

STATE OF THE CITY REPORT 2017



Presented by:

**Mayor Gary Fletcher
January 19, 2017**



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City Council Committee Assignments

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

GENERAL GOVERNMENT

City Clerk's Office

Susan Davitt, City Clerk/Treasurer and Alyson Rhea, Deputy Clerk.

Rezoning recommended by the Planning Commission and approved by City Council in 2016:

- Ordinance 1542; 405 South James Street
1016 School Drive C-2 to C-3.
- Ordinance 1545; Lots 18-35 The Meadows Subdivision
R-1 to R-2.
- Ordinance 1550; 308 & 312 Valentine Road R-0 to R-6.
- Ordinance 1551; 420 West Hickory C-2 to R-0.
- Ordinance 1563; 212 & 216 W. Hickory Street R-1 to R-2.

Final Plats recommended by the Planning Commission and accepted by City Council in 2016:

- Lemac Subdivision
- Jamestown Subdivision PH II

City Council considered twenty-four (24) ordinances for adoption in 2016; three (3) were codified into the Jacksonville Municipal Code.

Codified ordinances:

- ORDINANCE 1544 Amending pass through charges regarding Water rates.
- ORDINANCE 1555 Creating JMC §2.26 The Jacksonville Historic District Commission.
- ORDINANCE 1557 Dissolution of the North Pulaski Waterworks Public Facilities Board.

2016 City Council approved expenditures:

- Resolution 739 (#5-2016) \$100,000 80/20 match grant for sidewalks and a walking trail.
- Janitorial Services Bid: \$45,000.
- Ordinance 1549 (#9-2016) \$99,000 Waving Competitive Bidding fully reconditioned 2007 side-loader garbage truck.

- Ordinance 1552 (12-2016) \$88,091.71 Waiving Competitive Bidding for Computer Engineering, Equipment, Hardware, Licensing, Software, Installation, and Warranties for the City's Mail Server Migration and Backup System.
- Ordinance 1553 (13-2016) \$10,068.00 Annually - Waiving Competitive Bidding with Ritter Communications for Centrex Access, Circuit, Internet, Facsimile, and Telephone Services for the Central Fire Station.
- Bid for Community Center Roof from Fraley Roofing, Inc. \$99,157.00 funds drawn from the 2015 bond issue.
- Street Department Bid with Cranford Construction \$228,682.19 Asphalt Overlay Program 2016.
- Ordinance 1556 (#16-2016) \$22,666.50 Waiving Competitive Bidding for three (3) Stryker refurbished and certified Pro Cots.
- Ordinance 1558 (#18-2016) \$626,743.20 with security interest in favor of AT&T - Waiving Competitive Bidding Lease/Purchase for upgrades to equipment and software for 911 Communication System through a short term promissory note.
- Street Department Bid \$20,000.00 in matching funds for sidewalks on Northeastern Avenue in favor of Barger Excavating, Inc.

Board of Adjustment hosted eight (8) 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.

The City Clerk's office remains committed to providing exceptional customer service to the citizens of Jacksonville and City staff.

City Garage

The City Garage's main focus is to maintain quality service with limited resources to some 300 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 updated our Snap-on scanner to allow us the ability to properly diagnose later model vehicles. This was a factor in cutting our commercial cost by 40% in 2016.

City Garage's cost for 2016 is as follows:

- Labor hours billed \$34,552.50
- Annual parts cost \$93,722.96
- Commercial cost \$25,806.98

Goals for 2017:

- Acquire tools and equipment to assist in troubleshooting and repair of the complicated power train control systems of current vehicles.
- Install new vehicle lift to help schedule and repair vehicles in a timelier manner which will keep a healthier fleet.

Jacksonville District Court

CASE STATISTICS

The District Court experienced a decrease in caseloads during 2016. The combined total of Criminal, Traffic and DWI cases was 9,575 as compared with 10,751 cases in 2015. The breakdown is as follows:

Criminal	3,076
Traffic	6,410
DWI	89

FINES and FORFEITURES

Fines and forfeitures totaled 950,445.90, as compared with
1,079,304.13 in 2015.

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.

In 2016, we processed 5,434 invoices, 1,054 vouchers, and 4,646 checks compared to 1,171 vouchers and 4,454 checks in 2015. 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 department is responsible for billing and collecting on business licenses (also known as privilege tax). During 2016, the city ordinance was updated from 1974. We currently have 885 businesses which generated approximately \$174 thousand in revenues for the City.

Ambulance service billings and collections are also handled in our department. During 2016, there were 2,679 transported runs billed with \$637 thousand being received.

The Comprehensive Annual Financial Report (CAFR) for the City of Jacksonville for the fiscal year ended December 31, 2015 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 19th year in a row that the City has received this prestigious award. We anticipate receiving another award for the 2016 report, which will be submitted on June 30, 2017.

