

TRANSFORMATION



2014

ANNUAL REPORT

CITY of BROKEN ARROW

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Visitors attend the Summer Solstice festival in downtown's Rose District

FROM THE MAYOR

The City of Broken Arrow's story for 2014 is one of transformation, and there's no better example than the Rose District. A once declining downtown has transformed itself into a now thriving arts and entertainment destination offering unique dining, shopping and living experiences.

Several new businesses opened in the Rose District this year, including In the Raw, the Rooftop, Pinot's Palette and Stogie's Cigar House. Plus, the Economic Development Corporation announced new projects bringing mixed-use developments to the Rose District, such as the District @222, Main Street Square and the Woods & Associates Insurance building.

As I look at the new construction, I can't help but feel optimistic about the City's future. In July, we completed Hillside Drive, a strategic roadway along the Broken Arrow Expressway that creates a highly visible retail corridor. It's along Hillside Drive that Sprouts opened, Broken Arrow's first specialty grocery store. The new road will also accommodate increased traffic from the future Conference/Convention Center.

South Broken Arrow is also seeing its share of new construction. The City widened Aspen Avenue from Florence to Tucson Street and improved Tucson from Elm Place to Aspen. These investments into roadway infrastructure help set the stage for further growth in the area. Plus, the Warren Theatre is a great new addition to the City, with its unique entertainment experience bringing in visitors from the entire region. Many people, including myself, are confident the theater will spur new retail development.

While you can't measure this next achievement in square footage or dollars generated, it will have a direct impact on the future of our City and its citizens for the next two years. The City Council adopted a Strategic Action Plan that will guide Broken Arrow through June 2016. It establishes a road map for activities and initiatives to help achieve the City's vision and ensure Broken Arrow is poised to capitalize on opportunities to advance key initiatives.

This Annual Report serves to document milestones from Fiscal Year 2014, which ran from July 1, 2013 to June 30, 2014. While many successes contribute to the overall progress of the City, the milestones listed here are what we like to call "game-changers," events and accomplishments that will affect everyone for years to come.

I am proud of the achievements the City of Broken Arrow has realized in 2014, and I look forward to the great things we'll see happen in 2015.

Mayor Craig Thurmond
City of Broken Arrow



Main Street is reviving Broken Arrow's reputation as "The City of Roses"

ABOUT BROKEN ARROW

AWARDS & RECOGNITIONS

- ▶ Voice of the People Award for Transformation in Safety, ICMA
- ▶ Best City for First-Time Home Buyers, WalletHub
- ▶ Top 10 Safest Places in Oklahoma, Movoto
- ▶ America's 50 Best Cities to Live, 24/7 Wall Street

Residents in Broken Arrow enjoy a high quality of life, characterized by low crime, high performing schools, affordable housing and easy access to many parks and recreational facilities. The City fosters a sense of community by sponsoring seasonal festivals and events each year, including Rooster Days, a local Farmers Market and musical performances in the park. With destination attractions in the Rose District, the Performing Arts Center, Warren Theatre, Bass Pro Shops and more, residents and visitors have many options when it comes to choosing shopping, dining, cultural and entertainment activities.

Located in northeast Oklahoma, Broken Arrow is the fourth largest city in the state, with an estimated population of 103,500 people spread out over 55 square miles. From 2000 to 2010, U.S. Census Bureau numbers show the City grew by 32%, making it one of the fastest growing incorporated municipalities in Oklahoma. Broken Arrow is also home to the third largest manufacturing hub in the state, with many employees working in the energy sector.

Broken Arrow was originally platted as a township in 1903 and operates under a Council-Manager form of government. The legislative and policy making body consists of a five member City Council, elected by wards with staggered terms for a period of four years. The Mayor is elected within the Council membership. The City Manager is responsible for the day-to-day operations of City government.



