



CITY OF NORMAN

2021 ANNUAL REPORT

Working Together to Deliver Exceptional Service



Senior Wellness Center Groundbreaking
November 1, 2021

Our Mission

N O

To fulfill our mission, the City of Norman employees pledge themselves to these values:

TEAMWORK

We value each other's contribution and encourage teamwork.

CARING

We value service to others in a caring manner. We listen with a willingness to understand the needs of others. We respond in a friendly, helpful way.

ACCOUNTABILITY

We are responsible for our work and our actions.

SERVICE

We are committed to providing exceptional service in a courteous, dependable and efficient manner.

RESPECT

We respect our differences and treat each other with understanding and dignity.

We believe that these values are the foundation of all our endeavors to make our community a better place now and for future generations.

FAIRNESS

We seek to understand the needs of others. We strive for equity in the delivery of services and in the treatment of individuals.

PROFESSIONALISM

We value a knowledgeable, capable and effective organization.

RESPONSIVENESS

We value a timely response to both customer and employee.

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The City of Norman is committed to keeping residents informed about City news, activities, programs and services.

- Facebook, Twitter, Instagram, and YouTube
- NormanNews Listserv
- City of Norman TV on Cox Channel 20 and AT&T U-Verse Channel 99
- NormanOK.gov website
- Live streaming and archived videos of council meetings at NormanOk.gov
- AlertNorman notification system
- Utility Bill Inserts

Residents of Norman who need to contact the City with questions or concerns may call the Action Center at 405.366.5396 or send an email to Action.Center@NormanOK.gov.

2021 Report



Darrel Pyle
Norman City Manager

It is with great pride I share the 2021 City of Norman Annual Report. Our goal in providing this report is to keep residents of Norman informed about city programs and accomplishments. The City of Norman was formally incorporated in 1891. By 1913 over 3,700 people called Norman home. Today, as per the 2020 Census, the population of Norman is calculated at 128,026. Statistics show Norman grew at the second fastest pace in the State – 15 percent over the last 10 years – remaining the third largest municipality in the Great State of Oklahoma. This impressive Census data accompanied with our historic 1.6 percent unemployment rate, shows that Norman is very much open for business with one of the strongest economies our city has ever seen.

There are many reasons people choose to call Norman home; perhaps no reason is more visible than the University of Oklahoma (OU). The University is the single largest employer in Norman, and continues to invest and grow along with the student population. An exciting announcement was made during 2021 regarding the future of competitive sports and the University. OU will become a

member of the Southeastern Conference in 2025 which will create many opportunities for new and expanding businesses, as well as greater investment in Norman.

Access to first class healthcare is another reason people choose Norman. Norman Regional Healthcare Systems (NRHS) is investing \$285 million in new facilities in several locations around town. A major expansion of the Healthplex is currently underway. A brand new Emergency Department on Highway 9 will improve response times for much of East Norman. NRHS will also provide wellness services in several new facilities, bringing wellness to where people live, work, and play!

Public education is another reason people choose Norman. Norman Public Schools continues to grow and invest in student outcomes. During 2021, Norman Public Schools was home to the Oklahoma State Teacher of the Year, saw its seventh inductee to the Oklahoma Educators Hall of Fame, claimed the State Academic Championship and more.

The residents of Norman are also proud to invest in their



own quality of life, which sets the community apart. Norman Forward is recognized as a transformative initiative designed to deliver world class facilities to be enjoyed by all. To date, Norman Forward has delivered two new libraries, a new water park and tennis pavilion, Ruby Grant Park, major improvements to Reaves Park baseball and softball facilities, and Griffin Soccer Park improvements. Other major projects that broke ground in 2021 include the Young Family Athletic Center and the Senior Wellness Center. Norman Forward projects have also

increased the visibility of public art around town. These new facilities have delivered public art projects such as "Unbound," "Splash," and "Prairie Wind." These art pieces continue to bring visitors from around the world to enjoy the sights. One final note on the continued success of the Norman Forward initiative: These projects would not have met expectations without the participation and involvement of dedicated community members willing to donate their time and effort to the cause!

Although the COVID-19 pandemic has made life more challenging, the elected officials and staff at the City of Norman remain steadfast in their commitment to delivering the highest quality services available anywhere in local government. I am blessed to live and work in a community with such a dedicated workforce.

Respectfully,
Darrel Pyle, Norman City Manager



From left, back: Jane Hudson, Planning Director; Shawn O'Leary, Public Works Director; Chris Mattingly, Utilities Director; Anthony Francisco, Finance Director; Jason Olsen, Parks & Recreation Director; Tim Powers, Information Technology Director; Kevin Foster, Norman Police Chief; Travis King, Norman Fire Chief; Ronda Guerrero, Municipal Court Clerk; front row: Tiffany Vrska, Chief Communications Officer; Kathryn Walker, City Attorney; Darrel Pyle, City Manager; Brenda Hall, City Clerk; Cinthya Allen, Chief Diversity & Equity Officer.

The City of NORMAN

The City of Norman was incorporated May 13, 1891.

The City Charter was adopted on June 28, 1919. This document has been the guiding force in how the city government operates, who makes up the city government, and what the City of Norman does as an organization. The City Charter identifies the roles of the Mayor and City Council Members, and identifies the City Manager as the administrative head of the city government.

The City of Norman operates under a Council-Manager form of government. The City Council is the policy making body of city government. The City Council appoints the City Manager who directs Norman's day-to-day activities. The council members are elected for two year terms and represent eight wards within Norman. Elections are staggered by odd/even ward numbers and held each year in February. The Mayor is elected at-large by the entire community and serves a three year term.

The City of Norman is comprised of multiple departments and approximately 850 employees that perform unique functions within the city government. These departments oversee and implement the services and programs of City Hall.

The City's website, Normanok.gov, serves as the primary source of information concerning City news and business. Citizens are encouraged to sign up for e-alerts through normanok.gov/norman-news.



**Newly elected officials of the City of Norman are sworn in annually in July. The current Norman City Council includes from left, Lee Hall, Ward 4
Brandi Studley, Ward 1
Kelly Lynn, Ward 3
Mayor Brea Clark
Rarchar Tortorello, Ward 5
Elizabeth Foreman, Ward 6
Stephen Holman, Ward 7
Matthew Peacock, Ward 8
Lauren Schueler, Ward 2**

Moving FORWARD



Norman Forward is a citizen-initiated proposal to renovate, expand, construct and fund community projects,

such as multiple recreational facilities, libraries, parks, athletic venues, public art, trails, swim complexes and other quality of life projects throughout Norman. The initiative came to the City Council from community groups, stakeholders and Norman residents, who prepared an initial package using analysis and information from recreational planning professionals and research firms. Citizens passed the initiative at the polls in October 2015.

Senior Wellness Center

Community members were invited to join city leaders in a groundbreaking ceremony for the new state-of-the-art Senior Wellness Center on November 1 at the Norman Regional Health System's (NRHS) Porter Campus. The 30,000 sq. ft. center is set to include an indoor walking track

and multiple fitness areas with locker rooms, multipurpose and art-specific classrooms as well as lounge areas, a full kitchen for events and programming, outdoor pickleball courts, and a lap pool. The center will be membership-based, on a sliding scale so that residents of all socioeconomic levels may enjoy the facility.

Ruby Grant Park Ribbon Cutting for Football Fields & GEMS Public Art

All projects were completed and closed out at Ruby Grant Park. A ribbon-cutting ceremony was

held in October 2021 to unveil the new Football Practice Fields. This additional project included walking trails around the football fields, a third park restroom area, and expanded parking for those who will use the site to practice.

A second ribbon cutting was scheduled on the same day to unveil the new art piece GEMS in the Southwest Picnic Pavilion. This art piece is part of a partnership between the City of Norman, installation artist Nathan Pratt, OG&E, Illuminating Engineering Society of Oklahoma City, Norman Arts Council, and Norman Public Arts Board. The installation of GEMS includes a collection of 25 illuminated firefly



NORMAN FORWARD

sculptures that reflect the park's namesake and beloved educator Ruby Grant's passion for the arts and nature. The fireflies were cast locally at the Crucible Foundry in Norman, made possible by substantial production donations from OG&E and the Illuminating Engineering Society of Oklahoma.

Additional improvements at Ruby Grant included placing several benches and a shade structure with seating in the dog park area(s) located in the northern section of the 3-section park.

Reaves Park

Work on the park renovation began in October 2021, which will result in moving all of the youth baseball/softball fields to Reaves Park so leagues will no longer be split between Griffin and Reaves Parks. Flintco Construction has been working on improving the northeast parking areas by the old adult softball fields while also beginning construction on the new loop road and parking lots in the park interior. Once the Park Maintenance facility and equipment can move to their new home at North Base, the existing

structures will be demolished and new T-Ball fields will be built in that area along with additional parking, restroom/concession service, and all associated utilities and landscape.

Young Family Athletic Center (YFAC)

The Norman Forward Multi-Sports and Aquatics Project was officially named the Young Family Athletic Center and a groundbreaking event was held at Embassy Suites on July 21, 2021, next door to the project's future site. The Young Family plus an estimated 200 others joined the festivities at the groundbreaking ceremony, including hometown NBA superstar Trae Young. The Young Family Athletic Center currently has an estimated budget of \$42 million, which includes a \$4 million donation from the Trae Young Family Foundation. The remaining budget includes \$22.5 million from the Norman Forward fund, \$2.7, \$3.8 million is coming from Hotel/Motel Tax bonds and \$2 million is coming from Norman Forward project transfers million

construction supplement from the University North Park Tax Increment District and \$6.7 million from Norman Regional Health Systems for the NMotion sports and human performance center. Site work on the project began at the end of August 2021, with vertical construction starting in January 2022. Total build time for the Young Family Athletic Center is estimated to be around 18 months, with a ribbon-cutting in summer 2023. Santa Fe Life Center was selected to be the operator for the facility.

Saxon Park

The NORMAN FORWARD project for Saxon Community Park will develop additional roadway and parking, community playground space, restroom facilities, park signage, improved landscaping and lighting, and construction of large stone & timber pavilions, as was presented when citizens approved the project funding in 2015.

Andrews Park

The new public art piece, titled "In Their Words," was dedicated as part of the 2nd Friday Art Walk in November 2021. Public art is a part of most NORMAN FORWARD projects, and the committee appointed for Andrews Park chose OKC artist MJ Alexander to produce the park-wide project that includes etchings in the sidewalks from notable Normanites, such as: Dr. George Henderson, Nadia Comaneci, Vince Gill, and James Auchiah. The public was invited to attend the unveiling and tour Andrews to see each piece located throughout the park.

Vineyard Park

In September 2021, the Vineyard Park's upgrade under the NORMAN FORWARD program was moved up on the list of parks after vandalism occurred at the playground. The improvements will include a new playground with synthetic turf surface and a shade structure over the major play components, as well as new park furnishings and walking trail improvements, as needed.

James Garner Avenue Phase Two

James Garner Avenue Phase 2 is a \$6.3 million project that will extend James Garner Avenue from Flood Avenue to Acres Street. This will include a roundabout at the connection to Flood Avenue and a new bridge over Robinson Street next to the railroad bridge and the underpass. This project has received Federal Highway Administration (FHWA) funding for 80% of the construction costs in 2022. The plans are nearing completion and utility relocation is underway. The project is scheduled to be under construction in summer of 2022.



Groundbreaking for the Young Family Athletic Center



Rendering of the new the Wellness Center. Ground breaking in 2021. Open in 2023.



“To say this last year was eventful would be an understatement,” said Mayor Clark.

