

# **STATE OF THE CITY REPORT 2014**



**Presented by:**

**Mayor Gary Fletcher  
January 16, 2014**



## STATE OF THE CITY REPORT

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## City Council Committee Assignments

Vice Mayor	Kenny Elliott
Animal Control	Mike Traylor James Bolden
Beautification	Bill Howard Kevin McCleary
Community Development	Kevin McCleary Reedie Ray
Finance/Purchasing	James Bolden Mary Twitty
Fire Department	Bill Howard Barbara Mashburn
Police Department	Kenny Elliott Aaron Robinson
Recreation/Sanitation	Terry Sansing Mary Twitty
Street/Engineering	Mike Traylor Reedie Ray

## GENERAL GOVERNMENT

### City Clerk's Office

Susan Davitt, City Clerk/Treasurer and Lynette Culpepper, Deputy Clerk.

Rezoning recommended by the Planning Commission and approved by City Council in 2013:

- 200 North Second Street from C-2 to R-1; Ordinance 1474.
- 620 South First Street from C-2 to C-3; Ordinance 1475.
- 600 North James Street from R-1 to C-1; Ordinance 1492.
- Tract of land off the 1800-2300 blocks of General Samuels from M-1 to C-1; Ordinance 1493.
- 1100 North James Street from C-1 to C-3; Ordinance 1497.

Final Plats recommended by the Planning Commission and accepted by City Council in 2013:

- Final Plat Jaxon Terrace Subdivision Phase 9.

City Council adopted thirty-eight (38) ordinances in 2013; seven (7) were codified into the Jacksonville Municipal Code.

#### **Codified ordinances:**

- ORDINANCE 1471 Parks & Recreation regulations.
- ORDINANCE 1477 JMC §9.36 Noise limitations
- ORDINANCE 1478 JMC §§9.12 & 18.44.020 development, operation, use of, and zoning for the shooting range.
- ORDINANCE 1480 JMC §6.04 Animal Control restraints & limitations. Expanding the dangerous & vicious animals and bans.
- ORDINANCE 1485 JMC §§8.20.010, 8.20.025, & 8.20.080; creating JMC §§ 8.20.027 & 8.20.029 implementing a landfill host fee.
- ORDINANCE 1496 JMC §18.38 (R-8 Recreational Vehicle Parks); Amending JMC §§18.32, 18.36, 18.37, 18.38, & 18.39.
- ORDINANCE 1505 JMC §3.04.060 increasing the alcoholic beverage tax from 5% to 10%.

## 2013 City Council approved expenditures:

- Evidence locker for Police Department bid awarded to Southwest Solutions in the amount of \$23,076.41. Funds drawn from Budgeted funds.
- Marshall Road sidewalk phase I bid awarded to Harris Construction in the amount of \$112,575.50.
- Financing the land purchase and construction of a public trap/skeet/archery shooting range awarded to BancorpSouth for 5 years at 1.80% fixed.
- Ordinance 1472 authorized a short-term loan agreement for \$3,000,000.00 regarding completion of the shooting range at the fixed rate of 1.80%.
- Asbestos Removal & Demolition bid awarded to Excavating Services in the amount of \$23,500.00. Funds drawn from Budgeted funds.
- Shooting Range construction bid awarded to StoneBridge in the amount of \$2,037,580.00. Funds drawn from Capital Improvement Fund.
- Matt & Towel service bid awarded to G&K Services in the amount of \$16,066.70. Funds drawn from Budgeted funds.
- Uniform Rental Service bid awarded to Cintas; bid includes a \$2.00 setup charge, \$2.00 name emblem charge and a \$2.00 logo fee for each new employee. She then added that they are also charging a \$6.00 invoice fee for each invoice.
- 2013 Asphalt Overlay bid awarded to Cranford Construction in the amount of \$230,028.37. Funds drawn from Budgeted Street funds.
- Galloway Drainage Project PH II bid awarded to Building & Utility Contractors in the amount of \$95,040.00. Funds drawn from CDBG funding.
- Gravel placement at Shooting Range bid awarded to Frank Gardner in the amount of \$38,250.00. Funds drawn from Capital Improvement Fund.
- Website upgrade bid awarded to Civic Plus in the amount of \$24,496.00. Funds drawn from Budgeted funds.
- City Janitorial Services bid awarded Sharp Cleaning Services in the amount of \$1,625.00.
- Jacksonville Medical Clinic Janitorial Services bid awarded to 21<sup>st</sup> Century Janitorial in the amount of \$3,209.60.

**2013 City Council waived competitive bidding ordinances:**

- Ordinance 1476 regarding the purchase of 425 new garbage containers from River City Hydraulics for \$25,000.00.
- Ordinance 1489 regarding the purchase of 18,000 tons of Class 7 Aggregate from Granite Mountain Quarry for \$121,500.00, plus applicable tax.
- Ordinance 1490 regarding the transport of 18,000 tons of Class 7 Aggregate from Chambers & Son Trucking and Jeff Smith Transport not to exceed \$76,500.00.
- Ordinance 1498 regarding repairs made to Loop Road Bridge with payment to Thomco, Inc. in the amount of \$22,250.00.

The Board of Adjustment hosted fifteen (15) variance requests public hearings. The majority of those requests were side, front, and rear yard building setback variances, followed by variance requests for signage.

My professional membership associations include the International Institute of Municipal Clerks (IIMC) and Arkansas City Clerk, Records and Treasurers (ACCRT).

It is my continued honor and privilege to serve as City Clerk/Treasurer, secretary to City Council, Planning Commission, Board of Adjustment, Fire Pension, Civil Service, and voting member of the Police Pension.

We remain committed to providing excellent customer service to our City leaders, City staff, and the citizens of Jacksonville.

**City Garage**

The City Garage's main focus is to maintain quality service with limited resources to some 280 plus vehicles and equipment. We will continue to research, locate, and buy parts at the most competitive prices available to remain cost effective. We strive to keep up with today's technology to better understand the operations and functions of today's vehicles. This will help understand the vehicle malfunctions and what it will take to fix the problem. We will try to limit the amount of downtime of city vehicles to help each department to better serve the City of Jacksonville.

City Garage's cost for 2013 is as follows:

- Labor hours billed           \$28,450.50
- Annual parts cost           \$64,668.20
- Commercial cost           \$55,367.80

Goals for 2014:

- Find better quality parts for the quick wear items, such as the Dodge Charger front end bushings.

### **Jacksonville District Court**

#### CASE STATISTICS

The District Court experienced a decrease in case loads during 2013. The combined total of Criminal, Traffic and DWI cases was 12,919 as compared with 14,881 cases in 2012. The breakdown is as follows:

Criminal	6833
Traffic	5996
DWI	90

#### FINES and FORFEITURES

Fines and forfeitures totaled 1,472,551.73 as compared with 1,655,500.87 in 2012.

