

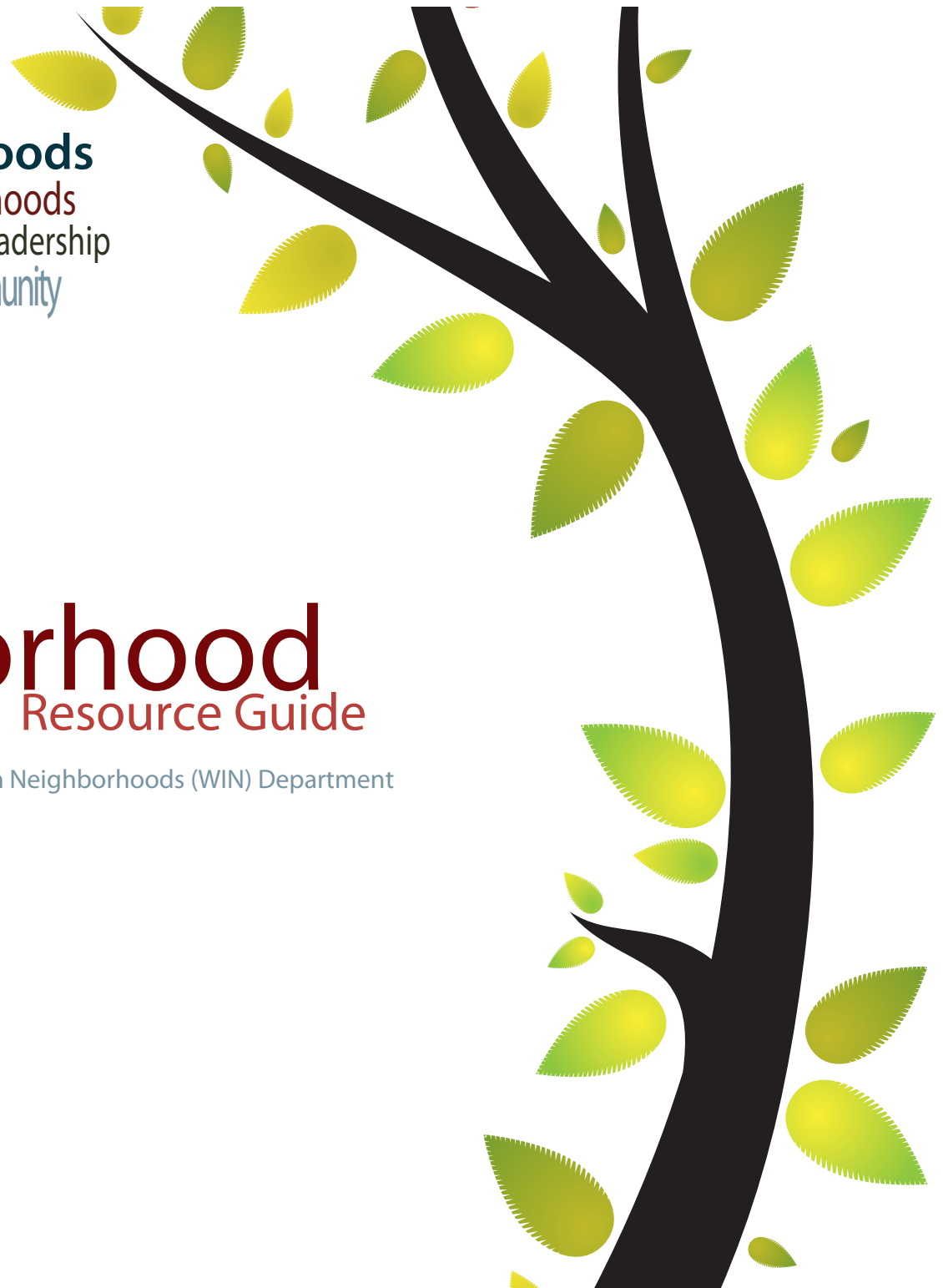
**Growing Great Neighborhoods**  
Strengthening neighborhoods  
Empowering leadership  
Building pride in the community

City of Tulsa  
**Neighborhood**  
Resource Guide

Produced by: Working In Neighborhoods (WIN) Department

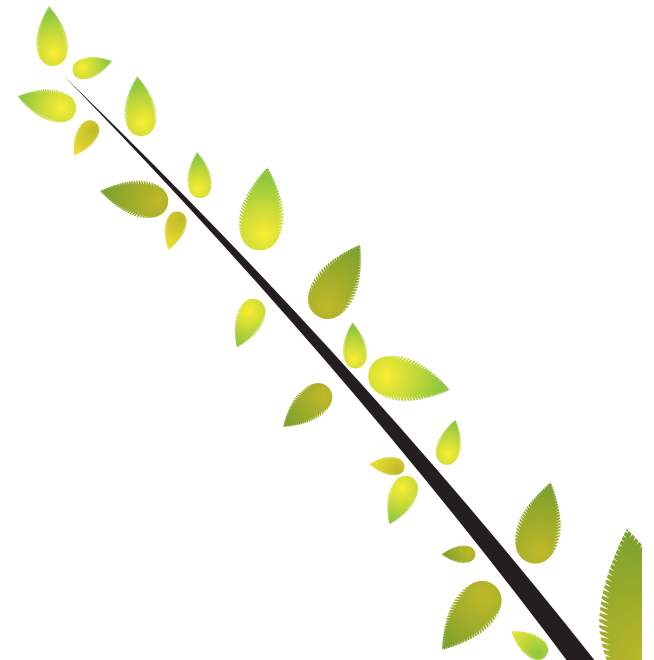


CITY OF  
**Tulsa**  
A New Kind of *Energy*™



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# Letter from the Mayor

Dear Fellow Tulsa,

Our neighborhoods are the heart and soul of community, and the quality of life in neighborhoods depends, in part, upon meaningful government and community partnerships.

