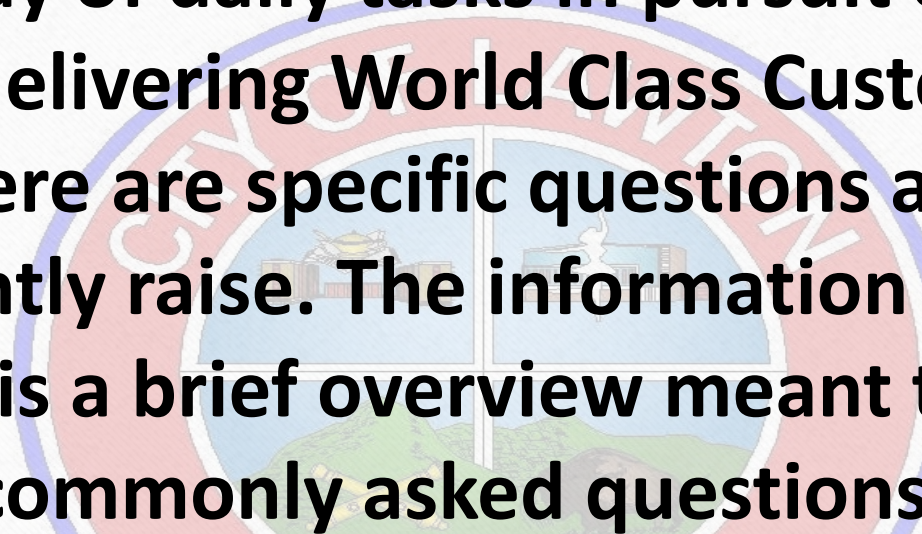


Common Questions and Concerns addressed to the City of Lawton

Who should I contact if...?

The seal of the City of Lawton, Oklahoma, is visible in the background. It features a central emblem with a building and a landscape, surrounded by the text "CITY OF LAWTON OKLAHOMA".

The City of Lawton's departments are committed to carrying out a diverse array of daily tasks in pursuit of the True North objective of delivering World Class Customer Service. Nevertheless, there are specific questions and concerns that citizens frequently raise. The information provided in the following slides is a brief overview meant to address these commonly asked questions.

We provide this information to assist both the Council and citizens in locating the appropriate resources and individuals to efficiently obtain the answers they seek.

CITY OF LAWTON ORGANIZATIONAL CHART



Police

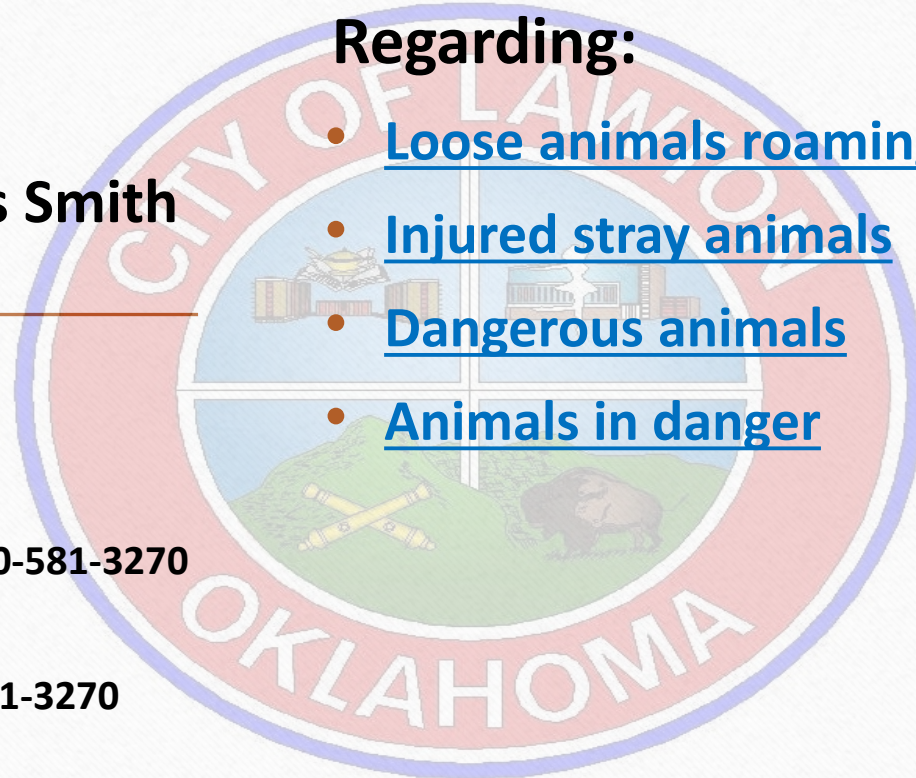
Director: Chief James Smith

Division

- Animal Welfare
 - 580-581-3272
- Criminal Investigation - 580-581-3270
- Patrol - 580-581-3270
- Technical Services - 580-581-3270
- Gang - 580-581-3270
- Public Information - 580-581-3270

