

# 2015



**ANNUAL REPORT**

VISION RENEWED



CITY OF  
**BROKEN ARROW**  
*Where opportunity lives*



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# ABOUT BROKEN ARROW

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 107,000 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.





## FROM THE MAYOR

Let me begin by saying,

*Thank You!*

Broken Arrow residents overwhelmingly approved renewal of the VISION 2025 SALES TAX in 2015, passing both the public safety and streets propositions by more than 75 percent! As a result, the Police and Fire departments will be able to add 20 additional sworn personnel over the next five years. The Streets department will begin implementing their five-year Streets Maintenance Plan by seeking bids for the additional road work to be completed. This means our community will continue to be one of the safest places to live in the nation, with smooth roads to drive on as we commute from our homes.

You may already know that we are experiencing a time of unprecedented growth. In the past 30 years, Broken Arrow has doubled in population; and in the 15 years that I have served on the City Council, we have added more than 30,000 citizens. We are not only the second fastest growing community in the State of Oklahoma, but also the fourth largest city, with more than 107,000 citizens.

Keeping up with that growth requires a sustainable source of revenue, so we can continue providing the high level of services that many of us have become accustomed to receiving in Broken Arrow. This is where efforts from the Fiscal Sustainability Committee have become instrumental. In April 2015, the Committee submitted 17 recommendations for improving the financial condition of the City of Broken Arrow. We quickly took steps to implement key recommendations, one of which was renewing the Vision 2025 sales tax. Additionally, Council approved an emergency medical services subscription program called LifeRide, which provides valuable cost savings on emergency ambulance transports.

Another important step the Council and I took was in hiring a new City Manager. Michael Spurgeon hit the ground running when he began working with us in September 2015. His passion and enthusiasm for the City is contagious, and we're confident that with his leadership, we will grow Broken Arrow's economy in a way that will provide a financially sustainable future for the City. Great things are happening now, and I look forward to sharing news about all the developments happening in the year ahead.

