

## GENERAL GOVERNMENT

### Table of Contents

GENERAL GOVERNMENT .....	1
City Clerk’s Office.....	3
City Garage .....	5
District Court .....	5
Finance Department .....	6
Human Resources Department .....	7
Information Technology .....	8
PUBLIC SAFETY .....	9
Jacksonville Communications 911 .....	9
Animal Shelter .....	11
Jacksonville Fire Department .....	12
Jacksonville Police Department.....	14
Jacksonville Code Enforcement.....	16
PUBLIC WORKS.....	17
Community Development Department.....	17
Engineering Department .....	18
Esther D. Nixon Library .....	19
Parks and Recreation.....	21
AGFF Shooting Sports Complex .....	21
Athletics .....	21
Aquatics .....	22
Community Center.....	22
Maintenance and Parks .....	23
Martin Street Youth Center.....	23
Recreation Department .....	23
PUBLIC WORKS DEPARTMENT .....	24
Street Department .....	24
Sign and Signal Department .....	25
Sanitation Department .....	25
Recycling Department .....	25
Garbage Department .....	26



Trash Department.....	26
Jacksonville Chamber of Commerce .....	26
Jacksonville Housing Authority.....	29
Jacksonville Senior Wellness & Activity Center.....	29
Jacksonville Wastewater Utility .....	31
Jacksonville Water Department .....	31

## City Clerk's Office

Susan Davitt, City Clerk/Treasurer

### **Conditional Uses reviewed by the Planning Commission:**

1108 West Main Street Ste. B was approved a C-2 in a C-1 zone for a cosmetology school.

3125 North First Street approved with contingencies an R-3 in a C-2 zone for an apartment complex.

### **Rezoning:**

1008 O'Neal Street, Lot 26, Liberty Subdivision from R-1 & R-3 to R-2. Request was denied.

Property on North First Street from C-1 to C-2 for retail outlet requested by First Electric Cooperation.

517 Gregory Street from R-3 to C-3.

The City Council approved the closure of portions of Swift and Sig Sauer Drives with the adoption of Ordinance 1633 (#07-2020) on June 18, 2020.

**Final Plats:** recommended by the Planning Commission and accepted by City Council in 2020.

- Final Plat Jaxon Terrace PH 13 accepted by City Council on January 16, 2020.
- Final Plat Angeles Forest Subdivision approved by Planning Commission with contingencies.
- Final Plat CBC Real Estate Subdivision, Lot 1, North First Street.
- Revised Final Plat CBC Real Estate Subdivision, North First Street
- Final Plat Jaxon Terrace PH 14-A approved with contingencies accepted by the City Council August 20, 2020.
- Final Plat O'Dell Townhomes PH 2 approved with contingencies.

**City Council** adopted twenty-four (24) ordinances in 2020; four (4) were codified into the Jacksonville Municipal Code.

### **Codified ordinances:**

- ORDINANCE 1627 (#1-2020) Amending regulations regarding storm drainage §§12.24.120, 17.16.020, and 17.24.100.

- ORDINANCE 1637 (#11-2020) Addressing minimum salary for Mayor \$2.06.010; minimum salary for City Clerk \$2.08.020 and minimum salary for City Attorney \$2.10.010.
- ORDINANCE 1638 (#12-2020) Amending Jacksonville Municipal Code §15.04 regarding modification of the City's Flood Damage Prevention Program. Amending Jacksonville Municipal Code §15.12.030 regarding Residential Construction. Amending Jacksonville Municipal Code §15.12.040 regarding Commercial Construction.
- ORDINANCE 1639 (#13-2020) Modify §8.20 regarding Sanitation provisions.

**Expenditure of Funds approved by City Council in 2020:**

03/05/2020 Approved bid from JV Manufacturing, Inc. to purchase Sanitation Baler in the amount of \$75,049.01 with funds to be drawn from the Sanitation Fund.

03/05/2020 Approved bid from The Slide Experts, Inc. to purchase slide repairs in the amount of \$45,000.00 with funds to be drawn from the General Fund.

07/16/2020 Approved drainage bid from Scurlock Industries, to conduct Hill Street Drainage Improvements in the amount of \$38,782.80 with funds to be drawn from Street Funds.

08/20/2020 Approved bid to repair street potholes from Velocity Roads, LLC in the amount of \$55,000.00 with funds to be drawn from the Street Fund.

The City Council approved the issuance and sale of Capital Improvement and refunding revenue bonds with Ordinance 1644 (#18-2020) in the amount of \$8,815,000.00. The bonds maturity schedule is due to complete in 2040.

**City Council approved the waiving of competitive bidding five times in 2020 for the following purchases.**

ORDINANCE 1629 (#03-2020) Waiving competitive bidding for the purchase of a new interview room camera system for the Jacksonville Police Department.

ORDINANCE 1630 (#04-2020) Waiving competitive bidding for the purchase of specific computer software for the Fire Department.

ORDINANCE 1641 (#15-2020) Waiving competitive bidding for the purchase of new AV equipment and video conference capabilities for the City Council Chamber.

ORDINANCE 1647 (#21-2020) Waiving competitive bidding for the purchase of an Emergency Drainage Rehabilitation Project on Hill Street.

ORDINANCE 1649 (#22-2020) Waiving competitive bidding for the purchase of new radio equipment and accessories for the Fire Department, Dispatch, and Police Departments.

With the retirement of Council Member Kenny Elliott, the City approved Ordinances 1628 (#02-2020) and 1631 (#05-2020) to hold a special election on Tuesday, June 9, 2020 for Ward One, Position One.

And, with the resignation of Council Member Gary Sipes, the City approve Ordinance 1636 (#10-2020) to hold a special election in conjunction with the General Election on Tuesday, November 3, 2020.

**Board of Adjustment** hosted seven (7) variance request public hearings. The majority of requests were building setback variance and portable carport 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.

