

## Your role in maintaining an adequate water supply during the hot summer months

Water customers in Broken Arrow use an average of about 12 million to 13 million gallons of water per day (MGD); but in the summertime, that figure can more than double to over 27 MGD! The highest monthly water usage in Broken Arrow generally occurs from July-September. Naturally, our water demand increases during the hot summer months, with more frequent watering of lawns and landscaping. This causes major stress to our water supply, and if not properly managed, can lead to a water shortage. In 2016, the City Council adopted a Water Conservation Plan that will help make sure all our citizens will receive water if our supply is low.

The first phase of the water conservation plan



### Broken Arrow's Water Sources

Broken Arrow's main water supply comes from its municipal water treatment plant, which draws raw water from the Verdigris River. The Verdigris River Water Treatment Plant produces approximately 19 MGD. The City also has two supplemental water connections with the City of Tulsa. When needed, these connections can provide Broken Arrow with an additional 4 MGD and 5 MGD, while our plant is at peak production. The total combined water delivery from both our plant and Tulsa is approximately 28 MGD.

is voluntary conservation. During this phase, customers are asked to reduce their water usage. This may include watering lawns and gardens every other day,

restricting watering to the evening and early morning hours, or reducing usage on the weekends. If the situation becomes worse, the City will move into

mandatory conservation. During this phase, we will also limit watering for golf courses and turn off the splash pads in our parks. If the situation continues to worsen, we move into emergency conservation. During this phase, outdoor water use of any sort is prohibited and the City's pools will be closed. Find out more about the City's Water Conservation Program and the conservation phases at [BrokenArrowOK.gov/WaterConservation](http://BrokenArrowOK.gov/WaterConservation).

If a water conservation plan ever needs to be put in place, you will receive an automated call from the City letting you know that water conservation is in place. We will also post information on our website and our social media sites, as well as through local news media.

## Fireworks permits now available

Residents of Broken Arrow who would like to legally discharge fireworks in the City limits may do so by purchasing a fireworks permit for \$22. Permits are available for in-person purchase through July 3 at the One Stop Center in City Hall, 220 S. First St. Permits will not be issued to persons under 18 years of age. For added convenience, fireworks permits can be purchased online. Applicants can access the system by visiting [www.BrokenArrowOK.gov/fireworks](http://www.BrokenArrowOK.gov/fireworks).

Permits are valid during the hours

of 3-11 p.m. on July 3 and July 4 only. Additional rules are listed on the printed permit. It is unlawful to discharge fireworks within City limits without a permit. Certain restrictions apply. Fireworks must be discharged on a noncombustible surface of sufficient size to contain the entire ground portion of the display, not closer than 25 feet to any permanent structure.

For questions regarding the application, call the One Stop Center at 918-259-2411, option 0.

## Holiday Trash Schedule

City offices will be closed on Thursday, July 4, for Independence Day.

There will be no trash service that day. Thursday's trash will be picked up on the next regularly scheduled day.

## View the Proposed Fiscal Year 2020 Budget

Every year, the City of Broken Arrow administration prepares an annual Budget for the City Council to review and adopt. The new fiscal year begins July 1, 2019, and ends June 30, 2020. The proposed Fiscal Year (FY) 2020 Budget and FY 2021 Financial Plan includes planned expenditures of approximately \$307.6 million. The proposed Budget, which includes the General Fund, the Broken Arrow Municipal Authority and 27 other funds, is about 21 percent higher than

last year's budget.

Oklahoma is the last state in the U.S. that relies solely on sales tax to fund General Fund operational expenses. Sales taxes are an unreliable source of revenue and difficult to predict; however, the Finance Department utilizes historical data to estimate future revenue growth. The proposed Budget includes sales and use tax growth at 2 percent. The City estimates that overall revenues for the upcoming

year will increase 6 percent or about \$3.5 million over last year's budgeted amounts. The City anticipates the General Fund Emergency Reserve Fund Balance will meet the required balance.

