

An aerial photograph of Stillwater, Oklahoma, showing a mix of residential houses, commercial buildings, and green spaces. The city is situated near a body of water, likely Lake Murray, which is visible in the background under a clear blue sky.

Stillwater® OKLAHOMA
stillwaterok.gov

STRATEGIC PLAN

2023-2027

An aerial photograph of Stillwater, Oklahoma, showing a mix of residential houses, commercial buildings, and green spaces. The city is situated near a body of water, likely Lake Murray, which is visible in the background under a clear blue sky.

VISION

Together investing in municipal excellence!

STILLWATER PROFILE/STATS

Stillwater is conveniently located between the state's two largest cities. The city exemplifies hometown hospitality, quality education, career opportunities, optimal health services, low crime rate, and safe neighborhoods. Stillwater is home to Oklahoma State University and offers a diverse mix of industry - including agribusiness, health care, manufacturing, technology, and business services. Residents, visitors, and stakeholders share a love for the city and a belief that through innovation and collaborative investment, a vibrant Stillwater will continue to prosper.

Stillwater, Oklahoma

- Incorporated 1884
- City Charter adopted 1889
- County Seat of Payne County

Geography & Climate:

Total area: 28.3 sq. mi.
Land area: 27.9 sq. mi.
Water area: 0.5 sq. mi.
Elevation is 984 ft.
Climate: Humid subtropical

Form of Government:

Council-Manager

City Officials:

Interim City Manager, Brady Moore
Mayor, William H. Joyce
Vice Mayor, Amy Dzialowski
Councilor, Christie Hawkins
Councilor, Kevin Clark
Councilor, Tim Hardin

Council Meetings:

First, third and fourth
Mondays of each month at
City Hall, 5:30 p.m.

Expenditure Budget FY22-23:

General Fund budget: \$37.6M
Utilities Authority: \$68.5M

Sales Tax Rate:

Total 9.313%
State of Oklahoma: 4.5%
Payne County: 0.813%
City of Stillwater: 4.0%

Total Population: 48,394

Female: 24,052

Male: 24,342

Age Distribution	Percent
Under 5 years	4.0
Under 18 years	14.9
65 years and over	9.8

Race	Percent
White alone	76.9
Black or African American alone	4.3
American Indian and Alaska Native alone	3.3
Asian alone	6.4
Native Hawaiian and Other Pacific Islander alone	0
Two or more races	8.1
Hispanic or Latino	4.5
White alone, not Hispanic or Latino	74.4

Education Attainment	Percent
High school graduate or higher, age 25 years+	94.6
Bachelor's degree or higher, age 25 years+	51.1

Total Households & Family, 2017-2021	
Total Households	18,618
Persons per household	2.20

Computer and Internet Use, 2017-2021	Percent
Households with a computer	96.3
Households with a broadband Internet subscription	84.4

Health, 2017-2021	Percent
With a disability, under age of 65 years	8.1
Persons without health insurance, under age 65	10.4

Housing Units, 2017-2021	
Owner-occupied housing unit rate	39.8%
Median value of owner-occupied housing units	\$186,600
Median selected monthly owner costs, with a mortgage	\$1,599
Median selected monthly owner costs without a mortgage	\$515
Median gross rent	\$850

Income & Poverty, 2017-2021	
Median household income (in 2021 dollars)	\$37,991
Per capita income in past 12 months (in 2021 dollars)	\$23,686
Persons in poverty	31.2%

Labor, 2017-2021	Percent
Civilian labor force, total, percent of population age 16 years+	57.9%
Civilian labor force, female, percent of population age 16 years+	54.9%

Selected demographics from the U.S. Census Bureau Quick Facts, April 2020.

<https://www.census.gov/quickfacts/fact/dashboard/stillwatercityoklahoma/POP010220#POP010220>

*Population may be inaccurate, students were not on campus at the time information was collected due to Covid-19.

STRATEGIC PRIORITIES

The City of Stillwater's Strategic Plan serves as a road map to guide our departments and divisions forward. Every department has relied on feedback from residents and fellow staff members, financial planning, strategic planning sessions, and direction from City Council to determine strategic priorities specific to their team.

The six areas that City Council consider to be of highest priority:

#1 EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

To provide effective services and accountable government by practicing fiscal responsibility, transparency, and outstanding customer service.

#2 MOTIVATED MANAGEMENT

To serve with integrity and demonstrate proactive leadership, motivated management, and smart planning skills needed to create a better community.

#3 SAFE COMMUNITY

To promote a safe and secure community for all residents through equitable services, enhanced relationships, and responsive care.

#4 CONNECTED SPACES

To develop a strong sense of place by providing opportunities and services, such as transportation, utilities, and parks to best meet the needs of the public.

#5 UNIQUE CULTURE

To cultivate partnerships that enhance the spirit of Stillwater with equal access to services and amenities, strong and connected neighborhoods, and a thriving economy.

#6 ENGAGED & INVESTED RESIDENTS

To encourage participation and an understanding of government through outreach and inclusive initiatives that inspire trust and pride in local government.

STILLWATER REGIONAL AIRPORT

DEPARTMENT ACCOMPLISHMENTS

CONNECTED SPACES

- Completed roof repairs.
- Purchased new snow removal equipment for runways.
- Finished electrical upgrades and installed a brighter, more energy-efficient LED beacon.
- Completed a five-year, \$16 million apron reconstruction to provide operational flexibility on busy days.
- Moved forward with design process for a new terminal.

SAFE COMMUNITY

- Implemented higher security standards required when larger planes began serving SWO in November.