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. The 2017 Budget, approved by City Council on December 15, 2016, 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 2017 budget was very conservatively prepared

based on the 2016 budget. Starting with the 2017 budget, the Arkansas Game & Fish Foundation Shooting Sports Complex will be an enterprise fund and separated from the General Fund. A Complete copy of the 2016 Budget is on file in the City Clerk's Office. Our website, www.cityofjacksonville.net, also has a link to the document.

Human Resources Department

The Human Resources Department for the City of Jacksonville consists of Director Jill Ross and Human Resource Generalist 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, and workers compensation for over 350 full-time, part-time, elected, and seasonal personnel.

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 2016, the City of Jacksonville Human Resources Department processed a total of 118 hires, which breaks down to 37 regular full time employees and 81 part time/seasonal employees.

City employees were able to reduce their workers compensation claims from 35 in 2015 to 26 claims in 2016. This means that employees are working more safely!

Our EAP (Employee Assistance Program) has assisted roughly twenty 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.

Information Technology (IT)

Scott Rothlisberger, 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:

- Support of Point of Sale system at the Splash Zone.
- Implemented Fiber Optic line to the Community Center to get the network 100 times faster and save money.
- Implemented a new firewall at City Hall after direct hit from lightning.
- Implemented digital signage at the Community Center.
- Implemented VPN software upgrades for the Fire Department.
- Installed new backup system at City Hall
- Ensured software on all computers was up-to-date
- Maintained software licensing.
- Continued adding/editing of needed areas of the City website and gave additional training when required.
- 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).
- Automated Antivirus updates and alerting to when infection occur.
- Installed new email server.
- Continued hardening of City computer policies for continued protection of infections and malware.
- 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.
- Implemented a new Parks and Rec app.

Our 2017 goals include the following:

- Continued support of the City of Jacksonville website.
- Ensure software on all computers is up-to-date.
- Maintain software licensing.
- Replacement of Point of Sale system at the Shooting Complex and the Community Center.
- Continued monitoring of city infrastructure that does not fall under Clearpointe management.
- 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.
- Implement a new point of sale system at all Parks and rec facilities.

PUBLIC SAFETY

Jacksonville Communications 911

While 2016 proved to be its normal busy and productive year for all of us at the 911 Center, it also brought several changes to our staffing. We had a long term employee retire after 16 years of dedicated service so she could spend more time with family. We also promoted one of our Dispatchers to the position of Shift Leader.

In 2016 we made some changes to our wireless and landline 911 phone lines. In years past, we had four landline 911 lines and only two wireless 911 lines. What this means is that when we received a 911 call from a landline it would come in on one of the four landline trunks and wireless 911 calls would come in on the two wireless trunks. With citizens moving away from landlines to cell phones, the amount of wireless 911 calls we receive has increased dramatically. The amount of money we are reimbursed through the Arkansas ETS Board each year for maintenance cost is based on the percentage of our 911 calls that come in on a wireless trunk. Because of that, we felt it would be in our best interest to have four wireless 911 trunks and only two landline trunks. By doing this, we can now get a more accurate account of all of our wireless 911 calls in hopes of receiving more money from the ETS Board. We also signed a new five year contract with AT&T to upgrade our 911 Phone System and to install a new recorder for the 911 Center; the contract includes five years of maintenance on the 911 equipment and the recorder. The 911 upgrade is something that we have to do every 5 years; this is to ensure that our 911 system continues to run efficiently with the newest technology so that our citizens can always get the help they need in time of emergencies. The upgraded 911 equipment is Next Generation 9-1-1 compatible, that is a system that will allow us, in the future, to receive additional data and video from citizens that call 911, it will also allow us to offer texting to 9-1-1 in the near future. The recorder replaced the seven year old recorder we have been using. The new recorder is also NG911 compatible, more efficient

and user friendly. The recorder has a large capacity to record all of the 911 lines, Dispatch and Police Department admin lines as well as radio channels for the Police and Fire Departments.

We also had updates done on our Mapping System and to the Smart911 software in 2016. The mapping upgrade allows us to see the location of our patrol cars as they move through city, as well as plotting our CAD Call entries, Extra Patrol entries and Home Security Checks. The Smart911 upgrade now allows us to start a text conversation with any cell phone that calls 911 if even if they do not have a Smart911 profile set up. With our new school district starting in 2016 we did extensive testing with each school on the Smart911 Rave Panic Button to ensure that the programming was working correctly and that everyone was familiar with the Panic Button and knew when and how to use it to call 911 in an emergency.

We were given an excellent training opportunity through Powerphone in 2016; they were creating a new course for 2017 and needed feedback from 911 Centers. Powerphone contacted our department for assistance and 3 of our Dispatchers took the new course online for free and in return they provided Powerphone with feedback and data to improve the course before it will be taught in classrooms around the country. Our Dispatchers broadened their skills and training by taking additional classes this year to include training through the FBI, FEMA, Mobile Alert Systems, National Missing and Exploited Children Foundation as well as Natural Gas Pipeline Emergency training. We will be hosting a three day Education Summit through NENA (National Emergency Numbers Association) in 2017 that will bring in Dispatchers, Admin Staff and Trainers from all over the State of Arkansas and surrounding states. This is the first time this Summit has been held in the Central Arkansas area.