State of the City

Mayor Brea Clark delivered the State of the City address on November 30, 2021, in Council Chambers at City Hall. The address served to give citizens an overall update on the Norman community, celebrate the year’s accomplishments, and provide visioning for the future. A copy of the transcript, as well as a video of the meeting in full, can be found online at normanok.gov.

“To say this last year was eventful would be an understatement,” said Mayor Clark. “I am so proud to report that challenges of the last 18 months have not slowed down our progress as a community. From our infrastructure to our economy and healthcare to education, all areas have seen improvement. We have kept our focus local with the goal, as always, of improving the lives of Norman residents of all ages and

abilities, races and religions. We have delivered on decades-old promises and ensured that we build the kind of quality facilities that both our residents and our staff deserve.”

Mayor Clark invited Gov. John Johnson of the Absentee Shawnee Tribe to offer an update to the City Council and community as well, underscoring the vitality of the partnership and collaboration between municipal and tribal governments.

Mayor Clark was recognized as the 2020 Oklahoma Mayor of the Year for Large Communities by the Oklahoma Municipal League in September 2021, an honor bestowed to a mayor with outstanding accomplishment and work on behalf of a municipality.



NOC

Renovations

Municipal Complex Renovation

Contractors began renovation work to Council Chambers and the Executive Conference Room on December 15, 2021. Standalone chairs were moved into chambers due to delays in receiving permanent stadium seating. Overall improvements include ADA improvements, hearing loops in the floors, seating and podium lectern upgrades that will be ADA accessible, new carpet, LED lighting and paint.



The Municipal Complex Renovation Project includes the renovation of all buildings on the Municipal Campus located on Gray Street. The former Norman Public Library Central building will become the Development Center housing all departments included in the development process, to create a seamless method for applicants going through that process. The vacating of those departments from other buildings on the Municipal Complex campus will allow for renovations for a new Municipal Court building and improvements to the Police Department ("Building B"), Human Resources ("Building C"), and City Hall to address space and City function needs for each department.

Construction bids were opened for the City Hall portion of the project on October 14, 2021. The overall base bids received from subcontractors total \$426,435. Through this project, a guaranteed maximum price (GMP) of \$667,562 for construction and project oversight has been established and can now be awarded by amendment to the current contract.

Project Management consultants, ADG, have participated throughout the entire process up to our current point of beginning construction of the project. Work started in December 2021.

Manager's Office

Communications Division

serves with a mission to encourage transparency and enhance public trust through consistent, timely communication with City of Norman residents, businesses and stakeholders. This Division ensures the dissemination of accurate and quality information from the Office of the City Manager and manages primary social media platforms, creates web content, maintains vital relationships with community partners and communicates with the Press on behalf of the City of Norman.

The Division is comprised of two staff members – Chief Communications Officer Tiffany Vrska and Multimedia Specialist Bryce Holland – who aid in public information and marketing efforts of all City departments, oversee the broadcasting and digital accessibility of public meetings and aim to promote City services and opportunities. In 2021, Communications collaborated with partner agencies to provide vital and creative messaging to community members in an ongoing pandemic. Capabilities of live closed captioning and multi-platform

streaming were achieved and new media programming by way of the “Service Spotlight” series began – educational productions highlighting various departments and services across the City. In addition to leading public information and outreach efforts in a citywide election, communication was also vital in ensuring an accurate count in the most recent census which ensured essential dollars for federal programs – in areas such as public works, healthcare and education – were received. The most recent data shows that Norman has grown 15 percent in the last 10 years.

Foundational direction and strategic planning within the Communications Division is ongoing under the new leadership of Vrska, who joined the City of Norman in October 2021. The division seeks to build upon existing relationships and forge new ones to strengthen the City’s image as well as its lines of communication, and to help drive the community forward.

The monthly “Service Spotlight” video segment, produced by the Communications Division, serves to educate residents on City departments and services.



Communications will move into a new suite at City Hall in Spring 2022, complete with a new studio for recording and programming, as well as multiple offices. This construction is part of overall City Hall and Municipal Complex upgrades and accessibility improvements.



OU Nightly report Audrey Goodson interviews Public Works Director Shawn O’Leary about preparation and impacts of a snow storm in Norman. The Communications Office regularly assists student reporters as well as traditional media with requests so that the Norman community can be best informed about current events and City operations.

Community Relations BLOOMBERG HARVARD CITY LEADERSHIP INITIATIVE

Several city staff members from various departments participated in the Bloomberg Harvard Innovation Track from November 2020 to August 2021. The rigorous program taught the Norman team how to apply cutting edge innovation techniques that engage residents in testing, adapting, and scaling creative ideas that can have lasting impact.

The project that the team selected took a deep dive at examining how to increase awareness, access to, and connectivity between afterschool programs in our community. Two prototypes were developed, a mobile pop-up afterschool program and a youth guide to Norman, and tested with dozens of community members.

A huge thanks goes to the many organizations and residents that assisted with the project!



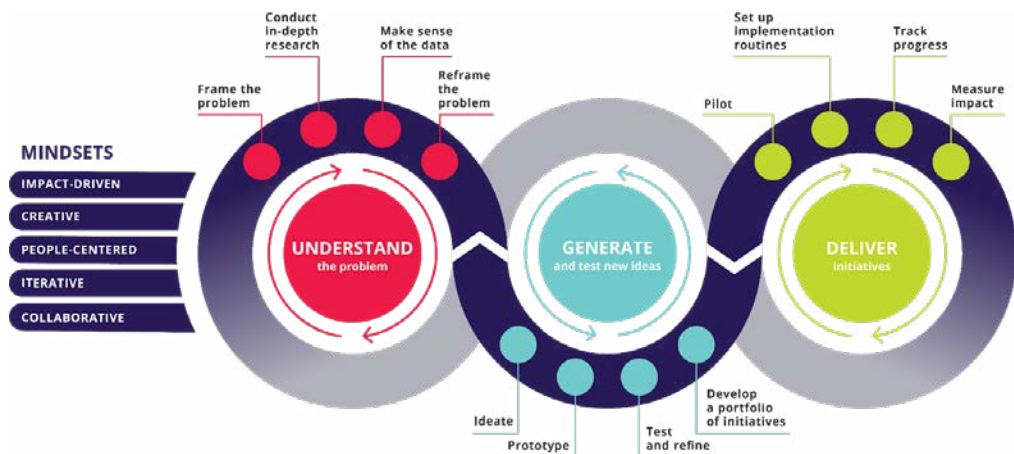
Lt. Jaffery engages with youth during a prototype afterschool pop-up at 12th Ave. Rec. Several types of games and activities were tested and feedback was collected from the participating youth.



Team members from left to right: Darrel Pyle, City Manager; Stacey Parker, Executive Assistant to the City Manager; Jason Olsen, Director of Parks & Recreation; Sara Kaplan, Retail Marketing Coordinator; Mitchell Richardson, Recreation Supervisor; Stephanie Bennett, Recreation Supervisor; Taylor Johnson, Transit & Parking Program Manager; Anthony Purinton, Assistant City Attorney; Lt. Ali Jaffery, Norman Police Department.

SMALL BUSINESS AND NON-PROFIT RELIEF GRANT

The City of Norman Small Business and Non-profit Relief Grant was created to provide assistance to local, small businesses and organizations that suffered due to the unforeseen circumstances brought about by the COVID-19 pandemic. The Norman City Council allocated CARES Act funds for the program, allowing for grants up to \$10,000 to eligible entities. The application window opened in December and checks were dispersed from February to March 2021. Over 600 applications were received and reviewed, and approximately 290 grants were awarded.



Diversity and Equity

The mission of the Chief Diversity & Equity Office of the City of Norman is to ensure systems and resources are aligned to create a more inclusive community and organizational workforce by building and sustaining an ecosystem of education, engagement, and access across all communities in Norman.



Chief Diversity & Equity Officer Cinthya Allen joins other staff members, from left, Shawn O’Leary, Public Works Director; Jason Murphy, Stormwater Management Program Manager; Darrel Pyle, City Manager; and Deedra Vice, Legal Administrative Technician in volunteering to ring the bell for the Salvation Army.



Cinthya Allen was hired as the City of Norman’s first Chief Diversity & Equity Officer in January 2021. Major accomplishments of the division over the past year include:

- Establishment of the Diversity & Equity Mission & Vision
- Coordination of the first City of Norman-sponsored Juneteenth Festival
- Launching of City of Norman Employee Resource Groups
- Implementation of Community & Conversation sessions, to connect and engage residents through meaningful dialogue.
- Leading website enhancement efforts to allow the option of translation in up to 9 languages in order to best reach and serve the international community.
- Policy updates to encourage inclusivity and connectedness; support for city-wide recognition of cultural holidays and events that serve to recognize all populations of the community.
- Imperative efforts in the City of Norman achieving a perfect score of 100 on the Human Rights Campaign Municipal Equality Index score – a benchmark initiative evaluating laws, policies and services that create supportive LGBTQ environments. Of the eight Oklahoma municipalities surveyed and evaluated, Norman was the only city in the state to have achieved 100 out of 100 points within the index. Nationwide, Norman emerged in the top 22 percent of all participating cities. The average score of all participating cities was 67, according to the Human Rights Campaign.



City staff and community members gather for a photo at the City of Norman’s first City-sponsored Juneteenth Festival in 2021.

In the winter, hearing loops were installed in public meeting rooms at City Hall and financed through ADA Capital Budget funds. “A hearing loop, sometimes called an audio induction loop, is a special type of sound system that may be used by people with hearing aids,” said Jesse Hill, City of Norman ADA (American with Disabilities Act) Technician for the City of Norman. “It allows the individual with a hearing disability to attend a meeting with the same ease as any other attendee and not be identified as have a disability, by not having to wear a headset or a device.”

While Norman's program primarily focuses on mediating matters that arise in the Norman community like those listed above, it also has the capacity to mediate situations concerning disabilities, guardianships, parent/teen conflicts, and divorce modification.



WIN/WIN voluntary solution; and create an atmosphere of on-going cooperation and efficiency. All mediations are handled promptly and confidentially.

Norman's mediation program has been thriving since 1988. It is designed with a focus on offering resolutions to disputes to all citizens before they reach the stage of general litigation. Through the mediation program, disputes may be addressed much quicker and resolutions reached before a case can be heard on the court docket. There are no costs for mediation services for citizens of the City of Norman utilizing these services, and the entire process is both voluntary and confidential. In FYE21, the program received 482 referrals and resolved 289 cases by conducting 24 mediations and addressing the conflict in an additional 159 cases through contact by mediation staff with both parties involved in the conflict. In the remaining referrals, the initiating party chose not to respond to contact attempts. This is often an indication that the parties have resolved the conflict on their own. Combining all efforts made by staff, statistics show that more than 60% of the total cases referred for mediation required no further action on the part of either Municipal Court or the City Attorney's office.

The City of Norman program is unique when compared to the rest of the State in that 99% of our referrals come from Norman's Municipal Court and the Norman Police Department. Additional referrals come from other City of Norman departments, individual citizens, various juvenile agencies, Cleveland County District Court and Norman Board of Realtors. Norman's program handles disputes between citizens of Norman when there are conflicts over situations ranging from barking dogs, destruction of private property, assault and battery, landlord/tenant, consumer/merchant and property disputes, as well as referrals for contract disputes and small claims actions. While Norman's program primarily focuses on mediating matters that arise in the Norman community like those listed above, it also has the capacity to mediate situations concerning disabilities, guardianships, parent/teen conflicts, and divorce modification.

Norman mediators are volunteers from all walks of life. Training is provided by the State of Oklahoma at no charge to the participant or to the City. Each mediator completes a minimum of 24 hours of training, with most mediators having completed advanced levels of training. There are currently eight active mediators on the Norman roster, some of whom have been with the program over 10 years. Basic training sessions are held in partnership with Early Settlement-Central and the OU School of Law. Because Norman has been so innovative in the field of mediation, the local program has become a model for other cities.