UNIQUE CULTURE

- Maintained partnership with American Airlines and Oklahoma State University to support commercial air service with two inbound and two outbound flights daily.

MOTIVATED MANAGEMENT

- 25,880 revenue passengers departed our airport in 2022, with more than 50,000 total passengers.
- Inbound and outbound flights had an average of 71% of seats filled.
- Annual take-offs and landings totaled 74,537.

In August 2023, the new Stillwater Regional Airport Director Kellie Reed joined the team.

A director was not in place when the Strategic Plan was developed.



Architectural rendering of future terminal, view of holding room.



Architectural rendering of future terminal, passenger drop-off area.



Stillwater
REGIONAL AIRPORT
FlyStillwaterOK.com



COMMUNICATIONS

DEPARTMENT GOALS

ENGAGED & INVESTED RESIDENTS

- Work with all departments to develop a new, user-friendly, ADA compliant website with updated, relevant, and customer-friendly information.
- Relaunch podcast to provide insight into City departments and activities with an added video component.
- Manage and produce municipal TV channel and broadcast, record, and upload municipal meetings.
- Produce original video content for special events.
- Coordinate events for City Manager's Office and Stillwater Regional Airport.
- Identify all audiences and utilize all means of communications, online and print, to meet residents and stakeholders where they are.
- Begin first phase of branding and wayfinding efforts, establish citywide partnerships and research consultants for intensive and best process.
- Communication and research efforts for T.I.M.E. (Together Investing in Municipal Excellence) projects to help determine community needs and funding sources.

MOTIVATED MANAGEMENT

- Developed Communications team to include part-time positions for Fire, Police, City Manager's Office, Regional Airport and Emergency Management. These positions are filled by upper-level Communications college students to increase on-the-job experience.
- Provide support with Human Resources for recruiting efforts and staff communications through social media, staff recognition materials and events, and internal newsletter.
- Work with all departments on their marketing needs and collaborate on innovative ideas and messaging.

SAFE COMMUNITY

- Develop Crisis Communications Plan with Police, Fire, and Emergency Management to implement accurate, timely and information to Mayor and Councilors, City Administration and staff, community members, stakeholders, and media.
- Coordinate communications with emergency responding agencies for special events, severe weather, and emergency situations.



BY THE NUMBERS:

- 339,000 website visits (old website)
- 164,472 YouTube channel views
- Managed 25 separate social media platforms
- Issued 368 releases, including media releases, alerts, updates, and weather alerts from the City of Stillwater, SPD, SFD and SEMA.



-  stillwaterok.gov
-  [@CityOfStillwater](https://www.facebook.com/CityOfStillwater)
-  [@cityofstillwaterok](https://www.instagram.com/cityofstillwaterok)
-  [@StillwaterOKgov](https://twitter.com/StillwaterOKgov)
-  [City of Stillwater TV](https://www.youtube.com/CityofStillwaterTV)
-  [City of Stillwater, Oklahoma](https://www.linkedin.com/company/cityofstillwaterok)

STILLWATEROK.GOV

COMMUNITY DEVELOPMENT

OUR MISSION

To develop and implement creative community-minded strategies to enhance economic growth, to build strong safe homes and businesses, and to ensure an efficient framework for quality development.



DID YOU KNOW?

Community Development has 14 employees with decades of combined experience. If it is developed or built in the City of Stillwater, it comes through Community Development, which is made up of Administrative Services, Planning/Zoning and Building Inspections.

DEPARTMENT GOALS

MOTIVATED MANAGEMENT

- Provide ongoing training for staff in learning and utilizing new and unique services and processes. Provide opportunity for continuing education in multiple aspects of the development and construction industry.

SAFE COMMUNITY

- Develop and implement an updated Code, Comprehensive Plan and Future Land Use Map.
- Review and inspect projects to ensure they are well-built and safe for Stillwater residents, business owners, and patrons.

CONNECTED SPACES

- Continue to work on long-range planning to cast vision and give direction for continued development for a thriving and growing city.

ENGAGED & INVESTED RESIDENTS

- Through Community Development, we will begin working with a long-range planning firm who will help us engage the community and collect feedback on how our city grows.



COMMUNITY RESOURCES

OUR MISSION

We create community through people, parks, and programs by providing affordable and diverse recreation opportunities for all.

DID YOU KNOW?

In 1936, Stillwater built its first public park which was then next to the Payne County Fairgrounds. More than 400 evergreens were planted and the picnic grounds could accommodate up to 2,000 people. Today, this area is known as Couch Park.

DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

- Develop a park maintenance manual and review and establish current program fees for recovery of program and facilities costs.

MOTIVATED MANAGEMENT

- Provide training for staff regarding new programming and increasing participation.
- Research current trends in the field and follow the recently completed Master Plan to initiate these trends.

SAFE COMMUNITY

- Perform monthly inspections on all parks and amenities in the parks.
- Identify areas that need additional lighting and work with the Electric Department to ensure safe recreation experiences.

CONNECTED SPACES

- Continue Rails to Trails process and maintain current trails in the parks.
- Replace deteriorating amenities in parks as funding becomes available

for pavilions and restrooms to encourage family events outdoors.