As with every year, we had numerous calls from citizens for assistance in 2016. The following is a breakdown of all incoming calls and CAD entries for the year:

Emergency and Non-Emergency Calls

Non-Emergency calls 2016 (admin lines)	94,385
Wireless 911 Calls 2016	27,358
Land Line 911 Calls 2016	2,491
Total Calls 2016	124,234
Total CAD Call Entries 2016	57,058
(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 2017.

Animal Shelter

The Jacksonville Animal Shelter made many more improvements in 2016. First of which we set an all-time record again, of 98% placement for dogs 907, which is a 10% plus increase over previous years and we placed 511 cats. The success was due to many contributing factors one of which was the help of our nonprofit group "Jacksonville Friends of the Animals" which raised funds to sterilize, provide medical treatment and support for adoption events. Secondly our Animal Control staff worked proficiently and tirelessly finding homes for all the unclaimed pets. The Department reduced the amount of overtime by 40%. The Jacksonville Animal Shelter has 50 large canine kennel, 14 small canine kennels, and 22 feline kennels. In 2016, the shelter handled 1,503 animals. Two hundred and ninety six (296) animals were rescued and released to their owners and 1,125 dogs and cats were adopted. Animal Control Officers properly picked up and disposed of 714 deceased animals from the City streets. The Department conducted 17 animal cruelty allegations, and 6 counts of animal cruelty, were processed through the Municipal Court. Thirty two (32) 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 \$18,785.00 in adoption fees, contributions and fines for the year 2012. The Department's goals for 2017 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 Department Reportable Runs 2016	4,699
EMS Reportable Runs 2016	3,920
Fire Loss 2016	\$829,630
Fire Savings 2016	\$5,656,220

Major Accomplishments 2015

We received two Pierce Pumpers and a Pierce Ladder Truck. We purchased 40 Self Contained Breathing Apparatus (SCBA) funded by a federal grant for \$233,964. An ISO inspection was conducted, and we maintained an excellent ISO 2 rating. We started Phase 1 and 2 of the remodeling project for Central Fire Station. We conducted our first annual "Heroes and Hotdogs" event to increase our interaction with the community, and infuse a positive impact.

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

We responded to 3,920 EMS calls averaging 10.7 responses per day. We added Video Laryngoscopes to our ambulances which assist Paramedics in Endotracheal Tube placement, faster airway access, and improved quality care. JFD competed in the State's annual EMS competition. We placed 3rd for EMS teams with Kyle Myers and Cody Henley. We placed 2nd for Fire and EMS teams with Mark Evans, Kyle Myers, and Cody Henley.

Our major purchase emphasis next year should be new ambulances and Cardiac Monitors. Average service time for an ambulance is 5 years for replacement. Ours are 6, 9, and 14 years old. They average 15,000 hard-driven miles annually. By December 2017, our front line ambulances will have an average 116,000 miles each. We're averaging 1,000 more EMS calls per year, than we were as recently as 2011, using the same ambulances, equipment, and staffing.

Fire / Rescue

The JFD responded to 4,699 emergencies consisting of 83% EMS calls, averaging nearly 13 daily responses. Fires included structures, grass/brush, cars, and outside rubbish. The Department responded to other hazardous conditions including gas leaks, downed power lines, and shorting or arcing electrical equipment. We had several calls to investigate reports of unauthorized burning, which continues to be a problem regardless of warnings. The Fire Marshal's office has the ability to issue citations, but not around the clock.

Fire Marshal / Fire Prevention

In 2016 there were 142 fires; 42 structure, 13 cooking, 34 vehicles, 18 vegetation, 23 trash, 3 dumpsters, 7 outbuilding, and 3 other. We investigated 52 of these due to unknown or suspicious nature. Seven were arson or intentionally set including 1 vehicle fire. This resulted in one successful (car fire) prosecution. The total value of the properties was \$6,485,850.00 with a loss at \$829,630 for a total of \$5,656,220.00 in property saved, resulting in an 86.17% save rate.

Approximately 3000 adults and children were educated through various programs. Fire code enforcement performed over 650 building inspections and consultations. Six major building projects were underway in 2016, 2 have yet to be completed to include a munitions plant and a warehouse.

Training

We conducted 16,761 hours of annual proficiency training. We conquered 40 State and International Certifications for Firefighter II, Driver/Operator, EMT, Paramedic, Hazmat Operations, Officer I and II, Instructor I, Chief Fire Officer, Tactical Rope Rescue, Core Rescue Technician, Confined Space Rescue, Structural Collapse Technician, Rough Terrain and Mountain Rescue III, and Technical Search. Other classes include Leadership I, II, III, NIMS 300/400/700/800, Advanced PIO, ANG Rad IQ, Fire Service Chief Executive Officer, and Executive Fire Officer. We had two members complete their Associates Degree.

