

01 PREPAREDNESS IS KEY

PLAN FOR FLOODS OR OTHER DISASTERS

September is National Preparedness Month, a good time to make an emergency plan to protect your home or business in case of a flood or other disaster. It's wise to assemble an emergency kit and have it accessible if you need to evacuate. For more information about an emergency plan and emergency kit, visit: www.ready.gov/make-a-plan and www.ready.gov/build-a-kit

Be alert when storms approach. Access local news stations and follow weather updates. Listen for emergency sirens. In Tulsa, the flood siren will be an alternating high-low tone; the tornado siren will be a steady, one-note tone.

Safety is the most important consideration. Flood waters can rise rapidly, so you should be prepared to evacuate before the water reaches your property. If you're caught in the house by floodwater, move to the second floor or to the roof. Take warm clothing, a flashlight and portable radio with you. Wait for help.

If your property has flooded at least twice within any 10-year period, resulting in two or more claims of \$1,000 or more from the National Flood Insurance Program, your property may be classified as a Repetitive Loss Property. If properties near you have flooded frequently, you may live in a Repetitive Loss Area. To find out if your property is in a floodplain, check maps available at <http://maps.cityoftulsa.org/floodplains>

City stormwater engineers are available to visit your property and give recommendations on how to improve drainage. They also will explain why you need flood insurance. According to the Federal Emergency Management Agency (FEMA), properties in a high-risk flood zone have a 26 percent chance of flooding during the life of a 30-year mortgage. The City of Tulsa has a 40 percent discount on flood insurance for properties in a Special Flood Hazard Area, and a 10 percent discount for other properties.

Sometimes storm damage does not receive a federal disaster declaration and public assistance may not be available. The City of Tulsa has an acquisition program which uses hazard mitigation grant funding from FEMA to purchase repetitive loss properties. For more information, contact the Customer Care Center at 311 or (918) 596-7777 (outside city limits).



CITY LIFE

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IN THIS EDITION OF CITY LIFE

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PREPAREDNESS MONTH

Make a plan for your home or business in case of floods or other disasters.

02
DISPOSE OF POLLUTANTS

Bring household chemicals for disposal and shop for items in the Swap Shop.

03
SAVE OUR STREAMS

Never flush medications down toilets; trace amounts get into our streams.

04
DUMPSTERS DELIVERED

Registered neighborhood associations can request dumpsters for cleanups.

+ PLUS: FIND USEFUL INFORMATION ON CITY WEBSITE

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



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02 POLLUTANT DISPOSAL

TULSANS BRINGING ITEMS TO FACILITY

Since the City of Tulsa Household Pollutant Collection Facility at 4502 S. Galveston Ave. opened in early 2016, usage of the facility has steadily increased. During these first 2 ½ years of operation, 4,668 area residents brought 294,345 pounds of pollutants to the facility, averaging over 63 pounds per customer. Disposing of items at this facility helps to keep pollutants out of waterways, refuse and recycling systems and the sanitary sewer.

Customers are also utilizing the “Swap Shop” at the facility, where they can take new or lightly used household products for free. This service saves disposal costs at the facility and allows the products to be used for their intended purpose. Since the Swap Shop opened, a total of 1,315 items have been taken, comprising over 2,400 pounds of material.

The facility will also host a Special Collection Event on Nov. 3, 8 a.m. – 2 p.m., where the usual household items will be accepted, along with tires, e-waste, ammunition and medicines.

The Household Pollutant Collection Facility is open every Wednesday and Saturday, except for City holidays, by appointment from 8 a.m. to 4:30 p.m. Tulsa residents can make an appointment by calling (918) 591-4325. For more information about the facility and the list of accepted/non-accepted items, visit: www.cityoftulsa.org/resourcerecovery



03 **SAVE OUR STREAMS** NEVER FLUSH MEDS DOWN TOILETS

Proper disposal of unused medications benefits people's health and the environment. Medications should not be left around the house, available for possible misuse by family members.

Also, medications should not be flushed down toilets. Our wastewater treatment plants are unable to remove the chemicals found in medications, so trace amounts of these drugs are discharged into local streams. Long-term exposure to these chemicals can harm aquatic wildlife.

Tulsa participates in two National Drug Take Back Events each year: spring and fall. The next event will be Oct. 27, 10 a.m. – 2 p.m. Check local news next month for locations. Medicines also will be accepted at a special event Nov. 3, 8 a.m. – 2 p.m. at the Household Pollutant Collection Facility, 4502 S. Galveston Ave.

Other options for properly disposing of prescription drugs include:

- **Drop off medications at one of the following stations, any time of the year, Monday through Friday.**
 - Tulsa Police Gilcrease Division, 3436 N. Delaware Ave., 8 a.m. – 4 p.m.
 - Tulsa Police Mingo Valley Division, 10122 E. 11th St., 8 a.m. – 4 p.m.
 - Tulsa Police Riverside Division, 7515 S. Riverside Dr., 8 a.m. – 4 p.m.
 - Tulsa County Sheriff – 303 W. First St., 8 a.m. – 4 p.m.
- **Incineration through the City of Tulsa residential trash service (the gray cart)**

ONLINE SERVICES USE CITY WEBSITE FOR INFORMATION

Tulsans can access City services and receive answers to questions at the City of Tulsa's website. Visit www.cityoftulsa.org to learn about Tulsa's government, including its programs and services.

While online, you can look up agendas for upcoming meetings of the City Council or other City boards and authorities. To report a problem such as a missed trash collection, property violation or pothole in a city street, Tulsans can use the one-stop reporting option: www.tulsa311.com City representatives also are still available by phone by calling the Customer Care Center at 311 (in city limits) or (918) 596-7777 (outside city limits).

When problems are reported either online or by phone, the information can be forwarded to the correct City department. This creates a method of tracking the issue to ensure that it is addressed.

City of Tulsa water, sewer, stormwater and refuse collection customers also can view their account information and pay bills online. Other methods of City utility bill payment are listed on the website. These include AutoPay – having the payment deducted from a bank account, by phone, by mail, in person or at an authorized payment center.

The City's website is available 24 hours a day; so even if you're busy during hours when City employees and elected officials are in their offices, you can still communicate and get needed information and assistance.



04 **DUMPSTERS AVAILABLE** REQUEST FOR NEIGHBORHOOD CLEANUPS

The City of Tulsa's Neighborhood Dumpster Program is a service available to registered neighborhood associations to perform neighborhood clean-up activities. Participating groups can request two 30-yard containers every six months to dispose of eligible household items.

The City of Tulsa recently purchased more dumpsters and an additional hauling vehicle for this program. This will significantly reduce wait times for dumpsters and allow more areas of the City to be served.

Dumpsters are for use at residential sites and cannot be used for commercial purposes (for example, to clean out rental properties). Certain items cannot be placed in the dumpsters, such as limbs and other tree debris, grass clippings, Freon bearing appliances, car parts or tires, air conditioners, roofing materials, whole buildings, sheds or garages.

Do not overfill dumpsters. Dumpsters should be no more than three-fourths (3/4) full, so they may be safely transported to the disposal site. Items cannot be placed on the ground around the dumpster.

If your neighborhood association is interested in participating in this program, the neighborhood leader may call 311.