

CITY OF BROKEN ARROW 2013 ANNUAL REPORT



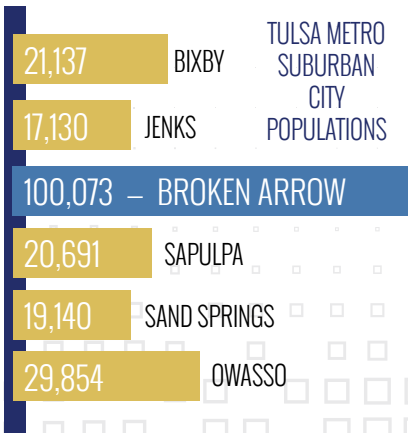
BROKEN ARROW

Where opportunity lives

FROM the MAYOR

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“ I again am truly blessed to have been the Mayor of Broken Arrow in 2013. Looking back over the past year, this City has accomplished so much. ”



Construction continued on the new \$65 million Verdigris River Water Treatment plant. Presently, the City is utilizing the high service pump station and the final 6 MG clear well structure which houses treated water. The membrane treatment facility will replace the City’s existing plant constructed in 1966. This state-of the art plant is scheduled for completion summer of 2014.

The new plant will provide 20 million gallons a day (MGD) of water with the option to expand to 40 MGD as the City’s population grows. Along with the new water plant, the City has also constructed a 24-inch water line from Tulsa which is capable of producing 20 MGD for the City if needed. This new line will serve as a secondary, or supplemental, water source.

The Downtown Streetscape Project was also completed in 2013. Now known as The Rose District, the sidewalks have been widened to allow for outdoor dining and a more visitor-friendly environment. Several new businesses also opened making the area even more enticing. In 2014, additional businesses, like In The Raw, are scheduled to open offering even more dining opportunities. The District @ 222 is the next big thing making plans for downtown Broken Arrow. The 4-story, multi-use building will have retail, restaurant space and apartments available.

New restaurants and retail developments continue construction throughout the community. Warren Theatre, the anchor venue to the Shops at Aspen Creek, is under construction and is scheduled to open in November 2014. The City is also moving forward on the BA Conference Center and other retail development citywide. The City as a whole will see a retail development boom in the coming months and years.

The police department continued its successful programs such as the Permanent Child’s Car Seat Inspection site, Free Paper shredding, Prescription Drug Drop Off and the Citizens Police Academy. The fire department continues to provide outstanding services to our residents. The BAFD is the largest fire department in the state of Oklahoma providing Advanced Life Support (ALS) transport service to its citizens and enjoys an ISO rating of 2. The Information Service Office (ISO) provides a rating system from 1-10, with 1 being the best.

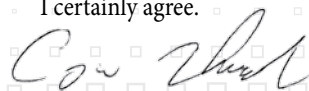
In 2014, the new Emergency Operations Center will also open which will house the police and fire administration employees as well as dispatch and other emergency operations. Having this additional space will only increase the public safety presence within the community and will contribute directly to the continued success of Broken Arrow being the safest city in Oklahoma and one of the safest in the nation.

The City, however, could not function without the outstanding employees who take care of our everyday needs. Many of the faces you never see are the ones that make this community run smoothly. Without them, we would not have the sanitation, water system, parks, transportation and many other systems our residents come to expect and enjoy

I am also proud of the residents in Broken Arrow. This community is filled with people who truly love where they live and take pride in the place they call home.

While we look to the future, it is a very exciting time to live in BA. With a 2013 estimated population of approximately 105,000 and ranked the 277th largest city in the country, we will continue to work to provide the services and infrastructure necessary to make BA a fantastic place to live and raise a family. Coldwell Banker knew what they were talking about when they named Broken Arrow to the Top 100 Places to Live in 2012.

I certainly agree.


