
DATE: July 27, 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 – Tulsa Fire Department

On Friday, July 28th, the Office of Performance Strategy and Innovation will host a TulStat meeting with the Fire Department to discuss performance metrics. 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, July 28, 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		

Meeting Agenda

1. Follow-up
 - a. CARES Program
 - b. Legal agreements for CARES
 - c. Adult Protective Services
 - d. Next Steps for CARES
2. Discuss outcomes and purpose (OPSI)

3. Citywide Goals
4. What story is the data is telling us? (Tulsa Fire Department)
5. Discussion - Strategies (ALL)
6. Follow-up Plan







Outcomes and Purpose

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

Presentation - Michael Baker, Director of EMS
Deputy Chief Andy Teeter, TFD

Below is a list of data that will be presented:

OVERALL PERFORMANCE METRICS

Status	Metric	Relevance
	Top Ten Utilizer Demographics	The demographics of the top users of 911 calls include the zip code, gender, age range, and the number of calls made. It turns out these demographics can change.
	Top Ten Utilizer Demographics	Disparity among population groups, gender, and geography indicate a potential gap in services and requires additional research.
	Successful Referrals	Referral to appropriate service providers and assistance with functional limitations often achieves high results.
	High Utilizer Referrals	Working, and communicating, with other agencies is essential to decreasing utilization.
	East Tulsa risk	Value = relative life and fire risk by fire station first-in response areas
	South Tulsa risk	Value = relative life and fire risk by fire station first-in response areas

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.

Discussion - Strategies

Follow-Up Plan