CITY MANAGER'S REPORT SEPTEMBER

2022



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WELCOME

Honorable Mayor and Councilmembers,

Oh, how time flies! September was a special month for me as I had the privilege to celebrate my seventh year of service to the City of Broken Arrow. It's been humbling to look back and reflect on all of the amazing progress that has been made over the past seven years, and we certainly have no plans of slowing down! Here's a recap of the month.

We started September with a graduation ceremony for our eight newest Broken Arrow Police Department Officers. It's not an easy process to get through, but we are excited that these eight have chosen to honorably serve our citizens. Speaking of public safety, have you seen BAFD's shiny new ambulance? As you scroll through this report you'll get a preview, but it's something you should check out in person as soon as you get a chance. It's impressive!

The 2022-2023 Leadership Broken Arrow Program has begun and I'm extremely proud that this year Jennifer Rush, Grant Rissler, Jerry Schuber, Jody Baker, Bryan Myrick, and Ethan Hutchins (all pictured below) were selected to participate. It's bound to be an impactful experience for them.

This month we also started construction in front of Events Park, continued to make progress at New Orleans Square and attended the long-awaited Voyage Solar System Project ribbon cutting ceremony.

With fall fast approaching, my office has begun preparing the 2022 State of the City Address which will include all of our department directors and all of you as well. Stay tuned!

Thank you again for your past and future support. I love this city!

Respectfully.

Michael & Louyeon
City Manager



COMMUNICATIONS

MANAGER: AARON MCCOLLOCH

SEPTEMBER SOCIAL MEDIA OVERVIEW



Facebook

21K Followers | 198k Impressions | 46k People reached



Instagram

4.5k Followers | 27k Impressions | 3.8k People reached



Twitter

3.2k Followers | 7.2k Impressions | 4k Profile visits

In the News



Top Covered Stories

- BBQ Festival
- Road Improvements
- · Development in Broken Arrow

Total Media Coverage 82 stories

Day of Caring

Members of the Communications team joined 40+ fellow employees for a United Way Day of Caring, cleaning up around the city.





BAFD PSA Interview

The Communications Team interviewed Chief Phillip Reid about the process to produce the Smoke Detector PSA. The PSA is a part of the annual Fire Prevention week, in hopes to spread awareness about the dangers of lacking smoke detectors and other fire prevention measures.

September Email Overview



- 33 Bulletins
- 245k Recipients
- 103k Emails Opened
- 45% Email Open Rate
- YOUTUBE (THROUGH SEPT 30)
 - ▶ VIEWS 6.3k
 - SUBSCRIBERS 1.1K
 - ▶ WATCH TIME 275 minutes
 - IMPRESSIONS 48k

Top Three YouTube Videos

- · High Water Bills Explained
- Take 5 Vice Mayor Gillespie
- NOSQ/Elm Project Updates September

ECONOMIC Manager: Jennifer Rush DEVELOPMENT



Steve and Dr. Shrum (OSU President) at BA Chamber Luncheon



Lori and Erin representing BA!



Leann and Brent at Day of Caring event!

Communications

Rose District

Facebook: 28,747 Instagram: 7,707 New Orleans Square

Facebook: 7,201 Instagram: 973

Visit BA Facebook: 2,532 Instagram: 1,346

Meetings

- Networking Meetings 5
- Developer Meetings 1
- Prospective Business Meetings 7
- Pre-development Meetings 4
- BRE Visits 37
- Ribbon Cuttings 23
- Collaboration Meetings with EDC 3
- Webinar Trainings 5
- Did You Know Videos 4
- Lodging Tax Collected \$68,094

Tourism

- New Rack Cards coming soon
- Processed 160 marriage licenses
- Exhibited at the 2022 OK Museum Association Annual Conference
- Hosted the OK Municipal Clerk, Treasurer, and Finance Officer Annual Conference
- Kicked off the Uber Rideshare program

Training and Conferences

- Lori and Erin attended OMA Conference
- Brent, Steve and Leann helped with the United Way Day of Caring at Gatesway
- Steve took training on Retail New Media Power

Other Contributions

- Rose District 10th Anniversary Kick-off
- Trash Compactor placed in alleyway
- Gilcrease art display case installed

In the News (click to view)

Gilcrease in your neighborhood program brings artwork to

Broken Arrows Rose District

(Video)