This Neighborhood Resource Guide is designed to build upon this partnership by linking citizens with the resources and services they need to have healthy and vibrant neighborhoods.

In order for Tulsa to succeed as a great city, it takes every neighborhood doing its part to turn our visions into reality. Neighborhood associations and groups must be empowered to work hand-in-hand with City Hall to effectively communicate, identify assets, take advantage of unique opportunities and find practical strategies to achieve positive, sensible growth.

The Neighborhood Resource Guide is also a tool for your neighborhood to use to help achieve its goals and objectives. I hope you will use the services of the Working In Neighborhoods (WIN) Department and its WIN liaisons in developing new associations, strengthening existing neighborhood groups, identifying needs and resolving issues.



In addition to using this guide, you will want to visit the several Web sites listed below that were developed by City and regional organizations, which give comprehensive overviews of the scope of services offered to neighborhoods.

City of Tulsa: [www.cityoftulsa.org](http://www.cityoftulsa.org)

Tulsa City Council: [www.tulsacouncil.org](http://www.tulsacouncil.org)

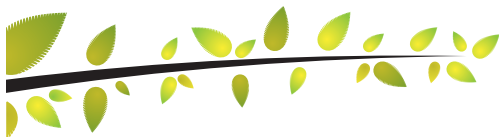
INCOG/Planning and Land Use: [www.incog.org](http://www.incog.org)

If you do not find the answer to your question through any of these resources, please call the Mayor's Action Center at 596-2100 or e-mail your concerns to [MAC@cityoftulsa.org](mailto:MAC@cityoftulsa.org).

Thank you for all you do to help make life better!

Sincerely,

Dewey Bartlett  
Mayor



# Mayor's Action Center (MAC)

## ***The Mayor's Action Center (MAC)***

***(918) 596-2100***

***[www.cityoftulsa.org/reporting](http://www.cityoftulsa.org/reporting)***

The Mayor's Action Center receives and answers thousands of requests for information about the City and its services, related agencies and entities. The customer service representatives log complaints, provide ticket and municipal court information, and direct callers to the appropriate department, agency or City personnel. Through the MAC, callers report problems, such as potholes or water line breaks, that must be resolved by City of Tulsa staff. The MAC is accessible by phone, e-mail **[mac@cityoftulsa.org](mailto:mac@cityoftulsa.org)**, fax, or reports can be made online at the City of Tulsa Web site, [www.cityoftulsa.org/reporting](http://www.cityoftulsa.org/reporting), 24 hours a day. All service requests are entered into a computerized tracking system, forwarded to the appropriate department, and scheduled for the appropriate action.

The MAC is operated from 8 a.m. to 5 p.m., Monday through Friday, except holidays. After hours, the voicemail system prompts a menu offering emergency numbers for all street and water problems and a voice-recording system for reporting problems.



# Working In Neighborhoods

From the Director, Dwain E. Midget

Dear Fellow Tulsa,

All of us want our neighborhoods to be inviting and vibrant, have safe streets, good quality schools, and amenities and resources which support them. Our neighborhoods are where we live, raise our families and make our homes. Neighborhoods are the foundations of our community.

Through the Working In Neighborhood (WIN) Department, we welcome the opportunity to work with area residents, neighborhood associations and other community leaders to develop citizen-based solutions to neighborhood concerns. Strengthening Tulsa's neighborhoods with programs that encourage and empower citizens to work hand-in-hand with City Hall to effectively communicate, identify assets, and take advantage of unique opportunities is important to WIN's mission and will certainly improve the quality of life for all citizens.

We know that many of the issues facing our neighborhoods will not be solved over night, but we are optimistic about Tulsa's future, and know that by working together we can make our neighborhoods healthy, attractive and positive places in which to live, work and invest.

We look forward to continuing our work with you and your neighborhood to build and strengthen relationships between neighbors, neighborhood associations and City Hall.

I trust you will find this Neighborhood Resource Guide useful in helping your neighborhood achieve its goals.

Sincerely,



Dwain E. Midget, Director  
Working In Neighborhoods Department

## Get to know your WIN liaisons

**918.596.7596** Kurt English

**918.596.7217** Raquel Dawson

**918.576.5638** Cathleen Hill

**918.576.5634** Cassandra Love

# Working In Neighborhoods (WIN)

## Neighborhood Services

### ***How do I organize a neighborhood association?***

The first step is to go online – [www.cityoftulsa.org/community/neighborhoodresources](http://www.cityoftulsa.org/community/neighborhoodresources) – for existing neighborhood associations in and around your area. To find out the names and contact persons of existing associations by phone, call one of the WIN Liaisons listed on the previous page.

- Neighborhood Liaisons can provide an informational kit on how to get started.
- Liaisons are your link with the Mayor’s staff to work on neighborhood issues.
- Liaisons keep updated records of association officers and contacts.

### ***How do I find out about planning a neighborhood block party?***

There is no better way to meet your neighbors than at a block party. Neighborhoods are better and safer places to live when there is a sense of caring in the community. Block parties can vary from a simple gathering of a few folks in a front yard to elaborate highly organized events involving dozens of streets in a neighborhood. When planning, do not overlook the resources in your area. Property owners, business owners and residents may all have an interest in block party plans because they all benefit from living and working in a healthy neighborhood. Contact the Neighborhood Services Liaisons at 596-1292 for registration information, barricades and helpful hints for your next block party.

### ***How can our neighborhood organize a neighborhood clean up?***

Neighborhoods can contact WIN at 596-1292 for assistance in organizing a neighborhood clean up. WIN can provide residents with trash bags and assist in making arrangements for trash pick-up. Free dumpsters are available to registered neighborhood associations. Tree debris/green waste site and free landfill days twice each year are designed to help keep neighborhoods clean.



