

STATE OF THE CITY REPORT 2020



CITY OF JACKSONVILLE, ARKANSAS

Presented by:

**Mayor Bob Johnson
January 16, 2020**



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GENERAL GOVERNMENT

City Clerk's Office

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

Conditional Uses reviewed by the Planning Commission:

- 201 North First Street was *denied* a C-3 in a C-2 zone for auto sales.
- 1106 West Main Street was *denied* a C-3 in a C-2 zone for auto sales.

There were no recommended rezonings in 2019.

Final Plats recommended by the Planning Commission and accepted by City Council in 2019:

- Final Plat Graham Wood PH III; accepted by City Council on June 6, 2019.
- Final Plat Jaxon Terrace PH 12; accepted by City Council on June 20, 2019.

The Planning Commission recommended the adoption of Ordinance 1624 (#31-2019) allowing microbreweries as a permitted use in C-4 zones.

City Council adopted thirty-three (33) ordinances in 2019; fifteen (15) were codified into the Jacksonville Municipal Code.

Codified ordinances:

- ORDINANCE 1597(#4-2019) Real Estate Signage JMC §18.76.030 Requirements.
- ORDINANCE 1598 (#5-2019) Setting the date, time, and place for regular City Council meetings JMC §2.04.040.
- ORDINANCE 1599 (#6-2019) Amending Hotel/Motel tax upon gross revenues JMC §3.06.010 Hotel/Motel Tax.
- ORDINANCE 1600 (#7-2019) Modify 2.06.010 minimum salary for Mayor; 2.08.020 minimum salary for City Clerk; 2.10.010 minimum salary for City Attorney.
- ORDINANCE 1601 (#8-2019) Parking and storage of motor vehicles JMC §8.01.057 and §8.03.018.
- ORDINANCE 1602 (#9-2019) To allow microbreweries and breweries within the Jacksonville corporate limits JMC §18.54.010 Purpose; §18.54.020 Permitted Uses - C-5; §3.04.020 Permit Fee-Schedule; §18.54.075 Limitations repealed.

- ORDINANCE 1604 (#11-2019) Adoption of regulations to minimize flood losses JMC §15.04010 Findings of Fact.
- ORDINANCE 1605 (#12-2019) Taxis and Vehicles for Hire JMC §5.20.030 Licensing Period and Fees; §5.20.040 Applicant Information Required; §5.20.055 Vehicle Requirements; §5.20.060 Business Location and Operation.
- ORDINANCE 1606 (#13-2019) Amending cut-off time for matters to be presented to the City Clerk for agenda inclusion JMC §2.04.020.
- ORDINANCE 1607 (#14-2019) Changing requirements for Annual Joint Planning Meeting JMC §2.04.050.
- ORDINANCE 1614 (#21-2019) Fireworks Repealing JMC §8.16.030.
- ORDINANCE 1616 (#23-2019) Allowing Alcohol at City Parks JMC §14.08.050 (E).
- ORDINANCE 1621 (#28-2019) Amending Privilege Tax for Billboards JMC §5.04.100.
- ORDINANCE 1624 (#31-2019) Allowing Microbreweries as a permitted use in C-4 JMC §15.52.020.

Expenditure of Funds approved by City Council in 2019:

- 06/20/2019 Approved by Resolution 783 (#06-2019) to expend 20% in matching funds regarding sidewalk projects estimated to be approximately \$400,000.00, using Federal and Transportation Alternative Program Funds.
- 07/18/2019 Approved the 2019 Asphalt Overlay bid from the Roger's Group in the amount of \$318,003.88 from Street Funds.
- 07/18/2019 Approved 2019 Street Striping bid from AF&G, LLC. in the amount of \$31,003.38 from Street Funds.
- 09/05/2019 Approved Military Road Sidewalk bid from Weaver and Bailey Contractors, Inc. in the amount of \$567,180.47 from Street Fund Reserves.

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

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

City Clerk/Treasurer serves as secretary to City Council, Planning Commission, Board of Adjustment, Fire Pension, Civil Service, and voting member of the Police Pension.

While I believe it is fair to say that 2019 was the most demoralizing year of my tenure, my saving grace is that I still feel honored to serve the great citizens of Jacksonville. And, while I know the people responsible for breathing life back into me when I was subject to all of the calumny, do not routinely receive a distribution of this report; I have to thank you publicly for having faith, believing in me and reminding me of the person I am.

City Garage

The City Garage's main focus is to maintain quality service and safety to some 300 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 be able to diagnose and accurately repair today's vehicles. By having proper tools and equipment, we have been able to cut down our commercial cost by 45 percent.

City Garage's cost for 2019 is as follows:

- Labor hours billed \$31,203.00
- Annual parts cost \$91,971.38
- Commercial cost \$20,833.99

Goals for 2020:

- Acquire tools and equipment to assist in preventive maintenance to lower long-term repair cost and down time.
- Lower commercial cost by another 50 percent.

