



**CITY OF OZARK**

**ANNUAL  
REPORT**

**2022**



205 N. 1ST ST. | [OZARKMISSOURI.COM](http://OZARKMISSOURI.COM) | 417-581-2407





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**CONTACT:**  
205 N. 1ST ST.  
OZARK, MISSOURI  
417-581-2407



# WHERE WE ARE NOW

## Making Ozark Better Every Day



As your city administrator, I am proud to say that we are always trying to make strides to improve the quality of life for our residents. Our dedicated team has been working tirelessly to ensure that Ozark remains a thriving community, and I am pleased to report that we have accomplished a great deal in the past year.

One of our most significant achievements is the completion of several major infrastructure projects. Our roadways have been improved, making it easier for residents to commute and for visitors to navigate our city.

We have also invested in a new inclusive playground and recreational events and activities. Providing safe and enjoyable spaces for families to gather and play.

As we look ahead to the future, we are excited about the possibilities that lie ahead. We are committed to continuing our efforts to improve the quality of life for our residents, while also attracting new businesses and visitors to our city. We will continue to prioritize public safety and invest in our infrastructure, ensuring that Ozark remains a vibrant and thriving community for generations to come.

I would like to take this opportunity to thank our dedicated city employees, our community partners, and most importantly, our residents. It is your commitment to making Ozark a better place that drives us.

*Steve Childers*  
City Administrator



# CITY ADMINISTRATION

Ozark's Administration is committed to providing high-quality services and programs that meet the needs of its residents, businesses, and visitors. Focusing on innovation, transparency, and collaboration, the city administration works tirelessly to enhance the quality of life for all who call Ozark home.



RJ Flores, Ward I



David Snider, Ward I



Mayor, Bradley A. Jackson



Bruce Galloway, Ward II



Rick Gardner, Ward II



City Administrator, Steve Childers



Eddie Campbell, Ward III



Heather Alder, Ward III



Deputy City Administrator,  
Samantha Payne



# LEGAL

The Law Department assists the Mayor, Board of Aldermen, City Administrator, and all City Departments with municipal law matters. The City Attorney works on a daily basis as the attorney for the City.



- Provides legal services and advice pertaining to city business and issues
- Negotiates and drafts contracts
- Prepares legal documents such as Ordinances, Resolutions, and deeds
- Represents the city in all legal matters
- Performs legal research and legal analysis and provides legal advice to City officials and staff

The municipal legal practice covers a wide selection of legal issues, including constitutional law, land use law, contract law, human resources/personnel law, and more.

The Law Department also represents the City in prosecuting violations of City Ordinances. The City Attorney and Assistant City Attorney serve as the Prosecutors. The Ozark Municipal Court is held in Christian County Associate Circuit Court.

The Law Department serves in a supportive capacity to all departments and elected officials and strives to use that role to make Ozark better every day!



# PUBLIC WORKS

Ozark's Public Works (PW) Department works tirelessly throughout the year to maintain and improve the infrastructure of the city of Ozark. They ensured safe and efficient transportation, reliable water and sewer systems, and well-maintained public facilities for the community.

## 2022 PROJECTS:

- ✓ **COMPLETED** Downtown Fire Loop
- ✓ **COMPLETED** Finley Valley Water Main Project – Elimination of Two Shallow Wells
- ✓ **COMPLETED** Phase III of the Downtown Project – Roadway, Streetscape, & Pedestrian Improvements
- ✓ **COMPLETED** Chadwick Flyer Phase I
- ✓ **COMPLETED** CIPP – Trenchless Pipe Repair
- ✓ **COMPLETED** Inflow & Infiltration Program – Sewer Camera System
- ✓ **COMPLETED** – Hydrants – Intelligent Municipal Water System Monitoring Software
- ✓ **COMPLETED** ARPA Award for Regional Lift Station
- ✓ **COMPLETED** Hydrant and Valve Exercising Program
- ✓ **COMPLETED** Showcasing the Square for the Oktoberfest Event
- ✓ **COMPLETED** Initiated a New Street Sweeping Program





- OVER 990 WORK ORDERS
- 5,337 FEET OF NEW WATER MAIN
- 17 NEW FIRE HYDRANTS
- 4,265 LINEAR FEET OF ROADWAY & STREETScape IMPROVEMENTS
- 46,624 SF OF TRAIL & SIDEWALK IMPROVEMENTS
- 5,068 CURED IN PLACE PIPE = SEWER REPAIRS

### Downtown Phase III Improvements

2022 was another very productive year in the ongoing downtown revitalization efforts. Public Works worked with its contractors to provide over 4,265 linear feet of roadway and streetscape improvements. The scope of work also included significant pedestrian amenities that enhanced the overall walkability of Historic Downtown.

As part of the 2022 Downtown improvements, Public Works was also able to complete a critical fire protection loop by extending a water main along 4th Ave. from Jackson St. to Oak St. These infrastructure improvements have paved the way for future revitalization and redevelopment opportunities.