### **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 another 52 per cent.

City Garage's cost for 2020 is as follows:

- Labor hours billed                      \$28,518.00
- Annual parts cost                         \$122,095.15
- Commercial cost                         \$10,948.71

### **District Court**

2020 has been a challenging year for us all and the same applies to Jacksonville District Court. While at this time, I do not have

the final numbers regarding the number of cases we have resolved or the funds collected in 2020, we operated to the best of our ability without the necessity of closing the Court Clerk's office due to Covid at all during regular business hours. Many times, we were short staffed but were able to keep the office open as scheduled. We adjusted the in court appearances somewhat to decrease physical face to face contact with Court Personnel in order to reduce the possibility of staff being exposed to Covid.

Zoom has been employed and we attempted to open Court back up in an effort to have in person trials in October of 2020 but due to the rising number of Covid cases, trials were suspended once again. Currently, we will continue to diligently work through all of our Court dockets by Zoom with the support and assistance of the Jacksonville Police Department. We are appreciative of the Jacksonville Police Department's willingness to assist and their patience with us during these trying times.

At this time, we are seeking to fill a full time Deputy Clerks position in our office and a fulltime Bailiff/Deputy Clerks position both of which should be open for those seeking to apply by the end of January 2021.

## **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 2020, we processed 4,393 purchase orders, 1,179 vouchers, and 4,709 checks compared to 1,204 vouchers and 4,787 checks in 2019. 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 726 businesses, which generated approximately \$177 thousand in revenues for the City in 2020.

The Comprehensive Annual Financial Report (CAFR) for the City of Jacksonville for the fiscal year ended December 31, 2019 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 23<sup>th</sup> year in a row that the City has received this prestigious award. We anticipate receiving another award for the 2020 report, which will be submitted on June 30, 2021.

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](http://www.cityofjacksonville.net)).

## **Human Resources Department**

The Human Resources Department for the City of Jacksonville consists of Director Charlette Nelson, 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 2020, the City of Jacksonville hired a total of 81 employees which includes 68 regular full time and 13 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**

Even doing COVID-19, 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 40 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.

During to COVID-19, we are adding a receptionist to our building front door.

## **Information Technology**

Emily Osment, Interim IT Director  
Shawn Sutterfield, IT Support Assistant & Everett Hamilton, IT Generalist

The IT Department maintains all computers and information systems infrastructure for the City of Jacksonville. This year the IT Department completed the following:

- Completed the setup of a new phone system at City Hall, Community Center and CDBG
- Facilitated support for city employees through Telecomp and assisted with setting up and using the UC-One app for phones
- Set up a new alarm system and camera system at City Hall
- Managed system and assisted other city employees with managing system through Virtual Keypad app
- Assisted Police Department with replacing Exacqvision server that holds all camera footage of Public Safety building
- Assisted Police Department with setting up new ID card system for city employees
- Assisted Police Department with replacing Windows XP-based interview room recording system with new Watchguard system
- Refreshed servers for BSA and Laserfiche softwares
- Replaced Barracuda device with Fortimail for better spam filtering
- Replaced aging Police Department and City Hall firewalls
- Replaced camera system at Animal Shelter
- Added Darktrace device for internal network monitoring
- Set up Council Chamber for remote meetings
- Facilitated refresh of Council Chambers to modernize equipment and integrate Zoom
- Set up tablets for EMS

- Set up new desktop computers as needed for city employees
- Maintained imaging software to install updates and new operating systems on city computers as needed
- Monitor sites to ensure that they maintain connectivity
- Supported mobile units in police and fire vehicles
- Facilitated support between city employees and vendor for agency-specific software
- Provided assistance with mobile phones
- Provided assistance with city website

Goals for 2021:

- Set up laptops for city employees to allow work from home
- Replace aging desktop computers
- Implement AudioEye appliance to ensure that city website is ADA compliant
- Continue to provide support for agency-specific software
- Apply updates as needed to servers and PCs

## **PUBLIC SAFETY**

### **Jacksonville Communications 911**

As we all know 2020 was a very trying and difficult year for our Country, we had to make a lot of changes to how we live our life and manage our day to day tasks. At our 911 Center our Dispatchers faced these challenges head on and continued moving forward so that we could continue to provide the same service to our First Responders and Citizens as we have in years past.

When COVID-19 began to impact our area we had to find a way to ensure that each call coming in to the 911 Center was screened for COVID-19 and have a way to get the information to our First Responders without affecting the privacy of our Citizens. To do that we wrote a new set of Protocols specifically for COVID-19 that included detailed questioning for the caller and coded dispatch language for our First Responders. We also made some changes in the 911 Center in response to COVID-19; we purchased a headset for each employee so that they were no longer sharing headsets; we purchased hands free soap and hand sanitizer dispensers; implemented a daily temperature and symptoms check for employees as well as limited personnel inside our 911 Center to keep our employees safe and limit exposure.

In 2020 our 911 Center and the Police Department was audited by ACIC (Arkansas Crime Information Center). This audit occurs every 3 years where ACIC sends a Field Agent into our 911 Center where they check our entries (stolen property, missing persons, warrants, etc.) for record completeness, accuracy, the ability to produce reports or warrants in less than 10 minutes and our validations process for these files. We all worked very hard to ensure we met all of the requirements set forth by ACIC and I am happy to report that both departments passed the audit with flying colors. We will continue working hard and improving our records in preparation for the next audit.

In 2020 we added a new program for training called Virtual Academy, this is an online training site that allows Dispatchers to take online training courses at their pace 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 included leadership training, protecting First Responders, callers with special needs, dealing with the stress and the emotional toll of calls on the job and a multitude of other training courses. Our employees have enjoyed this training and the opportunity to improve their skills. We continued using other online training programs to include ACADIS, Smart 911, FBI courses, FEMA, Mobile Alert Systems, and the National Missing and Exploited Children Foundation since each program can offer different types of classes and improve our knowledge across the board.