Chalk It Up Festival Kicks off in Broken Arrow

The Broken Arrow Rose Festival Kicks Off Today

COMMUNITY Director: Larry Curtis DEVELOPMENT



Kelly Hawver (Permitting & Licensing Supervisor)
Paul Bighorse (Assistant Chief Building Inspector)

Planning & Development

- Active Projects 40
- Predevelopment Meetings 11
- Zoning Ord. Stakeholder Meeting 09/28

Permitting & Licensing

- Special Events 5
- Residential Permits Issued 47
- Commercial Permits Issued 2
- New Construction Permits 0
- Building Addition 0
- Tenant Finish: 0

September Farmers Market Vendors

9/3/22	46
9/10/22	42
9/17/22	37
9/24/22	42



Nicole Orcutt Farmers Market Facilitator

<u>Placemaking</u>

- Bluff Landing Study (meeting with TSW)
- East Side Study
- Aspen Landing Study
 - Exploration and Presentation to CC
- Complete Streets Study (Review)
- Hazard Mitigation (Community Meetings)
- New Orleans Square Overlay
- Zoning Code Update (Review)

Neighborhood Engagement/Inspections

- 337 Cases Opened (YTD 2,220)
- 341 Cases Closed (YTD 1,955)
- 2,187 Inspections (YTD 18,105)
- 0 Public Meetings (YTD 4)
- 8 Abatements (YTD 89)

<u>Planning Commission Meetings</u>

Sept 8 Planning Commission Meeting

- Planning Commission Meeting Minutes
- 1 Lot Split
- 1 Conditional Final Plat
- 1 Comprehensive Plan Change
- 1 PUD Minor Amendment
- 2 Specific Use Permits
- 1 New Planned Unit Development
- Zoning Text Amendment Section 5.10

Sept 22 Planning Commission Meeting

- Planning Commission Meeting Minutes
- 3 Lot Splits/Combinations
- o 1 Conditional Final Plat
- o 2 Comprehensive Plan Change
- 2 New Planned Unit Developments
- 1 Rezoning
- 1 Specific Use Permit
- Land Subdivision Code Amendment –
 Section 5.1 of the Land Subdivision Code
- Discussion of short-term rental specific use permits

Sept 29 Special Planning Commission Meeting

- 2 Comprehensive Plan Changes
- Establish an Ad-hoc Short-Term Rental
 Planning Commission Subcommittee

FINANCE

Director: Cindy Arnold

September 2022 Total Sales Tax

\$5,929,703.54

=

8.64% higher than July 2021!

September 2022 Use Tax

\$956,608

=

25.04% higher than September 2021!

September 2022 Rose District Sales Tax

\$59,627.76

YTD: \$551,088.94



Congratulations to Blake Dampf in our Purchasing Department!

Blake recently passed the Certified Purchasing Professional Exam.

This is a great accomplishment for Blake and a wonderful benefit for the City!

Sept 2022 New Orleans Square Sales Tax

\$153,530.69

YTD: \$1,412,955.38

September 2022 Hotel Tax

\$68,093.89

=

7.56% higher than Sept 2021

CITY/COURT CLERK

City Clerk: Curtis Green





Above: Kaci and other City employees joined this year's United Way Day of Caring!

Left: Lisa Blackford showing off the OSU basket she won during the City's United Way Fundraising Auction! She says "Go Pokes!"

City Clerk

- Event Notices 24
- Scanned Docs 24
- Open Records Received/Closed 17/10
- Internal Records Requests 11
- Items Published in TW & WCAT- 0
- Items Filed Tulsa & Wagoner County 6
- Total Mailing Cost \$2,292
- Certified and Priority Mailings Total 95
- Total Pieces Metered 1,836
- Pud & BAZ # 559
- Comm Dev. Cert of Mailing 363
- Tulsa County Printing Requests 12
- Training Hours City & Court Clerks 8

Other Items of Note

- 8 community service hours completed with Streets/Stormwater Department
- 47 Native Tickets
- All 5 clerks had a total of 40 hours live Incode training

Court Clerk

- Arraignment Dockets 4 Cases 445
- Review Dockets 4 Cases 315
- Non-jury Dockets 2 Cases -11
- Juvenile Dockets 4 Cases 110
- Jury Trial Dockets 0 Cases 0
- Class "A" dockets 4 Cases 189
- Citations Issued
 - o Traffic-549
 - Parking- 2
 - o Animal-8
 - Juvenile-8
 - Code Enforcement- 1
 - o Criminal-109

Warrants

- o Issued 202
- o Paid 195
- Outstanding \$64,287.00
- Revenue Collected \$74,237.37
- CLEET \$5,356.01
- o Citations \$54,509.36
- Warrants \$14,372.00

HUMAN RESOURCES

Director: Kelly Cox







Nyia Hall
FT Recreation Assistant

Kasey Carrington

Jailer

184

Applications received in September!