Municipal Court

Dispute Mediation Program: Early Settlement

MEDIATION is a process that allows individuals to voluntarily resolve disputes in a confidential, out-of-court procedure. In mediation, a neutral third party helps those in conflict define issues, explore solutions and reach practical, workable and mutually satisfactory agreements. Mediation seeks to prevent conflicts from escalating, saving everyone involved the time and expense of going to court. Mediation is a process which can help all parties involved get past their anger, frustration, guilt or "desire to punish"; clarify their underlying, bottom-line goals; see their "opponent's" feelings, viewpoints and goals; cooperatively build a lasting,

Finance

The mission of the Department of Finance is to plan, receive, monitor, safeguard, invest, account for and expend the financial resources of the City of Norman in the highest legal, ethical and professional standard practical, and to respond to the service needs of our customers in a timely, courteous and accurate manner.

The Department of Finance (DOF) is the central manager of the City's assets and is responsible for controlling and recording the organization's financial activity. Specifically, the DOF reviews and monitors financial activity against the City's financial plan (budget); initiates and records all investment activity; prepares financial statements and schedules for audit and public information; provides purchasing, payroll, and printing services to user departments; and provides utility services connections, disconnections, billing, collections, and meter reading services to customers in the City of Norman.

The City's fiscal year runs July 1 through June 30. For fiscal year ending June 30, 2021, financial statements received

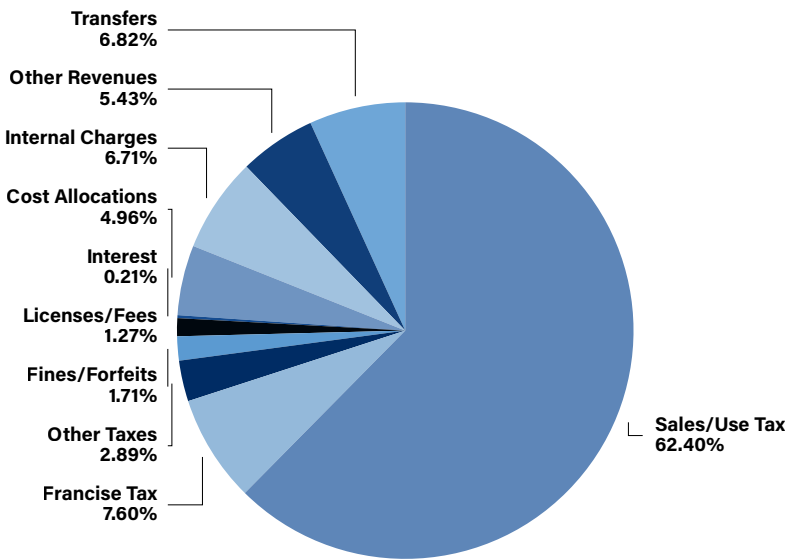
an "unmodified opinion" from external auditors – the highest ranking attainable, indicating that the financial position of the City is fairly presented in all material aspect.

The Finance Department believes that financial transparency is the heart of the Open Records Act in spirit and in the letter of the law, and Norman takes pride in presenting financial performances to residents, external financial agencies and the general public.

The City of Norman saw record-breaking sales tax returns in 2021 – the largest single source of revenue for the City – coming off of initial hardships of the COVID-induced economic recession. General fund revenue sources were above target for most months. Staff continues to monitor an historical and unique financial picture to make responsible recommendations to Norman City Council in decision making.

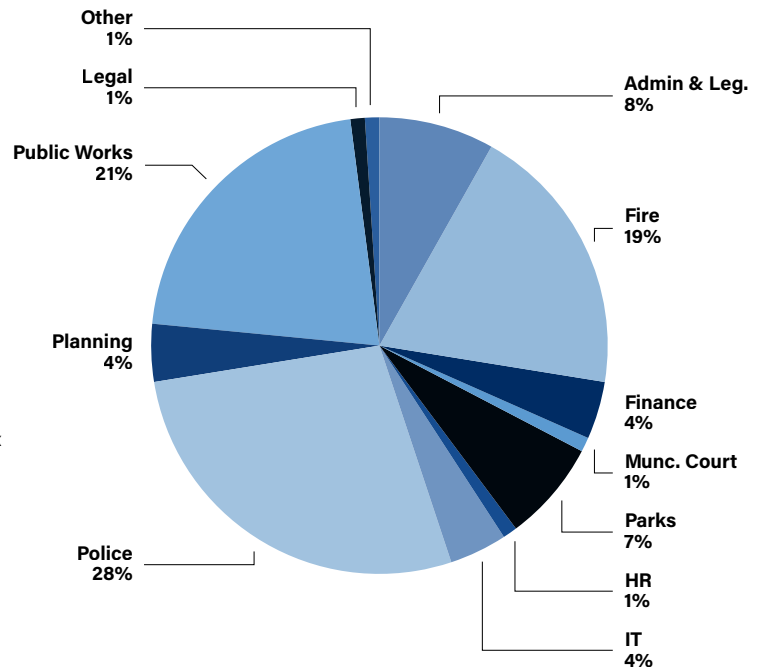
Cheyenne Collier carries out duties in the City of Norman Print Shop. The shop, housed within the Finance Department, prints 1.75 Million materials per year to conduct City business and for utility billing.





FYE 2022 General Fund Revenues by Category - \$88,689,307

Taxes comprise approximately 73 percent of the General Fund's revenue; sales and use tax represents 62 percent while franchise fees represent 7.6 percent and other taxes account for 3 percent. Cost allocations represent 5 percent of the General Fund's revenue. These allocations are charges for central services such as management, accounting and data processing provided by the General Fund to other funds such as Enterprise Funds. Transfers include charges to the utility funds (payments in lieu of franchise fees and property taxes), a transfer from the Capital Fund for reimbursement of street maintenance crew labor used for capital projects and financing General Fund capital equipment needs, and a transfer from the Debt Service Fund for judgements and claims against the City. Other revenues include miscellaneous revenues such as animal adoption fees, weed abatement fees, returned check fees, etc.



FYE 2022 General Fund Expenditures by Department - \$87,357,645

The largest departmental expenditure from the General Fund is the Police Department. The Police Department's expenditures total \$23,565,826 or 27 percent of total General Fund expenditures. Public Works has the next highest amount of General Fund expenditures, accounting for 21 percent of total General Fund expenditures. Public Safety (Police and Fire) and Public Works account for 67 percent of General Fund expenditures. "Other" includes the Norman Public Library, Firehouse Art Center, Historical Museum, Sooner Theatre, Interfund Transfers and Santa Fe Depot.

The City's fiscal year runs July 1 through June 30.

General Fund Expenses by Department

		2022	2021	2020	2019
Admin & Legislature	8%	\$6,675,737	\$4,458,479	\$5,274,106	\$5,423,970
Fire	19%	\$16,788,906	\$16,573,678	\$16,138,253	\$15,990,415
Finance	4%	\$3,790,549	\$3,631,361	\$3,523,121	\$3,483,125
Municipal Court	1%	\$1,219,876	\$1,179,069	\$1,348,725	\$1,199,934
Parks	7%	\$6,179,009	\$5,576,040	\$5,907,825	\$5,057,576
Human Resources	1%	\$1,025,183	\$1,000,033	\$1,165,489	\$944,222
Information Technology	4%	\$3,215,220	\$2,938,324	\$2,591,651	\$2,650,841
Police	27%	\$23,565,826	\$22,601,745	\$22,350,569	\$21,510,463
Planning	4%	\$3,894,585	\$3,737,090	\$3,751,820	\$3,559,141
Public Works	21%	\$18,685,622	\$18,808,950	\$18,497,857	\$17,614,771
Legal	1%	\$1,295,698	\$1,310,584	\$1,287,131	\$1,213,108
Other	1%	\$1,021,434	\$3,373,087	\$2,433,090	\$657,049
	100%	\$87,357,645	\$85,188,440	\$84,269,637	\$79,304,615

General Fund Revenues By Category

		2022	2021	2020	2019
Sales/Use Tax	62.40%	\$55,346,512	\$51,184,186	\$49,613,126	\$43,085,226
Franchise Tax	7.60%	\$6,743,092	\$7,337,273	\$7,806,785	\$7,579,403
Other Taxes	2.89%	\$2,559,900	\$2,485,340	\$2,412,951	\$2,342,671
Fines/Forfeits	1.71%	\$1,514,396	\$2,245,877	\$1,869,544	\$2,420,121
Licenses/Fees	1.27%	\$1,125,428	\$1,192,324	\$1,180,519	\$1,230,348
Interest	0.21%	\$185,711	\$182,070	\$178,500	\$25,000
Cost Allocations	4.96%	\$4,394,694	\$4,162,923	\$4,152,402	\$4,194,241
Internal Charges	6.71%	\$5,952,951	\$6,520,195	\$5,791,515	\$5,608,137
Other Revenues	5.43%	\$4,815,958	\$4,101,473	\$4,060,865	\$3,876,191
Transfers	6.82%	\$6,050,665	\$5,483,575	\$5,890,081	\$5,174,059
	100.00%	\$88,689,307	\$84,895,236	\$82,956,288	\$75,535,397

Information Technology

The City of Norman Information Technology (IT) Department has been involved in many important city projects over the past year. Below are a few highlights:

Cybersecurity

The IT Department has added a specialist in Cyber Security and, with that, enhancements to the way the network and data within in are secured. Throughout this past year the IT Department has added a new “Zero Trust” strategy to help strictly identify any user, software, or network that interacts with the City of Norman’s network. These enhancements help our team deliver secure systems and data protection to our system users and the residents of Norman.

Utility Billing and prep for integration with AMI

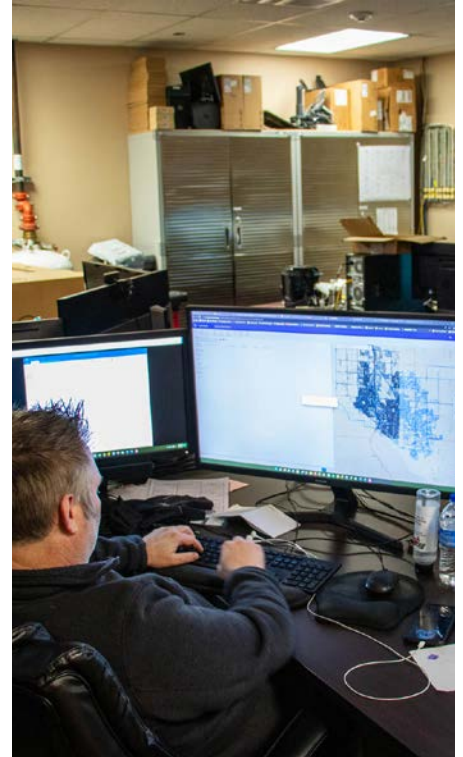
The IT Department finished up the full implementation of a new Utility Billing systems during 2021 and began to prepare for integration with Advanced Metering Infrastructure (AMI) technology. The new utility billing system, partnered with AMI, will allow the City’s Utilities department and meter reading division to more closely and accurately monitor and gather water consumption. This will serve the residents of the city with better, more accurate billing while reducing waste from water lost during leaks.

Work Order Automation for Various Divisions in the City

Work orders are an important part of tracking and completing work for city divisions in the Utilities and Parks Departments. The IT Department has completed several Work Order system enhancement projects over the past year with multiple Divisions, to include: Sewer Line Maintenance Division, Water Line Maintenance Division, Sanitation Division, and Facility Management Division. Each of these divisions are now using integrated systems that communicate back to the financial systems for cost tracking without any manual transactions.

