

2018 OFFICE OF THE MAYOR

ANNUAL REPORT

Public Safety

- + Funded in consecutive years the two largest expansions of police hiring in Tulsa history – 90 new officers funded two years in a row.
- + Increased Tulsa Fire Department staffing for the fire and medical services for the citizens of Tulsa.
- + Opened the City of Tulsa Jail in March 2018, which has allowed the City to expedite officer booking times and Municipal Court processes. City resources are being utilized more efficiently and the City is reducing pre-trial incarceration.
- + Opened the City of Tulsa Sobering Center with partner 12 & 12, Inc. in May of 2018. In the first six months of opening the facility, the Sobering Center served nearly 300 individuals who would have otherwise been candidates for arrest.
- + Partnered with Mental Health Association Oklahoma and the Hardesty Family Foundation to deploy new mental health resources with our Police and Fire departments.
 - The Hardesty Grant funded Diversion First program is funding a Police and Fire Clinical Coordinator, Rapid Response Diversion Case Manager and Diversion Peer Specialist to support first responders. This program also helps the City better serve citizens we may encounter through the Community Response Team (CRT) and Community Assistance, Referral, and Education Services (CARES) programs.
- + 97 percent of the 77 Community Policing Recommendations are being implemented on an ongoing basis, which includes the deployment of body cameras for all field officers and the development of implicit bias training.
- + Created a Municipal Courts Cost Administrator and created a text-messaging system that reminds municipal court clients of fines due, reducing failure-to-pay warrants by 15 percent.

Public Safety (Continued)

- + Selected a vendor for the new Police Courts records management system that will update the currently antiquated 1970s system.
- + Facilitated hiring of a 9-month Education Pioneers Fellow to align police practices in Tulsa Public Schools with those of the Tulsa Police Department.

Economic Development

- + Successfully recruited Amazon to Tulsa, which will bring 1,500 full-time jobs to Tulsa and facilitated the initiation of construction at the Greenheck Group's new regional headquarters campus. Amazon and Greenheck alone will add over \$300 million in new investment in the City.
- + Began implementation of the new Downtown Master Tax Increment Financing (TIF), successfully negotiating development agreements for Valley National Bank's new headquarters building and the Block 44 development, as well the adjacent residential development The View, and beginning work on nearly 10 other major development and redevelopment projects.
 - As a result of this work, over \$300 million in new investment is slated to begin construction in 2019 in Downtown Tulsa.
- + Successfully initiated a Tax Increment Financing (TIF) District to leverage major new private developments at 11th and Lewis and along the Route 66 corridor.
- + Separated the Planning and Development Services departments at the City and merged the City's Planning Department with INCOG to consolidate long-term and short-term planning efforts into a single entity and provide the public with a single point of contact for planning services.
- + Completed a pedestrian bridge construction management agreement with River Parks Authority. The iconic bridge is expected to be complete in three years.
- + Hired Brian Kurtz as the Executive Director of the Downtown Coordinating Council (DCC). The DCC provides support and advice for planning and management of the improvement, maintenance and marketing of Downtown Tulsa.
- + Implemented medical marijuana zoning guidelines to provide clear framework for the medical marijuana industry in Tulsa.
- + Negotiated a new contract with VisitTulsa, with a robust set of expectations, goals and metrics.
- + Completed the downtown sidewalk café permit process, and revisions to the License Agreement process for effective entertainment options to downtown storefronts.

Economic Development (Continued)

- + Signed a 30-year agreement with USA BMX to develop the remainder of the Evans Fintube site for the BMX Headquarters and further development in this area.
- + Arena District Master Plan completed and adopted by the Planning Commission