The City Council is scheduled to adopt the proposed Budget at the second City Council meeting in mid-June. View a copy of the proposed FY 2020 Budget and FY 2021 Financial Plan at [BrokenArrowOK.gov/Finance](http://BrokenArrowOK.gov/Finance).

## August marks LifeRide enrollment option period

The option to make enrollment changes to LifeRide, the City of Broken Arrow's ambulance subscription program, is scheduled to begin on Aug. 1, and ends Aug. 31.



LifeRide as their primary residence will be covered.

LifeRide is a subscription based program that provides patients with valuable cost-savings on emergency medical response and transportation in Broken Arrow and supports the Broken Arrow Fire Department's Emergency Medical Services Division. **This enrollment period only applies to residents wishing to change their enrollment status.**

The average ambulance bill can cost up to \$1,500 or more. Many insurance companies will not cover the entire bill, leaving you responsible for the balance.

LifeRide members with medical insurance receive the benefit of not paying out-of-pocket costs, after a claim is submitted to their medical insurance provider. For members who do not have medical insurance, a 40 percent discount is provided.

All members of the household who claim the address registered with

LifeRide costs only \$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. For most members, the monthly fee will show up as a line item on your utility bill.

If you are interested in enrolling in LifeRide but you do not receive a City of Broken Arrow utility bill, LifeRide is paid on an annual basis. Individuals and families who do not wish to receive the benefits of LifeRide may opt-out by completing a nonparticipation form and submitting it to Utility Customer Service by Aug. 31. Residents may also complete the form at the Utility Customer Service office located at 116 E. Dallas St.

Download enrollment or nonparticipation forms, starting Aug. 1, at [www.liferideBA.org](http://www.liferideBA.org). For additional assistance, call 918-259-6595 or email [liferide@brokenarrowok.gov](mailto:liferide@brokenarrowok.gov).



Each year's Youth City Council experience culminates in a mock City Council meeting mentored by City Councilors and staff members.

## Youth City Council seeks high school applicants

The City of Broken Arrow is now accepting applications for the 2019-2020 Youth City Council program, which will run from September until early May. Youth Council members meet once a month, typically at 5 p.m. on the second Tuesday of the month.

Youth City Council provides a great opportunity for high school students to learn how municipal government works, obtain an understanding of local policymaking and help serve their community. Participants will meet with City Councilors and other City officials, tour public facilities, attend public meetings, and demonstrate what they learned by conducting a mock council meeting at the end of each program year.

To be eligible, new applicants must:

- Reside within the Broken Arrow fence line
- Be a sophomore or junior in high school in the fall
- Maintain at least a 3.0 GPA
- Set a proper example for the youth of Broken Arrow

Historically, the Youth City Council has been a two-year program for students in their junior and senior year. In 2019, the City Council voted to make this a three-year program, making it available for the first time to sophomores in the 2019-2020 school year. Sophomores and juniors may apply this summer. The sophomores will be joining a three-year program, and the juniors will be applying for a two-year program.

Applications for 2019-2020 are due Sept. 3. Details and forms are available at [www.BrokenArrowOK.gov/YouthCityCouncil](http://www.BrokenArrowOK.gov/YouthCityCouncil). For questions, call 918-259-8419.

### Sign up for eBilling

In an effort to be more sustainable, the City of Broken Arrow offers a program to notify utility customers their bill is available for viewing online by email.

The eBilling service increases the City's conservation efforts and saves money. To sign up, log on to your Utilities account at [BrokenArrowOK.gov/PayMyBill](http://BrokenArrowOK.gov/PayMyBill) and select "Manage eBilling" under the "Account Information" tab. In addition to viewing your bills, you can also make a payment utilizing your debit/credit card or bank account.

## COMMUNITY CALENDAR

**Ongoing through July 17 — BA Youth Football Registration** Visit [bayouthfootball.com](http://bayouthfootball.com) for details.

