



## 01 SCHOOLS RE-OPEN

BE ALERT AND DRIVE WITH CARE

It's back-to-school time for Tulsa area public schools. Please drive safely and follow the laws protecting school children. City ordinances require drivers to drive 25 miles per hour through residential areas and in school zones when school zone signs are activated. Penalties for violation include fines up to \$500 and/or up to 30 days in jail.

When driving near a school, be alert for crossing guards and prepare to stop when children step off the curb. Failure to obey a crossing guard is a violation of City ordinances. Crossing guards lead Tulsa students across major streets, but students can cross unassisted at other locations. Children also benefit from learning safe pedestrian practices to always follow.

Motorists must also take extra care when driving near school buses. Students loading or unloading from school buses are at risk when drivers ignore red flashing bus lights. City ordinances require drivers going in both directions to stop for a school bus when the red lights are flashing.

Protecting children is more than just following the law. Even if drivers do all the right things, enthusiastic children can forget the rules and dart into a street without warning. Please keep our neighborhoods and all school zones you pass through a safe place for everyone. Tulsa and Union public schools will start on Aug. 21, and the Jenks district will start on Aug. 20.



# CITY LIFE

AUGUST 2019

## IN THIS EDITION OF CITY LIFE

01

### SCHOOL ZONE SAFETY

Be Alert: Follow laws protecting children. Drive 25 mph in school zones.

02

### 911 EMERGENCY CALLS

Call 911 to save a life, stop a crime in progress or report a fire.

03

### HELP AVAILABLE AT 211

Free call-in service supports those facing hardship in our community.

04

### ACTIVE FIRE DEFENSE

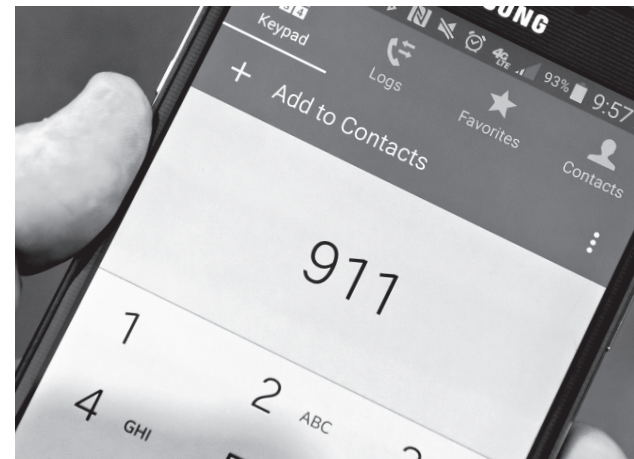
More than 16,000 fire hydrants protect our city and keep Tulsans safe.

**+ PLUS:** OPT IN OR OUT OF EMSACARE PROGRAM

WWW.CITYOFTULSA.ORG | TULSA311@CITYOFTULSA.ORG | CALL 311



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## 02 911 FOR EMERGENCIES

YOUR LIFELINE TO CRITICAL SERVICES

To report a life-threatening emergency, dial 9-1-1 as quickly as possible. Remember: 9-1-1 is when you need to *save a life, stop a crime or report a fire*. If you are calling police, fire or another City department for a non-emergency reason, please use the numbers listed below\*.

**Emergency Calls to 9-1-1** – Stay on the line and do not hang up. Remain calm and answer the questions that you are asked so your call can quickly be assigned to police, fire and/or medical responders. The most important detail you can give is the address or location of the emergency. If you call about a fire or a medical emergency, you will be transferred to those dispatch areas after the initial call pickup.

**Calling 9-1-1 By Mistake** – If you accidentally dial 9-1-1, stay on the line and say you called by mistake. That's much faster than the call-taker having to call you back or sending an officer to check on you.

**\*USE THE FOLLOWING NON-EMERGENCY NUMBERS FOR ADDITIONAL CITY OR COMMUNITY SERVICES.**

Police: (918) 596-9222

Fire: (918) 596-9977

Community Services Information: 211

Customer Care Center: 311 or (918) 596-7777 (outside city limits)

Water & Sewer Services: (918) 596-9511



### 03 CALL 211 FOR HELP

#### SERVICES AVAILABLE FOR COMMUNITY

The Community Service Council's 211 Eastern Oklahoma is a 24/7 free helpline to thousands of community services across 37 counties. Individuals can call 2-1-1 to connect with highly trained specialists or search an updated and fully vetted online database of community services.

