



ANNUAL REPORT 2024

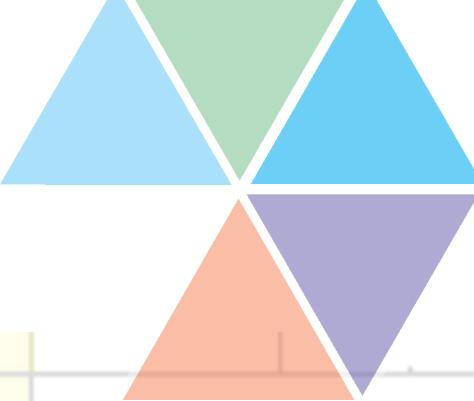
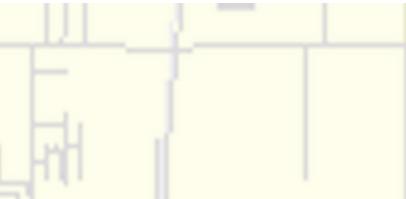




2-3	City Manager
4	Mayor/City Council
5	Ward Map
6-7	Finance
8-9	Fire
10	Community Involvement Fire
11	Community Involvement Police
12-13	Police
14-15	Community Development
16-17	Duncan Power
18-19	City Staff
20	Emergency Management
21	Library
22	Public Works Parks
23	Public Works Cemeteries, Airport
24-25	Public Works Lakes
26	Public Works Water
27	Public Works Streets
28-29	Friends & Neighbors
30	Communications
31	Commissions Boards Calendar
32	Who to Contact



City Manager



It is a privilege to serve as your City Manager and an honor to present the 2024 Annual Report for City of Duncan. This report highlights major accomplishments and initiatives over the past year along with financial information and departmental activity.

I am pleased to share that we have chartered a financial path that will allow us to continue to provide the essential services our community deserves. Since joining this amazing team in June 2024, I have been impressed by the daily dynamics that make City of Duncan run effectively. I have observed, time and again, our stellar team - true public servants - act with resilience and determination to overcome challenges. It gives me immense pride working alongside individuals who do so while consistently meeting the needs of our community to enhance quality of life. As a team, we have a clear vision to strive to exceed expectations while providing professional, high-quality programs, services, and events. We are also fortunate that we have many involved community members who work hard to make Duncan an exemplary city to live, work, and play.



The Annual Budget allocates resources to a variety of priorities and programs to ensure the community's physical security, enhance the community's quality of life, and maintain and develop the city's facilities and infrastructure. These improvements are essential to support the growing of our population. Our police and fire departments work tirelessly to ensure the safety of our community. We have invested in new equipment and training programs to enhance their capabilities and response times.



We pride ourselves on being a wonderful city where you can live, work and play and value all who visit Duncan for shopping, cultural events, the arts, and so many other reasons. Over the last year, multiple quality-of-life meetings were held where citizens connected and discussed ways to continue developing and improving our community. We are working hard in 2025 to implement many of the ideas that have come from those discussions. For Fiscal Year 2024, many accomplishments for our community were made, and we are looking forward to a successful 2025.

There have been many goals set over the last several years that align well with the City's vision and priorities. As we move into 2025, our focus remains on sustainable growth, innovation, and inclusivity. We will continue to implement City Council's top priorities and balance current revenues and expenses, while maintaining acceptable reserve levels. The 2025 operating budget creates a foundation to maintain a balanced budget in future years while still maintaining the highest quality of services. City of Duncan is committed to financial stewardship, governmental responsibility, and economic vitality to meet our residents' needs now and into the future. We strive to promote innovation to maximize economic and social benefits while also reducing detrimental impacts.

Just as we acknowledge and celebrate our community's rich history, we must, with equal determination, be ready to leap into the future with courage and conviction. As a member of this special community, you are an integral part of our conversation and I encourage you to stay engaged for many years to come.

With clear vision, let us forge ahead pursuing opportunities that move us forward and cultivate a culture where everyone thrives. I have great hope for the future, and I look forward to our continued partnership in service to this special community.

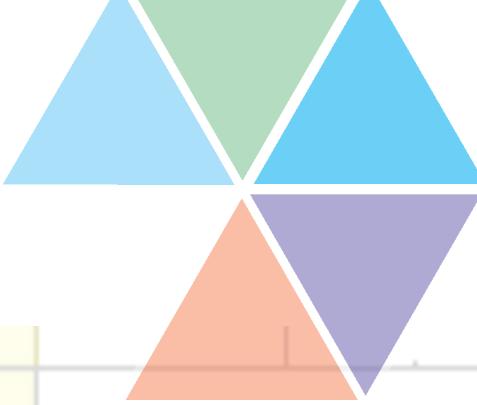
I extend my heartfelt gratitude to the city council, our dedicated city team members, and all of you, our residents. Your support, hard work, and dedication have been instrumental in achieving our goals thus far and making Duncan a wonderful place to live, work, and thrive. Together, we will continue to build a brighter future for our community. Thank you for your trust and partnership.

Sincerely,

Chris Deal
Chris Deal



Mayor | Council Members



Robert Armstrong

Mayor

rarmstrong@duncanok.gov



Jimmy Peters

Ward 1

jpeters@duncanok.gov



Nick Fischer

Ward 2

nfischer@duncanok.gov



Patty Wninger

Ward 3

pwininge@duncanok.gov

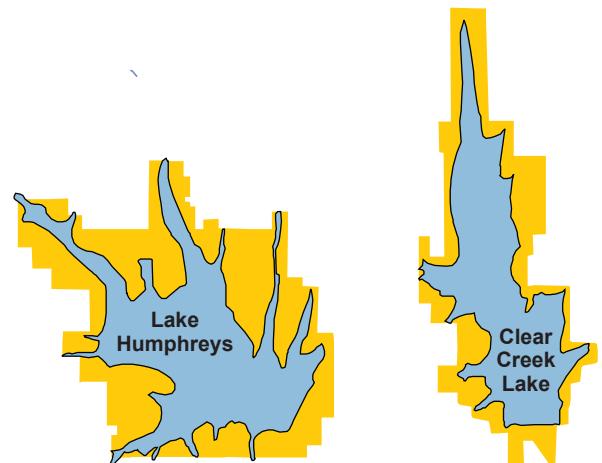
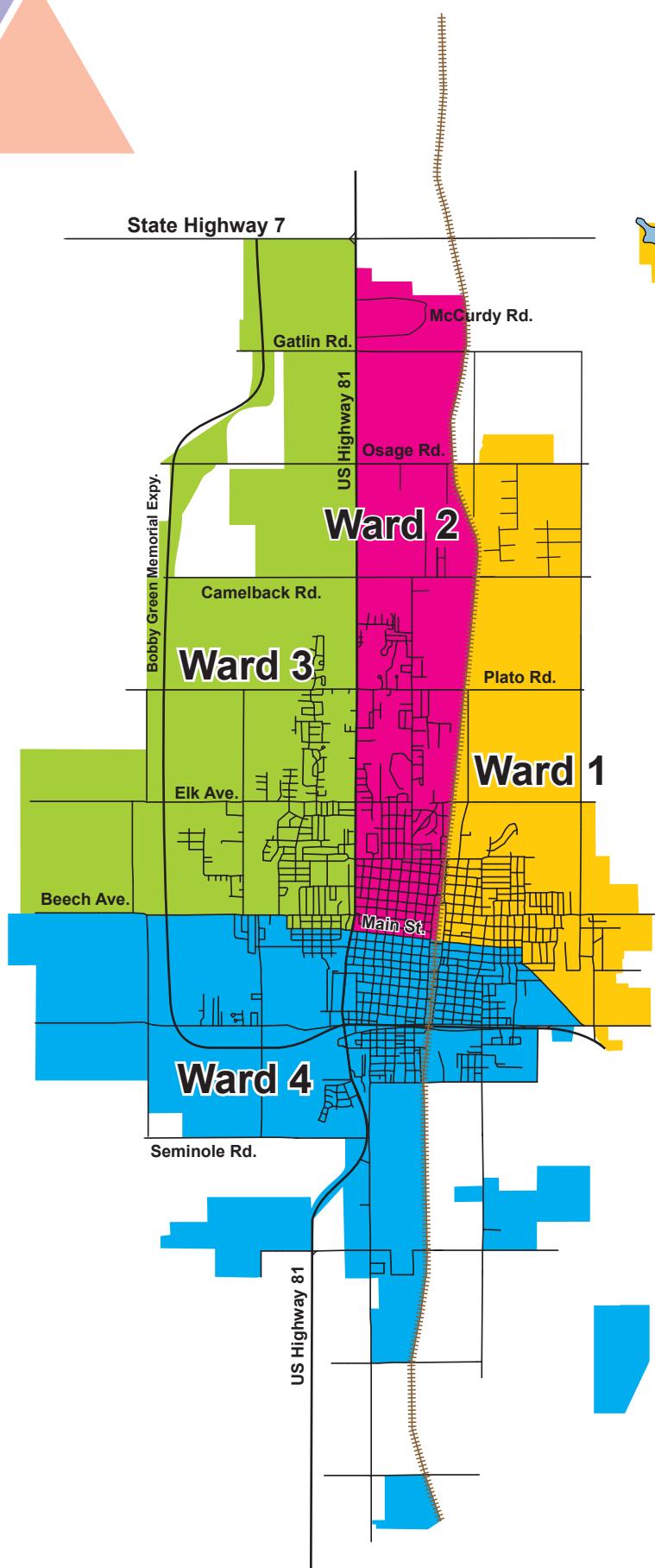