# Working In Neighborhoods (WIN)

## Neighborhood Services

### ***What is available for citizens to help prevent crime in our neighborhoods?***

Becoming an active member of your Neighborhood Association and encouraging others to form a community can make a difference in the crime activity of your neighborhood. If you do not have an existing Neighborhood Association in your area, contact the WIN Neighborhood Services Liaisons for assistance in starting one.

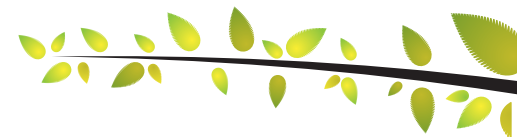
The following Programs are very helpful when an organized group of neighbors embraces them as a community:

**The Citizen's Crime Commission** can help improve the safety of your neighborhood through crime prevention education, anti-violence programs, and public involvement. Their five core programs are: Crime Stoppers (596-COPS), Alert Neighbors Neighborhood Watch, Citizens Alert Patrol, Arrest Arson (596-ARSN), and Safe Escape.

These programs can educate your community about the extent of the crime problem, address its specific impact, develop crime prevention programs and work with others to lower the crime rate in your area. For more information, contact [www.crimecomok.com](http://www.crimecomok.com) or 585-5209.

**The Tulsa Police Department (TPD) Citizens Police Academy (CPA)** is free to members of the community. CPA allows citizens an opportunity to develop a better understanding of their police department through education.

Academies are conducted twice a year for 14 consecutive weeks. Felony arrest, outstanding arrest warrants, or an unpaid traffic citation will disqualify an individual from the program. Contact Corporal Larry Edwards at [lledwards@cityoftulsa.org](mailto:lledwards@cityoftulsa.org) or 591-4517.



# Working In Neighborhoods (WIN)

## Neighborhood Services

### ***Does the City enforce homeowner covenants or deed restrictions?***

The City of Tulsa has no power to enforce covenants. Covenants (homeowner covenants or deed restrictions) are private land-use controls included as part of the property title. They restrict the property use and are enforceable usually by other property owners in the same subdivision who have similar restrictions on their property. If you have questions concerning restrictive covenants, contact your homeowner association officers or a real estate attorney. Copies of covenants can be obtained through the Tulsa County Clerk at 596-5801.

### ***How can I find out the address and size of a piece of property?***

Address information and property dimensions for property located within the city limits or within Tulsa County can be obtained through the Tulsa County Assessor at 596-5133. You will need to provide the legal description of the property.

### ***How do I get trash and junk removed from my neighbor's property?***

Trash, junk and debris left in the yard are a violation of city code. This includes junk such as auto parts, appliances, furniture, building materials and tires. Report to the MAC at 596-2100 or online at [www.cityoftulsa](http://www.cityoftulsa) with an exact address of the violation.

### ***What is Neighborhood Investigation and code enforcement?***

Neighborhood Investigations is a division of the Working in Neighborhoods Department (WIN). This office handles the enforcement of the City of Tulsa's ordinances regulating nuisance and zoning violations. The goal of Neighborhood Investigations is to promote and encourage voluntary compliance with city codes to assure citizens' quality of life in their neighborhoods. Individual structures and neighborhoods that are not maintained cost citizens money. Studies indicate that trash in a neighborhood can reduce area property values by 14.5 percent. Clean neighborhoods can lead to safer neighborhoods. The 10 most common violations are high weeds and grass; trash, junk and debris; illegal parking of inoperable vehicles, and unsecured properties. Violations should be reported to the MAC at 596-2100 or on the Web site. Provide the exact address of the violation.

### ***What do I do if I receive a "notice of code violation?"***

Prompt action to correct the problem will benefit your neighborhood and help you avoid fines and liens on your property. Stay in touch with the inspector assigned to your case to keep him/her informed about your progress. For more information, use the phone contact on the "notice of violation," or call the MAC at 596-2100.



# Working In Neighborhoods (WIN)

## Neighborhood Services

### ***Can I operate a business from my home?***

Residents of the City of Tulsa are permitted to operate some businesses from their home as an accessory use. This means the primary use of the building must be residential. Home occupations that are permitted by right without special exception are listed in City of Tulsa Ordinances, Title 42. We encourage you to check with the Indian Nations Council of Governments (INCOG) staff before proceeding with business plans for your home. Some home occupations that are not permitted by right may be permitted as a special exception subject to certain requirements. For questions regarding home businesses and special exceptions, call the Board of Adjustment, which can be reached through INCOG at 584-7526. If you have questions about, or want to report violations about home businesses in your neighborhood, call the MAC at 596-2100.

### ***Can I park in my yard?***

No. Only park on a legal driveway made with an approved all-weather surface material (asphalt/concrete) to city standards.

### ***Who do I call if animals are running loose in the neighborhood, need a pet license or need to be adopted?***

The Tulsa Animal Welfare handles complaints regarding loose animals, animal bites, vaccinations, and will pick up stray or injured animals. The shelter provides information on pet license fees, spay and neutering programs, as well as dog and cat adoptions. The City of Tulsa has a current animal ordinance and requires adherence to the leash law. The shelter staff will help you work with neighbors on animal-nuisance problems. For more information, please refer to the Tulsa Animal Welfare Web site: [www.tulsaanimalwelfare.org](http://www.tulsaanimalwelfare.org)  
3031 N. Erie Ave., Tulsa, OK, 74115 — Phone: 669-6299; Lost Pets Locator: 596-PETS; Volunteer: (918) 669-6283.

### ***Who sprays our neighborhood for mosquitoes?***

The Tulsa City-County Health Department Environmental staff coordinates a program that includes spraying for areas heavily saturated with mosquitoes. The Health Department also provides tips for reducing the problems yard by yard. Tips can be found on the Web site: [www.tulsahealth.org](http://www.tulsahealth.org) or by calling the Mosquito Hotline – 595-4219.

