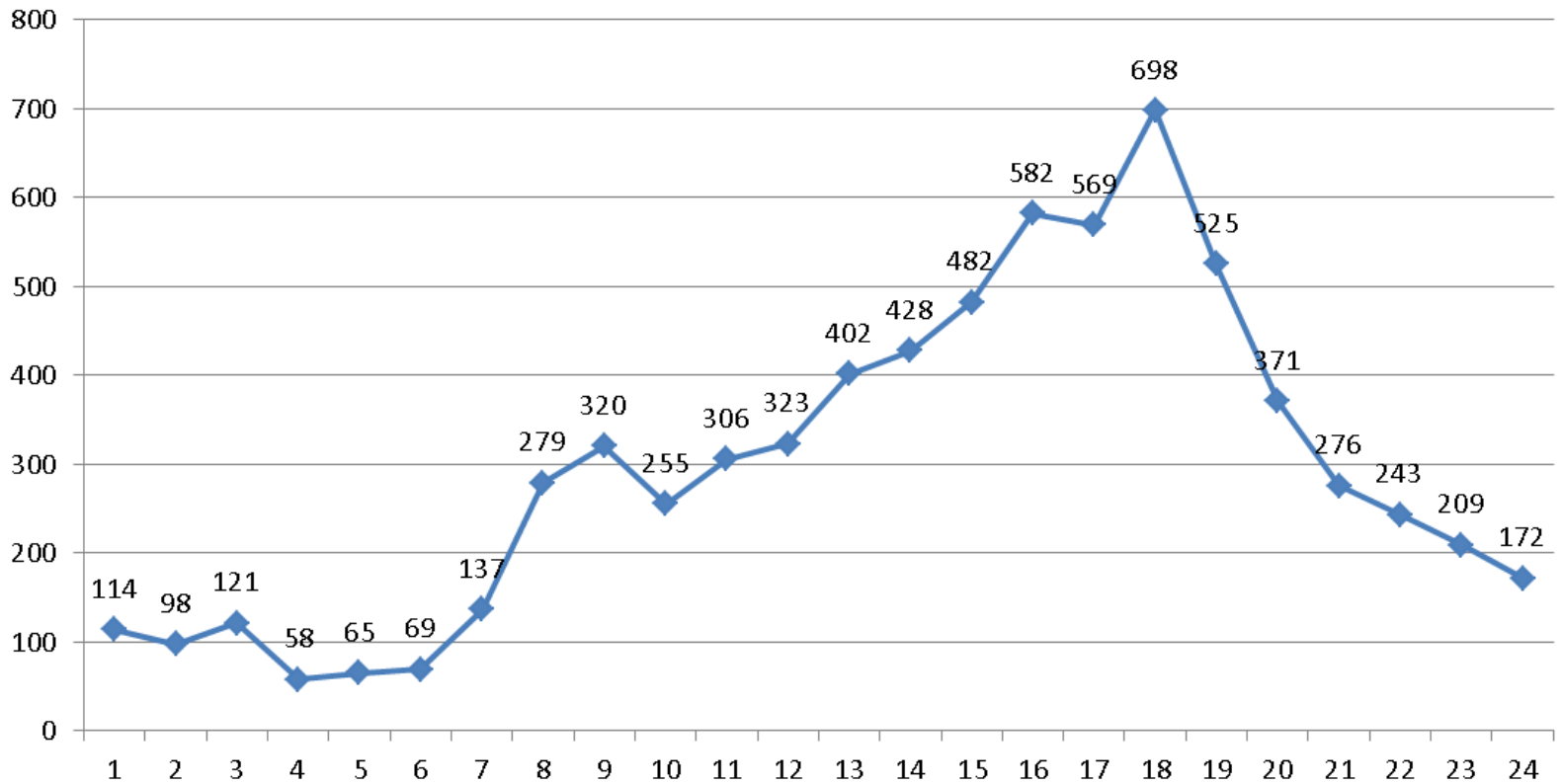
2016 Medical by MPDS



ResponseText

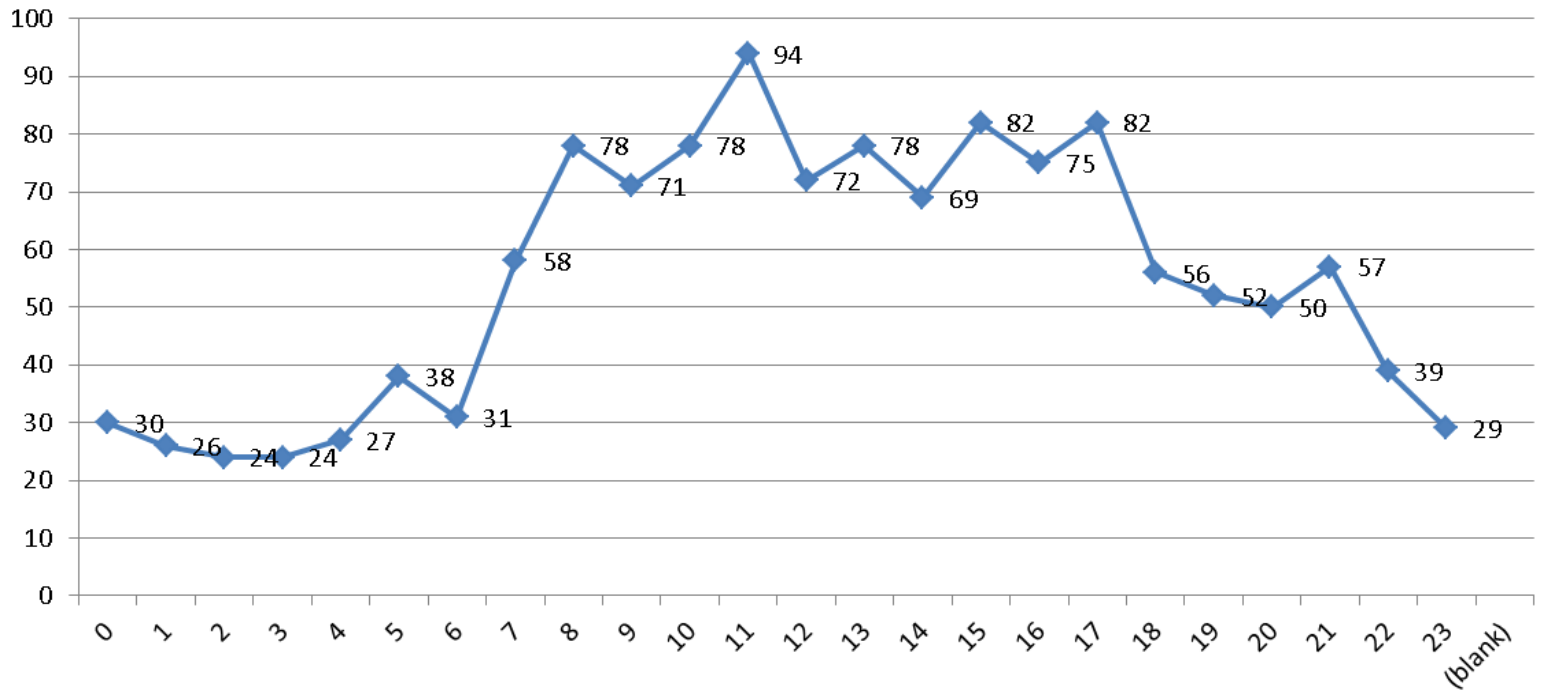


MVC by Hour of Day



Count of HOD

2016 Cardiac Arrest by Hour of Day

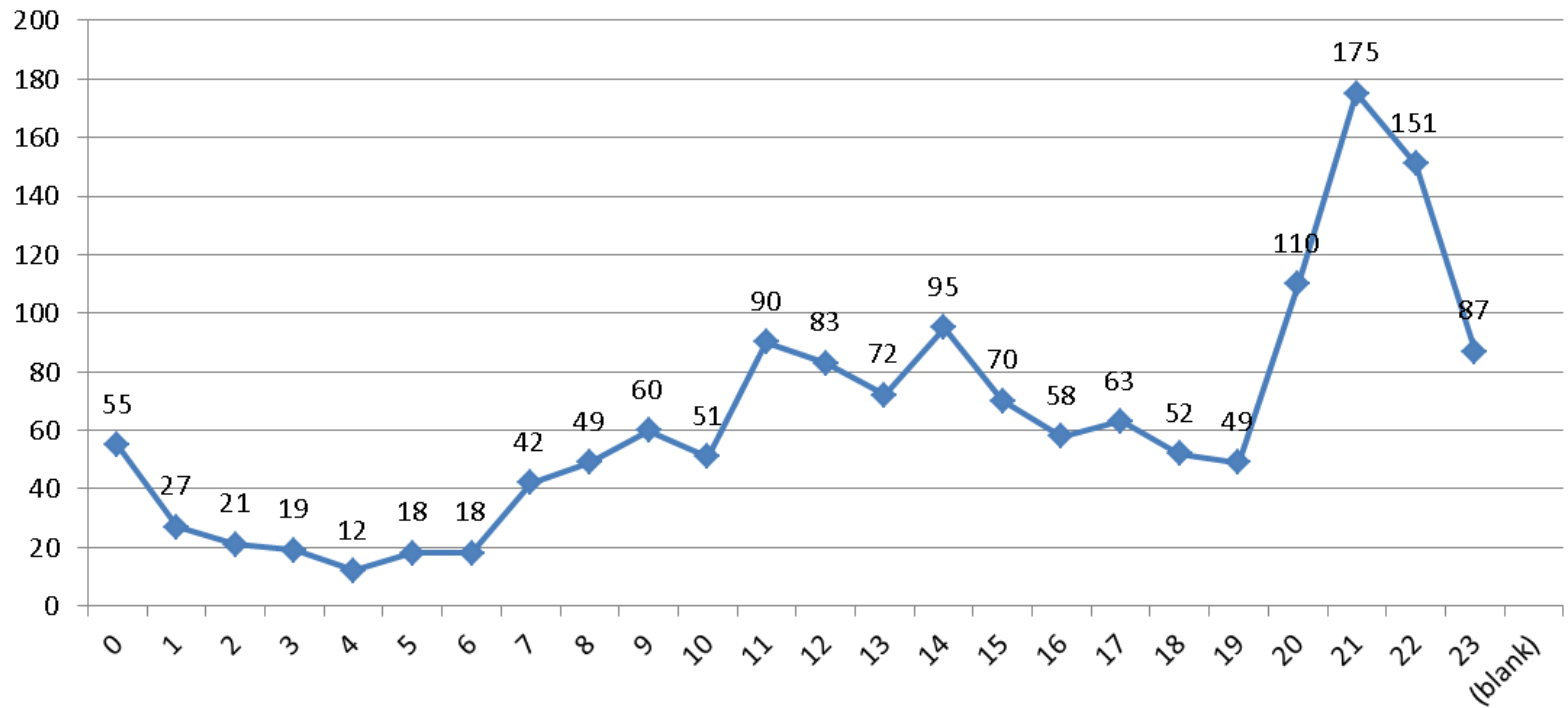


HOD ▾