Gene Brown

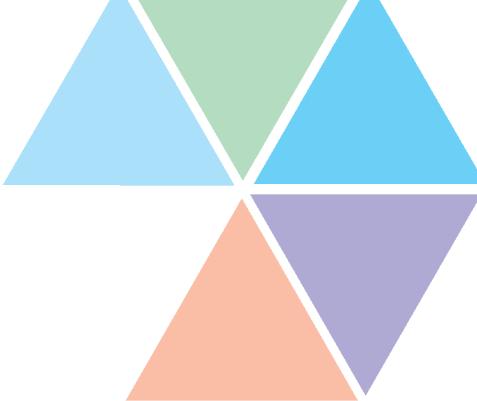
Ward 4

gbrown@duncanok.gov

A Council - City Manager form of municipal government consists of an elected city council - elected at large or from districts or wards - which is responsible for policymaking, and a professional city manager, appointed by the council who is responsible for administration of the municipality. This form of municipal government encourages open communication between citizens and their local government. Under this form, each member of the governing body has an equal voice in policy development and administrative oversight.



- █ Ward 1
- █ Ward 2
- █ Ward 3
- █ Ward 4



The Finance Department strategically manages the City of Duncan's finances. These services include:

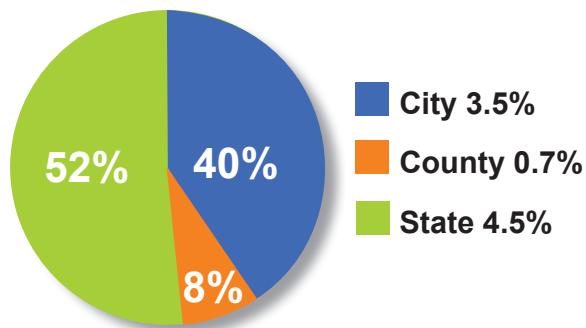
- Financial Analysis
- Budget Preparation\Reporting
- Accounts Payable
- Accounts Receivable
- Payroll
- Annual Audit Preparation
- Treasury Management

The fiscal year is January 1 to December 31.

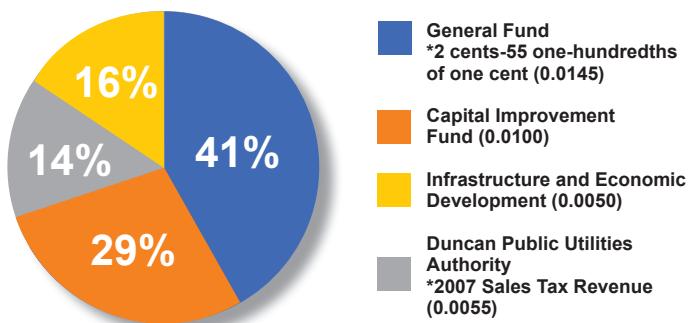
City of Duncan levies a three and one-half cent sales tax on eligible purchases within the city. The sales tax is collected by the Oklahoma Tax Commission and remitted to the city in the month following receipt by the Tax Commission. The Tax Commission receives the sales tax approximately one month after collection by vendors.

Every state with a sales tax has a companion tax for purchases made outside the state. In Oklahoma, that tax is called "use tax." If you have purchased items for use in Oklahoma from retailers who do not collect Oklahoma sales tax, whether by mail order, catalog, television shopping networks, radio, internet, phone, or in person, you owe Oklahoma use tax on those items. Use tax is calculated at the same rate as sales tax which varies by city and county (Duncan is 3.5%, County is 0.7%, and State is 4.5% = 8.7%).

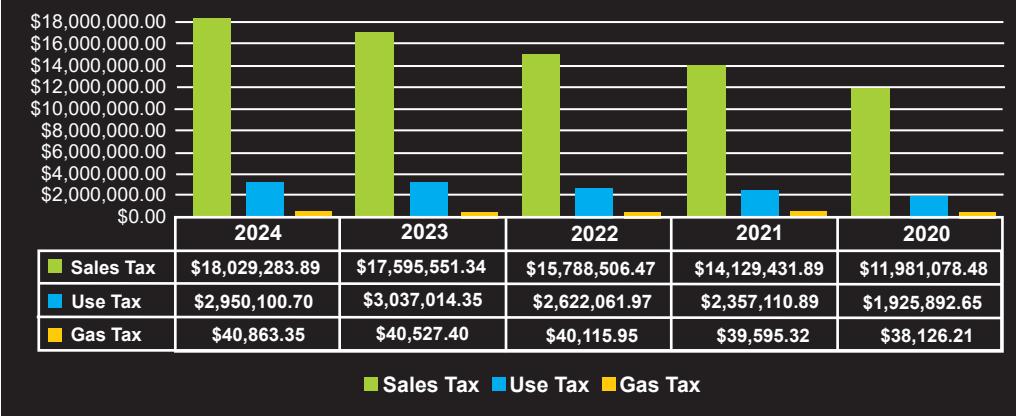
8.7% Sales Tax



Breakdown of City's 3.5%

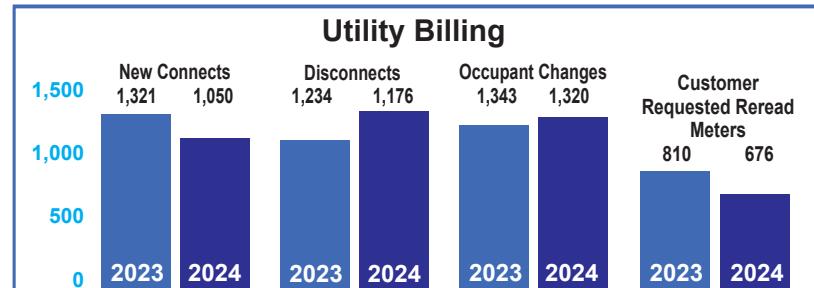


5 Year Comparison

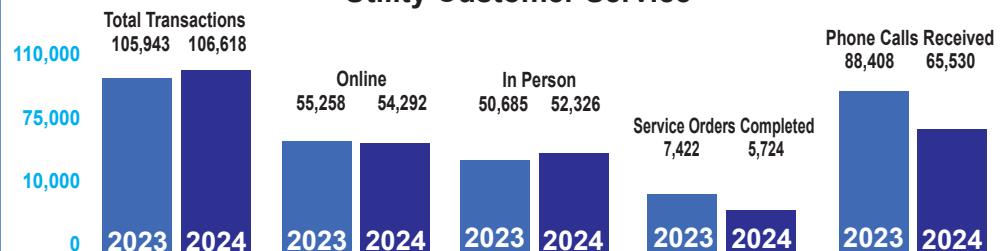


Utility Billing and Customer Service

Customer Service assisted customers with enrolling and using the City's online payment portal, automated phone payment system, autopay, text-to-pay, and paperless billing. We continue our efforts to provide prompt and professional customer service to our citizens by offering convenient options to conduct business in both English and Spanish.



Utility Customer Service



City Clerk
Licenses Issued
137 Food • 177 Alcohol • 33 Peddlers

Municipal Court

Municipal Court
4,375 Total Cases
2,710 Total Persons

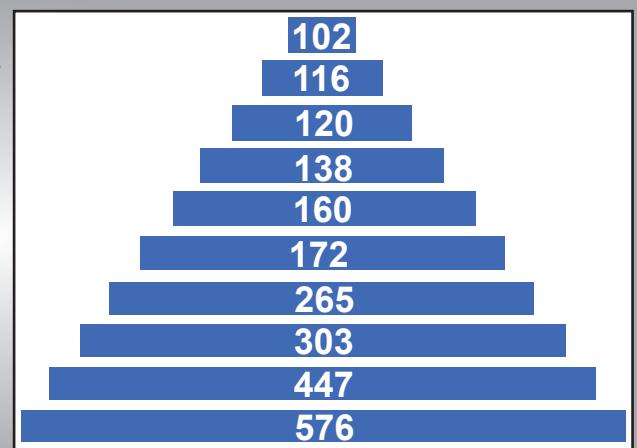
Citations Filed: 4,535
Criminal, Juvenile, District,
Parking, Traffic

Case History
Adjustments: 16,779
Payment Plans, Names,
Vehicle History, Violations

Warrants Issued/Cleared: 2,640

Top Ten Ticket Types

No Driver's License in Possession
Failure to Appear
Defective Equipment (tag light)
Driving Under Suspension
Defective Equipment (head light)
No or Expired Driver's License
No or Expired Insurance
No or Expired License Plate
Defective Equipment (brake light)
Speeding 1-10





Responded to over 4,400 calls for service.