**Mayor Craig Thurmond**

City of Broken Arrow

# CITY COUNCIL



Vice Mayor Richard Carter  
WARD 1



MAYOR CRAIG THURMOND  
WARD 2



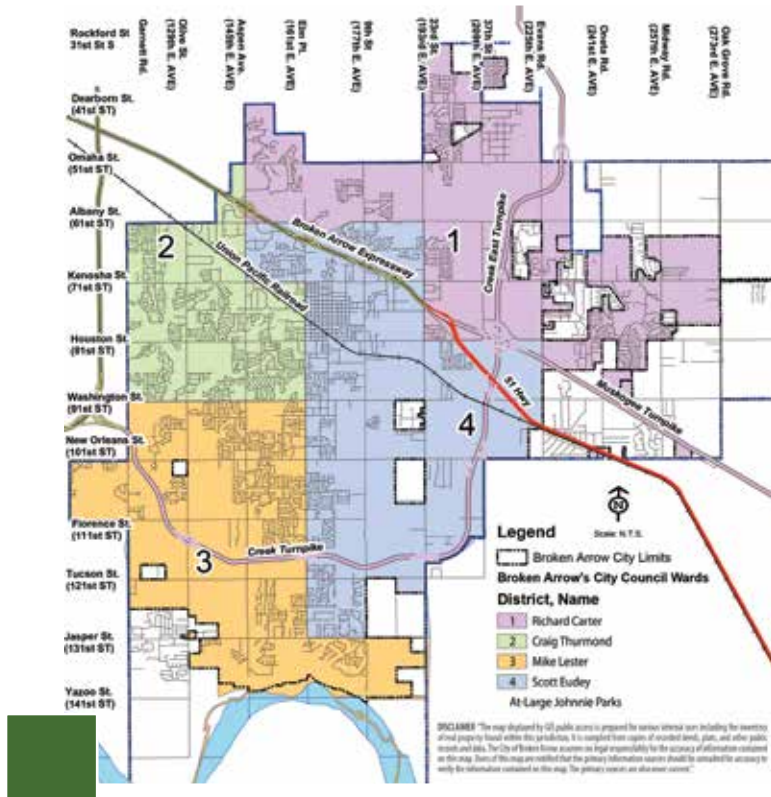
Councilor Mike Lester  
WARD 3



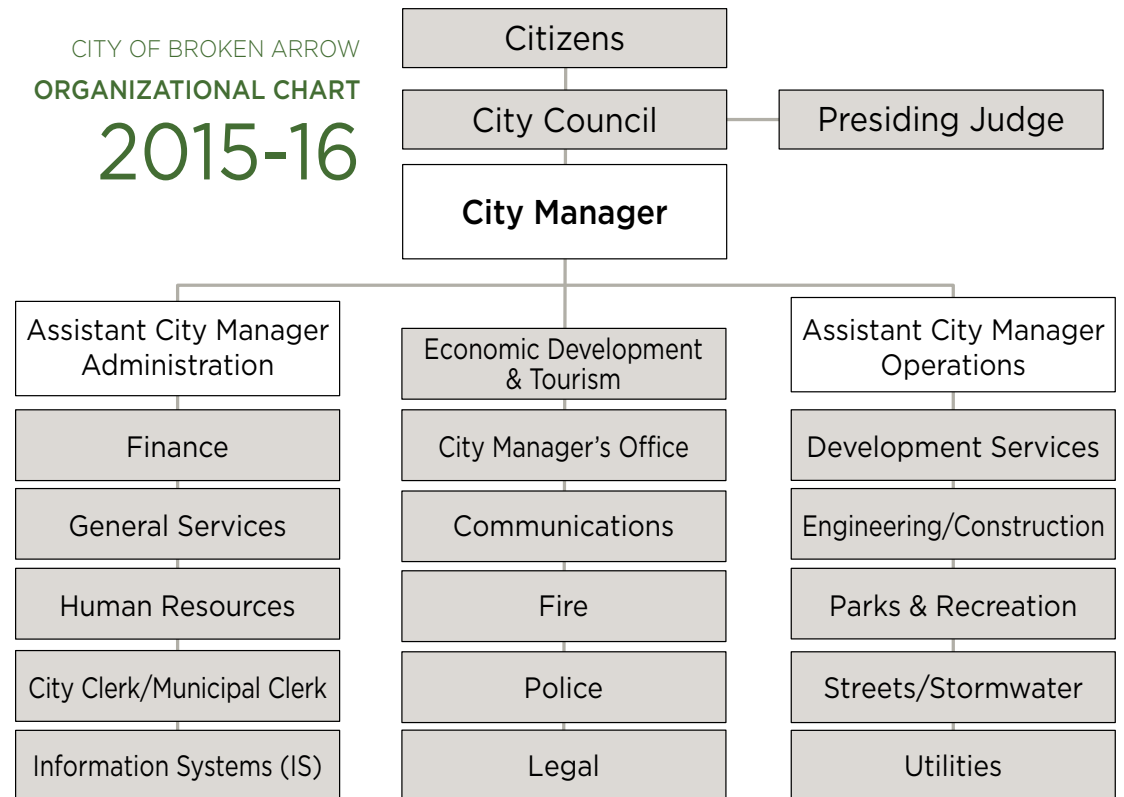
Councilor Scott Eudey  
WARD 4



Councilor Johnnie Parks  
AT LARGE



## CITY OF BROKEN ARROW ORGANIZATIONAL CHART 2015-16





# FISCAL SUSTAINABILITY - OVERVIEW

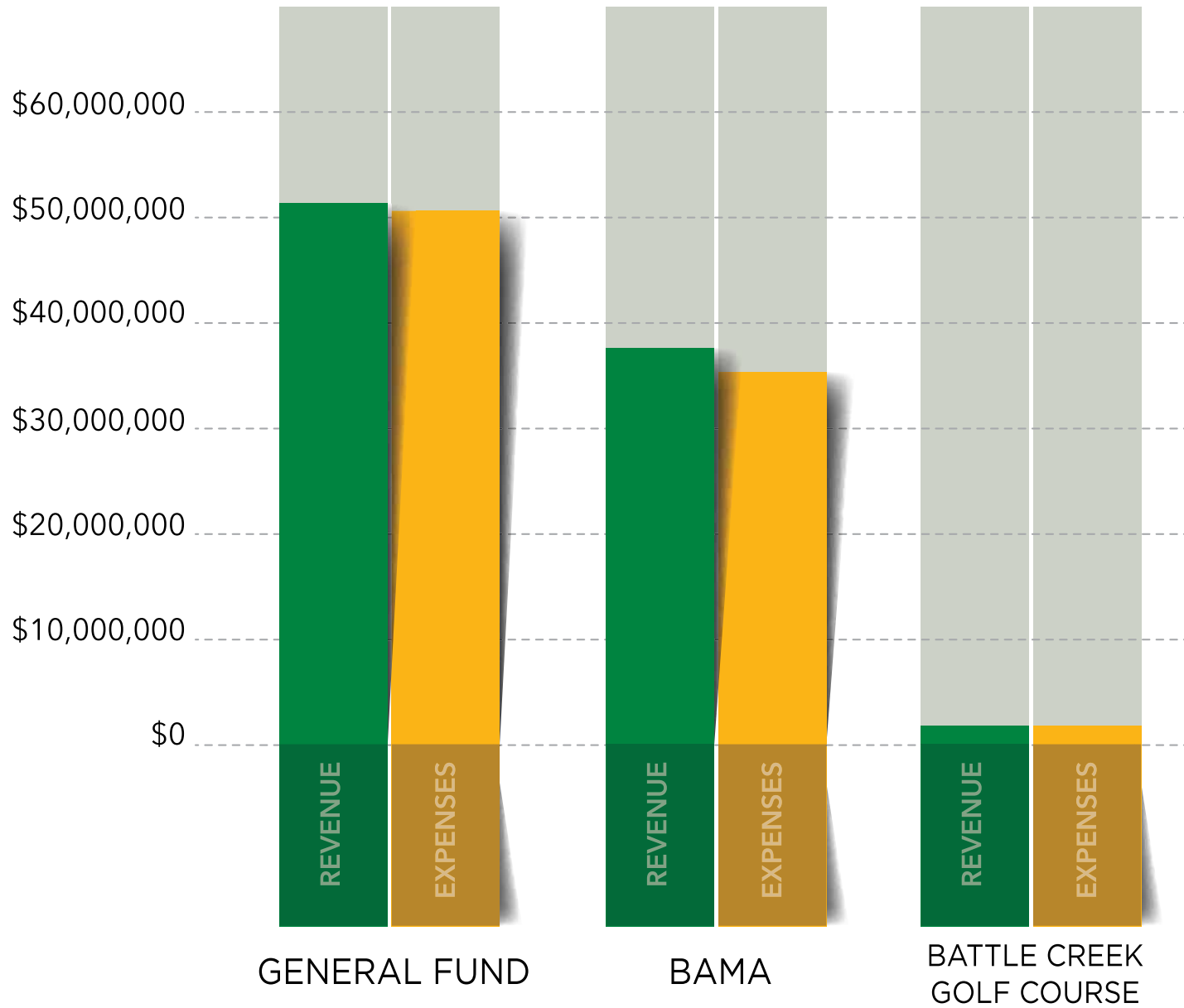
The City of Broken Arrow, like all **municipalities in Oklahoma**, relies primarily on sales tax revenue to fund operations. Oklahoma is the only state in the country where municipalities are almost entirely dependent on sales tax for general fund operations. Sales tax makes up the largest percentage of revenue in Broken Arrow's General Fund, which runs governmental activities like police, fire and EMS, 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.