Support of Multiple Building Projects

During the 2021 calendar year, the IT Department supported several new building developments with network design, connectivity, and wireless infrastructure: the Hazardous Waste Facility, Transfer Station, Transit Facility, Park Maintenance Facility, and Young Family Athletic Center. The IT Department offers each department a technical consultation during the design and implementation phase of building projects where most buildings will need some type of wired and wireless infrastructure. The IT Department also supports the move process for cabling and connectivity to all PC’s and devices to the network.



TECH

Fire Department

ISO Class 1 Rating

On February 9th, Hugh "Skip" Gibson of ISO Community Hazard Mitigation, presented Chief King via zoom call with Norman's new ISO Class 1 rating. Attending in person on the bitter cold and icy evening were Glen Mulready, Oklahoma Insurance Commissioner, and Kenneth Stoops, Senior Field Representative of ISO Community Hazard Mitigation who conducted the audit that resulted in the Class 1 rating. The new classification was effective March 1st and was the culmination of more than a year of collecting and analyzing response data, assessing water supply and strategic placement of personnel and apparatus to ensure that the citizens of Norman get the City's very best fire emergency response possible.

New Apparatus: Air and Light Unit

In October, NFD received delivery of a new air and light unit. It will reside at Station 1. An air and light unit provides critical extra light and SCBA bottles on-scene.



Staffing: New Battalion Chiefs

In July, the Department reclassified three positions to promote Battalion Chiefs. These Chiefs are assigned to Fire Station 9 and help to oversee the operations of Stations 3, 5, 6 and 9. They are able to take command at critical fire and medical scenes as well as taking on some administrative duties, allowing Assistant Chiefs to focus on running their respective shifts. This has proven to be invaluable as emergency response numbers continue to climb and there is often concurrent need for command.

Promotions

Mike Bussell – Assistant Chief
Ben Kupek - Captain
Chad Humphrey - Captain
Aaron Wright - Captain
Ronny Davenport – Battalion Chief
Chad Roney – Battalion Chief
Jesse Mitchell – Battalion Chief
Chad Nelson - Captain
Hacker - Captain
Renfro - Captain
Beringer – Captain
RB Lasater – Driver/Engineer
Matt Baysinger – Driver/Engineer
Aaron Easter – Driver/Engineer
Noel Mohrmann – Driver/Engineer
Blake Lyles – Driver/Engineer
Garrett Rawson – Driver/Engineer
Trevor Davison – Driver/Engineer



Pictured, left: The new air and light unit is housed at NFD Station 1. Pictured, above, center: Chief Travis King is presented with the ISO Class 1 Rating for the City of Norman. Other Photos: Residents of Cleveland County saw between 3 and 7.5 inches of snow during the snow storm of February 2021.

2021 Incident Response Type Summary

Incident Type	Total	%Total
Fire	338	1.85%
Overpressure rupture, explosion, overhear-no fire	5	0.03%
Rescue and emergency	10,934	59.96%
Hazardous conditions - no fire	368	2.02%
Service call	1,933	10.6%
Good intent Call	3,617	19.84%
False alarm and false call	929	5.09%
Severe weather and natural disaster	3	0.02%
Special incident type	16	0.09%
Incomplete reports	92	0.5%
Total unique incident count	18,235	100%
Total unit responses	23,308	

Emergency Management

Calendar year 2021 was a very challenging year for City Emergency Management, which is housed within the Norman Fire Department. Continuing to support the response effort of COVID-19 by providing personal protective equipment and dealing with various influencing factors of conducting business differently took great effort and teamwork. As changes in guidance occurred from the Center for Disease Control on a regular basis, stocking PPE to adapt to changes had high priority. Emergency Management oversaw coordination and assistance efforts in two damaging storms, a federally-declared disaster in February and another storm of significance in May. Training and education efforts continued across the community, to include a Community Outreach event at Sooner Mall

and initial planning for a second youth preparedness camp. The office completed various reimbursement requirements for federal reimbursements and received a grant funded by the National Association of City and County Health Officials for a blending of social work and mental health support program. In July, Emergency Management had the opportunity to work with an Eagle Scout Candidate on a community service project in which external antennas for NOAA weather radios were built and provided to agencies that could not receive a quality signals on radios. Throughout the entire year, Emergency Management assisted the Cleveland County Health Department in operating many points of distribution for the COVID-19 injections and the COVID-19 testing sites.



Human Resources

The Human Resources Department's function is to administer the classification, pay and employee benefit programs; negotiate labor agreements; provide training and development and safety programs to employees; and coordinate the efforts of all City departments in the selection, hiring, evaluation, promotion of a staff of dedicated and qualified personnel to serve the citizens of Norman.

The staff of the Human Resources Department are dedicated to providing quality, professional services for the citizens and employees of the City of Norman. Their team is committed to exceeding expectations of residents and employees with diligence, integrity and innovation.

Employee Awards

More than a dozen City of Norman employees were recognized and honored for their Years of Service at a January 2022 Norman City Council meeting. Those honored had completed 25 years of continuous service at the City of Norman. Honorees included:

Douglas Birkhimer
Miles Cotten
Jacqueline Crumrine
Joel Formby
Anthony Francisco
Patrick Goldsby
Homer Harvey
Richard King
Travis King
Shane Raines
Verachai Sanitphan
Jerald Small
Jonathan Stamper
Gary Schmidt
Keith Scott
Gay Webb
Mike White

Those in attendance at the meeting were presented with certificates that were distributed by Oklahoma Municipal League Executive Director Mike Fina and Norman Mayor Breea Clark.

This past year, notable accomplishments of the Human Resources Department included:

- Advanced Supervisory Academy – Coordinated the first Advanced Supervisory Academy for 36 department heads, managers, supervisors, and crew chiefs from all City departments. The sessions in this academy are designed to build on those topics presented in HR's previous Supervisory Academies.
- The Citywide Munis project provided for a Human Capital Management Integration fully integrated hiring process from online application, to applicant submission, to the selection and hiring process with data stored securely in one database.
- Longtime Human Resources Department Director Gala Hicks also completed her time with the City of Norman in early 2022 and is thanked for her many years of service.







Parks & Rec

The Parks and Recreation Department is responsible for the management of the park systems, recreational facilities, and programs as well as the Westwood Complex. The department is organized into various functional divisions: Administration, Parks, Recreation, Parks Development, Westwood, and Facility Maintenance.

It is led by Director Jason Olsen, who assumed his position in May 2021, following the retirement of 42-year City of Norman employee Jud Foster.

Park Development

Sooner Theatre

A significant renovation of the stage rigging was done in May 2021 at the theatre. The system of counterweighted line sets was inspected and all deficiencies noted by JF Clancy Rigging to plan the work needed to re-build the head block area of the pulley system and replace wires and ropes to bring the stage up to current industry standards. Over time, the line sets had become extremely difficult to operate without having extra people on-hand to assist the fly rail operator. There was no issue with safety from this operational difficulty; however, the new hardware and parts also increases the system's safety rating to current standards. The Sooner Theatre resumed its summer camp productions starting June 1, when the stage was made available again after the work from JF Clancy Rigging was complete. Work was also completed on the sweet shop remodel in the theatre

lobby area to include replacing the service counter at a lowered, ADA-compliant height and a re-designed employee area for better access. The project also included painting and adding a window counter with new seating to modernize the space and make it more functional as they opened their 2021-22 season with the musical, "Mama Mia!"

Moore-Lindsey Historical House Museum

In September 2021, crews made final replacements to the storm windows, some interior windows, and the two stained glass windows on the main house damaged by the hail storms this year. The two stained glass windows received minor damage; and will be repaired off-site by a specialist and returned for re-installation. Staff also worked on a bid packet to replace the wood shingle roof on the main house and the asphalt shingle roof on the carriage house with new wood shingle roofs on both structures. Once these projects are complete, the exterior paint on both structures will be addressed.

Creekside Bike Park

In August 2021, Crews from Progressive Bike Ramps made additions and improvements to the park. The jump zone was rebuilt and expanded significantly to add a proline and fine-tune some jump angles and ramp placements

along with the beginner and intermediate lines. Maintenance staff and local Oklahoma Earth Bike Fellowship members went through other park areas to get better training on regular maintenance for the Technical Skills area and Drop Zone area. The park has been heavily used since its opening in 2019.

Firehouse Art Center

Crews replaced the walkways on the south side of the Firehouse Art Center in December 2021. The old "Trex" plastic lumber decking walkway had become unsafe due to wood rot in the sub-frame over the past year. That system was completely removed and replaced with a concrete walkway approach to the sales gallery entry. Entry doors on the south and north side of the gallery are also set to be replaced.

Grant Applications

Staff submitted requests for grant funding to the Oklahoma Tourism and Recreation Department from the Recreational Trails Program. These Federal Funds are available to municipal governments and nonprofits to construct or improve trails and associated facilities. Parks & Recreation was notified in July of approval of a grant for the proposal to expand the parking facilities again and also make improvements to the southern trail spur at George M. Sutton Urban Wilderness Park. Design is currently underway for the approved project at Sutton Wilderness, with construction expected to take place in Spring 2022.

RECREATION PROGRAMS

COVID Pop-up PODS

The City partnered with IMMYLabs, Norman Regional Health System, the Cleveland County Health Department, the Norman Police Department, and the Norman Fire Department to hold several vaccination PODS to encourage citizens to become vaccinated to protect themselves and others. The PODS were held from October 2021 through November 2021 at several locations, to include: the 12th Avenue, Irving and Whittier Recreation Centers, Little Axe Community Center, Legacy Park, Norman High and Norman North High Schools, Norman Central Library, and Food and Shelter.

The City offered incentives to those who scheduled an appointment and received their vaccinations to include gift cards to local restaurants, door prize drawings, i.e., a \$500 VISA gift card and Apple Air Pods, as well as an incentive for City Employees who showed Proof of Vaccination. The total doses administered were 1,746, which included both adults and kids, and the PODS were financed through the American Rescue Plan Act.

After School Programs

The Parks and Recreation Department lowered the cost and changed the registration format of the After-School Program to create a more service-based and budget-conscious offering for Norman residents. Registration

is \$40/week per child. The schools served through this Parks and Recreation program are Eisenhower, Kennedy, Reagan, Lincoln, Le Monde, Washington, Irving Middle, Cleveland, Jackson, McKinley, Monroe, Roosevelt, Truman Primary, and Truman Elementary. Parks and Recreation partnered with Norman Public Schools and Sodexo to offer meals and snacks within the program. They were very excited to have contracted with DHS to become a licensed DHS Community Hope Center and provide child care subsidy services to eligible families. The ongoing relationship with DHS has allowed the department to connect families not currently utilizing DHS benefits with possible needed services and assistance.

Norman Senior Center

The Norman Senior Center introduced new activities and special events to include day trips to the Museum of Osteology, National Cowboy and Western Heritage Museum, OKC Dodger Baseball game, OKC Zoo, First Americans Museum, and the Chickasha Lights. In April, the Norman Senior Center hosted "Forever Young," a free outdoor event designed to encourage senior adults to "Get out, get active, and get plugged in." During the Summer months, the center hosted "Grill and Games," another free outdoor event in which seniors were invited to participate in outdoor games and enjoy free hot dogs and hamburgers.

WESTWOOD FAMILY AQUATIC FACILITY

The Summer Season opened on May 28, 2021, and ended its regular season on August 6, 2021, due to a lifeguard shortage as staff returned to school. Westwood Family Aquatic Center (WWFAC) held a Pass Holder Appreciation Swim Party from on August 6, 2021. Weekend Open Swim continued on weekends and ended on September 5. The last day for Open Swim was Labor Day from 12:00 pm – 6:00 pm. Due to the lifeguard shortage and reduced hours at the Westwood Family Aquatic Center, the cost of day passes was reduced to \$5 for the remainder of the 2021 season.



