



As Mayor, I am often asked how I am compensated for the time I give to our community in this role and why I chose to become Mayor.

I am proud to serve Duncan. Even though there is no compensation for doing so, as an “unpaid volunteer”, my love for our community and a shared mission alongside the City Council of making Duncan a great place to live, work and raise our families while making a difference and moving the community forward is MY why.

I believe that Duncan is a great place to live, work and raise a family because we have one of the lowest tax rates in comparison to all the counties that border ours, we have quality local healthcare and an excellent school system where my wife is a teacher.

While I believe that Duncan is a great place, I also know that we can accomplish more.

As your municipal government leadership, the Council and I strive to make decisions that provide our city with the ability to continue to make much needed infrastructure improvements. Progress is being made, and although there is much to continue to do, I am pleased to say that the Oklahoma Water Resource Board waterline improvement project has only Phase 3 of the three phases to complete, 6 of our 7 settling ponds have been cleaned

Letter from Mayor Robert Armstrong

out, the El Rancho Water Tower replacement project continues to advance, the new Water Metering System is in its final installation stages with the new system benefits to include new technology to read water usage, reduced cost associated with manual meter reading, immediate identification of leaks to reduce system water loss and improved customer access with an app that will be available to all customers once installation is done. A new fire station is planned and road repairs/reconstruction are continuing. Last year we finished just over 60 blocks. Roadwork slated for 2024 is approximately 40 blocks in the southeast quadrant of the city and an additional 30 blocks in other areas. Many of these projects have challenges to overcome and I appreciate the dedication of our staff as all the “moving parts” are being coordinated, executed, and completed.

To continue to fund future improvements that will benefit us all, I encourage you to shop locally as our funding for municipal services comes from sales tax collected and utility payments. City of Duncan, like all municipalities in Oklahoma, does not receive property taxes which are paid to the county. As residents, we want to have good infrastructure and a great quality of life. This is only possible if we all work together. The dedicated ½ cent sales tax that will be up for renewal in June funds our infrastructure projects and economic development.

I am all FOR Duncan. Join me in making our community a great place to live, work and raise our families.



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Duncan City Newsletter is published by the City of Duncan to keep our citizens up-to-date on all of the exciting things happening in our community.

Kenzie Wheeler

CITY MANAGER (Interim)

Summer brings the end to the school year and the “lazy days of summer” begin where play days and snow cones create fun summer memories.

We, at City of Duncan, are putting the finishing touches to our family friendly events for the summer season with “Movies in the Park” June 13th, July 11th and September 12th at Fuqua Park in partnership with The Palace Theatre, the annual Red, White & Boom fireworks extravaganza in partnership with The Chickasaw Nation’s Chisholm Trail Casino at Abe Raizen & Jess Welch Sports Complex July 3rd as well as our “Family Fright Night/Trick or Treat/Movie in the Park” October 24th. Visit our website for more information as we draw closer to those events or check out our social media and make plans to join us and make memories with your family!

Fuqua Pool will open May 25th. We thank our community partners who sponsor swim days throughout the summer. With the pool open Monday-Sunday from 1-6 pm daily, there will be plenty of opportunities to make additional memories there too.

For your Public Works crews, summer means it’s asphalt season. I’m pleased to report that our crews began road reconstruction in the southeast quadrant of the city as soon as the weather began to warm up, with a CDBG project encompassing approximately 40 city blocks. This is possible because of the dedicated ½ cent sales tax citizens approved, of which ¼ cent is used for infrastructure improvements. Those dedicated funds were used as the match for the CDBG grant that City of Duncan applied for and was awarded. With the dedicated tax and the grant addressing those roads, we also are planning to reconstruct an additional 30 blocks. Thank you for investing in our community and making this possible.

