

# **STATE OF THE CITY REPORT 2018**



**Presented by:**

**Mayor Gary Fletcher  
January 18, 2018**



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## City Council Committee Assignments

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



## GENERAL GOVERNMENT

### **City Clerk's Office**

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

**Rezoning**s recommended by the Planning Commission and approved by City Council in 2017:

- Ordinance 1570; 7418 T.P. White Drive C-5 to C-3.
- Ordinance 1576; 1301 So. Hwy. 161 C-3 & R-1 to R-3.
- Ordinance 1577; 3001 - 3023 Hines Drive R-1 to R-2.

**Final Plats** recommended by the Planning Commission and accepted by City Council in 2017:

- Final Plat Graham Wood Subdivision PH II
- Final Plat Base Meadows Subdivision PH V-A
- Final Plat Jaxon Terrace PH XI

City Council adopted fourteen (14) ordinances in 2017; no Ordinances adopted codified the Jacksonville Municipal Code.

**Codified ordinances: none**

**Board of Adjustment** hosted twelve (12) variance request public hearings. The majority of those requests were sign variances, followed by front, and rear yard setback variances, and then maximum square footage variance requests for accessory buildings.

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 excellent 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 installed a new lift which allowed us to service and repair vehicles in a more timely manner. Also purchased an emission system smoke tester that enabled us to properly troubleshoot and repair vehicles Evaporative Emissions System.

City Garage's cost for 2017 is as follows:

- Labor hours billed           \$31,380.00
- Annual parts cost           \$94,925.40
- Commercial cost           \$22,805.18

Goals for 2018:

- Acquire tools and equipment to assist in troubleshooting and repair of the complicated power train control systems of current vehicles.

## **Jacksonville District Court**

### **CASE STATISTICS**

The District Court experienced a decrease in caseloads during 2017. The combined total of Criminal, Traffic, and DWI cases was 8,872 as compared with 9,575 cases in 2016. The breakdown is as follows:

CRIMINAL	5300
TRAFFIC	3502
DWI	70

### **FINES AND FORFEITURES**

Fines and forfeitures totaled \$874,605.05 as compared with \$950,445.90 in 2016.

### **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 2017, we processed 5,462 invoices, 1,224 vouchers, and 8,695 checks compared to 1,054 vouchers and 4,646 checks in 2016. 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 department is responsible for billing and collecting on business licenses (also known as privilege tax). We currently have 814 businesses which generated approximately \$180 thousand in revenues for the City.

Ambulance service billings and collections are also handled in our department. During 2017, there were 2,992 transported runs billed with \$768 thousand being received.

The Comprehensive Annual Financial Report (CAFR) for the City of Jacksonville for the fiscal year ended December 31, 2016 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 20<sup>th</sup> year in a row that the City has received this prestigious award. We anticipate receiving another award for the 2017 report, which will be submitted on June 29, 2018.

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 2018 Budget, approved by City Council on December 28, 2017, 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. The 2018 budget was very conservatively prepared at a 1.65% reduction from the 2017 budget. A complete copy of the 2018 Budget is on file in the City Clerk's Office. Our website ([www.cityofjacksonville.net](http://www.cityofjacksonville.net)) also has a link to the document.

## **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:

- Replaced point of sale system for all of Parks and Rec. Liaison for training of Parks personnel.
- Implemented Fiber Optic line at old Communications Center, Police Department and City Hall.
- Implemented a new firewall at Old Communication Building.
- Implemented new Police Department Firewall after being struck by lightning.
- Implemented digital signage at Shooting Sports Complex.
- Implemented VPN software upgrades for the Fire and Police Departments.
- Installed new Wifi and infrastructure equipment for the Fire Department remodel of the Central Station.
- Implemented new workstations for the Fire Department Central Station.
- Implemented new Antivirus software on all City workstations and client devices applicable.
- 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 Police Department server as a Domain Controller and file/print 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 (CivicRec) software, including updates, troubleshooting, etc.

- Implemented training information repository (Synology) for the Police Department.
- Configured keypad for the Senior Center.

Our 2018 goals include the following:

- Continued support of the City of Jacksonville website.
- Ensure software on all computers is up-to-date.
- Maintain software licensing.
- Replace and transfer of the City Hall core servers to the Police Department for ensured survival. This will include a full server refresh of all City servers.
- 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 (CivicRec) software, including updates, troubleshooting, etc.
- Implement a new server for pushing out updates to policies, updates, operating systems, and software for the whole city at the Police Department.

## **PUBLIC SAFETY**

### **Jacksonville Communications 911**

In 2017 we at the 911 Center kept busy providing quality assistance to our Citizens, First Responders, Admin Staff as well as surrounding agencies and States. We also went through extensive training preparing for the upgrade of our 911 equipment.