# Working In Neighborhoods (WIN)

## Neighborhood Services

### ***I have a rodent problem! What do I do?***

Rodent sightings and burrows are evident signs that rodents exist. They burrow under woodpiles, doghouses, and along the edges of sidewalks, houses and concrete. Rodents need a lot of water and generally burrow close to a water source. Doing the following, combined with trapping and poisoning, should reduce a rodent population:

#### **Food**

Take away the rodent's food supply. Use a refuse container that is watertight, rust-resistant and easy to clean, and has a recessed bottom. Dog food bowls, bird feeders, and pet waste often attract rodents.

#### **Water**

Eliminate outdoor water sources. Fix leaking pipes and dripping air conditioners. Fill in areas where water collects and stands. Covering your pool is essential.

#### **Shelter**

Fill in openings around pipes, doors, windows and other places of entry with sheet metal, hardware cloth, or steel wool. Plug drain holes in dumpsters. Remove lumber, rocks and debris from yards, since these are harborage areas.

For more information, contact the Tulsa City-County Health Department Environmental Division at [www.tulsa-health.org](http://www.tulsa-health.org) or 595-4200.

### ***What can our neighborhood do about graffiti?***

The City of Tulsa has a graffiti-elimination program that works to remove graffiti from public or private property, including buildings, signs, and utility boxes. Graffiti can lead to the overall decline of a neighborhood and to violence and crime. Graffiti should be reported immediately to the Mayor's Action Center at 596-2100 or by reporting online: [www.cityoftulsa.org/reporting](http://www.cityoftulsa.org/reporting)

### ***Where can citizens go to settle unresolved problems with neighbors?***

Tulsa Municipal Court offers an Early Settlement mediation program that provides a voluntary opportunity to resolve disputes. It is confidential. More than 80 percent of the cases reach a lasting, mutually acceptable resolution by both parties. For more information call 596-7786. The Tulsa Municipal Court is located at 911 Civic Center, Room 100L.



# Refuse and Recycling, City of Tulsa

## Metropolitan Environmental Trust (M.e.t.)

### ***How much trash can I put out and when is the truck coming?***

The City of Tulsa provides curbside trash removal with several options based on your location in the service area. Refuse should be accessible for collection by 6 a.m. on collection day. Trash collection schedules vary across residential areas in the city. To find out the collection schedule for your neighborhood along with rates, rules and regulations, call the Public Works Refuse Customer Services at 596-9777.

#### **What will be collected?**

- Twice a week service: Six-item limit on bags, cans or bundles of yard waste – set within four feet of the curb.
- Once a week service: 12-item limit on bags, cans or bundles of yard waste – set within four feet of the curb.
- Brush tied in bundles no bigger than four feet by two feet.
- Bags, cans, boxes and bundles limited to 50 pounds.
- Excreta (human or animal), soiled diapers, cat litter, fish cleanings and wet garbage ONLY if they are placed in sealed plastic bags.
- Loose materials (such as sawdust or cold ashes) ONLY if securely bagged.

#### **What will not be collected?**

- Toxic waste or liquids including motor oil.
- Construction or demolition debris, excess yard waste (more than 12 bags, cans or bundles per week), trees, stumps or automobiles.

#### **You should:**

- Dispose of hypodermic needles and other sharp medical wastes by placing the items in a rigid and sealed container (such as Pop bottles or capped milk jug).
- Make refuse and recyclables accessible for collection by 6 a.m. on collection day.
- Put refuse containers on the curb no more than 12 hours before collection and remove them within 12 hours after collection.

For information on other services provided such as, Backyard Service, Extra Service and Low-Income/Disabled Service, please call 596-9777 or refer to our Web site: [www.cityoftulsa.org/CityServices/Refuse](http://www.cityoftulsa.org/CityServices/Refuse)

# Refuse and Recycling, City of Tulsa

Metropolitan Environmental Trust (M.e.t.)

## ***How can I get rid of old furniture and appliances?***

To arrange for curbside pick-up of large household-related items, call Public Works Refuse Customer Services at 596-9777.

## ***What happens if my trash day is a holiday?***

Refuse pick-up does not occur on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. In the Once-a-Week area, if a holiday falls on a Tuesday or Wednesday, your collection day will be Monday of the holiday week. If the holiday falls on Thursday or Friday, collection day will be Saturday. In the Twice-a-Week area, if a holiday falls on pick-up day, you may put out twice the normal amount of refuse the next scheduled pick-up day.

Questions? Call 596-9777 or refer to our Web site: [www.cityoftulsa.org/CityServices/Refuse/](http://www.cityoftulsa.org/CityServices/Refuse/)

## ***What do I do about dead animals?***

Refuse staff can remove dead animals from public streets or the curb if the animals are in a bag. This service is provided at no extra charge for small animals. Call 596-9771 and leave a message with the exact location (specific directions). This voice-mail system is checked and cleared daily, Monday through Friday. Calls received on weekends will be serviced the next working day. For pick-up of a dead animal from streets or yards, or more information, call 596-9771.

## ***Can I recycle tree debris and fallen leaves? What about free mulch?***

The City of Tulsa offers free yard waste drop-off to the citizens of Tulsa. Residents who wish to dispose of grass, leaves, brush and tree limbs must present a current driver's license with a Tulsa address. Commercial customers and residential customers living outside the Tulsa city limits will be billed for this service.

The Green Waste site is located at 10401 E. 56th St. N. Open 9 a.m. to 4 p.m., seven days a week, except City holidays.

Wood chips are available, free to the public, during the hours of operation.

For more information, call Green Waste Drop-Off at 591-4325.