### Greenways & Sidewalk Improvements

In 2022, Public Works put the finishing touches on 3 federally funded greenway and sidewalk projects. The TAP Grants connect:

- Ozark's Central Corridor / HWY 14 to the OTC Richwood Valley Campus
- The neighborhoods of Thornhill, Walnut Crossing and Oak Hill, to Ozark South Elementary & South St. commercial areas
- Ozark West Elementary to Freemont Hills & future phases of the Chadwick Flyer

Public Works has a passion for constructing multi-modal projects by working with community partners such as the Missouri Department of Transportation (MoDOT), Ozark Transportation Organization (OTO), Christian County, Ozark School District, Ozark Special Road District, and Ozark Greenways. These partnership projects help accelerate investment within the community and ultimately enhance quality of life. These improvements are only made possible by Ozark citizens' willingness to invest in the city's transportation needs.

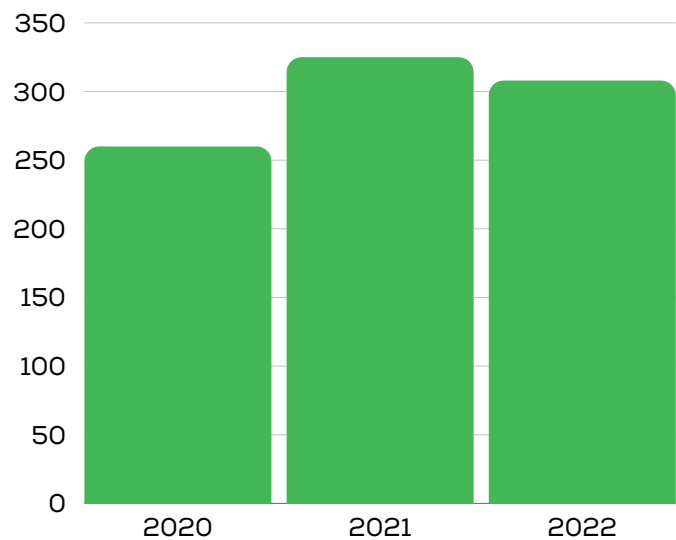


# PARKS & RECREATION

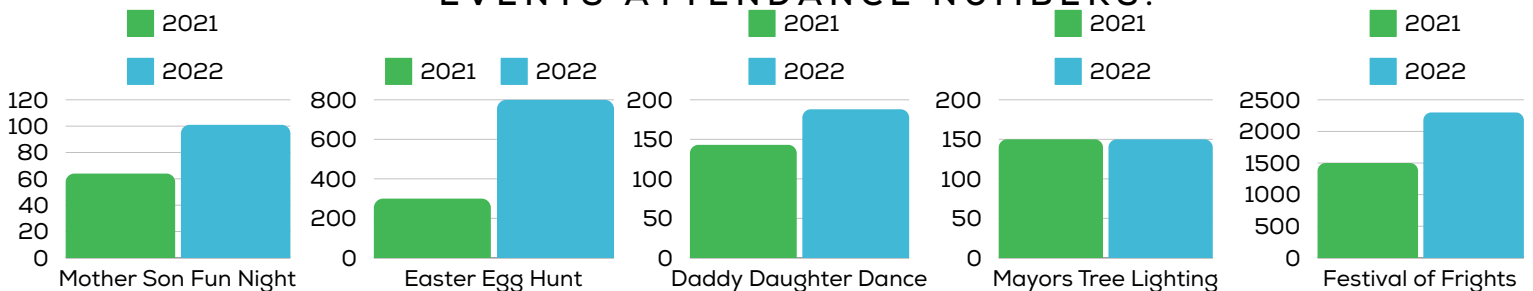
The City of Ozark's Parks and Recreation Department is responsible for providing and maintaining parks, trails, and recreational facilities for the community. Its main goal is to enhance the quality of life for citizens by promoting active and healthy lifestyles through various recreational activities. The department is responsible for planning and organizing events, managing parks and trails, maintaining sports facilities, and providing recreational programs and activities for people of all ages.

Summer Camp 2022 consisted of 308 campers over the course of 62 days with 48 staff and 176 field trips, five buses, and many memories made! Daily attendance averages increased by eight children over 2021 numbers and 30 over 2018 numbers. Summer attendance is at its max, with a waitlist hitting all-time highs of 130 children. Beyond just the numbers, parents had many great things to say about Camp. Each summer, all parents who fill out a survey about their child's Camp experience are entered into a raffle for a free week of Camp.

SUMMER CAMP 2020 - 2022

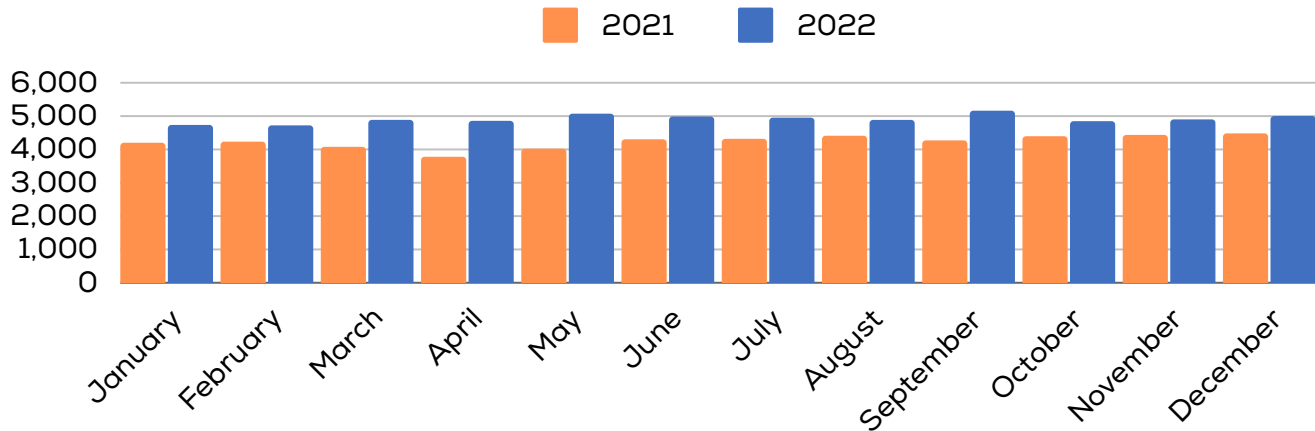


EVENTS ATTENDANCE NUMBERS:





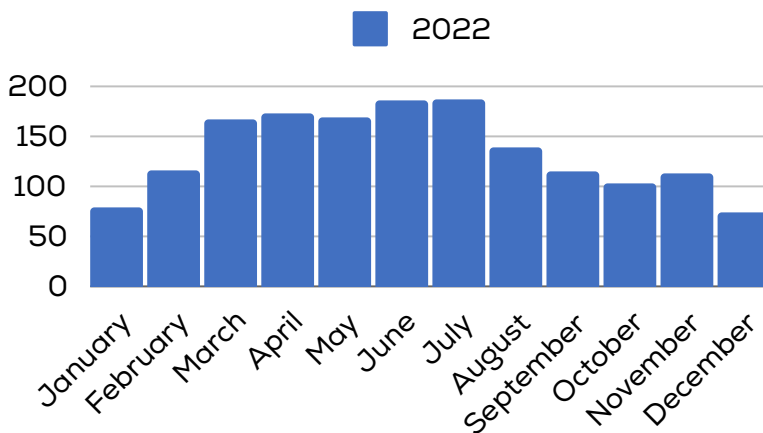
## TOTAL COMMUNITY CENTER MEMBERSHIPS:



At the Ozark Community Center (The OC) we recognize that people want an affordable top-notch facility with state-of-the-art equipment and innovative programs. That's why we offer more than your average local health club at a competitive price. The OC Membership offers a wonderful value you can feel great about.



## SWIM LESSONS:



Total: 1,621





## GRUBAUGH PARK INCLUSIVE PLAYGROUND



In Christian County, there are over 1,500 individuals with developmental disabilities. Parks & Rec, in partnership with the Friends of Ozark Parks, had a goal of building an inclusive playground where “Everybody Can Play!”

With the help of several sponsors and support from the community, that dream was made a reality in 2022, when the Grubaugh Park Inclusive Playground was completed. The playground is wheelchair accessible and, among other features, includes sensory climbers and ADA-accessible swings specifically engineered to secure children with mobility limitations safely.

Christian County has been and is projected for the next five years to be the fastest-growing county in Missouri and an inclusive playground allows families to stay locally to play.

This project was made possible with the support of the following sponsors: Rotary, Kiwanis and Lions Club of the Ozarks, Utopia Club, Cosmopolitan Club, 4C Sertoma, Mo-Yak Fishing, Impact 100, and Equilibrium Therapy.