We are always looking for ways to better improve our ability to locate callers when they call 911 from their cell phones. In 2020 we added a program to our 911 Center called Rapid SOS which is a mapping program that will run in conjunction with our phone mapping and Smart 911 to provide us the caller's location. The difference between Rapid SOS and the other mapping programs we use is that with some calls it will allow us to continue to see the phone on the map for a period of time after the caller has disconnected; also with some calls we can do a search for a number that has called 911 and disconnected before our 911 mapping can locate their specific location. This program in addition to our other resources can allow us to locate callers faster and more efficiently.

As with every year, we had numerous calls from citizens for assistance in 2020. The following is a breakdown of all incoming calls and CAD entries for the year.

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

Non-Emergency calls 2020 (admin lines)	113,664
Wireless 911 Calls 2020	22,887
Land Line 911 Calls 2020	760
Abandoned 911 Calls 2020	1,315
Total Calls 2020	138,626
Total CAD Call Entries 2020	44,179
(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 2021.

### **Animal Shelter**

The Jacksonville Animal Shelter continued in 2020 with the assignment to patrol and enforce the city ordinance within the City of Jacksonville. The Jacksonville Animal Shelter added one new Animal Control Officer to their team, Officer Tristan Russo. The volunteer group "Jacksonville Friends of the Animals" which is raising funds to sterilize, provide medical treatment and support for adoption events, sponsored 1044 adoptions in 2020. 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 2020, the shelter handled 1562 animals. Three hundred and fifty-four (354) animals were rescued and released to their owners and 1042 dogs and cats were adopted. Animal Control Officers properly picked up and disposed of 513 deceased animals from the City streets. The Department conducted 8 animal cruelty allegations and 5 counts of animal cruelty were processed through the Municipal Court. Twenty-one (21) 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 \$8,200.00 in adoption fees, contributions and fines for the year 2020. The Department's goals for 2021 are to continue serving, educating and protecting the public and promoting animal welfare in the City of Jacksonville.

## Jacksonville Fire Department

Fire Chief Alan Laughy

### Fire and Ambulance Responses

Fire Department Reportable Runs 2020	6,101
EMS Reportable Runs 2020	4,797
Fire Loss 2020	\$633,800
Fire Savings 2020	\$7,873,800

### Major Accomplishments 2020

We typically participate in the Arkansas EMT Association's "Fire and EMS" competition and "Paramedic" competition at the annual EMS Conference. However, COVID didn't allow it in 2020. That means Jacksonville will remain the reigning champions for a second consecutive year as we took 1st place in the state, for *Fire and EMS* competition with Paramedics Stephanie Heatwole, Alex Halle, and Cody Henley. We also took 1<sup>st</sup> Place in the AEMTA Paramedic competition with Paramedic Alex Halle and Paramedic Cody Henley in 2019. Additionally, the Paramedic Cody Henley will remain the reigning Paramedic of the Year bestowed upon him in 2019.

### Emergency Medical Services

We responded to 4,797 EMS calls in 2020, an increase from 2019 by 189 calls. We averaged 13.14 responses per day, up from the previous year's 12.62. We transported 3,079 patients. We added a new 2020 model ambulance and will be purchasing another Ambulance this year that should arrive by August. The purchase will be a milestone for the City by having four ambulances the same style and construction. We replaced some of our outdated equipment with new versions that allow us to meet current standards and keep an additional ambulance ready for response. We are one of only thirteen ground services in the State that are able to provide Rapid Sequence Intubation (RSI). The program allows us to provide a much higher level of care than our surrounding agencies.

The number of EMS calls increases every year. For example, we responded to 1,956 more EMS calls this year than in 2010. That's a 69% increase in EMS workload with 0% increase in staffing. We increased our billing rates on January 1, 2019 to help increase revenue. With the growing call volume, delays in finding beds for patients in a Pandemic, and a new Emergency Room, we will see a marked increase in lack of coverage or units not available for calls. We will 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 6,101 incidents, up 9% from last year's number of 5,558. Responses consisted of 79% EMS calls, averaging 16.72 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 169 fires; 69 structures, 30 vehicles, 34 vegetation, 28 trash, 1 outbuilding. We investigated 56 of these due to unknown or suspicious nature. There were 7 determined to be arson. There were 5 successful arson prosecutions from these and 2 still under investigation. The total value of the properties was \$11,889,126, with a loss of \$633,800, and a savings of \$7,873,800; a 91.95% save rate.

Public education and fire prevention efforts were severely hampered this year because of COVID-19. However, we performed over 450 building inspections/consultations. The High School project was finished this year. We currently have six ongoing major construction projects; two apartment building complexes, Jacksonville Middle School, Jacksonville Elementary, and two Sig Sauer projects.

### **Training**

We conducted 13,127 hours of annual training and acquired 23 State, National, and International Certifications and medical licenses. JFD hosted many courses throughout the year totaling 448 hours of instruction. These courses were conducted by the Arkansas Fire Academy, National Fire Academy, FEMA/EMI (Emergency Management Institute), Rural Domestic Preparedness Consortium (RDPC) and the Arkansas Department of Emergency Management. Courses included the NFA's 160-hour Chief Officer Curriculum, RDPC's Crisis Management for School Based Incidents and FEMA's 112-hour Emergency Management Basic Academy to name a few. We are honored that people from around Arkansas and other states including Iowa and Oklahoma have attended training here.

COVID-19 caused a lot of planned training to be cancelled or downsized. We hope 2021's training will return to normal.