**Ongoing through August — BA Soccer Club Fall Registration** For ages 3-18. Visit [www.bascok.com](http://www.bascok.com) for details.

**Ongoing through October — Rose District Farmers Market** 8 a.m.-noon, Saturdays, Rose District Plaza, 418 S. Main St.

**July 2 — Broken Arrow City Council** 6:30 p.m., City Hall Council Chambers, 220 S. First St.

**July 4 — Independence Day** City offices closed. No trash service.

**July 4 — Patriots in the Park** 10 a.m.-11 p.m., Events Park, 21101 E. 101st St. Visit [patriotsinthepark.com](http://patriotsinthepark.com) for details.

**July 11 — Planning Commission** 5 p.m., City Hall Council Chambers, 220 S. First St.

**July 12-14 — Tokyo In Tulsa** Stoney Creek Conference Center, 200 W. Albany St. Visit [www.tokyointulsa.com](http://www.tokyointulsa.com) for details and tickets.

**July 16 — Broken Arrow City Council** 6:30 p.m., City Hall Council Chambers, 220 S. First St.

**July 20 — Taste of Summer** 10 a.m.-3 p.m., Central Park, 1500

S. Main St. \$5 per person. Visit [tasteofsummerba.com](http://tasteofsummerba.com) for tickets and details.

**July 25 — Planning Commission** 5 p.m., City Hall Council Chambers, 220 S. First St.

**Aug. 6 — Broken Arrow City Council** 6:30 p.m., City Hall Council Chambers, 220 S. First St.

**Aug. 7 — Community Blood Drive** noon-6 p.m., Central Park Community Center, 1500 S. Main St.

**Aug. 8 — Planning Commission** 5 p.m., City Hall Council Chambers, 220 S. First St.

# FOCUS on the Human Resources Department

918-259-2400, EXT. 5397

BROKENARROWOK.GOV/JOBS

BROKENARROWOK.GOV/HR

## About the department



The vision of the City's Human Resources Department is to set the standard by providing the best employee experience in the region. Each employee within the HR department will achieve the guiding principles by influencing, motivating, educating and supporting employees by relaying accurate and relevant information specific to the employee's needs.

Just as in private companies, the HR department is responsible for ensuring job applicants meet the minimum qualifications for employment; maintain the service records of all employees;

administer the classification and pay and employee benefit programs; and negotiate labor agreements with the public safety unions.

The Human Resources Department also organizes unique training opportunities for City employees, including leadership training, such as COBA-U, and specialized job training in partnership with institutions such as Tulsa Technology Center and Tulsa Community College.

The City's HR department is comprised of 10 full-time employees.

## DIRECTOR PROFILE



### Jannette McCormick

Jannette McCormick has worked with the City of Broken Arrow for 22 years

Jannette holds a Bachelor's degree from Oklahoma State University and is working toward her Master's. She is a Certified Employee Benefits Specialist (CEBS), Senior Professional in Human Resources (SPHR), SHRM Senior Certified Professional (SHRM-SCP) and Certified Labor Relations Professional (CLRP).

Jannette has been married for 25 years and has two teenage sons.

## Join our team

Employees of the City of Broken Arrow are servant leaders that strive to carry out the City's vision of providing the best services in our region and making Broken Arrow a community where we are proud to work, play and live. City employees demonstrate daily our core values of excellence, character and leadership.

If you would like to make a difference in your community,

consider applying for one of our employment opportunities listed on the City's website at [BrokenArrowOK.gov/jobs](http://BrokenArrowOK.gov/jobs).

Seasonal, part-time and full-time positions are available. If there is not a position currently listed in your field, complete an interest card and we'll contact you when one becomes available.

Apply today!



## Preparing tomorrow's City leadership

In 2017, the Human Resources department began a new effort to begin preparing key individuals within the organization for future promotion and leadership or supervisory positions.

