



01 SCHOOL IS BACK IN SESSION

BE ALERT AND DRIVE WITH CARE

As Tulsa-area schools reopen, drivers are reminded to slow down, stay alert, and follow the law, especially around school zones and residential areas.

City ordinances require a speed limit of 25 miles per hour in school zones when lights are flashing. Violations can result in fines up to \$500 and/or up to 30 days in jail.

When driving near schools, watch for crossing guards and be prepared to stop when children enter the crosswalk. Ignoring a crossing guard is a violation of City law. While guards assist at major intersections, many students cross streets on their own — so stay alert at all times.

Drivers must also be cautious around school buses. If a bus has red flashing lights, vehicles in both directions must stop until the lights are off and children are safely out of the road. Failing to do so puts kids at serious risk.

Even with safe driving, children can act unpredictably. They may cross mid-block, run between cars, or forget basic safety rules. That's why it's so important for everyone behind the wheel to stay focused and patient.

Thank you for doing your part to keep school zones and neighborhoods safe as the new school year begins.



CITY LIFE

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03 SAVE OUR STREAMS ----- Learn ways to prevent stormwater pollution from ending up in streams.	04 ACTIVE FIRE DEFENSE ----- More than 17,000 fire hydrants are strategically located to protect our city.

+ PLUS: CALL 911 IN EMERGENCY SITUATIONS.

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



02 EMSACARE OPTION

CHOOSE TO OPT IN OR OUT IN AUGUST

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

EMSAcare is a subscription program offered by EMSA (Emergency Medical Services Authority) that helps to protect households from unexpected ambulance costs.

The program covers the out-of-pocket costs for medically necessary EMSA ambulance transport (EMSA transports ending at a hospital emergency room) for you and permanent members of your household. This applies to residents either with insurance or without insurance.

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 the line item "EMSA Medical Services."

For customers without EMSAcare, beginning on Thursday, October 1, EMSAcare will update its transport rates and introduce a new "Treatment-in-Place" fee of \$500. This rate is for patients assessed and provided medical treatment but not transported to a hospital. Additionally, rates for ambulance transport will increase.

Customers who are not currently enrolled in EMSAcare but would like to sign up can contact the Customer Care Center at 311 in the city limits or (918) 596-2100 outside city limits, Monday through Friday, from 8 a.m. to 5 p.m., or visit www.cityoftulsa.org anytime through Monday, August 31.

Customers also may cancel their EMSAcare service using the same contact information.

To learn more about EMSAcare, including the transport rate update and complete details on the rate changes, visit www.EMSAOK.gov.

03 SAVE OUR STREAMS

KEEP STORM DRAINS POLLUTANT-FREE

Tulsa's storm drain system includes the curbside drains you see on our streets. These drains collect rainwater and route it directly into local creeks, lakes, and rivers, without being cleaned or treated first. That's why it's so important to prevent pollutants from entering the system.

City crews monitor storm drains for pollution and regularly remove debris to prevent backups into streets and homes. It is illegal to introduce pollutants into the stormwater system. Pollutants include car fluids, soaps, lawn chemicals, leaves and grass, pet waste, and anything that isn't pure rainwater.

It's critical to protect the quality of water flowing into the system and reduce the quantity when possible. You can help protect Tulsa's waterways and prevent flooding by following these simple steps:

- **Maintain your vehicle to prevent leaks and never pour used oil, antifreeze, pesticides, or other pollutants into a storm drain. Storm drains are for rain.**
- **Pick up pet waste and either flush it, bury it, or throw it in the trash. Pet waste contains harmful bacteria that can wash into local waterways.**
- **Use a mulching mower or bag yard waste. Blowing grass and leaves into the street clogs storm drains and reduces oxygen in the water, which fish need to survive.**
- **Apply fertilizers and pesticides properly. Read product labels for the correct timing and amount. Need help? Call the Master Gardener Hotline at (918) 746-3701 or visit www.tulsamastergardeners.org.**
- **Pick up litter around your home or business to keep it from collecting on drains or clogging pipes.**
- **Report storm drain issues, including blockages, illegal dumping, or improper yard waste disposal, by calling 311 or emailing Tulsa311@cityoftulsa.org.**

Let's all do our part to protect Tulsa's streams and keep our neighborhoods safe and clean.

911 FOR EMERGENCIES

KNOW WHEN AND WHEN NOT TO DIAL

In an emergency, every second counts. Call 911 right away if you need to stop a crime, report a fire, or save a life. Trained dispatchers are available 24/7 to get you the help you need as quickly as possible.

If it's not an emergency, please use the appropriate non-emergency numbers:

- **Police Non-Emergency: (918) 596-9222**
- **Fire Non-Emergency: (918) 596-9977**
- **Water & Sewer Services: (918) 596-2100**
- **Customer Care Center: Dial 311 or (918) 596-2100 if calling outside city limits**

When you call 911, stay on the line – even if you dial by mistake. Hanging up can delay response times, as dispatchers are required to call back or send an officer to check on the situation. It's always better to stay on the line and let them know there's no emergency.

If you're reporting an emergency, stay calm and answer all questions clearly. Dispatchers use your answers to quickly route the call to Police, Fire, or Emergency Medical Services. The most important information you can provide is the exact location of the emergency. For medical or fire-related calls, you may be transferred for a specialized dispatcher after the initial call is answered.

Remember, 911 is a critical resource. Please use it responsibly.



04 FIRE HYDRANTS

KEEPING THE TULSA COMMUNITY SAFE

Fire hydrants, supported by a reliable water distribution system and a ready fire department, are vital to community safety. Water distribution mains supply water to more than 17,000 fire hydrants inside the Tulsa area.

The Tulsa Fire Department inspects fire hydrants annually to ensure they're operational and ready to serve our community. If hydrants are operationally deficient, they receive the highest maintenance priority, and the Water and Sewer Department quickly repairs or replaces them. Remember these guidelines regarding fire hydrants:

- **Do not park within 10 feet of a fire hydrant or place any permanent or temporary obstruction within 8 feet of a fire hydrant. Also keep trees, shrubs and other vegetation away from fire hydrants.**
- **Do not change the surrounding grade around a fire hydrant. Fire hose connections need adequate clearance to connect to the fire hydrant outlets.**

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.