## **Jacksonville Police Department**

Police Chief Brett Hibbs

In 2020 the Jacksonville Police Department handled 37,528 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. 43.33% of those calls were initiated by the Officers. In 2019, the calls for service totaled 40,031 of which 46.49% 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 and the COVID Pandemic. The Jacksonville Police Department in 2020 had an average of 46 active officers compared to 43 active officers in 2019. "Active Officers" are defined as officers that have been through all training and are capable of working on their own. We had 65 funded positions in 2020.

In 2020 there were 8 Homicides reported, with 7 cleared; in comparison to 3 reported and 3 cleared in 2019. In 2020 there were 21 Rape/Sexual Assaults reported, with 6 cleared; in comparison to 25 reported and 3 cleared in 2019. In 2020 there were 40 Robberies reported, with 8 cleared; in comparison to 45 reported and 15 cleared in 2019. In 2020 there were 196 Aggravated Assaults reported, with 125 cleared; in comparison to 156 reported and 93 cleared in 2019. In 2020 there were 189 Burglaries reported, with 65 cleared; in comparison to 224 reported and 62 cleared in 2019. In 2020 there were 804 Thefts reported, with 243 cleared; in comparison to 955 reported and 406 cleared in 2019. In 2020 there were 143 Vehicle Thefts reported, with 26 cleared; in comparison to 165 reported and 39 cleared in 2019.

In 2020 there were a total of 1,539 adults arrested for various crimes; in comparison to 2,018 adults arrested in 2019. In 2020 there were a total of 144 juveniles arrested; in comparison to 240 juveniles arrested in 2019.

There was an increase in Juvenile Curfew citations, issued in 2020, 30 compared to 21 in 2019. Citations were issued for 14 daytime and 16 nighttime.

The Jacksonville Police Department processed 690 prisoners through the detention facility, and used 239 trustees throughout the city completing or assisting city employees in their duties.

In 2020, the Support Service Division dedicated over 646 man hours to the courtroom security compared to 1,754 in 2019 resulting in a decrease of 63%. Support Service Division also processed 193 Freedom of Information requests in 2020. This is another time-consuming unfunded task mandated by State law.

In 2020 the department received \$88,412.16 in funds from grant programs. The Ballistic Vest programs will not expire till 2021 and 2020 with this program the department purchased 26 vests.

In 2020 the Patrol Division responded and investigated 857 traffic collisions that occurred on the roadways of Jacksonville, compared to 815 in 2019. There were 6 fatality collisions. The Patrol Division also made 21 DWI/DUI arrests compared to 43 in 2019. In 2020 there were a total of 3,890 citations and warning tickets written, compared to 5,572 in 2019.

This number is down due to initially limiting traffic stops because of COVID-19 during a portion of the year. There were 1,052 House Watches conducted in 2020.

In 2020 our Detectives of the Criminal Investigations Division were assigned 974 cases with approximately 461 affidavits for arrest warrants being submitted to the Prosecuting Attorney's Office on assigned cases.

Our Detective on the DEA Task Force wrote 1 search warrant affidavits and executed a total of 3 search warrants and 8 CI buys, seized 750 grams of marijuana, 1.7 grams of Cocaine, and 149 grams of Alprazolam, seized 2 firearms, and \$1,795.00 in cash in the City of Jacksonville. He was involved in several seizures of approximately \$61,400.00 in cash. One operation alone resulted in 25 arrests on federal indictments. Out of the money seized, \$14,023.80 was deposited into our Equitable Sharing Account from their efforts with the DEA. Our Detective has initiated 2 federal cases this year and has a total of 2 open federal cases at the time of this report. He participated in a federal DEA cases, and Arkansas State Police traffic stops that seized approximately 30 pounds of Methamphetamine, 9 pounds of Cocaine, 750 grams of Ecstasy pills, 250 hits of LSD, 360 grams of heroin, 35 grams of Fentanyl, 116 grams of Oxycodone, and 1000 Xanax bars.

Our Office of Professional Standards Unit (OPS) processed 26 citizen's complaints in 2020 as compared to 28 in 2019, a decrease

of 8%. In 2020 we have filled twenty-seven (27) positions this year and have lost seventeen (17). Three (3) were retirements, ten (10) were resignations and four (4) were terminations. We currently have eleven (11) vacancies within the Department.

### **Highlights for Jacksonville Police Department during 2020:**

In 2020 the Jacksonville Police Department members participated in various worthwhile community programs and events, naming a few as followed: Arkansas Crime Stoppers Meetings; Crime Stoppers USA Meeting & Training; We are one - Rally; Solidarity Unity Walk; Toys for Tots; St. Vincent Prayers for First Responders; Summer Cereal Drive; Festival of Stars- Arkansas Children's Hospital; Arkansas Go Red - Arkansas Heart Association; JPD & Youth Volunteers Traffic Stop 101 Video; Rock Town Showdown; Drive by Birthdays; JHS Graduation Parade; Reading with JPD; Summer Cereal Drive; U.S. Congressman French Hill Meeting; Second Baptist Church Drive thru Easter Egg Hunt; Trunk or Treat Community Center; Coffee with a Cop; JPD Thankful Tuesday Lunch; Jacksonville Towers; Boys and Girls Club lunch deliveries during March/April; Angel Tree-Sponsored a Family; JPD Coats for Kids; Polar Plunge - LETR Special Olympics; First Presbyterian Church Warming Center- Extra Patrol; and Christmas with Police Officer.

### **Jacksonville Code Enforcement**

The Code Enforcement Department went through some major alignment changes in 2020. For starters, Covid19 took the world by storm. Thank God for all of the essential workers. Former Police Captain and Code Enforcement supervisor, Kelly Smiley happily and respectfully retired, and Code Enforcement is now under the direct supervision of Lt. Ryan Wright, with the guidance of our new Police Captain, Richard Betterton. Unfortunately, and fortunately, we had to say goodbye to Code Officer Ernesto Ortiz, who was hired on as a Police Officer. He will be missed. We did, however gain a Police Officer, Joshua Isom, who has shown great work ethic with every case he's assigned. John Nolen is still one of the most knowledgeable Code Officers that we have and he's still doing an amazing job.