Annual Training Classes

Each employee completes a minimum of 310 hours of training annually consisting of EMS, basic firefighting, engine and aerial operations, driver training, ventilation, rope rescue, swift water rescue, HazMat Operations, CPR/AED, VEIS (Vent-Enter-Isolate-Search) operations, railcar emergency preparedness, pipeline emergency response, combustible gas, high angle rope rescue, fire investigation, and cold weather emergencies as well as Officer development and leadership classes.

Annual In-House Training Classes

EMS Refresher ● CPR/AED
Haz-Mat Operations ● Emergency DECON

New Hires

2 new firefighters

Annual Apparatus, Equipment, Gear Inspection/Testing

Aerial apparatus and ladders
Pumps on all apparatus
All ground ladders
SCBA (Self-Contained Breathing Apparatus)
Breathing Cascade System
FIT Testing all MSA SCBA facepieces of each employee
Hydrants
Fire Hoses
Semi-Annual Fleet Maintenance
Semi-Annual Bunker Inspection

Annual Fire Drills

Annual fire drills at:
Duncan Public School locations
Red River Technology Center
Cameron University Duncan Campus

Annual Business Inspections

- Schools
- Licensed day care facilities
- Assisted living facilities
- Nursing homes and long-term care facilities
- Group homes
- Duncan Regional Hospital, Cancer Center and clinics associated with DRH Health
- Conducted 416 commercial building, fire & life safety inspections
- Conducted 364 commercial building pre-plans

Annual Smoke Detector Installation

In partnership with the Red Cross, we installed approximately 150-175 smoke detectors throughout Duncan.

Safe Haven Baby Box Installation

Fire Station #2 became the third Safe Haven Baby Box location in Oklahoma in 2024. Did you know that Oklahoma State Law allows for "face to face" or baby box surrender at hospitals, with a CPS provider or police officer, or a fire station provided the infant is unharmed and 30 days old or younger at the time of surrender?

Duncan Fire Department conducts a weekly test of the Baby Box to ensure the notification system works effectively, and appreciates Charis Center for their assistance in providing this secure and compassionate option for parents in crisis.



Commemorative 9/11 Stair Climb

Our firefighters participated in the 13th Annual OKC 9/11 Memorial Stair Climb, and we thank them for their promise of "Never Forget."



Dog Dayz of Summer

The inaugural event saw children of all ages gather at PlayDay Park for a fire truck water spray, snow cones and puppy playdates - so much fun was had that it is planned again for 2025.



Duncan Lake Prescribed Burn

Our department, along with the Bureau of Indian Affairs Wildland Management, did a safe and successful prescribed burn at Duncan Lake. A prescribed burn is one of the most effective tools to manage the spread of wildfire by reducing the fuels that would otherwise be available for the fire to consume. If a fire does start, the prescribed burn makes the fire easier to control.



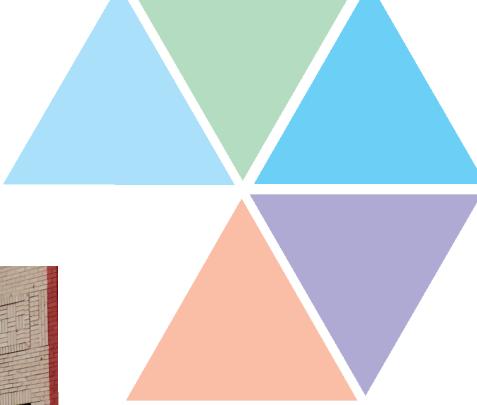
New Apparatus

The department received Council approval for a new Sutphen Engine #2 to replace the current 2011 Sutphen Engine #2 which will have served its 15 years of recommended life span. The new engine will take approximately 38 months to build and will be put into rotation once delivered.





Community Involvement



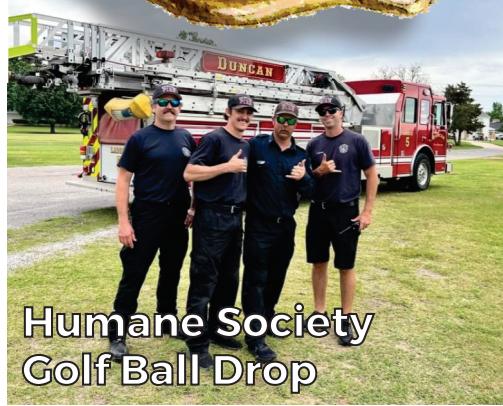
Christmas Parade



Sparky and Friend



Pre-K Career Day



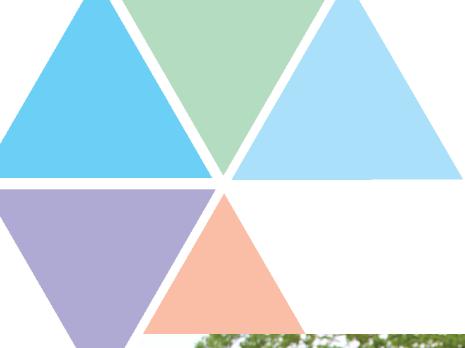
Humane Society
Golf Ball Drop



Cool Kids



Kids Are Special People



Community Involvement



Pre-K Career Day



Pre-K Career Day



Kiddieland



Shop with a Cop for Christmas



Christmas Parade



2024 was a positive year with staffing almost full and changes made between divisions. The police building on 7th Street received some much-needed improvements, which will help with recruitment and provide a better work environment for all. Our patrol division is young but getting excellent training to help them better serve the citizens of Duncan.

Deputy Chief David Woods Jr. graduated from the 291st session of the FBI National Academy in Quantico, VA. Internationally known for its academic excellence, the Academy offers 10 weeks of communication, leadership, and fitness training designed to enhance the graduate's credentials in their field and to raise law enforcement standards, knowledge, and cooperation worldwide. Deputy Chief Woods brought back innovative ideas from his experience that will continue our team's growth.

Promotions Celebrated

Training Lt. D. Woods
to Deputy Police Chief

Lt. J. Bishop
to Training Lt.

Investigator C. Archer
to a Master Officer on patrol

M.O. N. Hicks
to Investigator

M.O. J. Williams
to Investigator

M.O. C. Newman
to Investigator

M.O. B. Webb
to K-9 Handler

M.O. K. Keplinger
to K-9 Handler

M.O. A. Bray
moved to SRO position

Ofc. C. Earls
moved to SRO position

Ofc. K. Hicks
to Master Officer

Our Training Lieutenant recruited and hired ten new patrol officers. There was scheduled monthly training consisting of Patrol Tactics, Domestic Abuse, Municipal Court update, Defensive Tactics, LASER Training, Basic Instructor Development, Patrol Rifle &

Shotgun Training, CPR Training & Mandatory Spring & Fall Firearms Training to keep our officers educated and safe in their profession. Our Field Training Officers worked to properly train new recruits to successfully complete the Field Training Program. Patrol Supervisors work to carry out the mission of the department to maintain positive morale of all of their teams.

Advanced Accident Team

Call Outs 8
Fatalities 2

Special Response Team

Call Outs 4
Assisted SCSO, District 6 Task Force, F.B.I./H.S.I.

Dive Team

Call Outs 0
The dive team trained at the City Lakes this summer assisting with buoy maintenance and removing underwater trash.

K-9

In May of 2024 K9 Grizz with Handler M.O. B. Webb began working together. K9 Grizz was CLEET certified in June and he, with his partner M.O. Webb, began working Patrol. Since then, K9 Grizz has been utilized in the search and recovery of crucial evidence for a homicide that occurred within city limits. The evidence was a firearm and Grizz searched a 6-acre area to locate it. K9 Grizz was also utilized by Marlow PD on two separate occasions for search and recovery of firearms used in crimes within their city limits. Throughout his short tenure, K9 Grizz has been able to put on demonstrations for Leadership Duncan and several church youth groups. K9 Grizz aided with security at Duncan High School football games when threats for school shootings were reportedly high.

M.O. G. Jones started his assignment with his K-9 partner Roky in 2024.

M.O. Keplinger was selected as the third K-9 Handler and will begin his assignment with his partner in the early part of 2025.



2024 Department Numbers:

1,012 traffic accidents

708 arrests

39,974 calls for service

13,396 traffic stops

62 K-9 Deployments

3	Tracks/Area Search (Suspect/Suicidal subject)
51	Vehicle Narcotic Searches
39	Positive Indications
2	Suspect Apprehension/ Compliance Deployments
6	Building Searches
3	Article Searches
288	Training Hours





Animal Control

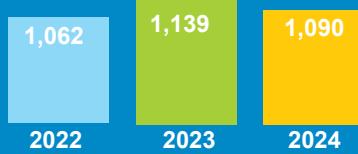
Total Calls Received



Total Mileage Logged



Total Animals Handled



Phase 1 of the Animal Shelter renovation was done and construction is set to begin Summer 2025.



Investigative Division

Cases sent to the Investigative Division – 1,341

Cases Unfounded – 200

These include cases where there is nowhere to start an investigation due to lack of information, and for reports that are not criminal in nature, or out of jurisdiction.

Cases requiring additional information never provided – 423

This includes cases where more information is necessary to start an investigation. Complainants are mailed a letter and encouraged to give further information about their case but never complied. Some individuals did provide the necessary information and thus the case was then placed into the assigned category.