New Hires

- Cheryl Owens- Employee Engagement Coordinator
- Kasey Carrington- Jailer
- Michael Fritz- Street Service Worker
- Garrett McCrosson- Utilities Service Worker
- Abigail Bland- Court Clerk
- Sarah Christy- Administrative Assistant
- Dquan Doyle- Refuse Collector
- Kaytlan Rice- Accounting Technician

Promotions

- Cameron Yager- Crew Supervisor
- Nyia Hall- FT Recreation Assistant

Retirements

- Scott Emerick- Fire Battalion Chief
 - 22 years of service

Active Posting Recruitments

- Budget Officer
- Mechanic Specialist
- Utilities Service Worker
- Water Resources Coordinator
- Refuse Helper
- Senior Accountant
- PT Recreation Assistant
- Water Plant Operator
- Parks Maintenance Worker- Forestry

In Progress Recruitments

- Firefighter
- Reserve Police Officer
- Police Officer
- Communications Officer
- Communications Supervisor
- Service Order Technician
- Utility Service Clerk
- Stormwater Service Worker
- Call Taker
- GIS Analyst
- Truck Driver
- Crew Supervisor
- Recreation Technician

INFORMATION DIRECTOR: SCOTT CARR TECHNOLOGY



Sergeant Keith Cook reviewing procedures within the new CAD system after go live.



Public Safety Go Live – The Police, Fire, Dispatch and Courts systems all went live in September. This is the last and most complex implementation of the City's ERP (Enterprise Resource Planning) systems which involved the majority of the capacity of the IT Department to accomplish. It is anticipated that there will be some weeks of work following as each area gets up to speed with their new system environments.

It takes a great deal of concerted effort to be able to successfully change systems, and congratulations should be given to Police, Fire, Dispatch, and the Courts for all of their hard work!

Free City WiFi Update

The Information Technology Department has been providing free City WiFi in a pilot programming for the general public within Broken Arrow. The initial launch has been running for over two years in the Rose District, helping improve the public's experience while enjoying the downtown area. The second was launched within the Camino Villa area. This has been running just about a year, and its use has picked up with the new school year.



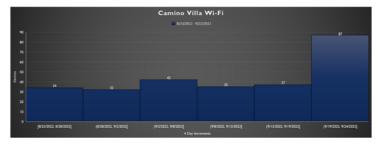
Dustin Weber from IT along with CentralSquare personnel and members of the Police Dept work through go-live activities.

IT Help Desk Activities/Tickets Submitted

Status	Tickets
closed	469
open	115
waiting	6
Grand Total	590

Tickets	Days to Resolve						
Priority	1 Day	2 Days	3 Days	4 Days	> 5 Days	Grand Total	
low	359	63	23	9	4	458	
medium	1					1	
high	1					1	
Grand Total	361	63	23	15	38	460	





EMERGENCY Director: Jamie Ott MANAGEMENT

Monthly Recap

- Tested Outdoor Warning Siren, first Wednesday of September
- Participated in weekly conference call updates with National Weather Service
- Worked on updates to our city Hazard Mitigation Plan team meeting
- Attended Broken Arrow Hazard Mitigation Plan Stakeholder Final Workshop/Public Mtg
- Attended Oklahoma Emergency Management Association Northeast Area Meeting
- Attended joint meeting with OK Department of Emergency Mgmt & Homeland Security
- Participated in a meeting with FEMA Region 6 and 7 on Lessons Learned from New Mexico Fire
- Attended RMRS/MERC planning meetings for Integrated Preparedness Plans
- Attended RMRS/MERC Region 7 Training and Exercise Planning with our area partners
- Participated in weekly Emergency Operations Center state Communications exercises
- Participated in Region 7 MERC Coalition Committee Meeting
- Attended Oklahoma Flood Plain Managers Conference on Mitigation
- Participated in a Multi-state communications exercise for disaster response operations
- Attended Oklahoma Municipal League Conference
- Attended FEMA BRIC Technical and Qualitative Criteria for FY 2022 proposed funding
- Deployed Mobile Command Post for Special Event Operations
- Attended Oklahoma Environmental Planning and Historic Preservation Review 101
- Participated with the Broken Arrow Amateur Radio Community in hosting monthly Ham Radio License testing



