

STATE OF THE CITY REPORT 2022



CITY OF JACKSONVILLE, ARKANSAS

Presented by:

**Mayor Bob Johnson
January 20, 2022**



Table of Contents

GENERAL GOVERNMENT	3
City Clerk’s Office	3
City Garage	5
Jacksonville District Court.....	5
Finance Department.....	6
Human Resources Department	7
Information Technology (IT).....	8
PUBLIC SAFETY.....	9
Jacksonville Communications 911.....	9
Animal Shelter	11
Fire Department	12
Jacksonville Police Department.....	14
Jacksonville Code Enforcement.....	16
PUBLIC WORKS	18
Community Development Department.....	18
Engineering Department	18
Esther D. Nixon Library.....	20
Parks and Recreation.....	22
AGFF Shooting Sports Complex	22
Athletics.....	23
Aquatics- Diane Novotny.....	23
Community Center- Darla Marsh	24
Facilities & Grounds Maintenance-Nathan Bacher & Justin Thomas.....	24
Martin Street Youth Center-Glen Lane.....	25
Special Events- Alicia Johnson	25
Public Works Department	25
Street Department	25
Sign and Signal Department	26
Beautification Department.....	26
Sanitation Department.....	27



Recycling Department	27
Garbage Department.....	27
Trash Department	28
BOARDS AND COMMISSIONS	28
Jacksonville Chamber of Commerce.....	28
Jacksonville Housing Authority.....	31
Jacksonville Senior Wellness & Activity Center	32
Jacksonville Wastewater Utility.....	33
Jacksonville Water Department	33



GENERAL GOVERNMENT

City Clerk's Office

Susan Davitt, City Clerk/Treasurer and Emilia Vazquez,
Assistant City Clerk

Conditional Uses reviewed by the Planning Commission:

- 1106 W. Main - *denied* an auto sale in a C-2 zone
- 8315 Hwy. 161 - *approved* a retail store in a C-4 zone
- 2607 T.P. White - *approved* dental office in a C-4 zone
- 205 Dupree Drive - *approved* an auto sale in a C-2 zone
- 201 North First - *denied* an auto sales in a C-2 zone
- 1100 W. Main - *approved* auto repair in a C-2 zone
- 211 South James - *approved* an auto sales in a C-2 zone

Rezoning:

- 7814 T.P. White Drive C-3 to R-1 APPROVED
- 4900 & 4800 T.P. White Drive R-0 to C-4 APPROVED
- 1208 Military Road R-1 to R-3 was APPROVED
- 321 North Oak Street R-1 to R-3 was APPROVED
- 124 Dennis Lane R-0 to R-6 APPROVED, City Council DENIED
- 2400 McArthur Drive R-3 to C-1 DENIED
- 2000 S. Hwy. 161 R-0 to R-7 *tabled* until further notice
- East of Hwy. 67 (Toneyville Road) C-3 to R-8 APPROVED
- 207 Dupree Drive C-2 to C-3 DENIED
- 1200/1204 North First Street C-1 to R-1 APPROVED
- Property on Lee Mac Drive R-4 and R-7 to R-1A APPROVED

Final Plats: approved by the Planning Commission

- AHRJP Development - 01-11-21
- Bollen Commercial Subdivision - 02-08-2021
- JJ Kitchen Subd. #2 - 03-22-21; City Council - 04-15-21
- Jaxon Terrace PH 15 - 09-13-21; City Council - 09-16-21
- Lots 1,2,3, & 4 Cloverdale Subd. - 09-13-21
- John Harden Subdivision - 10-11-21

City Council adopted twenty-five (25) ordinances in 2021

Codified ordinances:

- ORDINANCE 1653 Amending procedure & form of Council meetings
- ORDINANCE 1669 Amending JMC zoning & property use provisions
- ORDINANCE 1670 Amend JMC §2.44.010 (Employee Policy Manual)
- ORDINANCE 1673 Amending §6.04.010 Adequate shelter/animals
- ORDINANCE 1674 Adoption of a revised Ward Redistricting Plan



- ORDINANCE 1677 Amending JMC competitive bidding & purchasing

Expenditure of Funds approved by City Council in 2021:

- 02/25/21 RESOLUTION 803 Authorized Mayor to enter agreement w/Johnson Controls in the amount of \$76,800.00
- 07/15/21 2021 Asphalt Overlay bid/Rogers Group in the amount of \$426,464.00 from Street Fund
- 07/15/21 Approved CDBG employment contract w/Theresa Watson for \$6,400.00 monthly, plus an additional \$15,000.00 regarding preparation of Five-Year Consolidated Plan and 2021 Annual Action Plan
- 08/19/21 Approved full-time employee pay to \$31,200.00 min.
- 09/16/21 Accepted auditing services bid from BKD in the amount of \$83,200.00 from the General Fund
- 09/16/21 Accepted 2021 Street Striping bid from AF&G in the amount of \$38,641.13 from Street Fund
- 09/16/21 Accepted 2021 Construction Equipment Building bid from CLH General Construction in the amount of \$102,012.00
- 10/07/21 Accepted bid City Garage slab/Command Construction in the amount of \$139,890.00
- 10/07/21 Accepted Courtroom renovation bid from Bell Construction in the amount of \$446,570.00 from Bond funds
- 11/18/21 ORDINANCE 1675 approved the issuance and sale of \$8,150,000.00 Wastewater Revenue Bonds
- 11/18/21 ORDINANCE 1679 approved Premium Pay for City employees' total amount of \$242,320.00

City Council approved waiving of competitive bidding:

- ORDINANCE 1663 purchasing shot curtain for Shooting Range
- ORDINANCE 1665 for JPD Firearms Range Development project

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

I would like to introduce Emilia Vazquez as the Assistant City Clerk. She was hired in June 2021 and has proven to be an outstanding asset to the City and the City Clerk's Office. Emilia is currently completing her Bachelors Degree in Business Administration. In 2022, she will begin her 4-year endeavor to obtain her CMC (Certified Municipal Clerk) status through the International Institute of Municipal Clerks



(IIMC) in association with the University of Arkansas in Fayetteville.

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 maintain our commercial cost.

City Garage's cost for 2021 is as follows:

- Labor hours billed \$27,347.00
- Annual parts cost \$112,916.31
- Commercial cost \$24,578.26

Goals for 2022:

- Acquire tools and equipment to assist in preventive maintenance to lower long-term repair cost and down time.
- Lower commercial cost by another 40 percent.

Jacksonville District Court

Jacksonville District Court has had a very hectic year with the Covid Pandemic in full force most of the year. We have had to reschedule cases beginning March 17, 2020 and has continued off and on to be an unavoidable issue our Department.

Most of the year we were unstaffed but were able to service the citizens of Jacksonville in our Court from Video Jail Dockets to daily Hearings. Many of the Defendants were stressed with loss of jobs, health issues and economic woes which left many with the decisions to pay fines or pay bill.

Our Deposits were total \$399,084.34. We filed 39,241 cases which were equal to over 13,000 cases (in our older system every charge was a separate case). Approximately 850 cases were converted from our Full Court which brings a total of almost \$14,000 cases in Contexte. We transitioned to 1412 West Main Street in July 2021 and we are still adjusting as we await the completion of the renovation to the Courtroom



which will include a new Judge's Chambers, a space for the Public Defender and eventually a new area to hold the Court's massive files. We will continue to adapt and progress in 2022. Our main objective is to serve with compassion, fairness and justice to ALL citizens of this great city!

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 2021, we processed 4,353 invoices, 5,913 vouchers, and 4,925 checks compared to 1,179 vouchers and 4,709 checks in 2020. 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 820 businesses, which generated approximately \$180 thousand in revenues for the City in 2021.

The Annual Comprehensive Financial Report (CAFR) for the City of Jacksonville for the fiscal year ended December 31, 2020 has been submitted to the Government Finance Officers Association of the U. S. and Canada for a "Certificate of Achievement for Excellence in Financial Reporting". The City has received this prestigious award 23 years in a row. We will by submitting the 2021 report in June of 2022 for another award.

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, Human Resources Assistant Regyna Ferrell and Front Door Receptionist Karen Mundy.

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.

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.

In 2021, the City of Jacksonville Human Resources Department processed a total of 118 hires, which breaks down to 57 regular full-time employees and 61 part time/seasonal employees.

Major Accomplishments

Even still 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 100 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.

Our building's front door receptionist Karen is doing an outstanding job of letting citizens know who to talk to and who to see when they enter City Hall.



Another accomplishment is that the City of Jacksonville was able to revise our Personnel Policy.