Cases assigned to be worked by Investigators – 725

These are cases where there is enough information to conduct an investigation.

Investigator S. Smith completed a 10-week Polygraph Examiner Course and Investigator N. Hicks was selected to attend the OSBI Investigator Academy.

Dispatch:

Total Calls for service -15,000

11,984 were 911 calls

A complete renovation of the dispatch center was done as the equipment and stations were over 13 years old. A new 911 line was added to the fourth dispatch station to aid in emergency management situations that require all-hands-on-deck. A major boost in morale was observed by all for a group of extremely hard-working team members who rarely get the acknowledgment they deserve.

Duncan Police Department also saw a refresh with new paint, trim, flooring, and the installation of a sprinkler system for new landscaping in 2025. A new evidence building was constructed.

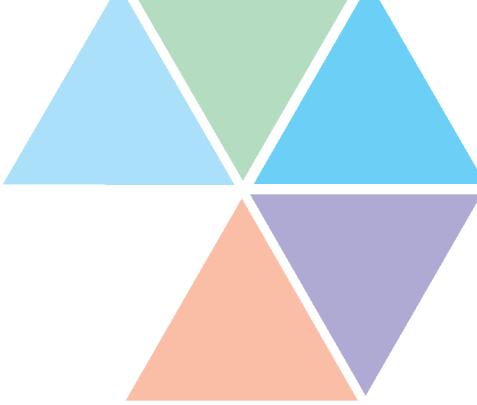
Officers patrolled the lakes for campers following regulations as well as maintaining permits. Many people thanked us for how well the lakes were maintained and managed for the 2024 season.

Officers assisted with the 4th of July celebration by setting up parking zones for five areas, fixing an emergency landing zone for a helicopter, and setting up a P.D. tent for first responder staging, resulting in no major incidents occurring despite several thousands of people in attendance.

Special Response Team did training every month ranging from less lethal training, shooting, team movements, gear checks, vehicle assaults, hostage rescue, breaching doors/windows, as well as Law Enforcement Active Shooter Emergency Response.



Community Development



Building Permits and Inspections

2024 | 441 permits (\$38,664.19 in fees)

2023 | 560 permits

2022 | 444 permits

Twelve of these permits were for new housing starts and 73 were commercial projects. These numbers are down from the rolling five-year average of 722 permits issued and \$61,000 in permit fees collected and signify the difficult economic conditions and constraints on the supply chain occurring in 2024.

In addition to the standard permits that were issued and the required inspections that go along with construction projects, the department conducted approximately 310 service inspections in 2024 – these inspections tend to be minor upgrades that do not require a permit such as water heater replacement, meter base upgrades, and HVAC changeouts to name a few.

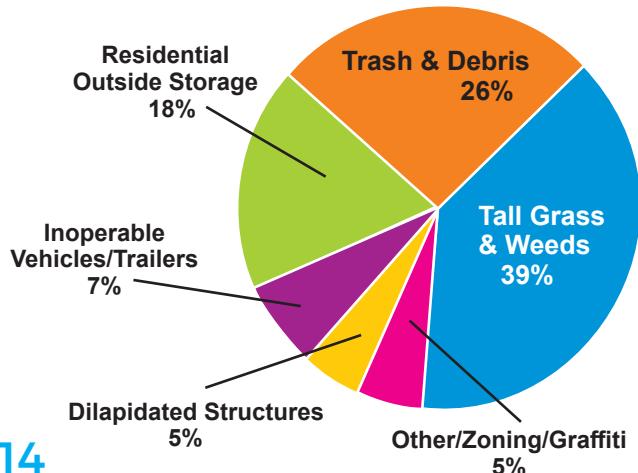


The department also provided the service of ensuring that our community's eating, drinking, and medicinal marijuana facilities are safe and up to code for our citizens. These inspections help reduce the potential of catastrophic events by ensuring required maintenance is occurring in these commercial facilities and as part of this process, City of Duncan collects special licenses from these establishments and those licensing fees help offset the inspections completed.

Violations and Code Enforcement

The Department was very active during 2024 investigating and processing potential code violations throughout the community. In total, the department processed:

Most Common Violations



Violations

2024 - 3,337

2023 - 2,618

2022 - 1,780

The continued efforts on blight removal saw 30 properties being addressed in 2024, and a goal of 30 buildings planned for 2025.

It is important to note that City of Duncan must follow the requirements of State Statute when processing violations which includes providing due process of notifications. City of Duncan sends a notice by Certificate of Mailing and physically posts notice on the property explaining the violations and what steps are needed to bring the property into compliance. Should the property owner fail to bring the property into compliance, State Statute is followed for the bidding process to address the violations and ultimately process any fees incurred by City of Duncan.

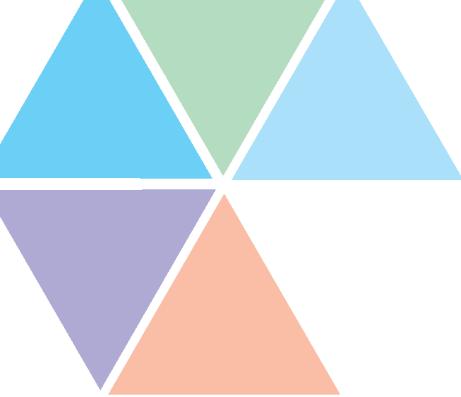


Before



After

Processing violations cost City of Duncan over \$185,000 in 2024 as contractors had to be hired to mow properties, haul away trash, remove graffiti, and tear down dilapidated and uninhabitable structures. Once expenses to the contractors have been paid, City of Duncan mails invoices to the property owner and may eventually file a tax lien against the property for any unpaid expenses.



Community Development



Grants and Community Development

In 2023, the Department of Community Development was awarded \$228,335 in matching funds through the Community Development Block Grant (CDBG) Small Cities Grant program which City of Duncan used to make road improvements for the residential neighborhood located east of Highway 81 and south of Highway 7. During 2024, staff documented the work done and expenditures incurred, and prepared multiple reports of the progress being made on the project back to officials at the Oklahoma Department of Commerce. The use of these funds, as with all grants obtained by the Department of Community Development, are audited during a third party conducting the annual City of Duncan audit as well as parties representing the grantor that made funds available for city use. This project will be completed in the first quarter of 2025 and will allow the Department of Community Development to seek additional funding through the CDBG Small Cities Grant program.

The Department also received two small grants through Keep Oklahoma Beautiful which were used for beautification and volunteer trash pick-up events throughout Duncan. These events were well attended by Duncan residents seeking to volunteer to help make Duncan a cleaner, healthier community.

Destination Duncan: A Quality-of-Life Plan

Beginning in February 2024, the Department of Community Development began hosting monthly community forum meetings with the intent of preparing a quality-of-life plan that could be used by multiple city offices, elected officials, non-profit organizations, developers, and citizens as the community works together to raise the overall well-being of Duncan. During the 11-month planning process, staff engaged with over 400 citizens ranging in age from six to ninety-nine years old, all sharing what they love about Duncan and what needs to be addressed to make it even better.

Goal statements and work priorities were established for the 14 topics discussed by citizens. These topics include:

- Transportation
- Alternative Transportation
- Infrastructure
- Public Facilities
- Public Safety
- Parks and Recreation
- Environment
- Social Services
- Health and Nutrition
- Economic Development
- Education
- Arts and Culture
- Neighborhood Engagement
- Housing

The work plans that were established by citizen input and desire will give local and elected leaders an opportunity to make decisions that impact Duncan's future, creating new growth opportunities, bringing desired amenities to our community, and strengthening the economic potential that is available. As priorities are completed, the community will celebrate the achievements but will follow with establishing a new priority so that constant community participation and progress is being made.

City Council accepted "Destination Duncan: A Quality-of-Life Plan" with a unanimous vote of support in January 2025 with many of the citizens involved in the planning forums present. Quarterly meetings are set in 2025 for updates on work being done to achieve completion of priorities, as well as opening the door to future community engagement in planning for Duncan's future.



Duncan Power

Upgrading Duncan Power electric meters began early in 2024, along with the wireless system that moves the meter readings from the meter to City Hall. We continue to work through equipment and software integration delays with progress being made through the end of December and continuing into 2025.

A new high-capacity wireless backhaul for moving more data from our newest meters was ordered. The new meters send 1,100 times more data per meter than those installed back in 2010, which have met or are nearing the end of their life cycle. This equipment is for the connection from the 27th Street water tower to City Hall and we are glad it arrived in late November due to the existing equipment being damaged by lightning in the November 3rd storm that also dealt a harsh blow to south Duncan.

In late September, a security system at one of our substations suffered a ransomware attack. As a normal security practice, we have our security systems isolated from each other. Even though we did suffer the loss of a small memory device, we still had ample security in place, did not pay any ransom, and most importantly, there was no impact to other Duncan Power systems. Additional substation security measures are being added in 2025.

Mutual aid assistance came all throughout 2024 with Oklahoma Municipal Power Authority (OMPA) Field Services based out of Marlow coming to Duncan to replace one street light pole (wood) and two old poles, as well as completing System Hardening Work by replacing two poles in east Duncan and adding one anchor at an industrial customer in the southern part of our system.

