CITY OF Tulsa
A New Kind of *Energy*.

Office of the Mayor
MEMORANDUM
Office of Performance Strategy and Innovation

DATE: June 28, 2017

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

FROM: James Wagner

SUBJECT: TulStat – Streets & Stormwater/Engineering Services

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

On June 23, 2017, the Office of Performance Strategy and Innovation hosted a TulStat meeting with the Streets & Stormwater and Engineering Services departments to discuss performance metrics. The purpose of this meeting was to share how data informs strategies and to discuss how to move toward desired outcomes. Data was presented by leadership and discussed with the Mayor's Office, the Office of Performance Strategy and Innovation, and internal-service department leadership.

Presenting Parties
Streets & Stormwater: Maureen Turner, Roy Teeters, Kurt Kraft
Engineering Services: Paul Zachary

Attendees Present:

G.T. Bynum, Mayor **Amy Brown, Deputy Chief of Staff** **James Wagner, OPSI** **Penny Macias, OPSI**	**Mike Kier, Finance** **Kim MacLeod, Communications** **Michael Dellinger, IT** **Cathy Criswell, Audit** **Mike Wallace, Asset Mgmt** **Erica Felix-Warwick, HR**	**Terry Ball, Maureen Turner, Roy Teeters & Kurt Kraft, Streets & Stormwater** **Paul Zachary & Matt Liechti, Engineering Services**

Meeting Agenda
1. Discuss outcomes and purpose (OPSI)
2. Presentations:

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a. Streets & Stormwater
    b. Engineering Services
3. Discussion - Strategies (ALL)
4. Follow-up Plan (OPSI)

Presentations

Streets & Stormwater
3 activities reported on:
1. Recycling Contamination
    a. Goal is 15% or less. Current average contamination rate = 29%
    b. Education is really vital to bring down contamination rates because much of contamination is due to good intentions but uninformed about what is recyclable.
    c. Strategy is to use Human Centered Design to better understand customers and themes around how they engage recycling services and recommend changes to address those themes. This will be followed by do randomized trials to measure effectiveness of recommendations and ultimately scaling up of best identified solution.

2. Stormwater Contamination & Illegal dumping
    a. "Stormwater contamination" = litter that floats and makes its way into the city's stormwater drainage system. "Illegal dumping" = large accumulation of intentionally left items in a single spot that is not designated for trash.
    b. Goal = Average of 3,000 cubic yards, or less, of system-wide litter pickup per year (reduction of 20% from current average).
    c. Strategies = (1) Public Education, (2) Enforcement

3. Traffic Crashes
    a. Goal = Reduce crash rates by 15% at high crash locations
    b. Strategies = (1) Employ multidisciplinary team to reduce traffic crashes and (2) Work with Engineering Services on any traffic improvements that will required CIP funding

Engineering Services
Three areas reported on:
1. PCI – Pavement Condition Index
    a. Goal = 65 or higher by 2020
    b. Need to really focus on appropriate funding and using the right treatment at the right time. Ability to achieve PCI targets greatly depend upon funding levels.
2. Waterline breaks & Leak
    a. Goal is to reduce future rate increase
    b. Department continues to evaluate waterlines based on risk of failure and disruption
3. Sanitary Sewer Overflows
    a. Two goals = (1) No more than two overflows at a single location in a 12 month period; (2) zero overflows attributed to inflow & infiltration.
    b. The department continues to monitor and measure pipe flows for both dry and wet weather overflows and incorporate that data into CIP business cases & future funding

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
Illegal Dumping Sites	Reduce illegal dumping and litter by 20% over the next 5 years.	⚫🟡⚫	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	⚫🟡⚫	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: • 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 Tulsan's overall health.

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.

Follow-Up Items

Item	Responsible Party
Update on Human Centered Design & Behavioral Insights approach for contamination rates	Maureen Turner
Update on progress and strategies employed by new position scheduled for July 1, 2017 (enforcement & education)	Maureen Turner
Map combining recycling contamination rates & illegal dumping on a single map. Are there any strong relationships? If so, does that change or inform strategies for either or both areas?	Maureen Turner & Roy Teeters
Update on whether there is a relationship between litter and lack of receptacles in high volume areas and, if necessary, any strategy for increasing receptacles.	Roy Teeters
Update on traffic working group – rankings of top 50 intersections	Kurt Kraft
The current rate of traffic fatalities is 10.9 per 100,000. What is the department's goal & strategy for reducing fatalities?	Kurt Kraft
Update on ability to incorporate traffic factors into CIP funding with Engineering packages	Kurt Kraft
Update on any changes to enforcement that have resulted from working group (e.g. increase/decrease in citations?)	Kurt Kraft
Update on what margin can be created and still maintain the PCI levels.	Paul Zachary
Example of the how various elements can be used to overlay on a single map to better prioritize work. What elements will be included and how will they be weighted?	Paul Zachary
Update on construction work time strategies & outcomes	Paul Zachary