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GENERAL GOVERNMENT

City Clerk's Office

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

Conditional Uses approved by the Planning Commission:

- 420 Dupree Drive approved as a C-3 in a C-2 zone for auto sales.
- 1100 West Main approved as a C-3 in a C-2 zone for mechanic garage and car sales.
- 512 Mulberry Street approved as a C-3 in a C-2 zone for mechanic garage.

Rezoning: There were no recommended rezonings in 2018.

Final Plats: recommended by the Planning Commission and accepted by City Council in 2018.

- Final Plat Kum & Go Convenience Store Main Street
- Final Plat Trailer Country Addition, Lot 1

City Council adopted thirteen (13) ordinances in 2018; three (3) were codified into the Jacksonville Municipal Code.

Codified ordinances:

- Ordinance 1579 (#1-2018) Historic District Commission JMC §2.26.020 Members and Terms of Office.
- Ordinance 1580 (#2-2018) Creating Alcohol Sales by the Drink JMC §9.20 and Permissible Uses JMC §18.23.050; amending Permit Fee Requirement JMC §3.04.10, Permitted Uses C-2 JMC §18.44.020, Permitted Uses C-3 JMC §18.48.020, Permitted Uses C-4 JMC §18.52.020, Permitted Uses C-5 JMC §18.54.020 & Permitted Uses M-1 JMC §18.56.020.
- Ordinance 1592 (#14-2018) Increasing the rates of the Jacksonville Fire Department's Emergency Services Division JMC §8.48.050.

Board of Adjustment hosted six (6) variance request public hearings. The majority of those requests were front and rear yard setback variances, followed by maximum square footage variance requests for accessory buildings.

My professional membership associations include the International Institute of Municipal Clerks (IIMC) and Arkansas City Clerk, Recorders 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 our citizens 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 hired Larry Davis and with his knowledge and training, we have cut down on our commercial cost by 45 percent.

City Garage's cost for 2018 is as follows:

- Labor hours billed \$35,194.50
- Annual parts cost \$86,738.34
- Commercial cost \$43,336.68

Goals for 2019:

- Acquire tools and equipment to assist in troubleshooting and repair of the complicated power train control systems of current vehicles.
- Lower commercial cost by another 45 percent.

Jacksonville District Court

CASE STATISTICS

The District Court experienced a decrease in caseloads during 2018. The combined total of Criminal, Traffic, and DWI cases was 8,069 as compared with 8,872 cases in 2017. The breakdown is as follows:

CRIMINAL	4,365
TRAFFIC	3,651
DWI	53

FINES AND FORFEITURES

Fines and forfeitures totaled \$802,288.42 as compared with \$874,605.05 in 2017.

Finance Department

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 2018, we processed 5,599 purchase orders, 1,128 vouchers, and 4,875 checks compared to 1,224 vouchers and 8,695 checks in 2017. 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 828 businesses which generated approximately \$183 thousand in revenues for the City.

Ambulance service billings and collections are also handled in our department. During 2018, there were 2,939 transported runs billed with \$731 thousand being received.

The Comprehensive Annual Financial Report (CAFR) for the City of Jacksonville for the fiscal year ended December 31, 2017 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 21th year in a row that the City has received this prestigious award. We anticipate receiving another award for the 2018 report, which will be submitted on June 28, 2019.

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 operating budget reflects balanced revenues and expenditures. Each department has to forecast their operational costs (supplies, materials, and contract services) at the most economical level while maintaining the same quality of services. A complete copy of the Budget is

kept on file in the City Clerk's Office. A link to the document is also available on our website (www.cityofjacksonville.net).

Human Resources Department

The Human Resources Department for the City of Jacksonville consists of Director Charlette Nelson and Human Resource Generalist Richelle Rice.

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 2018, the City of Jacksonville Human Resources Department processed a total of 124 hires, which breaks down to 33 regular full time employees and 91 part time/seasonal employees.

Our EAP (Employee Assistance Program) has assisted roughly forty-nine 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:

- Installed new update and control server for the entire City. This new server also distributes software and operating system images for the entire workstation fleet in the City.

- Received and installed new server rack in preparation of new City servers.
- Received new City servers and infrastructure gear.
- Installed new firewall gear at Community Development, Sanitation, Old PD, and Splash Zone.
- Installed the new infrastructure equipment and installed new servers in new server rack. This project took extensive time to complete.
- Upgraded internet circuits from older copper lines to fast fiber-optic internet circuits at Old PD and CDBG.
- Preparation for new phone system at City Hall and Community Center.
- Replaced 28 workstations with the help of the "Microsoft System Center Control Manager" software installed the first project of the year.
- Migrated City Hall servers to the Police Department.
- Implemented new City Hall server for file and print management.
- Installed new 911 server.
- Implemented new PD domain controller.
- Started update process on City website.
- Started Contexte deployment for district court.
- 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.
- 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.

