
DATE: June 22, 2017

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

FROM: James Wagner, Office of Performance Strategy and Innovation

SUBJECT: TulStat #4 – Engineering and Streets & Stormwater

On Friday, June 23, the Office of Performance Strategy and Innovation will host a TulStat meeting with Engineering Services and Streets and Stormwater to discuss issues, goals, measures and strategies. The purpose of this meeting is to share how data informs operations and discuss strategies that move toward desired outcomes. Data will be presented by department leadership and discussed with the Mayor’s Office, the Office of Performance Strategy and Innovation, and internal-serving department leadership.

Meeting Time and Location: OTC, 10 North, Friday, June 23, 2017, 1:00-2:30 p.m.

Invited Attendees:

G.T. Bynum, Mayor	Mark Hogan, Asset	Kim MacLeod, Communications
Jack Blair, Chief of Staff	Management	Michael Dellinger, IT
Amy Brown, Deputy	Erica Felix-Warwick, HR	David O’Meilia, City Attorney
Chief of Staff	Mike Kier, Finance	Cathy Criswell, City Auditor
James Wagner, OPSI	Michael Radoff, Customer	
Robyn Undieme, OPSI	Care	
Penny Macias, OPSI		

TulStat Mission Statement




The mission of TulStat is to create a forum for department leaders to share accurate information, create strategies, deploy resources, and provide for regular follow-up on progress toward goals.

Meeting Agenda


1. Discuss outcomes and purpose (OPSI) – 1:00-1:10pm
2. Presentations:
 - a. Streets & Stormwater, 1:10 – 1:30
 - b. Engineering, 1:30 – 1:50
3. Discussion - Strategies (ALL) – 1:50pm-2:25pm
4. Follow-up Plan (OPSI) – 2:25pm-2:30pm






Presentation - Maureen Turner, Refuse & Recycling Manager
 Roy Teeters, Streets & Stormwater Manager
 Kurt Kraft, Traffic Operations Manager
 Paul Zachary, Director, Engineering Services
 Terry Ball, Director, Streets & Stormwater

Below is a list of data that will be presented:

Not meeting goal	On track to meet goal but cause for concern	Meeting goals
		

OVERALL PERFORMANCE METRICS

Issue	Goal	Status	Strategies	Citywide Outcome(s)
STREETS & STORMWATER				
Recycling Contamination Rates	Reduce contamination rates to <15%, which is the amount allowed in the contract.		Employ Human Centered Design team to assist and recommend how to deploy \$681,000 in marketing / educational resources. Scale up strategy that proves best results.	N/A

Issue	Goal	Status	Strategies	Citywide Outcome(s)
Illegal Dumping Sites	Reduce illegal dumping and litter by 20% over the next 5 years.		<ol style="list-style-type: none"> 1. Employ better tracking and enforcement. 2. Scale up public education and strategy that proves best results. 	Improves both well-being and the city experience by improved water quality and the overall appearance of the City of Tulsa.
Serious Injury and Fatal Traffic Collisions	Reduce crash rates by 15% at high crash locations		<ol style="list-style-type: none"> 1. Employ multidisciplinary team to reduce traffic crashes. 2. Work with Engineering on projects requiring a CIP. 	Connected to City Experience – Reducing traffic crashes per 100,000 population.
ENGINEERING				
Waterline Breaks	Reduce future rate increases by 15%-20% compared to 2012 projections through 2040.		Evaluate the waterlines based on risk of failure and disruption.	Helps Tulsa: <ul style="list-style-type: none"> • Attract employers/increase workforce • Minimize disruption to transportation system
Pavement Condition Index	Improve and maintain the City's overall pavement condition index.		Use the "right" treatment at the "right" time on the "right" street.	Provide a quality transportation network of streets and sidewalks. Decrease traffic fatalities.
Sanitary Sewer Overflows (SSO's)	Less than 2 overflows from the same location in a 12-month period. Zero overflows due to inflow and infiltration.		Optimize investment in collection system by monitoring and measuring pipe flow data correlated with rain gages.	Contributes to Tulsa's overall health.

Discussion Strategies

Follow-Up Plan

Support Department Metrics: These metrics were provided by the support department attending TulStat. The purpose of the metrics inclusion is to show a fuller picture of the demands on city-wide resources to fulfill the obligations of the presenting department. In addition to the

full time staff within presenting departments, there are a number of work groups that ensure success towards city-wide goals is realistic. If the metrics presented do not add value or there are additional metrics that are requested these can be modified for future meetings to best provide an overall picture of our operational performance.