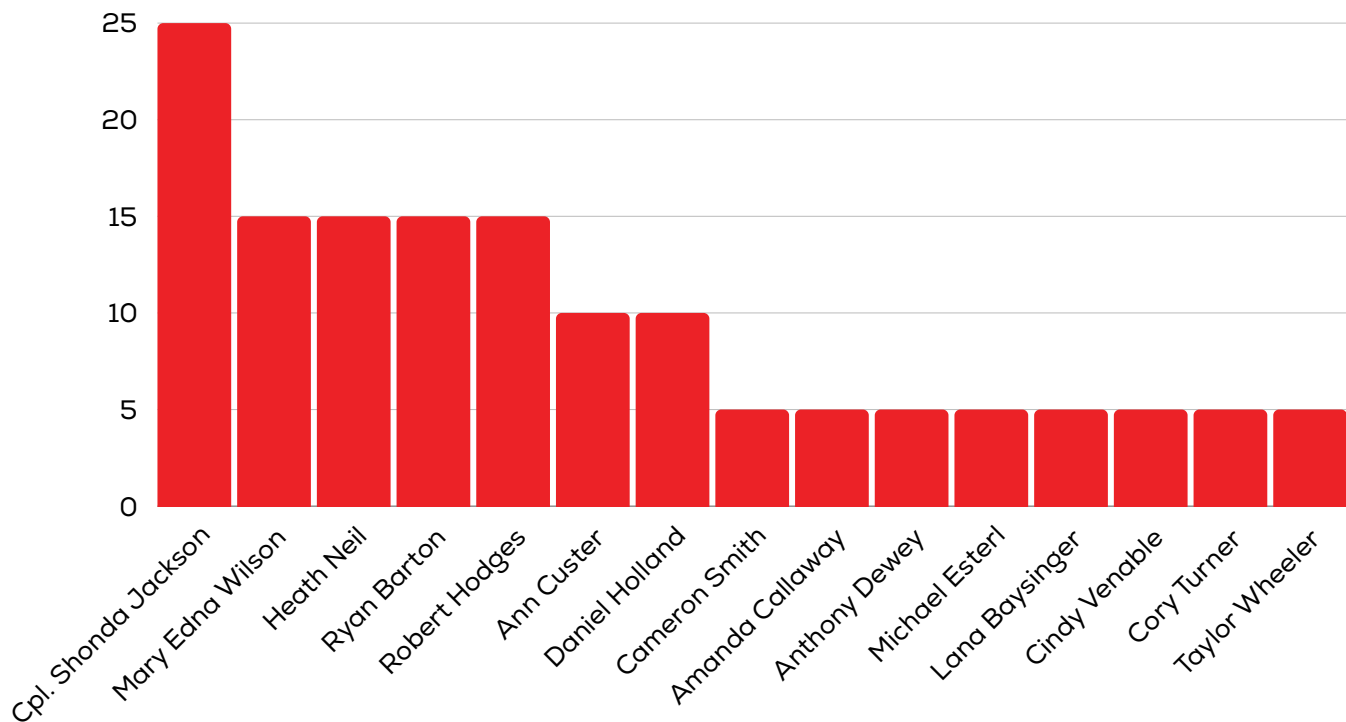




# HUMAN RESOURCES

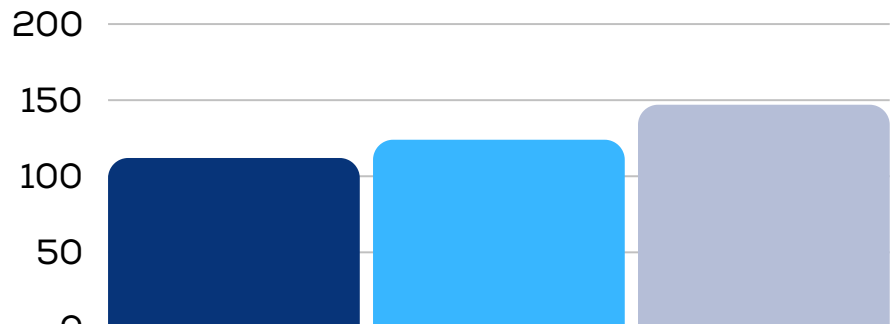
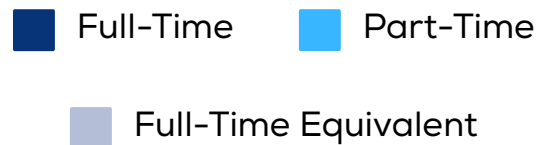
The Human Resources Department (HR) at The City of Ozark is responsible for managing and supporting the workforce of the city. Its main goal is to attract and retain qualified employees who can contribute to the success of the city's operations. The HR department handles a variety of tasks such as recruitment, benefits administration, training and development, performance management, and employee relations.

## 2022 EMPLOYEE TENURE MILESTONES



The HR Department of the City of Ozark had a successful year, hiring 19 full-time employees, which indicates the city is expanding and creating new jobs. The department maintained an 82.3% retention rate, suggesting the city has a positive work environment that encourages employees to stay long-term. Overall, the HR department's efforts are focused on contributing to the growth and success of the city through hiring individuals who share a passion for reaching those goals as well.

## EMPLOYEE NUMBERS





# UTILITY BILLING

The Utility Billing Department for the City of Ozark is responsible for managing and processing utility bills for residents and businesses in the city. Its main goal is to ensure accurate billing and timely collection of payments for water, sewer, and trash services. The department handles a variety of tasks such as setting up new accounts, processing payments, issuing bills, and addressing customer inquiries and concerns.

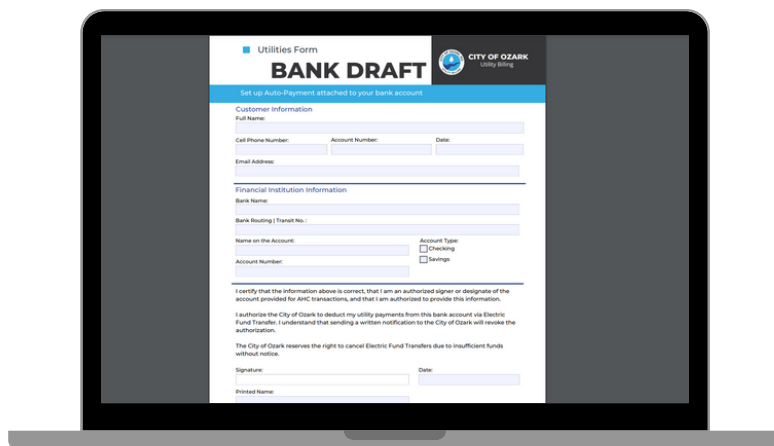
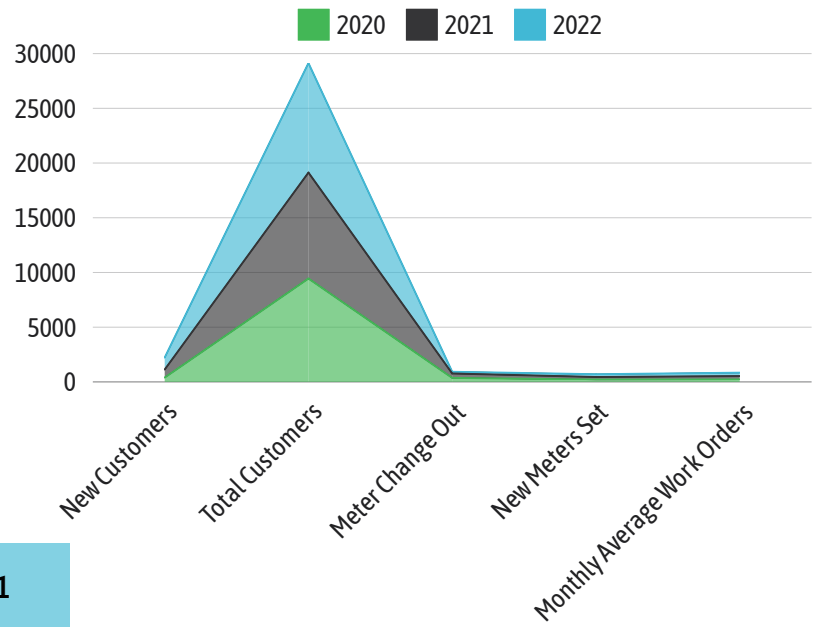
**New Customers: 1,094**