Jacksonville District Court

CASE STATISTICS

The District Court began using new software in February 2019 and experienced an increase in caseloads during 2019. The combined total of Criminal, Traffic, and DWI cases was 8,719 as compared with 8,069 cases in 2018. The breakdown is as follows:

CRIMINAL	4,431
TRAFFIC	4,169
DWI	119



FINES AND FORFEITURES

The District Court had a total deposit in 2019 of \$608,091.33 with \$2,159.55 of that being for restitution as compared with fines and forfeitures totaling \$802,288.42 in 2018.

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 2019, we processed 4,588 purchase orders, 1,204 vouchers, and 4,787 checks compared to 1,128 vouchers and 4,875 checks in 2018. 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 859 businesses which generated approximately \$194 thousand in revenues for the City.

Ambulance service billings and collections are also handled in our department. During 2019, there were 3,136 transported runs billed with \$737 thousand being received.

The Comprehensive Annual Financial Report (CAFR) for the City of Jacksonville for the fiscal year ended December 31, 2018 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 22th year in a row that the City has received this prestigious award. We anticipate receiving another award for the 2019 report, which will be submitted on June 30, 2020.

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 Resources Assistant Regyna Ferrell.

This team has responsibility for providing a wide spectrum of human resource services that include benefit management, employee relations, payroll, recruiting, risk management, safety, and training for over 300 full-time, part-time, and seasonal personnel.

In 2019, the City of Jacksonville hired a total of 75 employees which includes 52 regular full time and 23 regular part time, totaling 75 new hires.

We will continue to provide the best possible coaching, counseling and training to our employees in an effort to recruit and retain quality performers, while decreasing our turnover rate.

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.

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

Information Technology (IT)

Scott Rothlisberger, Director of Information Technology, Shawn Sutterfield, I.T. Support Assistant and Emily Osment, IT Generalist.

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

- Installed a new "Watchguard" server for the Police Department to replace the failing server in use that downloads all of the patrol unit footage.
- Replaced new laptops in the Ambulances to replace the aging laptops that were due for retirement.
- Replaced the laptops in all ambulances again, to backfill the existing laptops to command.
- Installed and getting Ecite/Ecrash system at the Police Department for 30 Police vehicles.
- Refreshed the City's website in 2019.
- Implemented a new phone system at City Hall, Community Center and CDBG.
- Total implementation of new Adashi version for all Fire Department Apparatus' for incident management.
- Maintained software licensing.
- Installed 15 workstations for refreshing of the old aging workstations.
- Installed new Wi-Fi system for the Fire Department at Stations 3 and 4.
- Installed the Smart911 upgrade on the server.
- Installed the 3SPro system install for the Shooting Sports Complex.
- 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 2020

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 AccountabillIT 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 the new Code Enforcement software.
- Installing large deployment of workstations for City users (40+ PC's).

PUBLIC SAFETY

Jacksonville Communications 911

In 2019 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 stayed busy handling emergency and non-emergency calls for the City, along with a multitude of other tasks to help those in need.

2019 proved to be a challenging year in regards to staffing at the 911 Center. As with 911 Centers across the nation, it has become harder and harder to find recruits that are up to the challenge of the job of a 911 Dispatcher. Most people do not realize what all this job entails and are overwhelmed once they get inside the Center and see what the job is actually about. Even though we have been very shorthanded throughout most of 2019, I am happy to report that as of December 31st, 2019 we only have 2 vacancies to fill. Being understaffed required a lot of extra work and time from our employees, I am proud to say that Jacksonville is blessed with the best Dispatchers around that were willing to give up time with

their family to ensure the citizens of Jacksonville received the high level of service that they deserve. In 2019, we also did a complete overhaul to our training program and extended it from three months of hands on training to six months of hands on training to ensure new hires have every skill they need to serve this city.

We had updates and upgrades done to several pieces of software in 2019, to include our CAD, ACIC computers, and radio system. We were also able to add additional encryption software to our radio system to allow us to monitor encrypted channels on more consoles in Dispatch.

Due to staffing shortages in 2019 we were not able to send Dispatchers away for training opportunities but we continued to improve our skills through several different online training programs to include ACADIS, Smart 911, FBI courses, FEMA, Mobile Alert Systems, and the National Missing and Exploited Children Foundation. In 2020, we will be adding a new program for training called Virtual Academy that will allow Dispatchers to take online training courses and gain new certifications for classes that have not been offered previously through any of the other online training courses we have used. Some of these courses include how to better handle calls from callers with special needs, dealing with stress on the job and a multitude of other training courses. We are very excited about this program and are positive it will give our employees the opportunity to improve the skills they already possess. We are also purchasing a new EProtocols software that will allow Dispatchers to access the EMD Protocols (Emergency Medical Dispatch) immediately on their computer which will decrease the time it takes to start giving lifesaving instructions.

As with every year, we had numerous calls from citizens for assistance in 2019. The following is a breakdown of all incoming calls and CAD entries for the year.