We conducted exercises with the LRAFB F.D. and Military Police, the 392nd Chemical Medical Group, Reid Interview and Interrogation, Bureau of Professional Standards, Survival Flight, Med Flight, Ashland Chemical, Compressed Air Foam Systems, and the Arkansas Department of Health Standards and Best Practices Committee.

Jacksonville Police Department

In 2016, the police department continued the COMPSTAT Program. All elements of the program have not been maximized this calendar year due to lack of manpower. However the program continues to prove its success through yearly comparisons in crime and crime trends.

There were a total of 228 violent crimes to include homicide, rape/ sexual assault, robbery and aggravated assault reported in 2016 as compared to 195 in 2015 with a 14% increase. In 2016 there were 3 Homicides reported, with 3 cleared (1 of the

Homicides was ruled Justifiable); in comparison to 1 reported and 2 cleared in 2015. (Of the 2 cleared in 2015, 1 occurred in 2014). There were a total of 1,187 property crimes including burglary, theft of property, and vehicle thefts reported compared to 1,155 in 2015; which is less than a 1% increase. For 2016 our rates of clearance by arrest on these crimes were 59% for violent crimes and 37% on property crimes.

The Narcotics Unit in 2016 seized \$21,614.00 in cash; 11 firearms; and 5 vehicles. We received as our share of seizures through the DEA Task Force, \$39,634.82 which was deposited into our equitable sharing account.

The Jacksonville Police Department processed 2,896 prisoners through the detention facility, and used 1,136 trustees throughout the city completing or assisting city employees in their duties.

There were 34 juvenile curfew citations issued in 2016 compared to 42 in 2015; Citations were issued for 6 daytime and 28 nighttime violations. No warrants were issued.

The police department dedicated over 2,001 man hours to courtroom security compared to 2,035 in 2015. This is a huge strain on the PD because we have to dedicate three officers, with an average of 13 hours per officer per week, just for this assignment due to state mandates. The records division processed 292 Freedom of Information requests in 2016. This continues to be very time consuming for our department.

The department received several grants totaling \$75,244.29 compared to \$85,270.17 in 2015 with a decrease of 12%. The following are several notable items purchased with the grants:

- COPS Grant; continuing through 2016 with three School Resource officer positions. This grant will expire in 2017.
- DOJ Edward Byrne Memorial Justice Assistance Grant; provided 6 Tasers, 7 Body Cameras, 2 Storage structures, and 3 external Zip Molle Vest for K9. This grant was finished in 2016.
- Ballistic Vest Program Grant(s) 2014- 2016 & 2015 - 2017; the grant 2014-2016 finished in 2016 of all funds, and the 2015-2017 provided us with \$5,524.95.
- Arkansas Association of Chiefs of Police Bulletproof Vest Reimbursement Program; provided the department with 10 vest reimbursement of \$2,500.00 for the year.

- UAMS Satellite Network for Child Safety Seats; in 2016 the department was approved to be a satellite site for child safety seats. Number of child safety/amount for child safety seats will be determined at a later time.
- Firehouse Subs Public Safety Foundation AED Award: The department was awarded one AED.

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

- In 2016, the department hosted three Citizens Police Academies, two adult classes with 35 participants and one JR Citizens Police Academy with 11 participants, resulting in an 8% increase in class attendance.
- In 2016, The Citizen Police Academy Alumni Association (CPAAA) continued their support of the police department. The CPAAA members worked a total of 1,391.50 hours this year helping out with several events, fund raisers, luncheons, Thanksgiving and Christmas dinners are a few.

Highlights for 2016 within the Department are as follows:

- The Police Department opened 31 nuisance abatement files throughout the city resulting in 6 files being self-abated by the violator, 1 was evicted from their property by the owner, and 24 of the latest files remain opened are pending actions.
- Captain Kelley Smiley, CID Captain, conducted NARCAN Administration training. The training is a prerequisite for the carrying and the use of the medication. Narcan is used to block the effects of opioids, especially in an overdose. CID Lieutenant Robert Washington participated in two promotion assessment center processes. One for Fort Smith Police Department in Fort Smith, Arkansas where 12 candidates were evaluated for promotion to Sergeant and one for Lexington Police Department in Lexington, Kentucky where 30 candidates were evaluated for promotion to Sergeant. In 2016 several detectives assisted narcotics in undercover operations geared at local business establishments in noncompliance with city code. All operations were successful and resulted in multiple violations and arrest warrants.
- The Patrol Division responded and worked 531 traffic accidents that occurred on our roadways. This is an increase of 6 from the previous year as we worked 525 in 2015. There were no fatality accidents in 2016.

- The Police Department participated in a joint Active Shooter Exercise with LRAFB at the Education Center.
- Our Office Professional Standards (OPS) processed 12 citizens' complaints as compared to 15 in 2015. There were 4 Internal Investigations. The Risk Management portion of COMPSTAT continues to be successful.

The Police Department handled 51,263 calls for service as compared to 55,199 for 2015, for an 8% decrease. I believe the decrease is due to lack of manpower and the ability for self-initiated activity.