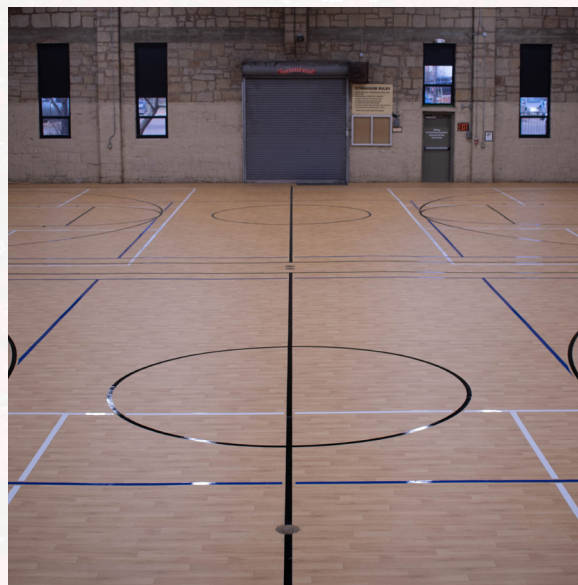
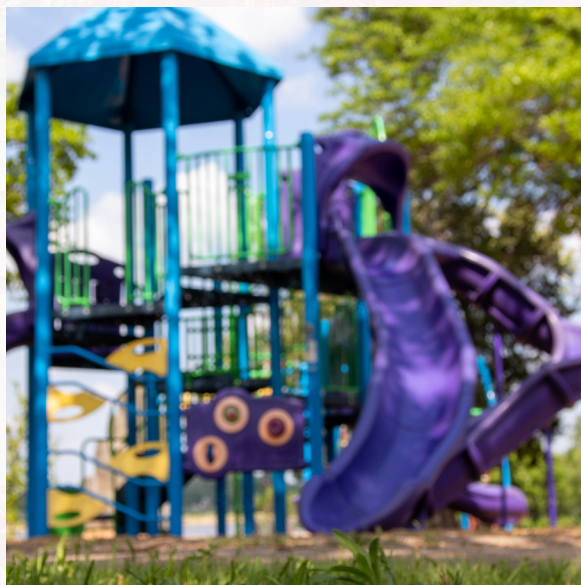
- Formulate policy for usage of Block 34, including rules and regulations.

UNIQUE CULTURE

- Expand partnership between Stillwater Public Schools and the Community Center regarding theater programming and cultivate new partnerships with groups, initiating recreational opportunities not currently offered.
- Promote healthy lifestyles through outdoor play without the need to charge participants.
- Encourage more art in the parks and continue work with OSU on murals in Chris Salmon Plaza.

ENGAGED & INVESTED RESIDENTS

- Complete the Mayor's Monarch Pledge by creating habitat specifically for monarch butterflies and pollinators.
- Identify areas too expensive to mow and maintain and cultivate wildflower gardens.



ELECTRIC UTILITY

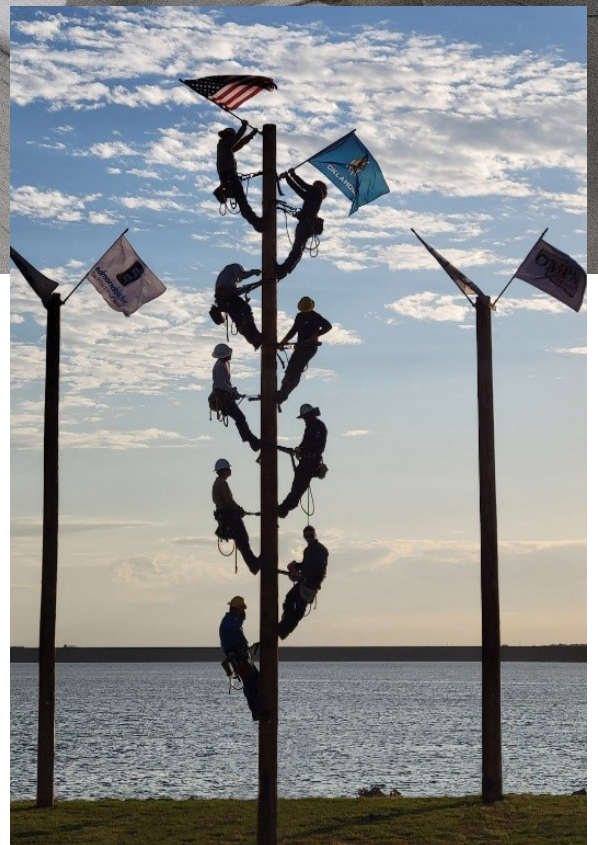
OUR MISSION

The mission of Stillwater Electric Utility is to provide safe, reliable, and competitively priced electric service within the City of Stillwater and surrounding service area, to be responsive to the needs of our customer-owners, and to contribute to the quality of life through funding of additional services offered by the City of Stillwater.



DID YOU KNOW?

A community-owned electric utility since 1901 that has generated electricity since 1903, Stillwater Electric Utility is the largest municipal generator of electricity in the State. It is also the largest municipal electric utility to own, operate, and maintain their own transmission, distribution, and substation system.



DEPARTMENT GOALS

MOTIVATED MANAGEMENT

- Provide ongoing training for staff in learning and utilizing new and unique services and process.
- Provide opportunity for Continuing Education in multiple aspects of the development and construction industry.

SAFE COMMUNITY

- Develop and implement an updated Code, Comprehensive Plan, and Future Land Use Map.
- Review and inspect projects to ensure they are well-built and safe for residents, business owners, and guests of Stillwater.

CONNECTED SPACES

- Continue to work on long range planning to cast vision and give direction for continued development in a thriving and growing city.

ENGAGED & INVESTED RESIDENTS

- Through Community Development, we will begin working with a long range planning firm that will help us engage the community and collect feedback on how our city grows.



EMERGENCY MANAGEMENT

OUR MISSION

The mission of Stillwater Emergency Management is to provide Stillwater residents the education and support necessary to reduce loss of life and human suffering, to minimize property damage, and to protect against all types of disasters through a comprehensive, risk-based, all-hazard emergency management program.

DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

- Implement and train all staff on the latest (proven) technology ensuring our programs are current and meet the needs of those we serve.

MOTIVATED MANAGEMENT

- Stillwater Emergency Management will continue to sit on state, county-level, and partnership boards to strengthen our profession and community.

SAFE COMMUNITY

- To promote a safe and secure community, we will continue to train with our community partners and participate in community events and outreach programs.

UNIQUE CULTURE

- Partner with all local educational institutions, from Stillwater Public Schools, Meridian Technology, Oklahoma State University, and more to ensure students and staff are best prepared for emergency situations.
- Educate and prepare out-of-state and international students who are new to Oklahoma threats and the impacts they can have locally.
- Foster relationships that are beneficial for our city, region, and state to strengthen collaboration, understanding, and resiliency.

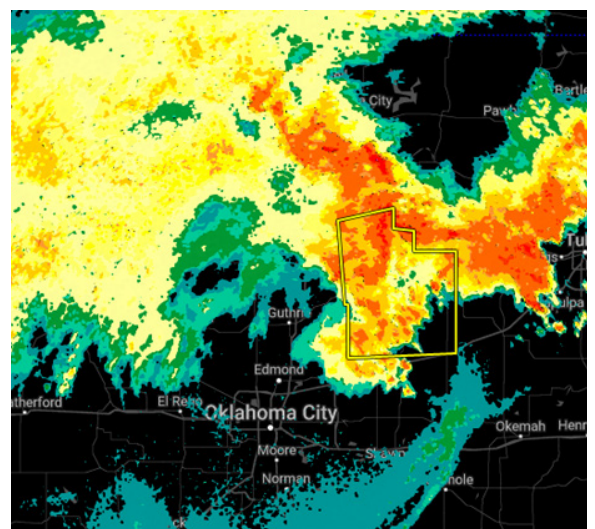
ENGAGED & INVESTED RESIDENTS

- Educate and train community members about warning systems used for all-hazards mitigation programs and projects and collect feedback for additional training purposes.



DID YOU KNOW?

Emergency Management is a department of 4 full-time staff and 10 volunteers who plan and prepare for mitigation against all threats to the community. The staff are trained to manage and coordinate response and recovery efforts in emergencies and crisis.



ENGINEERING

OUR MISSION

To provide transparent, effective engineering and support services with integrity, accountability, and continuous improvement.

DID YOU KNOW?

The Engineering Department provides management, analysis, design, and inspection services to numerous City departments including Water Utilities, Public Works, Community Development, Community Resources, Police, Fire, Economic Development, Community Center, Emergency Management, and Airport.



DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

- As stewards of public funds, we promote efficient and effective design, construction, and operational practices.

MOTIVATED MANAGEMENT

- Continue to recruit for full staffing to manage critical projects.

SAFE COMMUNITY

- Above all, we prioritize the safety of our residents and visitors, and strive to build projects and processes that minimize risk and protect public health and welfare.

CONNECTED SPACES

- We enhance the quality of life in Stillwater by providing safe, reliable, and sustainable infrastructure through innovative engineering solution.
- Oversee implementation of critical projects such as the backup water supply and finished water pump station.

ENGAGED & INVESTED RESIDENTS

- We are committed to fostering strong partnerships with community stakeholders including residents, businesses, regulatory agencies, and other city departments, to ensure our engineering projects meet the needs of today's and future generations.



FINANCE

OUR MISSION

As the finance professionals of the City of Stillwater, we are the trusted stewards of our City's financial resources and are committed to the long-term financial sustainability of our local government.

DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

- Practice fiscal responsibility and safeguarding of public assets while effectively managing FY24 adopted budget of \$134,009,967.
- Continue efforts to build a robust training program to ensure our employees citywide are equipped to carry out their fiscal duties in accordance with applicable laws and regulations.

MOTIVATED MANAGEMENT

- Continuation of the Fiscal Advisory Committee, an interdepartmental team that is forward-focused to find fiscal solutions.
- Proactive utilization of technology to gain efficiencies.
- Work collaboratively with City Management and City Council to prioritize capital projects and develop long-term funding strategies.

ENGAGED & INVESTED RESIDENTS

- Develop a communication plan surrounding public finance topics.



DID YOU KNOW?

For 41 consecutive years, the Government Finance Officers Association of the United States and Canada (GFOA) has awarded the Finance Department the Certificate of Achievement for Excellence in Financial Reporting for its Annual Comprehensive Financial Report (ACFR). The certificate is the highest form of recognition in the area of governmental accounting and financial reporting.



STILLWATER FIRE



OUR MISSION

- Be fully prepared to respond swiftly to any situation to help those in need.
- Honor our heritage while moving boldly into the future.
- Relentlessly serve others with kindness, courage, and professionalism.

DEPARTMENT GOALS

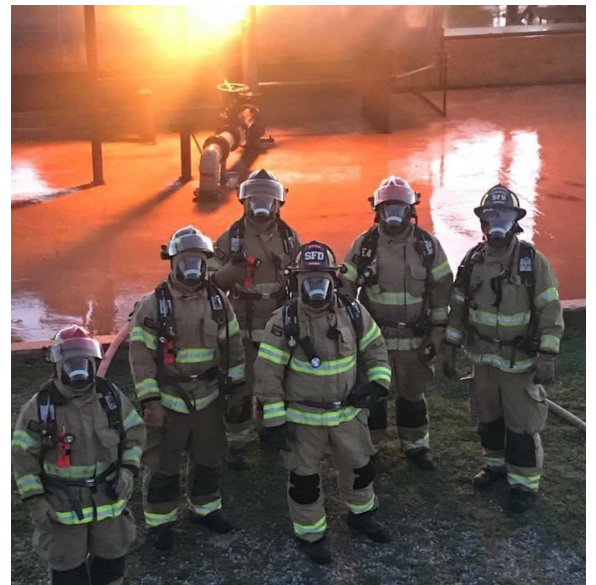
SAFE COMMUNITY

- Implement a new radio system.
- Take possession of two new Pierce engines.
- Plan for the relocation of Fire Station 2 and implement operational enhancements into the station design.
- Install countdown timers in apparatus bays to help reduce response times.
- Implement new tracking and record keeping software.