As I stated in last year's report; in 2016 we signed a new five year contract with AT&T to upgrade our 911 Phone System to include a new recorder for the 911 Center; the recorder was installed February 2017 and the new phone and mapping system was installed in June of 2017. With this upgrade we now have the newest technology on our phones, recorder and maps 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 new mapping system that was installed allows us the capability to change the mapping view to topography so that we can see the actual buildings and aerial view of where the 911 call is coming from. This allows us to easily locate the exact house or building that the 911 call is pinging at as well as lead our First Responders to the area in a timely manner. The map will show three colored rings around the location of the 911 call, the closest ring is within 25 meters of the call and it expands in distance from there up to 100 meters. It will also give us a confidence rating and distance on each call; "example 90% confident that the call is within 32 meters of this location." This feature has greatly increased our ability to locate callers. 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 Smart911 software in 2017; the upgrade now allows us to start a text conversation with any cell phone even if they do not call 911 first and even if they do not have a Smart911 profile set up. This feature has allowed us to contact citizens that had notified a family member through text that they needed assistance but could not talk or call 911.

We were given an excellent training opportunity through the Niagara University and ALETA in 2017 for a Train the Trainer Course in 911 Telecommunicator Disability and Awareness Training. This training program highlighted speech and cognitive challenges, relay services, Person First Language and disabilities defined specific to 911 calls. This training will allow us to appropriately and effectively respond to our Citizens with disabilities. We were able to send three Dispatchers through this course who in turn trained other Dispatchers and will be able to train new hires in the future. Our Dispatchers also 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 also hosted a three day Education Summit through NENA (National Emergency Numbers Association) in 2017 that brought in Dispatchers, Admin Staff and Trainers from all

over the State of Arkansas and surrounding states. This was the first time this Summit was held in the Central Arkansas area and we are hoping to host this event again in 2018.

As with every year, we had numerous calls from citizens for assistance in 2017. The following is a breakdown of all incoming calls and CAD entries for the year. Please note the numbers with an (\*) next to them are only for late June through December; AT&T has not been able to provide the numbers from the old 911 system so that I could provide the full year's count for 2017.

### **Emergency and Non-Emergency Calls**

*Non-Emergency calls 2017 (admin lines)	63,792
*Wireless 911 Calls 2017	10,774
*Land Line 911 Calls 2017	643
*Total Calls 2017	75,597
Total CAD Call Entries 2017	48,665
(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 2018.

### **Animal Shelter**

The Jacksonville Animal Shelter made many improvements in 2017. First of which we set another record of 98% placement for dogs 1060, which is a 10% plus increase over previous years and 80% placement for cats 527. The success was due to many contributing factors one of which was the help of "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 Jacksonville Animal Shelter has 50 large canine kennel, 14 small canine kennels, and 22 feline kennels. In 2017, the shelter handled 1,723 animals. Three hundred and twenty nine (329) animals were rescued and released to their owners, and 1236 dogs and cats were adopted. Animal Control Officers properly picked up and disposed of 491 deceased animals from the City streets. The Department conducted 9 animal cruelty allegations, and 7 counts of animal cruelty, were processed through the Municipal Court. Forty (40) 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 \$18,861.00 in adoption fees, contributions and fines for the year 2017. The Department's goals for 2018 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 Les Collins and Barbara Mashburn.

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

Fire Department Reportable Runs 2017	5,035
EMS Reportable Runs 2017	4,215
Fire Loss 2017	\$706,250
Fire Savings 2017	\$10,133,450

#### **Major Accomplishments 2017**

We completed the remodeling project for Central Fire Station. Although we stopped some of our remodeling plans, to reallocate funds toward the purchase of a new ambulance in 2018, we are satisfied with the overall remodeling project. We are honored to have received the Arkansas EMT Association's "Fire and EMS Service of the year" for 2017. This is the second time in three years, having earned the same award in 2015. We also finished top 3 statewide Paramedic competition for the second year in a row. Finally, 3 medics graduated top three in the same Paramedic school.

#### **Emergency Medical Services**

We responded to 4,215 EMS calls in 2017, an increase from 2016 by 295 calls. We averaged 11.54 responses per day, up from the previous year's 10.7 responses per day. We added an EMS/Safety staff vehicle to support EMS Operations and emergency scene safety. Members also competed in the State's annual EMS competition. We placed 2<sup>nd</sup> in the state, for *Fire and EMS* teams with Paramedics Mark Evans, Kyle Myers, and Cody Henley. We have also increased the standard of care that the citizens receive, but introducing new medications and procedures. Additionally, the 2017 EMS Enterprise fund saw a 62% reduction in the need for supplementation from the General Fund. This is a testament to outstanding documentation from our Medics, and outstanding work by Nikki in the billing department.