Our 2019 goals include the following:

- Continued support of the City of Jacksonville website.
- Ensure software on all computers is up-to-date.
- Maintain software licensing.

- Continue to push out new software to city workstations and deploy new operating systems automatically as needed.
- 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.
- Implementing a new phone system at City Hall, Community Center and CDBG.
- Implementing Contexte system at District Court.
- Refreshing the City's website in 2019.
- Installing and getting Ecite/Ecrash system at the Police Department for 30 Police vehicles.

PUBLIC SAFETY

Jacksonville Communications 911

As in years past 2018 proved to be another busy and productive year for all of us at the 911 Center. We stayed busy handling emergency and non-emergency calls for the City, while also providing quality assistance to our Citizens, First Responders and Admin Staff as well as assisting surrounding agencies when the need arose.

In 2018 we made a change in the way our scheduling is done for Dispatch. In years past we have always worked a schedule of 8 hour shifts, 40 hours a week. After extensive research on the positives and negatives of 12-hour shifts and speaking to other agencies that were already working this schedule we made the switch in our center to a 12-hour shift schedule. With this schedule all Dispatchers now get the luxury of a 3-day weekend every other week instead of working every weekend for years before they finally get enough seniority to have a shift with weekends off. Since we went on the 12-hour schedule we have seen a decrease in the amount of sick day call ins and vacation requests. We've also been able to use the schedule to recruit new employees.

We had updates and upgrades done to several pieces of software in 2018; we installed a new CAD server, new ACIC computers, and updates to our radio system and our CAD system. One update that I was most excited about was the update to our Smart 911 mapping system. The update now allows us to see the location of the tower a 911 call is coming in on but it also shows us the physical location of the caller. We have this same ability with our 911 mapping system but now that we can see it on two different maps we can compare the locations and ensure that we are sending First Responders to the correct location. It also allows us the peace of mind in knowing that if one piece of equipment fails we have a back up to still get the pertinent information we need to help our callers.

In 2018 we were given the opportunity to join an online training program the Police Department uses called ACADIS. This program allows our Dispatchers to get continuing education without being in a classroom and away from work. Due to some staffing shortages in 2018 we were not able to send Dispatchers away for training opportunities but we continued to improve our skills through several different online training programs. In addition to the ACADIS training, we took online classes through the FBI, FEMA, Mobile Alert Systems, National Missing and Exploited Children Foundation as well as Smart 911.

As with every year, we had numerous calls from citizens for assistance in 2018. The following is a breakdown of all incoming calls and CAD entries for the year.

Emergency and Non-Emergency Calls

Non-Emergency calls 2018 (admin lines)	121,529
Wireless 911 Calls 2018	22,107
Land Line 911 Calls 2018	1,007
Total Calls 2018	144,643
Total CAD Call Entries 2018	49,436
(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 2019.

Animal Shelter

The Jacksonville Animal Shelter made many improvements in 2018. We had a 97% placement for dogs 968, and 97% placement for cats 520. The success was due to many contributing factors one of which was our volunteer group called "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 2018, the shelter handled 1,668 animals. Two hundred and ninety nine (299) animals were rescued and released to their owners, and 1,180 dogs and cats were adopted. Animal Control Officers properly picked up and disposed of 794 deceased animals from the City streets. The Department conducted 6 animal cruelty allegations, and 3 counts of animal cruelty, were processed through the Municipal Court. Eighteen (18) 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 \$18,649.00 in adoption fees, contributions and fines for the year 2018. The Department's goals for 2019 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 James Bolden and Mary Twitty.

Fire and Ambulance Responses

Fire Department Reportable Runs 2018	5,308
EMS Reportable Runs 2018	4,253
Fire Loss 2018	\$459,600
Fire Savings 2018	\$6,967,785

Major Accomplishments 2018

We successfully started two public safety programs in 2018, the Children's Firefighter Challenge at Festiville, and the Residential Fire Safety Survey & Smoke Alarm Program. We are honored to have received runner up for the Arkansas EMT Association's "Fire and EMS Service of the year" for 2018. This is the third time in four years we placed in the top two, having earned this award in 2015 and 2017. Members competed in the State's annual EMS competitions. We placed 2nd in the state, for *Fire and EMS* competition with Paramedics Mark Evans, Bobby Tarno, and Payton Sullivan. Paramedics Tarno and Sullivan also placed 3rd in the

state Paramedic Competition. Two firefighters graduated top three in EMT school with Eric Mitchell claiming top honors. Capt. Jones received the 2018 AEMTA EMS Administrator of the Year and Dr. Flamik received the 2018 AEMTA EMS Medical Director of the year.