Craig Thurmond
Mayor of Broken Arrow





Councilor Richard Carter
WARD 1



MAYOR CRAIG THURMOND
WARD 2



Councilor Mile Lester
WARD 3

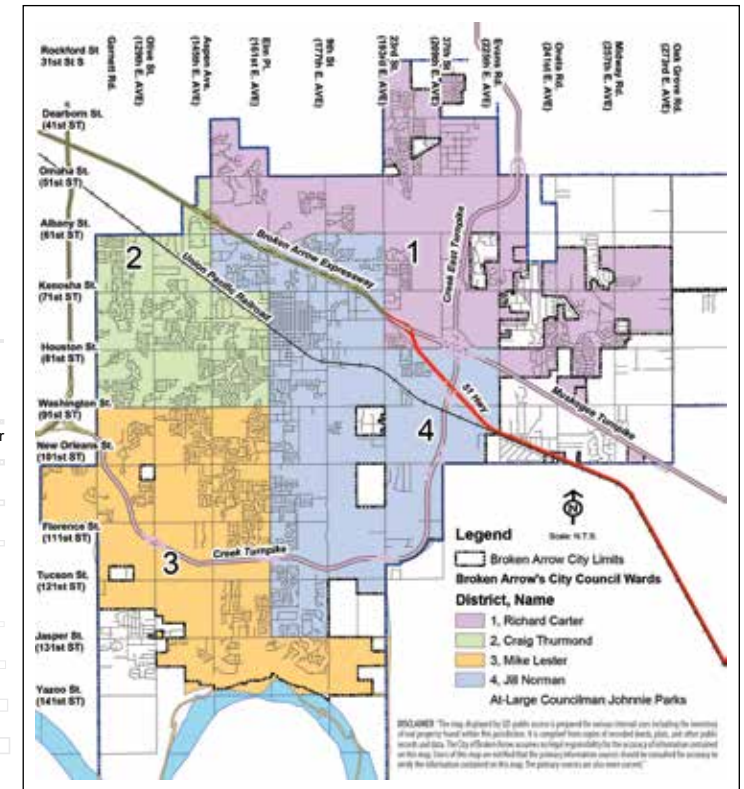
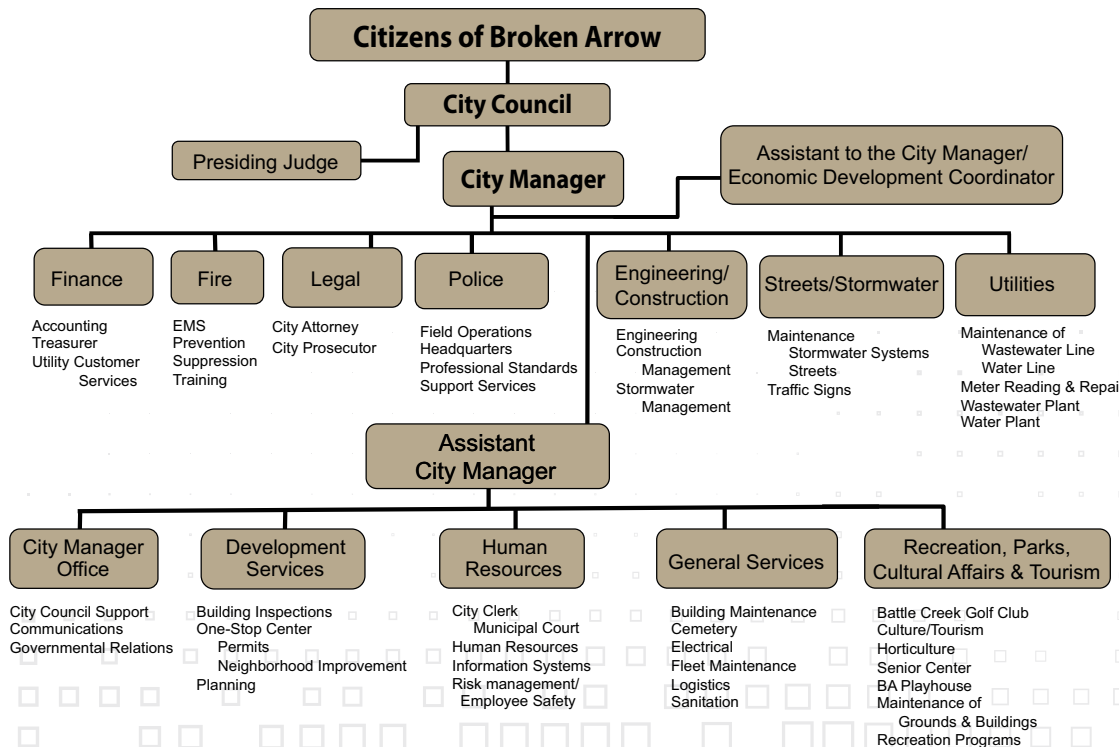


Councilor Jill Norman
WARD 4



Councilor Johnnie Parks
AT LARGE

CITY OF BROKEN ARROW ORGANIZATION CHART - FY 2013-14





The Rose District's downtown streetscape construction project has been completed.