Jacksonville Code Enforcement

Code Enforcement started the 2016 year with 3 Code Enforcement officers Officer Charles Jenkins, Officer John Nolen, and Officer Eddie Fletcher.

- Code Enforcement in 2016 had a total of 2,183 assigned calls such as phone calls and walk-in complaints compared to 1,334 in 2015. Code Enforcement had 7,317 self-initiated activities in 2016, compared to 4,770 in 2015, resulting in 5,938 follow ups.
- Code Enforcement had a total of 12 structures razed in 2016, 5 by the city at a cost of \$20,326.13 and additional grant money totaling \$4,394.00 provided by CDBG. Seven (7) structures were removed by property owners. This compared to 4 in 2015, of which 0 was razed by the city, with the balance being taken down by the owners.
- In 2016, 416 grass letters were sent out to those that allowed their grass to exceed 8" resulting in a total of 336 yards being mowed by the city. Invoices were mailed out totaling \$55,275.14 with collections of \$7,859.46. The 2015 grass season reflected 392 letters, resulting in mowing 258 yards invoices for \$33,839.47 and collections of \$3,929.96.
- Five Hundred thirty eight (538) parking violations were found resulting in seventy seven (77) warning notices for illegal parking, out of the seventy seven (77) inoperable vehicles tagged seven (7) vehicles had to be towed by us with no citations issued.
- Code Enforcement issued and mailed 112 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 ten (10) being issued citations.

PUBLIC WORKS

Community Development Department

2016 CDBG Projects

Community Development activities in 2016 included home repair loan/grants, sewer line replacements, home demolition, Care with Color, elderly transportation program, assistance for Jacksonville Care Channel, assistance for Fishnet Mission, and the back to school backpack program. Community Development did not participate in the SNAP program through the Federal Home Loan Bank of Dallas. We partnered with Arkansas Entergy Network to assist the elderly and disabled individuals with their electric bills, however with little time to contribute we suspended our services in October. We continued our partnership with Central Arkansas Development Council to provide free electronic tax preparation through the VITA program. Working with Code Enforcement, we demolished two condemned houses.

Goals for 2017

2017 is the year of the HUD Point-In-Time-Count. We have already been busy with our usual project of goodie bags. This year we will have a count site in Jacksonville to determine if there are any homeless people in Jacksonville. We have already submitted 13 applications for SNAP funding. We are exploring the possibility of enhancing our elderly transportation program. In addition we will continue our partnerships with CADC and hope to reinstate our partnership with Power to Care.

As always, our main goal is to serve the citizens of Jacksonville with the resources we have and all we can obtain.

Engineering Department

Manny Browder, Building Inspector; Tracy Keck, Engineering Technician; Jay Whisker, City Engineer; Chasni Bradshaw, Administrative Secretary; and City Council Committee Members Reddie Ray and Mike Taylor.

The Engineering projects for the year 2016 are as follows:

- Construction continued on the Highway 67/167 widening from just south of Redmond Road to just north of the Main Street overpasses. The contract is to widen the highway from 4 to 6 lanes. The project will include a new on ramp for south Highway 67/167. This new ramp will line up with Municipal

Drive. The project contractor is James Construction out of Louisiana. The project started summer of 2014. A change order was added to the project making a turnaround north of Main Street from John Harden Dr. to T.P. White Dr. The project was slated to last until end of 2016, however with the additional construction the date was pushed back until the middle of 2017. As of December, the construction is in the 2nd stage of construction. The southbound lanes are on the new construction with the northbound lanes on the existing lanes.

- Safe Routes to Schools project was awarded to Garver Engineers out of North Little Rock. The project will connect the existing sidewalk along North Eastern Avenue at Gray Fox Lane and then extend that sidewalk to Red Fox Lane. Construction was awarded to Barger Excavating at a cost of \$146,965.93. Along with the sidewalk grant, a grant to help get students out and walking/bike riding to school will be implemented.
- A sidewalk was approved by the Arkansas Highway and Transportation Department and Metroplan. The 2 grants are for a sidewalk along Highway 294 from Highway 161 to Loop Road. The grants are for \$250,000.00 from AHTD and \$125,000.00 from Metroplan.
- Major construction projects in the City include the renovation of a light manufacturing plant into Sig Sauer manufacturing. They will be manufacturing ammunition. Arkansas Office Products is building a warehouse in the Jacksonville Industrial Park. Edwards Cash Saver moved into 315 S. James St and Hardee's built a new structure at 1811 N. 1st Street. The Dialysis Clinic remodeled for \$1.5 million and Ashland Chemical added another structure for \$600,000.00. Fuzzy's Tacos opened their doors in December after remodeling the old CiCi's Pizza.