I would be remiss if I did not mention the water meter project, which has had a number of challenges for both our staff and our residents. We know it has been difficult but upgrading our water meter system is imperative. If you have questions about your billing, please contact us to give us the opportunity to review your account. I believe the new system, with leak detection technology that identifies water loss, will translate into savings to your household and to our utility. It will be worth all the challenges in the long run and I thank you for your patience as this project wraps up over the summer. Be sure to check out the Spotlight section of this newsletter for more details about the soon to be launched “Get My Meter” Customer Portal.

Enjoy your summer!




**Get Your
App Today!**

City Council

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CITY MANAGER (Interim)

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Did you know that your Duncan Fire Department trains daily, weekly and/or annually depending upon the training required, to ensure that our firefighters are at the ready for any type of emergency that may arise:



OB Emergencies
Special Needs Patients
Fire Investigation
Cold Weather Emergency
Apparatus Scene Placement
QA Incident Reports
Offensive Fire Attack
Rope Rescue
Search & Rescue
Engine Operations
Driver Training
Fire Hose
Documentation
Wildland Firefighter Safety
Pipeline Response
Tanker Shuttle Operations
Firefighter Bail Out
Combustible Gas Detector
Rescue & Extrication
Mass Casualty
Firefighter Foam
Streets & Map Reading
Hazardous Material Chemical Analysis
Water Shuttle Tanker Operations
Chemical Medical Surge/Mass Casualty/Decontamination
Hazardous Materials Operations
1st Responder Mental Health & Crisis Management
Self-Contained Breathing Apparatus
Emergency Medical Services

Average Response time: 5 minutes, 23 seconds
 National Response time per NFPA: 6 minutes

Ring, Ring, do you really need to answer that call? Today more and more people receive calls from callers, scammers, and other unsolicited salespeople.

Over the last few years fraud by telecommunications has increased dramatically. The ability to make fraudulent calls has become easier for criminals to commit, due to advancements in technology. Most people are aware of the increase in scams due to the amount of unsolicited calls they receive from unknown numbers or caller ID stating they are scam calls. But, did you know Americans receive approximately 14 spam calls/month. Which leads to someone being scammed out of money, property or both.

One of the most notable scams in the last year was dubbed "Loved Ones". It involved fraudsters calling pretending to be a grandchild, daughter, son, or some other relative insisting they are in trouble and attempting to influence the family member to send them money, either through an app- Venmo, PayPal, Zelle and cash app- or to wire the money.



Another scam is when a person calls you, advises they are from your bank, and attempts to "verify" your account information and personal information to gain access to your account and make a withdrawal.

There are multiple ways criminals attempt to get money from you. Numerous scams, like fake lottery wins, bank fraud calls, fake vehicle accidents or the scammer may even advise they work for the IRS or Medicare to gain your personal and/or medical information.

To avoid being scammed, the loss of personal information or even money, here are a few steps to combat scammers:

- **Don't give out personal information**
- **Hang up the phone**
- **Report the scam**
- **Warn family and friends**
- **If you do give out any information, call your bank and advise them, so they can act**
- **Register on the National Do Not Call Registry at www.donotcall.gov**
- **Remember, if it's too good to be true it probably is**



Streets Completed in 2023

Approximately 60.27 blocks or 24,109 linear feet of asphalt done, with the average cost of \$1.56/sq foot or \$14-16,000 per city block. In addition, there was 37,003 Feet of concrete work done.

14th Street between Maple and Pecan Avenues
 15th Street between Maple and Pecan Avenues
 11th to 15th Streets on Elm Avenue
 11th to 15th Streets on Pecan Avenue
 14th to 15th Streets on Sycamore Avenue
 14th to 15th Streets on Poplar Avenue
 10th to 13th Streets on Mulberry Avenue
 6th Street between Spruce and Hickory Avenues
 4th Street between Elder and Hackberry Avenues
 5th to 6th Streets on Cedar Avenue
 2nd to 3rd Streets on Cedar Avenue
 2nd to 3rd Streets on Spruce Avenue
 3rd Street between MLK and Carver Avenues
 King Place between MLK and Carver Avenues
 Sharp Avenue between King Place and 4th Street
 Pecan Avenue between 5th Street and King Place
 Mulberry Avenue between 7th and 8th Streets
 Main Street between D and I Streets
 Walnut Avenue between D and 3rd Streets
 F Street between Main Street and Ash Avenue
 Beech Avenue between F Street to 1st Streets
 Beech Avenue between B Street to F Streets
 Ash Avenue between B Street to F Streets
 Ash Avenue between B Street to 2nd Streets
 Ash Avenue between 2nd and 3rd Streets
 Oak Street between B and D Streets