Hemphill Services began the \$3.7 million project in June 2013 and included widening the sidewalks on Main Street between Dallas and College streets.

“Downtown Broken Arrow has always been a great place for dining and entertainment,” said City Council Jill Norman. “The new streetscapes allow our citizens and visitors to be surrounded by beauty and space to enjoy an even bigger dining and entertainment experience.”

The Broken Arrow City Council unanimously approved the downtown streetscape plan and the name “Rose District” for the Arts and Entertainment District along Main St. in October 2012.

The City Council, DAB and Planning Commission, as well as the general public, all provided input during the planning process.

Since the completion, several new businesses have opened. Some of which include Spoke House Bicycles and Bruhouse Grill. In 2014, In The Raw restaurant and many other new and exciting things are planned for 2014.

The purpose of the renovation was to increase usable space for local businesses, create a more pedestrian-friendly atmosphere, and become compliant with the Americans with Disabilities Act.

The streets have been narrowed from four lanes to three lanes (two traffic lanes and a center turn lane) to accommodate the wider sidewalks and provides ample space for parades and main street events.

Other district enhancements and amenities include planters and landscaping adopting the Rose District theme, decorative street lighting and traffic signals, and an underground electrical system for special events.

Roses Inc. provided landscaping services and plants to the newly constructed area.



The Broken Arrow Parks, Recreation, Cultural Affairs and Tourism Department underwent a few changes during 2013. In addition to the name change above, the Broken Arrow Convention and Visitors Bureau was moved under the Parks Department umbrella.

CVB's are not-for-profit organizations charged with representing a specific destination and helping the long-term development of communities through a travel and tourism strategy. The bureaus are usually membership organizations bringing together businesses that rely on tourism and meetings for revenue.

For visitors, CVBs are like a key to the city. As an unbiased resource, CVBs can serve as a broker or an official point of contact for convention and meeting planners, tour operators and visitors. They assist planners with meeting preparation and encourage business travelers and visitors alike to visit local historic, cultural and recreational sites.

Broken Arrow's CVB recently received a Reader's Choice award from Sports Events Magazine naming Broken Arrow a "2014 Places to Watch" winner.

The department as a whole has experienced a number of successes in 2013.

These successes include:

- New shade structures at Nienhuis Park swimming pool using Vision 2025 funds.
- New electronic sign board at Nienhuis Park.
- Redesigned sand traps/bunkers at Battle Creek Golf Course.
- "Chalk It Up" Art Festival had attendance of approximately 3,500. A significant increase from 2012.
- Farmers Market customer base continued to grow with approximately 500 customers attending the Saturdays market.
- "Skydance" kite festival grew to 500 participants and approximately 1,000 people in attendance.
- Completed the construction of four new girls softball fields at Arrowhead Park.
- Completed the Chisholm Trail South Park master plan
- Completed the phase II road construction and water line installations at the Chisholm Trail South Park
- Completed the construction of Jackson Park spray ground
- Completed the Senior Center renovation project
- Tree City USA for the 13th consecutive year
- Opening of the Military History Museum
- Major irrigation overhaul of the Indian Springs Sports Complex
- New restroom constructed by Central Park playground



PARKS FACEBOOK



PARKS



FARMERS MARKET



POLICE DEPARTMENT

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MISSION The Broken Arrow Police Department consistently strives to serve its residents by proactively addressing crime, preserving the peace - protecting life and property. The department will continue its commitment to establishing partnerships within the community to focus concerns and solve problems with fairness, integrity, and professionalism.

	2013	2012
Total Calls for Service	34,952	37,789
UCR Part 1 Crimes	2,849	2,984
Detective Cases Assigned	6,120	4,385
Detective Cases Cleared	2,077	2,106
Traffic Collisions	1,793	1,623
Total Records Processed	84,151	70,988



The Broken Arrow Police Department sponsors many community events. Camp Bandage in May, National Night Out and Back to School Bash in August, Night Out Against Crime with Fun and Games on Main in October. The police department participates in The Senior Center Health and Safety Fair in April where they sponsor a shredding event and drug drop off, Rooster Days in May, Tuesday's in the Park and Movies in the Park in June. The department also sponsors many hands on educational programs. The traffic unit sponsors a motorcycle "Share the Road" program for citizens. This no cost program teaches the rider how to survive on roadways and teaches a court sponsored Alive at 25 program for young drivers, neighborhood meetings to provide crime prevention tips and tours of our facilities.