An additional OMPA crew from Fairview, OK, replaced six service poles across Duncan. Though these locations were not significant in the larger view of work, at each locale the removal, replacement, or relocations enabled our customers to better use their property. This crew also replaced three poles and reframed another on our North 9th Street Main Feeder Line. The three poles now all have switches. Keeping switch poles in good condition will pay off when emergencies require quick action and when performing maintenance on Substations that serve this line.

OMPA Field Services also came and assisted our team with storm recovery in early November by replacing three poles, freeing up our team so we could repair powerlines and do temporary pole repairs to restore power as quickly as possible. The storm knocked out three circuits - one each from Cherokee, Elder, and Stephens substations and took longer than normal to recover from due to most of the damage happening in difficult locations to access: off roads, in easements (not alleys), and customers' backyards.



Continued commitment to maintenance of meters, poles, lines, and underground cables means fewer interruptions in service to our customers.

This year:

Poles replaced - 47

Cross arms replaced - 8

Switch Poles replaced - 3

**Responses to animal related outages - 40
(equates to almost 1 outage per week in 2024)**

Notable accomplishments:

- 💡 Switch and breaker upgrades at Plato Substation
- 💡 Building a new service to an additional building for existing customers' expansion in the North Industrial Park
- 💡 Local contractor completed Hot Spot Tree Trimming along power lines that serve the Wastewater Plant and the Filter Plant to improve reliability to these critical facilities
- 💡 Highway crossing pole changeout replaced an existing wood pole with a Ductile Iron pole of a higher classification. We now have a new pole on a Main Feeder crossing of a highway as well as a System Hardened crossing
- 💡 We experienced multiple bucket truck breakdowns in November and December that forced us to shut down several larger jobs, however newer equipment will be purchased in 2025
- 💡 The restoration of the 36 decorative lights on Main Street in time for the Holiday Stroll, Thanksgiving, and Christmas seasons





The specialized training of newer employees continues both in-house and through participating in out-of-town schools. We sent two of our apprentices to Underground Distribution School in Kingfisher at the end of March. We sent one Working Foreman to the MESO Fall Conference to sharpen his skills and notice the latest electric utility industry trends to bring back to our community to implement.

We had one employee complete a 4-year Lineman Training Program who is now a certified Lineman and can be relied on for highly skilled linework on our construction and maintenance work, allowing us to more efficiently utilize our team during storm recovery.

Did you know?

Duncan Power continues to grapple with delayed, canceled and back-ordering of everyday materials in every price range. It is a challenging time for many utility providers. Transformer delivery is only minimally improving so our team have removed good, but unused transformers at idle accounts around our system to keep enough transformers ready for our needs in each of the four quarters of the year.

FY 2025 Plans:

- 💡 **Street Lighting Projects**
- 💡 **LTC Elder Substation - Maintenance**
- 💡 **Substation Security Measurers**
- 💡 **Meters – continue upgrading automated electric meters, wireless system improvements**
- 💡 **Purchase of Transformers and Utility Poles**
- 💡 **Underground Primary Cable Replacement Contract Boring**
- 💡 **Distribution Automation – continue upgrading automated distribution systems**
- 💡 **Mutual Aid OMPA – as required**
- 💡 **Replacement of 1 1/2-ton Truck w/Man Bucket, a forklift and a 2 1/2-ton Truck w/Man Bucket**

We strive to do as much as possible with our budget each year to ensure that maintenance and improvements to the system continues. However, the cost of transformers, poles, and wire have risen considerably along with lineman wages. Our wholesale electric costs have increased annually over the years since 2017 along with three weather-related temporary price spikes that **have not** been passed on, ensuring substantial savings to our valued customers while striving to provide the best customer service.









Emergency Management

Emergency Management (EM) continues to prioritize the safety and well-being of our residents through proactive planning, advanced technology, and community engagement. Several critical projects were furthered, contributing to the City's ability to warn the public and respond to emergencies effectively.

Outdoor Warning Siren System Lightning Detection Project

The outdoor warning siren system was expanded with the installation of two new voice-capable warning sirens at Fuqua Pool and the Simmons Center and was funded by a 90% grant from the Federal Emergency Management Agency (FEMA). These new sirens enhance the warning capabilities for a variety of emergency situations, including lightning, tornado warnings, and public address for emergency messages and provide outdoor coverage for Fuqua Park and pool, Duncan High School campus, football stadium, soccer practice field, baseball fields, Whisenant Park, Heritage Park, Heritage Trails, Duncan Middle School, and nearby residential areas.

City Addressing Improvement

EM continues to improve the city's addressing system, ensuring more accurate and efficient responses during emergencies. The federally mandated addressing change process began in 2024 and will be carried over into 2025.

Drone Acquisition

EM purchased its first drone, to be used for: search and rescue operations, documenting damage from disasters, supporting mapping and addressing efforts for the city, as well as supporting the Fire and Police departments during emergency responses.

City Hall Security Enhancements

Upgrades to City Hall security ensures a safer and more secure environment for employees and visitors to City Hall by:

- Installing public-view video monitors for customer service areas
- Implementing new fire alarm and tornado warning systems
- Installing new radio panic buttons and an upgraded access control system

Fire Department Communication Improvements

Radio Systems: A new radio-over-cellular system was implemented for Fire Department administration, improving communication during operations.

Fire Alerting System: A new fire alerting radio system was installed at all fire stations. This system:

- Provides specific tones for medical and fire calls



- Includes visual indicators for pending calls
- Adds exit lighting for nighttime operations
- Alerts only the necessary fire stations, providing better rest for firemen during off-hours

Mobile Video Surveillance Trailer

A mobile video surveillance trailer was leased and deployed at various high-traffic areas to deter criminal activity, and is available to our partners at the Stephens County Fair & Expo Center to enhance security for large events.

Funding and Grants

Emergency Management was awarded \$238,988.31 in FEMA grant funding for the year 2024, which supported several key projects and initiatives within the department.

Community Engagement and Public Safety Events

Participated in, coordinated, or provided equipment for events such as:

- Red, White, and Boom at Abe Raizen Park
- Dog Dayz of Summer with Duncan Fire Department
- Fiesta in Fuqua Park
- Family Fright Night with City of Duncan
- Veterans Day Parade
- Christmas Parade on Main Street

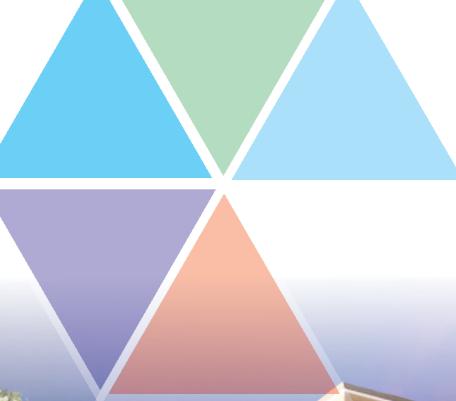
Held Quarterly Community Events Meetings at the Emergency Operations Center to provide support and guidance for event organizers on public safety needs.

Coordinated Monthly Emergency Medical Service (EMS) Meetings with local emergency services and community assisted living centers to ensure a well-prepared and unified response to medical emergencies.

Duncan's Emergency Management department made significant strides in improving public safety, community engagement, and collaboration with regional partners. With continued support from local, state, and federal entities, the department looks forward to further strengthening its preparedness efforts in 2025.

Scan to sign up
for Duncan Alerts





Thank you, Duncan, for another great year full of accomplishment, fun, learning, and trying new things - 2024 was quite a year!

Patrons came through our doors 83,561 times.

Over 28,000 people borrowed items from us, and we created 1,222 new library cards.

Reports show that you all took home 155,532 physical items including books, DVDs, items from the Library of Things, and more. In fact, Binge Boxes were checked out 425 times and Hotspots were checked out 256 times.

Hotspots were new this year, and we worked hard to meet demand. Board games and learning toys started being checked out, with 225 checkouts - a great start.

Video games remained very popular with 3,306 checkouts. Digital checkouts continue to grow with 46,231 checkouts.

You also enjoyed our services, as shown by 2,069 computer uses, 36,831 WiFi sessions, and 345 notary requests.

In addition, 2,219 people used our study rooms and we worked with yet another school to make sure their students have access to online resources. We added a coding class this year for kids and teens, and it's been quite a success.

We can't thank you enough for coming to all the programs we had this year, both at the library and out in the community:

★ 435 programs for children ages 0 - 11 with 5,441 of you participating

★ Our teen programs involved 355 events with 1,391 attending. Plus, we're always looking for more teens for our Teen Advisory Board, so send your teens our way

★ Adults were offered 531 programs which resulted in 3,559 participating

★ Our all-ages programs consisted of 98 events with 4,887 attendees

Every year, we hope to offer more events and items that you need and meet our community where they are. Thank you for your continued support of the Duncan Public Library- we're excited to serve you in 2025.