- 604 assigned calls were handled and 41 warnings were issued
- 857 self-initiated activities
- 1,025 follow up visits
- 0 structures were torn down/removed by property owners

- 405 grass violation letters were sent. This led to 427 properties being mowed by the City
- \$50,010.20 worth of liens were filed on properties
- 46 parking violations were issued which led to 31 vehicles being towed
- 192 vehicles were tagged and 22 tickets written
- 474 public nuisance letters were issued for various code violations
- 381 illegal signs were removed
- 24 structures were inspected and 21 lots were posted
- 21 basketball goals and 94 trash cans were tagged
- 0 rentals were inspected
- 2 properties were red tagged
- 0 search warrants were issued
- 0 structures were rehabbed, 0 condemned, and 0 house demolished by the City

## **PUBLIC WORKS**

### **Community Development Department**

#### **2020 CDBG Projects**

2020 was a very challenging year. The year started off as normal, however three months in changed the whole scope of our program. The pandemic shut down our programs for several months. We were restricted to non-residential projects for most of 2020. During the year we managed to complete the installation of the lights on the Main Street bridge overpass, installing two pavilions in Galloway Park, installing playground equipment in Johnson and Galloway Parks, upgrading the existing furnace and installing two new additional HVAC units at the Jacksonville Boys and Girls Club, maintained our elderly transportation program, replaced two roofs, repaired a leaking sewer line, upgraded a faulty electrical system, and provided assistance to Jacksonville Care Channel, Fishnet Mission and Jacksonville Wellness Center. We received additional

funding from HUD CARES Act, which we used to provide meals to youth over the weekends through partnership with Martin Street Youth Center and Jacksonville Boys and Girls Club. We also created a Financial Hardship Program for residents affected by COVID-19.

### **Goals for 2021**

2021 starts off with a challenge. We have to complete our Five-year Consolidated Plan for HUD this year. This will be our top priority. 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; Mylissa Griggs, Engineering Technician; and Chasni Bradshaw, Administrative Assistant.

The Engineering projects for the year 2020 are as follows:

Residential Construction has seen steady growth with the following:

- Graham Woods Phase IV is under construction
- Jaxon Terrace Phase XIII & XIV-A have been opened for single family residence construction
- Jaxon Terrace Phase XV is under construction
- Notting Hill Subdivision, Phase I has been approved for construction
- Meadowbrook Apartments are nearing completion
- O'Dell Townhomes, Phase II has been approved for construction

Commercial Construction has seen steady growth as well, examples of the notable improvements being:

- Jacksonville North Pulaski High School was completed
- Jacksonville North Pulaski Middle School & Elementary School on the previous High School grounds have started construction for completion for summer of 2021 school year
- Sig Sauer has expanded their facilities on Sig Sauer Drive, as well as 2700 Triangle - a 52,500 sf shipping hub to generate more employment opportunities for our citizens
- A Time to Shine has built a new facility on the property of the old Dolly Madison site which was destroyed by fire earlier in the year

- Minute Man opened for business in the Waterford Creek Shopping Center on John Harden
- Blade & Barrel is nearing completion in the same shopping center
- Planet Fitness is nearing completion in the Jacksonville Crossing Shopping Center

New Business License Issued: 120

There was a total of **\$15,694,601.41** worth of building permits issued in 2020. The Engineering Department issued the following permits in 2020:

<u>TYPE</u>	<u>NUMBER</u>	<u>ESTIMATED COST</u>
Single Family	50	\$ 7,361,238.00
Multi-Family	1	\$ 560,000.00
Commercial New	6	\$ 3,505,843.52
Commercial Existing	27	\$ 3,222,800.00
Remodel	31	\$ 541,832.00
<b>Additions:</b>		
Storage Sheds	44	\$ 250,557.89
Pools	1	\$ 25,000.00
Room Additions	10	\$ 128,980.00
Garage & Carports	6	\$ 98,350.00
<b>TOTALS FOR 2020</b>		<b>\$15,694,601.41</b>

### Esther D. Nixon Library

#### USAGE

The 2020 calendar year was a challenging one for the Nixon Library, part of the Central Arkansas Library System (CALs). The global pandemic caused the library to close and initially reopen limiting public access. Although the library had to make alterations to the way we delivered services, we were still able to create 513 library accounts for new users at this branch alone, circulated over 69,555 items and had over 48,200 patrons visit our facility. Patrons using our 12 desktop computers totaled more than 5,451 and we continued to circulate our 14 Chromebooks with almost 700 checkouts along with circulation of portable DVD players and an iPad. We continue to provide free wireless service to patrons but have no way of gathering usage statistics.

## **PROGRAMS**

Before closing to public access, we once again provided our meeting room to Volunteers In Tax Assistance (VITA), who provided free tax assistance/filing to many area residents. The library also partnered with the Chamber of Commerce and hosted Jacksonville's Chili Cook off in January.

The first two months of the year were spent using an in-person delivery for programming, before our programmers had to resort to a digital platform. We incorporated Grab and Go craft bags, Story Walks, puppet shows, story times, and increased the "Food for Good" meal program to six days of the week. Our youth programmers were still able to conduct 390 different programs for our juvenile audience reaching close to 3,785 children and teens in total. Select toys from our Toy Library continue to be a form of educational outreach for children ages 0-5. Our annual Summer Reading Club was challenged, however it still flourished and numerous children were reached using curbside services to distribute themed activity bags and virtual activities/story times were performed using social media outlets creating several types of learning opportunities.