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.

# OVERVIEW - FISCAL SUSTAINABILITY





# FISCAL SUSTAINABILITY - FINANCIAL SUMMARY FISCAL YEAR 2015

## GENERAL FUND

		PERCENTAGE OF TOTAL
<b>Revenues:</b>		
Sales and use taxes	35,029,814	67.7059%
Franchise and miscellaneous taxes	4,416,700	8.5366%
Licenses and permits	1,190,916	2.3018%
Intergovernmental	631,591	1.2207%
Charges for services	7,339,581	14.1860%
Fees and fines	1,928,658	3.7277%
Rental income	1,086,128	2.0993%
Interest income	18,348	0.0355%
Miscellaneous	96,427	0.1864%
<b>TOTAL REVENUES</b>	<b>51,738,163</b>	<b>100.0000%</b>
<b>Expenditures:</b>		
General government	8,512,470	16.8081%
Public safety	35,038,368	69.1843%
Public services	2,996,074	5.9158%
Parks and recreation	3,216,943	6.3520%
Debt service:		
Principal	440,000	0.8688%
Interest and other charges	441,109	0.8710%
<b>TOTAL EXPENDITURES</b>	<b>50,644,964</b>	<b>100.0000%</b>
Excess (deficiency) of revenues over expenditures	1,093,199	

## BROKEN ARROW MUNICIPAL AUTHORITY (BAMA)

		PERCENTAGE OF TOTAL
<b>Operating revenues:</b>		
Water charges	\$ 16,687,587	43.7059%
Sewer charges	9,974,088	26.1228%
Sanitation charges	6,174,942	16.1726%
Stormwater fees	4,057,514	10.6269%
Fees and fines	827,079	2.1662%
Miscellaneous	460,343	1.2056%
<b>TOTAL OPERATING REVENUES</b>	<b>38,181,553</b>	<b>100.0000%</b>
<b>Operating expenses:</b>		
General government	1,303,771	3.7661%
Finance and administration	942,528	2.7226%
Engineering and construction	1,933,637	5.5855%
Water distribution	8,320,578	24.0350%
Sanitary sewer system	4,630,583	13.3760%
Sanitation services	4,912,482	14.1903%
Support services	2,728,547	7.8817%
Stormwater	2,995,260	8.6522%
Depreciation	6,851,176	19.7906%
<b>TOTAL OPERATING EXPENSES</b>	<b>34,618,562</b>	<b>100.0000%</b>
Operating income (loss)	3,562,991	



# FINANCIAL SUMMARY FISCAL YEAR 2015 - FISCAL SUSTAINABILITY

## BATTLE CREEK GOLF COURSE

### Operating revenues:

Golf	1,473,574
<u>Other Income</u>	<u>4,706</u>
<b>TOTAL REVENUES</b>	<b>1,478,280</b>

### Operating expenses:

Golf	1,456,118
<u>Depreciation</u>	<u>184,471</u>
<b>TOTAL OPERATING EXPENSES</b>	<b>1,640,589</b>
Operating income (loss)	(162,309)

## GOVERNMENTAL DEBT

### Payable from Property Tax

General Obligation Bonds	93,765,000
<u>Judgments</u>	<u>1,348,990</u>
<b>TOTAL PAYABLE FROM PROPERTY TAX</b>	<b>95,113,990</b>