Count of HOD

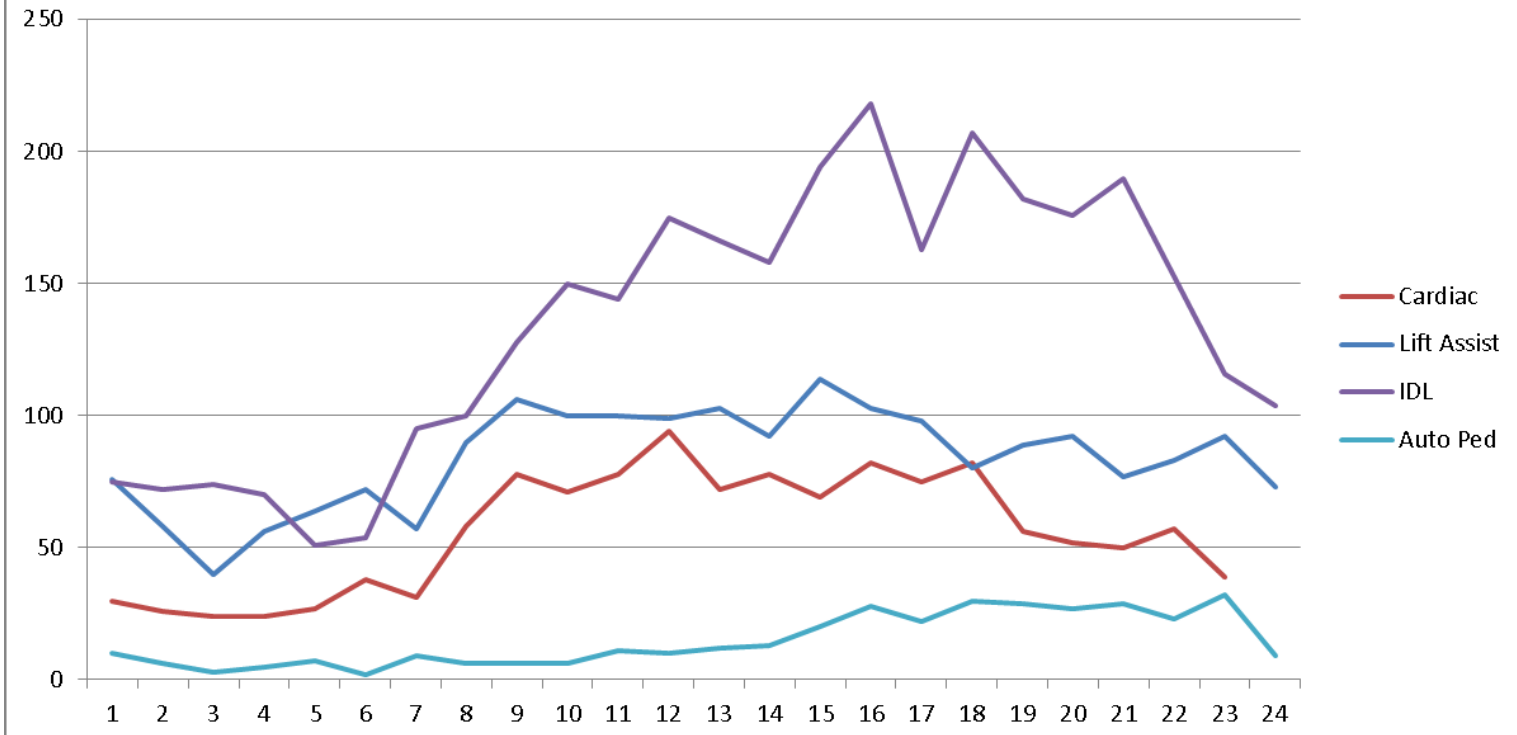
EMSA Delay by Hour of Day



HOD ▾



EMS Demand Snapshot



Quality Metric	Current Goal	Desired Goal	Jan. 2016 Perf.
Advanced Airway - First Attempt Success	80%	90%	83%
Advanced Airway - Second Attempt Success			96%
King Airway - First Attempt Success			100%
King Airway - Second Attempt Success			None
Chest Pain - 12 Lead EKG Completed			32%
Chest Pain - 12 Lead within 5 Minutes			50%
Chest Pain - Count of 12 Lead Performed			33%



Performance Metric	Standard	Average	Percentage/ Compliance
Apparatus Turn Out Time - Fire	80 Seconds (NFPA)	1:06	76%
Apparatus Turn Out Time - EMS	60 Seconds (NFPA)	:59	56%
Percentage First On Scene - TFD/EMSA			73%
Medical Calls > 20 Min Time on Task			22%