Outdoor dining in the Rose District



Nienhuis Skate Park



Local produce at the Farmers Market

CITY COUNCIL



Vice Mayor Richard Carter
WARD 1



MAYOR CRAIG THURMOND
WARD 2



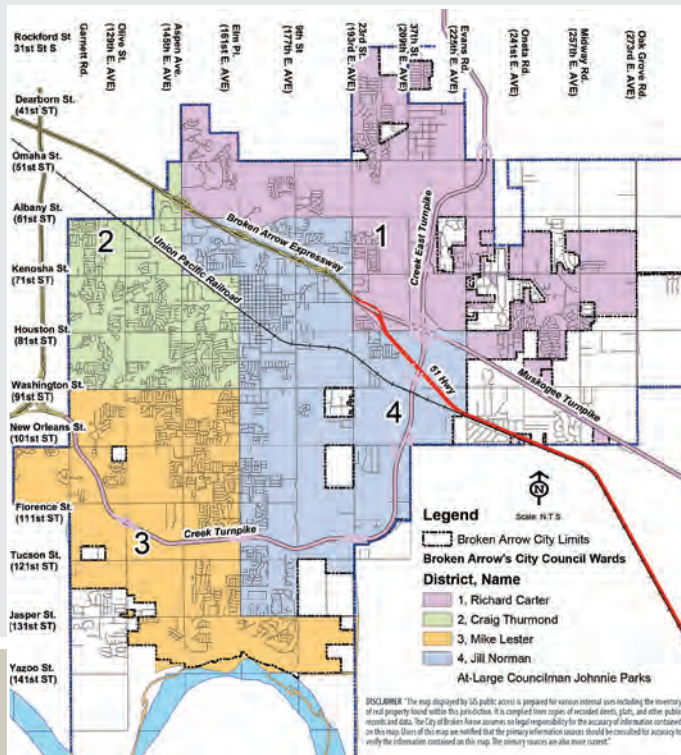
Councilor Mike Lester
WARD 3



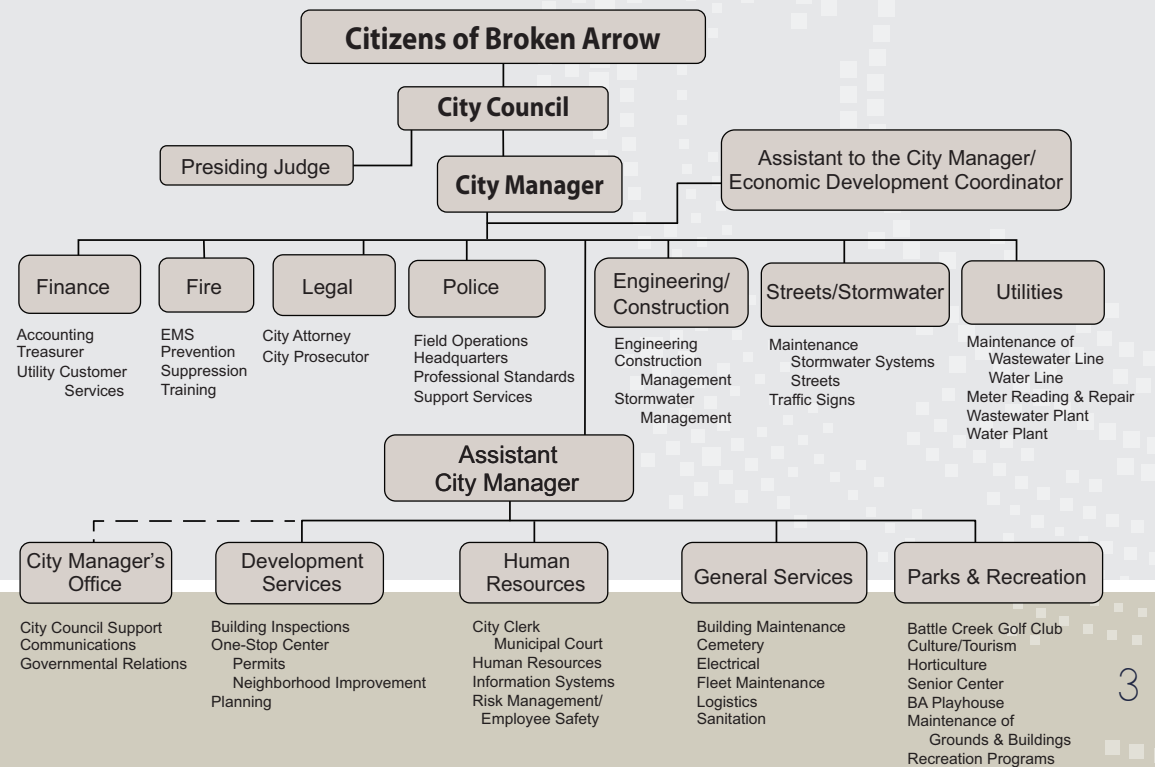
Councilor Jill Norman
WARD 4



Councilor Johnnie Parks
AT LARGE



CITY OF BROKEN ARROW ORGANIZATION CHART - FY 2014-15



FISCAL SUSTAINABILITY



The City of Broken Arrow will maintain a **strong financial environment** that is structurally balanced and transparent to all stakeholders.

The city shall bolster financial policies, procedures and practices that support core services that provide an outstanding quality of life and a rewarding and productive work environment for its employees.

In order to effectively manage its fiscal and human resources, the City will implement recognized best practices and policies and benchmark its financial condition and metrics to peer communities for evaluation and continuous improvement.

FISCAL SUSTAINABILITY

OVERVIEW

Background

The City of Broken Arrow, like all municipalities in Oklahoma, relies primarily on sales tax revenue to fund operations.

Sales tax makes up the largest percentage of revenue in the **General Fund**, which supports governmental activities like police, fire and Emergency Medical Services, jail, municipal court, parks, recreation, streets, cemetery, building inspections and permitting.

The **Broken Arrow Municipal Authority**, known as **BAMA**, oversees the City's business-type activities, such as providing water, sewer, sanitation and stormwater services.

Greenway Golf Management operates the City-owned **Battle Creek Golf Course**.