### **Finance Department**

Cheryl Erkel, Finance Director; Laura Collie, Assistant Finance Director, and City Council Members James Bolden, III and Mary Twitty.

Through spirited, committed teamwork, the City of Jacksonville Finance Department manages all financial records for the City as well as providing a professional level of customer service to the City's citizens, vendors, and employees. Our ethical standards and open communication enable us to provide information in an efficient and timely manner.

The Finance Department faced many challenges in 2013. It was a year full of trial and error while learning our new accounting software. The payroll system is now integrated with the accounting system which reduced the amount of manual journal entries. The cash receipts are being entered more efficiently with the new system. We now have the capability for Directors to run their own ad hoc reports

for their departments as they need them. The fixed assets are now easily tracked. The budget document can now be prepared with the accounting system instead of manual excel spreadsheets. Our next challenge is to see how well the account system helps with preparing our CAFR report.

In 2013, we processed 4,170 purchase orders, 970 vouchers, and 4,694 checks compared to 4,663 purchase orders, 6,149 vouchers, and 5,004 checks in 2012. Our department processes all the checks for accounts payables while the Human Resources department processes all the checks related to payroll and employee benefits. Our new accounting software has allowed us to stream-line our Purchasing and Accounts Payable process. We are now paperless and the invoices are attached to the purchase order within the software. All requisition creators and approvers can now view their purchase orders and all supporting documentation. They can also view their General Ledger account numbers which gives them real time available budget balances.

Our ambulance service collection rate was approximately 56% during 2013. This is an increase from the approximate 53% collection in 2012. Internal Controls continue to ensure privacy regarding Ambulance Service charges and collection policies as mandated by federal regulations.

The Comprehensive Annual Financial Report (CAFR) for the City of Jacksonville for the fiscal year ended December 31, 2012 has received the "Certificate of Achievement for Excellence in Financial Reporting" from the Government Finance Officers Association of the U. S. and Canada. This is the 16<sup>th</sup> year in a row that the City has received this prestigious award. Only six cities throughout the State received this award. We anticipate receiving another award for the 2013 report, which will be submitted on June 30, 2014.

The Budget document, as an operating guideline, is one of the most important internal guidelines we have to direct operations. Throughout the year, we monitor the revenues and expenditures to make sure our projections are accurate. If unforeseen circumstances occur that reduces our revenues or increases our expenditures, we have to amend the budget. In the past, that had been a rare occurrence. However, in 2011 we had to amend the 2011 budget due to reduction in population which resulted in a reduction in revenues. In 2012, we had to amend the budget due to changes in

accounting procedures. The Sales Tax Fund and the 9-1-1 Fund are no longer classified as special revenue funds so they were closed into the General Fund. This resulted in additional revenues. In 2013, the budget had to be amended due to financing obligations that had to be recorded in the General Fund, which increased our expenditures. The 2014 Budget, approved by City Council on December 19, 2013, reflects balanced revenues and expenditures. Each department had to forecast their operational costs (supplies, materials, and contract services) at the most economical level while maintaining the same quality of services. With the economy still being in a state of uncertainty, the 2014 budget was very conservatively prepared but still required reduction in some employee benefits in order to prevent layoffs. The employees will not get any annual/cost of living raises. There will be no longevity pay, degree incentive pay, clothing allowance, or tuition reimbursements. Complete copies of the 2014 Budget are on file in the City Clerk's Office, the Ester Nixon Library, and the Office of the Mayor. It is also available through our website ([www.cityofjacksonville.net](http://www.cityofjacksonville.net)).

### **Human Resources Department**

The Human Resources Department for the City of Jacksonville consists of Director Jill Ross, Human Resources Generalist Hollie Laws and Payroll Administrator Charlette Nelson.

This team has responsibility for providing a wide spectrum of human resource services that include benefit management, employee relations, payroll, FMLA coordination, recruiting, workers compensation, safety, for over 350 full-time, part-time, and seasonal personnel.

In 2012, the City of Jacksonville Human Resources Department processed a total of 88 new hires, which breaks down to 29 regular full time employees, 10 regular part time employees and 49 seasonal employees.

#### **Major Accomplishments**

The Human Resources Department continues to improve in our efforts to ensure the highest quality of service to the employees of the City of Jacksonville. In that spirit, Human Resources is now able to email pay stubs to employees, which saves the City money in envelopes and time and effort associated with manually stuffing the checks.

With our new Payroll/HR software, our department has minimized time and effort in manually generating dozens of reports and streamlining vendor reconciliation and payments.

Our EAP (Employee Assistance Program) has proven to assist roughly one (1) dozen employees and/or their family members in matters such as finances, child-rearing, domestic issues and addiction. This program allows employees to confidentially speak with counselors to discuss marriage, children, money, etc. at no cost to them. We are hoping this will continue to assist City employees in coping with issues in the workplace as well as at home.

City employees are continually striving to work safer and smarter. That is proven with our reduction in workers compensation claims from 31 in 2012 to 25 in 2013.

### **Information Technology (IT)**

Barbara McDaniel, Director of Information Technology and Shawn Sutterfield, I.T. Support Assistant.

The IT Department is the backbone of the city's computer and information technology infrastructure. The Computer/Information Technology section included:

- Completed IT portion of Police and Fire move to new Joint Training Center.
- Upgraded Parks membership hardware and software.
- Aided in installation of new Point of Sale System - Parks.
- Added Clay Range to City domain and installed new hardware.
- Added Fire Engines to ADASHI software setup.
- Ordered and installed 15+ computers/laptops.
- Ensured software on all computers was up-to-date.
- Maintained software licensing.
- Continued implementation of paperless project (Laserfiche).
- Maintained city marquis.
- Ensured mission-critical data was backed up and secured on a daily basis.
- Provided software and hardware assistance to city employees (included training as needed).

- Supported Accounting (BS&A), Personnel (BS&A), Police and 911 Departments (Southern Software), Police Car Reporting Software (MDIS & RMS), Fire Department (Firehouse), Engineering (Pagis) Courts (Justice Systems), and Parks (eClub) software, including updates, troubleshooting, etc.

Our 2014 goals include the following:

- Implement new website to include online permit applications, payments and reservations.
- Ensure software on all computers is up-to-date.
- Maintain software licensing.
- Continue implementation of paperless project (Laserfiche).
- Maintain city marquis.
- Ensure mission-critical data is backed up and secured on a daily basis.
- Provide software and hardware assistance to city employees (included training as needed).
- Support Accounting (BS&A), Personnel (BS&A), Police and 911 Departments (Southern Software), Police Car Reporting Software (MDIS & RMS), Fire Department (Firehouse), Engineering (Pagis) Courts (Justice Systems), and Parks (eClub) software, including updates, troubleshooting, etc.