The Stephens County Genealogy Library can also look back on a great year. The Memory Lab was used by over 100 people for over 450 hours to turn old, recorded memories into new digital memories to share with generations to come. Roughly 370 hours of research were done for people who were looking for family, historical events, and information about how to do genealogy for themselves, while answering hundreds of emailed and called in questions. Twenty - six events, including brown bags and speakers, had an attendance of 381. Nearly 900 people came to the library to research, use the lab, use a computer, learn to use resources, with 54 of them from out of state. Remember, we provide free access to genealogy materials and equipment to help you connect with your ancestors. Thank you for using us for all your genealogy and historical research needs.





Public Works | Parks

Parks

Movies in the Park were held in June, July, and September, with our community enjoying family friendly movies under the stars with popcorn provided by City of Duncan and the movies sponsored by The Palace Theatre. Thank you, Palace Theatre!



Red, White & Boom at Abe Raizen Park saw a great crowd turnout with near perfect weather. Thank you to the Chickasaw Nation's Chisholm Trail Casino for their continued partnership in bringing a spectacular fireworks extravaganza to our citizens and visitors!



Our Family Fright Night's little ghouls, goblins & princesses found goodies at the Truck or Treat, then watched a Halloween - inspired Movie in the Park in October.



Abe Raizen & Jess Welch Sports Complex

N St. & Chestnut Ave. Picnic

Arboretum & Heritage Park

US 81 & Bois D'Arc Ave. Walking Path, Flowers, Trees

Douglass Park

2nd St. & Bois D'Arc Ave. Splash Pad, Picnic, Playground, Community Center, Basketball Courts

Fuqua Park

US 81 & Beech St. Pool, Swings, Picnic, Playground, Museum, Train Exhibit, Kiddie Land, Gazebo, Circle of Love, Pavilion

Hillcrest Park

D St. & Chestnut Ave. Splash Pad, Playground, Tennis Court, Baseball

Ron Burton Rotary Park

7th St. & Elder Ave. Playground

Memorial Park

US 81 between Beech Ave. & Pine Ave. War Memorials

Olen Sledge Memorial Park

2nd St. & Elder Ave. Walking Path, Playground, Basketball Court

Playday Park & Jack Wininger Dog Park

15th St & Cypress Ave. Playground, Picnic, Dog park

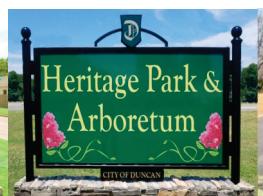
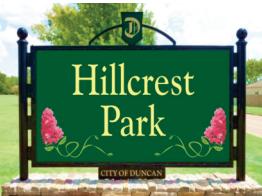
Timbergate Park

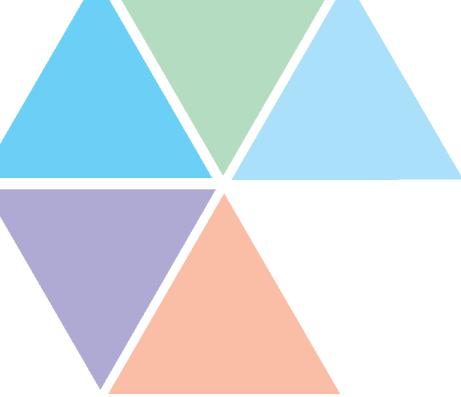
Highmeadow Dr. & Briarcrest Walking Path, Playground

Whisenant Park

23rd St. & Beech Ave. Walking Path, Playground.

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





Public Works/Parks



Duncan | Halliburton Field

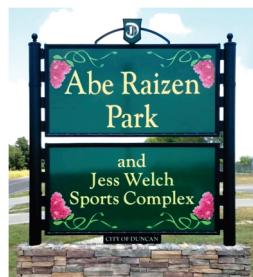
City of Duncan contracted with 5B Aviation for Halliburton Municipal Airport operations. Full service is provided, with hangar leases for private and corporate ownership.

Construction of a new taxi lane and new T-Hangar apron projects were completed.



Park Improvements

A refurbishment of Fuqua Park Gazebo and the installation of numerous benches and picnic tables in several of our city parks happened in 2024, with more to be done in 2025 including a concession remodel at Abe Raizen & Jess Welch Sports Complex, additional practice areas for baseball, soccer, basketball, and outdoor pickle ball courts, budget permitting.

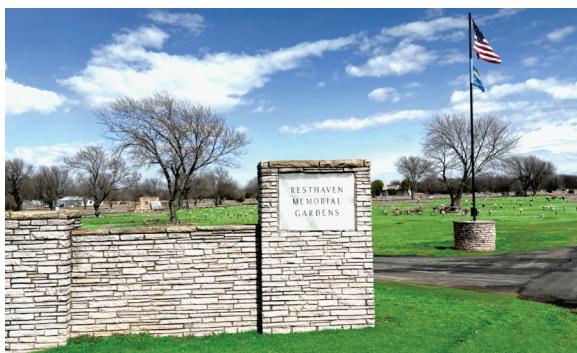


Cemeteries

The newly acquired Resthaven Memorial Gardens had our team making improvements to its roads and doing major cleaning up of the grounds. 2025 will see these efforts continue at the roughly 45-acre property, of which 15 acres are developed.

Total services held at city cemeteries - 185 services.

160 acres, combined, is mowed and trimmed every 7-10 days.



Pedestrian walking bridges at Memorial Park, Olen Sledge Park, Whisenant Park, and Heritage Park received new flooring and fresh paint.





Public Works | Lakes

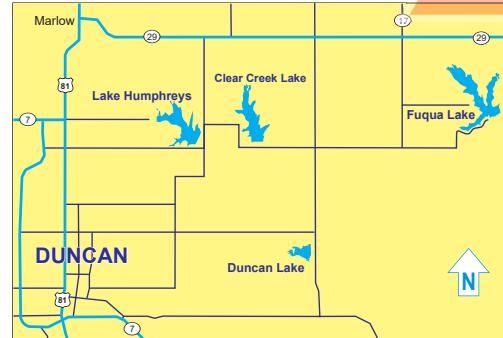
Owned and operated by City of Duncan, the "Duncan Lakes" are four man-made lakes built as reservoirs between 1948 and 1962 by the community as water resources for future droughts.

Today, the lakes are used year-round for recreation, fishing, camping and many other activities to enjoy. Partial camp sites (water/electric, no sewer) and rough camp sites are available.

All permits are available at KIOSKS located at each lake, The Bray Store, Murf's Guns, or at City Hall, 1600 S Hwy 81, Monday through Friday 7 a.m. - 5:30 p.m.

21 - day limit on camping sites.

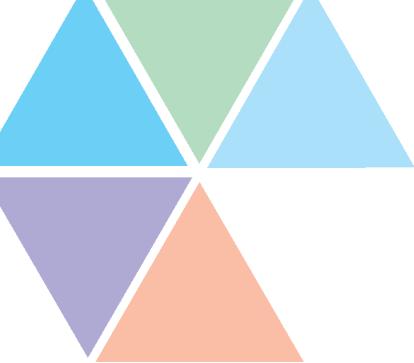
Staff mows over 250 acres every 7-10 days during growing season to keep our lakes welcoming for our guests and citizens. Be sure to use our DunCAN Connect app to if you see something that needs to be addressed.



Debris removal by the Public Works - Lakes team at Duncan Lake, as well as a controlled burn by Duncan Fire Department - in partnership with the Bureau of Indian Affairs Wildland Management - was completed.

Clear Creek Dam Embankment Project is complete, with the embankment seeded with grass for spring 2025.





Public Works | Lakes



Clear Creek Lake

660 acres
11 miles of shoreline
180+ partial camp sites. 100+ rough
Boat ramp
Restroom (handicap and regular showers)
3 Pavilions
2 Sanitary dump stations
Enclosed fishing dock

Largemouth bass, channel catfish, and crappie fishing.
Swimming in designated areas.

Duncan Lake

550 acres
4 miles of shoreline
25+ partial camp sites
Boat ramp
Restroom (showers)
Pavilion
3 Sanitary dump stations
Enclosed fishing dock

Largemouth bass, channel catfish, and crappie fishing.
Disc golf course, hiking and equestrian trails.
Swimming in designated areas.

Lake Fuqua

1,500 acres
18 miles of shoreline
55+ partial camp sites
2 boat ramps
Pavilion
Enclosed fishing dock

Largemouth bass, channel catfish and crappie fishing.
Swimming in designated areas.

Lake Humphreys

880 acres
17 miles of shoreline
75+ partial camp sites
3 boat ramps
Restroom (handicap and regular showers)
Pavilion
Sanitary dump station
Enclosed fishing dock



Largemouth and smallmouth bass, channel catfish, carp, saugeye and crappie fishing, and wildlife. One of the six fishing trail loops that alert visitors to prime fishing spots in Oklahoma, Lake Humphreys is celebrated as one of Oklahoma's 40 top fishing lakes/rivers.

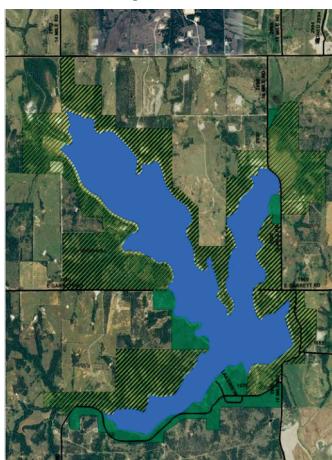
Swimming not permitted.