Contact the Police Department
Regarding:

- [Loose animals roaming the streets](#)
- [Injured stray animals](#)
- [Dangerous animals](#)
- [Animals in danger](#)



Public Works

Director: Larry Wolcott

Divisions

- Streets & Traffic Control - 580-581-3427
- Solid Waste Collection - 580-581-3428
- City of Lawton Landfill - 580-581-3468
- Drainage Maintenance - 580-581-3424
- Stormwater Management -580-581-3478
- Electronic Maintenance - 580-581-3418
- Equipment Maintenance - 580-581-3415

Contact Public Works Regarding:

- [Regulatory and non-regulatory street sign maintenance and repair](#)
- [Potholes and street repairs](#)
- [Lane markings and pedestrian barriers](#)
- [Traffic signal light maintenance](#)
- [Storm siren maintenance](#)
- [Questions regarding weekly residential refuse pick-up](#)
- [Questions regarding monthly bulky waste pick-up](#)
- [Questions regarding Landfill procedures – what items can be taken to the landfill, fees, etc..](#)
- [Missed residential refuse or bulky waste pick-up](#)
- [Issues with public drainage systems and public rights-of-way](#)
- [Vector \(mosquito\) control education](#)

Public Utilities

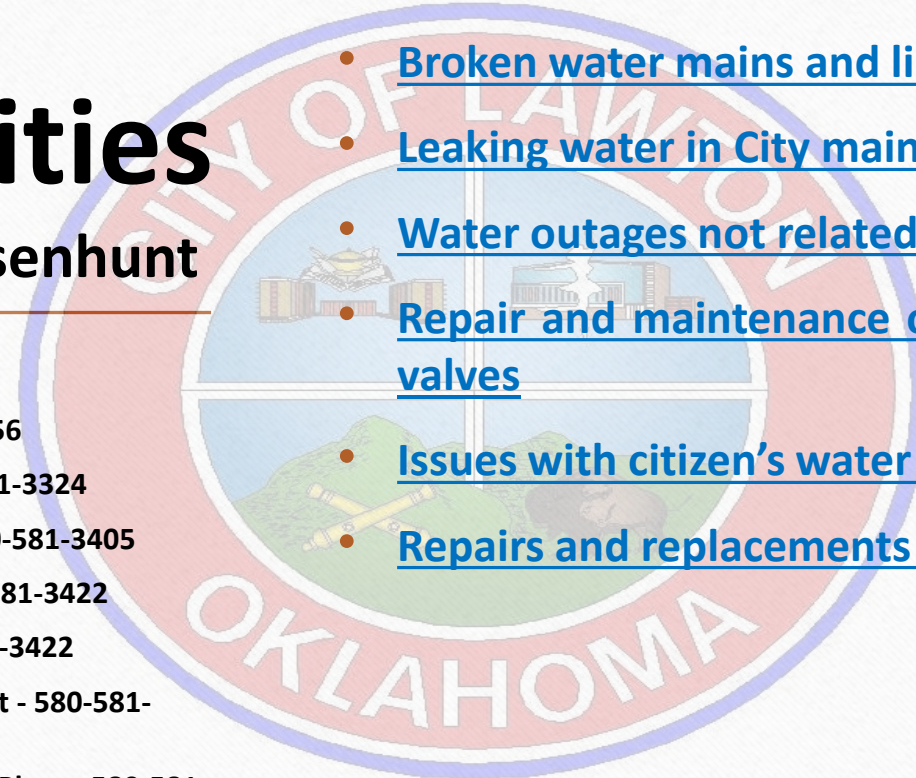
Director: Rusty Whisenhunt

Divisions

- Water Distribution - 580-581-3456
- Sewer System Technical - 580-581-3324
- Sewer System Construction - 580-581-3405
- Wastewater Maintenance -580-581-3422
- Wastewater Collection - 580-581-3422
- Southeast Water Treatment Plant - 580-581-3422
- Medicine Park Water Treatment Plant - 580-581-3422
- Wastewater Treatment Plant Divisions - 580-581-3422