The Crime Prevention Unit sponsors two Citizens Police Academy's a year and one Master's Citizen Police Academy for a total of 30 weeks of free training. The School Resource Officers sponsor a one-week Junior Police Academy in the month of June for a total of 40 hours of instruction.

NEW in 2013

No Solicitation Neighborhood Program started in 2013

In a continuing effort to reduce crime, the Broken Arrow Police Department asked that our city ordinance be changed so whole neighborhoods could "opt out" of solicitation by making their whole neighborhood a "No Solicitation Neighborhood."

Ordinance No. 3207 section II 7-3 D "No person shall canvas or solicit the occupants of a residence where the premises or neighborhoods where a Homeowner's Association can display a sign prohibiting such activity.

CONTACT US

The Broken Arrow Police Department uses today's technology to reach out to citizens. In addition to the City website, www.brokenarrowok.gov, the department also has a facebook page with over 4,000 "likes", a mobile app to interact with the police department, as well as a twitter account. For more information, scan the QR code with your smart phone.

The Broken Arrow Police Department consists of **130 sworn Officers and 54 non-sworn positions**. Three divisions make up the Broken Arrow Police Department.

Operations: All uniform, traffic, special operations, crisis negotiations and K-9.

Headquarters: Criminal, Technical, and Special Investigations; Training, Crime Prevention, Public Information, and School Resource Officers.

Support: Records, Telecommunications, Jail, Animal Control and the Property/Evidence unit.

BAPD Facebook



BAPD App

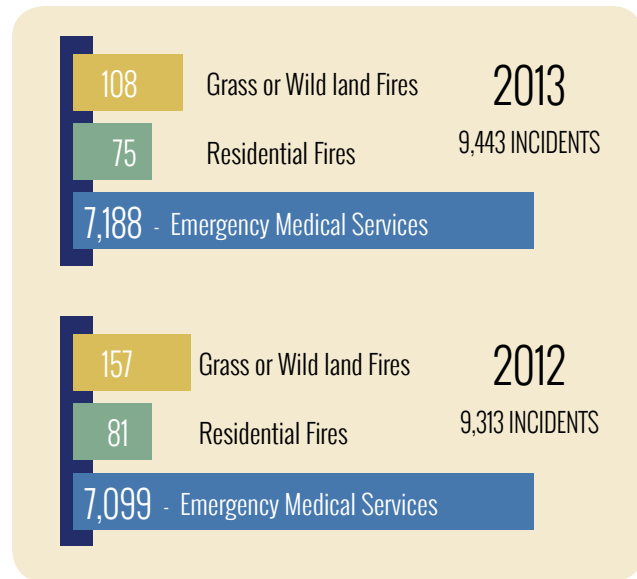


brokenarrowok.gov



MISSION “Shall be to protect lives and property from fires, medical emergencies, and all natural and man-made disasters. We will respond in a professional, courteous and timely manner, providing our customers with the highest level of public service. We shall reduce the rate and severity of emergencies through continuous training, public education, fire prevention and disaster management services. To maintain the great public trust bestowed upon us, we shall adhere to the highest ethical standards in all we do.”

The Broken Arrow Fire Department Apparatus Fleet underwent significant changes during 2013. The department took delivery of a new \$350,000 Spartan Fire Engine which is now housed at Station No. 1. In addition, 2 of the 6 front-line ambulances were replaced with new units. At \$200,000+ per ambulance, these are significant investments for the future of our Emergency Medical Services.



In an effort to greatly improve reliability and comfort for our EMS patients the department also placed orders for 3 additional ambulances which should arrive in April of 2014. Through a successful grant application, the department also took delivery of an Alternative Support Apparatus (ASAO) unit valued at \$50,000. The ASAO is a mini-ambulance which is built around a Polaris 6 Wheel ATV Chassis. The fire department was also successful in obtaining an additional \$100,000 DHS grant to fund the acquisition of a large tow vehicle for our Technical Rescue Trailer.

The City of Broken Arrow improved the Fire Department’s ability to respond by expanding staffing from 143 personnel to 153. This increase in staffing is in preparation for the deployment of our 7th Engine Company. To achieve this staffing level, the city funded these 10 additional firefighters who began their academy training in late October 2013. The cadets will graduate from the academy and be placed on active duty in April 2014.