New Business License Issued: 120

There was a total of \$15,307,827.29 worth of building permits issued in 2016. The Engineering Department issued the following permits in 2016:

<u>TYPE</u>	<u>NUMBER</u>	<u>ESTIMATED COST</u>
Single Family	40	\$ 4,940,053.00
Multi-Family	1	\$ 120,000.00
Commercial New	6	\$ 2,126,400.00
Commercial Existing	20	\$ 6,966,646.00
HUD - Rehab	0	\$ 0.00
Remodel	19	\$ 387,000.00

Additions:

Storage Sheds	27	\$ 88,795.00
Pools	2	\$ 73,253.00
Room Additions	11	\$ 215,500.00
Garage & Carports	1	\$ 1,000.00
Misc.	24	\$ 389,180.29
TOTALS FOR 2014	151	\$ 15,307,827.29

Esther D. Nixon Library

USAGE

2016 was a very busy year for the Nixon Library. We created 1,905 library accounts for new users, circulated nearly 197,000 items and had nearly 147,000 patrons visit our facility. Those using our desktop (6 pcs) and laptop computers (15) totaled just short of 18, 500 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 programmer conducted over 600 different programs throughout the year for age groups ranging from infants through late teens with over 18,200 children and teens attending in total. We had our annual Summer Reading Club for hundreds of children where we had games, prizes, entertainment and all types of learning opportunities. Local stores and businesses generously provided lots of great prizes for the kids. Our youth programmer also now does two monthly programs at the LRAFB library in addition to the ones she does at our location.

As far as adult programming, our attendance and range of programs continued to expand this year. In 2016, the number of programs totaled 213 and we saw nearly 3,400 people participate. We continue to facilitate three monthly book discussion groups for adults - one strictly nonfiction - as well as twice-monthly "Learn to Sew" programs for teens and adults. Participants can use our machines or bring their own. It has been a huge success. We also continue to make good use of our movie license and show new release DVDs. Attendance is free and we provide free popcorn at many screenings. We have been able to reach out

to serve Jacksonville citizens both young and old with programs that are both entertaining and educational.

For the third year, we partnered with El Zocalo Immigrant Resource Center out of LR for free 10 week ESL (English as a Second Language) courses. Participation was good and we felt we made a great impact on the students. Plans are to continue the course in 2017 and extend it to a 15 week run.

We once again enjoyed screening a children's Christmas movie before the Christmas parade and providing hot cocoa to those who joined us (approximately 120) this year.

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, scanning 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 Killawatt meters, engraving pens, fishing poles and a powerful new telescope available for checkout. Some of the most popular services we offer are the free downloadable audio/e-books from OverDrive and free streaming TV and movies from Hoopla. Many of our patrons with e-readers and tablets are taking great advantage of these services. Our public meeting room continues to be very popular for meetings and parties. Over 130 groups/individuals scheduled events in it in 2016, thus serving a total of nearly 1,900 attendees. Our individual study carrels are also more popular than ever with over 2,800 patrons using them in 2016.

EQUIPMENT

We continue to employ the use of an RFID (Radio Frequency Identification) system to check items in and out. We offer two self-check stations where patrons who have just a simple checkout and don't want to wait in line can go for a speedy transaction. In 2016, CALS replaced the two stations we had previously with newer, simpler self-check kiosks. The response has been overwhelmingly positive and people continue to enjoy learning about the technology.

FUTURE

We look forward to 2017 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. As we approach the beginning of our eighth year here in the current facility, we remain very busy and receptive to new ideas of how we can best serve our public.

Parks and Recreation

AG&FF Shooting Sports Complex

When describing the year 2016 at the Shooting Range, the word 'WOW' comes to mind. There was an increase in room rentals, tournaments and corporate shoots from 2015. Many of the shoots saw record attendance and most of the tournaments will be returning in 2017. Over 1.2 million targets were thrown in 2016. Maintenance included preventive maintenance on the trap machines and the installation of 8 electrical pods for vendor row.

Recreation

The Recreation Division continued to sponsor its yearly special events in 2016. Attendance was up and down depending on what else was going on around the City. "The Big Bang on the Range" and FestiVille continue to grow every year. The Christmas Parade was added to the Department and was very successful. The Holiday Craft and Gift Sale will celebrate its 40th year in 2017 and the Christmas Parade will celebrate its 60th year.

Community Center

The Community Center received a donation from a loyal patron to purchase and install 3 FM transmitters for the upstairs TV's to enable patrons to listen to the TV's while working out. The basketball court was resurfaced. Two large screen TV's were purchased to hang in the entrances of the Community Center to advertise our events and other happenings within the Department.

Aquatics

The Aquatic Division continues to be popular with both City residents and non-residents. The revenue generated from both pool parties and swim lessons was \$66,808, which included 184 pool parties and 1,477 students taught at swim lessons. The Arkansas Dolphins and North Little Rock High School rents the pool on a weekly basis for practice. Splash Zone took a bit of a hit in 2016 because of the rain and because of Cabot opening their new water park. 25,514 people from all over the state visited Splash Zone in 2016.