Contact Public Utilities Regarding:

- [Broken water mains and lines](#)
- [Leaking water in City maintained areas](#)
- [Water outages not related to water bill payment](#)
- [Repair and maintenance on water mains, lines, and valves](#)
- [Issues with citizen's water meters](#)
- [Repairs and replacements for sewer lines](#)



Finance

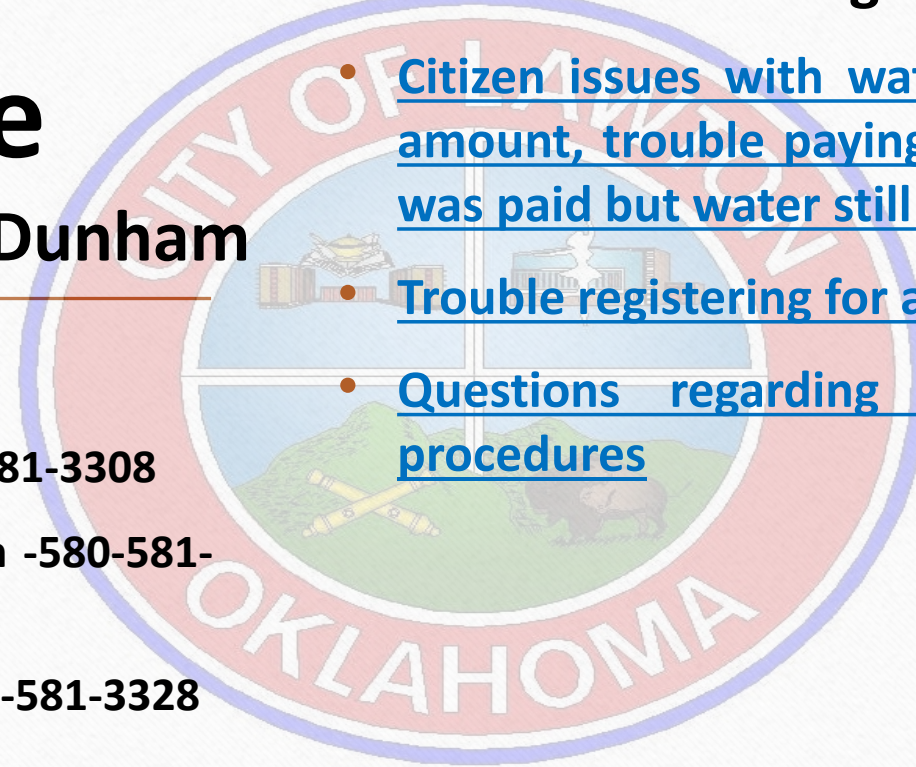
Director: Joe Don Dunham

Divisions

- **Utility Services – 580-581-3308**
- **Finance Administration -580-581-3328**
- **Financial Services - 580-581-3328**

Contact Finance Regarding:

- [Citizen issues with water bills – incorrect bill amount, trouble paying bill, no bill issued, bill was paid but water still was cut off.](#)
- [Trouble registering for auto pay for water bills](#)
- [Questions regarding budgeting and audit procedures](#)



Planning and Community Services

Director: Charlotte Brown

Divisions

- **Building Inspection Services**
 - Main Line: 580-581-3360
 - Inspection Line: 580-581-3362
- **Neighborhood Services - 580-581-3467**
- **Housing and Community - 580-581-3347 Development**
- **Transportation - 580-581-3375**

Contact Planning and Community Services
Regarding:

- [Tall grass and weeds, exceeding 12 inches in height](#)
- [Junk and debris issues, low hanging limbs](#)
- [Nuisance issues – Things that unreasonably annoys, disturbs, injures or endangers the comfort, repose, health, peace, or safety of others, Unlawfully interferes with, obstructs or tends to obstruct or render dangerous for passage, any lake or navigable river, stream, canal or basin, or any public park, square, street or other public property](#)
- [Sight obstructions](#)
- [Dilapidated and dangerous structure abatement](#)
- [Building permits](#)
- [Contractor's licenses](#)
- [Trade licenses](#)
- [Questions about zoning ordinances](#)

Streetlights

Streetlights within the City of Lawton are maintained by Public Service Company of Oklahoma (PSO).

A request for maintenance may be submitted to PSO by calling 888-216-3523 or by going online to www.psoklahoma.com and clicking on "Outages & Problems."

Thank you!

To find further details about department and division-specific responsibilities, please explore <https://www.lawtonok.gov/departments>.