Emergency Medical Services

We responded to 4,253 EMS calls in 2018, an increase from 2017 by 38 calls. We averaged 11.65 responses per day, up from the previous year's 11.54 responses per day. We transported 2,934 patients. We replaced the 2003 ambulance with a 2019 Ambulance that meets current Ambulance Manufacturing Standards. We have another Ambulance ordered with the same features that should arrive by April. We replaced our outdated Cardiac Monitors with new ones that allow us to meet current standards in Cardiac care. Our new Rapid Sequence Intubation (RSI) program is running successfully. We are averaging 1,295 more EMS calls per year than in 2011. That's a 44% increase in EMS calls using aging equipment, same staffing numbers, while decreasing interfund transfers to help supplement the EMS budget. We increased our billing rates on January 1, 2019 to help increase revenue. However, our greatest concerns are funding for ballistic protection vests and a need to increase staff levels to place a fourth ambulance in service to keep up with EMS response demands.

Fire / Rescue

The JFD responded to 5,308 emergencies consisting of 80% EMS calls, averaging 14.54 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 140 fires; 63 structure, 25 vehicles, 28 vegetation, 15 trash, 6 outbuilding, and 3 other. We investigated 63 of these due to unknown or suspicious nature. Three were arson. The total value of the properties was \$7,427,385 with a loss of \$459,600, and a savings of \$6,967,785; a 93.82% save rate.

Approximately 4500 adults and children were educated through various programs. We continued our Children's Firefighter Combat Challenge and it remains popular. We have a more permanent supply of smoke alarms due to a new grant, and will continue to distribute them to the public through a systematic approach that allows us to track and report installation and use to the state.

We performed over 650 building inspections / consultations. The Elementary school was completed and is now in use. The High School project expanded to over 300,000 sq. ft., covers an area of 40

acres, and is still under construction. It is the largest building project in the history of Jacksonville.

Training

We conducted 21,520 hours of annual training. We conquered 59 State, National, and International Certifications and medical licenses to include FF II, Driver/Operator, EMT, Paramedic, Hazmat Ops, Officer I/II, Instructor I/ II/III, Chief Officer, Arson Investigation, and auto Extrication. Other classes include, NIMS 300/400/700/800, Pre-Hospital Trauma, and Advanced Pediatric & Cardiac Life Support.

We hosted the Arkansas Department of Emergency Management, Advanced Law Enforcement Rapid Response Training (ALERRT), Partners against Trafficking Humans, and a Criminal Interdiction Conference. These events brought people to Jacksonville from Louisiana, California, Department of Homeland Security (DHS), FBI and many other local agencies.

Jacksonville Police Department

In 2018, the Jacksonville Police Department handled 43,266 calls for service. Calls for Service include officer initiated activities such as traffic stops and property/security checks, targeted patrols for specific problems, along with responding to life threatening emergencies, critical incidents, suspicious activities, and non-emergency services. 49.69% of those calls were initiated by the Officers. In 2017, the calls for service totaled 42,804 of which 30.21% were officer initiated. The Jacksonville Police Department in 2018 had an average of 50 active officers per month compared to 62 active officers per month in 2017, a decrease of 24%. "Active Officers" are defined as officers that have been through all training and are capable of working on their own. We had 70 funded positions in 2018, down 10 positions from the 80 that were funded in 2017.

In 2018 there were 3 Homicides reported, with 3 cleared; in comparison to 3 reported and 3 cleared in 2017. In 2018 there were 23 Rape/Sexual Assaults reported, with 9 cleared; in comparison to 30 reported and 9 cleared in 2017. In 2018 there were 33 Robberies reported, with 17 cleared; in comparison to 34 reported and 11 cleared in 2017. In 2018 there were 213 Aggravated Assaults reported, with 130 cleared; in comparison to 160 reported and 107 cleared in 2017. In 2018 there were 219 Burglaries reported, with 75 cleared; in comparison to 250 reported and 90 cleared in 2017. In 2018 there were 874 Thefts reported, with 310 cleared; in comparison to 803 reported and 246 cleared in 2017.