MAJOR RECREATION EVENTS

Daddy Daughter Dance

The Parks and Recreation Department and local radio station SportsTalk 1400 partnered for the 2021 Daddy Daughter Dance @Home. The dance was on February 6, 2021, from 5:00-6:30 pm, and the dance was broadcasted Live on 99.3 FM, 1400 AM, and the SportsTalk app or website. The Parks and Recreation Department also partnered with several local businesses to give away 500 swag bags to go along with the dance. The bags included a free 2021 DDD @Home t-shirt, DDD bracelet, 2022 save the date magnet, and promotional items to several local businesses.



Community Festivals

The City of Norman co-hosted the Juneteenth Festival 2021 on June 19 at Reaves Park. The festival featured various activities, including a live DJ, guest speakers, food trucks, outdoor games, performances, COVID-19 vaccinations through Norman Regional Health System, and more! The festival was for all ages and ended with a firework show.

Norman's Fourth Fest, to celebrate Independence Day, was held at Reaves Park and community members were invited to enjoy a lovely summer evening with food trucks, family yard games, live music, and much more! The 395th Army Band performed, followed by the Jason Young Band and a fireworks show. Those who could not make it had the option to tune in virtually.

Community Play in the Park

Community Play in the Park was a series of new events brought to three parks in the fall to offer a meal served by the Norman Police Department, yard games, storytime with the Pioneer Library System, and water playtime with the Norman Fire Department. This event was planned based on the innovative pop-up park project cultivated by Parks and Recreation staff through the Harvard Bloomberg Innovation Lab. The events were well attended, with many of our Norman Neighbors coming out to enjoy their friends and neighbors in person for the first time in a long time due to the COVID-19 pandemic. Parks and Recreation aims to continue the event series in Summer 2023.

@Legacy Park Concert Series

The @Legacy event series started back up in May 2021, with a concert by the band Bottom of the Barrel. Another concert was held featuring One Two-Ten and Hosty in September. Most of the @Legacy event series will be on the first Friday of every month at Legacy Park, and the concerts are presented by Norman Regional Hospital and 405 Brewing Co.

Andrews Park Tree Lighting

The Andrews Park Tree Lighting was held December 10, 2021. Participants enjoyed holiday music and saw the tree lit up before caroling from Andrews Park to the Norman Central Library at 6:00 pm. They enjoyed crafts, storytime, hot cocoa and treats, entertainment, and photos with Santa!

The Ugly Sweater 5k at Ruby Grant Park

The Ugly Sweater 5k at Ruby Grant Park was held in December 2021. Family, friends, and even dogs come dressed in their favorite ugly Christmas sweater to run a timed 5k or participate in the 1-mile fun run! The best ugly sweater categories were judged for Best Individual, Best Team or Family, and Best Dog.



Winterfest

@Legacy Park

Winterfest at Legacy Park was held the evening of December 11, 2021. The park was packed with activities for the whole family, like delicious food from the Psycho Taco food truck and a Beanstalk Coffee and Sno truck sponsored by Orthodontics Exclusively! Crafts and games were provided by the Pioneer Library System and the Parks and Recreation Department. Santa visited the park to get Christmas wish lists and took photos! Several local breweries joined the festivities, including 405 Brewing Co., Lazy Circles Brewing, and Equity Brewing Company. Plus, jazz renditions of favorite holiday songs were heard from Nicole Van Every with Mary Sallee on the keyboard, Jonathan Nichol on saxophone, John Cole on bass, and Randy Coyne on drums. The evening finished with a spectacular fireworks show!



2021 ORPS Conference

In November, the City of Norman Parks & Recreation Department was pleased to have claimed three awards at the Oklahoma Recreation and Park Society 2021 Conference, including Excellence in Programming, Excellence in Facility or Project, and Young Professional Award.

Recreation Supervisor Mitchell Richardson was honored with the Young Professional Award after serving with the Parks & Recreation Department for 12 years. He supervises the 12th Avenue Recreation Center and oversees many citywide special events. He also contributes to marketing and communication efforts for the Department as a content manager for the Department's webpages and an administrator for social media platforms. City leadership describes Richardson as a cornerstone of the Norman Parks and Recreation Department and dedication, commitment, and high character. Recently, Richardson and colleagues have participated in two citywide teams spanning multiple departments as part of the Bloomberg-Harvard City Leadership Initiative, which draws upon citizen input to boost relevance and excitement in after-school programming. After forming, considering, and evaluating several concepts, Richardson's team developed a mobile pop-up to take park programming into lower-income parts of the City and surrounding areas some distance away from its three recreation centers. Richardson also spearheaded, separately, an initiative that included three pop-up park

events at different parks around Norman on three consecutive Sundays in September 2021. These "Community Play in the Park" events provided storytime with the Pioneer Library, water fun with the Norman Fire Department, and free lunch cooked by the Norman Police Department, as well as field games and other recreational activities. These events served more than 600 community members. Richardson is commended for continued service to the community and strides made with a national project used as a programming framework for Norman and other organizations for years to come.

The Excellence in Programming Award was earned in recognition of the "Locally Loud: Stay Home, Be Social" initiative. The initiative was created by the City of Norman Parks and Recreation Department in response to the COVID-19 pandemic and as a desire to serve residents and local businesses in a way that could make the most positive impact during such an unprecedented time. The multifaceted, 4-month program focused on supporting local businesses and musicians by combining virtual how-to classes and concerts with discount opportunities at local restaurants, creating a fun and safe space at home for everyone and an occasion to support local businesses. The program – sponsored by the local Chamber of Commerce groups, Visit Norman and Norman Next – culminated in a virtual Daddy-Daughter Dance, which saw nearly 500 participants.

The Excellence in Facility/Project Award was earned in recognition of renovations made to the public skatepark at Andrews Park, celebrated with a ribbon-cutting ceremony in November 2020. The skatepark first opened in 2000 and included all-steel park amenities with multiple ramps, a half-pipe, grind ledges, various rails, stairs, and box features. As a popular site, continual use called for renovations and upgrades to the area; funding by way of \$1.2M was identified through a quality-of-life bond program to do so. Parks and Recreation worked with partners and contractors to

identify the needs and priorities of the skateboarding community, which resulted in the design of a new in-ground park of 20,000 sq. ft. with a triple-bowl, 56-long X 6' high Mini-Ramp, Skate Plaza, hundreds of feet of grind ledges, coping and banks, natural rock features, skate-able approach paths, accessible routes to and through the space, and several custom shaped concrete features. The designers met the goal of "creating a harmonious skatepark that combined beauty and functionality of an 'All Wheel' park." One special feature from the project was the disassembling

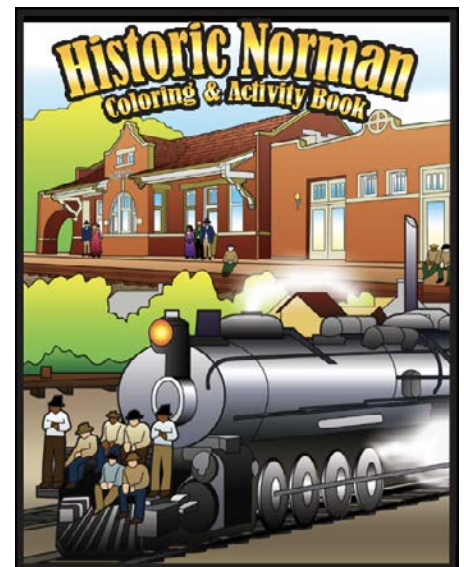
and relocation of all above-ground ramps from the original park to various new concrete slabs in neighborhood parks to create "Skate Spots" around town. Another winning feature was the fulfillment of the skaters' wishes for lights (instead of shade structures) for the park, which are programmable and energy-efficient to increase the longevity and consistency of brightness on the multi-surface space. The City of Norman intends to host local and regional skate events at this state-of-the-art park in years to come.

Planning & Community Services

Historic District Accomplishments

Planning Department staff worked with a commercial coloring book company to develop a 20-page coloring book highlighting the many historic Norman structures. The Historic Norman Coloring & Activity Book was paid for with Certified Local Government funds from the National Park Service allocated through the State Historic Preservation Office. In July of 2021, 8,000 copies were delivered to the City offices, of which 5,800 were given to Norman Public Schools to distribute to elementary students. The remaining copies were distributed to private schools, the Depot, Norman Visitor's Center, Norman Libraries, City of Norman Parks and Recreation Centers and the Moore-Lindsay Historical House Museum. Additionally, 500 copies of the Historic Norman Coloring Book along with an 8-pack of crayons was distributed during the 4th of July Celebration at Reeves Park.

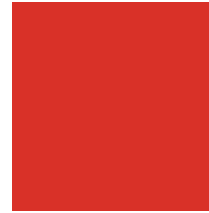
After more than 10-years of use, the Historic District Commission found both the 2008 Preservation Guidelines and 2009 Historic Preservation Handbook were in need of revisions/updates. The following areas were identified as needing to be addressed: corrections of errors and omissions; development of new layout for the handbook resulting in a user-friendly document for citizens, Commission and staff; incorporation of the Southridge Historic District; expansion of proposed work approvable by Administrative Bypass review and the creation of standards for those items; clarification of routine maintenance and repair items; expansion of guidelines regarding materials, creation of guidelines addressing energy efficiency requests; and, the revision of design guidelines for parking, windows, doors and additions.



Norman's first, Historic Norman Coloring Book! Distributed to Norman Public Schools, and various partners around town.

The Historic District Commission, with Planning staff support, held eight public meetings to discuss revisions to the historic preservation guidelines over the course of two years, beginning with the consultant kick-off meeting on December 9, 2019 and ending with recommendation for adoption of the Draft Historic Preservation Guidelines at the August 2, 2021 Historic District Commission Meeting. Additionally, two public input meetings were held to allow residents of the Chautauqua, Miller and Southridge Historic Districts an opportunity to provide feedback about the proposed revisions to the 2021 Draft Historic Preservation Guidelines.

With the completion of the 2021 Draft Historic District Guidelines, staff revised the Historic District section of the Zoning Ordinance to reflect the proposed changes to the Historic Preservation Guidelines. The Historic District Commission recommended adoption of the revised Historic District Ordinance at its September 7, 2021 meeting. On December 9, 2021, the Planning Commission recommended adoption of both the Draft Historic Preservation Guidelines and the Draft Historic District Ordinance. Both items were adopted by City Council at the January 25, 2022 City Council Meeting.



Development Services Accomplishments

CERTIFICATE OF OCCUPANCIES ISSUED FOR MAJOR PROJECT DURING 2021:

ARTISAN CROSSING APARTMENTS

Artisan Crossing Apartments - a 24-building project including 246 units located at 1303 W. Tecumseh Rd. received Certificate of Occupancy during 2021. Reported valuation of the project was \$18,109,730.



CLEVELAND COUNTY - THE WELL

The Well - Buildings A and B located at 200 and 210 S. James Garner Ave. received Certificate of Occupancy November 3, 2021. Reported valuation of the 14,428 project was \$5,799,000.



ONCUE CONVENIENCE STORE AND CANOPYS

ONCUE Convenience Store and Fuel Canopy located at 2960 Classen Blvd. received Certificate of Occupancy on January 19, 2021. Reported valuation of the 26,410 square foot project was \$5,700,000.

ONCUE Convenience Store and Fuel Canopy located at 1122 24th Ave. S.W. received Certificate of Occupancy on September 27, 2021. Reported valuation of the 24,9424 square foot project was \$5,675,000.