The Fire Prevention division continues to see an increase in productivity within its ranks. This year alone, the division was responsible for all fire code and life safety inspections as part of the Broken Arrow School District construction process. This included the simultaneous construction of 6 new schools all of which were opened on time. This unprecedented, simultaneous school construction was in addition to the numerous commercial developments in progress. Each of these projects required the Fire Marshal to review the site plans, ensure life safety codes and perform inspections for each development.

The divisions fire safety trailer continues to have an enormous impact on safety education for children in the schools and also for the residents who attend City sponsored events. The volunteers of our Fire Corps have been an invaluable asset to our prevention division in 2012. They are an integral part of the public education program and have assumed a leadership role in the annual elementary school poster contest.



Broken Arrow Names New Utilities Director

The City of Broken Arrow named Anthony Daniel as its next Director of Utilities in November 2013. After a nationwide search, which fielded 32 applicants, Daniel was the overwhelming selection. Each of the four finalists underwent rigorous assessment testing and panel interviews.

"I cannot over emphasize the importance of this position within the City of Broken Arrow," said City Manager Thom Moton. "Overseeing 54 percent of the Broken Arrow Municipal Authority's budget is a major undertaking, but I feel Mr. Daniel is ready to take on this challenge and lead Broken Arrow into the future."

As director, Daniel presides over the City's water and wastewater divisions. He will also manage Broken Arrow's long-term water efforts including the opening of the Verdigris River Water Treatment plant. This new, multimillion dollar membrane treatment facility will replace the City's current plant constructed in 1966 and is scheduled for completion in July 2014.

Experience

Daniel has almost 30 years of experience in the water industry, including working with membrane cell technology, and has managed utility departments in Texas, Maryland and Malaysia. He is a registered Professional Engineer and a Class A Certified Water and Wastewater Operator. He is also a member of the American Water Works Association, Water Environment Federation and American Public Works Association. Daniel replaces Paul Rhodes, who retired in November 2012.

Educational Background

Daniel graduated from Middlesex University in London, England, in 1983 with a Bachelor of Science degree in Civil Engineering and in 1996 obtained a Master of Science degree in Environmental Technology and Management from the University of Maryland.

The primary mission of the Engineering and Construction Department is to serve the other departments of the City in developing capital projects. The E&C Department prepares architectural and engineering contracts and construction contracts to successfully implement projects, while maintaining local, federal, and state regulations and industry standards.

Major Projects Started and/or Completed in 2013

WATER - Water Supply Improvements After a planning and design process that spanned almost 10 years, in the largest construction contract in Broken Arrow's history was awarded in 2012 for the Verdigris River Water Treatment Plant in the amount of \$56,831,875. A state-of-the art membrane treatment system, new presedimentation basin and expansion of the old one, a river intake, high-level pump stations, a 6-million-gallon wet well, and a chloramine disinfection system all combine to produce a 20-million-gallon-per-day treatment plant to serve the City's growing demand for potable water. Construction continued through 2013 and will be completed in early 2014. Cost including design, right-of-way, utilities relocation, and construction is \$64.9 million.

STREETS - Hillside Drive West of Lynn Lane Construction of a commercial access road from the Bass Pro Area west of Lynn Lane and the Shops at Aspen Creek east of Lynn Lane, is critical to the further development of the commercial area north of the Broken Arrow Expressway. Phase 1, for one-half mile west of Lynn Lane, was completed in February 2013 at a cost of \$379,437. Construction on Phase 2, from that point west to connect with the existing Hillside Drive just east of Charleston's Restaurant, is underway at a cost of \$1.25 million including right-of-way and relocation costs.

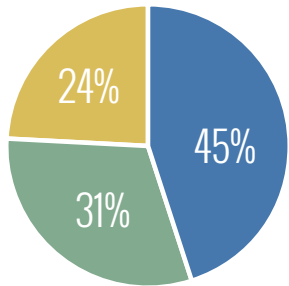
Albany Street Widening, Lynn Lane to County Line Road Albany Street was widened to three lanes from Lynn Lane to County Line Road in 2006. Recent expansion of the Broken Arrow High School, which is now the largest in the nation, as well as construction of a new elementary school and early childhood development center along that mile of Albany Street make it imperative to expand the roadway to five lanes to accommodate the traffic volume. Design of the Albany Street widening project started in July 2013, and construction is expected to start in mid-2014.