MOTIVATED MANAGEMENT

- Develop an officer training program.
- Develop and implement a comprehensive safety, health, and wellness program.





HUMAN RESOURCES

OUR MISSION

We provide the leadership, direction, and support needed to attract, retain, and develop talented individuals. We partner with city departments to hire, compensate, support, and create a workforce dedicated to delivering high-quality services.

DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

- Continuation of processes to make applications and HR external services more accessible to applicants. For example, online applications, video interviews, etc.
- Support City Council in identifying and hiring new City Manager.

MOTIVATED MANAGEMENT

- Grow current professional development offerings to develop staff across the organization.
- Initiate touch base meetings between departments and HR for training opportunities, Q&A periods, and to ensure HR staff is available and connected to all employees.

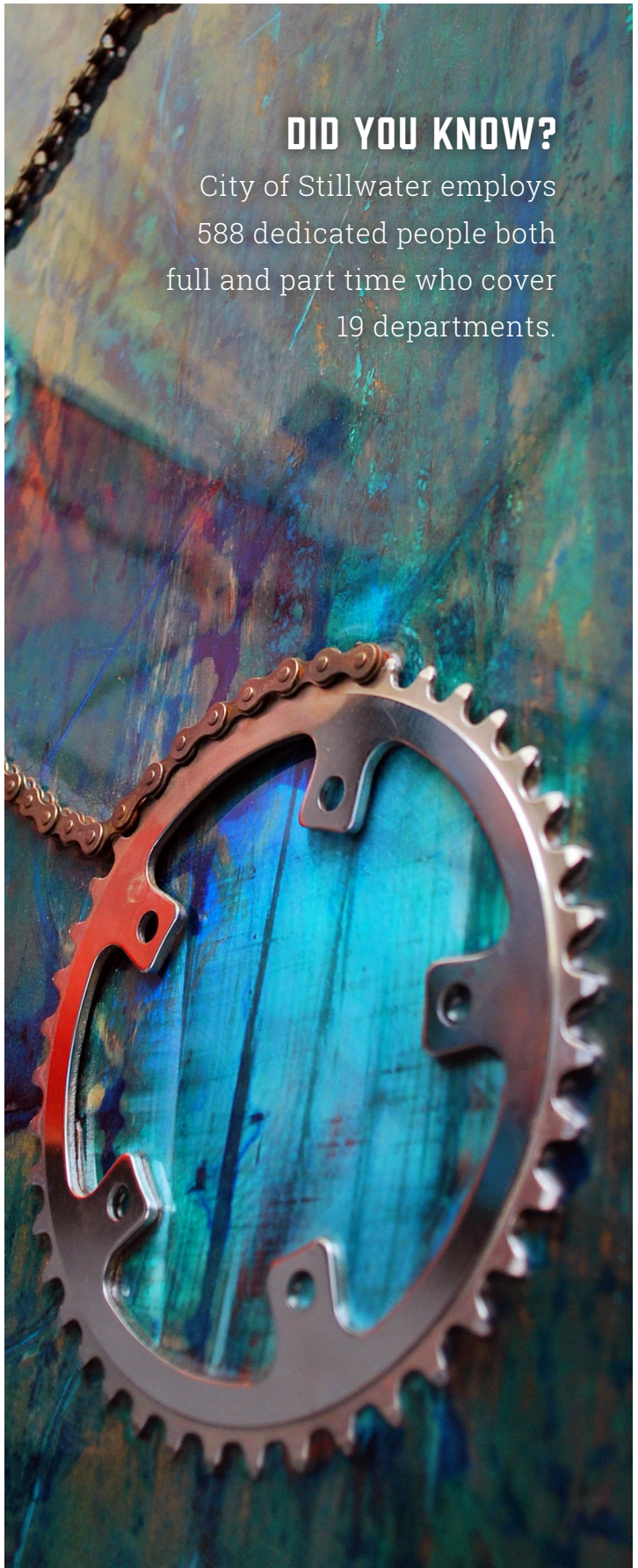
ENGAGED & INVESTED RESIDENTS

- Develop a safety program that is more visible to City employees, their families, and external groups.
- Continue and grow employee spotlights and success shout-outs to highlight for the community the amazing professionals serving their community needs.



BY THE NUMBERS:

- In the last six months, HR has received and processed 766 applications for employment.
- The average tenure of full-time employees is 10 years.
- HR staff have performed 19 facility safety audits.
- HR has offered 102 safety courses.



DID YOU KNOW?

City of Stillwater employs
588 dedicated people both
full and part time who cover
19 departments.

STILLWATEROK.GOV/JOBS

INFORMATION TECHNOLOGY

OUR MISSION

To create and support an electronically connected organization and community in which technology enriches jobs and lives, resulting in highly productive and satisfied employees, an involved and informed citizenry, and a public image of being a "technology leader" to attract future residents and businesses.