Our major purchase emphasis in 2018 will be the new ambulance. We're also researching grant possibilities for five New Cardiac

Monitors and five Transport Ventilators at approximately \$230,000. Our current monitors will be obsolete IAW new standards in 2020 due to age. We will also be starting the Rapid Sequence Intubation program for patients that have difficult airways that will make the transport ventilators imperative. We are averaging 1,295 more EMS calls per year, than we were as recently as 2011, using the same ambulances, aging equipment, and staffing numbers.

#### **Fire / Rescue**

The JFD responded to 5,035 emergencies consisting of 83% EMS calls, averaging nearly 14 daily responses. Fires included structures, grass/brush, cars, and outside rubbish. The Department responded to other hazardous conditions including gas leaks, downed power lines, vehicle accidents, 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.

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

There were 148 fires; 59 structure, 11 cooking - confined to container, 21 vehicles, 26 vegetation, 24 trash, 3 outbuilding, and 4 other. We investigated 72 of these due to unknown or suspicious nature. Four were arson. The total value of the properties was \$10,839,700 with a loss of \$706,250, and a savings of \$10,133,450; a 93.48% save rate.

Approximately 4000 adults and children were educated through various programs. We also instituted a new program called the Children's Firefighter Combat Challenge. It was debuted at each grade school, with a finale performed at Festiville. We received a grant for 200 smoke alarms. We will distribute them to the public through a structured system in 2018.

We performed over 600 building inspections / consultations. Four major building projects started in 2017. Sig Sauer was completed which was difficult, as no AR Fire Marshal's office had munitions manufacturing experience. The 48,000 sq. ft. elementary school and 282,000 sq. ft. High School, which is the largest building project in the history of Jacksonville.

#### **Training**

We conducted 17,621 hours of annual proficiency training. We conquered 68 State, National, and International Certifications and medical licenses to include FF II, Driver/Operator, EMT, Paramedic, Hazmat Ops & Tech, Officer I & II, Instructor I, Chief Fire Officer, Executive Fire Officer, Trench & Core Rescue Tech, Tactical Rope Rescue, K9 Medical Training, Arson

Investigation, and Advanced Auto Extrication. Other classes include, NIMS 300/400/700/800, Pre-Hospital Trauma, Pediatric Advanced, and Advanced Cardiac Life Support.

We hosted the National Fire Academy's *Managing Company Tactical Operations*; and the Arkansas Fire Academy's *Fire Service Instructor I*; and *Fire Inspector I* courses.

### **Jacksonville Police Department**

In 2017, the Department processed and responded to Forty-two Thousand Eight Hundred Four (42,804) calls for service, a decrease of over Forty-eight Percent (48%) from 2016's Fifty-one Thousand Three Hundred Eighty-five (51,385) calls. There were a total of Two Hundred Twenty-seven (227) violent crimes in Jacksonville, including homicide, rape/sexual assault, robbery, and aggravated assault as compared to 228 in 2016. The net change: almost a One Percent (1%) decrease. For the same time period, there were a total of One Thousand One Hundred Sixty-four (1,164) property crimes (burglary, theft of property, vehicle thefts, etc.) reported compared to One Thousand Eighty-seven (1,187) in 2016. The net change: a Twenty-three Percent (23%) decrease. For 2017, the Department's rates of clearance by arrest on these crimes provided a Three Percent (3%) decrease for violent crimes and a Nineteen Percent (19%) decrease in property crimes.

JPD processed One Thousand Eight Hundred Ninety-eight (1,898) prisoners through our Holding Facility and used Five Hundred Twenty-nine (529) trustees in our Trustee Program, both processed and run by our Support Division. These trustees assisted City employees at various locations with a variety of tasks/duties.

There was a reduction in Juvenile Curfew citations issued in 2017, Twenty-nine (29) compared to Thirty-four (34) in 2016, resulting in a Fifteen Percent (15%) decrease. Citations were issued for Eight (8) day and Twenty-one (21) night violations.

In 2017, the Support Division dedicated over One Thousand Seven Hundred Sixty-nine (1,769) hours to Courtroom Security for the Jacksonville District Court per State unfunded mandates, a reduction of over Eleven Percent (11%) from 2016. It results in an average of Thirteen (13) Hours for Three (3) officers per week. Support Division also processed over Two Hundred Seven (207) Freedom of Information requests in 2017, another time consuming unfunded task mandated by State law.