Hunting Area Maps

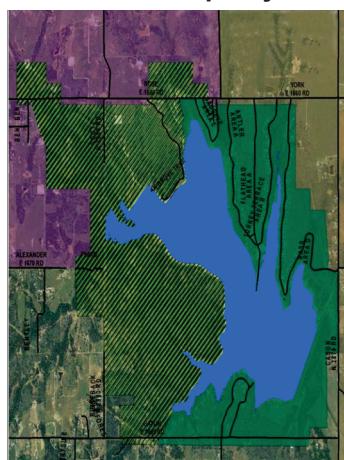
Deer, Duck, Quail hunting in designated areas only.

 Hunting Area  Duncan Police

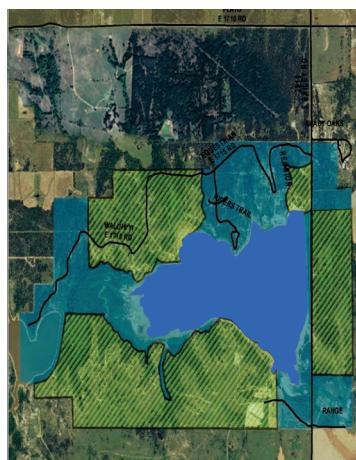
Fuqua Lake



Lake Humphreys



Duncan Lake



Clear Creek Lake





Public Works

Project Updates

Oklahoma Water Resource Board (OWRB) Package #2 in downtown Duncan began in June 2024 and is planned for completion in June 2025, with the contractor beginning the project on Walnut Ave., then moving to Willow Ave. All road patch repair to be done once meter tie - ins are finished.

OWRB Package #3 saw 90% Design completed in October 2024, with final percentage pending a storm drain study in the new year.



OWRB Package #4 was at 60% design complete in October 2024 and continues to progress.

El Rancho Pump Station's pump and valve repair was done and the project closed in August 2024.

The Clarifier Rehabilitation project saw new metal troughs placed, and the basin sealed.

El Rancho Elevated Storage Tank Replacement Project began in July and is projected to be completed in first quarter 2025.

Sanitary Sewer Rehabilitation Project Phases One, Two and Three completed. Phase Four of Infiltration & Inflow will begin in 2025.

Citywide tank inspections were completed in 2024, and project repair work begins in 2025.

Water Meter Project installations were completed at over 95% in the last quarter of the year, and the integration of the software systems done. Customers have access to their water usage information via our Get My Meter web portal and app. This tool allows a customer to review and analyze their consumption, providing a tool to gain greater understanding and control over the amount of water their household uses, as well as providing alerts, identifying potential leaks and abnormal increases in usage. Visit www.GetMyMeter.info to set up your account.

Water Production

- 308 hours of training
- 946,251,000 gallons of drinking water processed
- 480,466,000 gallons of water pumped from Waurika Lake
- 465,785,000 gallons of water pumped from Lake Humphreys
- 44,542 water samples in house water samples tested
- 646 samples were sent to state labs for analysis



EPA's mandated testing of six PFAS "forever" chemicals is complete, and Duncan's drinking water has some of the lowest PFAS levels in the state.

The project to bypass the Raw Water Tank is underway to allow cleanout and inspection of the tank.

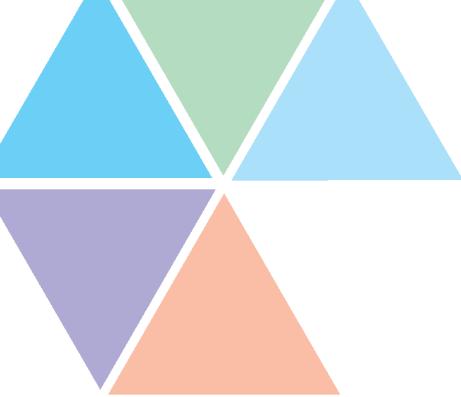
Repairs post inspection, cleaning, and repainting of water tanks will begin in 2025.

Wastewater Treatment (WWTP)

- 300 hours of training
- 9,069 consecutive days OSHA compliant
- 826.9 million gallons of wastewater treated
- Over 4,600 samples collected with 9,900 analysis conducted with 100% compliance
- 117.5 metric tons of biosolids were hauled to the landfill
- Rebuild of WWTP step screen in the East Headworks Structure completed
- Drained and cleaned WWTP Chlorine Contact Basin
- Chlorination/dichlorination project began and will continue into new year

The WWTP was awarded 2024 Plant of the Year - Category 2 by The Oklahoma Environment Association for Recognition of Outstanding Performance and Dedication to the Water/Wastewater Industry.





Street Projects

Our team resurfaced 103 blocks in 2024. Of these, 40 blocks were done because of the citizens' renewal of the dedicated ½ cent sales tax that provided the match necessary for the CDBG Small Cities Grant received, which in turn ensured additional budgeted funds available to do 63 more blocks citywide, including the Odom and Tanglewood Additions.

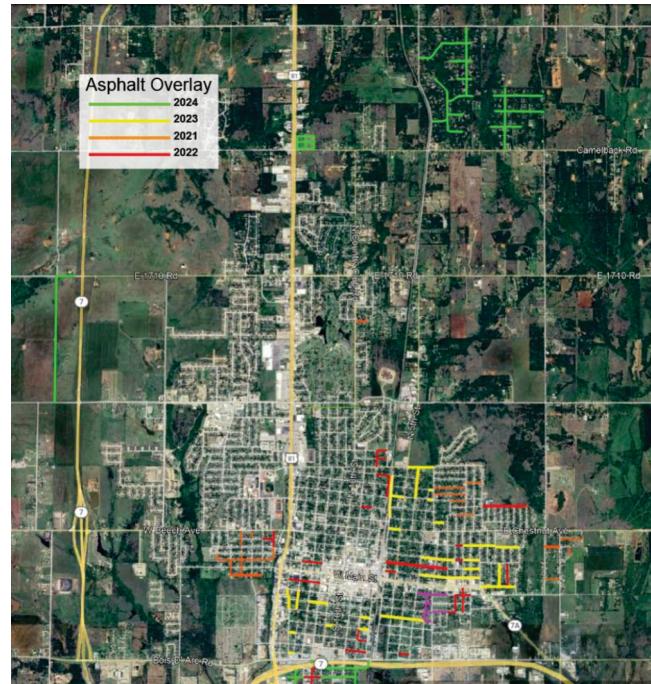
Asphalting Completed

12th Street between Highway 7 and Bois D'Arc Avenue
42nd Street between Elk Avenue and Plato Road
Plato Road between 42nd Street and Highway 7
Tanglewood Drive between 5th Street and Odom Drive
Odom Drive to Walnut Hill Drive
Redwood Drive
Day Street to Osage Road
Blackjack Lane between 5th Street and Day Street
Ponderosa Road to Camelback Road
Walnut Hill Drive
Woodside Drive
Fawn Brook Drive
Cox Street
Allen Street
Duncan Avenue between 8th Street and 11th Street
Stephens Avenue between 8th Street and 10th Street
Woodlawn Avenue between 8th Street and 10th Street
Jefferson Avenue between 7th Street and 9th Street
9th Street between MLK Jr. Avenue and Highway 7
8th Street between MLK Jr. Avenue and Stephens Avenue
7th Street between Park Avenue and MLK Jr. Avenue
Duncan Avenue between 13th Street and 15th Street
Woodlawn Avenue from 8th Street west
Park Avenue between 8th Street and the railroad
Stephens Avenue between 8th Street and Bois D'Arc Avenue
14th Street between Park Avenue and Highway 7
10th Street between Woodlawn Avenue and MLK Jr. Avenue
Washington Avenue between 10th Street and 11th Street
Resthaven Memorial Gardens - all roadways within the cemetery

In addition there was 61,295.5 feet of concrete work done along with 232 feet of curb repair.

The average cost is approximately \$14-16,000 per city block.

Inspections completed on 32 bridges, and work began on all identified repairs. Bridge closure on Gaitlin Road was done in November 2024 for safety, engineering and repairs to be scheduled in 2025.