RUBY GRANT PARK

City of Norman Ruby Grant Park pavilion and restrooms received Certificate of Occupancy during 2021. Reported valuation of the project was \$1,195,000.



MOORE NORMAN TECHNOLOGY PHASE 3 ADDITION

The Moore Norman Technology Center Phase Three Addition/Renovation located at 4701 12th Ave. N.W. received Certificate of Occupancy on May 10, 2021. Reported valuation of the 87,445 square foot project was \$17,000,000.

TRUE SKY FEDERAL CREDIT UNION

True Sky Federal Credit Union located at 3301 W. Tecumseh Rd. received Certificate of Occupancy June 18, 2021. Reported valuation of the 3,147 square foot project was \$1,104,241.



SONIC DRIVE-IN

The Sonic Drive-In rebuild located at 705 N. Porter Ave. concluded December 8, 2021 with Certificate of Occupancy. Reported valuation of the 1,227 square foot project was \$700,000.

MAIN STREET VETERINARY HOSPITAL

Main Street Veterinary Hospital located at 3520 R.C. Luttrell Dr. received Certificate of Occupancy on October 7, 2021. Reported valuation of the 4,950 square foot project was \$1,565,548.

BUILDING INSPECTORS TRAINING

The building inspectors completed 24-hours of training to maintain their Inspector licenses. Some of the inspectors completed their training in remote sessions over the summer and others completed in-person classes in the fall. Additionally, the plan review staff participated in online training regarding commercial/residential plan review. Staff also participated in numerous training activities over the course of the year with many of the training sessions conducted with other city's inspection staff to help build continuity with other municipality's inspection practices.

METRO AREA BUILDING OFFICIAL PARTICIPATION

Throughout the year, staff participated in monthly meetings, countless discussions and communications with other building

departments around the Oklahoma City Metro. These meetings and discussions focused around building code interpretation and best practices. The goal and purpose of these meetings is to coordinate between the various departments of other building departments to strive for consistency in applying building codes.

HOME ENERGY RATING SYSTEM (HERS)/ ENERGY RATING INDEX (ERI) PILOT PROGRAM

During 2021, 259 homes enrolled in the existing HERS/ERI program. Forty-two of these applicant's homes completed the program and received credits, 19 withdrew from the program and 198 homes are still pending completion.

In July of 2021, Resolution R-2021-107 was adopted by City Council, which extended the HERS/ERI program through June 30, 2022. As a part of this Resolution the

benchmark scores were updated. The required score was raised to a HERS/ERI score of 51 from the previous score of 65. This update to the benchmark reflects values in the current building codes and a move towards more efficient construction of homes.

VISITABILITY PILOT PROGRAM

In June 2021, a new pilot program was created by Resolution R-2021-118, Visitability Resolution. This program was fueled by years of community input, pushing to create an incentive program to encourage builders to build homes that made considerations for accessible construction. The program allows builders to receive a credit of their building permit fee if they build a home that is compliant as a visitable home. In 2021, 10 homes enrolled in the program. One home withdrew and 9 are still pending completion.

LICENSE RENEWALS

During 2021, 1,043 licenses, including Electrical, Mechanical, Plumbing, Sign, and Structure Moving were processed totaling \$81,528 in fees. Annual license renewals occurred during March.

STATISTICAL INFORMATION

- Completed 27,853 inspections which includes administrative inspections.
- Issued 8,324 construction and trade permits.
- Building inspectors safely drove 83,414 miles.
- Efficiently transacted \$4,120,021 in permit and related fees.
- Coordinated and completed 1,538 residential plan reviews.
- Coordinated and completed 296 commercial plan reviews.
- Maintained Occupational Licenses for over 1,043 individuals.
- Supported City Clerk by conducting 49 Food and Beverage inspections.
- Supported City Clerk by conducting 163 Medical Marijuana inspections.
- Maintained the Automated Phone Line System for 6,087 inspection requests.
- Maintained the On-Line Inspections System for 13,869 inspection requests.

COMMUNITY DEVELOPMENT BLOCK GRANT ACCOMPLISHMENTS

NATIONAL FITNESS CAMPAIGN

On October 15th, the City of Norman unveiled its newest quality of life addition at Frances Cate Park, a sleek and modern outdoor Fitness Court with a supporting mobile app. This Community Development Block Grant (CDBG) funded project is a featured part of a 2020 initiative launched by National Fitness Campaign (NFC), a nationwide consulting organization that partners with cities and schools to plan, build and fund healthy infrastructure.

This year, the City of Norman and dozens of other select recipients from around the country were awarded a \$30,000 grant from NFC to help support the program. In addition to grant funding, a city match using CDBG funds were contributed to make the project possible in Norman. The new Fitness Court at Frances Cate Park is an open-air wellness center that allows users to leverage their own body weight to get a complete workout. Created with adults of all ages in mind, the Fitness Court is adaptable for all fitness levels.

VISITABLE HOUSING

The HOME Investment Partnerships Program, in partnership with the Norman Affordable Housing Corporation and the Norman Community Housing Development Organization, completed construction on three, single-family infill homes. The homes are three-bedrooms, two-bathrooms and each home was designed and constructed to meet the City of Norman Visitability Guidelines. Affordability restrictions are imposed to insure affordability for twenty years. Initial occupancy is limited to households at or below 60% of median household income and subsequent tenants will be limited to at or below 80% of median household income.



PLANNING & COMMUNITY DEVELOPMENT

PARKING RECOMMENDATIONS

Over the last several years, Planning staff has presented to the Community Planning and Transportation Committee (CPTC) various options for parking regulations; both minimum and maximum requirement discussions have occurred. There are and have been many opinions of how to develop (pervious/impervious/bio-swales) parking lots and how many parking spaces should be required for specific uses within the City of Norman.

Staff presented information to Community Planning and Transportation Committee regarding parking regulations for commercial businesses, more specifically, the discussion of larger retail/commercial establishments having excessively large parking lots – and typically utilized only a few times a year/seasonally, as well as other non-residential uses. The Zoning Ordinance establishes the minimum number of parking spaces required as determined by specific uses; this is the standard for many cities. Off-street parking standards are an attempt to minimize spillover parking on public streets, residential neighborhoods and ensure safe and efficient movement of traffic by requiring the supply of parking at the site of the development is adequate to meet demand. The parking requirements adopted in the Z.O. have not seen much change in the last five decades. City Council provided the opportunity for staff to research national parking averages

and updated a number of the residential use categories in the Zoning Ordinance. The City amended of the current Zoning Ordinance to convert the existing “required” parking ratio regulation to a “recommended” parking ratio on a lot for several use designations. This option will not only offer flexibility to smaller developers but also benefit the City with storm water runoff concerns while also creating more green space/open space.

NORMAN REGIONAL HOSPITAL TECUMSEH CAMPUS

Norman Regional Health System is working on an innovative plan for the healthcare system in the City of Norman. There are several projects that the community will see in the near future and some already underway. This rezoning application was for the new development/redevelopment at the Tecumseh Road Campus/HealthPlex. The HealthPlex opened in 2009 and was designed for future growth. Ten years later, it is time for expansion of the site to adequately serve the community. The planned

growth will also require the expansion of core services such as surgical suites, intensive care, emergency department and other ancillary services. This rezoning and expansion of the HealthPlex allows for the expansion of the number of beds at this site, a cancer center, an ambulatory pavilion and a parking garage.

PORTER CAMPUS REZONING

As part of the expansion of the Tecumseh Road Campus/HealthPlex, the Porter Campus of NRH is rezoning to allow for mixed-use on the site. As the uses currently located at the Porter Campus transition over to the Tecumseh Road Campus/HealthPlex, the Porter Campus will rebuild and expand to allow for a mix of uses on the site. In addition to the redevelopment of the NRH Porter Campus, the new Norman Forward, Senior Wellness Center will be located at the southeast portion of the site. The Senior Wellness Center will provide programming that improves the physical and emotional wellness of 50+ adults.



Police Department

Norman Police Implement Community Centered Restructure

NPD completed an organizational restructure adding a third bureau, the Community and Staff Services Bureau, in fall 2021. The new bureau is centered on community outreach and the implementation of a holistic approach to derive solutions for the community's most pressing concerns regarding public safety.

The new Community Outreach Division of the new bureau is set to collaborate with Norman residents, visitors, businesses and community groups. These partnerships will be critical as we continue to build inclusive community relationships through specific engagement as well as educational programs and activities. In addition, the new division will provide the necessary resources to proactively address our community's most imminent areas of concern. Officers will work in partnership alongside the community to develop short and long term solutions. The teams' processes will focus on identifying and resolving root causes of criminal activity and community harms to reduce crime and improve overall quality of life for all of Norman.

The bureau encompasses school resource officers, traffic, parking services, community outreach, department training, recruiting,

records management, crime analysis, and many other critical staff functions that support daily operations.

Norman Police Establish Research & Assessment Partnership with OU School of Social Work

The Norman Police Department and Ruth Knee Institute for Transformative Scholarship in the Anne and Henry Zarrow School of Social Work at the University of Oklahoma began a collaborative initiative, Partnership for Evaluating Police. This unique data-sharing and decision-making collaboration is among the first of its kind in the United States.

The strategic partnership brings together the police department with social work scholars to provide not only external, unbiased evaluation of police-related community contact data, but also to develop a consultation mechanism to learn more about how to adjust policies and procedures to better serve the needs of the Norman community.

The Ruth Knee Institute and OU School of Social Work serves in an advisory capacity to NPD as an external evaluation partner to access data relating to policing activities to identify how this data could connect socio-cultural realities of the community, and to provide recommendations on how to address the complex realities of policing today.

The first project is assessing NPD's use of force data. Subsequent projects will focus on the impacts of NPD's traffic enforcement on marginalized community members, evaluation of the School Resource Officer program, and mental health-related contacts.

Focused on furthering the mission and values of the police department, specifically related to human dignity, transparency, responsibility, and community partnerships, this partnership aims to create long-term solutions.



Police Academy Graduation

The 59th Norman Police Academy graduated on October 7, 2021. Seven officers completed the 27-week academy. An intensive training program, the police academy includes classroom instruction and practical field exercises on a range of subjects including criminal law, firearms training, de-escalation, mental health / crisis intervention training, police vehicle operations, human relations, cultural awareness, diversity training, physical fitness, and other key courses. Following graduation, all officers moved on to the 16-week field training program.



Community Events and Outreach

Community policing and outreach efforts continued throughout 2021 as NPD worked in partnership with Norman residents to increase trust and problem-solve together. Through outreach events and efforts, NPD worked alongside residents to proactively address the community's needs and

crime trends in the city's neighborhoods. The department's community outreach efforts include all community-oriented policing efforts, as well as homeless and mental health outreach and resources.

Citizens Police Academy

NPD held one Citizens Police Academy in 2021. The 13-week program provides citizens insights into the role of public safety and police department operations in Norman. For one evening each week of the program, participants received hands-on instruction covering all police department operations and functions.

National Night Out

National Night Out was held in October 2021. A new format, the event centered on a community-wide event at Sooner Mall that included local and state first responders. Citizens were able to explore the department's various special teams while also speaking with officers on various law enforcement and non-law enforcement topics. Hundreds of citizens attended.



Safety Town

Safety Town returned in June 2021. In its 43 year, Safety Town is a summer staple in Norman provided a unique educational experience for children centered on bicycle, street and personal safety. Approximately 500 children graduated from the program in 2021.