DID YOU KNOW?

IT is responsible for various technologies spread across the City of Stillwater. We maintain a private network connecting 26 facilities and spanning more than 60 miles of fiber optic cable. That network handles more than 1,000 endpoint devices that enable staff to efficiently and effectively serve the residents of Stillwater.



DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

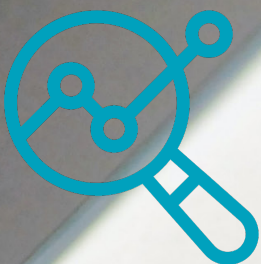
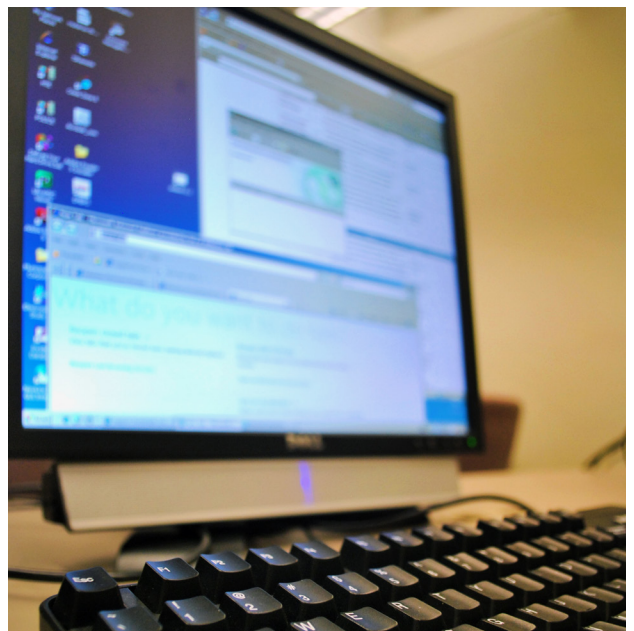
- Continue to implement digital processes that improve efficiency and convenience while reducing paper usage.

MOTIVATED MANAGEMENT

- Utilize IT liaison visits to proactively communicate with other departments and identify work processes that can potentially be improved with technology.
- Set up online library of FAQ and Help Videos to assist employees.
- Ensure data and networks are secure through backups, protections, and training.

ENGAGED & INVESTED RESIDENTS

- Successfully lead implementation of a new CivicPlus website and online tools for the City of Stillwater as a critical source of information for our citizens, partners, and businesses.



BY THE NUMBERS:

Online paperless form submissions increased 22% to 3,917 in 2022.

STILLWATER PUBLIC LIBRARY

OUR MISSION

The Stillwater Public Library is a core community service which provides equal access to the best sources of information, current technology, quality collections, outstanding programs, and exceptional service.



DID YOU KNOW?

The Stillwater Public Library's downloadable collection is now equal to its print collection, with 80,000 items in each. SPL's five department librarians have a combined century of library experience and 13 higher education degrees. Library cards are always free to those who live, work, or attend school in Payne County.

DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

- Ensure consistency and excellence of library services by documenting institutional knowledge, cross-training staff, and instituting ongoing evaluation methods.

CONNECTED SPACES

- Create inviting, easy-to-use spaces to optimize learning and collaboration and provide an efficient experience with customer-friendly equipment.

UNIQUE CULTURE

- Cultivate relationships to provide learning opportunities that support the growth and well-being of residents.
- Cultivate opportunities for residents to access new technologies essential for working, learning, and creating.
- Cultivate an enriching environment for staff to expand their skills, knowledge, and confidence.

ENGAGED & INVESTED RESIDENTS

- Serve all residents by extending services to more locations, providing a varied collection, and improving accessibility to services through school partnerships and elimination of fines.



BY THE NUMBERS:

Served 140,716 visitors

MUNICIPAL COURT

OUR MISSION

To process violations of City ordinances and uphold the integrity of the court in an efficient, courteous, and professional manner. We acknowledge our responsibility to provide impartial and accurate information while maintaining high standards of customer service.

DID YOU KNOW?

Approximately 1,200 overtime parking tickets are validated each year and submitted to Municipal Court by 89 local businesses from the Downtown, Knoblock, and Washington Street business districts.





DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

- Regularly evaluate procedures to provide the most efficient service to our customers.

MOTIVATED MANAGEMENT

- Provide resources to staff on amendments to statutes and ordinances.
- Maintain staff certification through continual training.

SAFE COMMUNITY

- Continue to educate the public to deter repeat violations.

CONNECTED SPACES

- Assist with the evaluation of parking procedures to make necessary changes for the growth of the community.
- Continue to manage all cited violations fairly and equally to protect our community and resources.
- Support City core parking initiatives.



STILLWATER POLICE

OUR MISSION

Our mission is to protect life, liberty, property, and preserve the peace in the City of Stillwater by executing the following:

- Aggressively pursuing all criminals and vigorously seeking their prosecution;
- Patrolling all city streets in a highly visible manner to deter criminal activity;
- Responding promptly to calls for service;
- Continually improving our skills and knowledge;
- Providing effective emergency services;
- Protecting the rights of all citizens; and
- Being ever vigilant in our duties and maintaining our integrity.



DID YOU KNOW?

The police department is the largest department in the city and includes more than 125 employees, 81 are sworn police officers. The police department is staffed 24 hours a day, 7 days a week, 365 days a year. In addition to police officers, SPD operates a Jail, Dispatch, Animal Welfare, Code Enforcement, Property and Evidence Unit, Records and Redactions Unit, and Parking Enforcement.