In 2018 there were 130 Vehicle Thefts reported, with 38 cleared; in comparison to 111 reported and 22 cleared in 2017.

In 2018 there were a total of 2,308 adults arrested for various crimes; in comparison to 2,724 adults arrested in 2017. In 2018 there were a total of 313 juveniles arrested; in comparison to 227 juveniles arrested in 2017.

There was a reduction in Juvenile Curfew citations, issued in 2018, twenty-eight (28) compared to twenty-nine (29) in 2017. Citations were issued for Five (5) daytime and twenty-three (23) nighttime.

The Jacksonville Police Department processed 1,437 prisoners through the detention facility, and used 619 trustees throughout the city completing or assisting city employees in their duties.

In 2018, the Support Service Division dedicated over 1,954 man hours to the courtroom security compared to 1,769 in 2017 resulting in an increase of 9%. Support Service Division also processed 135 Freedom of Information requests in 2018. This is another time consuming unfunded task mandated by State law.

In 2018 the department received \$21,033.74 in funds from two (2) grant programs. With these funds the department was able to purchase ballistic vest, 10 Tasers, and 15 Body cameras. The Ballistic Vest programs will not expire till 2019 and 2020.

In 2018 the Patrol Division responded and investigated 529 traffic collisions that occurred on the roadways of Jacksonville, compared to 605 in 2017. There were 2 fatality collisions. The Patrol Division also made 43 DWI/DUI arrest compared to 69 in 2017. There were a total of 8,626 citations and warning tickets written, and there were 198 House watches conducted.

Our Narcotics Unit wrote 5 search warrants affidavits and executed a total of 4 search warrants. The unit conducted 9 Parole/Probation searches and conducted 10 undercover buys. The unit wrote 18 arrest affidavits and made 76 felony arrests and 40 misdemeanor arrests. The unit seized 2,459.3 grams of marijuana, 626 grams of methamphetamine, 191.25 dosage units of prescription pills, 30 ml of prescription liquid, 1 dosage units of ecstasy and 7.5 grams of heroin. The unit has seized 34 firearms, 7 vehicles and \$7,600.00 in cash.

Our Detective on the DEA Task Force was involved in several seizures of approximately \$350,000.00 in cash. One operation alone resulted in 1,260 arrests, more than 200 firearms and 19 federal

indictments. Out of the money seized, \$2,327.88 was deposited into the Equitable Sharing Account from their efforts with the DEA. Our Detective has initiated 3 federal cases this year and has a total of 4 open federal cases at the time of this report. Our Detective participated in 2 major federal DEA and FBI cases that seized 58,092.70 grams of Methamphetamine, 800,252.89 grams of Marijuana, 213.98 grams of Fentanyl, 793.78 grams of Heroin, 46,761.81 grams of Cocaine and intercepted 17 packages of mail containing illegal narcotics.

Our Professional Standards Division (OPS) processed 16 citizen complaints in 2018 as compared to 17 in 2017, a decrease of 6%.

Highlights for Jacksonville Police Department during 2018:

- CID performed 14 Cellebrite Extractions in 2018 with various narcotic cases, property crime, child pornography, and homicide investigations.
- In 2018 CID performed approximately 44 Computerized Voice Stress Analyzer examinations of which was used in Pre-Employment screening, crimes against persons, and property crime investigations.
- Patrol Division in 2018 opened 3 nuisance abatement files throughout the city that had multiple calls for service. Letters were sent to 3 addresses, resulting in 3 files being self-abated by the violator, 1 was evicted from their property by the owner, 2 files were closed due to lack of repeat calls.
- In 2018 the Jacksonville members participated in various worthwhile community programs and projects, naming a few as followed: Little Rock Air Force Base Air Show; Threat Working Groups at LRAFB; Joint Active Shooter Training with LRAFB; Iron Sharpens Iron Football Camp; Brian Valley Memorial 5K; Arkansas Law Enforcement Summit, Attorneys General's Office; Five Points of Fun, Chamber of Commerce; Prosecutors Office Gang Meetings; Arkansas Crime Stoppers Meetings; FBI, Arkansas Public Information Officer's Meeting; Joint Training for Active Shooters at Education Center with Security Forces; Central Arkansas Terrorism Planning;
- Community Activities within Jacksonville were Festiville; Festiville 5K; Christmas parade, National Young Readers Week - Read Books at local Elementary Schools; Summer Cereal Drive; Canine Demonstrations to Schools, Daycares; Junior Citizen's Police Academy-Summer teen session; Coffee with a Cop; Santa Walk, Chamber of Commerce; St. Jude's 5K; Trunk or Treat; Security Training at Jacksonville Fellowship Christian; Active Shooter classes at various businesses; Woodland Hills Beauty Pageant Escorts; and Christmas with Police Officer.