Maintenance and Parks

The maintenance crew stayed busy in 2016. Some of the accomplishments for the year included Splash Zone renovations, the Community Center's roof being coated, new playground equipment being installed at Galloway and Johnson Park, a spill way being repaired at Paradise Park and the infields of Excel Park being skinned making it multi-purpose. The crew also stayed busy with numerous ball tournaments at Dupree Park and general maintenance at all parks.

Athletics

Youth Athletics- The Youth Softball and Baseball programs experienced an increase in participation in 2016. This was the first year that the youth baseball program was run by the Department. A Youth Volleyball Program was also added, but due to low participation, it was turned into a successful youth volleyball workshop. 2017 looks to be an exciting year for the youth program with the addition of youth soccer and youth flag football.

Adult Athletics- The Adult Athletic program sponsored 12 different leagues in 2016 with over 2500 participants. Most of those participants came from the adult softball program. Many tournaments were held at Excel and Dupree Park and over 300 teams played on our fields. Men's Basketball and Co-Ed Volleyball started in January and both leagues were very successful. Looking ahead to 2017, Athletics will focus on growing existing programs and adding new ones.

Martin Street Youth Center

The Martin Street Youth Center continued to be a safe haven for youth the entire year. Attendance has increased every year with the additional grade being added to the Lighthouse Charter School. The center also entered into an agreement with an outside contractor to provide hot meals and snacks for the youth. Rentals for the center included youth groups, senior citizens clubs (10 years and running), Martial Art Classes, wedding showers and religious services.

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; Robert Mullen, Fleet Maintenance Manager; Randy Watkins, Sanitation Manager; Hendrika Wuelling, Animal Control Supervisor.

Street Department

2016 Overlay the Following streets.

- Oneida Street- Turkey Trot Lane to Timber Ridge Ct
- N. Bailey Street - W. Main Street to W. Martin Street
- Shall Court - N. James Street to West End
- Lessel Drive - N. James Street to Gregory Street
- Gen. Samuels RD - Marshall Rd to Ditch
- South Road - Hwy.294 to Marion Street
- Cloverdale Road - 2407 Cloverdale Rd to Valentine Rd

Street Department completed the following projects in 2016:

- Right-of-way and ditch mowing - 1,850 miles Citywide;
- Pipe/Culvert installation 1'528.00' Citywide;
- 20'298.52' of concrete and dirt ditches were cleaned city wide;
- Storm Drain culverts cleaned/flushed - 3,000';
- Storm Drain Inlet boxes cleaned - 215;
- Asphalt Street Repairs - 95 utility cuts, 225 potholes, 23 shims;
- Mosquito Control Program - 360 man hours; \$17'840.25 in chemicals
- Concrete crew installed 5 inlet/catch basins, and approximately 50 feet of curb & gutter, 700 feet of sidewalk, 100 feet of concrete swell.
- Repaired 13 road base failures Citywide;
- Roadways cleaned with street sweeper - 7,800 miles.

Sign and Signal Department

The Traffic Sign and Signal Maintenance Mission 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 128
- Installed and/or replaced 181 various signs Citywide;
- Thermo plastic paint yellow 5,897.00 LF. White 5,472.00 LF;
- School Cross walk installed 131 Bars
- Ped Cross Walk Installed 30 Lines;
- Signs Post installed 59;
- Hours of traffic signal maintenance 97 HRS.75 Min;

Sanitation Department

In 2016, the Sanitation Department has striven to provide the best and most efficient services possible to the citizens of our City. The Recycling Department has continued to staff a collections facility for household chemicals, household recyclables, electronics, and waste tires. We have added 131 new residents to our list of curbside recycling customers. Presently, the participation rate stands at 20% for our curbside recycling program. We look forward to new ways to expand and improve our services in 2017.

The departmental statistics for 2016 are as follows:

Recycling Department

- 981,895 pounds of recyclables were collected, processed, and sold, saving the City \$10,997.28 in landfill fees;
- Recycling Center drive-thru served 8,122 customers.
- Revenues from recyclable goods totaled \$43,018.81.
- 7,620 used tires were taken in to be recycled.
- 66,000 pounds of electronics were taken in to be recycled.
- We guided 6 field trips/345 students & teachers from area schools through our recycling center and educational park.

Garbage Department

- 7,529.78 tons of garbage was collected with landfill fees totaling \$152,064.24.

Trash Department

- 1,286.57 tons of bulky landfill items were collected. Our total landfill fees for bulky items were \$28,761.51. \$12,963.25 of that was recovered in charges for oversized piles, leaving us with a balance paid of \$15,798.26.
- 31,830 cubic yards of yard waste were collected and ground into 4,137.9 tons of mulch for a savings of \$171,515.96 in contracting fees.
- We collected 90 truckloads of leaves from the curbside city-wide.
- The Department purchased an additional leaf vacuum for \$30,000.00. This will improve our route efficiency.

