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
Jack Blair, Chief of Staff
Amy Brown, Deputy Chief of Staff
James Wagner, OPSI
Robyn Undieme, OPSI
Penny Macias, OPSI
Mark Hogan, Asset Management
Erica Felix-Warwick, HR
Mike Kier, Finance
Michael Radoff, Customer Care
Kim MacLeod, Communications
Michael Dellinger, IT
David O’Meilia, City Attorney
Cathy Criswell, City Auditor

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

<table>
<thead>
<tr>
<th>Status</th>
<th>Metric</th>
<th>Relevance</th>
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<tbody>
<tr>
<td></td>
<td>Top Ten Utilizer Demographics</td>
<td>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.</td>
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<tr>
<td></td>
<td>Top Ten Utilizer Demographics</td>
<td>Disparity among population groups, gender, and geography indicate a potential gap in services and requires additional research.</td>
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<td>Successful Referrals</td>
<td>Referral to appropriate service providers and assistance with functional limitations often achieves high results.</td>
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<td></td>
<td>High Utilizer Referrals</td>
<td>Working, and communicating, with other agencies is essential to decreasing utilization.</td>
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<tr>
<td></td>
<td>East Tulsa risk</td>
<td>Value = relative life and fire risk by fire station first-in response areas</td>
</tr>
<tr>
<td></td>
<td>South Tulsa risk</td>
<td>Value = relative life and fire risk by fire station first-in response areas</td>
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</table>
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