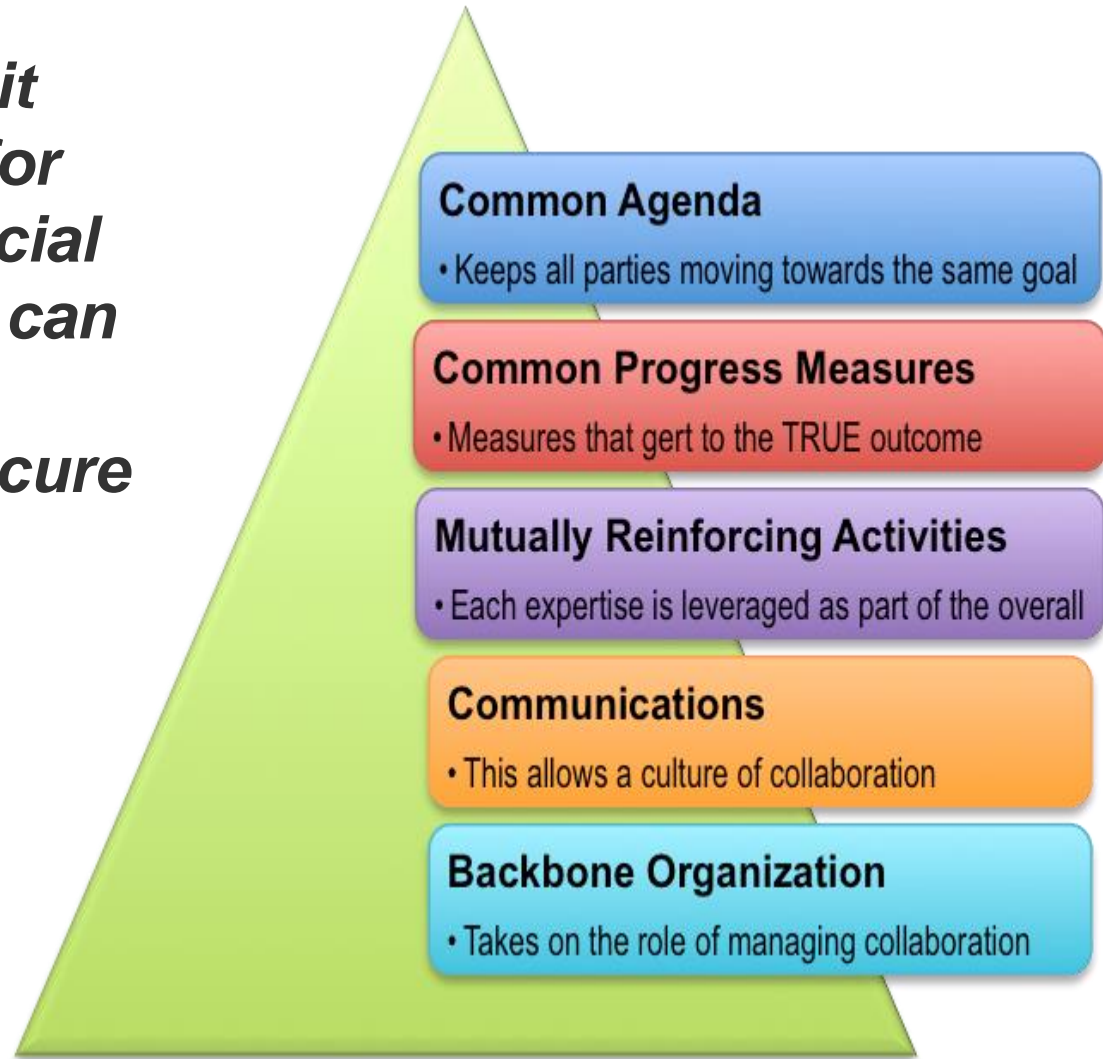
Single Agency or Community Issue?

- TFD Initiatives
 - Technology
 - First Responder Application for Immediate Referral
 - Homeless Mapping with ESRI
 - Patient Centered Network App Field Test
- Collaboration
 - University of Oklahoma MSW Students
- Care Navigation



Concept of Collective Impact

“No single organization is responsible for any major social problem, nor can any single organization cure it.”





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of
OKLAHOMA



RSVP
of Tulsa



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TULSA



St. John



hillcrest
Medical Center