**Total Customers: 10,005**

**Meter Change Outs: 157**

**New Meter Sets: 253**

**Monthly Average Work Orders: 311**



**Ozark's Utility Billing Department has new forms:**

- New Customer
- Bank Draft
- Card Auto-Pay Form

**Find the forms here:**

<https://tinyurl.com/39nn8xej>



# PLANNING & ZONING

The Planning & Zoning Department of the City of Ozark is responsible for ensuring that land use and development within the city are consistent with the city's zoning and development regulations. Its main goal is to promote responsible and sustainable growth and development within in Ozark. The department handles a variety of tasks such as reviewing development proposals, issuing permits, conducting zoning and land use studies, and providing guidance to property owners and developers on land use and development regulations.

## Highlights of Commercial Developments that Received a Certificate of Occupancy in 2022:

Commercial New and Infill permits are a collaborative process between a number of different parties: the owner, architects, engineers, road districts, utility providers, Planning & Development, Ozark Fire District, and Public Works. In addition to reviewing plans, the Fire District, Public Works and Planning Departments all conduct inspections throughout the building process.



Ozark Beach Volleyball Located on Highway NN -This approximately 2,700-square-foot structure houses indoor volleyball courts that allow for all-year play.

Big O Tires is located in the commercial subdivision of Deerbrook Commercial. In addition to the Commercial permit, staff worked with the developer to complete a lot split of the property to allow for additional development to the north and a variance about signage from the Board of Adjustment.



Culvers - This development is located in the commercial subdivision Deerbrook Commercial, northwest of the intersection of Highway 65 and CC. In addition to the Commercial permit, the owners pursued a variance pertaining to signage from the Board of Adjustment.

Christian County Ambulance District Ozark Headquarters is located to the south of the intersection of Highway 14 and Highway 65. This approximately 12,750-square-foot facility provides a base for the ambulance district to operate from.