### Payable from Dedicated Sales Tax

2008 Revenue Note	380,000
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### Payable from General Fund Revenues

<u>2004 Construction and Term Loan</u>	<u>14,643,037</u>
<b>TOTAL GOVERNMENTAL DEBT</b>	<b>205,251,017</b>

## BUSINESS TYPE DEBT (BAMA)

### Payable from Utility Revenues & Dedicated Sales Tax

Notes Payable	81,158,008
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The City Council in 2014 formed a **citizen-led Fiscal Sustainability Committee**, in an effort to improve the financial condition of the City of Broken Arrow. This group of residents, business owners and civic leaders worked together over the next several months to investigate, identify and recommend new and increased sources of revenue, as well as cost savings measures to improve the condition of the General Fund.

For a number of years, the City relied on fund balances to cover budgeted expenses in the General Fund, which supports services such as police, fire and emergency medical services, jail, municipal court, parks, recreation, streets, cemetery, building inspections and permitting. These revenue challenges negatively affected staffing levels, maintenance and operational budgets for departments and compromised the City Council's emergency reserve fund balance policies.

The Committee made 17 recommendations in its final report, which was submitted to the City Council on April 21, 2015. Some of the recommendations include:

- Identify opportunities for sustainable programs in City construction projects, buildings and general operations and encourage conservation of energy and overall cost reduction.

- Perform a financial management evaluation.
- Implement an emergency medical services subscription fee at the rate of not less than \$5.00 per month for residents and a reasonable monthly fee for non-residents.
- Submit to the voters a sales tax increase in the amount of 6/10 of one (1) penny at the sunset of the Tulsa County Vision Tax, for the purposes of public safety, economic development, and capital projects.
- Increase the Oklahoma Natural Gas (ONG) franchise fee to 4%.

Thanks to the Committee's insight, the City Council acted quickly on several recommendations. Council has already increased the ONG franchise fee, submitted a ballot initiative to increase the local sales tax by 5.5/10 of one penny when the Tulsa County Vision tax of 6/10 of one penny expires (which voters approved by a wide margin in November), and implemented LifeRide, an emergency medical services program that provides valuable cost savings on emergency medical response and transportation in Broken Arrow. These efforts are already paying off, as staff was able to present a balanced Fiscal Year 2016 budget!

A copy of the Committee's report can be downloaded at [www.BrokenArrowOK.gov/fiscalcommittee](http://www.BrokenArrowOK.gov/fiscalcommittee).

# VISION 2025 RENEWED - FISCAL SUSTAINABILITY

On November 10, 2015, City of Broken Arrow voters overwhelmingly approved renewal of the expiring Vision 2025 sales tax to hire more police officers, firefighters and fix Broken Arrow roads. The revenue generated from the renewed Vision 2025 sales tax will remain in Broken Arrow to benefit Broken Arrow residents. The City will hire 20 new police officers and 20 new firefighters, purchase public safety equipment and improve streets and sidewalks. The annual estimated revenue is \$7.2 million.

**PROPOSITION 1:** Establish a sales tax of three tenths of one penny (\$0.003) to hire additional police officers and firefighter/paramedics; as well as fund the acquisition and replacement of public safety vehicles, equipment, technology and apparatus.


**PROPOSITION 2:** Establish a sales tax of twenty-five hundredths of one penny (\$0.0025) for the purposes of improving, constructing, and maintaining city streets, sidewalks, and related stormwater appurtenances, including the installation of traffic control devices and signalization.

## WHAT'S NEXT?

The Vision 2025 sales tax is set to expire at the end of 2016. At that time, the Tulsa County sales tax rate will decrease by 6/10 of one penny. On January 1, 2017, the City of Broken Arrow will begin assessing a 5.5/10 of one penny sales tax to fund public safety and street improvements. Tulsa County businesses will not see a tax increase, as the incoming tax will simply replace the expiring Tulsa County tax; however, the Wagoner County portion of Broken Arrow will see a slight tax increase of 55 hundredths of a penny (\$0.0055).

The Police Department will add 20 new officers over the next five years, and the Fire Department will also add 20 new firefighters. The Streets Department will begin implementing their five-year Streets Maintenance Plan by seeking bids for the additional road work to be completed. Updates will be provided in an annual report so that citizens may track how the new revenue is being spent

*To view FAQs, visit [www.BrokenArrowOK.gov/visionalive](http://www.BrokenArrowOK.gov/visionalive).*



*City leaders address the media November 9, 2015, a day before the Vision 2025 renewal election.*



# ECONOMIC GROWTH - THE ROSE DISTRICT - A GREAT STREET

The Oklahoma Chapter of the American Planning Association has given its **2015 Great Street Award** to the Rose District, located on Main Street in downtown Broken Arrow. Jurors from Oklahoma and Arkansas selected the Rose District because of its unique identity, cultural interest, community involvement, and a sustainable vision for tomorrow.