# Refuse and Recycling, City of Tulsa

## Metropolitan Environmental Trust (M.e.t.)

### ***How can I recycle at the curb?***

Curbside Recycling is available to citizens who receive a residential refuse bill from the City of Tulsa. The cost is \$2 per month for twice-a-month pick up. You will receive one recycling bin at no charge when you sign up for the service. You may recycle aluminum, glass, plastic and newspaper. Also available are extra bins for \$4, lids for \$3 and wheel kits for \$4 (these are one-time charges which will be applied to your City of Tulsa utility bill). For more information, or to sign up for Curbside Recycling, visit [www.tulsarecycles.com](http://www.tulsarecycles.com) or call 596-9777.

### ***Where can I take materials to be recycled?***

The Metropolitan Environmental Trust (M.e.t.) operates several convenient recycling drop-off centers in the Tulsa area. Products that can be recycled at no charge are: newspapers, magazines, office paper, plastic, aluminum, glass, hearing aids, eyeglasses, motor oil, antifreeze and batteries. For more information and special site hours, call the M.e.t. at 584-0584 or visit the Web site: [www.metrecycle.com](http://www.metrecycle.com)

### ***Where do I take household pollutants and hazardous wastes?***

The M.e.t. sponsors special collection days for household hazardous wastes and household chemicals. These events, held in the spring and fall, are designed to take household substances that may harm the environment if poured down the drain, into a storm sewer or tossed into the trash. Among the products that can be disposed of safely at the collection events are pesticides, cleaners, batteries, yard-care products, acids, caustics, oil-based paint, thinners, household flammable liquids, oil, antifreeze, bullets (50-caliber and smaller), and smoke alarms. For the date of the next event visit: [www.metrecycle.com](http://www.metrecycle.com) or call the M.e.t. at 584-0584.



# Residential Development

## ***What are permits?***

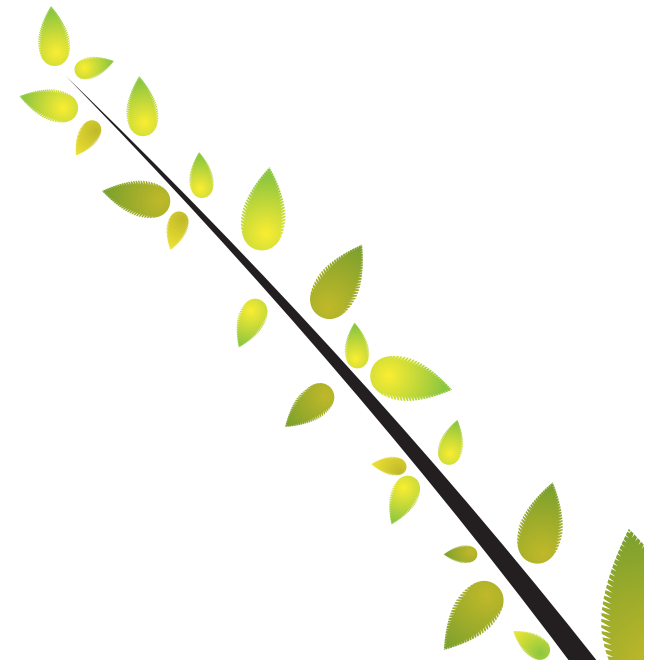
The City of Tulsa helps regulate construction through permit requirements. The process is designed to ensure all construction in Tulsa is safe. There are several types of permits: building, plumbing, mechanical, electrical, curb cut, storm water and zoning. Most home improvement requires one or more of these permits. Demolition or relocation of any part of a building requires a permit. To determine if your project needs a permit, call 596-9601. The Permit Center is located at City Hall, One Technology Center, 175 E. 2nd St., 4th Floor, Ste. 455.

## ***When do I need a building permit?***

Permits are needed for all new construction and for repairing or replacing existing features. The size and type of construction determines permit costs. For brochures or information, phone 596-9601. Licensed contractors should take care of this permit for their clients, however, if you are in a do-it-yourself job, you will need to make a site plan for your property showing the improvements and type of construction you will be using, and bring your plans to City Hall, One Technology Center, 175 E. 2nd St., 4th Floor, Ste. 455.

## ***Do I need a security-alarm permit?***

Yes, all security systems must be registered with the city.  
To receive an alarm certificate, call the City of Tulsa License Center at 596-7640.



# Planning, City of Tulsa

## ***What is zoning?***

The Indian Nations Council of Governments is responsible for the Tulsa Metropolitan Area Planning Council, the zoning and land-planning agency for property inside the Tulsa city limits. Zoning districts promote compatible patterns of land use within the city limits. Zoning districts establish site development regulations and performance standards appropriate to the purposes and uses allowed in each district. The City of Tulsa is divided into 18 zoning districts, each with a comprehensive plan.

Requests for zoning and land division changes for Tulsa are handled by the Land Development Services Division of INCOG. The staff reviews zoning requests for compatibility with the Comprehensive Plan, development guidelines, zoning codes and physical characteristics of the surrounding area. Staff then makes recommendations to the Tulsa Metropolitan Area Planning Commission. After proper zoning is acquired, Land Development Services staff processes the platting of the tract, if necessary. These two services help ensure that the area develops according to approved guidelines. Staff also processes requests for zoning variances and special exceptions for the Tulsa City and County Boards of Adjustment. For more information, visit [www.incog.org](http://www.incog.org) or call INCOG at 584-7526.

## ***How can I find out what the zoning is on my property?***

To find out the zoning on any property, you can contact INCOG at 584-7526 and ask for a zoning officer. You must have the legal description or address of the property.

## ***How do I request a change of use on my property?***

A non-conforming use is the use of any land, building or structure that does not conform to current applicable use regulations, but did comply or was not under requirements to comply at the time the use was established. Specific requirements govern the discontinuance of non-conforming uses. If you have a question concerning non-conforming use, call INCOG at 584-7526.

## ***I need a map of my neighborhood. Where can I get maps?***

You can purchase base maps, zoning maps, aerial maps, traffic counts, and census maps from INCOG for a small reproduction fee. Call INCOG at 584-7526.