Information Technology (IT)

Emily Osment, Director of Information Technology, Shawn Sutterfield, I.T. Support Assistant and Everett Hamilton, I.T Generalist

The IT Department maintains the city's computer network and all of the devices therein. This year, the IT Department:

- Deployed laptops to set up essential city employees to work from home
- Refreshed the network and replaced the phone system at the redesigned court building
- Assisted with training and support of cloud phone systems
- Replaced the aging Smart911 server for dispatch
- Coordinated the installation of fiber at six city sites
- Set up server for license plate reader for Police Department
- Began deployment of new workstations to replace all 2013 models
- Assisted Police Department with deployment of new Watchguard body camera system
- Maintained cluster that houses city servers by making necessary hardware and software updates
- Performed steps to mitigate risk of exploit by zero day attacks
- Maintained firewalls at all city locations
- Provided assistance to Police and Fire Departments with Adashi, Net Motion, Watchguard and Southern Software programs
- Performed troubleshooting on all network connected devices, including printers and scanners
- Assisted courts weekly on trial dates, including setting up council chamber temporarily for courts
- Installed new check-in kiosk and payment kiosk at court building
- Maintained backups of all servers and restored from backups as needed

- Streamed City Council meetings and provided Zoom access for council members when necessary, provided city employees with support when using the council chamber recording system
- Set up new users in the key fob systems at City Hall and Courts
- Pulled camera footage from security cameras when needed
- Assisted departments with their portion of the city website and worked with CivicPlus and CivicRec when needed
- Installed camera system at Animal Shelter

In the coming year, we plan to:

- Complete install of fiber at city locations
- Implement multi-factor authentication for VPNs
- Migrate mail server to O365
- Replace aging workstations

PUBLIC SAFETY

Jacksonville Communications 911

For our 911 Center 2021 proved to be a very busy and hectic year for our staff. We saw an increase in our overall work load to include an increase in Fire/EMS runs as well as Police calls. In 2020 we did a total of 44,179 CAD (Computer Aided Dispatch) call entries but in 2021 we did a total of 60,584 CAD entries, an increase of 16,405 entries. As with 911 Centers across the nation our 911 Center saw staffing issues in 2021, it has become increasingly more difficult to find reliable, long term employees in the Emergency Services Profession. In 2022 we are hoping to find different recruiting methods to draw in new employees and get them excited to become a part of our 911 family and an employee of the City of Jacksonville.

In 2021 we began a training process through the National Center for Missing and Exploited Children (NCMEC) to become a certified 911 Center with them and become a member of the "Missing Kids Readiness Program" (MKRP). This program promotes best practices for taking and responding to calls of missing and sexually exploited children. To become a member of this program Dispatchers are required to take specialized courses through NCMEC, the 911 Director is required to take



and attend specialized training and the agency must adopt the "APCO ANSI Standard for Public Safety Telecommunicators When Responding to Calls for Missing, Abducted and Sexually Exploited Children" policy as well as have written directives addressing the quality assurance of the handling of these type of emergency calls. We are hoping to complete this process in 2022 and join the few other 911 Centers in the State of Arkansas that are a part of this amazing program. On top of this training our Dispatchers continued to improve their knowledge and skills by taking courses that included leadership training, protecting First Responders, how to handle callers with special needs, basic Spanish for First Responders and a multitude of other training courses to help improve our knowledge and skills 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 late 2021 I began working with a company called What3Words, they have designed a program to help callers who struggle to describe their location to say 3 words that will provide their exact location to the 911 Dispatcher, which in turn saves precious time. The caller can find their what3words address on a free app for their phone or through a FindMe link sent through a text message by the 911 Dispatcher. When the Caller goes to the app or follows the link it will provide them 3 words that describes their exact location. The Dispatcher will then take those 3 words and type them in to the what3words' online map, app or directly into the CAD software (once CAD is integrated) and it will show them the callers exact location on a map. This program has been very successful in other Countries and has recently began usage in the United States; we are excited to get this program up and running to help us better locate Citizens in need.

In 2022 we will be upgrading our 911 system, this upgrade will provide us with the latest technology, new mapping system with features allowing us to better interact with our caller and see what they are seeing on a scene. We will also be able to activate the "Text to 911" feature with this upgrade which will allow Citizens that need assistance but are unable to speak on the phone to contact our 911 Center for help.

As with every year, we had numerous calls from Citizens for assistance in 2021. The following is a breakdown of all incoming calls and CAD entries for the year.