## **PUBLIC SAFETY**

### **Jacksonville Communications 911**

The year of 2013 was yet another busy year for the 911 Center; from the move to our new building, getting a new radio system and handling everyday calls and emergencies the year seemed to fly by. Our Dispatchers also worked hard handling emergency and non-emergency calls along with dispatching the Police Department and Fire Department.

In last year's report I stated that we would be moving to the new Public Safety Building on Marshall Road in January 2013. That move took place on January 28, 2013 and was a great success thanks to everyone that was involved. It took a lot of hard work from many different people and companies but the move went off without any major hiccups and we were

up and running in our new 911 Center by early afternoon. As I have noted in the past, the new 911 Center is inside a safe room; the safe room was put to the test the day after we moved in when severe weather moved in to the City in the form of severe thunderstorms and possible tornadoes. With the severe weather going on outside I am pleased to report that the emergency communications were not interrupted and the safety of the Dispatchers on duty was never in question. With this move we also upgraded our old antiquated radio system to a more efficient and dependable digital radio system and we were also able to join the AWIN (Arkansas Wireless Information Network) system. With the new radio system and by joining AWIN we are now able to communicate with agencies across the state. This new radio system also gave us a broader coverage area throughout our city and has allowed Officers to communicate with our dispatch and each other even when they have traveled outside of our city and county.

The Dispatchers and I are always looking for ways to improve our skills and better serve our emergency personnel and citizens. In 2013 we did that by taking advantage of free on-line training courses and also through our own in-house training. We also hosted a PowerPhone "Active Shooter for Dispatchers" training course which brought Dispatchers from across the state. New Dispatchers were trained and certified in CPR and EMD (Emergency Medical Dispatch) and current employees recertified in CPR and have done in-house refresher for their EMD. This type of training will continue in 2014 along with free webinars and training through a new program set up with ALETA for Dispatchers. We are also scheduled to host several more PowerPhone training courses in 2014 and are working to get additional classes on the calendar.

As with every year, we had numerous calls from citizens for assistance in 2013. The following is a breakdown of all incoming calls and CAD entries for the year:

Emergency and Non-Emergency Calls	
Non-Emergency calls 2013 (admin lines)	130,819
Wireless 911 Calls 2013	17,880
Land Line 911 Calls 2013	2,748
Abandoned 911 Calls 2013	1,923
Total Calls 2013	153,370
Total CAD Call Entries 2013	53,972
(This includes calls for Police, Fire, EMS and 911)	

As always we at the 911 Center are dedicated to providing the highest level of professional service to the citizens of Jacksonville and to the Police, Fire and EMS personnel that serve and protect our city daily. We will continue to improve this service in 2014.

### **Animal Shelter**

The Animal Shelter continued in 2013 with the assignment to patrol and enforce the city ordinance within the City of Jacksonville, responding to all animal related calls. Animal Control officer Brian Burroughs completed level II training with the Arkansas State Animal Control Association. The Jacksonville Animal Shelter has 50 large canine kennel, 14 small canine kennels, and 22 feline kennels. In 2013, the shelter handled 1,563 animals. Three hundred and seventy four (374) animals were rescued and released to their owners, and 595 dogs and cats were adopted. Animal Control Officers properly picked up and disposed of 627 deceased animals from the City streets. The Department conducted 73 animal cruelty allegations, and 11 counts of animal cruelty, were processed through the Municipal Court. Thirty-five (35) animal bite cases were reported, investigated, and completed, per City and State regulations. The Animal Shelter provides several medications to ensure the better health of the homeless animals. The department collected a total of \$23,205.00 in adoption fees, contributions and fines for the year 2012. The Department's goals for 2014 are to continue serving, educating and protecting the public and promoting animal welfare in the City of Jacksonville.

### **Fire Department**

Fire Chief Alan Laughy and City Council Committee Members Bill Howard and Barbara Mashburn.

#### **Fire and Ambulance Responses**

Fire / Public Assistance / Other	4141
EMS Alarms 2013	3120
Fire Loss 2013	\$829,630
Fire Savings 2013	\$3,014,880

### **Major Accomplishments 2013**

The JFD created a new, comprehensive annual training plan, identifying certification and education requirements for each rank, position, and probationary periods. A physical training program was implemented to promote health and improve stamina at emergencies. We expanded our EMS service allowing ambulances to transport patients to all major hospitals within the metropolitan area when consistent with state guidelines. We also strengthened mutual aid agreements with the LRAFB and Sherwood Fire Departments, and the 19<sup>th</sup> Medical Group. Finally, the Department participated in 32 recorded public education/ display activities. These include station tours, school visits, fire drills and sports events.

### **Chaplain Report**

The Chaplain's Office provided services to department members and Jacksonville citizens. Chaplains offered pastoral services, employee advice and support, opportunities for voluntary bible studies, critical incident stress awareness, and professional services referrals, including the EAP. Most of the services rendered were for citizen's bereavement support due to the unexpected death of a family member.

### **Emergency Medical Services**

The JFD responded to 3120 EMS calls averaging over 8 responses per day. Three Paramedic-staffed ambulances responded with Advanced Life Support capabilities along with 4 Engine Companies staffed with EMTs and Basic Life Support equipment. The EMS division met all Federal mandates for electronic medical records by deploying state-of-the-art tablet-based electronic patient care reporting tools on each ambulance. We appointed three Field Training Officers tasked with new employee orientation and EMS quality improvement.

### **Fire / Rescue**

The JFD responded to 4,141 fire & other incidents, averaging 11 daily responses. There were 111 fires, including 51 structures, 15 grass/brush, 11 cars, and 21 outside rubbish or waste fires. The Department responded to 108 other hazardous conditions including 39 gas leaks, 16 downed power lines, and 18 shorting or arcing electrical equipment. We had 181 calls for public assistance, mostly to assist an invalid or investigate reports of unauthorized burning. Finally, we responded to 253 false alarms.

### **Fire Marshal / Fire Prevention**

There were 111 fires with 36 investigated as suspicious. Six were determined to be intentionally set. Three prosecutions resulted from the investigations. Fourteen were undetermined with about half of those believed to be intentionally set. The total value of the properties was \$3,844,510 with a loss of \$829,630 for a savings of \$3,014,880; a 78.2% save rate. Most fires involved cooking operations.

Public Education program budget was amended from \$6,000 to \$1,800, reducing ability to purchase public education materials, smoke detectors, and fire extinguishers for the citizens of Jacksonville. However, we were still able to educate approximately 2400 adults and children. Additionally, our Code Enforcement section performed over 600 building inspections and consultations.

### **Training**

We conducted 18,925 hours of in house training to department members. We also received training from outside agencies. We conquered 76 State and International Certifications! This includes personnel certified to Inspector I, Core Rescue, Tactical Rope Rescue, Core Rescue Technician, Confined Space Rescue, Structural Collapse Technician, Petrogen Torch use, and Technical Search. Other classes include Railcar Rescue, Hazardous Materials Incident Command, NIMS 300/400, and Advanced Public Information Officer.