## NEW RESIDENTIAL, COMMERCIAL, & INDUSTRIAL BUILDING PERMITS:

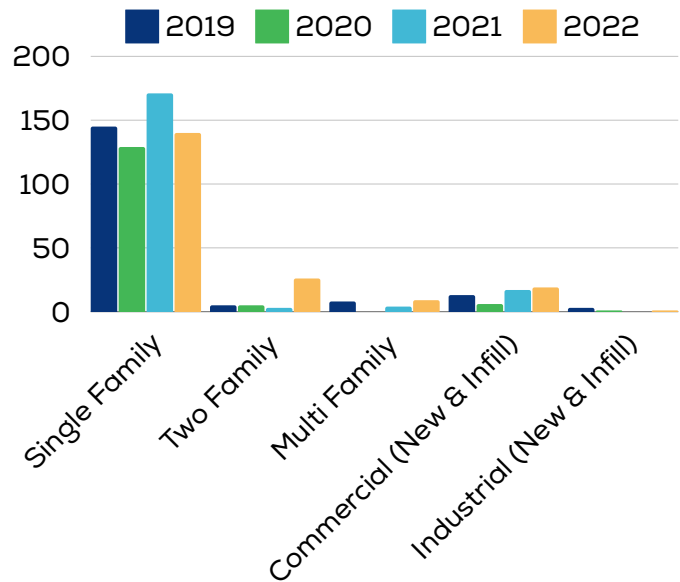
Single Family: 140

Two Family: 26

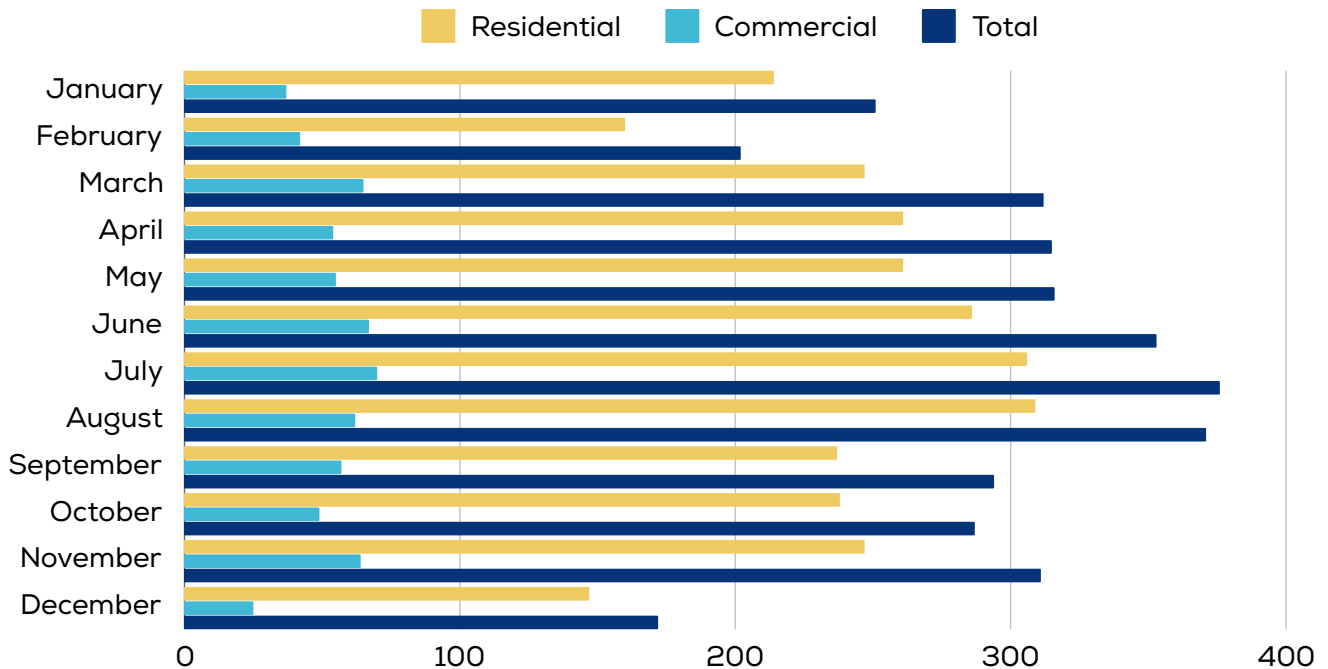
Multi Family: 9

Commercial (New & Infill): 19

Industrial (New & Infill): 1



## INSPECTIONS:



## TOTALS:

Residential: 2,913

Commercial: 647

Total: 3,560



# OZARK POLICE DEPARTMENT

30%

## 15+ YEARS

Chief, Captain, 1 Lieutenant,  
3 Sergeants, 2 Corporals, 2 Officers,  
Support Services Supervisor, Evidence Technician

20%

## 10 - 14 YEARS

2 Lieutenants, 2 Corporals, 3 Officers, 1 Police Clerk

25%

## 5 - 9 YEARS

1 Sergeant, 3 Corporals, 5 Officers, 1 Police Clerk

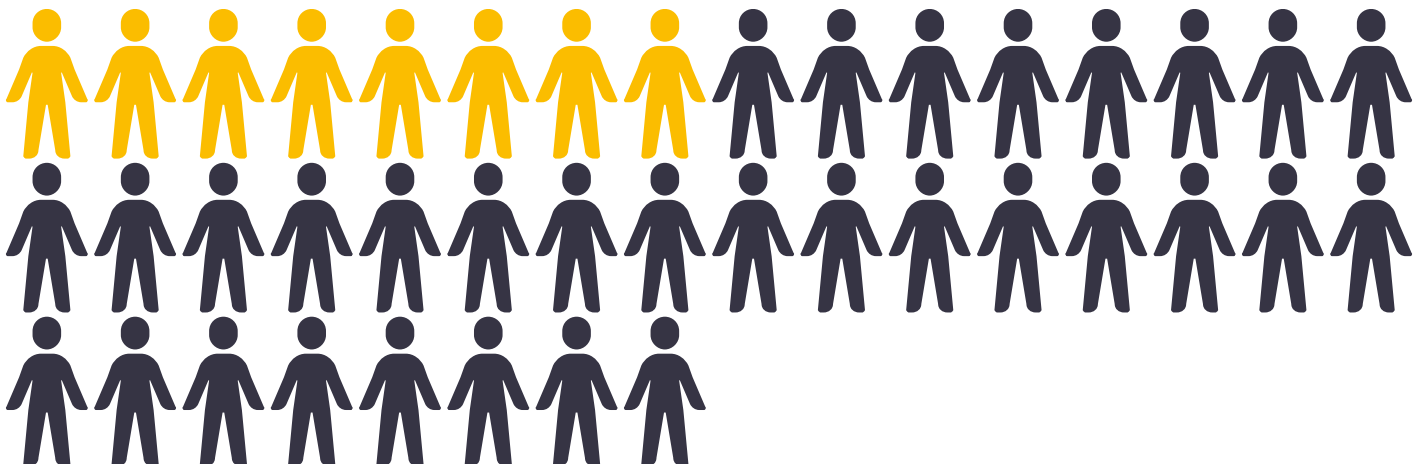
25%

## 0 - 4 YEARS

9 Officers, Animal Control Officer

## GENDER BREAKDOWN

The staff of the Ozark Police is comprised of 32 males and 8 females.