Following suit of our youth programming, our adult programming attendance and range of programs was challenged as well. In 2020, the library was still able to offer 111 programs with nearly 1,000 people participating. We continued to facilitate two monthly book discussion groups for adults via Zoom, "Learn to Sew" and a variety of other needlecraft programs, and paint along via Facebook Live. A First Friday program was also incorporated teaching simple crafts to a virtual audience. Free beginner and intermediate level American Sign Language and English as a Second Language (ESL) courses were held through February.

## **SERVICES**

The Nixon Library offers free Wi-Fi, including accessibility outside the building, printing with the first 10 pages free, databases, newspapers, audio CDs, DVDs, large print materials, interlibrary loan services, copier, scan and fax services, notary, voter registration, and a public display space. Selected documents from LRAFB and flood plan information is also kept at the branch. The library continues to circulate Kill A-watt meters, engraving pens, fishing poles and powerful telescopes. Our digital library is always open, offering free downloadable audio/e-books. Our public meeting room and study carrels hosted 21 groups and was made available to over 750 individuals before their closure in early March. The library began using curbside service as a safe

way to deliver material to patrons and will continue this service moving forward.

#### **EQUIPMENT**

We continue to employ the use of a Radio Frequency Identification (RFID) system to check items out. We offer two self-check kiosks, permitting patrons who have just a simple checkout use for a speedy transaction. Our copier/fax machine is self-service and much needed in our community.

#### **FUTURE**

The year 2021 will be challenging, but we remain committed and look forward to continuing to offer services to our patrons and the city of Jacksonville. A system wide approach has been adapted offering a wide assortment of free educational and entertaining programs for our patrons. Grab and Go crafts, virtual programming, and outreach will continue this year as well. Material circulation should see an increase due to a continuation of curbside service; a safe way to deliver material to patrons. As we approach the beginning of our 12th year in this location, we remain vigilant and receptive to recommendations of how we can best serve our patrons and community.

### **Parks and Recreation**

#### **AGFF Shooting Sports Complex**

In 2020 we started out with a bang with hosting trap 101 for school groups and other events and then without notice COVID-19 hit. We were shut down with over 40 events being cancelled throughout the year. This didn't stop everything so we started on our maintenance program early and went through every machine, cleaned and disinfected the buildings, painted interior walls on the club house, stained and power washed all wood products outside including the score chairs and benches. Replaced the top of all gun racks with a composite wood. Replaced all pallets in trap houses. Power washed sidewalks.

All AYSSP events were cancelled including practices, but the Arkansas State Shoot was held, just cut short, and hosted a few other ATA shoots including the South West Zone, Fall Handicap and the HDCP and DBLS Marathon. A few other events were still held with modifications the rest of the year and we were shut down again over the holidays due to COVID. Overall we still were able to throw 620,975 targets for the year.

#### **Athletics**

The Athletic division in 2020 continued to have a successful number of teams that participated in our 12 leagues, partnership with

high school teams despite being closed down 3 months to Covid-19 we still managed to have 138 teams which averages out to about 2,124 people in Dupree and Excel Park.

We hosted 35 weekends of Softball Tournaments at Dupree Park that brought in an estimated 17,357 players plus fans into the City of Jacksonville.

We continue to grow in all area of the Adult and Youth programs including Basketball, Volleyball, Kickball, Football and Softball. The goals for 2021 are to place more time and effort into growing the youth programs and encouraging more children and parental involvement and to add more youth activities which was limited in 2020 due to Covid-19.

### **Aquatics**

2020 was the year the Aquatic Department became very flexible. January started out with normal programs. March 13 the Community Center closed due to COVID 19. During the weeks that the Center was closed the pool deck, pump room and locker rooms were pressure washed.

Lap swim resumed in May. Water Aerobics and Swim Lessons resumed in June. Private Pool Parties resumed in October. The Arkansas Dolphins and the LRAFB continue to rent the pool on a monthly basis for practice and training. The revenue generated from 60 pool parties, swim team rentals and 874 participants in swim lessons was \$39,860.

Splash Zone Water Park slides were repainted and recoated. With COVID Health Department guidelines Splash Zone opened to half capacity. Pool Parties were limited to private parties generating \$10,650. Even with half capacity Splash Zone generated \$140,215.

### **Community Center**

The Community Center started 2020 off great. We had men's league basketball going as well as several other sports. North Hall was booming with father/daughter dances, Valentines banquets, Taste of New Orleans, Chamber Banquet, Magic show, and even Extreme Midget wrestling, as well as our usual birthday parties, weddings, business meetings and so much more. Both outdoor and indoor sports were trending well until March. That is when we were hit by COVID-19. We shut the facilities down temporarily for the public's safety of the unknown virus. We cleaned, we sanitized, we painted, we stayed strong and we reopened with limited capacity, following ADH directives on May 4, 2020. We remained open to the community providing fitness and compassion. We were honored to be approved by the State to host the Annual Train Show and Craft Fair. These were both huge events that brought happiness to all. The pandemic

took a toll on our sales and business but we are increasing volume and activities by “reaching outside the box” such as hosting more outdoor events like MOPAR sports car show, Goodsell car show, Trunk or Treat and Pickle ball. Our outdoor recreation has been a blessing with the skate park and walking track constantly picking up traffic.

#### **Maintenance and Parks**

2020 was a very busy year for Maintenance. We have worked very hard maintaining the City parks, all of the Code Lots that were cited throughout the year, City Lots, and City Hall grounds. We spent a lot of time and resources painting, repairing, and updating the Community Center. A new bridge was built at Paradise Park. Johnson Park playground area has equipment and new mulch. Our staff installed new water hookups for vendors at the Shooting Range. The new dog park is in the process of being done. Concrete has been poured and plumbing has been installed. We had several successful events at Dupree Park. For Arkansas USSSA Slow-pitch Dupree Park is the main complex used for their events. We also had 3 successful USSSA Fast-pitch events as well. The Maintenance Department is looking forward to a great 2021 for the City of Jacksonville.