Emergency and Non-Emergency Calls

Non-Emergency calls 2021 (admin lines)	112,242
Wireless 911 Calls 2021	23,374
Land Line 911 Calls 2021	765
Abandoned 911 Calls 2021	1,316
Total Calls 2021	138,321
Total CAD Call Entries 2021	60,584
(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 2022.

Animal Shelter

The Animal Shelter continued in 2021 with the assignment to patrol and enforce the city ordinance within the City of Jacksonville, responding to all animal related calls. Our new Animal Control officer Jamie Parker completed level I and II training with the National Animal Control Association. The Animal Shelter hired another Animal Control Officer, Hanna Capps. The Jacksonville Animal Shelter has 50 large canine kennel, 14 small canine kennels, and 22 feline kennels. In 2021, the shelter handled 1,698 animals. Three hundred and thirty-nine (339) animals were rescued and released to their owners, and 1,010 dogs and cats were adopted. Animal Control Officers properly picked up and disposed of 387 deceased animals from the City streets. The Department conducted 46 animal cruelty allegations, and 3 counts of animal cruelty, were processed through the Municipal Court. Twenty-nine (29) 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 \$8,518 in adoption fees, contributions and fines for the year 2021. The Department's goals for 2022 are to continue serving, educating and protecting the public and promoting animal welfare in the City of Jacksonville.



Fire Department

Fire and Ambulance Responses

Fire Department Reportable Runs 2021	6,252
EMS Reportable Runs 2021	5,293
Fire Loss 2021	\$1,987,450
Fire Savings 2021	\$11,751,371

Major Accomplishments 2021

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 2021. That means Jacksonville will remain the reigning champions as we took 1st place in the state in 2019, 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 in 2019. Additionally, the Paramedic Cody Henley will remain the reigning Paramedic of the Year bestowed upon him in 2019. However, we did received the 2021 Arkansas EMT Association Fire/EMS service of the year again.

Emergency Medical Services

We responded to 5,293 EMS calls in 2021, an increase from 2020 by 496 calls. We averaged 14.50 responses per day, up from the previous year's 13.14. We transported 3,081 patients. We will receive our fourth new ambulance in the first quarter of 2022 that we ordered in April of 2021. This is a milestone for the City by having four ambulances the same style and construction. We added battery powered extrication equipment to two of our apparatus. This allows us to utilize our Rescue vehicle more effectively at blocking traffic from accident scenes. We are one of only thirteen ground services in the State that are able to provide Rapid Sequence Intubation (RSI). This enables us to provide much higher levels of care than surrounding agencies.

The number of EMS calls increases every year. For example, we responded to 2,452 more EMS calls this year than in our EMS responses in 2010. Unity Hospital will open later this year as a stand-alone ER, which we predict, will add an additional 500 EMS calls. We increased our billing rates on January 1, 2019 to help increase revenue. The continued rise in Health Care related costs will prompt a review and it is possible that we will have to raise rates again. 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.

Fire / Rescue

The JFD responded to 6,252 incidents, up 2.5% from last year's number of 6,101. Responses consisted of 84.6% EMS calls, averaging 17.13 daily responses. Fires included structures, grass/brush, cars, and outside rubbish. The Department responded to other hazardous conditions including gas leaks, downed power lines, 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 166 fires; 67 structures, 31 vehicles, 33 vegetation, 33 trash, and 2 outbuildings. We investigated 63 of these due to unknown or suspicious nature. 6 were determined to be arson. There were no successful arson prosecutions from these and 4 currently under investigation. The total value of the properties was \$13,738,821, with a loss of \$1,987,450, and a savings of \$11,751,371; an 85.54% save rate.

Public education and fire prevention efforts were severely hampered again this year because of COVID-19 restrictions. We performed over 500 building inspections/consultations. The Middle and Elementary School projects were finished this year. We currently have four ongoing major construction projects; Lomanco, the courts building renovation, the hospital renovations, and one Sig Sauer project.

Training

We conducted 13,802 hours of annual training and acquired 27 State, National, and International Certifications and medical licenses.

JFD hosted many courses throughout the year totaling 352 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 to name a few. We are honored that people from around Arkansas and other states including Maryland have attended training here.

COVID-19 caused a lot of planned training to be cancelled or downsized. We hope 2022's training will return to normal.