Governmental long term debt primarily arises from General Obligation bond issue projects approved by residents in the areas of streets, public safety, quality of life (parks, etc), and stormwater. This debt is paid for by ad valorem tax based on net assessed value of each person's property. Ad valorem taxes may be used only for the payment of debt service on bonds approved by voters.

Business type debt is used to fund major capital projects for improvements to water, sewer and stormwater utilities financed by rate payers of the services.

Financial Status

The General Fund and BAMA operated at a deficit during Fiscal Year 2014. Fund balances were used to bridge the gap between revenues and expenditures. (Fund balances are a buildup of revenues greater than expenditures in any budget year.)

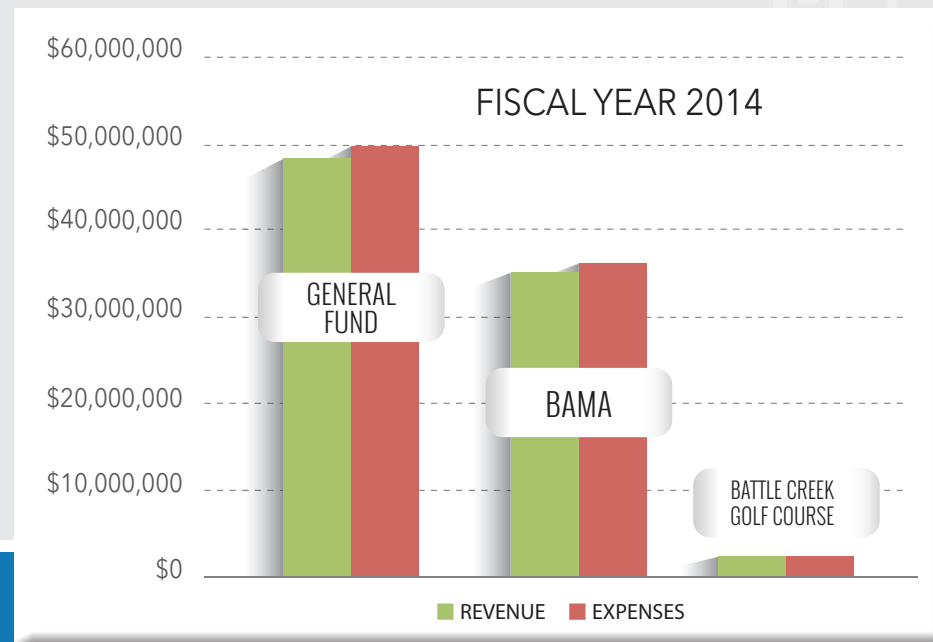
As a result of ongoing revenue issues, the City Council approved the formation of a Fiscal Sustainability Committee. This committee will identify possible new and increased sources of revenue to fund City operations.

Since July 2010, the City has had to rely on fund balances to cover budgeted expenses in the General Fund. Only through savings in operational expenditures has the City been able to minimize impact on the budgets.

These revenue challenges negatively affect staffing levels, maintenance and operational budgets for departments and compromise the City Council's emergency reserve fund balance policies.

The Council took steps in the fall of 2014 to help close the gap between operational expenditures and revenues in the General Fund budget, by approving an ordinance that changed how users of the City's ambulance transport services are billed. As of November 6, 2014, the City of Broken Arrow no longer waives, for residents, the balance due on ambulance transport bills after insurance payments have been made.

The Fiscal Sustainability Committee will explore other cost saving measures, as well as ideas to generate more revenue. The committee will present its report to City Council in early 2015.



FISCAL SUSTAINABILITY

REVENUE vs EXPENSES

GENERAL FUND		PERCENTAGE OF TOTAL
Revenues:		
Sales and use taxes	32,820,837	67.6316%
Franchise and miscellaneous taxes	4,243,412	8.7441%
Licenses and permits	1,060,822	2.1860%
Intergovernmental	395,538	0.8151%
Charges for services	6,784,363	13.9801%
Fees and fines	2,072,320	4.2703%
Rental income	1,060,394	2.1851%
Interest income	17,355	0.0358%
Miscellaneous	73,839	0.1522%
TOTAL REVENUES	48,528,880	100.0000%
Expenditures:		
General government	8,098,381	16.2786%
Public safety	33,837,646	68.0174%
Public services	2,844,630	5.7180%
Parks and recreation	3,219,650	6.4719%
Debt service:		
Principal	830,000	1.6684%
Interest and other charges	918,200	1.8457%
TOTAL EXPENDITURES	49,748,507	100.0000%
Excess (deficiency) of revenues over expenditures	(1,219,627)	