Widen Tucson Street from Elm Place to Aspen Avenue and Aspen Avenue from Florence to Tucson Street, including the Aspen-Tucson Intersection Announcement of the construction of a Warren Theatre and an accompanying retail development created a need to expedite the construction of two 2011 Bond Election projects, 5-laning Aspen Avenue and Tucson Streets in the miles adjoining the Warren development to provide a connection to the new Aspen Intersection on the Creek Turnpike. Design on both projects was completed in mid-2013 and construction started in early 2014. Both must be completed by fall of 2014 to accommodate the theater opening. The cost of Tucson Street from Elm to Aspen Avenue is approximately \$3.6 million and Aspen Avenue from Florence to Tucson Street will cost \$5.6 million, including engineering, right-of-way, relocations, and construction.

PUBLIC SAFETY - Public Safety Complex (Reserve Center Renovation) When the former Armed Forces Reserve Center was transferred to the City in 2011, the E&C Department was faced with the formidable task of transferring a 60,000-square-foot federal facility built to accommodate military reservists into a "people-friendly" headquarters for the City's growing Police and Fire Departments. After a year-long design process that was completed in August 2012, construction started that year and continued through 2013. The project will be completed in February 2014. Total cost, including architectural/engineering design and construction, is \$7 million.

QUALITY OF LIFE - Chisholm Trail South Park After the City acquired approximately 85 acres on the north side of New Orleans Street east of the Creek Turnpike in 2010, a master plan was developed and presented to the City Council and the public. Subsequently, a series of engineering contracts were awarded to develop the infrastructure (roads, parking, water, electrical, stormwater). Two construction contracts for grading, roadway, and parking improvements were awarded as funds became available, the second of which was completed in 2013. Another contract for electrical work was also completed in 2013. Total cost of the events park improvements to date, including property, landscape and engineering design, and construction, has been approximately \$6,500,000.

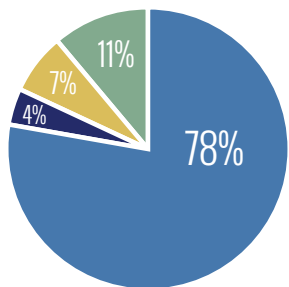




AGE

- 20 and under
- 21 - 54
- 55 and over

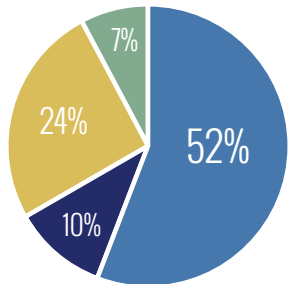
(Percentages based on 105,085 total)



ETHNICITY

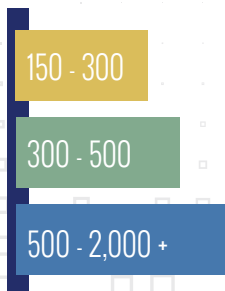
- White
- Black
- Hispanic
- Other

(Percentages based on 105,085 total)



EDUCATION

- High School
- Associate Degree
- Bachelor's Degree
- Master's Degree or Higher



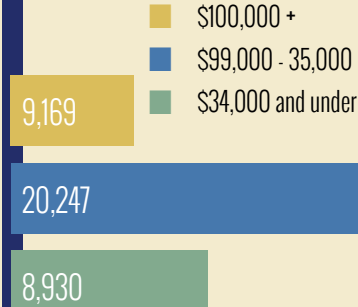
TOP EMPLOYERS

- Broken Arrow Public Schools • Wal-Mart • FlightSafety • City of Broken Arrow
- Zeeco • Oklahoma Healthcare • Exterran • MicahTek • McDaniel Tech. Services • AG Equipment
- Rhema Bible Church • Davis H. Elliot • Baker Hughes • St. John

SCORECARD

\$1.1B Annual Retail Sales
\$12.45M Annual Hotel Sales
\$158.9M Annual Food Sales
8,500 Total Number of Firms

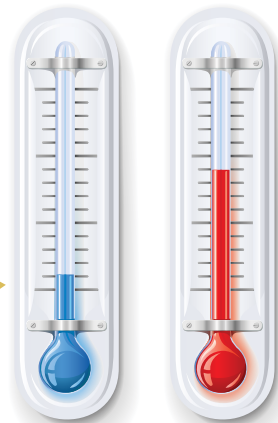
HOUSEHOLD INCOME



TEMPERATURE

Source: Livability.com & Neilson Claritas

24° January Low
31° National Low



93° July High
76° National High

COST OF LIVING

\$65,385 Median Household Income
\$158,000 Median Home Price
\$676 Median Rent for a Two-Bedroom Apartment
 Source: Livability.com