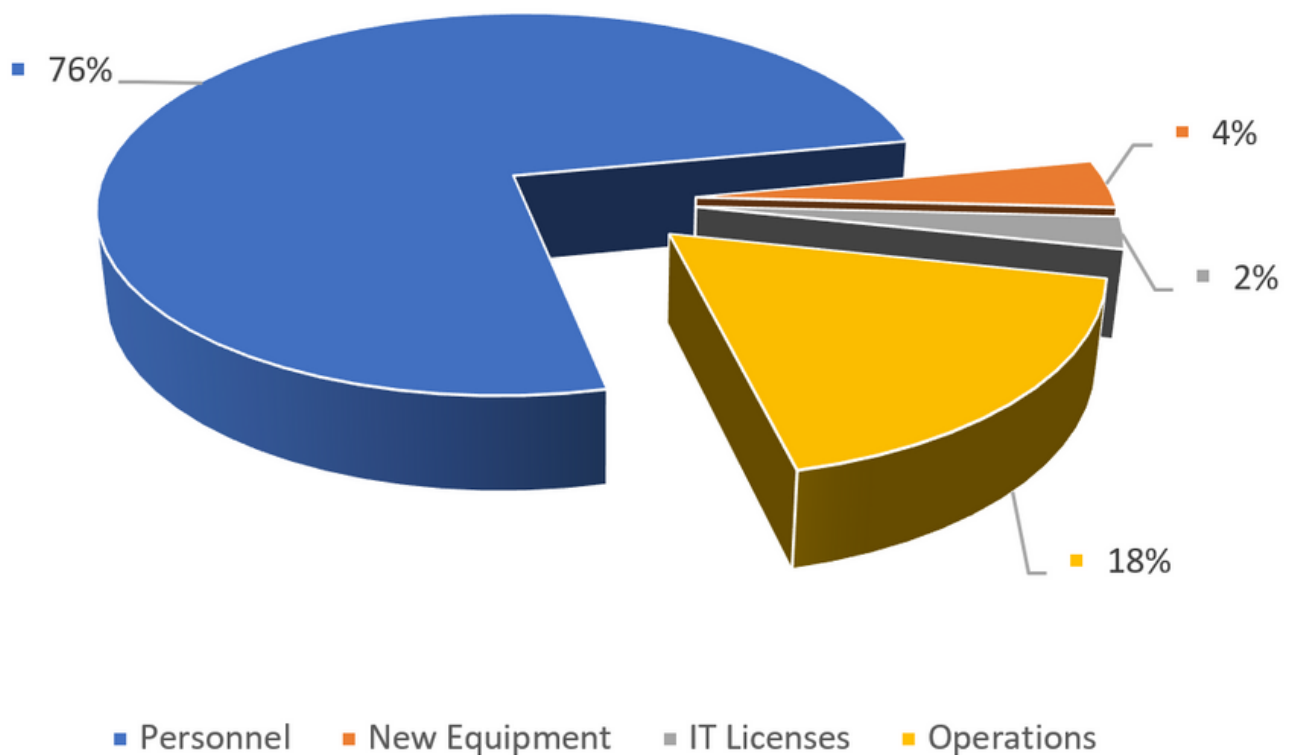


## HOW IS OZARK POLICE DEPARTMENT FUNDED?

The Ozark Police Department is funded primarily through the City of Ozark's general fund. This fund is supported through revenue from local taxes, permits, fees, fines, and other sources. The department also receives state and federal grants to support specific programs and initiatives.

## BUDGET BREAKDOWN

| Personnel      | New Equipment | IT Licenses  | Operations   | Total Budget   |
|----------------|---------------|--------------|--------------|----------------|
| \$3,341,779.68 | \$170,768.93  | \$113,000.00 | \$796,793.93 | \$4,422,342.54 |



[SEE THE POLICE DEPARTMENTS FULL ANNUAL REPORT HERE](#)



# COMMUNICATIONS

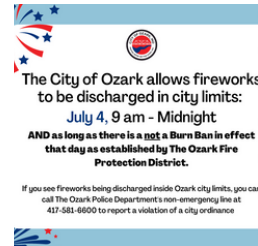
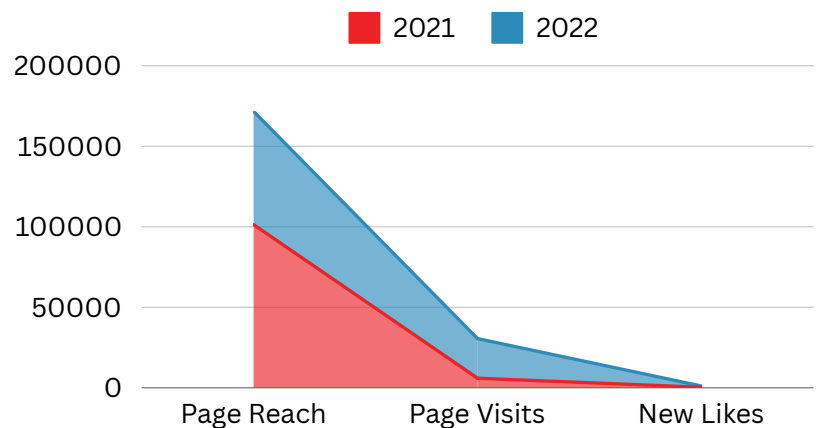
The Communications Department at the City of Ozark is responsible for managing and facilitating effective communication between the city and its residents. This department utilizes various channels such as social media, newsletters, press releases, and public meetings to disseminate information about city policies, events, and initiatives. The communication department also provides residents with a platform to voice their concerns, suggestions, and feedback and helps to address any issues that may arise.