Three members received Associate's in Fire Science, Bachelor's in Education, and a Master's in Operational Management. We hosted classes for the Arkansas Department of Emergency Management, Governor's Advisory Council on Earthquakes, U.S. Coast Guard, V.A. Law Enforcement Training Academy, the 392<sup>nd</sup> Chemical Medical Group, Krav Maga Seminar, Reid Interview and Interrogation, Bureau of Professional Standards, Arkansas Criminal Information Center; Vilonia, Cabot, and South Bend Fire Departments, and the Arkansas Department of Health Standards and Best Practices Committee.

## **Jacksonville Police Department**

The Police Department moved into the new state of the art Public Facility Building early 2013 from the very old and dilapidated facility.

There were a total of 178 violent crimes to include homicide, rape/sexual assault, robbery and aggravated assault reported in 2013 as compared to 221 in 2012. This is a 19.5% decrease. There were a total of 1306 property crimes including burglary, theft of property, and vehicle thefts reported compared to 1490 in 2012; this is a reduction of 12%. For 2013 our rate of clearance by arrest on these crimes was 63.5% for violent crimes and 64% on property crime compared to the national average 50.3% and 23.3% respectively.

The Narcotics Unit in 2013 seized approximately \$32,000 Property and \$11,615.00 in cash. We received, as our share of seizures through the DEA Task Force, \$122,149.99 which was deposited into our equitable sharing account.

The Jacksonville Police Department processed 4,313 prisoners through the detention facility, and used 1,733 trustees throughout the city completing or assisting city employees in their duties.

There were 26 juvenile curfew citations issued in 2013 compared to 56 in 2012; 54% decrease daytime 11, nighttime 15. This decrease can be attributed to the zero tolerance by patrol and our SRO's keeping our youth in school.

The police department dedicated over 3,332.50 man hours to courtroom security compared to 2,989.25 in 2012. This is a huge strain on the PD because we have to dedicate three officers just for this assignment due to state mandates.

The department received several grants totaling \$240,680. With these funds the department was able to continue paying three officers and when able the hiring of one School Resource Officer with the C.O.P. hiring grant.

Here are other notable items purchased with the grants:

- DOJ Edward Byrne Memorial Justice Assistance Grant; provided 5 handheld Radars, 2 Lidar units, and 4 Glock handguns.
- Ballistic Vest Program Grant, provided funds for seventeen (17) new vests for Officers.
- Step Grant; provided city reimbursement funds for 269 hours of overtime for DWI enforcement, and 284.75 OT hours for seat belt enforcement.

The Department was involved in several worthwhile community programs and projects; to name a few:

- In 2013, the Take Me Home Program, added two more individuals to the program now totaling 30.
- In 2013, we hosted two Citizens Police Academy, and our third JR Citizens Police Academy which 14 students attended and graduated.
- In 2013, the Citizen Police Academy Alumni Association (CPAAA) sponsored and held several fund raisers. They used the money to furnish the new Department's kitchen with appliances and equipment. They are also currently involved in several fund raisers to purchase a K9 so that we can retire an aging and injured "K-9 Roby;" as of today they have collected \$7,000 since August 2013 which is an awesome accomplishment. Our CPAAA volunteered a total of 1,090 hours at the PD.

Highlights for 2013 within the Department are as follows:

- The PD opened 96 nuisance abatement files throughout the city resulting in 44 files being self abated by the violator, 14 violators were evicted from their property by the owner, and 31 of the latest files opened are still pending action.
- The PD was faced with an extremely dangerous school bus hijacking in which 12 individuals, including children, were placed in harms-way when a suspect involved officers in a 20 minute pursuit. This was such a traumatic ordeal it was featured on the Nation News Networks. It came to a successful conclusion because of the officer's professionalism and training.
- Officers' were also involved in two separate officer shootings. One of the shootings resulted in the suspect dying after he attempted to stab the officer who had responded to a domestic disturbance. The other was a shooting that occurred during a high risk drug search warrant. Upon the PD's Special Response Team (SRT) entry, into a house, the suspect fired multiple shots at officers. Officers returned fire hitting the suspect several times; two of our officers were also hit by the shotgun blast but luckily were saved because of bullet resistant vest. This is an indication of what our Police Officers face on a daily basis and how important it is to train our officers.

- Our Criminal Investigation Division (CID) obtained a confession that resulted in the arrest of a Capital Murder suspect who was also responsible for four Aggravated ATM Robberies. This was a who-done-it to an arrest in 36 hours; exceptional work.
- The Patrol Division responded and worked 534 traffic accidents that occurred on our roadways. This is a 5% increase from the previous year as we worked 506 in 2012. There were two fatality accidents in 2013.
- Our Office Professional Standards (OPS) received 8 documented complaints; to ensure transparency we always investigate every complaint. The Department received a total of 22 complaints including the 8 mentioned above. OPS conducted 7 internal affairs investigations, 10 were investigated by the officers supervisor, and there were 5 investigative reviews that resulted in no investigation because it was determined that the complaint was a procedural or a judicial issue. Out of these 8 were sustained resulting in disciplinary action.

### **Jacksonville Code Enforcement**

Code Enforcement started the 2013 year with 3 Code Enforcement officers Charles Jenkins, John Nolen and Bill Shelley.

- Code Enforcement in 2013 had a total of 811 assigned calls such as phone calls and walk-in complaints compared to 923 in 2012 a decrease of 12%. Code Enforcement had 3642 self-initiated activities in 2013; compared to 5313 in 2012 this was a 31% decrease resulting in 3892 follow ups.
- Code Enforcement had a total of 50 structures razed and another 18 are currently in the condemnation process; making a total of 68 structures for 2013; total cost for the city to demolish was \$88,584.36. We were able to collect a \$24,184.80 of that amount by sending notices to the owners of the razed properties. In comparison 73 structures were razed in 2012, of which 3 were razed by the City at a cost of \$11,895.00, with the balance being taken down by the owners costing the city \$6,844.83 dumpster fee monies. This is attributed to the dumpster program that we started in the city for those who could not afford to otherwise raze their dilapidated properties. Without this program and also the finding, by Code

Enforcement, that it was not necessary to have every property asbestos surveyed in accordance with ADEQ, the cost would have been substantially higher. We provided 14 dumpsters to individual property owners at a cost of \$6,844.83 (this total is included in the figure above).