Jacksonville Code Enforcement

The Code Enforcement Department went through some major alignment changes in 2018. Code Enforcement Office relocated to the Public Works/Engineering Department at City Hall under the direction of Jimmy Oakley, Director of Public Works. Keyana Neal, secretary of Code Enforcement, moved on to fulfill her dream of becoming a MEMS responder. Manny Browder was promoted to the Building Official Supervisor position to run both Engineering and Code Enforcement Departments. James Fletcher completed classes to become a certified City Inspector on HVAC/R, Plumbing, and Framing. John Nolen completed the same above classes but also completed the Electrical Inspectors class. They are currently training alongside Manny Browder to become more proficient in all areas of additional responsibilities. Chasni McCollough, Public Works Secretary is now the secretary for Public Works, Engineering and Code Enforcement.

- 1,411 assigned calls were handled and 925 warnings were issued
- 4,056 self-initiated activities
- 4,412 follow up visits
- 6 structures were torn down/removed by property owners
- 686 grass violation letters were sent. This led to 484 properties being mowed by the City
- 484 invoices were sent out totaling \$103,122.87 and collected \$10,102.34
- \$105,421.72 worth of liens were filed on properties
- 1,167 parking violations were issued which led to 10 vehicles being towed
- 1,326 public nuisance letters were issued for various code violations
- 1,514 illegal signs were removed
- 94 Structures were inspected and 208 lots were posted
- 504 Plumbing Inspections were completed
- 357 Electrical Inspections were completed
- 196 Heating and Air inspections were completed
- 330 Building inspections were completed
- 20 basketball goals and 288 trash cans were tagged

PUBLIC WORKS

Community Development Department

2018 CDBG Projects

Community Development activities in 2018 included home repair loan/grants, HAG grant, sewer line replacements, home demolition, elderly transportation program, a computer for Worley's Place activity room, 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 nine (9) SNAP projects. We also continued our partnership with Central Arkansas Development Council to provide free electronic tax preparation through the VITA program. We started working on the project to install lighting on the Main Street overpass of the railroad. We began working on the 2019 HUD Point-In-Time Count bags.

Goals for 2019

2019 is the year for HUD Point-In-Time-Count. We have already submitted 9 applications for SNAP funding. 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. We will continue to work on the enhancement of 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

Monty Havens, Building Inspector, relocated to Cabot to become their primary building inspector. City Engineer Jay Whisker relocated to McClelland Engineering. Their duties have fallen into the hands of Jimmy Oakley and Manny Browder. Chasni McCollough, Administrative Secretary.

The Engineering projects for the year 2018 are as follows:

- Construction continued on the Highway 67/167 widening from north of Vandenberg Drive to Cabot. The contract is to widen the highway from 4 to 6 lanes.
- Construction completed on Bobby Lester Elementary School
- Construction started on new High School campus
- Lighthouse Charter School completed construction on Gymnasium

- Welding Academy completed new school building
- Kum & Go started new Construction
- Trailer Country started new facility construction
- Base Meadows Addition Phase V-A and Jaxon Terrace Phase 11 opened for single family residence construction

New Business License Issued: 112

There was a total of \$18,947,333.95 worth of building permits issued in 2018. The Engineering Department issued the following permits in 2018:

<u>TYPE</u>	<u>NUMBER</u>	<u>ESTIMATED COST</u>
Single Family	32	\$ 4,849,500.00
Multi-Family	5	\$ 555,000.00
Commercial New	8	\$ 9,564,888.00
Commercial Existing	19	\$ 3,394,515.00
HUD - Rehab	0	\$ 0.00
Remodel	14	\$ 126,812.00
Additions:		
Storage Sheds	33	\$ 127,045.95
Pools	6	\$ 182,000.00
Room Additions	3	\$ 72,583.00
Garage & Carports	8	\$ 38,300.00
Misc.	11	\$ 36,690.00
TOTALS FOR 2018	139	\$18,947,333.95