## ***What is comprehensive planning?***

INCOG's Planning Services Division maintains a master plan for future development of the metropolitan area. The plan includes guidelines on appropriate land use (residential, commercial, office, industrial, public facilities, utilities, transportation, etc.). It is developed and maintained with public input, helping the region grow in an orderly manner. For more information, visit [www.incog.org](http://www.incog.org) or call INCOG at 584-7526.



# Planning, City of Tulsa

## ***How does the City help with urban planning?***

The City of Tulsa Planning Department is responsible for neighborhood, comprehensive and special district planning. (For zoning questions, see INCOG, 584-7526.) The Department works directly with neighborhoods and stakeholders on forming and implementing both long-range plans and short-term projects. The Planning Department may be able to help citizens find solutions to challenging land-use issues, ranging from urban blight and economic growth to historic preservation. The Planning Department has planners and urban designers on staff, but for exceptionally difficult problems, the Planning Department is often able to help build collaborative teams from other City Departments and sections including, Streets, Stormwater, and Economic Development to work directly with citizen groups.

In 2007, the Planning Department took these same grassroots planning techniques citywide with PLANiTULSA, the first complete update of our comprehensive plan in 30 years. If you have any questions about PLANiTULSA, call the Planning Department at 576-5684 or visit the Web site: <http://www.cityoftulsa.org/Community/Planning/Index.asp>

PLANiTULSA, a citywide process to update Tulsa's Comprehensive Plan, promises a new vision that is inclusive and reflects the needs and dreams of all our citizens. The Comprehensive Plan guides the physical development of the city. Its policies will provide a framework within which individuals, businesses, and public officials can make decisions that are consistent with the community's vision for the future. To learn how you can help impact Tulsa's future, visit [www.planitulsa.org](http://www.planitulsa.org) or call 576-5674.

# Streets

## ***My neighborhood needs a stop sign installed. Who do I call?***

To determine if a stop sign is needed, the intersection must meet one of several conditions, including heavy traffic, poor visibility, a pattern of accidents, or proximity to schools. Citizens can call the Mayor's Action Center (MAC) at 596-2100 to request a traffic study.

## ***Whom do I call to report a burned-out streetlight?***

Public Service Co of Oklahoma (PSO) is responsible for replacing residential street lights. To report a burned out or defective City street light, call AEP/Public Service of Oklahoma at 1-888-216-3523 or 1-888-218-3919. The City of Tulsa is responsible for replacing street lights and poles on Tulsa highways and expressways. Reports of expressway lighting outages go to the MAC at 596-2100. Traffic crews need an exact location in order to fulfill the request.

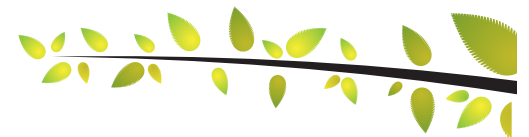
## ***What is traffic calming?***

Traffic calming can be achieved through a citizen-based grassroots education, enforcement and/ or engineering effort. Education can lead to a discussion among residents who are concerned about traffic safety in their neighborhoods. Neighborhoods are welcome to request speed limit signs and traffic calming devices to slow traffic on their streets. There also are educational resources available through Keep Kids Alive, Drive 25, a national program to which the City of Tulsa subscribes. Yard signs can be purchased for \$15 from the Citizen Crime Commission or from [www.keepkidsalivedrive25.org](http://www.keepkidsalivedrive25.org). For physical traffic calming, City engineers will conduct a speed and traffic study of the neighborhood and make a recommendation. Many neighborhoods have raised a portion of the funding for traffic calming in order to expedite installation.

For more information, e-mail [Drive25@cityoftulsa.org](mailto:Drive25@cityoftulsa.org), visit [www.cityoftulsa.org/Community/Drive25/](http://www.cityoftulsa.org/Community/Drive25/) or call the MAC at 596-2100.

## ***Whom do I call to repair a pothole on my street?***

Report the location of potholes to the Mayor's Action Center at 596-2100, e-mail [mac@cityoftulsa.org](mailto:mac@cityoftulsa.org) or visit: [www.cityoftulsa.org/reporting](http://www.cityoftulsa.org/reporting)  
Potholes will be filled within 48 hours of the report.



## ***What can be done when plants or trees are hanging in the street?***

To report locations where road visibility is obstructed due to plants or trees, blind corners, mid-block obstructions on the right-of-way, or median, contact the Mayor's Action Center at 596-2100 with a complete address.

## ***Are there parking restrictions on residential streets?***

Vehicles parked on city streets must be operable and should not be parked in the same space for more than 24 hours. Report violations to the Mayor's Action Center (MAC) at 596-2100. Include the closest address, color, model and tag number of vehicle. These parking violations are handled by the Tulsa Police Department and handled on a priority basis.

## ***When is my street going to be cleaned?***

Curbed residential streets are swept on a rotational basis four times a year. Arterial streets and expressways are swept eight times a year (Monday through Friday, 8 a.m. to 4 p.m.). For information on the scheduled cleaning day for your neighborhood, call the Mayor's Action Center (MAC) at 596-2100.

The following information will help your neighborhood receive the best street-cleaning job possible:

- Street cleaners cannot sweep under limbs under 12 feet.
- Do not rake or blow leaves, grass or other trash into the streets (City of Tulsa Ordinance). Street cleaners do not pick up limbs or branches. Do not stack yard trimmings in the roadway.
- Remove any other obstacles from the roadway.



# Water Issues

## ***Who do I call to report pollution or blockages in the creek in my neighborhood?***

To report dumping or spills of non-hazardous materials, call the MAC at 596-2100 with the complete location. If you witness a hazardous chemical spill, or hazardous materials being dumped onto the ground or into a creek, it could be an immediate health or safety risk; call 911.