Business owners have embraced the vision of a vibrant downtown for Broken Arrow, by investing millions of dollars in rehabilitating and constructing buildings. More construction activity has occurred in downtown during the last five years than in the previous 50 years.

Some attributes of a great street for which the Rose District is being recognized include:

- Balances the competing needs of the street — driving, transit, walking, cycling, servicing, parking, drop-offs, etc.
- Is lined with a variety of interesting activities and uses that create a varied streetscape.

- Has urban design or architectural features that are exemplary in design.
- Encourages human contact and social activities.
- Promotes sustainability through minimizing runoff, reusing water, ensuring groundwater quality, minimizing heat islands, and responding to climatic demands.
- Is well maintained, and capable of being maintained without excessive costs.
- Has a memorable character.

The Rose District is anchored by public facilities such as the Broken Arrow Performing Arts Center, the Rose District Farmer's Market, the Museum Broken Arrow, and the Military History Museum.

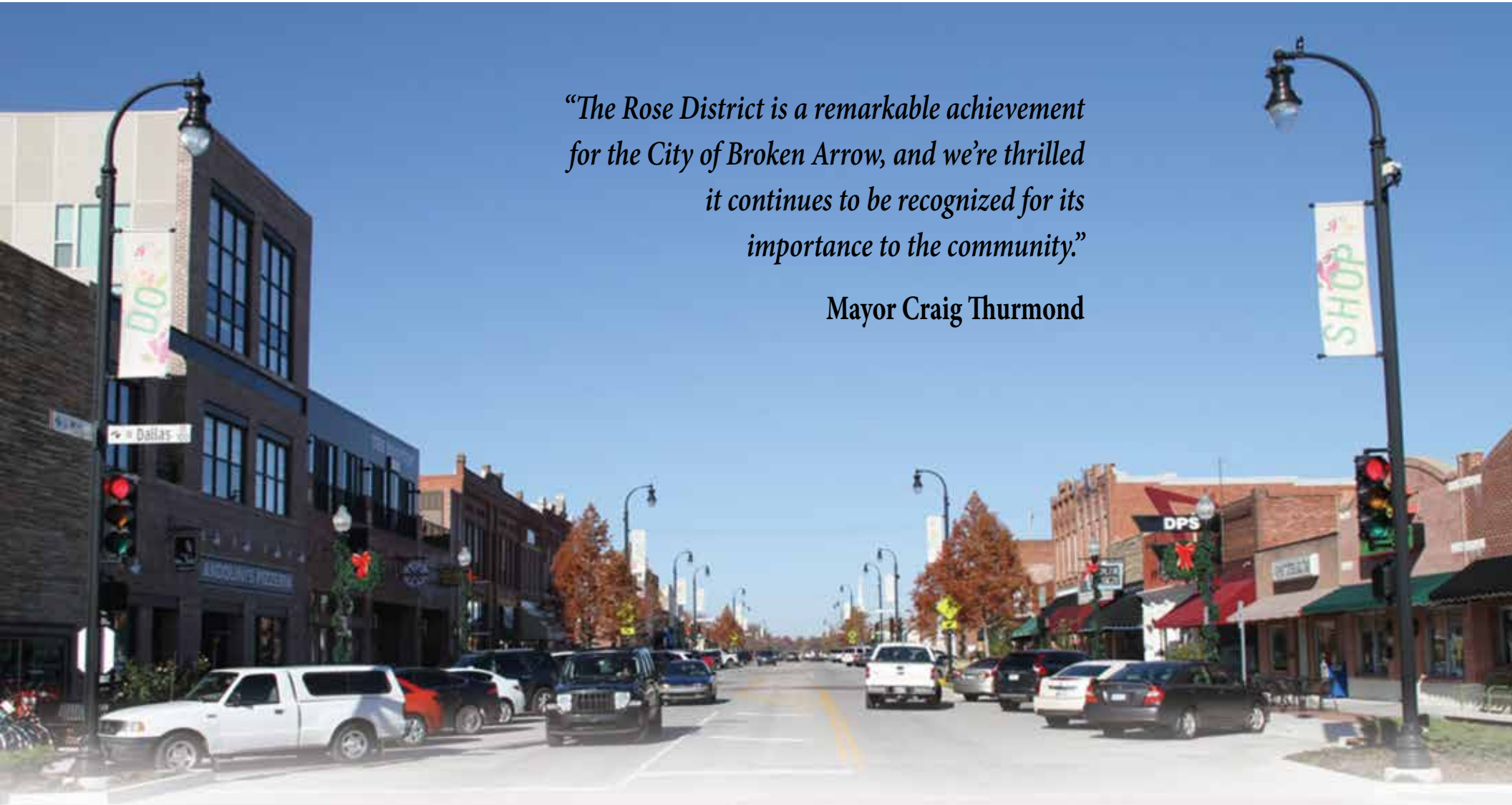


THE ROSE DISTRICT

# A GREAT STREET - THE ROSE DISTRICT

*“The Rose District is a remarkable achievement for the City of Broken Arrow, and we’re thrilled it continues to be recognized for its importance to the community.”*