BROKEN ARROW MUNICIPAL AUTHORITY (BAMA)		PERCENTAGE OF TOTAL
Operating revenues:		
Water charges	16,105,552	44.7337%
Sewer charges	8,856,815	24.6001%
Sanitation (trash) charges	5,998,650	16.6614%
Stormwater fees	3,720,772	10.3346%
Fees and fines	776,128	2.1557%
Miscellaneous	545,296	1.5145%
TOTAL OPERATING REVENUES	36,003,213	100.0000%
Operating expenses:		
General government	1,143,869	3.1140%
Finance and administration	926,305	2.5217%
Engineering and construction	1,858,753	5.0602%
Water distribution	11,596,510	31.5699%
Sanitary sewer system	4,940,728	13.4504%
Sanitation (trash) services	4,756,924	12.9501%
Support services	2,663,587	7.2512%
Stormwater	2,390,218	6.5070%
Depreciation	6,455,960	17.5755%
TOTAL OPERATING EXPENSES	36,732,854	100.0000%
Operating income (loss)	(729,641)	

FISCAL SUSTAINABILITY

LONG TERM DEBT

BATTLE CREEK GOLF COURSE

Operating revenues:	
Golf	1,500,579
Other Income	61,309
TOTAL REVENUES	1,561,888
Operating expenses:	
Golf	1,452,220
Amortization	141,829
DEPRECIATION	1,594,049
Operating income (loss)	(32,161)

GOVERNMENTAL DEBT

Payable from Property Tax	
General Obligation Bonds	93,765,000
Judgments	1,348,990
TOTAL PAYABLE FROM PROPERTY TAX	95,113,990
Payable from Dedicated Sales Tax	
2008 Revenue Note	380,000
Payable from General Fund Revenues	
2004 Construction and Term Loan	14,643,037
TOTAL GOVERNMENTAL DEBT	205,251,017

BUSINESS TYPE DEBT (BAMA)

Payable from Utility Revenues & Dedicated Sales Tax	
Notes Payable	81,158,008

ECONOMIC GROWTH



The City of Broken Arrow will seek to develop a sustainable, diverse, **high quality destination community**, and will foster local job growth through the strategic pursuit of high paying industries consistent with its economic development goals.

Business investments and sustainability will be fostered through streamlined development processes and procedures.

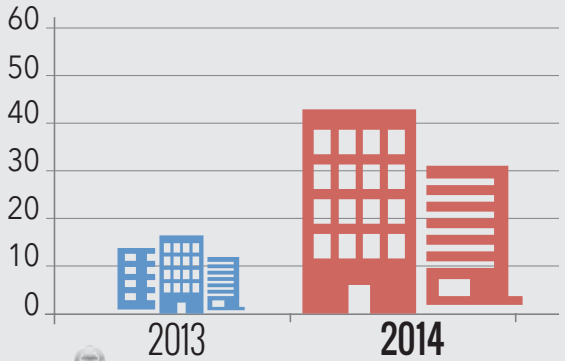
The City will continue to provide an environment that encourages growth.

ECONOMIC GROWTH

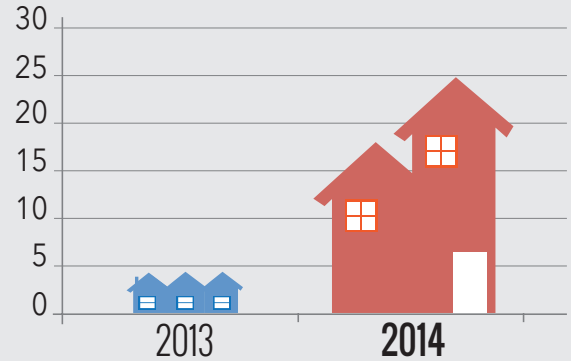
DEVELOPMENT SNAPSHOT

NEW CONSTRUCTION IS TRENDING UP

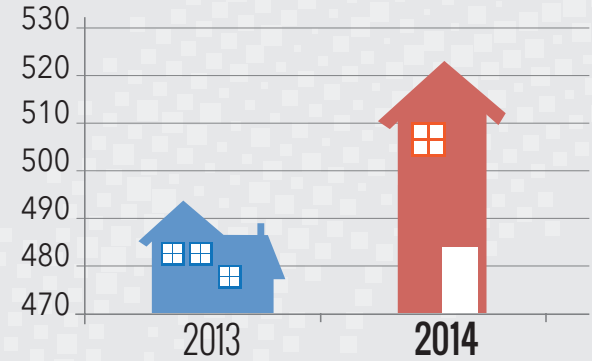
NEW COMMERCIAL



NEW MULTI-FAMILY



NEW RESIDENTIAL



Number of permits issued per fiscal year



WARREN THEATRE
1700 W. Aspen Creek Drive



SPROUTS FARMERS MARKET
851 E. Hillside Drive



WALMART NEIGHBORHOOD MARKET
4851 W. Houston Street

ECONOMIC GROWTH

THE ROSE DISTRICT

New sales tax revenue has doubled in two years.

Downtown Broken Arrow's **arts and entertainment district** officially became the Rose District in October 2012, when City Councilors approved the name for the downtown corridor. However, the vision for a revitalized city core began long before the first roses were ever planted.

A movement toward a revitalized downtown materialized as more and more residents desired a return of downtown as the "heart of the city". Discussions began to take place, then formal meetings, and a plan took shape. In 2005, the City Council adopted a comprehensive Downtown Master Plan, which included input from residents, business owners and community leaders, to provide a framework for the downtown core. In 2011, a group of City and community leaders, led by the Broken Arrow Chamber of Commerce, took a best practices trip to develop a vision for the district. This collaborative effort produced a vision that is integral to the creation of the Rose District as it stands today.