BY THE NUMBERS:

- 18,500 training hours, including Special Operations Teams.
- Average response time is 7.43 minutes.
- New call tracking system provides more accurate data.



DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

- Fiscal responsibility over a multi-million dollar budget, building, and equipment.
- Data reviews to ensure efficient deployment of police department resources.
- Transparency through an active public information officer and timely release of public interest incidents.

MOTIVATED MANAGEMENT

- Development and instruction of leadership courses for officers and employees of all levels of supervision and leadership experience.
- Research and review of current policing practices to ensure efficient use of resources with focus on our community needs.
- Interaction with community leaders, business owners, and city government leaders to build professional relationships and boost confidence in the police department's leadership and personnel.

SAFE COMMUNITY

- Promote police and community relations through an active community outreach program – Shop with a Cop, Cops & Bobbers, Juneteenth, Martin Luther King Jr. Day, National Night Out, Special Olympics, Citizens Academy, etc.
- Engage the community through public speaking events to discuss current crime trends, law changes, and provide police resources to the public.
- Highly visibly police patrols to curb criminal activity and improve public confidence.



PUBLIC WORKS

OUR MISSION

To increase Stillwater's safety and sense of community through responsible maintenance of City facilities, fleets, concrete, asphalt, traffic control systems, parks, and stormwater systems.

DID YOU KNOW?

Fleet Services maintained more than 500 vehicles and pieces of equipment. Field Services maintained approximately 13,000 acres of park land, placed approximately 300 tons of asphalt, 600 yards of concrete, and cleaned approximately 10,000 feet of ditches for storm drainage.



BY THE NUMBERS:

Placed 271.63 tons of asphalt.

DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

- Document the data we receive and close requests for assistance.
- Track the percentage of completed planned tasks so we know the success rate.

MOTIVATED MANAGEMENT

- Continue to document all special event closures and equipment needed for the events.
- Adjust our employee work schedules to accommodate the needs of other departments for special events.

SAFE COMMUNITY

- Keep playground equipment inspected and maintained to ensure a safe environment for activities.
- Focus on street and sidewalk repairs to ensure the safety of drivers, pedestrians, and cyclists in our community.

CONNECTED SPACES

- Keep parks maintained on an established schedule and monitor contractors to ensure trees are trimmed as needed.
- Maintain splash pads as needed for reliability and safety.

UNIQUE CULTURE

- Continue to work with Oklahoma State University to ensure we can handle large special events safely.
- Prepare to assist on Block 34 as needed.

ENGAGED & INVESTED RESIDENTS

- Continue to assist with the OSU Homecoming Parade route and Walkaround to ensure safety at both events.
- Provide resources for the Holiday Parade of Lights to keep the route safe.

UTILITY & BILLING

OUR MISSION

To fulfill our commitment to providing timely, professional, courteous service to more than 20,000 utility customers.



DID YOU KNOW?

We answer more than 250 phone calls each day, process more than 22,700 utility payments and read more than 25,000 meters each month.

DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

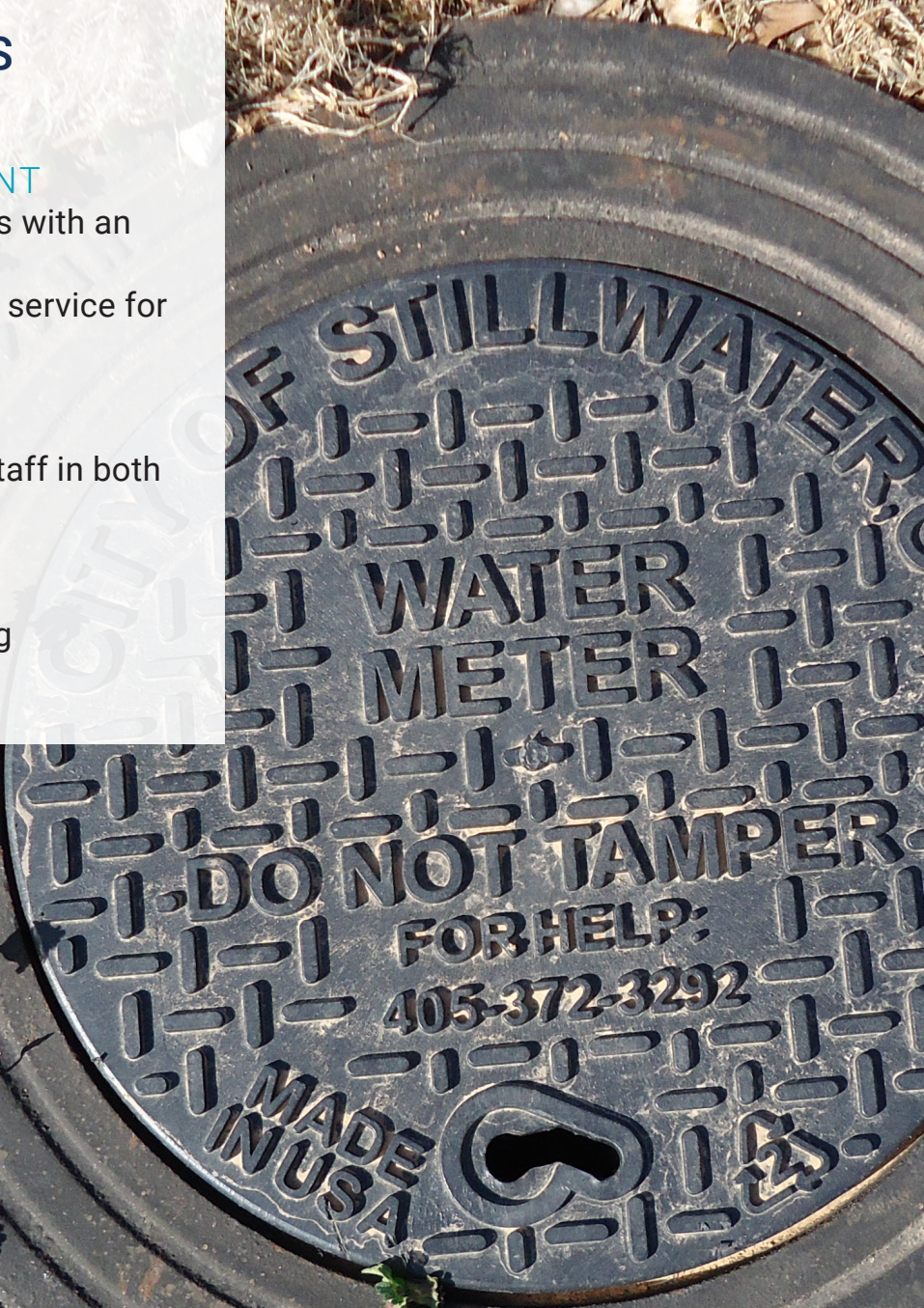
- Continue to provide customers with an array of payment options.
- Continue to provide same-day service for new connections.

