DATE: March 14, 2017

TO: G.T. Bynum, Mayor
    Jack Blair, Chief of Staff

FROM: James Wagner

SUBJECT: TulStat – Fire Department

Strategic Goal Areas: **Well-Being** and **The City Experience**

On Friday, March 10, the Office of Performance Strategy and Innovation hosted a TulStat meeting with the Tulsa Fire Department to discuss performance metrics. The purpose of this meeting was to share how data informs operations and to discuss strategies that move toward desired outcomes. Data was presented by TFD leadership and discussed with the Mayor’s Office, the Office of Performance Strategy and Innovation, and internal-serving department leadership.

**Presenting Parties – Tulsa Fire Department:**
Ray Driskell, Andy Teeter, Michael Baker, Scott Clark

**Attendees Present:**

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<th>G.T. Bynum, Mayor</th>
<th>Mike Wallace, EMD</th>
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<tr>
<td>Jack Blair, Chief of Staff</td>
<td>Branon Dodd, HR</td>
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<td>James Wagner, OPSI</td>
<td>Mike Kier, Finance</td>
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<td>Robyn Undieme, OPSI</td>
<td>Michael Radoff, Customer Care</td>
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<td>Penny Macias, OPSI</td>
<td>Kim MacLeod, Communications</td>
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<td>Cathy Criswell, City Auditor</td>
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**Meeting Agenda**

1. Discuss outcomes and purpose (OPSI)
2. Citywide Goals
3. What story is the data is telling us? (Fire)
4. Discussion - Strategies (ALL)
5. Follow-up Plan (OPSI)
Discussion

Several initiatives were identified by Deputy Chief Andy Teeter and Michael Baker related to dispatch calls made for fire and EMS. TFD has historically used data to track past events, however, they’re now seeking to use data predictively to make decisions. An example of this includes forecasting population growth in the City to predict where stations should be located in an effort to reduce response times. Currently, the data indicates the number of calls for fire are trending stagnant, whereas EMS calls have grown by a difference of nearly 20,000 calls (as of 2016) since 2001. Chief Teeter also highlighted the response times in areas of town such as East and South Tulsa where responses are greater than 6 minutes (the national best practice metric) due to a lack of stations in increasingly populated areas of town.

Mr. Baker led the discussion on emergency medical dispatch. TFD only responds to calls that are considered high impact or critical calls. According to Mr. Baker, TFD is able to use historical data to track the times of day they’re most likely to receive an EMS call (including the types of EMS calls) which allows them to staff appropriately for their shifts. Along with that data, TFD maintains a log of average wait times by hour of the day for EMSA to arrive to the scene before TFD can transfer the patient. This data also allows TFD to staff and dispatch appropriately.

The last item discussed was TFD’s growing response to mental health and homelessness. A number of community partnerships are in place with TFD to prevent, not just treat these issues that consume a significant portion of TFD’s labor and time, but much is still to be accomplished in transferring the burden of labor to the appropriate resources.

Below is a list of data that was presented:

OVERALL PERFORMANCE METRICS

FIRE:
- Total Incidents
- TFD Incidents Plotted
- % of Arrival
- 2017 Fire Stations: First-In Risk

EMS:
- EMS by Hour of Day
- 2016 Top 10 Dispatched Medical
- 2016 Medical by MPDS
- EMS Demographics and Snapshot
Quality Metrics
Performance Metrics

Follow-Up Items

1. Communications – media stories about the Crisis Response Teams.
2. Legal – Crisis Response Teams and the Business Associate Agreement needed to share data. – *Meeting scheduled for March 29*
3. Adult Protective Services – do we need to have someone from DHS or F&CS come to the next Fire Stat meeting?