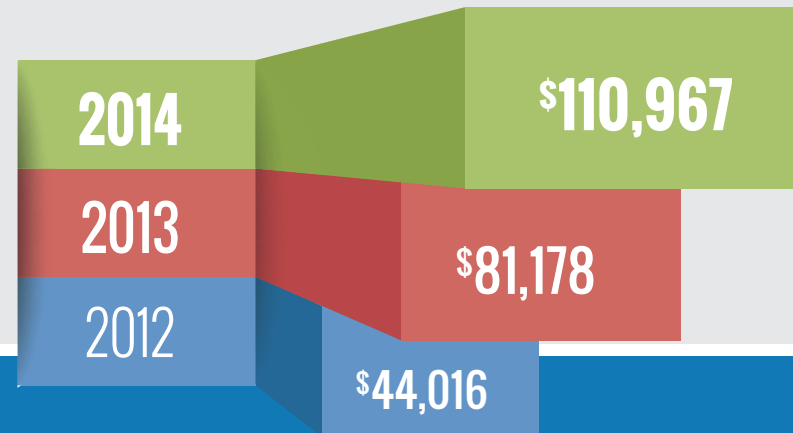
So far, \$5.9 million in public funding has been spent on economic incentives and infrastructure improvements: new roads, new sidewalks, new parking and a re-charged downtown ambiance created by decorative street lamps and a rose-filled landscape.

Business owners are also investing in the downtown vision. Occupancy is at an all-time high. Plus, developers are building new spaces and renovating existing ones.

The community's effort to revive downtown is doing more than just okay. It's proving to be a phenomenal success.



SALES TAX
Downtown
TIF District



ECONOMIC GROWTH

AWARD WINNING DOWNTOWN

AWARDS & RECOGNITIONS

- ▶ **Excellence in Economic Development Gold Award for Public/Private Partnership**, International Economic Development Council
- ▶ **Boomtown Awards - The Creative Catalysts**, Tulsa's Young Professionals. For promoting arts and culture through innovation, economic impact, and social awareness.

“Creating a thriving, vibrant downtown is critical to a city’s economic well-being. I’m thrilled to see these results.”

Councilor Jill Norman



Handcrafted sweets from Nouveau Atelier de Chocolat



The Rose District offers a wide variety of unique shopping choices

ECONOMIC GROWTH



The new conference center will be located on Albany Street (61st) across from the Bass Pro Shops off the Broken Arrow Expressway

STONE CREEK HOTEL & CONFERENCE CENTER

The Stoney Creek Hospitality Corporation has contracted with the City to build a **five-story hotel and 35,000 square foot conference center** and lease the land from the City.

The City will purchase the land using \$5,855,000 in General Obligation bonds, which voters approved in the August 2014 special election. This investment of public dollars will not increase property taxes.

Broken Arrow has long needed a large event facility that the entire community can use to host conferences, conventions, expositions and other events. The new hotel and conference center helps fill that void.

It's estimated the new project will attract 5,000 to 10,000 out-of-state visitors each year. Visitors have a tremendously positive impact on Broken Arrow's economy, as they book hotel rooms, eat out and shop in our stores.

PHASE I

- 170 guest rooms
- 35,000 sq foot Conference Center
- Indoor/Outdoor Pool
- Estimated Cost = \$23.5 million

PHASE II

- 40+ additional guest rooms
- New 40,000 sq foot Event Center
- Double parking capacity

CONSTRUCTION TO BEGIN EARLY 2015

CITY ORGANIZATION



The City of Broken Arrow will implement programs and develop projects aimed at providing **exceptional municipal services** that rival comparable, benchmark cities.

Elected officials and city leadership value city employees and will provide compensation, benefits and a working environment sufficient to attract and retain a professional, honest, and dedicated workforce.

The City of Broken Arrow and its employees are committed to providing excellent service at an exceptional value to its citizens.

CITY ORGANIZATION

ROAD MAP TO PROGRESS

Employees can follow a strategic plan and produce adequate results. But when staff takes ownership of that plan, the potential to produce great results dramatically increases. The Mayor, City Council and City leadership recognized the need to make Broken Arrow's strategic plan a document embraced by all levels of leadership in the organization. As a result, senior managers, mid-level managers and first line supervisors came together in the spring of 2014 to form a **Leadership Team** that would develop the Fiscal Year 2014-2016 Strategic Action Plan.

In developing this document, the Leadership Team, for potentially the first time, started to recognize their connectivity with one another. Seeing the complete landscape of projects in this plan and what it will take to get them done provided an opportunity for staff to build cohesion as a "real team". In this process, they discovered they were no longer limited by the barriers of departments, but instead, were able to work across these boundaries to continue to make Broken Arrow a premier community.