City Attorney: Trevor Dennis



To the left is a photo of Chloe Kirk working on the Tort Claims Training course for NeoGov! This is a new course that all employees will be required to take.

Monthly Updates

- 7 New Tort Claims
- 3 Closed Tort Claims
- 9 New Expungements
- 34 New Open Records/Discovery Requests
- 4 Subpoena Duces Tecums

MAINTENANCE

Director: Ryan Baze

SERVICES

Fleet Maintenance

Vehicle Repair September - 362 August - 490 July - 428 Stand-by Calls September - 6 August - 9 July - 10

Building Maintenance

Stand-by Calls Service Work Orders
September - 7 September - 102
August - 6 August - 156
July - 11 July - 111



Left: Dion and Bruce working on a few repairs at the Rose District Pavilion.

Below: Kin and Moku have begun the remodeling of the Finance Department for new office space. Ryan, Jeff and Richard helping out at the Senior Center on the UW Day of Caring!

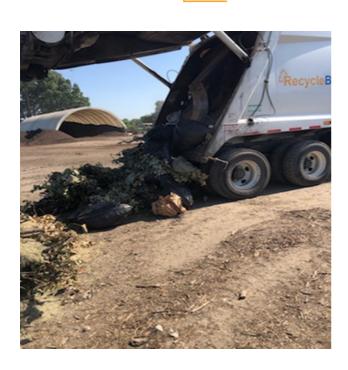
SOLID WASTE Director: Jerry Schuber & RECYCLING

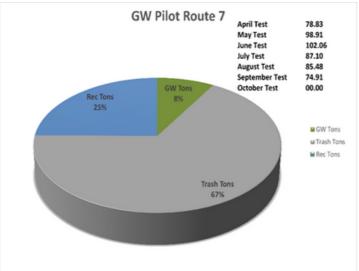
485

Tons of Recycling Collected

3,494

Tons of Waste and Green Waste Collected!





August

In an effort to practice what we preach, the department worked with Police and Fire to bring our programs to their offices. With the help of others (special shout out to Debbie Bell our recycling warrior for Fire!) we were able to deliver containers to every one of the stations and the PSC! With that project in the rearview we now have recycling at City Hall, HR, Ops, Stark, Fire and PD.

<u>September</u>

Off to a roaring start we have seen a marked improvement with the new start time. Our team has been able to show a reduction of 2 to 2 1/2 hours on average for route completion times. The ability to get in and out quickly has also allowed us to beat the heat, reduce traffic congestion around schools, and generally help other drivers be able to get to their destination without as much interference as a refuse vehicle can cause. With the help of our good friends at HR (Kristin Ross) we are 98% fully staffed and have even been given some really great new tools to document accidents and injuries (Kim Bailey, Dennis Jones) so we can focus our efforts on increased safety and reduced collisions!

We are also wrapping up our green waste pilot to get an idea of what we as a city are producing in the area of green waste. To the left you'll see what we have done so far with just ONE route!

STREETS &

Director: Rocky Henkel STORMWATER



The Streets and Stormwater team installed a new sidewalk at the new Senior Center Annex building this month!

Stormwater Maintenance

- Street Sweeping (miles) 189
- Street Sweeping Special Requests 26
- Concrete Curb (LF) 82
- Concrete Street Panels (SF) 2,711
- Concrete Sidewalk (SF) 587
- Concrete Driveways utility repairs (SF) 1331
- Sod Laid (SF) 20,103
- Sinkhole Repairs 8
- Material hauled (tons) 879

Street & Roadside Maintenance

- Pothole Patches (tons) 47
- Total Potholes Patched 491
- Streets Milled (SY) 6,135
- Streets Paved (SY) 9,695
- Asphalt Base Repairs (SY) 1,694
- Speed Humps Striped 7