Emergency and Non-Emergency Calls

Non-Emergency calls 2019 (admin lines)	116,965
Wireless 911 Calls 2019	23,977
Land Line 911 Calls 2019	1,024
Total Calls 2019	141,973
Total CAD Call Entries 2019	46,506
(This includes calls for Police, Fire, EMS and 911)	



There is currently a nationwide push to reclassify 911 Dispatchers as Public Safety personnel. The bill is currently making its way through Congress, it is entitled the "911 Saves" Act or House Bill 1090. Dispatchers are currently classified as clerical workers—the same category as secretaries, office clerks and taxicab Dispatchers. If this bill is passed Dispatchers will fall under the first responder definition that will allow full access to benefits and protections that other responders already have. Several states have already passed local legislation and have reclassified Dispatchers in their state as First Responders, the most recent being the State of Texas. We are hopeful that Arkansas will join these other states and recognize all Dispatchers as part of the Public Safety Community.

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 2020.

Animal Shelter

The Jacksonville Animal Shelter continued in 2019 with the assignment to patrol and enforce the city ordinance within the City of Jacksonville. The Jacksonville Animal Shelter added two new Animal Control Officers to their team, Officer Virginia Hightower and Officer Lacy Hodge. The volunteer group "Jacksonville Friends of the Animals" which is raising funds to sterilize, provide medical treatment and support for adoption events, sponsored 749 adoptions in 2019. 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 2019, the shelter handled 1,720 animals. Three hundred and sixty one (361) animals were rescued and released to their owners, and 1,012 dogs and cats were adopted. Animal Control Officers properly picked up and disposed of 607 deceased animals from the City streets. The Department conducted 14 animal cruelty allegations and 3 counts of animal cruelty were processed through the Municipal Court. Eight (8) 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 \$21,790.00 in adoption fees, contributions and fines for the year 2019. The Department's goals for 2020 are to continue serving,



educating and protecting the public and promoting animal welfare in the City of Jacksonville.

Fire Department

Fire Chief Alan Laughy

Fire and Ambulance Responses

Fire Department Reportable Runs 2019	5,558
EMS Reportable Runs 2019	4,608
Fire Loss 2019	\$205,750
Fire Savings 2019	\$7,633,750

Major Accomplishments 2019

We are honored to have received runner up for the Arkansas EMT Association's "Fire and EMS Service of the year" for 2019. This is the fourth time in five years we placed in the top two, having earned this award in 2015 and 2017. JFD members competed in the State's annual EMS competitions. We took 1st place in the state, for *Fire and EMS* competition with Paramedics Stephanie Heatwole, Alex Halle, and Cody Henley. We also took 1st Place in the AEMTA Paramedic competition with Paramedic Alex Halle and Paramedic Cody Henley. Additionally, the Arkansas EMT Association named Paramedic Cody Henley as their choice for the 2019 Paramedic of the Year. Furthermore, our annual cancer awareness fundraiser enabled JFD to donate \$1,915.20 to the American Cancer Society.

Emergency Medical Services

We responded to 4,608 EMS calls in 2019, an increase from 2018 by 355 calls. We averaged 12.62 responses per day, up from the previous year's 11.65 responses per day. We transported 3,135 patients. We replaced the 2008 ambulance with a 2019 Ambulance that meets current Ambulance Manufacturing Standards. We have another Ambulance ordered with the same features that should arrive by July. We replaced our outdated Automatic Chest Compression Devices with new ones that allow us to meet current standards in Cardiac care. We added Transport Ventilators to support our Rapid Sequence Intubation (RSI) program. We are one of only thirteen ground services in the State that are able to provide this higher level of care.

The number of EMS calls increases every year. For example, we responded to 1,767 more EMS calls this year than in 2010. That's a 62% increase in EMS workload with 0% increase in staffing. We increased our billing rates on January 1, 2019 to help increase revenue. However, our greatest concerns are needing \$26,000 to purchase 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 5,558 emergencies consisting of 83% EMS calls, averaging 15.23 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 133 fires; 49 structures, 29 vehicles, 27 vegetation, 12 trash, 2 outbuildings, and 3 others. We investigated 76 of these due to unknown or suspicious nature. None could be proven to be arson. The total value of the properties was \$7,839,500, with a loss of \$205,750, and a savings of \$7,633,750; a 97.37% save rate. Approximately 5,000 adults and children were educated through various programs such as Fire Prevention Week, station tours, and school visits. We continued our Children's Firefighter Combat Challenge and it remains popular. We've continued our smoke alarms program by distributing them to the public through a systematic approach to track and report their installation to the state. We performed over 750 building inspections/consultations. The High School project is still under construction, but should be completed early this year. We currently have three ongoing major construction projects; two apartment building complexes and the Jacksonville Middle School.

Training

We conducted 27,954 hours of annual training. We conquered 55 State, National, and International Certifications and medical licenses to include FF II, Driver/Operator, EMT, Paramedic, Hazmat Ops, Officer I/II, Instructor I/ II, Chief Officer, Officer I/II/III, Inspector I, advanced ICS, NIMS 300/400/700/800, Pre-Hospital Trauma, Advanced Pediatric and Cardiac Life Support, and Rapid Sequence Intubation.