During 2017, our Narcotics Unit seized Twenty-three Thousand Two Hundred Ninety Two and 18/ 100 Dollars (\$23,292.18) in cash, Ten (10) firearms, and Four (4) vehicles. Also in 2017, JPD received through the Federal DEA Task Force Thirty-eight Thousand Five Hundred Eighty-seven and 51/ 100 Dollars (\$38,587.51) as our share of forfeitures and seizures in Central Arkansas.

JPD was also fortunate to receive funds for several grants in 2017 totaling Forty-seven Thousand Five Hundred Thirty-eight and 44/ 100 Dollars (\$47,538.44). This amount is a reduction of Thirty-seven Percent (37%) from the amount received in 2016 [Seventy-five Thousand Two Hundred Forty-four and 29/100 Dollars (\$75,244.29)], as some grant funds were not released for distribution due to federal litigation. Through these grants, JPD was able to purchase:

- Ten (10) more Tasers and Fifteen (15) more Body Cameras for a total of Eighteen Thousand Eight Hundred Ninety-three Dollars (\$18,893.00). Though this grant was approved, JPD awaits release of the funds pending a ruling in the federal litigation (DOJ Safe Haven);
- In 2015-2017, JPD's Ballistic Vest Program Grants provided the Department with an additional Fifteen Thousand Four Hundred Thirty-eight and 71/100 Dollars (\$15,438.71) in Vest purchases. With the 2016-2018 Grant, now active, will provide JPD with an additional Thirteen Thousand One Hundred Sixty and 57/100 Dollars (\$13,160.57) for additional vest purchases;
- In 2017, the Arkansas Association of Chiefs of Police Vest Reimbursement Program provided JPD with Ten (10) vests through its reimbursement of Two Thousand Five Hundred Dollars (\$2,500.00); and,
- UAMS' Satellite Network for Child Safety Seats approved JPD as a Satellite Site for its Statewide Child Safety Seat Program. During 2017, the Department inspected Eighty-one (81) Safety Seats and distributed Sixty-four (64) Child Safety Seats at no costs to the parents/guardians.

Highlights for JPD during 2017:

- The Department addressed Sixteen (16) Nuisance Abatement properties throughout the City. This effort secured Seven (7) properties being self-abated by the violator, One (1) eviction by the Landlord, and Three (3) properties removed from the Nuisance Abatement List. Six (6) files remain open pending action;
- CID Division performed One Hundred Thirty-three (133) Cellebrite Extractions in 2017. Twenty (20) were assisting

other surrounding Law Enforcement Agencies, while the Cellebrite machine was also used in various narcotic cases, property crimes, child pornography, and homicide investigations. There were approximately Thirty (30) Computerized Voice Stress Analyzer examinations conducted in 2017 for pre-employment screening and homicide, rape, crimes against children, and property crime investigations;

- In 2017, several JPD Detectives assisted our Narcotics officers and the DEA in an Organized Crime Drug Enforcement Task Force (OCDETF) Investigation. This is part of the United States Attorney General's drug strategy to reduce drug availability through disruption and dismantling of major drug trafficking and money laundering enterprises/organizations. A long term operation, this program has already resulted in several arrests and seizures of drugs and property;
- JPD's Support Division hosted Two (2) Citizens Police Academies in 2017, with Ten (10) adult participants and Fourteen (14) Junior Citizens Police Academy participants;
- In 2017, The Citizens Police Academy Alumni Association (CPAAA) continued their tremendous support of JPD officers. CPAAA members volunteered over One Thousand Two Hundred Eighty-five (1,285) hours assisting with several fundraisers, luncheons, and holiday dinners to mention a few;
- In 2017, JPD's Patrol Division responded to Six Hundred five (605) traffic accidents compared to Five Hundred Thirty-one (531) in 2016, resulting in an almost Fourteen Percent (14%) increase. Fortunately, JPD did not have to respond to any fatality accidents this year. The Division's K9 officers conducted Two Hundred Ten (210) narcotics sweeps in 2017, an increase of almost Seven Percent (7%) from 2016. K9s were able to assist the Department in seizing over Two Thousand Dollars (\$2,000.00) in cash and one vehicle. Two (2) of the Three (3) K9s, Alex and Maik, were retired from service this year, leaving the Department with a new K9, Spartan, and K9 Ace to serve our citizens, with hopes of acquiring an additional K9 during 2018;
- JPD members participated in various worthwhile community programs and projects during 2017, with officers/employees participating in the following programs: Threat Working Group at LRAFB; Joint Active Shooter Training with LRAFB; Iron Sharpens Iron Football Camp; Brian Valley Memorial 5K Run; Prosecutors Office Gang Meetings; Central Arkansas Terrorism Planning; Woodland Hills Beauty Pageant; National Young Readers Week; Law Enforcement Torch Run for Special

- Olympics; Neighborhood Watch Meetings; Jacksonville's Annual Christmas Parade; and Saint Jude's SK Run; and,
- Perhaps the highlight of 2017's JPD members support of this Community, in a short timeframe and with limited resources, JPD officers raised over Nine Thousand Dollars (\$9,000.00) to support the Christmas Shopping with an Officer Program and provided Christmas gifts and food for many underprivileged Jacksonville families and children. Through donations of local businesses, individuals, and national organizations, Community members were blessed by the officers and employees' efforts.