- In 2013, 373 grass letters were sent out to those that allowed their grass to exceed 8" resulting in a total of 370 yards being mowed by the city. Invoices were mailed out totaling \$54,204 with collections of \$9,669. The 2012 grass season reflected 286 letters, resulting in mowing 240 yards; totaled \$34,914 and collections of \$9,596.
- One hundred fourteen (114) parking violations were found resulting in seventy six (76) warning notices for illegal parking, out of the seventy six (76) inoperable vehicles tagged thirteen (13) vehicles had to be towed by us with no citations issued; we could not locate owners of the other 5. This is an 87% drop in violations from 2012 with a 66% decrease in vehicles having to be tagged.
- Code Enforcement issued and mailed 140 Public nuisance letters for various code violations including disrepair to structures, dead trees, falling fences, swimming pools for cleanup and repairs. All of these violations were corrected by the owner with only 3 being issued citations.

Again, this in my opinion was a very successful year for code enforcement. Many will say that it was because the code officers work for the PD but keep in mind the offenders have no clue that code enforcement falls under the PD. The three code officers all took the mission given to them and I would say they surpassed our goals for the second year because of great dedication.

## **PUBLIC WORKS**

### **Community Development Department**

#### 2013 CDBG Projects

Community Development activities in 2013 included home repair loan/grants, elderly transportation program, assistance for Jacksonville Care Channel, assistance for Fishnet Mission, drainage project for Sunnyside Addition,

and playground equipment for Galloway and Stage Coach Park. Community Development completed all the remaining HOME projects from the 2011 grant by year end. We partnered with Arkansas Entergy Network to assist the elderly and disabled individuals with their electric bill.

#### Goals for 2014

This year appears to be a wait and see. We will continue to serve the low-mod families with all the resources available to our office. Entitlement grants are still on the chopping block by Congress, as well as the HOME Program. The projected HUD allocation for 2014 for Jacksonville is unknown. We will continue to identify all properties that become available for the expansion of Galloway Park. We will start our energy pilot project, energy savings through the use of compact fluorescent light bulbs at the beginning of April 2014. We are busy at work with another HOME grant application for submission late 2014 or mid 2015 with hopes of approval within six to nine months after submission. HUD has made another change as to how they approve plans for Entitlement Cities. With this change, it will create a challenge as to how quickly monies can be spent to achieve their timely test.

With little time and little money, it is hard to say what will happen in 2014. The saying "do more with less" is not an option especially with less money and less time. Our main goal for 2014 is to survive.

### **Engineering Department**

Manny Browder, Building Inspector; Tracy Keck, Engineering Technician; Jay Whisker, City Engineer; Jennifer Martin, Administrative Secretary; and City Council Committee Members Reedie Ray and Mike Traylor.

The Engineering projects for the year 2013 are as follows:

- Engineering and Design was completed in 2012 for the Harris Road and West Main Street roundabout. Funding by Pulaski County enabled the project to move forward. Right of Way has been obtained. Utility lines have been moved. The project was bid by AHTD in December and will begin construction in early 2014. The bid was awarded to Don Stevens Construction for a bid of \$709,603.74.

- Construction was finished on the Jacksonville Public Safety Building. The Certificate of Occupancy was issued January 23, 2013. Kullander Construction was the contractor.
- Phase II of a CDBG project was completed in the summer of 2013. 1140 Linear feet of 30 inch smooth lined plastic pipe was laid from the end of Phase I (109 Pulaski) to North Avenue. The project replaced existing deteriorating corrugated metal pipe. The new pipe also improved the flow characteristics. The contractor was Building and Utilities out of Redfield, Arkansas. At a cost of \$95,040.00.
- Graham Road Construction continued throughout 2013. The contractor is Township Builders out of Little Rock, Arkansas. The job is 95% complete, lacking only the very west portion of the project for completion. The Graham Road project widened the road from two (2) lanes to four (4)lanes, curb and gutter on both sides, sidewalk on both sides and a left turn lane at J.P. Wright Loop Road.
- Major construction projects in the City included McDonalds removed their old building at Main Street and James Street and rebuilt in the same spot, Entergy built a new facility on the North side of the City on John Harden Drive, North Pulaski High School rebuilt their Auditorium, Jacksonville Middle School completed construction on their remodel of the field house, and the Lighthouse Charter School built a State of the Art High School on their North First Street Campus.

New Business License Issued: 107

There was a total of \$10,620,235.00 worth of building permits issued in 2013. The Engineering Department issued the following permits in 2013:

<u>TYPE</u>	<u>NUMBER</u>	<u>ESTIMATED COST</u>
Single Family	31	\$ 4,034,500.00
Multi-Family	1	\$ 75,000.00
Commercial New	9	\$ 3,477,961.00
Commercial Existing	14	\$ 1,857,496.00
HUD - Rehab	6	\$ 123,722.00
Remodel	28	\$ 425,833.00

**Additions:**

Storage Sheds	33	\$ 100,504.00
Pools	5	\$ 142,450.00
Room Additions	17	\$ 317,160.00
Garage & Carports	2	\$ 3,600.00
Misc.	12	\$ 62,009.00
<b>TOTALS FOR 2013</b>	<b>158</b>	<b>\$10,620,235.00</b>

**Esther D. Nixon Library**

**USAGE**

2013 was a very busy year for the Nixon Library. We created library accounts for nearly 2,600 new users. We circulated over 238,000 items in 2013 (an increase of over 2,500 from 2012) and attendance was up nearly 12,500 with approximately 162,400 users visiting our facility in 2013. Those using our desktop (6 pcs) and laptop computers (15 available) totaled nearly 22,000 and we continue to provide free wireless service to patrons but have no way of gathering usage statistics for that.

**PROGRAMS**

We provided our meeting room to VITA (Volunteers in Tax Assistance) who provided free tax assistance/filing to hundreds of area residents. Our youth programmers conducted 322 programs throughout the year for age groups ranging from infants through late teens with nearly 8,500 children and teens attending. We had our annual Summer Reading Club for hundreds of children where we had games, prizes, entertainment and all types of learning opportunities.

As far as adult programming, our attendance and range of programs continued to expand this year. In 2013, the number of programs went up to nearly 145 and we saw nearly 4,000 people participate. We have two monthly book discussion groups for adults - one strictly nonfiction - as well as monthly "Learn To Crochet" and "Learn To Knit" meetings. At the first of 2013, we began a new "Learn to Sew" program as well for which we purchased several new portable sewing machines. Participants were invited to bring in their personal machines as well. It was a huge success as was our FOCAL used book sale, held here in September. We also continued to make good use of our movie license and show new release DVDs. Attendance is free and we provided popcorn and lemonade at many screenings. We had as many as

80 attendees of all ages at some of the shows. We have been able to reach out to serve Jacksonville citizens both young and old with programs that are both entertaining and educational.