Jacksonville Police Department

In 2021, the Jacksonville Police Department handled 53,485 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. 43.13% of those calls were initiated by the Officers. The Jacksonville Police Department in 2021 had an average of 59 active officers compared to 46 active officers in 2020. "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 2021.

In 2021 there were 3 Homicides reported, with 3 cleared; in comparison to 8 reported and 7 cleared in 2020. In 2021 there were 50 Rape/Sexual Assaults reported, with 6 cleared; in comparison to 21 reported and 6 cleared in 2020. In 2021 there were 31 Robberies reported, with 6 cleared; in comparison to 40 reported and 8 cleared in 2020. In 2021 there were 216 Aggravated Assaults reported, with 98 cleared; in comparison to 196 reported and 125 cleared in 2020. In 2021 there were 217 Burglaries reported, with 44 cleared; in comparison to 189 reported and 65 cleared in 2020. In 2021 there were 842 Thefts reported, with 227 cleared; in comparison to 804 reported and 243 cleared in 2020. In 2021 there were 160 Vehicle Thefts reported, with 29 cleared; in comparison to 143 reported and 26 cleared in 2020.

In 2021, there were a total of 1795 adults arrested for various crimes; in comparison to 1539 adults arrested in 2020. In 2021, there were a total of 170 juveniles arrested; in comparison to 144 juveniles arrested in 2020.

In 2021 there were 22 Curfew violations compared to 30 in 2020, 6 were daytime and 16 were nighttime.

The Jacksonville Police Department processed 874 prisoners through the detention facility, and used 26 trustees throughout the city completing or assisting city employees in their duties.



In 2021, the Support Service Division dedicated over 647 man hours to the courtroom security compared to 646 in 2020 result. Support Service Division also processed 214 Freedom of Information requests in 2021. This is another time-consuming unfunded task mandated by State law.

In 2021 the department was awarded \$32,594.79 in funds from grant programs compared \$88,412.16 in 2020. The Ballistic Vest program with funds expiring in 2021 were used to purchase 20 vests.

In 2021 the Patrol Division responded and investigated 876 traffic collisions that occurred on the roadways of Jacksonville compared to 857 in 2020. There was 1 fatality collision. The Patrol Division also made 51 DWI/DUI arrests compared to 21 in 2020. In 2021, there were a total of 9836 citations and warning tickets written, compared to 3890 in 2020. There were 1451 House Watches conducted in 2021.

In 2021, our Detectives of the Criminal Investigations Division were assigned 1796 cases with approximately 312 affidavits for arrest warrants being submitted to the Prosecuting Attorney's Office on assigned cases.

At the end of November 2021, a Sergeant was assigned to the Narcotics Section in Criminal Investigation Division. Our Narcotics unit, which consists of one detective, who is also assigned to the DEA taskforce and the Sergeant, wrote 1 search warrant affidavit and assisted in executing 3 search warrants. The unit conducted 0 under cover buys and 1 CI Buys. The unit seized 334 grams of marijuana 5 bags of edible containing THC, 5 dosage units of MDMA, 3 bottles of Promethazine, and 1.7 grams of Cocaine. In all the department has seized 6 firearms, and \$14,806.63 in cash and 4 vehicles in the City of Jacksonville. Our Detective is also on the DEA Task Force Group 1. The unit was involved in several seizures of approximately \$490,000.00 in cash and one airplane. Out of the money seized, \$663.00 was deposited into the 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. Our Detective participated in federal DEA cases and Arkansas State Police traffic stops that seized approximately 1080 ounces of marijuana, 9642 grams of Methamphetamine, and 116 grams of Fentanyl.



Our Office of Professional Standards Unit (OPS) processed 30 citizen's complaints in 2021 as compared to 26 in 2020, an increase of 13.3%. In 2021, we have filled fourteen (14) positions and have lost eighteen (18). Five (5) were retirements, twelve (12) were resignations and three (3) were terminations. We currently have eleven (11) vacancies within the Department. There were 1971 arrests (adults and juvenile) made in 2021 with a total of 15 uses of force. That accounts for .76% of arrests that involve uses of force. There were 39 vehicle pursuits in 2021 that ended with 24 arrests and 22 that escaped capture.