Streets Completed 2012-2023



Construction has begun on the Airport's Taxilane.

Streets Projects for 2024

The CDBG road construction project encompasses 40 blocks to be done this season, with an additional 30 blocks planned. Blocks included will be:

12th Street, Hwy 7 to Bois D'Arc Ave
 42nd Street, Elk Ave to Plato Ave
 Plato Road, 42nd Street to Hwy 7
 Tanglewood Drive, 5th Street to Odom Drive
 Redwood Drive East
 Day Street to Osage Road
 Blackjack Lane, 5th Street to Day Street
 Ponderosa Road to Camelback Road
 Walnut Hill Drive East and West
 Woodside Drive East and West
 Oakridge Drive East and West



Water Distribution Projects

Oklahoma Water Resource Board Water Line projects continue with the second phase of the OWB project pending ODEQ permits, with permits and bid phase pending for the next water line replacement. The third phase of the OWB project is at 60% of design completion.

Clarifier Rehabilitation construction began in October 2023, projected to be completed in second quarter of 2024.

With the Council approved funding in place for the El Rancho Water Tower Replacement project, the plans and specifications were submitted in December 2023. Bidding was held in January 2024, with construction scheduled to begin the first quarter of 2024.

Six of the seven settling ponds are cleared.



Duncan Power & Emergency Management



Duncan Power hired a Lineman in the 1st quarter of 2024 who is a great addition to our team. As he is the first qualified lineman to come to work for our team in about a year, we are excited he is here. As he learns our policies and procedures he will become another of our "afterhours" call-out-responders which means better service to our customers!

The specialized training of newer employees continues both in-house and through participating in out-of-town education. Two of our apprentices went to Underground Distribution School during the first quarter of this year and our team also saw one employee complete a 4-year Lineman Training Program. As he is now a certified Lineman, he can be relied on for highly skilled linework on our construction and maintenance work. His commitment to education will also allow our team to "fan out" a little more during storm recovery.

Duncan Power continues to deal with delays, cancellation, and back-ordering of everyday materials in every price range. Transformer delivery is still not improving. It is a challenging time for many utility providers.

Planned work for the remainder of the year includes switch and breaker upgrades at Plato Substation, weather and staffing permitting. We continue working through equipment delays and integration delays in our automated electric meter reading refresh and upgrades; unlike the water meters, which are being completely replaced, the Duncan Power electric meters are being upgraded along with the wireless system that moves the meter readings from the meter to City Hall. Continued commitment to maintenance of meters, poles, lines, and underground cables means fewer interruptions in service to you.

As a sidenote, Duncan Power's electric rates have remained the same since 2017 and the wholesale electricity cost of the last few summers has used up our reserve funds. The cost of transformers, poles and wire have also risen considerably in the same period along with ensuring competitive lineman wages. Our wholesale electric costs have increased annually over the years since 2017 along with 3 weather related temporary price spikes that have not been passed to Customers = millions of dollars. We strive to do as much as possible with our budget each year however it is now to the point that an increase is needed in electric rates to ensure that maintenance and improvements to the system continue as we move forward.



Prevention, Mitigation, and Response.