Thank you for the opportunity to join members of the Jacksonville Police Department as we continue to serve and protect our citizens with the utmost in professionalism and expertise.

### **Jacksonville Code Enforcement**

The Code enforcement department began 2017 with three Code enforcement officers Tracy Keck, Eddie Fletcher and John Nolen. Tracy Keck took another position with Jacksonville Water department to further his career.

- Code Enforcement handled in 2017 a total of 1,403 assigned calls as compared to 2,183 in 2016. They also handled 6,210 self-initiated activities as compared to 7,317 that resulted in 5,751 follow-ups as compared to 5,938 in 2016. Other than the assigned calls, the slight drop can be attributed to working with one less officer for the last quarter of the year.
- The department had 0 structures razed in 2017 as compared to 12 in 2016, at a zero cost. In 2017 Code Enforcement pursued the removal of blight and 13 structures with the assistance of CDBG monies totaling \$25,000, compared to 7 structures in 2016. In addition, 1 home owner razed a structure in Jacksonville.
- 671 grass letters were sent in 2017, to the owners of property who had allowed the 8" maximum grass height to be in violation, which was a 61% increase. This led to 422 properties being mowed by the City of Jacksonville, which was a 25.6% increase. This compared to 416 letters sent in 2016 and 336 yards being mowed. We sent 513 invoices totaling \$ \$94,365.25 and collected \$ \$19,928.76.

- There were 1,253 parking violations issued in 2017 as compared to 538 violations in 2016, which was a 132% increase over last year. 65 vehicles were tagged in 2017, as compared to 77 vehicles in 2016. In addition, 4 vehicles towed as compared to 7 in 2016.
- Code Enforcement issued and mailed 1,021 public nuisance letters for various code violations. To include blight, broken fences, damaged structures all for clean-up, as compared to 865 in 2016, which is an 18% increase. There were 2 citations issued in 2017 as compared to 10 issued in 2016, an 80% decrease. There were, however, 793 warnings issued in 2017, as compared to 818 in 2016, a 3% decrease.
- In 2017, code enforcement officers removed a total of 1,242 signs, as compared to 1,247 in 2016. We also tagged 56 basketball goals as compared to 68 in 2016. Code officers posted 258 lots as compared to 318 in 2016.

2017 was an active year and improvement projects started as well completed. Tracy Keck left the Code Enforcement unit to further his career with Jacksonville Water. His leadership with the department will be missed. The current officers have picked up the duties performed and are maintaining the mission of the City of Jacksonville. The department also had another position change with the departure of L. Mollette and the entry of Keyana Neal. Ms. Neal has given 110% of herself in her new duties and become an integral part of this team.

## PUBLIC WORKS

### **Community Development Department**

#### **2017 CDBG Projects**

Community Development activities in 2017 included home repair loan/grants, HAG grant, sewer line replacements, home demolition, Care with Color, elderly transportation program, assistance for Jacksonville Care Channel, and assistance for Fishnet Mission. Community Development did participate in the SNAP program through the Federal Home Loan Bank of Dallas. We partnered with ARVEST Bank and Simmons Bank for a total of twelve (12) SNAP projects. We also continued our partnership with Central Arkansas Development Council to provide free electronic tax preparation through the VITA program. Working with Code Enforcement, we demolished three burn-outs and

assisted with the demo/cleanup of a mobile home park in the southern part of the city. We also participated in the HUD Point-In-Time count for the homeless. This year we had a count station in Jacksonville.

### **Goals for 2018**

2018 is the year for prep work for the 2019 HUD Point-In-Time-Count. We have already submitted 9 applications for SNAP funding. We changed the face value of our coupon vouchers for our elderly transportation program. In addition we will continue our partnerships with CADC to provide free electronic tax preparation. We will partner with faith-based non-profit that work in the Sunnyside Addition area. One project we are looking to do together is to enhance Galloway Park.

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; Jay Whisker, City Engineer; Chasni McCollough, Administrative Secretary; and City Council Committee Members Reddie Ray and Mike Traylor.