Esther D. Nixon Library

USAGE

The 2018 calendar year was once again a busy, productive one for the Nixon Library, part of the Central Arkansas Library System (CALs). Nixon Library created 1,691 library accounts for new users, circulated nearly 160,000 items and had more than 143,000 patrons visit our facility. Those using our 12 desktop computers totaled more than 22,000 and we circulated our 15 laptops over 6,500 times. This was on par with the Main Library, the largest branch of CALs. We continue to provide free wireless service to patrons but have no way of gathering usage statistics for that. Out of all CALs's branches, we were fifth 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 476 different programs throughout the year for age groups ranging from infants through late teens with nearly 11,000 children and teens attending in total. In 2018, we added programs for youth like dance parties, science club, computer coding, video game tournaments, healthy cooking classes and an anime club. One significant addition was the Toy Library, funded 100% by a generous donation from Liza Wilson. This toy library allows children ages 0-5 to check out sturdy educational toys (2 per week), then exchange them the following week for 2 more. Types of toys range from toy doll furniture and wooden puzzles to costumes and riding vehicles.

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 2018, the number of programs totaled 194 and we saw nearly 1,300 people participate. We continue to facilitate three monthly book discussion groups for adults - one strictly nonfiction - as well as 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 newly released DVDs. We are also continuing free beginner and intermediate level American Sign Language classes for all ages.

For the fifth 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 2019.

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, selected documents from LRAFB, and even Killa-watt meters, engraving pens, fishing poles and powerful telescopes 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. Many of our patrons with e-readers and tablets are

taking advantage of these services. Our public meeting room continues to be very popular for meetings and parties. A total of 132 groups/individuals scheduled events in it in 2018, thus serving a total of over 2,100 attendees. Our individual study carrels are also more popular than ever with nearly 4,000 patrons using them in 2018.

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.

FUTURE

We look forward to 2019 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 tenth 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

AGFF Shooting Sports Complex- Jerry Hill

2018 was a wet year with a lot of rain out days and cancellations. With that said, we still had 2 NRA level 1 classes, AYSSP Coaches Classes, and Trap 101 classes that were completely full. 60 plus events, including the AYSSP Regional and State Tournaments, made up our year. Arkansas AIM Championship, Arkansas State Shoot, Southwest Zone Shoot, Spring Break 500, FFA Shoots, and many more corporate events filled in the months. In total, around 1.2 Million targets were thrown in 2018.

Maintenance included adding gravel around our benches as well as drains on Fields 6, 7, and 8. New signs, bracing, and hoops were added to the Skeet Houses. We also replaced the pallets in all of the trap houses. Every maintenance decision made was to improve safety and appearance of the range.

During the month of December, we added another shooting opportunity with a 5-Stand system, and patrons seem to really love it.

Recreation Department- Megan Vandergriff

The Recreation Division continued to sponsor its ten annual events throughout 2018. Among these, FestiVille, Big Bang on the Range, and the Holiday Craft Sale were among the largest events of the year and even increased in attendance from the year prior. These events, as well as the Easter Egg Hunts, Trunk or Treat, and the Christmas Parade, are annual events that the community looks forward to every year. Community involvement and volunteerism are key in making these family-focused events successful, and the Rec

Division is grateful for those who have taken those roles with stride over the year.

Community Center- Teneka Kidd

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 23 years. To maintain our reputation as an excellent facility, new equipment was purchased to replace older machines. Other maintenance included painting walls, shampooing carpets, and resealing of the basketball court, aerobics room and stage.

Aquatics- Diane Novotny

2018 was another great year for the Aquatic Department. Swim lessons and pool parties continue to be in high demand. The revenue generated from 203 pool parties and 1,472 swim lessons was \$72,170. The Arkansas Dolphins, North Little Rock High School and the LRAFB continue to rent the pool on a monthly basis for practice and training. In addition to the indoor pool, Splash Zone is another popular place for pool parties and outdoor fun. This facility generated \$155,877.25 for 2018.

Maintenance and Parks- Joe Stout

It was a busy 2018 for maintenance. We installed a new LED fountain in the Community Center pond. We worked 36 tournaments on the weekends throughout the year. New playground equipment was installed at Pleasure Park. A new Bridge was installed at Dupree Park. We maintained all of the code lots that were cited throughout the year. The maintenance crew was also responsible for the upkeep of all 18 city parks, 48 city lots, and maintaining the City Hall lawn.

Athletics- Larry Freeman

The Athletic Division in 2018 continued to have a successful number of teams that participated in our 12 leagues. Partnerships continued with high school teams and soccer association to 130 teams which averages out to about 1,650 people in Dupree and Excel Park.

We hosted 36 weekends of Softball Tournaments at Dupree Park that brought in an estimated 14,040 players plus fans into the City of Jacksonville.