Did you know that City of Duncan's Emergency Management team monitors weather threats from the Emergency Operation Center in City Hall? Weather information is provided to EM through direct communication with the National Weather Service in Norman and the Storm Prediction Center. Radar and other crucial weather information is provided directly to the EM Director from OK-First, a program of the Oklahoma Mesonet that provides Oklahoma's public safety community with weather education and access to critical real-time weather data. Since 1997, more than 2,000 public safety officials have been trained, with more than 900 active members currently participating. Operated with support from the Oklahoma Department of Public Safety and Oklahoma Mesonet, training and data is provided at no cost to participants in Oklahoma, City of Duncan's EM Director is certified in Mesonet OK-First training and utilizes the information National Weather Service and the area storm spotter network provides to make informed decisions for public warning.

EM maintains, services, monitors, and activates the city outdoor warning network of sirens. The system automatically activates the sirens in the event of a Tornado Warning issued by the National Weather Service that will affect the city or individual city lakes. EM also maintains a lightning warning system which monitors the sky for lightning within a 10-mile radius of the city, then activates the lightning siren at Abe Raizen/Jess Welch Sports Complex to warn users of dangerous lightning. Additional sirens are planned for this year at Fuqua Pool and the Stephens County Historical Museum.

Completed prior to the 2024 storm season, a communications center is now inside the Emergency Operations Center at City Hall. The Communications Room, in addition to providing a severe weather monitoring station, will be capable of providing a two-station emergency dispatch facility for City of Duncan emergency services in the event their dispatch is compromised, HAM radio monitoring and operations, emergency phone and internet, outdoor warning siren monitoring and activation, and more.



Lakes

As of April 29, 2024

Lake Name	Current Capacity (acre ft)	Current Capacity (million gallons)	Normal Capacity (acre ft)	Percent Full (Current)
Fuqua	18,020	5,046.07	21,100	85.4%
Humphreys	11,230	3,144.69	14,041	80.0%
Waurika	164,047	45,937.42	188,760	86.9%

Parks

Movies in the Park at Fuqua Park June 13th, July 11th and September 12th.

Movies (PG rated) begin at dusk. Bring blankets, lawn chairs, City of Duncan providing popcorn and many thanks to our partner, The Palace Theatre, for sponsoring the movies.



Family Fright Night/Truck or Treat and Movie in the Park at Fuqua Park on October 24th.

(Please note that an event may be cancelled or rescheduled due to inclement weather).

To make a reservation at one of City of Duncan's parks, please call 580-252-0250 and ask for Public Works- Parks.

Cemetery

Cemetery cleanup is held quarterly, the second Tuesday in February, May, August, and November.



Red, White and Boom Celebration

will be held on July 3rd in celebration of Independence Day.



Fuqua Pool

City of Duncan contracted with Simmons Center to operate Fuqua Pool. To make reservations for parties and special events, call Simmons Center at 580-252-2900. Make reservations early to avoid disappointment.

Opens Saturday, May 25th, 2024

Hours are Monday- Sunday 1- 6pm
12 yr and under supervised by guardian

Simmons Center Swim Lessons

June 3-13th and July 22-Aug 1st,
contact Simmons Center to reserve 580-252-2900

Kiwanis Swim Lessons

June 17- 27th and July 8-18th

Contact Simmons Center or Chisholm Trail Kiwanis Club directly for further information and available times.



Community Development and Library



Community Development and Code Enforcement

The Department of Community Development and Code Enforcement has had a busy beginning to 2024. The department is focusing on community improvement and quality of life for our citizens- through grant writing, public forums to discuss quality of life, and code enforcement.

Staff have prepared five grant applications seeking \$61,500 so far in 2024 that focus on our parks, beautification, and community improvements. The department hopes to hear back on these applications by mid-summer. Our staff is also working on gathering documentation for two more grant applications totaling the possibility of \$76,000 for park and community improvements.