BOARDS AND COMMISSIONS

Jacksonville Chamber of Commerce

The Jacksonville Chamber of Commerce is a private, non-profit business organization financially supported by over 354 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 nineteen 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 2015 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 12 businesses - Anna's Shoes, Arkansas Office Products, CM Smoke, Cooper Family Dentistry, Edge Realty, GP Awards & Promotions, Hardee's, North Metro Cardio Vascular & Vein Center, North Metro Home Health, Jay's Service Co., J. Gumbo's, and Ortho Rehab Farrer Physical Therapy;
- 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 AR Military Expo, P4, Quarterly/Annual Awards programs, Little Rock Spouses activities, Military Month of the Family;
- Serving on Little Rock Air Force Base Community Council;
- Serving on Air Power Arkansas Committee;
- Serving on the regional economic development committee, the Metro Little Rock Alliance;

- Serving on the regional chamber alliance, Central Arkansas Regional Alliance;
- Participating in other regional, state or national organization efforts such as workshops with the Arkansas State Chamber Conference, MAKO Conference in Missouri, Fly In with Our Legislative Delegation, Arkansas Economic Developers, Arkansas Chamber of Commerce Executives, Arkansas Aerospace Alliance Conference, 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;
- Sending out more than 130 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 80 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, which received 3,523,556 hits in 2016.
- In 2016 answered 4 Request for Information (RFI). Announced in January 2016 that Sig Sauer was relocating their ammunition division to Jacksonville, AR from Kentucky.

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 Jacksonville and the guest speaker was President/CEO of CYMStar (contractor at LRAFB), President/CEO of Entergy Arkansas Rick Reilly, October 2016;
- 2016 Lunch & Learn Series, topics included the following: Active Shooter, Jacksonville-Little Rock AFB University Center, Gov2Go, ChamberLeads.com
- Chamber-Base Golf Tournament in July at Deer Run Golf Club, LRAFB designed to encourage community relations by teaming active, reserve, and guard military personnel with Chamber members;
- Jacksonville Business Expo & Career Fair was held in May;

- 3rd Annual Jacksonville Chamber of Commerce Trap Event at the AR Game and Fish Sports Shooting Complex in April;
- Hosted Lunch for the Highway Commissioners and staffers at their office in September;
- Paint The Town Red to welcome the new school year and district in August, contest around town for Best outdoor &/or indoor décor and spirit awards were given;
- Coffee with US Congressman French Hill at Lighthouse Charter School and US Senator Cotton at the Police Department;
- Participated again in a national program, *Shop Small Saturday*, sponsored by American Express. Had 20 locally owned businesses participate and had about 20 residents participate in the passport program;
- Jacksonville Industries participated in Mfg Day at Pulaski Tech in October;
- SAVE LOCAL NOW, national app to the Chamber; which received over 83,000 impressions in 2016;
- 2 Principal’s Luncheons (one each semester);
- Held 5th Annual Honor Graduate Luncheon in May with guest speaker, Dr. Bobbitt, President of the U of A Systems

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

Public Housing Program

Units Available	100
Annual Occupancy Percentage	97%
Applications Received	252
New Families Admitted	35
Currently on Waiting List	52



Total Rent Collected	\$215,235.98
PHAS Score (High-Performer)	99%

Section 8 Housing Assistance Payments Program

Certificates and Vouchers Authorized	362
Annual Occupancy Percentage	95%
Applications Received	0
New Families Admitted	89
Current Waiting List	119
Total Paid to Owners	\$1,769,804.00
SEMAP Performance Scoring - 96% (High Performer)	

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.

Units of Service Provided

Congregate Meals	11,487
Home Delivered Meals	45,419
Socialization	14,505
Transportation (trips from home to center & back)	10,115
Case Management (persons assisted)	684
Telephone Reassurance	5,392

Other Wellness activities include

Blood Pressure & Sugar Testing, Hearing Testing, Diabetic footwear Fitting	428
Health & Nutrition Education, Doctors Appts, Computer Classes, Special Speakers, A Matter of Balance, Chronic Disease/Diabetes Self Management	1,613
Day Trips, Holiday Celebrations, Fundraisers, Grocery Shopping, Local Restaurants	1,079
Art classes, Do It Yourself classes	275

Wii Bowling, Mind Exercise, Quiz Bowl, Card Clubs, Dominos, Bingo, Laughter Yoga	3,768
Talent Show, Dances, Bean Bag Baseball, Line Dance Lessons, Jam Sessions, Chair Volley Ball	4,934
Peppi Exercise, Tai Chi, Zumba Gold, Daily Walk, Move With Balance, Walk W/Ease, Conductorcise	5,699

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 650 volunteers logged nearly 4,917 (estimated) hours of service with the center during 2016. The Safe Room was opened 2 times in the spring for bad possible tornado activity. Approximately 40 - 50 people used the room. A CAPDD grant was received to replace the entire fire alarm system which will be installed in January 2017.

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 19, 2017.

Jacksonville Water Department

Water Department - (Water Commission)

Jake Short, General Manager; Jim Peacock, Commission Chairman
Mr. Short and Mr. Peacock will present a verbal report and a written report to the City Council at its meeting scheduled for January 19, 2017.