#### **Martin Street Youth Center**

Martin Street Youth Center strives continuously to be a safe haven for youth in grades K-12 during the school year. During Summer Break, youth ages 8-15 participates in our Summer Program which operates up to the new school year. We continued to have a Feeding Program for ages walking to eighteen that operates all year. This year we included a Weekend Backpack Food Program from October-December in an effort to further provide meals in a unique year, to say the least. Needless to say, our numbers were down. However, we were better able to service those that opted in at MSYC in the midst of a pandemic. Our parents trusted us to provide a safe and sanitized facility with for their children. We plan to continue to do so in 2021.

#### **Recreation Department**

Although 2020 was a year of unprecedented times, the Rec Division takes pride in still making these family focused, special events happen within the community. Covid-19 put the brakes on some Special Events but we found ways to tweak a few annual events where they could still continue safely like a Drive-Thru Easter Egg Hunt, Market Madness, Big Bang on the Range, and more. The Drive-Thru Trunk or Treat had a great turnout and handed out over 500 bags of candy to vehicles. The Holiday Craft and Gift Sale continued to be filled with vendors with steady attendance and received a great amount of praise from everyone that set up booths and attended. The Reverse Christmas Parade was something the community was

grateful for, since so many surrounding events had been canceled. As our parks became more essential than ever this year, the department persevered through the challenging year with a goal to provide a quality of life for the citizens.

## **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.

### **Street Department**

In 2020 the City of Jacksonville, City of Sherwood and Pulaski County joined efforts to replace the Oneida street Bridge due to it being declared unsafe to heavier than a passenger vehicle at a cost of \$1,300,000. Federal funds paid for 80% and local funds paid the remaining 20%.

Street Department completed the following projects in 2020:

- Right-of-way and ditch mowing - 1,850 miles Citywide;
- Pipe/Culvert installation 3,517 Citywide;
- 14,655 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 - 23 utility cuts, 425 potholes, 46 shims;
- Mosquito Control Program - 312-man hours, plus Insecticides cost of \$8,900.00
- Street crews and/or contractors installed/repaired 14 inlet/catch basins, and 200 feet of curb and gutter and 200 feet sidewalk Rehab on Ray Road and Peach Street.
- Military Road Sidewalk Project-completed under the Safe Routes to School grant. It included installing Sidewalk and drainage improvements from Parks Drive to Chapel Ridge Apartments at a cost of \$540,000.00
- Hill Street Drainage rehabilitation - Replaced 170' x 6' corrugated metal arch pipe due to multiple sink holes occurring at pipe joints over the past several years. Mitigated with 4'x6' concrete box culverts at a cost of \$80,000.00.
- Repaired 17 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 45
- Installed and/or replaced 111 various signs Citywide
- School Cross walk installed 35 Bars
- Handicap Symbol 6
- Signs Post installed 37
- Ped Crosswalk 83 Lines
- STOP Lines 9
- 10' Straight Arrow Paint 10
- Hours of traffic signal maintenance 25 Hrs.

### **Sanitation Department**

Through all the challenges of 2020, the Sanitation Department has striven to provide the best and most efficient services possible to the citizens of our City. The Recycling Department experienced significant changes this year, when operations were suspended on the first of April due to the outbreak of COVID-19. In June, we resumed operations, with the exception of curbside recycling, expanding our drive-thru service hours Tuesday through Saturday 8-5. Our citizens responded positively with this greater access to a full range of recycling opportunities including household chemicals, electronics, waste tires, glass bottles and jars, and used cooking oil. We look forward to new ways to expand and improve our services in 2021.

The departmental statistics for 2020 are as follows:

#### **Recycling Department**

- 383,182 pounds of recycled material were collected and processed, saving the City \$4,663.30 in landfill fees;
- 628,318 lbs. of recycled were sold recovering \$34,600.99, or an average of \$.055/lb.  
(We held several truckloads of cardboard over from last year because the prices were so low. This year they bounced back, so we moved that material. That is why our shipped weights exceeded our processed weights.)

- Recycling Center drive-thru served 10,164 customers. This represents a nearly 67% increase largely due to the extended hours of operation for the last three quarters.
- 1022 used tires were taken in to be recycled.
- 66,000 pounds of electronics were taken in to be recycled.

#### **Garbage Department**

- 8,830.79 tons of garbage were collected with landfill fees totaling \$213,040.95. This reflects a 12.4% increase in tonnage for 2020. This can be attributed to more people being forced to stay at home during this pandemic.
- \$1,080.00 were collected in special service fees for returning to empty trash cans that were either not out or blocked when we initially serviced an area. This is a dramatic 55% increase over last year. Some of this can be attributed to a new camera system that we have installed on our garbage trucks to capture video footage of late or blocked cans. This has helped to offset, and even eliminate many costly re-runs.

#### **Trash Department**

- 1,956.04 tons of bulky landfill items were collected. This was a 32% increase over 2019, because so many were forced to remain at home. Our total landfill fees for bulky items were \$47,610.01. \$6,090 of that was recovered in charges for oversized piles, leaving us with a remaining balance of \$41,520.01.
- 34,962 cubic yards of green waste were collected and ground into 4,530.24 tons of mulch. (This reflects a 16% increase in quantity for 2020.) 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 \$167,118.36.
- In an effort to assist our citizens this past year, we have occasionally removed debris from topped or felled trees. Since this falls outside the scope of normal city services, we charged \$6,050 in additional fees to offset these expenses.
- Our annual leaf vacuum program collected 84 truckloads of leaves from the curbside city-wide.

### **Jacksonville Chamber of Commerce**

Providing our Jacksonville businesses with the support and resources they need during this pandemic was our main focus at the Jacksonville Chamber of Commerce in 2020. The chamber staff promoted resources to help Small Business during this time and pushed out business changes/modifications due to covid-19 to the community. 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.