The Engineering projects for the year 2017 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 southbound direction has been completed and currently carries Northbound and Southbound traffic. The Northbound lanes are under construction and the project should be completed in 2018.
- Safe Routes to Schools sidewalk project was completed this summer. The project connects the existing sidewalk along North Eastern Avenue at Gray Fox Lane and then extends to Red Fox Lane. Construction was completed by Barger Excavating at a cost of \$146,965.93.
- Sidewalk grants approved by the Arkansas Highway and Transportation Department and Metroplan continue toward

completion. 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. Another grant for \$100,000.00 along North First Street in Toneyville continues forward. Plans were completed by Bond Engineering and are currently being reviewed by the state.

- Construction began on Highway 67/167 from Vandenburg Blvd to Highway 5 in Cabot. Construction is being done by Weaver Bailey Construction and should take two years to complete. The construction is to widen the main lanes from 4 lanes to 6 lanes. Additional construction includes a box culvert at Jack's Bayou to help alleviate the flooding on the frontage roads.
- Additionally, major construction projects included schools, manufacturing area and retail. In schools, the Jacksonville North Pulaski School District added a gym at Murrell Taylor for \$963,000.00, a new Bobby Lester Elementary for \$15,000,000.00 and a new Jacksonville High School for \$66,000,000.00. Construction for these schools is being done by Baldwin & Shell. Jacksonville Lighthouse Charter school is adding a gym for \$2,400,000.00 with construction being done by East Harding. In manufacturing, The Welding Academy added a classroom for \$800,000.00, Sig Sauer did a renovation for \$240,000.00 and Triangle Engineering built a new building for \$730,000.00. Additional retail construction includes Kroger for \$373,000.00, Jacksonville Animal Hospital for \$650,000.00, TMobile for \$500,000.00, Goodwill for \$190,000.00, RV Storage for \$140,000.00 and West Grocery for \$120,000.00.

New Business License Issued: 114

There was a total of \$97,881,742.00 worth of building permits issued in 2017. The Engineering Department issued the following permits in 2017:

<u>TYPE</u>	<u>NUMBER</u>	<u>ESTIMATED COST</u>
Single Family	61	\$ 7,029,903.00
Multi-Family	2	\$ 280,000.00
Commercial New	13	\$ 87,803,785.00
Commercial Existing	33	\$ 1,899,101.00
HUD - Rehab	0	\$ 0.00
Remodel	13	\$ 340,334.00

**Additions:**

Storage Sheds	27	\$ 122,578.00
Pools	1	\$ 28,000.00
Room Additions	8	\$ 122,500.00
Garage & Carports	2	\$ 3,700.00
Misc.	23	\$ 251,841.00
<b>TOTALS FOR 2017</b>	<b>183</b>	<b>\$ 97,881,742.00</b>

**Esther D. Nixon Library**

**USAGE**

2017 was once again a busy, productive year for the Nixon Library. We created 1,940 library accounts for new users, circulated nearly 190,000 items and had over 146,000 patrons visit our facility. Those using our desktop pcs (12) totaled over 18, 200 and we circulated our 13 laptops over 8,200 times. This was more than any other library in our system, even over 1,000 more times than the Main Library. We continue to provide free wireless service to patrons but have no way of gathering usage statistics for that. Out of all CALS' branches, we were third in overall circulation of all items as well as third-ranking in DVD circulation.

**PROGRAMS**

Again, 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 736 different programs throughout the year for age groups ranging from infants through late teens with nearly 16,600 children and teens attending in total. In 2017, we added programs for youth like dance parties, science club, computer coding, video game tournaments, healthy cooking classes and an anime club. Once again, we had our annual Summer Reading Club for hundreds of children where we had games, prizes, entertainment and all types of learning opportunities. We continue to work with the "Food for Good" program and provide free meals and milk to children up to age 18 three evenings a week.

As far as adult programming, our attendance and range of programs continued to expand this year. In 2017, the number of programs totaled 178 and we saw nearly 1,500 people participate. We continue to facilitate three monthly book discussion groups for adults - one strictly nonfiction - as well as twice-monthly "Learn to Sew" classes and a variety of other needlecraft programs for teens and adults. Participants can use our sewing

machines or bring their own. We also continue to make good use of our movie license and show new release DVDs. We are continuing free beginner and intermediate level American Sign Language classes for all ages.

For the fourth year, we partnered with El Zocalo Immigrant Resource Center out of LR for free 15-week ESL (English as a Second Language) courses. Participation was good and we felt we made a great impact on the students. We are continuing the course in 2018.

### **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. A total of 115 groups/individuals scheduled events in it in 2017, thus serving a total of over 2,100 attendees. Our individual study carrels are also more popular than ever with nearly 2,800 patrons using them in 2017.

### **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. We doubled the number of desktop pcs we have available to patrons this year (from 6 to 12) and that has been very favorably received.