211 typically serves about 500 people daily with requests related to assistance with utility bills, food, housing, healthcare, and much more.

In addition, in times of community emergencies such as the recent historic flooding, 211 operates as a clearinghouse for disaster resources. During the height of the flooding, 211 call volume doubled to around 450 calls a day, mostly from Oklahomans seeking help for flood-related issues.

Overall, the helpline connected more than 2,500 people to flood-related services, such as evacuation assistance, damage assessments and information on where to donate or volunteer. To accommodate the increase in calls, 211 doubled its staff from 11 to 22 specialists.

No matter what your need or what hardship our community is facing, 211 Eastern Oklahoma is there, serving nearly 200,000 eastern Oklahomans annually. If you need help, dial 211, text your ZIP code to 898-211, or visit [www.211EOK.org](http://www.211EOK.org).

### EMSACARE OPTION

#### CHOOSE TO OPT IN OR OUT IN AUGUST

Each year in the month of August, Tulsa utility customers have the option to change their enrollment status in the EMSAcare program. They may choose to opt in or opt out of the program.

Customers who are already enrolled in EMSAcare do not have to do anything to stay enrolled. The EMSAcare fee of \$5.45 will continue to be added to their utility bill each month. To check if you are currently enrolled, look on your utility bill for a line item titled "EMSA Medical Services Program."

Customers who are not currently enrolled in EMSAcare but would like to sign up can contact the Customer Care Center at (918) 596-9511, Monday through Friday from 7:30 a.m. to 6 p.m., or visit [www.cityoftulsa.org](http://www.cityoftulsa.org) anytime until Aug. 31. Customers also may cancel their EMSAcare service using the same contact information.

EMSAcare is a subscription program by EMSA (Emergency Medical Services Authority) that helps to cover the costs of emergency medical ambulance transport for you and permanent members of your household. The EMSAcare subscription ensures you pay no additional out-of-pocket costs – such as co-payments or deductibles – for emergency ambulance services once insurance or other third-party payments are applied.

EMSA will bill Medicare, Medicaid, insurance providers, or another third party and accept that payment as payment in full. Some limitations apply. For complete details, visit: [www.emsaonline.com](http://www.emsaonline.com)



### 04 FIRE HYDRANTS

#### KEEPING THE TULSA COMMUNITY SAFE

Fire hydrants, supported by a reliable water distribution system and a ready fire department, serve as a key component of community safety. Water distribution mains are sized to deliver fire protection services to more than 16,000 fire hydrants inside the Tulsa area. Fire hydrants are strategically located throughout the city to provide the best possible coverage for fire-fighting services.

The Tulsa Fire Department (TFD) inspects fire hydrants on an annual basis to ensure they're operational and ready to serve our community in case of fire.

If hydrants are operationally deficient, they receive the highest maintenance priority and the Water & Sewer Department quickly repairs or replaces them. To assist the Tulsa Fire Department, the Water & Sewer Department and our community, please remember:

- **It is unlawful to park within 10 feet of a fire hydrant, or to place any permanent or temporary obstruction within 8 feet of any fire hydrant. Also, please be sure to keep trees, shrubs, bushes and other vegetation away from fire hydrants. The City of Tulsa must have clear access to the fire hydrant, especially during an emergency when every minute counts to control and extinguish a fire.**
- **Do not change the surrounding grade around a fire hydrant. Fire hose connections need adequate clearance to connect to the fire hydrant outlets.**
- **Do not paint a public fire hydrant since they're painted yellow in accordance with the National Fire Protection Association recommendations. Private fire hydrants are painted red. If you see a public fire hydrant that needs painting, please call the City of Tulsa Utility Services Department at (918) 596-9511.**

Fire hydrants also serve water through construction meters to contractors and developers where permanent water meters don't exist. If you see anyone tampering with a fire hydrant or taking water from a fire hydrant without a construction meter, please call the Tulsa Police Department at (918) 596-9222.