Community Development and Quality of Life

- + Implemented the A Better Way program with Mental Health Association Oklahoma, which is focused on improving the well-being and stability of Tulsa's most vulnerable citizens who experience homelessness and panhandle. Through roving van outreach, A Better Way offers participants the dignity of a paid day's work by beautifying the city and connects individuals with services and employment opportunities.
- + Secured one of the most important preservation initiatives in the City's history by entering into a 50-year master lease agreement with River Parks that will preserve River Parks trails and park system ensuring the land is there for the enjoyment of future generations of Tulsans. As part of the agreement, the City donated 198 acres of land on Turkey Mountain to protect the area as a place of urban wilderness.
- + Unveiled a comprehensive Animal Welfare initiative, which will increase field coverage hours by 73 percent and shelter hours by 59 percent.
 - Created a new Animal Welfare Commission to provide important oversight and advice.
 - Engaged in a historic partnership with the Humane Society of Tulsa and the Tulsa SPCA, which will open the door to private funding to significantly increase the shelter's live-release rate.
 - The Mayor, Deputy Mayor, and Chief of Staff completed the Bloomberg-Harvard City Leadership Initiative, which also includes a 9-month innovation track program to create and design innovative approaches for a stronger animal welfare system.
- + Collaborated with Tulsa Health Department's Healthy Land Use and Transportation Subcommittee to gather data on how Tulsa can increase walkability to improve health outcomes.
- + Organized a Free Application for Federal Student Aid (FAFSA) Workshop in collaboration with Tulsa Tech and Tulsa Community College TRiO office to help prospective college students apply for financial aid.
- + Collaborated with The Opportunity Project and GKFF Birth through Eight Strategy for Tulsa (BEST) project to identify ways that the City of Tulsa can support positive childhood outcomes.
- + The City of Tulsa became a Certified Healthy Business and Certified Healthy Community in 2018.

Data and Innovation

- + **Named the winner of the Cities of Service Engagement Cities Award by creatively using the wisdom, talents, and energy of community members to solve public problems.**
 - Completed two rounds of Urban Data Pioneers, which engaged over 70 city employees and residents in data analysis to improve city services. Urban Data Pioneers enables teams of city employees and community members to take a deep dive into questions that can be better understood through data analysis.
 - Created the Civic Innovation Fellowship empowering six talented Tulsans to deeply understand nuisance violations and create innovative solutions to reducing blight.
- + **Deployed the first-of-its kind assessment, the Gallup-Tulsa Citivoice Index, for cities across the nation to measure how residents are faring on matters of well-being, opportunity and the city experience. Tulsa's results will be available in January 2019.**
- + **Applied for and received the Oklahoma Quality Award Foundation of Excellence as part of the commitment to continuous improvement as an organization.**
- + **Trained 40 employees in using behavioral insights and low-cost evaluation methods to become a more effective government.**
- + **Trained 60 employees in Lean Six Sigma process improvement and error reduction strategies.**
- + **Hired a Full-Time Data Analytics Specialist to implement an overhaul of the City's business intelligence systems. One of the keys to effective government is the ability to make data easy to use for all levels of management and front-line employees. The goal is to empower managers and employees to use data every day to inform and improve their work while making it easier to try new approaches while measuring effectiveness.**
- + **Selected as a pilot city for What Works Cities 2.0 to create the benchmark for how data-driven cities operate.**
- + **Organized and facilitated two Mayor/Council Retreats to help set the vision and goals for Tulsa.**
- + **Implemented monthly TulStat and weekly StatChat meetings to track progress on key priorities within the City organization.**
- + **Completed a Customer Service Plan that paves the path for the City's departments to deliver quality world-class services that meet customer's needs. The effort will add customer satisfaction surveys for key services and tracking mechanisms to continuously improve processes for the residents of Tulsa.**

Inside City Hall

- + Created a new Pay Equity Policy to ensure all City employees receive equal pay for equal work.
- + Successfully defended a court challenge to the voter-approved charter amendment recognizing the first amendment rights of City employees to engage in political activity.
- + The Fiscal Year 2019 Budget and Capital Plan was adopted, which:
 - Continued a record-setting pace for hiring new Tulsa Police officers.
 - Funded the first consecutive pay increases for all work groups in at least the last decade.
 - Reorganized and modernized the Human Rights Department by creating the Mayor’s Office of Resilience and Equity to focus proactively on racial disparity, using the Equality Indicators report as a baseline.
- + For the first time in recent history, collective bargaining agreements with all bargaining units were completed by the beginning of the fiscal year.
- + Consolidated operations at City Hall to make another entire floor available for lease, saving taxpayers approximately \$750,000 annually.
- + Comprehensive policy review in the following areas:
 - Revised sick leave policy
 - Revised nepotism policy
 - Revised out-of-class pay policy
 - Revised drug testing policy to incorporate medical marijuana
 - Renewed health insurance benefits and added a prescription drug benefit with no increased cost to employees
 - Selected a self-insurance consultant to assist the City in moving to self-insurance

New Tulsans

- + Piloted three “City Services Fairs” in East and North Tulsa to help residents learn more about City services.
- + Partnered with the Community Service Council to begin planning the Complete Census Count Committee, which will work with partners to effectively implement the Census and help the Tulsa region reach the one million resident level.
- + Launched the New Tulsans Initiative, a comprehensive roadmap for building a more equitable Tulsa while fostering connections between all immigrants and long-term residents.
- + Applied for and received the America is Home Grant, a grant to help remove barriers for eligible immigrant permanent residents seeking to become U.S. citizens.
- + Organized the Hispanic Health Fair in collaboration with local community health clinics. Approximately 400 participants received free health services.