The Strategic Action Plan breaks down City operations into five Strategic Focus Areas: Fiscal Sustainability, Economic Growth, City Organization, Quality of Life and Infrastructure. These focus areas provided the framework for listing achievements presented in the spring of 2014 Annual Report.

Strategic Action Plan

Focus Areas

Fiscal Sustainability | Economic Growth
City Organization | Quality of Life | Infrastructure

Guiding Principles

Action Items



RESULTS

The activities included in the Strategic Action Plan are specific, measurable, on a timetable and assigned to a responsible department/division with the City.

View the Strategic Action Plan at www.BrokenArrowOK.gov/strategicplan

QUALITY OF LIFE



The City of Broken Arrow will provide **a healthy and safe community** that continues to attract citizens in various stages of life, foster growth, and enhance the quality of life for all citizens.

The City will implement programs and projects that create a clean, safe, and sustainable environment while providing gathering places and events where the community can come together.

Sustainable relationships with the community will be cultivated through citizen engagement, outstanding customer service, and clear, open communication.

QUALITY OF LIFE

CHISHOLM TRAIL SOUTH PARK

Thanks to voter approval of the 2014 General Obligation Bond proposition, the City will continue moving forward with plans for Chisholm Trail South Park. It's located at 4000 E. New Orleans Street, just east of Northeastern State University and the Creek Turnpike.

When completed, Chisholm Trail South Park will be a **165 acre destination park** that will be large enough to host national events and festivals, school field trips and allow visitors to spend a few hours or a whole day playing on the grounds.

As you can see, the infrastructure is already complete. The City will build amenities as soon as bond money becomes available. Currently, organizations have been using the grounds to hold large gatherings, such as the Broken Arrow Chamber of Commerce's Lassos and Lace event and the SkyDance Kite Festival.

WHAT'S NEXT...

- ▶ Four adult softball fields
- ▶ Miracle field
- ▶ Picnic pavilion
- ▶ Regional playground



Lakeside gazebo



Children's play area

View the master plan at www.BrokenArrowOK.gov/Chisholm

QUALITY OF LIFE

PUBLIC SAFETY COMPLEX

Located at 1101 North 6th Street, the Public Safety Complex centralizes operations for the City of Broken Arrow Police and Fire departments. It's an important capability to have when coordinating emergency activities. The E911 Call Center and Emergency Operations Center are also based here.

Proceeds from the 2011 General Obligation bond funded the \$7.6 million project, which opened in April 2014.

Voters have approved additional bond funds to complete renovations to the former Armed Forces Reserve Center. Phase II includes rehabilitating an existing service building and installing new lighting and fencing.



QUALITY OF LIFE

FIRE / POLICE

The men and women **sworn to protect and serve** the residents of Broken Arrow are highly trained, dedicated professionals who are recognized by their peers as some of the best in the industry.

The Broken Arrow Police Department (BAPD) continuously strives to serve residents by proactively addressing crime, preserving the peace, protecting life and property and by remaining committed to establishing partnerships within the community to focus on concerns and solve problems with fairness and in the best interest of all parties. The Broken Arrow Fire Department (BAFD) protects lives and property from fires, medical emergencies, and all natural and man-made disasters. BAFD's goal is to reduce the rate and severity of emergencies through continuous training, public education, fire prevention and disaster management services. It is the largest fire department in the State of Oklahoma that provides advanced life support transport service to residents and enjoys an ISO rating of 2.

POLICE

- ▶ 130 police officers
- ▶ 57 civilian personnel
- ▶ Jail, 911 operations
- ▶ Animal Control

FIRE

- ▶ 152 firefighters
- ▶ 4 civilian personnel
- ▶ 6 fire stations
- ▶ Emergency Medical Services