We hosted courses for the Arkansas Department of Emergency Management, Arkansas Highway Police, Arkansas Fire Academy, Texas A&M Engineering Extension Service and FEMA. These courses totaled 252 training hours and brought people from West Memphis, Springdale, University of Arkansas, Fort Smith and many other fire and emergency agencies from Central Arkansas.



Jacksonville Police Department

In 2019 the Jacksonville Police Department handled 40,031 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. 46.49% of those calls were initiated by the Officers. In 2018 the calls for service totaled 43,266 of which 49.69% were officer initiated. The difference in the number of calls for service being mainly due to the lack of Officer Initiated calls as a result of having fewer active officers. The Jacksonville Police Department in 2019 had an average of 43 active officers compared to 50 active officers in 2018. "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 2019.

In 2019, there were 2 Homicides reported, with 2 cleared; in comparison to 3 reported and 3 cleared in 2018. In 2019 there were 25 Rape/Sexual Assaults reported, with 3 cleared; in comparison to 30 reported and 9 cleared in 2018. In 2019 there were 45 Robberies reported, with 15 cleared; in comparison to 34 reported and 11 cleared in 2018. In 2019 there were 156 Aggravated Assaults reported, with 93 cleared; in comparison to 160 reported and 107 cleared in 2018. In 2019 there were 224 Burglaries reported, with 62 cleared; in comparison to 250 reported and 90 cleared in 2018. In 2019 there were 955 Thefts reported, with 406 cleared; in comparison to 803 reported and 246 cleared in 2018. In 2019 there were 165 Vehicle Thefts reported, with 39 cleared; in comparison to 111 reported and 22 cleared in 2018.

In 2019 there were a total of 2,018 adults arrested for various crimes; in comparison to 2,724 adults arrested in 2018. In 2019 there were a total of 240 juveniles arrested; in comparison to 227 juveniles arrested in 2018.

There was a reduction in Juvenile Curfew citations, issued in 2019, 21 compared to 29 in 2018. Citations were issued for 1 daytime and 20 nighttime.

The Jacksonville Police Department processed 1135 prisoners through the detention facility, and used 331 trustees throughout the city completing or assisting city employees in their duties.



In 2019, the Support Service Division dedicated over 1,754 man hours to the courtroom security compared to 1,769 in 2018 resulting in a decrease of .85%. Support Service Division also processed 132 Freedom of Information requests in 2019. This is another time-consuming unfunded task mandated by State law.

In 2019 the department received \$19,102.00 in funds from grant programs. The Ballistic Vest programs will not expire till 2019 and 2020 with this program the department purchased 15 vests.

In 2019 the Patrol Division responded and investigated 815 traffic collisions that occurred on the roadways of Jacksonville, compared to 629 in 2018. There were 3 fatality collisions. The Patrol Division also made 62 DWI/DUI arrests compared to 43 in 2018. There were a total of 5,572 citations and warning tickets written.

In 2019 our Detectives of the Criminal Investigations Division were assigned 1,077 cases with approximately 388 affidavits for arrest warrants being submitted to the Prosecuting Attorney's Office on assigned cases.

The Criminal Investigations Division executed 11 search warrants throughout various businesses within the city on "Operation Cash Out" for Operating a Gambling Houses where there were 16 Arrests, and 62 gambling machines seized along with \$209,089.00 in cash.

Our Detective on the DEA Task Force wrote 10 search warrant affidavits and executed a total of 21 search warrants, conducted 2 under cover buys and 23 CI buys, seized 248.73 grams of marijuana, 911.31 grams of methamphetamine, seized 2 firearms, 6 vehicles and \$7,600.00 in cash. He was involved in several seizures of approximately \$62,242.00 in cash. One operation alone resulted in 30 arrests on federal indictments. Out of the money seized, \$13,116.03 was deposited into our Equitable Sharing Account from their efforts with the DEA. Our Detective has initiated 8 federal cases this year and has a total of 5 open federal cases at the time of this report. He participated in a federal DEA and FBI cases that seized 73,013.28 grams of Methamphetamine, 32,738 grams of Marijuana, 3200 Schedule 2 Pills, 10,311.09 grams of Heroin, 16345.5 grams of Cocaine.

Our Office of Professional Standards Unit (OPS) processed 28 citizen's complaints in 2019 as compared to 16 in 2018, an increase of 55%.



Highlights for Jacksonville Police Department during 2019:

In 2019 the Jacksonville Police Department members participated in various worthwhile community programs and events, naming a few as followed: Arkansas Crime Stoppers Meetings; Law Enforcement Torch Run - Special Olympics; Coffee with a Cop; Iron Sharpens Iron Football Camp; Brian Valley Memorial 5K; Five Points of Fun, Chamber of Commerce; Arkansas Blood Drive for Arkansas Blood Institute; Out of the Darkness Community Walk to Prevent Suicide; Polar Bear Plunge; Rock Town Showdown; Festiville; P.A.K.T. Fun Day; Summer Cereal Drive; Boys & Girls Club Fundraiser; Junior Citizen's Police Academy-Summer teen session; Coffee with a Cop; Go Red for Women; Trunk or Treat; CPAAA Golf Tournament; CPAAA Spaghetti Dinner Fundraiser; Sertoma Club Father Daughters Dance; Community Center Easter Egg Hunt; Woodland Hills Beauty Pageant Escorts; and Christmas with Police Officer.