ENGINEERING & Director: Ethan Edwards CONSTRUCTION

Project Highlights

- OOWA Water Rights Meeting
- Oak Crest Addition Internal Scoping Meeting
- Wagoner County Trunk Line Improvements Progress Meeting
- AMI Conversion Coordination Meeting
- · RMUA Operations Committee held virtually
- OWRB Projects Discussion held internally with the Finance Department
- Melinda Park Sewer Rehabilitation Project and Paving Project Coordination Meeting
- CIP Priority Discussion held with the Utilities Department
- The Reserve at Bradford Park Storm and Sewer Rehabilitation
 Discussion held internally
- · Received Design Drawings for new Fleet Maintenance facility
- Received Preliminary Drawings for Pocket Park located at Dallas and Lynn Lane
- Received Preliminary Drawings for Gateway Signs and setup review meeting to discuss locations
- Held Review meetings for Design of Phasel for Elam Park
- Held Kickoff meeting and started inspections for Investment Grade Audit
- New Orleans Street (101st St. So.) Improvements from 37th St. (209th E. Ave.) to 215th E. Ave.: ST21380 – The project consists of widening the existing two-lane roadway to three (or four) lanes from 209th E. Avenue. To 215th E. Avenue in front of the City of Broken Events Park. The project began construction in September 2022 following ScotFest

Projects Awarded

- Villas on the Greens Lift Station Conversion
- Aspen Ridge Earthwork Package This project will provide for construction of the earthwork for a building pad located north of Norfolk Drive at the Aspen Ridge development site. Project was opened and awarded by OakTrust Development, LLC with E&C staff assistance

Projects to Advertise

 Washington & Elm Signal Repair: TS23240 – This project includes repairs to the traffic signal & pole damage at Washington & Elm

<u>Upcoming Events</u>

- Environmental Division to attend the 2022 SWAWWA Annual Conference on October 2nd, 3rd, and 4th.
- Project Kickoff Meeting for the Haikey Creek Water and Sewer Crossing Rehabilitation Project with RJN
- Emily Rowland and Brandy Parks to attend the GRDA October Board Meeting
- RMUA Operations Committee Meeting scheduled
- Aspen Ridge Stormwater Extension: 2152260 This project extends the storm sewer from Norfolk Drive south along Aspen Avenue and turns east along the Creek Turnpike and is required to facilitate development of the Aspen Ridge site. The project is advertised and is scheduled to be taken to a City Council/BAEDA meeting in November for possible award



Substantial Completion Reached

- Adams Creek Study Progress Meeting held
- Aspen Ridge Storm sewer
- Municipal Courtrooms Coatings
- State Hwy 51 Lighting Upgrades
- Battle Creek Tank In-Outlet Modifications & 12 in Waterline



Tom Tolbert passed the exam and is now an Environmental Protection Agency (EPA) Certified Erosion and Sediment Control Inspector! Congrats Tom!

Employee Highlights

- Environmental Division attended NE Branch APWA Meeting
- Emily Rowland and Brandy Parks attended the 2022 Resource Management Conference
- Environmental Division attended the Oklahoma Municipal League Conference

Issued Notice To Proceed

- South Olive Ave. & Creek TPK Traffic Signal Improvements
- Yuma Drive Saddleback Addition Repair and Stormwater Improvements
- Westwind Lift Station Conversion
- Broken Arrow Events Park Trail
- New Orleans St. Widening 209th to 215th
- Arrowhead Park Detention Pond Renovations
- Woodstock Sanitary Sewer Rehab

UTILITIES

Director: Charles Vokes

Drinking Water

- Water Produced 555.0 MG
- Water Produced Avg/d 17.9 MGD
- Water Produced Max/d 25.1 MGD
- Water Produced Min/d 7.9 MGD
- Water Purchased (Tulsa) .7 MG
- New Taps and Meters 63
- Water Line Leaks Repaired 25
- Water Turn Offs 0
- Water Turn Ons 0
- Meter Repairs/Replacement 3
- Leak Tests 166
- Water Line Locates 2,851
- Valve Maintenance 128
- System Water Quality Tests 758
- Hydrants Flushed 27
- Water Flushed for Quality 3.19 MG

Water/Sewer Line Construction

- 37th St-installed 280' of 24" C-900 water line pipe
- Ash & Jackson-installed 900' of 6" C-900 water pipe
- 234th & 236th-installed 280' of 6" C-900 water pipe
- Garnett Rd-installed 110' of 12" C-900 water pipe and 65' of 20" casing