Crime Data for 2021

SUMMARY OF REPORTED CRIME

	2021	Five Year Average	2020	2019
Murder	2	4	5	3
Sexual Assault	61	60	38	62
Robbery	31	56	52	46
Aggravated Assault	249	184	251	183
Burglary of Building	521	654	529	536
Larceny / Theft	2,864	2,882	2,655	2,616
Motor Vehicle Theft	517	355	457	363
Arson	6	6	7	11
Fraud / Forgery	134	212	135	175
DUI / APC	299	431	353	534
Public Intoxication	438	632	414	581
Drug Violations	387	1,001	507	991
Vandalism	1,102	944	899	962
Other	4,602		4,869	4,673
Total Reported Crime	11,213		11,176	11,736

Community Outreach Events

NPD held outreach events in neighborhoods across Norman providing various opportunities for Norman's residents to interact and discuss their needs, crime trends, and prevention strategies specific to their area. These events boasted large attendance numbers and increased opportunities for relationship building.

NPD also gave back throughout the holiday season providing meals, gifts, and necessities to hundreds of Norman families and children.

Promotions

Jessy Griggs to Lieutenant
 Carl Pendleton to Captain
 Chad Vincent to Major
 Brent Barbour to Major



Crime Data for 2021

SUMMARY OF TRAFFIC COLLISIONS

	2021	Five Year Average	2020	2019
Fatality	7	7	11	4
Injury	692	703	553	667
Non-Injury	1,431	1,653	1,187	1,539
Total Collisions	2,130		1,751	2,210



TOTAL NUMBER OF CALLS FOR SERVICE

- Police Department: 84,317
- EMSSTAT: 24,001
- Fire Department: 20,391

The Norman Communications Center receives more than 300,000 calls annually and over 860 calls each day.

Public Works

COMPLETED

- Multimodal Paths and Bicycle Lanes, Pedestrian Light installation – 24th Avenue NW, Robinson to Rock Creek Road; 36th Avenue NW, Rock Creek Road to Tecumseh.
- Road Reconstruction, Bicycle Lane Additions – 24th Avenue East, Robinson to Lindsey.
- New Traffic Signals at areas along Robinson Street, Alameda Street, Summit Lakes Boulevard, Porter Avenue.
- New Campus Corner Pay Stations.
- Merkle Creek Drainage Improvement Project.
- All project locations of the 2016 Street Maintenance Bond program - The third consecutive Bond cycle completed 25 lane miles of Rural Asphalt pavement

Public Works, Community Projects & Construction:

maintenance, 43.57 lane miles of Urban Asphalt pavement maintenance, 51.22 lane miles of Urban Concrete pavement maintenance, and 2.41 lane miles of urban roadway reconstruction. Of the \$25 million dollars budgeted for this program, just over \$18 million dollars was expended for the completion of the identified projects which resulted in a savings of nearly \$7 Million dollars. This savings has been attributed to competitive bidding, stable economic pricing of materials, and detailed project management.



IN-THE-WORKS

- Imhoff Road Bridge - Staff was notified of bridge damage in July 2021 and an emergency construction contract was approved in September 2021, with work completion expected March 2022.
- Upgraded Lighting, Recaptacles on Campus Corner.
- Robinson Street west of I-35 improvements.

ON THE HORIZON

- Alameda Street Reconstruction, Ridge Lake Boulevard to 36th Avenue SE.
- 36th Avenue NW Reconstruction, Tecumseh Road to Indian Hills.
- Gray Street 2-Way Conversion.
- James Garner Avenue Upgrades.
- Public Works also secured thousands of federal dollars for future Transportation Infrastructure projects, to include: Traffic Management Center, Transit Bus Replacement, Porter Streetscape and Jenkins Avenue widening.

STORMWATER INFRASTRUCTURE IMPROVEMENTS

Stormwater and Streets Divisions performed three major emergency stormwater pipe replacements at 48th Street NE, Robinson to Rock Creek Road; Alameda, 168th SE to 180th SE; AND 36TH Avenue, Franklin to Indian Hills.



SIDEWALK PROGRAMS

The City has constructed new sidewalks to enhance public transportation and accessibility at Stubbeman Avenue and Webster Avenue. Significant repairs have been made at Campus Corner and Hal Muldrow Drive as well, and the Capital Improvement Project of 24th Avenue NW – as part of a large action item in the 2018 ADA Transition Plan – continues.

The “50/50 Sidewalk Reconstruction” program remains popular, with the City assisting in financial responsibility for 114 residential projects. The success of the program has eliminated a years-long backlog.

The Horizontal Saw Cutting Project repaired sidewalk vertical separations along several corridors to include 12th Avenue from Alameda Street to Rock Creek Road and Morren Drive from 12th Avenue NE to Cindy Drive. The City’s contractor leveraged enhance technology to provide more precision and a greater volume of cuts in the targeted area. Due to this savings the City was able to address nine additional residential side streets at no additional cost. In 12 working days, the contractor performed 621 cuts in an 89.3 acre project area and identified five locations that could not be safely cut. City staff employed the Citywide Sidewalk Reconstruction Project contractor for full panel replacements at those five locations. The estimated cost for repair by replacement was \$208,000.00; however, by utilizing horizontal saw cutting technology, it was possible to repair tripping hazards up to 2 inches in variance and restore our sidewalks to



Construction continued during 2021 on the City’s \$10.7 million Transit/Public Safety and Parks Maintenance Facilities at North Base. These facilities are designed to meet the current and future needs for maintaining and operating the public transportation, public safety, and parks maintenance fleets.

ADA standards without the time and cost associated with full replacement, or disruption to vehicular and pedestrian traffic. This method cost the city \$36,000 and is approximately 1/6 the cost of conventional sidewalk replacement.

PUBLIC TRANSPORTATION
Staff completed the 2021 ADA Transit Transition Plan, which included an audit for every bus stop, transit vehicle and transit facility in order to document and create an action plan for each item to come into compliance with the ADA as needed. New buses were secured by want of securing grants, which will include two batter electric buses that will be received Summer 2022. The long-range Go Norman Transit

Plan was completed and adopted by City Council in June 2021 and includes priorities and plans for the next 10 years, which will guide the strategic investment of funding into the City’s transit system.





Porter Avenue Streetscape is a \$4.2 million project that will provide walkability and aesthetic enhancements through the corridor from Alameda Street to Robinson Street. This project will provide American with Disability Act (ADA) compliant sidewalks through the entire area and provide a platform for a more pedestrian friendly experience for the businesses and users of the corridor. This project has received Federal Highway Administration (FHWA) funding for 80% of the construction costs in 2022. The plans are nearing completion and utility relocation is underway. The project is scheduled to be under construction in fall of 2022.



In April 2021, Stormwater Division completed the 5th Annual Rain Barrel Distribution Event. Staff distributed over 200 rain barrels, composters and accessories to people who ordered them through the Central Oklahoma Stormwater Alliance (COSWA) rain barrel promotion. Since COVID precautions precluded the usual rain barrel workshop hosted by the Division, the Stormwater Division worked with community advocate Amanda Nairn to create a rain barrel installation and use video for people to view at their convenience through the City's YouTube page.



OTHER UPDATES

Public Works Fleet Division expanded their current CNG slow fill system, allowing 20 CNG transit vehicles and eight park maintenance vehicles the ability to have full tanks every morning at the start of business and creating efficiency savings of staff time.

Public Works added two high capacity Level-2 electric vehicle chargers at the new Transit/Public Safety Maintenance Facility as part of ongoing efforts of the City's Alternative Fuel Program.

The 2021 Street Maintenance Bond passed with 67 percent of voter approval in April 2021, and will fund resurfacing, rehabilitation and reconstruction of city streets as part of a 5-year, 5-category program.

The Public Works Fleet Division was awarded the Blue Seal of Excellence by the National Institute for Automotive Service Excellence (ASE) for the thirteenth consecutive year.

Utilities Department



Water Treatment Plant

Completion of nine new water wells and construction of well lines to connect to the system to increase water supply capacity by 2 million gallons per day was completed.

Recently the \$35 million water treatment plant project was also completed. This added ozone and UV to the treatment process, as well as a new chemical building, onsite chlorine generation, new administration buildings and new maintenance building.

During the February 2021 freeze, staff performed multiple pipe repairs, inspection of electrical equipment, and restart of the WTP to maintain water service to customers during the extreme temperatures.



Wastewater Reclamation Facility

The Reuse Pilot Project is underway and is removing Phosphorous and Nitrogen as intended. Both the Aqua Nereda system and the Modified University Cape Town systems are performing at or above what was expected. Either one of these technologies could be used for the biological nutrient removal component of the treatment train.

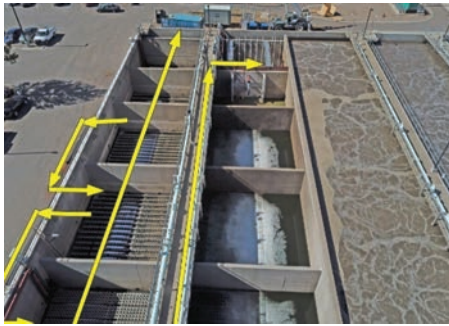
The Water Reclamation Facility (WRF) staff have been hard at work operating, maintaining, and processing samples for this project. In addition, the WRF staff have been learning how to operate and troubleshoot cloth-media filters, sand media denitrifying filters, as well as ozone-enhanced biological filtration systems. All of the WRF staff have continually shown their dedication by going above and beyond their normal daily tasks to see that this project is successful. It has truly required a team effort and the WRF staff have shown their ability to rise to the unique challenges that new technologies bring.



The advanced treatment trailer is now online and early results are showing great promise in reducing Contaminants of Emerging Concern (CEC's). Ozone along with bio-filtration is the treatment system located within the trailer. Ultraviolet light and hydrogen peroxide are utilized after this treatment and will further reduce CEC's. City staff is very confident that the process will yield good results. The pilot is in the final phase of testing and will wrap up in Summer 2022.



Staff and contractor completed an emergency headworks piping repair in an 8-hour timeframe to maintain service to the westside interceptor that serves the west side of Norman.



Sanitation

COMPOST

Processing of additional yard waste resulting from two extreme winter storms was carried out. The compost facility processed 88,500 tons of product versus our normal amount 30,000 tons received within a fiscal year.

E-WASTE EVENTS

Two E-waste collection events were held, 642 cars served, for a total of 40,936 lbs which is much larger than the annual average collected 2004-2020 at 27,689 lbs.

PAINT COLLECTION EVENT

This event was held December 2021, 501 cars served, for a total of 38,220 lbs of paint. This is slightly less than the annual average collected 2003-2019 at 49,463 lbs of paint.

HOUSEHOLD HAZARDOUS WASTE FACILITY

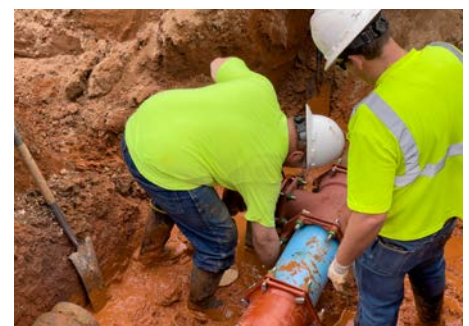
This new facility was completed in January 2022 and provides a safe, year-round place for the public to bring those household hazardous items that they do not need any longer. These operations help protect natural resources and the environment by providing a place for these wastes so that they do not end up in a landfill or being illicitly dumped, which can lead to damaging contamination and pollution.

CONTAINER MAINTENANCE FACILITY

Along with the HHW building, a container maintenance building was constructed to give Sanitation the ability to rehabilitate the metal trash bins extending the life and pushing the replacement costs out forward for many years.

The Lake Thunderbird Workshop and Clean-Up Event saw 42 participants and 918 pounds of materials removed.