MOTIVATED MANAGEMENT

- Provide ongoing training for staff in both safety and personal growth.

CONNECTED SPACES

- Implement Advanced Metering Infrastructure (AMI).



WASTE MANAGEMENT

OUR MISSION

To enhance the quality of life for the community by providing safe and effective sanitation and recycling services.



DID YOU KNOW?

The Waste Management department is made up of 30 employees responsible for maintaining sanitation and recycling services for the City of Stillwater. The team collects 22,000 tons of solid waste, 1,600 tons of recycling material, and 900 tons of yard waste annually. The Convenience Collection Center is one of the few staffed recycling collection sites in Oklahoma, and averages 3,200 visitors monthly. Finally, our Street Sweeping service collects an average of 170 cubic yards of debris monthly.

A background image showing a worker in a white hard hat and safety vest operating a blue waste management container. The worker is on the right side of the frame, looking towards the left. The container is on the left, with a large yellow hook visible in the center. The scene is outdoors, likely at a waste management facility.

DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

- Develop interactive sticker with QR code to share Waste Management information with customers.
- Continue to improve Waste Management collection calendars, service guides, and user information for customers.
- Develop street sweeper completion update information for residents.

MOTIVATED MANAGEMENT

- Provide consistent customer service training and industry specific education opportunities for all Waste Management staff.
- Encourage Waste Management staff to share ideas during individual employee meetings with administrative staff quarterly.

SAFE COMMUNITY

- Develop and implement commercial container enclosed specification for new businesses.

- Continue to improve residential cart placement procedural information for customers to reduce risk of property damage.

CONNECTED SPACES

- Research the possibility of providing front-load solid waste and recycling commercial collection and providing citywide bulk waste collection program.
- Increase roll-off services.

UNIQUE CULTURE

- Gasifier Project with Oklahoma State University.

ENGAGED & INVESTED RESIDENTS

- Prepare for next solid waste and recycling study with outside consultant firm.
- Develop educational program for Stillwater Public Schools.

WATER UTILITIES

Stillwater Regional Water serves more than 79,000 people in Payne, Noble, Pawnee, Lincoln, and Creek Counties.



BY THE NUMBERS:

- Maintained 300 water valves
- Inspected 840 manholes
- Inspected 70,077 feet of sanitary sewer lines

DID YOU KNOW?

Water Utilities maintains and operates an 18 million gallons per day water treatment plant, 500+ miles of water lines, 230+ miles of sanitary sewer lines, and a 10 million gallons per day wastewater treatment plant. We source water from the Arkansas river system at Kaw Lake and pump it 36 miles for treatment before distribution to customers. Collected wastewater flows to our wastewater treatment plant for treatment before being returned to Brush Creek, which eventually flows back into the Arkansas River system.

DEPARTMENT GOALS

EFFECTIVE SERVICES & ACCOUNTABLE GOVERNMENT

- Effectively maintain and operate water and wastewater systems with a fiscally responsible approach.
- Track and report all water quality data for compliance and consumer confidence.

MOTIVATED MANAGEMENT

- Effectively communicate and interact across departments for collaboration and information sharing to better meet the needs of all.
- Research more effective and efficient maintenance and operational methods and procedures.
- Purchase and implement both a Work Order Management system and a Water Information Management system to aid with data entry, tracking, reporting, and analysis.

SAFE COMMUNITY

- Ensure proper treatment and disinfection with proven best practices along with data monitoring and reporting.

- Provide education and training for growth to meet ever-changing needs and requirements, while continually improving a safety-first mindset.

CONNECTED SPACES

- Provide water and wastewater services to support and enhance both public and private spaces.

UNIQUE CULTURE

- Provide expanding water and wastewater services to support continued growth of Stillwater and surrounding areas, including cooperation with water providers.

ENGAGED & INVESTED RESIDENTS

- Foster and promote an atmosphere of inclusion and cooperation that draws individuals to engage as a united team.
- Provide information and timely updates through multiple channels to keep customers informed and engaged.



An aerial photograph of a city, likely in the Midwest, showing a mix of residential, commercial, and industrial areas. In the foreground, a large white grain elevator with multiple silos is prominent. The city is surrounded by green fields and trees, with a hazy horizon in the background.

MISSION

To build a vibrant community for all people
through efficient services, shared spaces, and
smart planning.