Water Reclamation

- Water Reclaimed
 - Lynn Lane 150.9 MG
 - Haikey Creek (Broken Arrow) 137.7 MG

Above: David Lloyd and Gavin Ragsdale working on the Garnett Rd water line

- Haikey Creek (Tulsa) 178 MG
- Sewer Line Locates 101
- Sewer Lines Cleaned 1160 ft
- Manholes Repaired 11
- Sewer Line Blockages Cleared 17
- Sewer Lines Repaired 21
- Lift Station Repairs 33
- Industrial Sewer Inspections 3
- Commercial Sewer Inspections 7

<u>Upcoming Water and Sewer Projects</u>

- Main Street 12" water line
- Water Plant sewer line

Community Outreach

Customer Concerns – 64



PARKS & RECREATION

Director: Matt Hendren

Featured Program- Monarch Butterfly Month at Ray Harral







September was Monarch Butterfly Month at Ray Harral. Monarchs pass through the area starting in September, on their way to their winter home in central Mexico. Ray Harral staff offered several education experiences to get to know our butterfly friends better. During the Nature Tots Craft, participants made a craft that represented each stage of a butterfly's life cycle and were treated to a few butterfly sightings during their walk. Our Monarch Migration event featured a trail-sized board game, a monarch tagging demo, and participants made seed balls to plant their own butterfly friendly garden at home.

Recreation Attendance Numbers

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
Recreation Centers												
Nienhuis Recreation Center	2036	2237	1959	1711	2190	3820	1385	3058	3451	3187	4503	3232
Central Recreation Center	2194	1472	1548	1485	1099	3796	3489	4767	3985	5658	5767	5989
Ray Harral Natural Center	1612	1921	2209	959	678	2463	1519	2315	1692	2300	3164	2108
Total	5842	5630	5716	4255	3967	10079	6393	10140	9128	11145	13434	11329
Pools (Admission)												
Nienhuis Aquatic Center	0	0	0	0	0	0	0	1600	15438	11699	4465	1240
Family Aquatic Center	0	0	0	0	0	0	0	917	7757	5967	80	0
Country Air Pool	0	0	0	0	0	0	0	0	350	1089	175	0
Total	0	0	0	0	0	0	0	2517	23545	18755	4720	1240
Golf Course (Rounds)												
Battle Creek Golf Course	3236	2507	2452	1558	1105	2517	1859	3557	4026	3982	4123	



Glow Pickleball

Have you ever wondered what a live action game of Pong would look like? Central Park Community Center has your answer. We are taking the fun game of pickleball and adding blacklights to bring you a truly unique sporting experience. Neon attire is highly encouraged! For more information visit BAparks.org

BROKEN ARROW FIRE DEPARTMENT

Monthly Report September 2022 Chief Jeremy Moore



OPERATIONS RESPONSES

1,013 EMS
33 Fire
28 Hazardous Conditions
111 Service Call
39 False Alarm
68 Good Intent

PREVENTION SUMMARY

52 Inspections
25 Plan Reviews
5 Permits
16 Pre-Development Meetings
13 Public Education

RESPONSE TIMES

Sept Average Dept Turnout Time :61 seconds Sept Total Response Time 6.87 minutes Sept Average Callback per shift 1.16 persons

TRAINING SUMMARY

Training Hours - 1134
Community Education Hours - 108

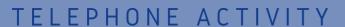






BROKEN ARROW POLICE DEPARTMENT

Monthly Report
September 2022
Chief Brandon Berryhill



13,376 - Total Calls 3,364 - 911/Emergency 10,012 - Administrative/Non-Emergency

CALLS RECEIVED BY DISPATCH PERSONNEL

5,216 - Police Calls 1,517 - Fire Calls 276 - Animal Control Calls 62 - Public Works Calls











JAIL ACTIVITY

119 - Inmates Booked In120 - Inmates Booked Out430 - Meals Prepared72 - Inmate Transports - TCSO

12 - Inmate Transports- WCSO

ANIMAL CONTROL

35 - Dogs Adopted
28 - Dogs Redeemed
0 - Dogs Rescued
30 - Cats Adopted
1 - Cats Redeemed
3 - Cats Rescued