Resilient Tulsa

- + Released Equality Indicators Report in April 2018 in conjunction with the Community Service Council. Equality Indicators serves to measure the greatest levels of inequality in Tulsa across six themes with 54 indicators total. The report serves as a basis for policy change.
- + Released the City of Tulsa's first Resilience Strategy in June 2018, which is an equitable, action-oriented, and collaborative roadmap for all of Tulsa. The Strategy includes four visions, 11 goals, and 41 action items that lead to a more prosperous, equitable city.
- + Established the Mayor's Office of Resilience Equity (MORE) beginning July 1, 2018 to better serve Tulsans needs in a more equitable and resilient manner.
- + Launched 918 Day with a citywide scavenger hunt, attended by 200 Tulsans, discounts throughout the city, and Mayor Bynum's 24-hour Tour of Tulsa. 918 Day sought to bring Tulsans together to celebrate all areas of the city.
- + Launched Racial Equity Dinners and held 27 dinners around the greater Tulsa region for Tulsans to discuss racial inequity and unity with faith community partners. Attended by over 275 Tulsans, the dinners served to bring together people of different races, ethnicities, genders, sexual orientations and religions to discuss strengthening community relations in Tulsa.
- + Relaunched the City's Small Business Enterprise Program (SBE) in January 2018 and created an SBE Oversight Committee to ensure continuous improvement of the program. The SBE is a program for small businesses to interact with City employees and become contractors on various goods and services.

Streets and Transportation

- + Implemented Blue Ribbon Streets Taskforce Recommendations by updating communication plan and processes regarding street projects, and funded and hired new utility coordinators for street projects, which will better serve drivers and business owners while reducing project times.
- + Drafted and issued a Request for Proposal (RFP) for a Mobility Innovation Strategy to enable Tulsa to be on the forefront of New Mobility technology.
- + Continued an aggressive program to restore highway lighting to operable condition and then to maintain it.
- + Completed the ordinance governing shared transportation companies in Tulsa, and the smooth launch of two electric scooter companies.
- + Launched a mobile app for on-street parking downtown and will be replacing all antiquated meters with new parking pay stations in January 2019.

Streets and Transportation (Continued)

- + In conjunction with the opening of the largest park gift in American history, Gathering Place, Riverside Drive between 21st – 41st opened with a new and improved road, which includes two pass-under tunnels at two land bridge locations and safety improvements such as removing the dip in the road and straightening the curve near the Midland Valley Trail. Traffic calming features added to this stretch of Riverside Drive include 10-foot-wide lanes, a 35-mile-per-hour speed limit and divided lanes with trees and medians.

- + Other major street projects completed in 2018:
 - Garnett Road, Pine Street to Apache Street
 - Garnett Road, Apache Street to 36th Street North
 - Riverside Drive, 81st to Joe Creek
 - Mingo Road, 36th North to 46th North
 - Lewis Avenue, 36th North to 46th North
 - 51st Street, Sheridan to Memorial
 - 31st and Harvard Intersection
 - 41st and Harvard Intersection
 - 61st and Sheridan Intersection
 - 1st Street, Latimer to Elgin
 - 5th Street, Boulder to Denver
 - Union Avenue, 41st to 51st

Vision Tulsa Projects

- + Groundbreaking for Tulsa Community College Student Success Center.
- + Completed Expo Square Permanent Outdoor Stage – Oklahoma Stage.
- + Started the GO Plan – crosswalk and bicycle lane striping.
- + Launched Walk Bike Tulsa safety campaign: walkbiketulsa.com
- + Started the Public Schools Safety First Initiative to install more safe routes for students.
- + Groundbreaking for Community Health Connection Clinic at Ochoa Elementary.
- + Completed memorandum of understanding for construction of the Children’s Museum.

Veterans

- + Partnered with the Community Service Council to support the launch of Oklahoma Veteran Connections, a coordinated referral network that connects veterans in need with a network of veteran service organizations and allows them to share information to better meet the needs of our service members, veterans, and their families.
- + In partnership with Warrior Partnerships of Eastern Oklahoma, recognized the first group of Veteran Employer Champions.
- + Received the Force 50 Foundation’s award for Veterans Friendly Community (large community).