### **Chamber Activities, Projects & Events**

A sixteen-member Board of Directors provides leadership and oversight of Chamber activities. Chamber members and Chamber Staff volunteer time and money to implement a variety of programs. Their endeavors in 2020 included:

- Addressing pertinent issues through committees such as Education, Membership, Military/Government Relations
- 2020 Community Profile/Business Directory Publication
- The new Jacksonville Map was released in 2020
- Arkansas Site Selection Website Contact person is Courtney Dunn, Chamber CEO
- Recruiting 41 new Chamber members in 2020
- Supporting Little Rock Air Force Base activities
- Serving on Little Rock Air Force Base Community Council and Executive Board
- Member of the Jacksonville Business Ambassadors
- Sent more than 20 requested tourism and relocation packets.
- Served as the welcome center for the city and distributing maps, Chamber directories, phone books, brochures, and directions to walk in traffic
- Answered an average of 50 calls per week to provide referrals to Jacksonville businesses and responded to a variety of questions and requests
- Maintained an informative website with community events calendar
- Sent weekly Jacksonville E-blast to distribution list, anyone can join the distribution list
- Promoted Academies of Central Arkansas/Ford NGL
- Annual Chamber Banquet was held at the Jacksonville Community Center
- Health Wellness & Safety Fair at the Jacksonville Community Center

- Chili Cook Off with the Nixon Library
- Business After Hours Events & Networking Lunches
- Support Local Everything Campaign- putting money back into the local business community.
- JCC/LRAFB Annual Golf Tournament at Southern Oaks Country Club
- Champions of Academic Excellence Awards presented
- Drive Through Senior Parade at Titan Circle
- 7th Annual Shooting for Business Trap Shoot Tournament at AGF Complex
- New Teacher Welcome Bags for new teachers at JNPSD and Lighthouse
- Sponsored the 3rd Quarter Deployed Families Dinner at LRAFB
- 1st Annual JCC Fall Classic Golf Tournament at Southern Oaks Country Club
- Put up Christmas Tree & displays at the Chamber lawn
- Annual Shop Small Christmas Crawl-Shop Small Saturday Event
- Winter Wonderville Lights/Decoration Competition
- Transitioned to a new website and database provider- [www.jacksonvillear.org](http://www.jacksonvillear.org)

### **Economic Development**

As the Economic Development Director for Jacksonville, I am working hard to recruit and retain businesses within Jacksonville. The Chamber works with site selection organizations and other ED organizations on a regular basis to make certain that Jacksonville is getting exposure & being considered by prospect businesses. As a community we must be business friendly and come up with new ways to help our new and incoming businesses be successful. We must find the needs of our established businesses and address any issues head on to ensure that all businesses have the tools & resources to thrive in Jacksonville.

- Arkansas Site Selection Website Jacksonville Contact.
- Maintained and Updated the Jacksonville Site Selection Website of Jacksonville Available Properties. New 2020 "Community Branding" addition- We have expanded our options with this website that will help us be more efficient and user friendly.
- Submitted RFP's for potential projects as they are received.
- Attended Site Visits with prospect businesses.
- Regular communication with incoming businesses and prospective businesses.

- Attended the Mid-South Basic Economic Development Course (IEDC accredited).
- Coordinated Jacksonville Economic Development ads for several publications.

**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 members, and the governing bodies of the City of Jacksonville.

**Jacksonville Housing Authority**

**Public Housing Program**

Units Available	100
Annual Occupancy Percentage	96%
Applications Received	305
New Families Admitted	18
Currently on Waiting List	438
Total Rent Collected	\$130,388.00
PHAS Score (High-Performer)	92%

**Section 8 Housing Assistance Payments Program**

Certificates and Vouchers Authorized	362
Annual Occupancy Percentage	88%
Applications Received	0
New Families Admitted	63
Current Waiting List	278
Total Paid to Owners	\$1,730,327
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	2,215
Home Delivered Meals	71,688
Socialization	2,818
Transportation	1,408
Case Management (persons assisted)	1,344
Telephone Reassurance	30,719

**Other Wellness activities include:**

Blood Pressure & Blood Sugar Checks,	
Diabetic Footwear Fitting	42
Health & Nutrition Education, doctors appts, guest speakers, A Matter of Balance, Diabetes Education Empowerment Program, Chronic Disease/Diabetes Self-Management	608
Day Trips, holiday celebrations, fundraisers, grocery shopping, local restaurants	644
Art and crafts classes, trivia, card clubs, dominos, bingo, bible study, greeting card making, coloring and water color class	533
Talent show, dances, line dance lessons, jam sessions, chair volleyball, bean bag baseball	772
Peppi Exercise, Tai Chi, Seated Tai Chi, Zumba Gold, Drums Alive, Conductorcise, daily walk, Chair Yoga	1,113

**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 2020. The Safe Room was utilized 6 times for possible tornado activity. Our center has been closed since March 13, 2020 due to the COVID pandemic. Because of this, we had a decrease in Congregate Services and wellness activities. We did see a significant increase in Home Delivered Meals and donations being sent to the center for the Home Delivered Meal program. Our volunteer hours decreased as well due to the pandemic, but the Knights of Columbus group has been volunteering to cover most of our routes since March.

We were lucky enough to keep our staff working and keep our programs running to help the aging adults in the Jacksonville and Sherwood service areas. We are grateful to have amazing support from such a strong community! The outpouring of donations and the



eagerness to help has been such a blessing to our program participants! Because of the support we have received from our community, we were able to do away with our waiting list and serve all those that are in need of services, as well as serve 7 meals a week instead of 5. Overall, we served 14,764 more meals in 2020 than we did in 2019.

### **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 21, 2021.

### **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 21, 2021.