Meeting officers during Night Out Against Crime



*Police Chief David Boggs,
Fire Investigator Frank Charon*



Fire Prevention Specialist Beverly McCutchan

QUALITY OF LIFE

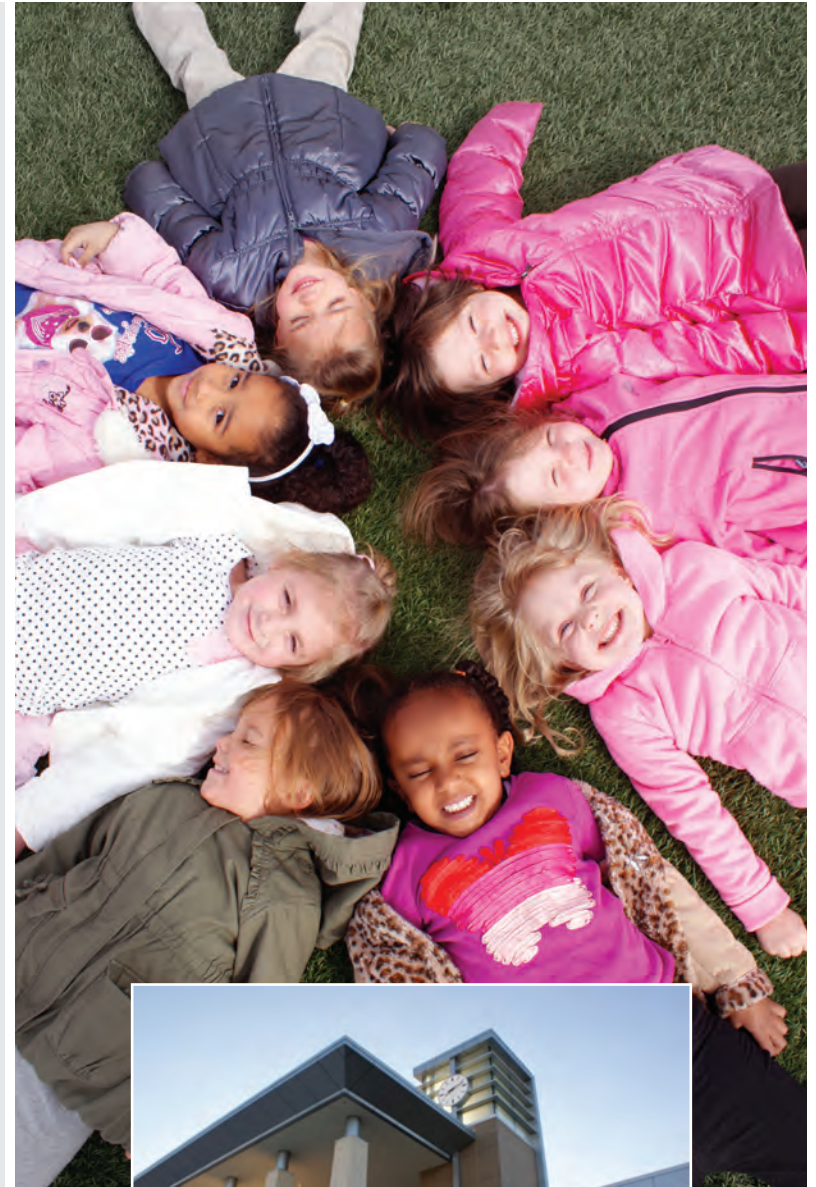
BROKEN ARROW PUBLIC SCHOOLS

A strong public school system is essential to a thriving community. Conversely, public safety and sound infrastructure enable schools to provide enriching learning environments for their students. Broken Arrow Public Schools (BAPS) and the City of Broken Arrow are proud of the collaborative relationship that exists to ensure the success of both entities.

With an enrollment of more than 18,000 students, BAPS continues to be a leader in public education in our state.

2014 HIGHLIGHTS

- ▶ BAPS opens Aspen Creek, Creekwood, Park Lane and Arrow Springs Early Childhood Centers, allowing the district to offer full day Pre-K to all age-eligible children in the district.
- ▶ STEM (Science, Technology, Engineering, Math) program expands to middle schools. All sixth grade students learn STEM concepts through Gateway to Technology, with the opportunity to take elective courses in the seventh and eighth grades. Students who complete the necessary prerequisites in middle school can continue STEM learning at the high school through Project Lead the Way, which now includes biomedicine.
- ▶ 2009 bond issue enables district to remove the last of 117 prefabricated structures, allowing all students to begin the 2014-15 school year in brick and mortar classrooms for the first time in over 30 years. In addition to numerous site renovations, the district opens two new elementary schools, a new middle school and adds a 93,000 square foot addition to the high school.



*The newly renovated and expanded
Broken Arrow High School*

Photos courtesy of Adam J. Foreman, BAPS

QUALITY OF LIFE

UNION PUBLIC SCHOOLS

Union Public Schools, whose 18 sites are located in portions of southeast Tulsa and northwest Broken Arrow, **grew to 15,526 students** during 2013-2014. It was the first school year for veteran Union administrator Dr. Kirt Hartzler to serve as district superintendent.

Just as the student population grew, so did the number of business, higher education, foundation, and community partnerships investing in the district's key areas of emphasis - Early Childhood Education, Community Schools, STEM (Science, Technology, Engineering, Math) Curriculum, and College/Career Readiness. The district slogan, "Together We Make a Difference," was underscored in 2013-2014 as student engagement blossomed, new facilities opened, and great strides were made toward accomplishing Union's mission - To Graduate 100 Percent of Our Students, 100 Percent College and/or Career Ready.

2014 HIGHLIGHTS

- ▶ College classes offered at Union Collegiate Academy for only \$12.75 through the EXCELerate partnership with Tulsa Community College, brings to 6,624 the total hours of college credit students were earning; an estimated savings to Union families of more than \$3,000,000 since 2010.
- ▶ Union completes a two-story, 5,102 square-foot tennis center that includes eight courts, spectator viewing area, locker rooms and concessions on the Union 9th Grade Center.
- ▶ Darnaby Elementary becomes the first in Oklahoma and one of only 22 elementary schools in the nation to provide Project Lead the Way STEM (Science, Technology, Engineering, Math) curriculum in all of its classes, making Union the first district in the country to incorporate STEM kindergarten through high school.