Joseph M. McCollough
Interim Chief of Police

Jacksonville Code Enforcement

The Code Enforcement Department went through some major alignment changes in 2019. Code Enforcement Office relocated back to the Jacksonville Police Department and is now under the Chief of Police and direct supervisor Captain Kelly Smiley. Tiffany Pryor, Code Enforcement secretary, got hired onto the team and is now our FULL TIME Code secretary. James Fletcher decided to leave Code Enforcement for his own personal reasons. He will be missed. John Nolen has really stepped it up. With James gone, John has shown that he can still take care of the city of Jacksonville alone if necessary. We have a new Code Officer, Ernesto Ortiz, who seems to be learning quickly, and is eager to get the city's streets cleaned up.

- 2,023 assigned calls were handled and 1,078 warnings were issued
- 3,744 self-initiated activities
- 3,755 follow up visits
- 15 structures were torn down/removed by property owners
- 819 grass violation letters were sent. This led to 245 properties being mowed by the City.
- \$28,242.49 worth of liens were filed on properties
- 735 parking violations were issued, which led to 34 vehicles being towed
- 107 vehicles were tagged and 24 tickets written

- 547 public nuisance letters were issued for various code violations
- 1,451 illegal signs were removed
- 182 structures were inspected and 60 lots were posted
- 49 basketball goals and 170 trash cans were tagged
- 110 rentals were inspected
- 16 properties were red tagged
- 5 search warrants were issued
- 5 structures were rehabbed, 2 condemned, and 1 house demolished by the City

PUBLIC WORKS

Community Development Department

2019 CDBG Projects

Community Development activities in 2019 included limited home repair grants, HAG grant, sewer line replacements, elderly transportation program, sidewalk enlargement on Main Street, two pavilions in Galloway Park, roof repair for Jacksonville Wellness Center, two computers for Jacksonville Tower's media room, and assistance for Jacksonville Care Channel and Fishnet Mission. Community Development did participate in the SNAP program through the Federal Home Loan Bank of Dallas. We partnered with ARVEST 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 completed the "goodie" bags for the PIT count of the homeless for HUD totaling more than 1000 bags of various content. We continued working on the project to install lighting on the Main Street overpass of the railroad.

Goals for 2020

2020 is the last year of our Five-year plan for HUD. We will work to ensure the goals set in our 5-year plan with HUD are met and/or exceeded. This year we did not participate in the Federal Home Loan Bank SNAP program. As always we will continue to partner with CADC to provide free electronic tax preparation. We will complete the work in Galloway Park and work with the census group to hold outreach events in Galloway Park in late March and mid-April. It is our hope to have the lights installed on the Main Street overpass by year end or before.



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

Engineering Department

Department consists of Jim Oakley, Director of Public Works and Engineering, Manny Browder, Building Official and Chasni Bradshaw Administrative Assistant. The Engineering Department welcomed Mylissa Griggs as our Engineering Technician.

The Engineering projects for the year 2019 are as follows:

- Jacksonville North Pulaski High School was constructed and near completion
- Two Apartment complexes started construction
- Demolition of old High School completed and permits granted for construction of new Middle School
- Graham Woods Ph III and Jaxon Terrace Phase Ph XII opened for single family residence construction
- Millers Paint and Body erected new structure for business and old building was rehabbed into a church

New Business Licenses Issued: 96

There was a total of \$41,491,501.40 worth of building permits issued in 2019. The Engineering Department issued the following permits in 2019:

<u>TYPE</u>	<u>NUMBER</u>	<u>ESTIMATED COST</u>
Single Family	53	\$ 7,581,326.00
Multi-Family	3	\$ 5,675,000.00
Commercial New	4	\$26,265,313.90
Commercial Existing	15	\$ 1,089,174.50
Remodel	32	\$ 385,950.00
 Additions:		
Storage Sheds	37	\$ 130,517.00
Pools	4	\$ 148,000.00
Room Additions	6	\$ 175,500.00
Garage & Carports	5	\$ 5,500.00
Misc.	31	\$ 35,220.00
 TOTALS FOR 2019	 83	 \$41,491,501.40

Esther D. Nixon Library

USAGE

The 2019 calendar year was once again a busy, productive one for the Nixon Library, part of the Central Arkansas Library System (CALs). Nixon Library created 1,913 library accounts for new users, circulated over 152,000 items and had almost 130,000 patrons visit our facility. Those using our 12 desktop computers totaled more than 19,000 and we circulated our 13 laptops over 7,300 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 seventh in overall circulation of all items as well as a solid second ranking in DVD circulation, right under the Main Library.

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 580 different programs throughout the year for age groups ranging from infants through late teens with almost 12,000 children and teens attending in total. In 2019, a need was seen for an additional youth program and Another Teen Time was added. Our youth programs such as science club, computer coding, video game tournaments, healthy cooking classes and an anime club continued to thrive in 2019. One significant addition in 2018 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. This addition continues to prove itself substantial to the Nixon Library.