## ***How do I report flooding or drainage problems in my neighborhood?***

To report flooding or drainage problems in your neighborhood, contact the MAC at 596-2100.

## ***How do I find out if my house is located in a flood zone?***

In Tulsa, there is a Federal Emergency Management Agency floodplain and a larger, broader Tulsa floodplain. If you are purchasing or selling a home, it is good to know its proximity to a floodplain. For a flood zone determination, call the MAC at 596-2100 and provide the legal description of your property, which includes the lot, block and addition. If you do not have the legal description, contact Tulsa County Land records at 596-5801.



# Helpful Numbers

The City of Tulsa maintains a powerful search engine on its Web site. To find a program or service, go to [www.cityoftulsa.org](http://www.cityoftulsa.org) and search using the name of the service, department or keywords.

## A

Airport Administration	<a href="http://www.tulsaairports.com">www.tulsaairports.com</a>	918-838-5000
Alarm Permits/Business License	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a> 2nd Floor, City of Tulsa Hall	918-596-7640
Animal Control (Loose Animals) and Animal Welfare	<a href="http://www.tulsaanimalwelfare.org">www.tulsaanimalwelfare.org</a>	918-669-6299
Animal Licenses	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-7640
Dead Animal Collection	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-9771

## B

Bill Payments Water Service	Pay online: <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	Pay by phone: 918-596-9511
Board of Adjustment	<a href="http://www.incog.org">www.incog.org</a>	918-584-7526
Building Permits	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-9456



# Helpful Numbers

## C

Cars: Inoperable vehicles, yard cars	MAC, City of Tulsa	918-596-2100
Tulsa Crime Commission (Alert Neighbors)	<a href="http://www.crimecomok.com">www.crimecomok.com</a>	918-585-5209
Chamber of Commerce	<a href="http://www.tulsachamber.com">www.tulsachamber.com</a>	918-585-1201
Chamber - Hispanic	<a href="http://www.tulsaHispanicchamber.com">www.tulsaHispanicchamber.com</a>	918-664-5326
City Clerk	Prepares Mayor's Agenda, Document Storage, etc.	918-596-7513
City / County Vital Records	Birth and Death Certificates 315 S. Utica	918-594-4840
City Court Clerk Municipal Court	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-7757
City Council Meetings and Agenda	<a href="http://www.tulsacouncil.org">www.tulsacouncil.org</a> or Agenda section	918-596-1990
Code Enforcement (WIN)	MAC, City of Tulsa, Report online at <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100
County Assessor	Homestead, Home Square Footage, House Values, Taxes (Property, Farm, and Mobile Home), etc.	918-596-5156



# Helpful Numbers

## C

County Clerk	Mortgage Filing, Deeds, Military Discharge Papers (DD214's), Platts, Register Business Names, Common Law Marriage, etc.	918-596-5801
County Treasurer	Back Taxes, Mortgage Tax, etc.	918-596-5071
Court, Municipal (Tickets, Court Dates)	<a href="http://www.tulsacounty.org">www.tulsacounty.org</a>	918-596-7767, Court Clerk 918-596-2100
Courthouse Tulsa County	<a href="http://www.tulsacounty.org">www.tulsacounty.org</a>	918-596-5000
Crime Stoppers (BILINGUAL)	<a href="http://www.crimecomok.org">www.crimecomok.org</a>	918-596-2677
Customer Service (Utility Billing)	Pay online or by phone <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-9511

## D

Dumping (Refuse Department)	<a href="http://www.cityoftulsa.org/CityServices/Refuse/">www.cityoftulsa.org/CityServices/Refuse/</a>	918-596-9777
Report Illegal Dumping	MAC, City of Tulsa <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100
Storm Drain/Waterways	MAC, City of Tulsa	918-596-2100
Drug Hotline (Crime Stoppers)	<a href="http://www.crimecomok.org">www.crimecomok.org</a>	918-596-2677



# Helpful Numbers

## E

Early Settlement (Mediation)	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a> 911 Civic Center, Room 100 L	918-596-7786
Economic Development Real Estate Management	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2600
Election Board, Tulsa County	<a href="http://www.tulsacounty.org">www.tulsacounty.org</a>	918-596-5780
Emergency Numbers Fire, Police, Medical	24 hours	911
Employment, City of Tulsa Job Opportunities	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	Information Line 918-596-7427

## F

Fire Department <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	Public Information Officer Education Headquarters	918-596-9420 918-669-6186 918-596-9444
Flooding and Drainage	MAC, City of Tulsa	918-596-2100

## G

Garbage Collection (Refuse)	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-9777
Garden Center, Tulsa Parks	<a href="http://www.tulsagardencenter.com">www.tulsagardencenter.com</a>	918-746-5125
Gilcrease Museum	<a href="http://www.gilcrease.org">www.gilcrease.org</a>	918-596-2788
Golf Courses, Page Belcher/Mohawk Park	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-PARK (7275)



# Helpful Numbers

## G

Mohawk Golf Course	<a href="http://www.tulsagolf.org">www.tulsagolf.org</a>	918-425-6871
Page Belcher Golf Course	<a href="http://www.tulsagolf.org">www.tulsagolf.org</a>	918-446-1529
Graffiti Hotline	MAC, City of Tulsa	918-596-2100

## H

Health Department, Tulsa City/County	<a href="http://www.tulsa-health.org">www.tulsa-health.org</a>	918-582-9355
Hispanic Chamber of Commerce	<a href="http://www.tulsa-hispanic-chamber.com">www.tulsa-hispanic-chamber.com</a>	918-664-5326
Historic Preservation	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-576-5687
Historical Society	<a href="http://www.tulsa-history.org">www.tulsa-history.org</a>	918-712-9484
Household Chemical Collection Facility (M.e.t.)	<a href="http://www.metrecycle.com">www.metrecycle.com</a>	918-584-0584
House Numbers, Addressing	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-9616
Housing Authority, Tulsa	<a href="http://www.tulsa-housing.org">www.tulsa-housing.org</a>	918-582-0021