We continued to grow in all areas of Adult Programs, including: Basketball, Volleyball, and Softball.

The goals for 2019 are to place more time and effort into growing the youth programs and encouraging more children and parental involvement.

Martin Street Youth Center- Glen Lane

Martin Street Youth Center diligently strives to be a safe haven for youth after school year after year. Our aim is to also serve the needs of the community needing a place to hold events for their

special occasions. We believe both were accomplished based on youth attendance and increased events in 2018. We averaged well over 1,300 youth visits monthly and over 50 events in any given month. This includes the senior citizen men and women of the Jacksonville Duplicate Bridge Club -always seeking new players- who has been meeting every Wednesday since 2006. It also include the Kuk Sool Won Korean Martial Arts Class for youth and adults-always seeking new students-who meets daily since 2009. Eco Kidz Project of Little Rock began serving meals and snacks in January for any youth ages walking-eighteen. The line for the meals forms quickly and meals continue to garner high praise from youth and parents. We are looking forward to a very successful 2019.

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

2018 Asphalt Overlay program consisted of Asphalt at a cost of \$300,000.00 at the Following streets were overlaid:

- Martin Street- Bailey to Gray
- Hospital Street - School to Apartments
- School Drive - Hospital to 1605 School
- James Street - School to RxR
- Main Street - James to Second St

Street Department completed the following projects in 2018:

- Right-of-way and ditch mowing - 1,850 miles Citywide;
- Pipe/Culvert installation 3,288' Citywide;
- 30,582' 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 - 60 utility cuts, 358 potholes, 20 shims;
- Mosquito Control Program - 340 man hours, plus Insecticides cost of \$1,732.50
- Street crews and or contractors installed/repaired 9 inlet/catch basins, and 610 feet of curb and gutter on James & Gina ,Hospital & School and 473 feet sidewalk Rehab on 304

Stonewall, 205 Stonewall, 806 Gregory, N Eastern, Health Dept.

- Northeastern Sidewalk Project-completed under the Safe Routes to School grant. It included installing curb/gutter, Sidewalk and drainage improvements from Red Fox drive to Fox Dell drive at a cost of \$160,000.00.
- Repaired 12 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 73
- Installed and/or replaced 78 various signs Citywide
- Thermo plastic paint yellow 6,045.00 LF. White 4,950 LF
- School Cross walk installed 11 Bars
- Ped Cross Walk Installed 19 1/2 Lines
- Signs Post installed 30
- Turn Arrow Thermo plastic 2
- Thermo plastic 8' Only 1
- Thermo plastic Combination 8' Arrow 1
- Hours of traffic signal maintenance 30 Hrs.30 Min

Beautification Department

There were great challenges for the Beautification Department. The department employed 6 different seasonal workers to assist the full-time employees. In total the seasonal employees performed 4,463 hours of service. We also continued our litter program this year by using trustees from the Police Department which has been a great help to our department. We worked 372 workers with a combined total of 2,798 hours of service. With the combined help of seasonal employees and trustees the Beautification Department in 2018 include the following:

- Planted 50 flowers, shrubs, & trees;
- Maintained flowerbeds & other landscape features owned by the city;
- Picked up 1,512 bags of trash & 66 used tires from the city's right-of-way;
- Maintained 16 islands, 6 yards & 2.1 miles of right-of-way;
- Cleaned 16,634 feet of drainage ditches;
- Completed approximately 30 hours of maintenance on various city-owned facilities;

- Performed routine maintenance on all of our equipment;
- Tested backflow prevention devices as called upon by the city;
- Mowed 3 miles of 67/167 right of way.

Sanitation Department

In 2018, 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 150 new residents to our list of curbside recycling customers bringing the participation rate of our curbside recycling program to 20%. We look forward to new ways to expand and improve our services in 2019.

The departmental statistics for 2018 are as follows:

Recycling Department

- 1,113,226 pounds of recyclables were collected, processed, and sold, saving the City \$12,468.13 in landfill fees;
- Recycling Center drive-thru served 8,140 customers.
- Revenues from recyclable goods totaled \$66,782.46. This is down 13.5% from last year. This is largely due to the fact that we took in nearly 110,000 lbs less this year through our recycling program. Also a steep slump in scrap metal prices contributed to this decline.
- 11,173 used tires were taken in to be recycled. This is 2% less than what we took in last year.
- 66,000 pounds of electronics were taken in to be recycled.
- We guided 9 field trips/503 students & teachers from area schools through our recycling center and educational park.