#### **SERVICES**

We continue to provide so much more than books to our patrons. Though we provide many of those, we also offer: free internet access and printing (.10/sheet), databases, periodicals, newspapers, audio cds, DVDs, large print materials, interlibrary loan services, copier and fax services, typewriter, notary, document delivery, voter registration, public meeting room, public display space, flood plain management collection, partial repository of EPA documents pertaining to the Vertac Superfund site, selected documents from LRAFB, and even fishing poles available for checkout. One of the most popular services we offer is the free downloadable audio/e-books from OverDrive. Many of our patrons with e-readers are taking great advantage of this new opportunity. We have purchased a Kindle e-reader, a Nook Color e-reader and two iPad's so that staff can gain hands-on experience as to how to use the devices and better assist patrons with their downloads. Our public meeting room continues to be very popular for meetings and parties. Over 100 groups/individuals scheduled events in it in 2013, thus serving a total of nearly 3,000 attendees. Our individual study carrels are also more popular than ever with over 2,900 patrons using them in 2013.

#### **EQUIPMENT**

Back in 2010, we converted to an RFID (Radio Frequency Identification) system and implemented a self-check system. Statistics continue to show that approximately 40% of our patrons are using self-check services routinely. Features added to the self-check stations during 2013 include the ability to pay one's fines by debit/credit card and the ability to email checkout receipts rather than print them. The response has been overwhelmingly positive and people continue to enjoy learning about the new technology. We are currently in the process of purchasing a 3D printer for use in programming for both youth and adults. This cutting-edge technology should be a huge draw for all ages.

#### **FUTURE**

We look forward to 2014 as a year that we'll be able to continue to offer a wide variety of free educational and

entertaining programs for our patrons and continue to grow in the areas of attendance and material circulation. February 14, 2014 will mark the fifth year anniversary in our new facility and we plan a big celebration with refreshments and lots of door prize drawings throughout the day. As we approach the end of our fifth year here on the new grounds, we remain very busy and receptive to new ideas of how we can best serve our public.

## **Parks and Recreation**

### **Recreation**

The Recreation Division of the Parks and Recreation Department sponsored 9 yearly special events in 2013. "Park of the Month" was introduced to the community as a way of highlighting a different park every month. The Parks Department along with other community sponsors took on the task of putting together FestiVille, which was a 2-day festival held at Dupree Park.

Two awards (Youth Fishing Derby and Swimming Lessons) were presented to the Department at the Arkansas Parks and Recreation Association Annual Conference.

We will continue sponsoring our yearly events and will add events in 2014. The Department will be sponsoring The Big Bang on the Range on July 4 at the new Shooting Complex.

### **Community Center**

The Community Center Meeting Room/Banquet Hall rentals continue to grow with the success of \$90,063.00 revenue generated for 2013, totaling \$1,432,424.00 over 18 years. For events we were unable to book, the amount jumped to \$1,333,043.00. 56% of our users come from the metro-Jacksonville area, while 44% come from outside the metro-area. 350 events were booked in 2013.

To maintain our reputation as an excellent facility, an ice machine was added to the meeting room kitchen, the stage floor was refinished and new vertical blinds were installed in all of the rooms.

### **Aquatics**

2013 started with a delivery from Santa. Our new inflatable "The Crocodile" was delivered to The Center just in time for the January Pool Parties. The Water Aerobic Classes averaged 30 participants in each class and Aqua Zumba continues to be a favorite. Revenue for Swimming Lessons was \$44,310.00 with a total of 1562 participants.

Pool Parties and Rental revenues generated \$28,476.00, \$11,250.00 was rental for the Crocodile.

Revenue for Splash Zone was \$232,932.00 for 2013. This included \$22,030.00 from pool parties and \$44,347.00 from concessions. A total of 32,635 people from all over the state visited the water park for the fun, friendly and safe environment.

### **Maintenance and Parks**

2013 was a busy year for the Maintenance Division of the Parks and Recreation Department. Many weekends were filled with tournaments at Dupree Park and most tournaments averaged 14 teams. New backstops were added to fields #2 and #3 at Excell Park and the old netting was taken down.

New playground equipment was installed at Stagecoach and Galloway Parks and the playground area at Galloway Park was expanded.

A paved Nature Trail was built at Paradise Park and it includes 4 park benches along the trail, 6 park benches in a class room style area and a bridge going over an existing creek. Deer feeders will also be installed around the trail.

The Maintenance guys also helped the Street Department by clearing off 260 acres of fair property and assisting them with the parking lot at the Shooting Complex.

The grounds at the old Jacksonville Elementary School have been cleaned and mowed.

An ongoing goal for Maintenance will be making improvements to all of the parks.

### **Athletics and Fitness**

The Athletic Division had 12 different leagues in 2013 with 110 teams and over 500 people participating. There were 73 teams participate in the adult softball league. We were able to host several tournaments both at Dupree and Excell putting over 300 teams on our fields.

The Jacksonville Soccer Association added Youth Futsal to their leagues as a way to keep the kids active during the winter months while allowing them to maintain their soccer skills.

The Aerobic Classes at the Community Center continue to increase in class size. In 2013 new classes and new instructors were added to keep up with the demand.

The goals for 2014 are to continue growing the youth programs and encouraging more parental involvement.

### **Boys and Girls Club**

The Boys and Girls Club of Jacksonville has had a busy and successful 2013. We have increased our membership numbers again this year and look forward to doing the same in 2014.

The Summer Program was open to the first 200 members who registered and was full within 3 weeks of opening registration. Daily attendance for the Summer Program averaged 98 members. The members who participated during the summer were given the opportunity to attend field trips, participate in the programs at the Club and spend time with other members.

The After School Program has also seen an increase in member participation. We are currently picking up 56 members from local schools and hope to increase that number in 2014 with the purchase of an additional van. Members are picked from Murrell Taylor, Pinewood and the Lighthouse Charter School in the afternoon and brought to the Club where they participate in Power Hour, our homework help program. When members are not participating in a specific program, they are encouraged to play basketball, pool, spend time in the computer lab or play on the gaming systems.

Basketball registration began in November for the 2013-2014 season and we are looking forward to a larger than ever league with over 20 teams participating. Games will be played January 4<sup>th</sup> through March 15<sup>th</sup>.

Many grants have been applied for and several have been awarded. One of the most exciting grants that the Club received was the Comcast grant for \$10,000.00 to complete the computer lab which now has 12 computers. The Boys and Girls Club also received grants to have the laminate tile removed, the concrete sealed and the parking lot expanded with a gravel lot.

The Boys and Girls Club of Jacksonville is looking forward to a successful year in 2014. We will begin looking at new ways to increase memberships as well as applying for grants to improve programs and services for the members.

## Public Works Department

Public Works consists of the Street, Sanitation, Animal Control, Fleet Maintenance, and Beautification Departments. Jim Oakley, Public Works Director; Hal Toney, Street Superintendent; Kevin Cole, Beautification Supervisor; Ray Green, Fleet Maintenance Manager; Randy Watkins, Sanitation Manager; Hendrika Limke, Animal Control Supervisor.