Among the 3,300 Union High students in the 2012, 2013, and 2014 classes, all but 11 met the high-stakes testing requirements for graduation



STEM curriculum at Darnaby Elementary

INFRASTRUCTURE



The City of Broken Arrow will identify and implement programs and projects for maintaining our existing infrastructure.

The City will strategically **plan for future infrastructure** needs that support the community's quality of life and economic development goals.

Future and existing infrastructure needs will consider short and long term goals and sustainability.

VERDIGRIS RIVER WATER TREATMENT PLANT

Presedimentation Basin



The Verdigris River Water Treatment Plant began treating water on April 10, 2014.

The new plant utilizes a **state-of-the-art membrane filtration system**, which filters microorganisms better than conventional treatment methods by forcing water through extremely fine, porous tubes.

The \$58 million plant is the largest membrane water treatment facility in Oklahoma and one of the largest in the United States.

The new plant will provide up to 20 million gallons a day (MGD) of water, with the option to expand to 40 MGD as the City's population grows. With the new plant, the City will have complete control of its water supply; from primary and secondary disinfection to physically acquiring water from the Verdigris River. In addition, the City constructed a 24-inch water line from Tulsa, which has the ability to deliver about five (5) million gallons of water from the Tulsa Metropolitan Utility Authority. This partnership creates a redundant system, which helps ensure a continuous water supply to the community.



Water plant technician, Eli Prock, monitors chemical levels



Water quality technician, Diana Flores, collects water samples

INFRASTRUCTURE

ROAD IMPROVEMENTS

With a roadway network valued at \$1 billion, keeping this asset in good condition requires regular investment. Thanks to voter approval of General Obligation bond issues, the City continues to make monumental strides to improve its streets and traffic distribution system.

- ▶ 9th Street widened to five lanes from Albany Street to the Broken Arrow Expressway
- ▶ Hillside Drive completed; strategically runs parallel to the Broken Arrow Expressway and connects Albany Street to 23rd Street
- ▶ Aspen Avenue from Florence Street to Tucson Street widened to five lanes
- ▶ Tucson Street from Elm Place to Aspen Avenue widened to five lanes

What is the Streets Preservation Program?

Launched in spring 2014, the Streets Preservation Program provides a comprehensive method of cataloging needed repairs for all streets in Broken Arrow.

Each street is given a cost assessment in the Street Index. Knowing the exact condition of each road allows the City to prioritize repairs.

COMPLETED

- ▶ South Brook Additions III and IV
- ▶ Oak Crest Addition
- ▶ Graham Franklin Industrial Park
- ▶ Various major street repairs



Aspen Avenue looking toward Tucson Street

Keeping Up with Growth



9th Street near Hillside Drive

View the Streets Preservation Report at www.BrokenArrowOK.gov/streetspreservation

SERVICES DIRECTORY

DEPARTMENT/DIVISION	DESCRIPTION	PHONE	ONLINE
Action Center	Report problems & concerns - water main breaks, stormwater, sewer problems, flooding, mosquitoes, potholes, street lights, tall grass, dilapidated buildings, etc.	918-258-3587	
Animal Control 4100 North 41st Street	Report stray animals Adopt a pet	918-259-8311	www.BAAnimalshelter.com
Convention & Visitors Bureau	Trade shows, conferences, events	918-259-6512	www.VisitBrokenArrowOK.com
Employment	Apply for a job	918-259-2400 ext. 5397	www.BrokenArrowOK.gov/jobs
One Stop Center 220 South 1st Street	Apply for permits Develop property Get a business license & more Register or update Homeowners Association info	918-259-2411	www.BrokenArrowOK.gov/HOA
Public Information Office	City government and communication methods Contact your City Councilor	918-259-8397	
Public Safety Complex 1101 North 6th Street			
Emergency		911	
Fire - non emergency	Fire prevention & education Ambulance billing	918-259-8360	
Police - non emergency	Submit a crime report Records request Alert neighbor program	918-259-8400 918-451-8200 ext. 8502 918-451-8213	
Justice Center 2304 South 1st Place	Pay fines, tickets Appear in court Visit an inmate Retrieve found property	918-451-8558 918-451-8352 918-451-8844	www.BrokenArrowOK.gov/paymybill
Jail			
Property Room			
Parks & Recreation	Reserve a meeting room, park shelter Swimming pool hours Recreation programs	918-259-7007	www.BrokenArrowOK.gov/reservations www.BrokenArrowOK.gov/aquatics
Engineering & Construction	Floodplain information	918-259-8373 ext. 5241	www.BrokenArrowOK.gov/floodplain
Trash/Sanitation	Redeem trash bag vouchers	918-259-8373	
Utilities Customer Service 116 East Dallas Street	Set up utilities - water, trash, sewer Pay a bill, ask questions about a bill After hours emergency	918-259-8409 918-259-8400	www.BrokenArrowOK.gov/utilities www.BrokenArrowOK.gov/paymybill



Follow us on   @CityofBA

220 S. FIRST STREET | BROKEN ARROW, OKLAHOMA 74012 | www.brokenarrowok.gov