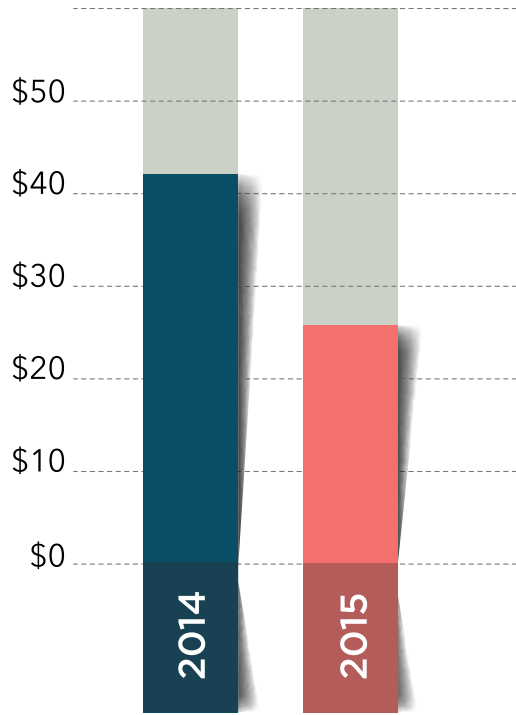
**Mayor Craig Thurmond**



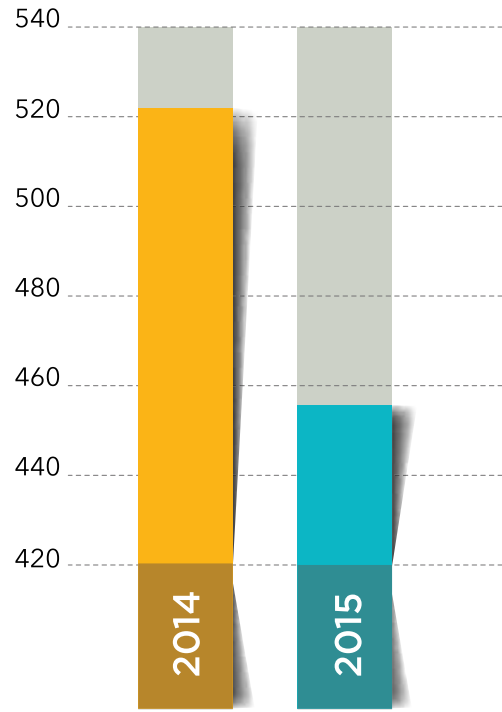
*Shopping , dining and entertainment choices abound in the historic Rose District.  
For a complete list of businesses, visit [www.RoseDistrict.com](http://www.RoseDistrict.com).*



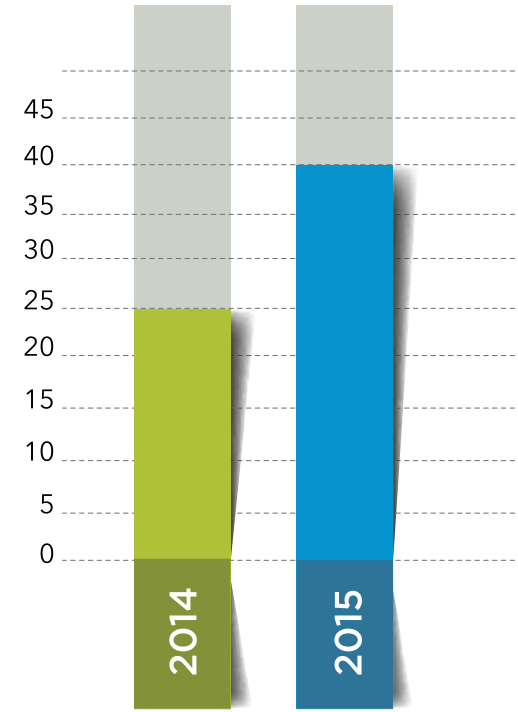
# ECONOMIC GROWTH - DEVELOPMENT SNAPSHOT



New Commercial



New Residential



New Multi-Family

NUMBER OF PERMITS ISSUED PER FISCAL YEAR

# NOW OPEN\* - ECONOMIC GROWTH

**Andolini's Pizzeria**  
222 S. Main Street

**Warren Theatre**  
1700 W. Aspen Crk Dr

**Chick-fil-A**  
850 E. Kenosha St

**Fleet Feet Sports**  
303 S. Main Street

**Slim Chickens**  
1100 E. Hillside Dr

**Primitive**  
311 S. Main Street



*\*Not intended to be an exhaustive list of all new businesses in Broken Arrow.*



# CITY ORGANIZATION - NEW CITY MANAGER HIRED

The City Council unanimously **voted to hire** Michael Spurgeon as Broken Arrow's next City Manager. Spurgeon began working with the City on September 21.