### Street Department

In 2013 the street Department took on the task of one parking lot 500' x 800' and the second parking lot at 100' x 100' each for the Arkansas Game Fish Commission Shooting Complex we had additional dirt work done to the lots. At a cost of \$33,425.00 the city also had to haul 20,304.99 tons of rock at a cost of \$147,399.48 from Granite mtn. It took most of the summer.

Street Department completed the following projects in 2013:

- Installed 600' x 48" pipe at Redmond Road & Highland Drive A cost \$20,000.00
- Installed 500' x 48" pipe at Loop Road from to Northeastern to RxR A cost 25,000.00 and 2 Boxes a cost \$10,000.00
- 2013 The AHTD declared Loop Road Bridge unsafe. So in conjunction with the city and Thomco INC. Repaired the bridge to where Heavy traffic could cross it at a cost of \$22,250.00
- Asphalt Overlay Project - Completed Overlay of 11 Streets at a cost of \$200,718.95.
- Milling Asphalt Project - milled 6 Streets city-wide to prepare for overlay at a cost of \$31,027.10.
- Installed 3443' x 5' sidewalk at Marshall Road estimated cost \$ 120,000.00
- Right-of-way and ditch mowing - 1,850 miles Citywide;
- Pipe/Culvert installation 2,577.00' Citywide;
- 22,322.00' of concrete and dirt ditches were cleaned city wide;
- Storm Drain culverts cleaned/flushed - 3,000';
- Storm Drain Inlet boxes cleaned - 200;
- Asphalt Street Repairs - 126 utility cuts, 202 potholes, 25 shims;

- Mosquito Control Program - 390 man hours; \$28,000.00 in chemicals
- Concrete crew installed 5 inlet/catch basins, and approximately 1,498 feet of curb & gutter, 1600 feet of sidewalk, 200 feet of concrete swell, 1,040 feet of concrete walls.
- Repaired 20 road base failures Citywide;
- Roadways cleaned with street sweeper - 9,318 miles.

## **Sign and Signal Department**

The Traffic Sign and Signal Maintenance is to service and maintain the traffic control devices in the city and work within the manual on uniform traffic control devices(MUTCD) as approved by the federal highway administration as the national standard in accordance with Title 23 U.S. Code, Sections 109 (d)

- Signs fabricated 72
- Installed and/or replaced 135 various signs Citywide;
- Thermo plastic paint yellow 3,031.00 LF. White 3,851.00 LF; at a cost of \$4,719.73
- Water base paint yellow 0 LF.
- Stop bars installed 178'lf
- Cross walk bars installed 1;
- Straight arrows legend installed 0;
- Turn arrows installed 2 left and 0 Right;
- Turn/thru arrows installed 0;
- School legend installed 2;
- Only legend installed 0;
- Parking lot line installed 1;
- Handy cap legend installed 4;
- Traffic loop detectors installed or repaired 4;
- Hours of traffic signal maintenance 96 HRS.15 Min;

## **Beautification Department**

There were great challenges for the Beautification Department. We experienced some staff changes. However we were able to perform all duties. The department employed 6 different seasonal workers to assist the full-time employees. In total the seasonal employees performed 4,929 hours of service. We also continued our litter program this year by using trustees from the Police Department which has

been a great help to our department. We worked 525 workers with a combined total of 4,200 hours of service. With the combined help of seasonal employees and trustees the Beautification Department in 2013 include the following:

- Planted 2,718 flowers, shrubs, & trees;
- Maintained flowerbeds & other landscape features owned by the city;
- Picked up 4,772 bags of trash & 198 used tires from the city's right-of-way;
- Mowed 520 islands, 182 yards & 52 miles of right-of-way;
- Cleaned 31,345 feet of drainage ditches;
- Completed approximately 80 hours of maintenance on various city-owned facilities;
- Performed routine maintenance on all of our equipment;
- Participated in the mosquito control program throughout the entire season with 144 man-hours;
- Installed a sculpture of an eagle at the Police Department on Marshall Rd.
- Tested backflow prevention devices as called upon by the city;
- Performed several landscaping tasks around the Recycling Park planting trees and shrubs.
- Mowed 165 miles of 67/167 right of way.

## **Sanitation Department**

In 2013, the Sanitation Department has striven to expand and improve its services to the community. The Recycling Department has continued to staff a collection facility for household chemicals, household recyclables, electronics, and waste tires. We have added 156 new customers to our curbside recycling program this year, bringing our customer count to approximately 1,600. We will continue in our efforts to provide the best and most efficient services possible to the citizens of our City.

The departmental statistics for 2013 are as follows:

### **Recycling Department**

- 1,158,772 pounds of recyclables were collected, processed, and sold, saving the City \$12,978.11 in landfill fees;

- Recycling Center drive-thru supported 7,826 customers;
- Revenues from recyclable goods totaled \$81,207.86.
- 14,403 used tires were taken in to be recycled.
- 66,000 pounds of electronics were taken in to be recycled.

### **Garbage Department**

- 7063 tons of garbage was collected with landfill fees totaling \$166,268.98.

### **Trash Department**

- 810 tons of bulky landfill items were collected. Our total landfill fees for bulky items were \$18,144. \$14,427.32 of that was recovered in charges for oversized piles, leaving us with a balance due of \$3,716.68.
- 33,456 cubic yards of yard waste were collected and ground into mulch for a savings of \$135,162.24 in contracting fees.
- 12,864 cubic yards of material was collected and burned after the winter storm in December, 2012.

## **BOARDS AND COMMISSIONS**

### **Jacksonville Chamber of Commerce**

The Jacksonville Chamber of Commerce is a private, non-profit business organization financially supported by over 373 area business members to enhance and continually improve the local business climate and quality of life. We are:

- The common voice for the business community;
- An organization dedicated to economic and community development;
- A partner in marketing Jacksonville for our members, citizens, and visitors;
- A resource for networking and enhancing business relationships;
- A partner with government, education, and other community organizations.