## CITY OF OZARK- FACEBOOK:

Page Reach: 70,323

Page Visits: 24,589

New Likes: 757

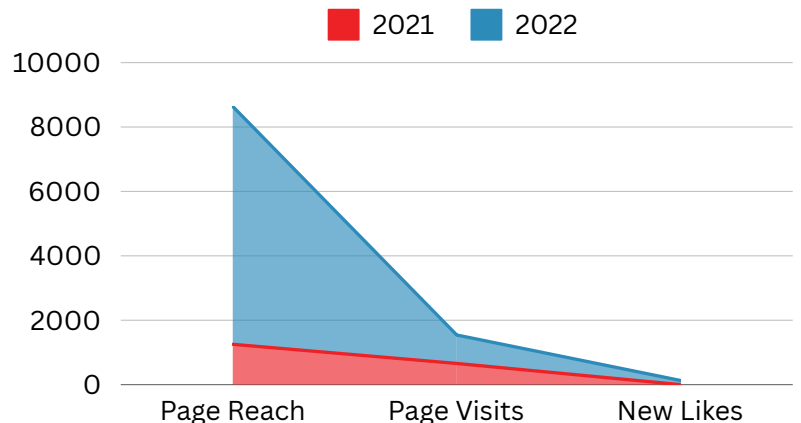


## CITY OF OZARK- INSTAGRAM:

Page Reach: 7,387

Page Visits: 884

New Likes: 128





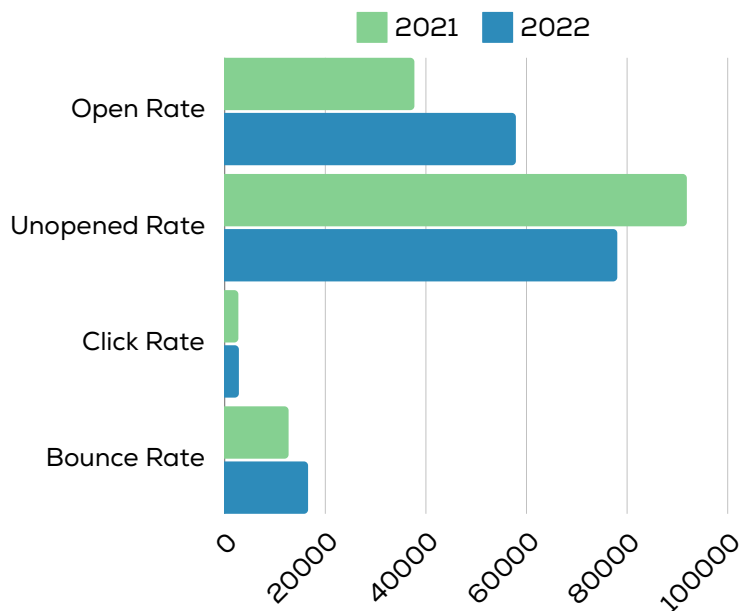
# YOUR CITY, YOUR NEWS



CITY OF OZARK  
OFFICIAL NEWSLETTER



## OZARK CITY NEWSLETTER 152,511 SENDS



Open Rate: 57,889

Unopened Rate: 78,050

Click Rate: 2,817

Bounce Rate: 16,572



## DIGITAL COMMUNICATIONS

- [OzarkMissouri.com](http://OzarkMissouri.com) | The City's website has information on every department in the City.
- **Virtual Board Meetings** | Bi-monthly Aldermen Meetings and monthly Planning & Zoning Meetings are live-streamed on the City's Youtube Channel
- **Monthly Newsletter** | On the first of every month, the City emails out a Monthly Newsletter.
- **Lobby monitors** | The Ozark Community Center has TV monitors in the lobby providing information on upcoming recreational activities.

## PUBLIC RELATIONS

- Press Releases
- Partner Outreach

## PRINT PUBLICATIONS

- Mail-outs
- Door Hangers

## IN-PERSON

- **Police Outreach** | Ozark PD welcomes each new resident and hosts in-person tours of the police department.
- **Board Meetings** | Bi-Monthly Board of Aldermen Meetings and monthly Planning and Zoning Meetings. If you can't attend in person, you can watch it virtually on the city's [Youtube Channel](#).
- **City Hall** | 205 N. 1st St.
- **Ozark Community Center** | 1530 W. Jackson St.
- **Ozark Police Department** | 201 E. Brick St.

## CITY PHONE NUMBERS

- City Hall | 417-581-2407
- Ozark Water Utility Billing | 417-581-2744
- Planning & Development | 417-581-2407
- Public Works | 417-581-2407
- The Ozark Community Center | 417-581-7002
- Ozark Police Department | 417-581-6600

## SOCIAL MEDIA



### FACEBOOK

City of Ozark | @OzarkMissouri1  
Ozark Community Center | @OzarkCommunityCenter  
Ozark Police Department | @OzarkMoPD



### INSTAGRAM

City of Ozark | @OzarkMO  
Ozark Community Center | @OzarkParks\_TheOC



### YOUTUBE

City of Ozark | @OzarkMissouri2717  
Ozark Community Center | @OzarkCommunityCenter



### TIK TOK

City of Ozark | @Ozark.Mo

## SIGN UP FOR THE MONTHLY NEWSLETTER!



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