## I

Indian Nations Council of Government INCOG (Planning and Land Use)	<a href="http://www.incog.org">www.incog.org</a>	918-584-7526
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# Helpful Numbers

## I

Information, City of Tulsa Offices	MAC, City of Tulsa <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100
Internet Address City of Tulsa	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100

## J

Jail, Tulsa City/County David L. Moss	<a href="http://iic.tulsacounty.org">iic.tulsacounty.org</a>	918-596-8900 918-596-5611
Jobs, City of Tulsa (Career Info Line)	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-7427
Juvenile Youth Development Alliance (YDA) Hotline	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a> - Development Department, Tulsa Police Department	918-596-1932

## L

Liaisons, City of Tulsa WIN	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-1292
Library Tulsa City/County	<a href="http://www.tulsalibrary.org">www.tulsalibrary.org</a>	918-596-7977 918-596-7959 (Reservation Department)
License Center (Alarm, Animal, Business, Liquor, Taxicab)	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a> 2nd floor, City Hall (Also see permits)	918-596-7640

## M

Mayor's Action Center ( MAC)	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100
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# Helpful Numbers

## M

Mediation Service (Early Settlement)	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-7786
Medical Emergency EMSA	<a href="http://www.emsaonline.com">www.emsaonline.com</a>	911
Metropolitan Environmental Trust - M.e.t.	<a href="http://www.metrecycle.com">www.metrecycle.com</a>	918-584-0584
Mosquito Control, Tulsa City/County Health Dept.	<a href="http://www.tulsa-health.org">www.tulsa-health.org</a> Summer Reporting Hotline	918-595-4200 (Environmental) 918-595-4219
Metropolitan Tulsa Transit Authority - MTTA	<a href="http://www.tulsatransit.org">www.tulsatransit.org</a>	918-582-2100

## N

Neighborhood Liaisons (WIN)	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a> Community/Neighborhoods	918-596-1292
Neighborhood Services and Investigations (WIN)	Report code violations online <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100

## O

Okie, One Call Before you Dig (Utility Lines Located)	<a href="http://www.callokie.com">www.callokie.com</a>	1-800-522-6543
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## P

Performing Arts Center (PAC)	<a href="http://www.tulsapac.com">www.tulsapac.com</a> Ticket Information Event Information	918-596-7122 918-596-2525
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# Helpful Numbers

## P

Parks and Recreation	<a href="http://www.tulsaparks.org">www.tulsaparks.org</a> <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-PARK (7275)
Permits (Commercial Building) Permits (Plumbing, Electrical, Mechanical)	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a> 4th Floor, City Hall	918-596-9601 918-596-9656
Planning Commission (TMAPC)	<a href="http://www.incog.org">www.incog.org</a>	918-584-7526
Police Emergency Non-Emergency	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a> <a href="http://www.tulsapolice.org">www.tulsapolice.org</a>	911 918-596-9222
Pothole Complaint	MAC, City of Tulsa Report Online: <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100

## R

Rodent Control Tulsa City/ County Health Dept.	<a href="http://www.tulsa-health.org">www.tulsa-health.org</a>	918-582-9355 – General 918-595-4200 Environmental
Recycling (Refuse) City of Tulsa	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-9777
Recycling: M.e.t. Locations	<a href="http://www.metrecycle.com">www.metrecycle.com</a>	918-584-0584
River Parks Authority	<a href="http://www.riverparks.org">www.riverparks.org</a>	918-596-2001



# Helpful Numbers

## S

Sewer Problems	MAC – <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	9918-596-2100
Solid Waste Service, Garbage Collection (Refuse)	MAC – <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100
Street and Alley (Hazards, Repairs and Maintenance)	MAC – <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100
Street and Lane Closures	MAC – <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100
Street Lights	MAC – <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100
Street Signs	MAC – <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100
Swimming Pool Info City of Tulsa, Parks and Recreation Department	<a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-PARK (7275)

## T

Tulsa Arts Commission	<a href="http://www.tulsaartscommission.org">www.tulsaartscommission.org</a>	918-576-5680
Tulsa Chamber of Commerce Visitor Information Center	<a href="http://www.visittulsa.com">www.visittulsa.com</a>	918-585-1201
Traffic Signals	MAC – <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100
Trash Collection (Refuse)	MAC – <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100 918-596-9777
Tree Trimming: In City Right-of-Way	MAC – <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-2100



# Helpful Numbers

## U

U.S. Department of Housing and Urban Development (HUD)	<a href="http://www.hud.gov">www.hud.gov</a>	918-292-8900
Utilities: Water, Sewer, Stormwater Billing Customer Service	Pay online: <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-9511

## V

Visitor Information Center - Tulsa Chamber	<a href="http://www.visittulsa.com">www.visittulsa.com</a>	918-596-1201
Voter Registration (Election Board)	<a href="http://www.tulsacounty.org">www.tulsacounty.org</a>	918-596-5780 918-596-5787

## W

Water (Utility Billing)	Pay online: <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-9511
Weed and Litter Control (WIN)	View the Top 10 Brochure of Code Violations: <a href="http://www.cityoftulsa.org">www.cityoftulsa.org</a>	918-596-7698

## Z

Zoning	<a href="http://www.incog.org">www.incog.org</a>	918-584-7526
Zoo, Tulsa	<a href="http://www.tulsazoo.org">www.tulsazoo.org</a>	918-669-6600



# Working In Neighborhoods Department (WIN)

Working In Neighborhoods Department (WIN)

Neighborhood Services

City Hall at One Technology Center

175 E. 2nd St., Ste. 580, Tulsa, OK, 74103

(918) 596-2100

[www.cityoftulsa.org/neighborhoods](http://www.cityoftulsa.org/neighborhoods)