### Overview of Activities

A sixteen member Board of Directors provides leadership and oversight of Chamber activities. Chamber members, working with a staff of one to three, volunteer time and money to implement a variety of programs. Their endeavors in 2013 included:

- Addressing pertinent issues through committees such as Education, Health Care, Membership, Business Expansion & Retention, Commercial/Community/Economic Development, Military/Government Relations;
- Celebrating Ground Breaking, Grand Opening, Ribbon Cutting or Business After Hours Ceremonies with 10 businesses - Mariachi Grill, Branscum C& Co., Tropical Smoothie Café, Disabled American Veterans, The Hook Center, Inspirations, All Kindz of Thingz, ReMax Homefinders, Modern Woodmen Fraternal Financial, Jacksonville Museum of Military History;
- Lobbying legislators and Pentagon officials here and in Washington D.C. concerning military, education and business issues;
- Supporting Little Rock Air Force Base activities, such as the Quarterly and Annual Awards programs, Little Rock Spouses activities, International Council of Air Shows;
- Serving on the regional economic development committee, the Metro Little Rock Alliance;
- Participating in other regional, state or national organization efforts such as workshops with the Arkansas State Chamber conference, MAKO Conference, 'Salute to our Legislative Delegation' in Washington D.C., Arkansas Economic Developers, Arkansas Chamber of Commerce Executives, and LRAFB Community Council;
- Maintaining listings for available commercial and industrial space and land, working with potential new businesses, and soliciting new business and industry;
- Working with developers to encourage a healthy mix of available housing;
- Maintaining membership and financial records for Jacksonville Commerce Corporation and Jacksonville Chamber Foundation;
- Providing "Starting a New Business" information to interested individuals;
- Sending out more than 270 requested tourism and relocation packets;

- Serving as the welcome center for the city and distributing maps, Chamber directories, phone books, brochures and directions to walk in traffic;
- Answering an average of 75 calls per week to provide referrals to Jacksonville businesses and respond to a variety of questions and requests;
- Maintains an informative website, [www.jacksonville-arkansas.com](http://www.jacksonville-arkansas.com), which received 1,909,985 hits in 2013.
- In 2013 answered 4 Request for Information (RFI) and continued to work on the 6 RFI's from 2012.

### **Chamber Events**

In addition to the above, the Chamber hosted the:

- Annual Banquet in January, a Jacksonville/Cabot Chamber of Commerce Joint General Membership Luncheon in April in Cabot and the guest speaker was US Senator John Boozman; in September' general membership luncheon with guest speaker Bruce Upton, How to Protect You and Your Business From Identify Theft and November's we had the Chairman discuss what has been going on in the Chamber the past year;
- Chamber-Base Golf Tournament in June at Southern Oaks Country Club designed to encourage community relations by teaming active, reserve, and guard military personnel with Chamber members;
- Jacksonville Chamber of Commerce partnered with Hire Our Heroes Roundtable in September; about 120 attendees came to the Jacksonville Community Center to hear a roundtable discussion about hiring Veterans;
- Partnered with Sherwood and North Little Rock Chamber of Commerce to help get legislation passed for the dry townships in Pulaski County go wet, will have a vote in second quarter of 2014;
- New Teachers welcome in August, welcomed 75 new teachers to Jacksonville area schools;
- 2 Principal's Luncheons (one each semester);
- 2 Plant Manager's Luncheon;
- Held 2nd Annual Honor Graduate Luncheon in May with guest speaker, Speaker of the House, Davy Carter;
- Partnered with Sherwood, North Little Rock, Little Rock and Maumelle Chamber of Commerce and the Arkansas State Chamber of Commerce "Door to Door" Legislative Review in November;

- Worked jointly with Jacksonville Parks & Recreation and funded by Jacksonville A & P, Holiday Decorating Contest and Shop Local.

#### In Closing

Our Program of Work is more than a list of Chamber programs and initiatives; it is our commitment to impact and improve the community. We, the Chamber Executive Committee, Board of Directors and staff, together with all our members, will continue to work to enhance the business climate and quality of life in the city of Jacksonville.

We are very grateful for the ongoing climate of cooperation and partnership between the Chamber, our member volunteers and the governing bodies of the city of Jacksonville.

### Jacksonville Housing Authority

Jacksonville Housing Authority - 2013

Section 8 Housing Assistance Payments Program		
Certificates and Vouchers Authorized		362
Annual Occupancy Percentage		100%
Applications Received		0
New Families Admitted		49
Current Waiting List		244
Total Paid to Owners		\$1,645,141.00
SEMAP Performance Scoring	- 98% (High Performer)	
Public Housing Program		
Units Available		100
Annual Occupancy Percentage		95%
Applications Received		315
New Families Admitted		18
Currently on Waiting List		161
Total Rent Collected		\$152,019.00
PHAS Score (High-Performer)		94%

JHA is currently in a Kitchen Renovation project in the amount of \$297,000 for the purpose of renovating 21 kitchens. JHA is also under a roofing contract to have 7 units replaced for a total contract of \$32,170.00.

### Low Income Housing Tax Credit Project - "The Meadows."

JHA has created two subsidiary corporations in 2012 entitled "Jacksonville Housing Development, Inc." &

**"Jacksonville Housing Solutions, LLC."** for the purpose of creating new housing stock. Jacksonville Housing Solutions has purchased 12 acres of land in "The Meadows" subdivision for the purpose of constructing 55 three & four bedroom homes for low-income families. Construction was complete in December 2012. Lease-up is currently at 99 percent.

### **Jacksonville Senior Wellness & Activity Center**

Our goal is to provide an affordable place for senior adults to stay active. We continue to offer meals and transportation while offering new and innovative programming that covers the Seven Dimensions of Wellness.

The new 2400 sq.ft. safe room was completed in early 2013 and has allowed us to build our exercise programs and education programs. The safe room was opened to the public for bad weather events 2 times in Spring 2013 and had approximately 40-50 people utilize it each time.

#### Units of Service Provided:

Congregate Meals	10,241
Home Delivered Meals	37,201
Socialization	12,862
Transportation (trips from home to center & back)	9,480
Case Management (persons assisted)	664
Telephone Reassurance	2,652

#### Other Wellness activities include:

Blood Pressure & Sugar Testing, Hearing Testing, Diabetic Footwear Fitting	344
Health & Nutrition Education, Doctors Appts, Computer Classes, Special Speakers, Matter of Balance, Chronic Disease Self Management, Super Noggin	619
Day Trips, Holiday Celebrations, Fundraisers, Grocery Shopping, Local Restaurants	1,515
Knitting, Quilting, Ceramics, Scrapbooking	444
Wii Bowling, Mind Exercise, Quiz Bowl, Card Clubs, Dominoes, Open Mic, Bingo	2,669
Dance Contest, Dances, Bean Bag Baseball, Line Dance Lessons, Jam Sessions	3,715
Peppi Exercise, Tai Chi, Zumba Gold, Daily Walk Pedalcise	4,982

## Other

Jacksonville Senior Wellness & Activity Center's mission is to improve the quality of life for senior citizens with a primary focus on the prevention/postponement of the requirement for nursing home care. We are able to continue to accomplish that mission with community support. Approximately 859 volunteers logged nearly 4,654 (estimated) hours of service with the center during 2013.

### **Jacksonville Wastewater Utility**

Wastewater Utility - (Sewer Commission)

Thea Hughes, General Manager; Fred Belote, Commission Chairman

Mrs. Hughes and Mr. Belote will present a verbal report and a written report to the City Council at its meeting scheduled for January 16, 2014.

### **Jacksonville Water Department**

Water Department - (Water Commission)

Jake Short, General Manager; Jim Peacock, Commission Chairman

Mr. Simpson and Mr. Peacock will present a verbal report and a written report to the City Council at its meeting scheduled for January 16, 2014.