Highlights for Jacksonville Police Department during 2021:

In 2021 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; Summer Cereal Drive; Law Enforcement Torch Run - Special Olympics; Coffee with a Cop; Jacksonville High School Senior graduation parade; Woodland Hills Parade; Jacksonville Community Easter Egg Hunt Event; St. Vincent Prayers for First Responders; Festival of Stars-Arkansas Children's Hospital; Support the Troops Golf Tournament; CPAAA Golf Tournament; Pathfinders Golf Tournament; National Prayer Day; Battle of the Badges Blood Drive; Rock Town Showdown; Trunk or Treat Dupree Park; Reading with JPD; Drive by Birthdays; JPD Thankful Tuesday Lunch; CommUNITY Thanksgiving; Community Monday Night Movie Night: Polar Express/ Hand Art Crafts; JPD Coats for Kids; Jacksonville Christmas Parade; Christmas with a Police Officer (COP); Toys for Tots; Arkansas Children's Hospital Crutches Drive for patients; Extra Patrol.

Jacksonville Code Enforcement

The Code Enforcement Office had a very productive year during 2021. The Office, still under the command of Captain Richard Betterton, and supervised directly by Lt. Ryan Wright and Code Supervisor Marissa Barger, saw some major personnel changes during the course of the year. Officer Isom transferred back to the Patrol Division, where he is doing well as a Field Training Officer. Code Officer John Nolen retired from service, and has been greatly missed. We saw our Administrative Assistant, Tiffany Pryor, move to another

position outside of the City, where she is doing well and is also missed.

Officer Jeremiah Murphy was assigned to Code Enforcement to replace Officer Isom upon his transfer back to patrol and we saw the addition of Officer Tillman as Code Enforcement Sergeant. The Office had the addition of two new Code Enforcement Officers; Officer Marissa Barger and Officer Aaron Thompson. Officer Tillman was transferred to the Community Outreach Officer position, which afforded us the opportunity to promote Officer Marissa Barger to the Code Enforcement Supervisor position. Jami Daniels transferred from the Jacksonville District Court to the Administrative Assistant, filling Tiffany Pryor's position and has been a welcomed addition.

The Office also saw the streamlining of operations through the improved use of the MyGov software and moved to tracking all calls, invoices, and abatements through the software.

Yearly Statistics:

- 524 Citizen complaints were assigned and investigated by Code Officers
- 1482 calls were self-initiated by Code Enforcement Officers
- 2353 follow up inspections were conducted by Code Enforcement Officers
- 2 structures were torn down and removed by property owners
- 248 grass abatements were conducted by Code Enforcement Officers
- \$52,241.59 worth of liens were filed on properties
- 102 parking violation were issued, resulting in 53 vehicles being towed
- 1607 three-day notices were issued, with 921 of those cases progressing to 7-day letters.
- 225 illegal signs were removed
- 395 total structures were inspected
- 7 basketball goals and 50 trash cans were tagged
- 6 rental properties were inspected due to resident complaints
- 11 properties were red-tagged
- 10 search warrants were obtained and executed
- 0 structures were rehabbed, 6 structures were condemned, and 5 structures were demolished by the City



PUBLIC WORKS

Community Development Department

2021 CDBG Projects

2021 was a challenging year with the retirement of the director. The Mayor arranged for the former director to be hired as contract work until a replacement could be found. 2021 was the year for the Five-Year Consolidated Plan for HUD. With a very late start, the plan was completed and accepted by HUD before the deadline. During the year we completed residential projects that consisted of two roof replacement, two handicap bathroom make-overs, one water line replacement, one HVAC installation, and one interior ceiling and wall replacement with insulation. We started the project of replacing the picnic tables and benches at the Jacksonville Boys and Girls Club. We also provided assistance to Jacksonville Care Channel and Fishnet Mission. We started the planning of the 2022 Point-In-Time Count that will take place in January 2022. The Financial Hardship Program provided food for one resident of Jacksonville. During the fall, new shrubs and flowers were planted in the planters on the Main Street bridge. During 2021 our Elderly Transportation Program stopped because the taxi service we utilized closed down. Also during the year, vandalism struck at Galloway Park, one of the newly installed pavilion.