### **FUTURE**

We look forward to 2018 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 ninth 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**

2017 was a GREAT year for the Shooting Range. 48 events, including the AYSSP Regionals and State Tournament, the Arkansas AIM and State Shoot, the South West Zone Shoot and many other events were hosted at the facility. Over 1.3 million targets were thrown in 2017. Maintenance included water sealant on trap houses and cleaning brush and bush hogging.

### **Recreation**

The Recreation Division continued to sponsor its yearly special events in 2017. FestiVille and "The Big Bang on the Range" continue to be successful events for the city. The Holiday Craft and Gift Sale and the Christmas Parade are events that the community looks forward to during the holiday season.

### **Community Center**

The attendance at the Community Center continues to grow with the success of providing our patrons the family-friendly customer service they have come to expect over 22 years. To maintain our reputation as an excellent facility, a new front desk was built and relocated. Other maintenance included painting and shampooing the carpets. The Point-of-Sale system was upgraded at the Center along with Splash Zone and the Shooting Complex to provide faster service and increase business across the department.

### **Aquatics**

2017 was another great year for the Aquatic Department. Swim lessons and pool parties continue to be in high demand. The revenue generated from 212 pool parties and 1,392 swim lessons was \$69,456. The Arkansas Dolphins, North Little Rock High School and the LRAFB continue to rent the pool on a monthly basis for practice and training. Splash Zone is a popular place for pool parties and outdoor fun. The facility generated \$140,955 for 2017.

### **Maintenance and Parks**

The maintenance crew stayed busy in 2017. Along with the many other maintenance obligations, they mowed and maintained over 500 code lots for the year. Other maintenance projects included replacing some of the fencing at Dupree and Excel Park. The

crew also stayed busy with numerous ball tournaments at Dupree Park and general maintenance at all parks.

### **Athletics**

2017 was another successful year for the Athletic Division of the Parks Department. We were able to offer 12 different leagues for both youth and adult and we saw an increase in team participation in 2017. 68 teams participated in the adult softball league. We were able to host several tournaments at Dupree and Excel Park and over 300 teams played on our fields. The Men's Basketball league and the Co-Ed Volleyball league continue to increase in participation as well. The Girl's Volleyball league was added this year and was very successful for its first year. Looking ahead to 2018, our goal is to continue growing the youth programs and have more community involvement.

### **Martin Street Youth Center**

The Martin Street Youth Center continued to be a safe haven for youth and a peace of mind for parents. Attendance continues to increase due to recruitment and through word of mouth. The facility hosted several groups throughout the year including senior citizens club, Girl Scouts, Martial Art classes and many more. Additionally, Baptist Health Community Outreach held a Back-to-School Immunization Clinic. Backpacks and school supplies were given away to almost 60 participating youth. Lastly, although Kosmic Kidz Feeding Program was discontinued, a new feeding program partnership will start in the middle of January. The Eco Kidz Project, based in Little Rock, will be serving snacks and meals throughout the entire year for youth ages walking to eighteen.

### **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**

2017 Asphalt Overlay program consisted of 2,064 tons of Asphalt at a cost of \$169,000.00 the Following streets were overlaid;

- Loop Road - Bridge to 900 south
- Loop Road - Bridge to 1,200 North

- Purtain - John Harden to new Phase
- Poplar Street - North First to Gray ST.
- Poplar Street - Bailey St. to 608 Poplar
- Poplar Street - Gray St to Bailey ST
- Redmond Road - Main ST to Fire station

Street Department completed the following projects in 2017:

- Right-of-way and ditch mowing - 1,850 miles Citywide;
- Pipe/Culvert installation 2,106' Citywide;
- 27,856' 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 - 92 utility cuts, 246 potholes, 25 shims;
- Mosquito Control Program - 360 man hours, plus Insecticides cost of \$16,668.60
- Street crew's and or contractor installed/repaired 14 inlet/catch basins, and 554 feet of concrete swale on N.James Street. 250' sidewalk rehab on loop road Berkshire to Green Acres. Plus additional 100' of sidewalk replacement in Sunnyside subdivision phase I.
- Precision Sidewalks contractor completed phase I of Sunnyside subdivision sidewalk rehab. They eliminated 74 trip hazards and saved 43.66 feet of sidewalks. Cost \$5,272.50.
- Northeastern Sidewalk Project-completed under the Safe Routes to School grant. It included installing curb/gutter, Sidewalk and drainage improvements from Madden drive to Gray Fox drive at a cost of \$140,000.00.
- Repaired 16 road base failures Citywide;
- Roadways cleaned with street sweeper - 7,800 miles.