City of Broken Arrow University, or COBA-U What We Do!, is a year-long, once per month program led by department directors and key departmental staff members. The goal

of COBA-U is to educate participants on how each department connects with one another to fulfill the City's overall mission of leading the City with character, providing excellent customer service and enhancing the quality of life for all residents.

After two successful years of COBA-U, a third class is set to begin soon. The program also expanded this

year with a new class for supervisors, called Next Generation Leader.

This new program focuses on the tenets of Servant Leadership. The goal is to develop emerging leaders in alignment with the City's core values, to reinforce those core values within the entire organization, and to pass along important institutional knowledge, DNA and culture.

# FOCUS on the Information Technology Department

918-259-2400, EXT. 5321

BROKENARROWOK.GOV/IT



## About the department

The City of Broken Arrow's Information Technology Department is a service department to all other departments and divisions within the City.

IT's customers are the City's almost 800 employees. IT staff are responsible for the operation and maintenance of the City's computer systems, telecommunications systems and related electronic equipment.

The department is comprised of 11 full time positions divided into two divisions.

The Network Systems Group supports more than 700 users, including more than 100 mobile police and fire units.

This division processes an average of 350 Help Desk requests each month; provides on-call support for the City's 24-7 staff (mostly Public Safety users); manages the server network of over 50 virtual servers; defends against malware, ransomware and network attacks and backups all servers and data.

The Communication Systems Group supports more than 4,000 users through a regional radio network. This includes not only Police and Fire, but Emergency Management and Public Works as well. The Communications Division also manages facility security systems, including door access control to 23 facilities, more than 180 security cameras, and fire and burglar alarms on City properties.

## DIRECTOR PROFILE



### Stephen Steward

Stephen Steward has been with the City since 1985.

Stephen has a Bachelor's degree in Data Processing and Quantitative Analysis from the University of Arkansas and worked for the City of Fayetteville for two years before coming to Broken Arrow as a programmer within the Finance Department.

Since then, Stephen has held various technology related positions within the organization, and describes his career as "an amazing journey with the City."

He has been married 42 years, has two children, five grandchildren and loves to sail.

## Leading the City toward the future with new ERP software

For the last two years, the Information Technology Department has spearheaded an extensive process project to replace the City of Broken Arrow's Enterprise Resource Planning (ERP) software. This software, utilized by all departments including Police and Fire, is vital to City staff to manage operations, budget and invoice and ensure efficient customer service for residents.

The City's current ERP system was first implemented in 1992 and has been upgraded numerous times since but does not have many necessary features needed to operate in today's fast-paced, technology-driven world.

The City has been fortunate to be able to use the current system for more than 25 years. However, newer software will allow the City to take advantage of the improved efficiencies that exist with current public safety and non-public safety systems.

To help guide IT and City staff, a consultant has been hired to find and implement the best solution for City operations to ensure the software will make the best use of taxpayer dollars possible.

Funding to implement the City's new ERP system was approved by voters last year as part of the 2018 Build Our Future General Obligation Bond package.



*Broken Arrow's IT Department helps maintain the regional radio network for over 4,000 police, fire and non-public safety users.*

## Regional radio partnership benefits all

Communication System Manager Mark Ketchum has worked hard to champion a regional approach associated with the City of Broken Arrow's Harris 800 Mhz, Phase 2, P25 radio system.

Because of this approach, the City has partnered with the Cities of Glenpool, Bixby, Jenks, Coweta and Wagoner, as well as Rogers and Wagoner Counties and the Broken Arrow Public Schools to maintain the

radio network for more than 4,000 police, fire, emergency management and non-public safety users.

The City of Broken Arrow manages the radio system's core. Each other entity brings extra capacity to the system, such as a tower site, to expand coverage for all entities or P25 channels. Thanks to this partnership, all parties are able to work together for the mutual benefit of all residents in these areas.