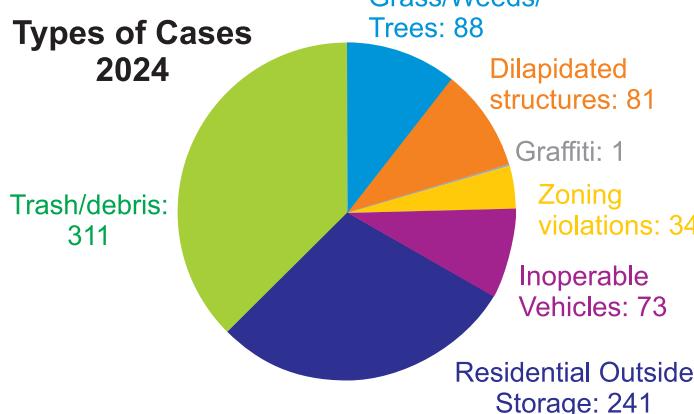
Community Development is also hosting monthly community meetings gathering input from citizens regarding quality-of-life projects and planning for Duncan's future. Meetings are averaging 40 citizens attending and providing input on topics such as infrastructure, public facilities, beautification, economic development, and other areas of interest that are used in scoring a community's overall quality of life. Staff wants to hear from you about how to shape Duncan's future.

Strategic Planning Forums

First Floor conference room, City Hall | 5:30-7:30 pm each month

May 20, June 24, July 22, Aug 26, Sept 23, Oct 28, Nov 18, Dec 16

Types of Cases 2024



Code Enforcement has been very active in 2024 having processed 829 total violations between January 1st and March 31st. Most of these cases are related to trash/debris, residential outside storage, and dilapidated structures throughout the community. The department also received approval from City Council to remove seven dilapidated structures and is now in the process of preparing the next round for consideration. The goal is to have a total of 30 blight structures be removed in 2024, budget permitting.

Duncan Public Library

The past year at Duncan Public Library we've been trying new things and going out into the community to meet all of you at the events you're attending. We met so many awesome Duncanites who didn't know

about all the things we offer but who are now new library patrons because they had fun at trivia nights or visited us at the Chisholm Mall. We also added so many great partnerships with local businesses and groups in the spirit of last year's theme: "All Together Now."



In 2024, our theme is "Adventure Begins at Your Library." We plan on being a go-to place for experiences and adventure with all kinds of programs like Kitchen Travels where we try foods from a different country every month, listen to some music from that region, and learn some interesting facts. But that's just the beginning.

Summer Reading Program is right around the corner, and we've got a packed calendar for your summer. You don't even have to leave Duncan to see wild animals, enjoy jugglers and hula hoop tricks, create paracord bracelets, make a mess at The Messtival, make a fort in the library, talk to a Wichita Wildlife Refuge ranger, and do so many crafts and watch so many movies! The Duncan Public Library has it all! The foam party will be back again, and we'll have fun at Kiddieland, too! Starting Tuesday, May 28th, you can come get your calendars and reading challenges. You don't have to have a library card to participate, you don't have to start on the first day, and all of our programs are free thanks to the Friends of the Duncan Public Library!

We also have a few new features you might like, including hotspots, longer checkout times, an expanded checkout limit of 30 items per card, and children can get their first card at age 5! We are so excited to have many new adventures with our fellow Duncan citizens in the coming year. Thank you for all your support. Spread the word that "Adventure Begins at Your Library!"





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City **SPOTLIGHT**



Coming Soon! Customer Portal for AMI Water Meter Project



With the installation of the new water meters, projected to be complete by the end of June, City of Duncan water customers will soon have online access to their water usage information via the *Get My Meter Info* web portal.

As part of our ongoing efforts to improve services to our Customers, City of Duncan will offer this portal to help you monitor your water usage, offering you direct and secure access to your water usage data.

The *Get My Meter Info* portal and smartphone app will allow you to review and analyze your water usage patterns. With these tools, you will be able to view your usage activity and gain greater understanding and control of the amount of water you use. You will also be able to establish alerts, including identifying potential leaks and abnormal increases in your water usage.

To access your smart meter data and notifications once the installations are completed and the portal launches, visit <https://GetMyMeter.info> to register for an account.

To check on the status of this infrastructure project, please visit our website.