During his first 90 days on the job, Spurgeon focused on meeting with employees and gaining a complete understanding of how the City of Broken Arrow provides services to its citizens. As a result of those meetings, Spurgeon restructured the organization to make service delivery more efficient and productive. The City Manager's priority now is to broaden the retail base in Broken Arrow and get residents committed to shopping within their community.

Spurgeon is no stranger to the area. He grew up in Tulsa, where his father was a Captain of the Tulsa Fire Department, and his mother worked for the Tulsa Police Department.

His previous roles include Director of Administration for the City of St. Charles, MO; City Manager for the City of Miami, OK; Township Business Administrator for Pemberton Township, NJ; and, Township Manager for Eastampton, NJ. He holds a Master of Public Administration degree from Rutgers University and Bachelor's degree in Business Administration from Edison State College.

Prior to working in municipal government, Michael served in the U.S. Army and was an Infantry Officer with the Army Reserves, New Jersey National Guard. While in the Reserves, he earned the rank of U.S. Army Commissioned Officer.

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*Welcome, Michael Spurgeon, to Broken Arrow!*



# NEW CITY MANAGER HIRED - CITY ORGANIZATION



*Water Plant Manager Jimmy Helms explains the water treatment process to City Manager Michael Spurgeon.*

## EXCEPTIONAL SERVICE

The Oklahoma Association of Chiefs of Police (OACP) has re-accredited the Broken Arrow Police Department (BAPD). Re-accreditation through the OACP is an external review process by three assessors, who visit the law enforcement agency and review all policy and procedure. The policy review ensures BAPD is meeting the best practices standard for not only the State of Oklahoma, but in most cases, the nation for providing police service. The practice review ensures BAPD is following those policies and delivering the service in a manner consistent with the intent and letter of the agency's guidelines. BAPD is very proud to not only be re-accredited, but some of its officers are assessors who validate other agencies as well. This allows the organization to learn best practices from other departments while helping others.



## COMMANDING PRESENCE

In early 2014, BAPD began the process of moving towards a new look with its fleet. This has been a deliberate transition to find an image that pays tribute to the history of BAPD and allows for a more modern look for its police cars. The agency was involved in the design, and it was worked on for over 12 months by a local graphic design company who donated their time and talent to assist with the project. By 2017, the department's goal is to have the entire fleet transitioned to the new look, so when police cars pull up, there is no doubt that Broken Arrow's finest are on scene.

# POLICE DEPARTMENT - QUALITY OF LIFE



*A new look. The Broken Arrow Police Department is modernizing the appearance of its vehicles.*



## NEW RECRUITS, NEW CHIEF

The Federal Emergency Management Agency (FEMA) awarded the Broken Arrow Fire Department a \$1,090,791 Staffing for Adequate Fire and Emergency Response (SAFER) grant to hire nine (9) new firefighters. The grant will bring the Fire Department closer to its authorized staffing level, so that it can continue to provide superior fire protection and advanced medical care to the citizens of Broken Arrow.

The 2014 SAFER grant will provide 100 percent funding for salaries and benefits of nine (9) entry level firefighters for a period of two years. The current staffing level is 141, with an authorized strength of 153. After the grant expires, the salaries for the firefighters hired under the grant will be covered by funding generated from the renewal of the Vision 2025 sales tax.



A new fire chief is leading this group of new recruits. Jeremy Moore began his duties as Broken Arrow's fire chief in January 2015. An 18-year fire veteran, Moore recently served as District Chief for the Tulsa Fire Department. He started his public safety career as an Emergency Medical

Technician for Skiatook EMS. In 1996, he joined the Tulsa Fire Department as a firefighter, where he worked his way up the ranks becoming Captain, then District Chief. As District Chief, he managed daily operations of fire company personnel along with the Technical Rescue Team. From April 2011 to November 2012, Moore served as the Administrative Fire Chief.

An Executive Fire Officer with the National Fire Academy, Moore earned his Masters of Public Administration from the University of Oklahoma and a Bachelor of Arts degree in Fire Service Management from Western Illinois University. Moore also has the distinction of being only one of four credentialed Chief Fire Officers (CFO) in Oklahoma.

# FIRE DEPARTMENT - QUALITY OF LIFE



The Broken Arrow Fire Department (BAFD) in 2015 implemented a new emergency medical services (EMS) program that provides valuable cost savings on emergency medical response

and transportation in Broken Arrow. The new program, called LifeRide, is administered through a subscription service payable through City of Broken Arrow utility bills.

The program is one of several budget solutions recommended by the Fiscal Sustainability Committee and helps ensure the long term viability of BAFD's EMS Division, as well as ensure the highest level of services for citizens. BAFD manages the largest fire-based EMS in Oklahoma and is responsible for six EMS units that serve more than 107,000 people in a 105 square mile area. Annually, about 77 percent of the Fire Department's calls are EMS related.

LifeRide costs \$5.45 monthly per household for those inside the City limits and \$7.50 per month for those outside the City limits but within the Broken Arrow fence line. The monthly fee will show up as a line item on the utility bill.