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.

Following suit of our youth programming, our adult programming attendance and range of programs held steady. In 2019, the number of programs totaled over 150 and we had nearly 1,118 people participate. We continued to facilitate two 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. Sewing machines are provided or participants may bring their own. Beginner level painting classes were reestablished at the branch and proven to be popular. We also continue to make good use of our movie license and show newly released DVDs to attendees. Free beginner and intermediate level American Sign Language classes for all ages was an ongoing program as well for the branch.

For the sixth year, we partnered with El Zocalo Immigrant Resource Center out of Little Rock for free English as a Second Language (ESL) courses. Involvement was good and we believe a great impact was made on the participants who attended. We are continuing the course in 2020.

SERVICES

The Nixon Library continues to offer 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, notary, document delivery, voter registration, public meeting room, public display space, selected documents from LRAFB, and even Kill A-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 96 groups/individuals scheduled events in it in 2019, thus serving a total of over 1,400 attendees. Our individual study carrels are also more popular than ever with nearly 4,000 patrons using them in 2019.

EQUIPMENT

We continue to employ the use of a Radio Frequency Identification (RFID) system to check items in and out. We offer two self-check kiosks, where patrons who have just a simple checkout and don't want to wait in line can go for a speedy transaction. Most materials can be returned here as well.

FUTURE

We look to progress in 2020, a year that we plan to be able to continue offering a wide assortment 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 eleventh year here in the current facility, we



remain very busy and receptive to new suggestions of how we can best serve our public.

Parks and Recreation

Director Kevin House

AGFF Shooting Sports Complex- Jerry Hill

In 2019, we had AYSSP Coaches Training, Trap 101 Classes, and 60 plus events (including AYSSP Regionals and State Tournaments). In the months of April and May alone, we saw 5,400 students competing at our Complex. During the week of the Arkansas State AIM Championship and State Shoot, all camp sites were filled, and we saw nearly 600 people. The Southwest Zone Shoot, FFA Shoot, and Spring Break 500 Shoots saw nearly 300 kids each. For the entire year, 1.2 Million targets were thrown.

Maintenance included 20 new camp sites, which will be a tremendous help during the larger shoots, such as the State Shoot. Trap house lids were painted, and new numbers were added to each field, as well as incorporating new pallets in each house. The Bow Range received new targets to replace the old ones, and the course as a whole was cleaned up and filled in for the upcoming year. Lead reclamation was done for the year, and around 200,000 pounds of lead was reclaimed.

Athletics- Larry Freeman & Landon Nolen

The Athletic Division in 2019 continued to have a successful number of teams that participated in our 12 leagues. Partnerships with local High School Teams and the Soccer Association brought our annual total to about 134 teams- nearly 1,840 people in Dupree and Excel Park for the year.

We hosted 37 weekends of Softball Tournaments at Dupree Park, which brought an estimated 15,860 players plus fans into the City of Jacksonville.

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

The goals for 2020 are to place more time and effort into growing the youth programs, encouraging more children and parental involvement, and to incorporate more youth activities.

Aquatics- Diane Novotny

2019 was another great year for the Aquatics Department. The Community Center pool underwent a new surface-painting, and it looks sparkling new!

Swim lessons and pool parties continued to be in high demand. The revenue generated from 171 pool parties, Red Cross Classes, and 1,439 swim lessons came to \$74,015. The Arkansas Dolphins and LRAFB continue to rent the pool on a monthly basis for practice and training.

Splash Zone Water Park was and always is a popular place for pool parties and outdoor fun. The facility generated \$160,147.25 for the season.

Community Center- Marlo Jackson

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 24 years. Foot traffic increased with sports leagues, pool parties, swim lessons, and new memberships. The Meeting Room/Banquet Hall continues to be a popular destination for meetings, weddings, showers, family reunions, and much more as rentals exceeded the previous year. To maintain our reputation as an excellent facility, projects included a fresh new coat of paint on the walls, swapping to a new phone system, and resurfacing the pool. In the year to come, the Community Center will celebrate its 25th Anniversary!

Maintenance and Parks- Joe Stout

2019 proved to be another busy year for the Maintenance Department. Upkeep was done on the 18 Parks in the city, and hard work was put into the Code Lots cited throughout the year, 48 City Lots and City Hall grounds. The Community Center pool was resurfaced, two new pavilions were installed at Galloway Park, and Excel Park/Dupree Parks fields were reconditioned and brought back to life with new turf and re-leveling! Volunteers from LRAFB helped to paint pavilions at some of the parks. New RV Hook ups were installed at the Shooting Range.

Martin Street Youth Center- Glen Lane

Martin Street Youth Center continues to be a safe haven for youth after school, during summer, and whenever schools are out of session. Our aim is to serve the needs of the youth and parents in our community, and we believe that our numbers validate that. Throughout the year, Martin Street averaged well over 1,600 youth visits monthly. We also maintained approximately 50 events per month, including Baptist Health Back-to-School Immunizations, which provided free backpacks and school supplies, as well as free

regular haircuts by a local barber. Exo Kids Project of Little Rock renewed our contract and continued serving meals after school and in the summer.