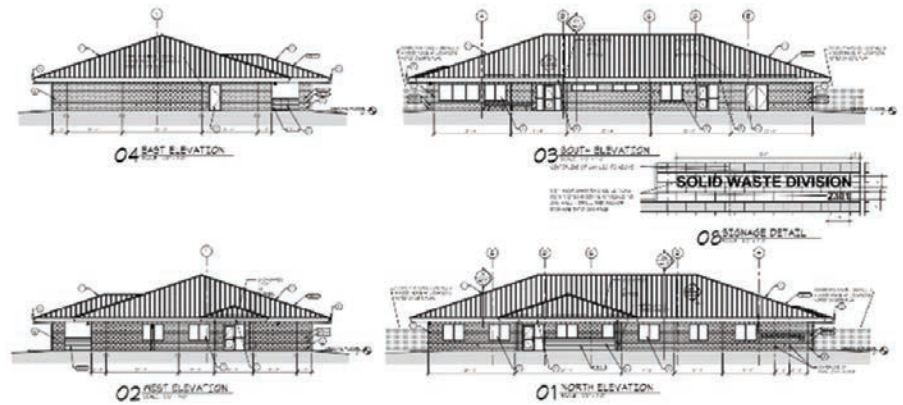
The Environmental Control Advisory Board instituted Yard by Yard – an initiative coordinated through the Oklahoma Association of Conservation Districts that encourages residents in cities and towns to add strength, health and resiliency to communities – and certified their first yard.





SANITATION NEW OFFICE BUILDING

Design is underway and the building is expected to be complete March 2023.



LINE MAINTENANCE

After a deep freeze in February, Line Maintenance crews handled 17 water line repairs, 194 service shutoffs to reduce damage to private residences and businesses due to leaks, and 710 service calls that included checking for frozen lines. Sewer crews maintained all 13 sewer lift stations using portable generators and pumps to prevent sewer bypasses.



Utilities Engineering Staff

OVERSAW SEVERAL PROJECTS INCLUDING BUT NOT LIMITED TO:

- 29,318 feet of sewer line replacement in neighborhoods north of Rock Creek between Porter and 12 Avenue NE.
- Replacement of 2.25 miles of water line along congested Gray Street Corridor for \$2.2 million. This completes the replacement of old cast iron water lines in the downtown area around Main and Gray.
- Replacement of nearly 3 miles of water line along Robinson Street generally from 36th Avenue NW to Flood Avenue for \$5 million
- Replacement of 0.5 miles of water line along Porter Avenue in combination with Public Works Porter Acres Intersection Project to reduce overall impacts to the public.
- A small new solar array was installed at the WRF in October 2020. Utilities Engineering is now working with professionals to install 2 large solar arrays. One will be located at the Water Treatment Plant and the other will be at the Water Reclamation Facility. Once complete, it is anticipated that the arrays will offset about 31% of electrical usage at the facilities.



UTILITIES STATS

IN 2021, CITY OF NORMAN PUBLIC UTILITIES REPORTED THAT:

Norman used 5.14 billion gallons of water from Lake Thunderbird, ground water wells and a connection to OKC.

The average daily water demand was 14.1 MGD (Million gallons a day) while the peak day water demand was over 20.88 MGD.

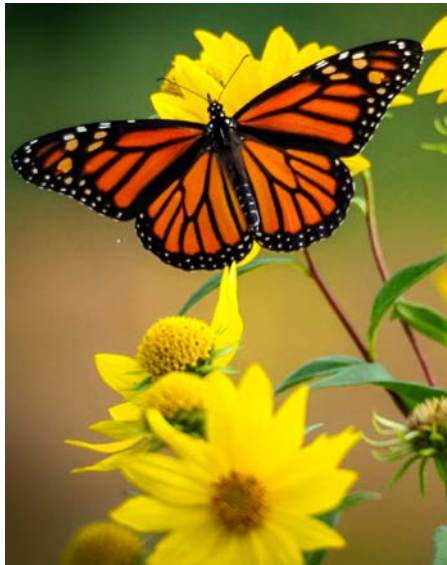
The Water Treatment Plant laboratory collected and tested more than 1,110 bacterial samples for the distribution system to make sure the water is safe to drink.

This past year, 112 individuals toured the water treatment plant.



Monarch Pledge

In 2021, Mayor Breea Clark led Norman to sign onto the National Wildlife Federation's Mayor's Monarch Pledge. As part of this pledge, the City committed to performing certain actions to help improve monarch butterfly habitat and protect these beautiful pollinators, as well as partnering with civic groups and state and local agencies to help accomplish our goals.



SOME OF THE ACTIVITIES ACCOMPLISHED:

- 400 total milkweed plants were planted at Sutton Wilderness and Saxon Parks through partnership with Okies for Monarchs, Saxon Wild Guard, Blue Thumb, and Cleveland County Master Gardeners.
- Demonstration gardens are located in Eastwood Park and at the Cleveland County Fairgrounds in partnership with Norman Public Schools, Norman Parks, Okies for Monarchs, the University of Oklahoma and the Oklahoma State University Extension Service.
- Educational signage displays regarding pollinators and pollinator habitat are located at Eastwood Park, Prairie Creek Park, and the Central Library.
- Systems change modifications are in the process of being added to the Engineering Design Criteria Manual (Low-impact Development practices that encourage the development and preservation of pollinator habitat will be included) in partnership with Builders Association for South Central Oklahoma (BASCO), the Norman Chamber and other development stakeholders, and the Parks Master Plan (pollinator habitat conservation encouragement and enhanced greenspace requirements are included) in partnership with Okies for Monarchs, OU, OSU-extension, Oklahoma Conservation Commission, the Master Gardeners and the Department of Environmental Quality.
- The City of Norman has signed onto the 2022 pledge, as well, and plans are underway for several great activities!



Move with the Mayor

Mayor Breea Clark and the City of Norman joined more than 25 other mayors across the country in “Move with the Mayor,” a nationwide initiative to reduce heart disease and stroke – the nation’s No. 1 killer – by encouraging residents to get up and get moving. In addition to hosting events promoting physical activity, mayors also completed the Move with the Mayor/Step it Up! Success Roadmap, which helps cities identify and strengthen programs and policies and improve health and encourage people to live healthy, active lifestyles. Norman earned Gold level recognition, the topmost level of achievement, and was the only municipality in Oklahoma to do so.

Each participating city was encouraged to work with members of public health, parks & recreation, school districts and city employee health departments in completing the Roadmap.

“This series of events created a fun and healthy outlet to encourage everyone in our community to get moving and it was a pleasure to host,” Mayor Clark said. “We are proud to achieve Gold level recognition, which could not have been possible without the hard work and commitment of City staff and so many wonderful community partners. I am looking forward to continuing involvement in initiatives that help achieve the City of Norman’s mission to support healthy and active lifestyles.”

This year marks Mayor Clark’s first year participating in “Move with the Mayor.” Her series of physical activity offerings began in February 2021 and wrapped up in October, including games of pickleball and disc golf, as well as bike riding and swimming. The program aimed to foster community while lowering the risk of cardiovascular disease across the city.



“To prevent cardiovascular disease takes people and the communities working together,” said John M. Clymer, executive director of the National Forum for Heart Disease & Stroke Prevention. “Sitting less and moving more is a key to better health, and it is great to have Mayor Clark leading the way, and being an advocate for healthier, active lifestyles.”



Staff Awards, Accolades & Outstanding Roles

CITY CLERK'S OFFICE

Brenda Hall, City Clerk: Immediate Past President of the Oklahoma Municipal Clerks, Treasurers and Finance Association.

PARKS & RECREATION

OKLAHOMA RECREATION & PARK SOCIETY AWARDS:

Mitchell Richardson, Recreation Supervisor of the 12th Ave Rec Center, honored as Oklahoma Young Professional of the Year

Locally Loud, Program of Excellence recognition

Blake Baldwin Skate Park,
Project of Excellence recognition

Mitchell Richardson was also honored with a Norman Next Under 40 Award.

NORMAN POLICE DEPARTMENT

Five officers were awarded two of the department's highest honors for selfless sacrifice and service for their response to two separate incidents, including their response, action and rescue when responding to an individual actively firing a firearm at occupied residences and the subsequent 8-hour standoff in the area of 58th Avenue NE and Robinson Street in March



2021; and their response and apprehension of a male standing in front of a business on N. Porter Avenue openly carrying an AK-47 rifle in February 2021.

Lt. Marcus Savage – Medal of Valor
Sgt. Jonathan Hicks – Medal of Valor
Officer Brandon Tuccillo – Medal of Valor & Commendation Bar with Risk
Officer Kyle Hicks – Medal of Valor
MPO Mark Knapp – Commendation Bar with Risk
MPO Jamie Crowe – Officer of the Year
Lt. Jeremy Bratcher – Supervisor of the Year
Mjr. Jamie Shattuck – FBI National Academy Graduate
Monteshia Brakhage – Civilian of the Year
Judy Hixon – Volunteer of the Year

OVERVIEW OF AWARDS DISTRIBUTED:

Medal of Valor: 4
Commendation with Risk: 8
Commendation: 19
Lifesaving Award: 24
Firearm Award: 36



PUBLIC WORKS

Taylor Johnson, Transit & Parking Program Manager received the 2021 Mass Transit Magazine 40 Under 40 Award.

Cydney Karstens, Management Analyst, honored with Norman Next Under 40 Award.

UTILITIES

Michele Loudonback, Environmental Services: President of Lake Thunderbird Watershed Alliance.

FIRE

David Grizzle of the Office of Emergency Management was honored with the Chester A. Newland Award in recognition of co-authoring award-winning document, "Connecting with New Partners in COVID-19 Response" from the American Society for Public Administration.

FINANCE

Anthony Francisco, Director of Finance, was awarded the Service Award from the Association of Public Treasurers of the United States and Canada (APT US&C), and he was named Member of the Year for 2020 by the Oklahoma Municipal Clerks, Treasurer's and Finance Officials Association (OMCTFOA). OMCTFOA awarded their 2020 and 2021 Members of the Year in 2021 due to COVID disruptions.

APT US&C SERVICE AWARD:

Service Awards are given at the discretion of the APT US&C board in recognition of outstanding leadership, contributions, and service to the Association and its members. This past year, the board was pleased to recognize Anthony as a long-time member of the Association. He has continued to have an incredible passion for educating his peers, and goes to great lengths to help out treasury professionals all around the country.

OMCTFOA MEMBER OF THE YEAR AWARD:

The purpose of the OMCTFOA Member of the Year Award is to identify and recognize a member who has made a significant contribution to the objectives of

OMCTFOA, the municipal clerks, treasurers, or finance officials profession, and to the improvement of municipal government. In addition to leading local and state finance trainings each year, he wrote a Cash Handling Training book that APT US&C published. Anthony was inducted into the Oklahoma Cities & Towns Hall of Fame in 2013. He received the 2011 Dr. Jackson R.E. Phillips award from APT US&C and the 2021 APT US&C Member Service Award. Anthony has served on the Norman Fire Pension Board for 14 years and was Chairman for the City of Norman Employee Retirement System. We congratulate him for his commitment and service to Norman and the State of Oklahoma!

City of Norman's Finance staff received the Government Finance Officers Association's Certificate of Achievement in Financial reporting and the Distinguished Budget Presentation award, continuing a 20-year traditional of excellence.

CITY MANAGER'S OFFICE

Bryce Holland, Multimedia Specialist in Communications, honored with Norman Next Under 40 Award.

Communications Division honored with the 2021 South West Transit Association's Spotlight Award – Spotlight Campaign, Category 2 Systems, in recognition of the marketing campaign of the 2019 Public Transit Sales Tax Election.

Cintha Allen, Chief Diversity & Equity Officer, honored as a "Top 100 Diversity Officer" by the National Diversity Council.



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