### **Sign and Signal Department**

The Traffic Sign and Signal Mission 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 189
- Installed and/or replaced 320 various signs Citywide
- Thermo plastic paint yellow 7,449.20 LF. White 5,376.80 LF
- Reflective paint 4" yellow & White 21,887 LF
- School Cross walk installed 19 Bars

- Ped Cross Walk Installed 51 Lines
- Signs Post installed 45
- Premark Legends 8'Arrow 4 each
- Premark Legends 8' Only 3 each
- Reflective Paint Legend 8'Arrow 5 each
- RPM Yellow 250 and White 170
- Hours of traffic signal maintenance 45 Hrs.5 Min

### **Sanitation Department**

In 2017, 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. This year, we partnered with DarPro Solutions to begin accepting used cooking oil, as well. We have added 115 new residents to our list of curbside recycling customers bringing the participation rate of our curbside recycling program to over 21%. We look forward to new ways to expand and improve our services in 2018.

The departmental statistics for 2017 are as follows:

#### **Recycling Department**

- 1,061,051 pounds of recyclables were collected, processed, and sold, saving the City \$12,000 in landfill fees. This was up 8% over last year
- Revenues for recycled commodities averaged \$.07/lb totaling \$78,812.18.
- Recycling Center drive-thru served 6,620 customers on Wednesday & Saturday. This 18.5% decrease was largely due to Pulaski County initiating its own curbside recycling program in 2017.
- 9,683 used tires were taken in to be recycled. This 27% increase does not represent an increase in illegally dumped tires. Most of the tires we collect come from local retailers.
- 66,000 pounds of electronics were taken in to be recycled.
- We had the opportunity to guide 175 students & teachers from area schools through our recycling center and educational park.

#### **Garbage Department**

- 7,517.97 tons of garbage were collected with landfill fees totaling \$170,309.59.

- We collected \$250.00 in special service fees for returning to empty trash cans that were not out when we initially serviced an area.
- In order to update our aging fleet, we purchased two new automated refuse trucks for \$556,562.00. This will allow us to sell some of the older trucks that are becoming so costly to maintain.

### **Trash Department**

- 1,297.12 tons of bulky landfill items were collected. Our total landfill fees for bulky items were \$29,342.59. \$4,855.00 of that was recovered in charges for oversized piles, leaving us with an expenditure balance of \$24,487.59.
- 38,352 cubic yards of yard waste were collected and ground into 4,985.12 tons of mulch for a savings of \$206,659.76 in contracting fees. This was up 20% over last year.
- In an effort to assist our citizens this past year, we have occasionally removed debris from topped or felled trees. Since this falls outside the scope of normal city services, we charged \$2,745 in additional fees to offset these expenses.
- We collected 83 truckloads of leaves from the curbside city-wide.

## **BOARDS AND COMMISSIONS**

### **Jacksonville Housing Authority**

#### **Section 8 Housing Assistance Payments Program**

Certificates and Vouchers Authorized	362
Annual Occupancy Percentage	95%
Applications Received	0
New Families Admitted	91
Current Waiting List	109
Total Paid to Owners	\$1,713,474.38
SEMAP Performance Scoring	- 100% (High Performer)

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

The goal of the Jacksonville Senior Wellness & Activity Center is to promote healthy aging, independence and the well-

being of older adults through nutrition, health, wellness, educational, cultural, exercise and services.

**Units of Service Provided**

Congregate Meals	10,684
Home Delivered Meals	50,397
Socialization	13,809
Transportation	8,575
Case Management (persons assisted)	649
Telephone Reassurance	6,831

**Other Wellness activities include**

Blood Pressure, Blood Sugar, Hearing Testing, Diabetic Footwear Fitting	190
Health & Nutrition Education, Doctors Appts, Guest Speakers, A Matter of Balance, Diabetes Education Empowerment Program, Chronic Disease/Diabetes Self Management	1,568
Day Trips, Holiday Celebrations, Fundraisers, Grocery Shopping, Local Restaurants	1,400
Art classes, Do It Yourself classes	292
Wii, Mind Exercise, Card Clubs, Dominos, Bingo, Laughter Yoga	3,605
Talent Show, Dances, Bean Bag Baseball, Line Dance Lessons, Jam Sessions, Chair Volley Ball	5,020
Peppi Exercise, Tai Chi, Zumba Gold, Daily Walk, Move With Balance, Walk W/Ease, Conductorcise, Drums Alive	5,143

**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 304 volunteers logged nearly 3,648 (estimated) hours of service with the center during 2017. The Safe Room was utilized 2 times in the spring for bad possible tornado activity and open for a cooling center for 7 days during extreme heat conditions. Approximately 40 - 50 people used the room.

**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 18, 2018.



## **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 18, 2018.