Recreation Department- Megan Vandergriff

The Special Events and Recreation Division continued to sponsor its ten annual events throughout 2019, even adding six new events to help promote the Farmers' Market. Among these, FestiVille, Big Bang on the Range, and the Holiday Craft Sale were the largest events of the year and even increased in attendance from the year prior. FestiVille saw nearly 33,000 people alone in the two-day span, and was awarded Festival of the Year by the Arkansas Department of Parks and Recreation! 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.

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; Larry Davis, Fleet Maintenance Manager; Randy Watkins, Sanitation Manager; Hendrika Cass, Animal Control Supervisor.

Street Department

2019 Asphalt Overlay program consisted of Asphalt at a cost of \$315,798.20 and the following streets were overlaid:

- Redmond Road - N. Main Street to RxR
- W. Main & Redmond Road Intersection
- W. Main Street & James Street & Dupree Intersection
- Franklin Street - 202 Franklin Street to Boston Street
- Stonewall Drive - N. First Street to 1860 East
- Spring Valley - W. Main Street to 136 East
- Colonial Drive - Loop Road to 185 South
- Ray Road - Church Street to Stevenson Street
- Smart Street - South Road to Church Street
- Lonsdale Circle - Loop Road to Loop Road

Street Department completed the following projects in 2019:

- Right-of-way and ditch mowing - 1,850 miles Citywide
- Pipe/Culvert installation 2.040' Citywide
- 28,620' of concrete and dirt ditches were cleaned city wide
- Storm Drain culverts cleaned/flushed - 2,500
- Storm Drain Inlet boxes cleaned - 100
- Asphalt Street Repairs - 60 utility cuts, 495 potholes, 20 shims
- Mosquito Control Program - 291 man hours, plus Insecticides cost of \$10,410.00
- Street crews and or contractors installed/repaired 40 inlet/catch basins, and 327 feet of curb and gutter on Spring Valley and 2,100 feet sidewalk Rehab on W Main & Crestview Drive and N First Street
- N. First Street Side walk Project-Completed under the Safe Routes to School grant. It included Installing Sidewalk and Drainage Improvements from Dales Drive to Health Dept at a cost of \$110,892.59
- Repaired 59 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-114
- Installed and/or replaced 91 various signs Citywide
- Thermo plastic paint yellow 28,096 LF White 19,754 LF
- School Cross walk installed 98 Bars
- 8' School Legend 5
- Signs Post installed-42
- Turn Arrow Thermo plastic 8
- Thermo plastic 8' ONLY 6
- Thermo plastic Combination 8'Arrow 1
- 10' Straight Arrow Thermoplastic 13
- Stop Lines-17
- Handicap Symbol-1
- Waffle Tape-Hashed Lane Use Line(W. Main & S. +Oak) 130LF
- Hours of traffic signal maintenance-85 Hrs.

Beautification Department

There were great challenges for the Beautification Department. The department employed 5 different seasonal workers to assist the full-time employees. In total the seasonal employees performed 2,707.75 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 316 workers with a combined total of 2,844 hours of service. With the combined help of seasonal employees and trustees the Beautification Department in 2019 include the following:

- Planted 113 flowers, shrubs, & trees;
- Maintained flowerbeds & other landscape features owned by the city;
- Picked up 1,436 bags of trash & 216 used tires from the city's right-of-way;
- Maintained 16 islands, 6 yards & 2.1 miles of right-of-way;
- Cleaned 2'007 feet of drainage ditches;
- Completed approximately 33 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 2019, 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, waste tires, and used cooking oil. We have added 130 new residents to our list of curbside recycling customers. Currently, we service nearly 1,200 curbside recycling customers each week. We look forward to new ways to expand and improve our services in 2020.

The departmental statistics for 2019 are as follows:

Recycling Department

- 767,492 pounds of recyclables were collected and processed, saving the City \$8,949.05 in landfill fees;
- Due to the deteriorating commodity prices, we held onto most of our cardboard and aluminum this year. This, of course, caused a significant decrease in our recycle revenues. For the 574,527 lbs. of material that we sold, we recovered \$42,049.97 or an average of \$.073/lb.

- Recycling Center drive-thru served 6,766 customers on Wednesday and Saturday. This represents a nearly 12% increase.
- 1,428 used tires were taken in to be recycled. This is 68% less than we took in last year. This is the first complete year that we have taken tires in from Jacksonville rate-payers only. This is proof that the majority of the tires that we handled in the past came from commercial generators.
- 66,000 pounds of electronics were taken in to be recycled.

Garbage Department

- 7,858.06 tons of garbage were collected with landfill fees totaling \$180,884.38. This reflects a 2.7% increase in tonnage for 2019.
- \$480.00 were collected in special service fees for returning to empty trash cans that were not out when we initially serviced an area.