The average emergency response and ambulance transport costs \$1,500. Insurance may cover a portion of this charge, but subscribers to LifeRide will pay nothing, after a claim is submitted to the health insurance provider. Residents who opt-out of LifeRide will be responsible for paying any out-of-pocket expenses for ambulance services, after a claim has been submitted.

*For more information or to enroll, visit [www.LifeRideBA.org](http://www.LifeRideBA.org) or call 918-259-6595.*



# INFRASTRUCTURE

On April 21, 2015, the Broken Arrow Municipal Authority (BAMA) approved three resolutions authorizing a **\$25.6 million loan** application to the Oklahoma Water Resources Board. This loan will finance improvements to the Haikey Creek and Lynn Lane Wastewater Treatment Plants, installation of an automated meter reading (AMR) system, and improvements to the City's distribution and collection systems.

The City has an aging utilities infrastructure that has not kept up with growth. This investment into the infrastructure will help minimize service disruptions, ensure the system works as intended, and keep us in compliance with state and federal regulatory standards.

**Haikey Creek Lift Station** - Phase 3 Force Main Replacement

**Haikey Creek Waste Water Treatment Plant**

**Drive-by Automatic Meter Reading System**

**Lynn Lane Waste Water Treatment Plant and Sewer Collection System**

**Supervisory Control and Activation System (SCADA)**

**Oneta Road Sewer Lift Station Rehabilitation**

**Engineering Design Projects at the Lynn Lane Waste Water Treatment Plant**

**Engineering Design and Right of Way Projects for Sewer System Improvements**

**Water System Improvements**

# INFRASTRUCTURE



*Every year, Utilities Department crews repair aging sewer lines throughout Broken Arrow.*

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Reconstruction of Broadway Avenue between Elm Place and Main Street was completed in January 2015. Voters approved funding as part of the 2008 General Obligation Bond election. Broadway Avenue not only provides a smooth drive into the Rose District, it's also a scenic one, thanks to the addition of eight rain gardens. The rain gardens are an attractive part of the landscape, but its primary purpose is stormwater management. The design directs rain water runoff into the gardens and allows the water to infiltrate into the ground and support the plants. Each garden also has an outflow curb opening that allows excess runoff from large rainfall events to flow back into the street and into a series of streams several blocks away.

## **Completed Street Projects**

**Oak Crest**

**Graham Franklin Park**

**Country Aire**

**Vacation Center**

**Stacey Lynn 6**

**Cedar and lola**

**Henshaw Industrial Park**





*The rain gardens on Broadway Avenue enhance the landscape and prevent flooding.*



# FROM THE CITY MANAGER'S DESK

Whether you are a resident, a community volunteer, a City of Broken Arrow employee or a financial institution, reviewing the Annual Report will help you understand more about the current state of our City. As your new City Manager, I am honored to have the opportunity to provide our community with the leadership, cooperation, and vision to move forward. In my short tenure with the City, I have come to learn that we take great pride in the services we deliver! My main goal is to ensure this continues.

The 2015 report provides a snapshot of the diverse operations and governance for Broken Arrow. The City continues to maintain a solid financial foundation with its tradition of conservative budgeting, while providing quality municipal services for residents. Our report highlights a year of hard work and success for an organization that has over 700 employees providing the highest quality service to the community and excellence in all we do. Please allow me the opportunity to thank the leadership and recognize the dedication of the Broken Arrow City Council and the outstanding City employees for making it great to live and work in BA.

As we look back on the last year, we can see the concrete results of the many changes and initiatives that the City has undertaken. Two major successes for us were the completion of a financial sustainability report and the support of voters in November, who approved renewal of the Vision 2025 sales tax initiatives. The sustainability report provides a road map to help the City's budget going forward, and approval of the Vision renewal will provide the additional funding needed for our top priorities: public safety and street maintenance improvements.



Please allow me to specifically mention our budgets. Sales tax revenue provides a substantive portion of the City's revenue base for the General Fund. Based on continued population growth and an aggressive economic development recruitment/retention program, we anticipate a relatively steady revenue stream over the next several years, despite operating in a challenging economic environment. With regards to our utility department, we are currently in the process of reviewing operational expenses and the capital improvement program, so that we can develop a five-year rate model that will enable us to provide quality and efficient services.

While we had a great 2015, we continue to look to the future. The City's leadership team is currently working on many important initiatives. Here are several of the top initiatives for 2016:

- **Implement programs and initiatives that provide more transparency in local government operations and finances.**
- **Implement a "shop local campaign" to increase support of local businesses and sales tax collections.**
- **Develop long-term plans for the City's infrastructure, with an emphasis on water and wastewater treatment.**
- **Expand the City's economic development and tourism programs and prepare for the opening of our new Conference Center in mid-2017.**

It is an honor and a privilege to serve the residents of Broken Arrow each and every day; and I look forward to helping build our future together. Please do not hesitate to contact me should you have questions on the Annual Report.

**City Manager Michael Spurgeon**

City of Broken Arrow

# SERVICES DIRECTORY

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



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