Garbage Department

- 7,471.9 tons of garbage was collected with landfill fees totaling \$167,370.55.

Trash Department

- 1,064.99 tons of bulky landfill items were collected. This was a 10% increase over last year. Our total landfill fees for bulky items were \$23,855.78. \$11,046.13 of that was recovered in charges for oversized piles, leaving us with a balance due of \$12,809.65.
- 30,636 cubic yards of yard waste were collected and ground into 3,614 tons of mulch for a savings of \$149,810.04 in contracting fees.

BOARDS AND COMMISSIONS

Jacksonville Chamber of Commerce

The Jacksonville Chamber of Commerce is a private, non-profit business organization financially supported by over 332 area business members to enhance and continually improve the local business climate and quality of life. We are:

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

Overview of Activities

A sixteen-member Board of Directors provides leadership and oversight of Chamber activities. Chamber members, Chamber Staff, volunteer time and money to implement a variety of programs. Their endeavors in 2018 included:

- Addressing pertinent issues through committees such as Education, Membership, Military/Government Relations;
- Recruiting 50 new Chamber members in 2018;
- 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 spouse/family activities, Military 2018 LRAFB Air Show, STEM Fest;
- Serving on Little Rock Air Force Base Community Council and Exec Board;
- Central Arkansas Regional Alliance;
- Jacksonville Business Ambassadors;
- Sending out more than 80 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 50 calls per week to provide referrals to Jacksonville businesses and respond to a variety of questions and requests;
- Maintains an informative website with events calendar, www.jacksonville-arkansas.com

Chamber Events

In addition to the above, the Chamber hosted the:

- Jacksonville Chamber of Commerce Annual Banquet in February;
- Jacksonville/Cabot Chamber of Commerce Joint General Membership Luncheon in April;
- 2018 Chamber Networking Lunches: Leads over Lunch and Lunch and Learns;
- Chamber-LRAFB Golf Tournament in July at Southern Oaks Country Club;
- 1st Annual Fun @ FIVE Points Event;
- 1st Annual Splash Dash 5K as part of the Annual Festiville event;
- 2018 Jacksonville Chamber of Commerce Trap Event at the AR Game and Fish Sports Shooting Complex;
- Two Candidate Forums for 2018 Jacksonville candidates;
- Participated again in the national program, *Shop Small Saturday*, sponsored by American Express in November;
- New Teachers "Ice Cream Social";
- Held Annual Honor Graduate Luncheon in May;
- 2018 Christmas Tree Lighting at the Chamber;
- Winter WonderVILLE Christmas Vendor event;
- 70th Year of the Chamber Celebration.

In Closing

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 partnership between the Chamber, our member volunteers and the governing bodies of the city of Jacksonville.

Jacksonville Housing Authority

Section 8 Housing Assistance Payments Program

Certificates and Vouchers Authorized	362
Annual Occupancy Percentage	95%
Applications Received	580
New Families Admitted	113
Current Waiting List	459
Total Paid to Owners	\$1,866,221.13
SEMAP Performance Scoring	- 100% (High Performer)

Public Housing Program

Units Available	100
Annual Occupancy Percentage	98%
Applications Received	285
New Families Admitted	36
Currently on Waiting List	180
Total Rent Collected	\$152,112
PHAS Score (High-Performer)	93%

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	10,599
Home Delivered Meals	43,177
Socialization	14,329
Transportation	8,537
Case Management (persons assisted)	649
Telephone Reassurance	5,451

Other Wellness activities include

Blood Pressure & Blood Sugar Checks, Diabetic Footwear Fitting	155
Health & Nutrition Education, doctors appts, guest speakers, A Matter of Balance, Diabetes Education Empowerment Program, Chronic Disease/Diabetes Self-Management	1,173
Day Trips, holiday celebrations, fundraisers, grocery shopping, local restaurants	1,484
Art and crafts classes, trivia, card clubs, dominos, bingo, Bible study, greeting card making, coloring and watercolor class	2,321

Talent show, dances, line dance lessons, jam sessions, chair volleyball, bean bag baseball	2,332
Peppi Exercise, Tai Chi, Seated Tai Chi, Zumba Gold, Drums Alive, Conductorcise, daily walk, Chair Yoga	7,015

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 300 volunteers logged nearly 4,418 (estimated) hours of service with the center during 2018. The Safe Room was utilized 4 times for possible tornado activity and open for a cooling center for 6 days during extreme heat conditions.

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 24, 2019.

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 24, 2019.