TAXES

3% City Sales and Use Tax
.85% Tulsa County Sales Tax
1.3% Wagner County Sales Tax
4.5% State Sales Tax
8.35% Tulsa County Total Sales Tax
8.8% Wagner County Total Sales Tax

TRANSPORTATION

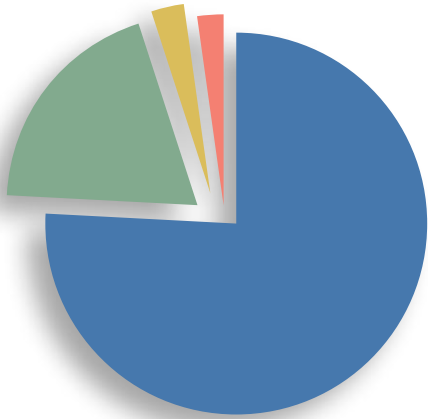
Median travel time to work **20 minutes**

Tulsa International Airport
www.tulsaairports.com
15 miles

Union Pacific
www.up.com

REVENUE DETAIL - FISCAL YEAR 2013

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GENERAL FUND

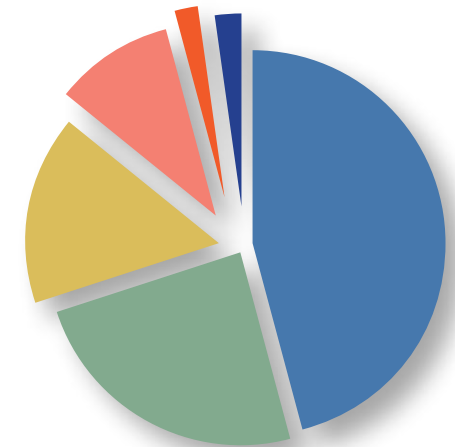
	INCOME	PERCENTAGE CATEGORY	PERCENTAGE TOTAL
Sales tax	29,055,580	84.8157%	63.7185%
Use tax	1,933,558	5.6442%	4.2403%
Tobacco tax	448,310	1.3087%	0.9831%
Franchise tax	2,819,854	8.2314%	6.1839%
Total taxes	34,257,302	100.0000%	75.1258%
Total intergovernmental	426,364		0.9350%
Charges for services:			
Other	3,868,329	54.2356%	8.4832%
Ambulance	2,116,979	29.6809%	4.6425%
Inspections	557,032	7.8098%	1.2216%
Swimming pools & lessons	245,306	3.4393%	0.5379%
Cemetery	121,527	1.7039%	0.2665%
Parks and recreation	223,286	3.1305%	0.4897%
Total charges for services	7,132,459	100.0001%	15.6414%
Fines, forfeitures and assessments	1,551,551		3.4025%
Licenses and permits:			
Building permits	590,824	62.7469%	1.2957%
Occupational licenses	190,421	20.2231%	0.4176%
Other fees	160,354	17.0300%	0.3516%
Total licenses and permits	941,599	100.0000%	2.0649%
Investment income	19,161		0.0420%
Miscellaneous:			
Rental property	1,119,829	88.0727%	2.4558%
Other	151,653	11.9273%	0.3326%
Total Miscellaneous	1,271,482	100.0000%	2.7884%
TOTAL GENERAL FUND	45,599,918		100.0000%

BATTLE CREEK GOLF COURSE

Golf	1,376,422	99.0401%
Miscellaneous	13,340	0.9599%
TOTAL BATTLE CREEK GOLF COURSE	1,389,762	100.0000%

BROKEN ARROW MUNICIPAL AUTHORITY

Utility Fees				
Water	17,064,483	47.6505%	46.1176%	
Sewer	8,974,057	25.0590%	24.2528%	
Sanitation	5,974,537	16.6832%	16.1465%	
Stormwater	3,798,650	10.6073%	10.2660%	
TOTAL UTILITY FEES	35,811,727	100.0000%	96.7829%	
Fines & Assessments	747,504		2.0202%	
Intergovernmental	0		0.0000%	
Miscellaneous	442,886		1.1969%	
TOTAL BAMA	37,002,117		100.0001%	