Trash Department

- 1,482.12 tons of bulky landfill items were collected. This was nearly a 10% increase over 2018. Our total landfill fees for bulky items were \$34,558.40. \$5,690 of that was recovered in charges for oversized piles, leaving us with a remaining balance paid of \$28,868.40.
- 30,054 cubic yards of green waste were collected and ground into 3,894.52 tons of mulch. (This reflects a 10.4% decrease in quantity for 2019.) If we had hired a contractor to process this material at the going rate of \$4.78/cubic yard, it would have cost the city \$143,658.12.
- 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 service, we charged \$2,445.00 in additional fees to offset these expenses.
- We collected 142 truckloads of leaves from the curbside city-wide.

BOARDS AND COMMISSIONS

Jacksonville Chamber of Commerce

The Jacksonville Chamber of Commerce is a private, non-profit business organization financially supported by over 300 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 2019 included:

- Addressing pertinent issues through committees such as Education, Membership, Military/Government Relations;
- 2019 Community Profile/Membership Directory Publication;
- Arkansas Site Selection Website Contact person is Courtney Dunn, Chamber CEO;
- Recruiting 46 new Chamber members in 2019;
- 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 spouses/family activities, Military 2019 LRAFB Air Force Ball;
- Serving on Little Rock Air Force Base Community Council and Exec Board;
- Central Arkansas Regional Alliance;
- Jacksonville Business Ambassadors;
- Sending out more than 50 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 community events calendar, www.jacksonville-arkansas.com;
- Weekly E-blast is sent out on Fridays to our distribution list, anyone can join the distribution list;

- Weekly video "Weekly Tea with JCC". Video is sent via email and posted on social media.

Chamber Events

In addition to the above, the Chamber hosted the:

- Jacksonville Chamber of Commerce Annual Banquet in February- "Business & Blues";
- Jacksonville Business Expo/Job Fair in March;
- Jacksonville/Cabot Chamber of Commerce Joint General Membership Luncheon in Cabot in April;
- 2019 Chamber Networking Events: Leads over Lunch, Lunch and Learns, Business After Hours;
- JCC/LRAFB Golf Tournament in July at Southern Oaks Country Club;
- Assisted with the 2nd Annual Fun @ FIVE Points Event;
- 2019 Jacksonville Chamber of Commerce Trap Event at the AR Game and Fish Sports Shooting Complex;
- Participated again in the national program, Shop Small Saturday, sponsored by American Express in November. Added in vendor shopping at the chamber building;
- JCC and other area Chambers hosted a "Sip & See" event for LRAFB spouses, held at Jacksonville Museum of Military History;
- Held Annual Honor Graduate Luncheon in May;
- JCC & the Military Committee sponsored the 3rd Quarter Deployed Families Dinner at LRAFB;
- Held Casino Night at Southern Oaks Country Club in October;
- 2019 Christmas Tree Lighting at the Chamber & Story Time with Santa at the Library;
- Held 1st Annual Member Appreciation Jingle Mingle in December;
- Started up the Young Professionals Networking Group of Jacksonville under JCC. This group holds monthly lunch meetings at local chamber member restaurants.
- Started up the Empowered Women of Arkansas group under JCC. This group holds monthly evening meetings.

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

Public Housing Program

Units Available	100
Annual Occupancy Percentage	98%
Applications Received	305
New Families Admitted	17
Currently on Waiting List	305
Total Rent Collected	\$181,412.66
PHAS Score (High-Performer)	89%

Section 8 Housing Assistance Payments Program

Certificates and Vouchers Authorized	362
Annual Occupancy Percentage	91%
Applications Received	399
New Families Admitted	38
Current Waiting List	399
Total Paid to Owners	\$1,723,425
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	11,083
Home Delivered Meals	47,843
Socialization	15,596
Transportation	7,673
Case Management (persons assisted)	684
Telephone Reassurance	5,804



Other Wellness activities include

Blood Pressure & Blood Sugar Checks, Diabetic Footwear Fitting	440
Health & Nutrition Education, doctors appts, guest speakers, A Matter of Balance, Diabetes Education Empowerment Program, Chronic Disease/Diabetes Self-Management	682
Day Trips, holiday celebrations, fundraisers, grocery shopping, local restaurants	1,081
Art and crafts classes, trivia, card clubs, dominos, bingo, bible study, greeting card making, coloring and water color class	2,882
Talent show, dances, line dance lessons, jam sessions, chair volleyball, bean bag baseball	5,082
Peppi Exercise, Tai Chi, Seated Tai Chi, Zumba Gold, Drums Alive, Conductorcise, daily walk, Chair Yoga	4,174

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 225 volunteers logged nearly 5,107(estimated) hours of service with the center during 2019. The Safe Room was utilized 6 times for possible tornado activity.

Jacksonville Wastewater Utility

Wastewater Utility - (Sewer Commission)
Thea Hughes, General Manager; Fred Belote, Commission Chairman
Mrs. Hughes will present a verbal report and a written report to the City Council at its meeting scheduled for January 16, 2020.

Jacksonville Water Department

Water Department - (Water Commission)
Jake Short, General Manager; Jim Peacock, Commission Chairman
Mr. Short will present a verbal report and a written report to the City Council at its meeting scheduled for January 16, 2020.