Friends & Neighbors



Friends & Neighbors



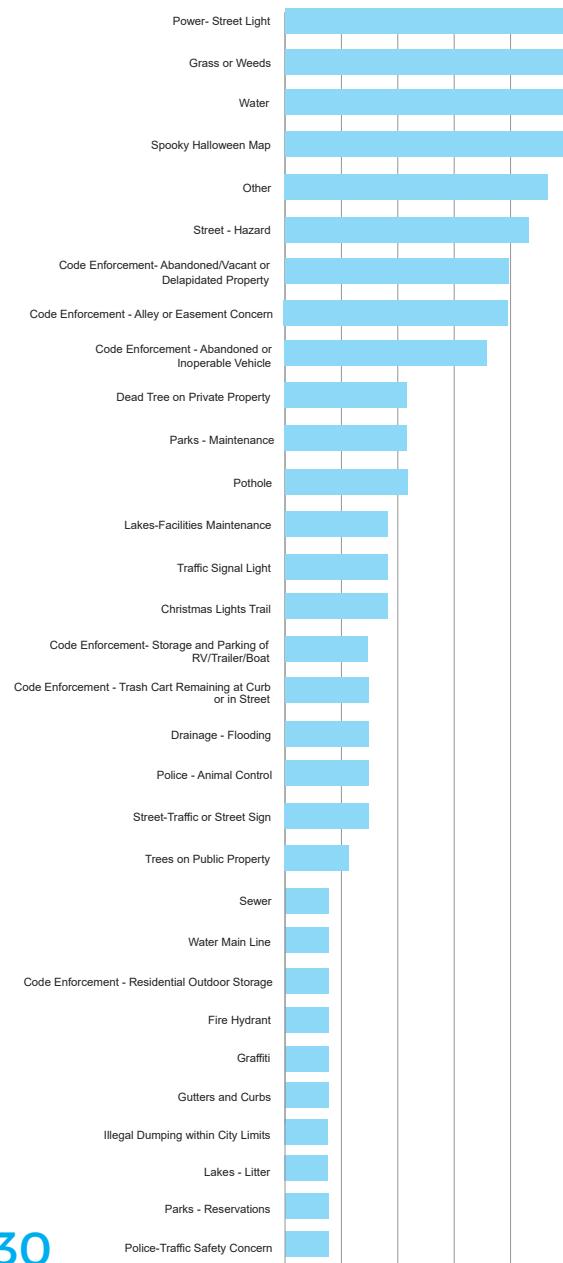


Communications



We appreciate our citizens who used our DunCAN Connect app in 2024 to report non-emergency concerns. Have you tried it yet? Remember this app makes reporting your concern easy. Simply download the app, open it, upload a photo of your concern and submit along with the GPS location, select the appropriate category and tell us your concern. Whether it is street maintenance, tall grass, damaged trees, street signage, a streetlight request, or another concern, our app enables you to report right away. All reports are routed to the appropriate City of Duncan department to be addressed as quickly as possible, and you can request to be notified when the work is complete.

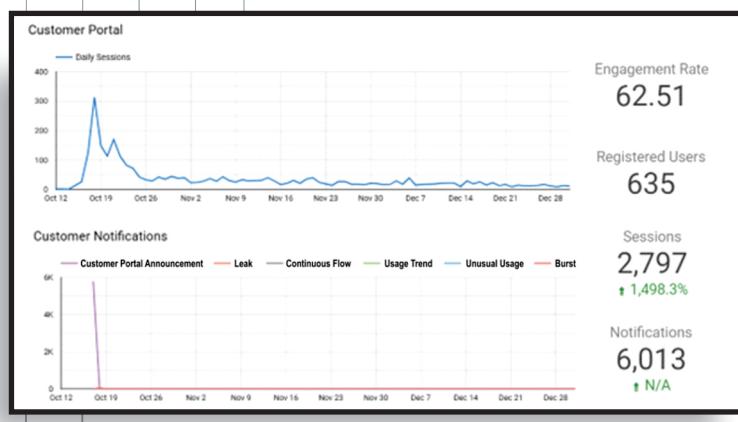
2024 Requests Submitted Through the App



2024 Website usage of www.duncanok.gov



Get My Meter Customer Portal launched October 14th, 2024 for City of Duncan water customers to have online access to their water usage information. The portal and smartphone app allow reviewing and analyzing water usage patterns so that customers gain greater understanding and control the amount of water consumed. Visit GetMyMeter.info to register for an account.





Commissions/Boards/Calendar



Airport Commission: 5 year term. Appointed by Mayor. Approved by City Council. Advises on the operation, maintenance, and improvement of Halliburton Field.

Board of Adjustment: 3 Year term. Appointed by Mayor. Approved by City Council. Decides appeals or alleged errors by administrative officials, grants, variances, and exception to codes. Meets 2nd Monday.

Duncan Enhancement Trust Authority Board: 3 Year term. Board consists of 5 at large members appointed by Chairman and Trustees to serve as an advisory Board for beautification projects throughout Duncan. May serve up to two (2) three (3) year terms. Meets quarterly in January, April, July and October - for dates please visit website www.duncanok.gov.

Lakes Commission: 5 Year term. Appointed by City Manager. Makes recommendations on control, maintenance, improvements, and operations of City Lakes.

Duncan Public Library Board: Appointed by City Manager. Adopts regulations for administration and operation of Library.

Main Street Duncan Board of Directors: 3 Year term. To preserve heritage of the Duncan Downtown Historic District. Meets 3rd Thursday at noon.

Parks and Recreation Advisory Board: Appointed by Councilman from their Ward, Mayor's appointment is an at-large appointment. Board terms correspond with respective term of Councilman or Mayor that made appointment. Makes recommendations to Council on planning, improvements, and construction of public parks and recreational facilities. Meets quarterly in January, April, July, and October - for dates please visit website www.duncanok.gov

Municipal Planning and Zoning Board: 3 Year term. Nominated by Mayor. Approved by City Council. Makes recommendations to Council on matters about development and betterment of the municipality.

Airport Commission

First Monday at 5 p.m. | Municipal Airport

Board of Adjustments

Second Monday at 5:30 p.m. | City Hall

City Council/Duncan Public Utilities Auth./ Duncan Economic Development Trust Auth

Second & Fourth Tuesday at 5:15 p.m. | Council Chambers at Duncan Police Department

Duncan Enhancement Trust Authority

Quarterly in January, April, July, October at 5:30 p.m. | City Hall

Employee Retirement & Pension Board

Third Monday at 9:00 a.m. | City Hall

Lakes Commission

First Tuesday at 5:15 p.m. | City Hall

Duncan Public Library

Fourth Tuesday at 9:30 a.m. | Library

Main Street Duncan

Third Thursday at Noon | Main Street Duncan Office

Parks and Recreation Board

Quarterly in January, April, July, October at 5:30 p.m. | City Hall

Planning Commission

Third Tuesday at 5:30 p.m. | City Hall

South Central Oklahoma Envir. Auth.

First Monday at 11:00 a.m. | City Hall

Waurika Lake Master Conservancy District

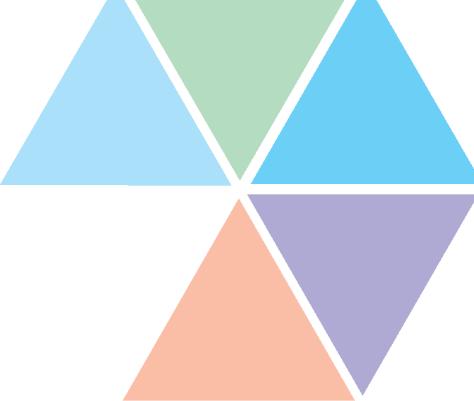
First Tuesday at 2:00 p.m. | District Office, Waurika, OK

Meeting dates may adjust due to holidays.
Please call 580-252-0250 to inquire prior to attending.

Check out duncancalendar.com
for more exciting things to do in our great city!



Who to Contact



The City of Duncan is here to serve you.
580-252-0250 580-255-2112 (After Hours)

Animal Control

Aggressive Animal
Animal Noise Complaints
Deceased Animal on Roadway
Dogs or Livestock Running Loose

City Clerk's Office

Alcohol and Food Permitting
Lake Lot Lease
Open Records Request
Peddler's License

Community Development/Code Enforcement

Building Permit/Violation
Certificate of Occupancy
Contractor Licensing/Permitting
Dilapidated or Unsecured Structures
Graffiti
Grass Cuttings Swept into Street
Grass or Trees Not Trimmed
Illegal Dumping in City Limits
Inoperable/Abandoned Vehicles
Inspections for Plumbing, Mechanical and Electrical
Large or Loose Trash at Curb
Limbs Over Streets or Sidewalks
Medical Marijuana Business/Grower Permit
Outdoor Storage
Sewer Overflow on Private Property
Sewer Smell in Area
Theft or Tampering of Utilities (Water or Electric)
Trash or Debris Accumulation
Trash Cart Remaining at Curb
Trees or Shrubs Blocking Road View
Vehicle Blocking Fire Hydrant
Zoning Inquiries

Duncan Police Department

Broken Down Vehicles in Roadway
Burglary
Found Property
Noise Complaints
Theft
Power Outages after Hours
Stop Lights/Signals Non-Working
Traffic Safety Concern
Water Leaks in Easements or Roadways after Hours

Fire Department

Annual Fire and Life Safety Inspections
Burn Permits
Cat or Drone in Tree
Fire Escape Plan Assistance
Fire Hydrant Leaking
Fire Truck Drive By for Event
Home Fire Safety inspection
Smoke & Carbon Monoxide Detector Inspection
Tour of Main Station for Children

Public Works

Cemetery
Corner Visibility at Intersection
Drainage or Erosion Concern
Driveway Permits
Event and Parade Permit
Gutters and Curbs
Missing Manhole or Meter Lid
Potholes
Parks
Lakes
Reservation at Park or Lake
Sewer and Water Main Concern
Street Closure
Water Leaks in Easements or Roadways

Utilities Customer Service

Billing Concern
New Service (Water or Duncan Power)





Non-Profit
Organization
U.S. Postage
PAID
Permit No. 00
Duncan, OK