GOVERNMENT FUND

PAYABLE FROM PROPERTY TAX

GENERAL OBLIGATION BONDS	91,960,000
JUDGEMENTS	2,130,358

TOTAL PAYABLE FROM PROPERTY TAX **94,090,358**

PAYABLE FROM DEDICATED SALES TAX

2008 REVENUE NOTE	1,125,000
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TOTAL PAYABLE FROM DEDICATED SALES TAX **1,125,000**

PAYABLE FROM GENERAL FUND REVENUES

2004 CONSTRUCTION AND TERM LOAN	15,473,037
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TOTAL GOVERNMENTAL DEBT **110,688,395**

BUSINESS TYPE DEBT (BAMA)

PAYABLE FROM UILITY REVENUES & DEDICATED SALES TAX

NOTES PAYABLE	70,870,209
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2013 WAS A REMARKABLE YEAR.

2013 was a remarkable year. Our focus remains on providing excellent customer service and anticipating before problems occur. Much was accomplished by City employees in serving the community in 2013. We have an excellent workforce of dedicated men and women who are a joy to work with. As baby boomers continue to reach retirement age, the City will need to be ready to harness the institutional knowledge that leaves an organization when long-term employees retire. This is not a situation unique to the City. However, the City's lean staffing, 6.4 employees per 1,000 residents, compared to peer cities that average 10.01 employees per 1,000, exemplifies the need to prepare for the wave of baby boomer retirements. That leanness is magnified when one considers most of the City of Broken Arrow's Oklahoma state peer cities do not provide comprehensive Advanced Life Support/Emergency Medical Services transport functions.

Investing in infrastructure citywide has been constantly in the forefront during 2013. City staff began compiling a 5-year Capital Improvement Plan to help lead the City into the future. The CIP will become a strategic planning tool for City infrastructure and equipment needs. This is an industry best practice, especially for large complex organizations like the City of Broken Arrow. A plan such as this has several benefits such as linking the goals of each department into one cohesive plan, prioritizes current and future projects, bridging funding gaps between projects and gives staff adequate time to study, plan and design projects and provides appropriate focus to ensure timely repair/replacement of assets. These are just a few of the benefits to having a 5-year plan.

In 2013, staff also began the biennial budget planning process set to take effect July 1, 2014. A two-year budget will allow the City to extend its financial outlook beyond one budget year using industry best practice for long range planning. The process also frees City staff to focus on operations and provides sound budget and financial planning which helps anticipates future needs.

Some new initiatives began in 2013 as well. Administration began having Special Study Sessions with City Council. These sessions equip City Councilors as policy makers with the information needed to make informed decisions. Typically held quarterly, some of the topics included the possibility of a hotel/conference center in Broken Arrow, the construction of the Verdigris River Water Treatment plant, public safety services, and needs assessment of water and wastewater systems.

The City also conducted surveys of its residents and employees. These surveys are conducted every three years and provide a glimpse into what's important to residents and employees alike. In a growing community and workforce like Broken Arrow, viewing a snapshot of what stakeholders perceive to be important is vital in offering services the community desires. Both surveys suggested the City as a whole is moving in the right direction. Economic Development as a whole remains a high priority.



BROKEN ARROW

Where opportunity lives

220 S. First Street • Broken Arrow, Oklahoma 74012

PRSR STD
US POSTAGE
PAID
BROKEN ARROW OK
PERMIT NO 611

The downtown streetscape project began in June 2013 and was completed in December 2013. Main Street, also known as The Rose District, now offers an array of restaurants, shopping, historical and military museums and more which will allow for visitors to pick and choose what type of experiences they would like to have. New restaurants and shops will also be opening in 2014. In the coming years, we anticipate the Rose District will become a destination location. We would like to share our appreciation to downtown merchants for their support during the construction phase of the project as well as the Broken Arrow Economic Development Corporation and Downtown Advisory Board for their leadership.

I am optimistic in 2014 we will continue to build on the successes of 2013. Looking ahead, City Councilors will present Broken Arrow residents with a bond package vote in August 2014 to fund needed major public improvements. With a city growing as rapidly as Broken Arrow, bond programs are an appropriate way to finance projects that have long life cycles.

I know 2014 will be as successful as 2013 and I am looking forward to working with the community to build on our success. I am appreciative of all of those who have contributed to making 2013 a good year for our community.

Thomas M. Moton, Jr.
City Manager, City of Broken Arrow