Goals for 2022

2022 starts off with the Point-In-Time count on January 25, 2022. We are busy gathering items for the "goodie" bags. There will be a site for the count in Jacksonville again. We hope to complete the project at the Boys and Girls Club by mid-year. We will work in partnership with CADC for free tax service. There has been an interest in the community garden in the Sunnyside neighborhood, we will work with them in hopes of starting a community garden. As also, 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 2021 are as follows:

Residential Construction has seen steady growth with the following:

- Graham Woods, Phase 4 is nearing completion & will soon be open for single family residence construction
- Jaxon Terrace Phase 15 has been opened for single family residence construction
- Jaxon Terrace Phase 16 & 17 are under construction
- Notting Hill Subdivision, Ph I is under construction
- Pleasant Oaks has been approved for construction
- Lee Mac Estates has been approved for construction
- Greenhill Estates has been approved for construction, pending annexation into the City
- General Samuels Addition has been approved for construction
- Meadowbrook Apartments have completed construction
- Lot 1R, Galloway Addition has been approved for multi-family development

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

- Unity Health has started renovations of the hospital
- Jacksonville North Pulaski Middle School was completed & the Elementary School is nearing completion, located on the old High School site
- Sig Sauer has continued their expansion of their facilities on Sig Sauer Drive, as well as 2700 Triangle
- Lomanco has started construction of the expansion of their facility on Main Street
- Blade & Barrel has opened for business, in the Waterford Creek Shopping Center on John Harden
- Sierra Auto Corp., on Main Street, has completed renovations & opened for business
- Rainwater Holt & Sexton, on T.P. White Drive, has completed renovations & opened for business
- I-30 Portable Buildings, on T.P. White Drive, has completed development & opened for business
- Dollar General on Hwy. 161 has completed construction & opened for business



- Planet Fitness is nearing completion in the Jacksonville Crossing Shopping Center
- Angela Gray Dental, on T.P. White Drive, is nearing completion
- Slim Chickens was approved for construction on an outparcel lot in front of Walmart
- AHRJP Development has started construction for development of two commercial structures along T.P White Drive

New Business License Issued: 124

There was a total of **\$28,810,690.00** worth of building permits issued in 2021. The Engineering Department issued the following permits in 2021:

<u>TYPE</u>	<u>NUMBER</u>	<u>ESTIMATED COST</u>
Single Family	39	\$ 7,392,840.00
Multi-Family	1	\$ 300,000.00
Commercial New	4	\$ 8,755,302.00
Commercial Existing	31	\$10,745,543.00
Remodel	28	\$ 715,050.00
 Additions:		
Storage Sheds	32	\$ 370,055.00
Pools	4	\$ 139,300.00
Room Additions	6	\$ 182,600.00
Garage & Carports	4	\$ 210,000.00
 TOTALS FOR 2021		 \$28,810,690.00

Esther D. Nixon Library

USAGE

The 2021 calendar year continued to be a challenging one for the Nixon Library, part of the Central Arkansas Library System (CALs). Although the library had to continue to make alterations to the way we delivered services, we were still able to assist people with reference & instructional questions over 96,000 times, we circulated over 89,449 items and had over 91,000 patrons visit our facility, almost doubling how many patrons we saw in 2020. Patrons using our 12 desktop computers totaled more than 7,475 and we continued to circulate our 14 Chromebooks along with circulation of portable DVD players and an iPad with the Arkansas Democrat

Gazette preloaded. We continue to provide free wireless service to patrons but have no way of gathering usage statistics. We also added hotspots this year, which has become an incredibly popular item system wide and has a constant wait list.

PROGRAMS

We once again provided our meeting room to Volunteers In Tax Assistance (VITA), who provided free tax assistance/filing to many area residents.

For the entire year, programming was all virtual, which remained popular. We continued Grab and Go craft bags, Story Walks, puppet shows, story times, and offered the "Food for Good" meal program to six days of the week. While lower than 2020, our youth programmers were still able to conduct 285 different programs for our juvenile audience reaching over 2,000 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 challenging again, however it still flourished and numerous children were reached when they or their family picked up themed activity bags and participated in virtual activities/story times that 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 still challenging as well. In 2021, the library was still able to offer 66 programs with 735 people participating. We continued to facilitate two monthly book discussion groups for adults via Zoom, plenty of DIY projects such as candle making and jewelry making, and patrons could paint along with Opal via Facebook Live after they picked up their supplies from the library.

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, study rooms, a meeting room with a catering kitchen 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, bird watching kits and powerful telescopes. Our digital library is always open, offering free downloadable audio/e-books. Our 3 study rooms were used 716 times and while reservations for

the meeting room have been low the last two years, we still had 39 reservations, serving 588 people. The library continued using curbside service as a safe way to deliver material to patrons and will continue this service moving forward. It has remained popular and allows for faster service in many cases. Our two notaries notarized a total of 750 documents.

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, so we added a second machine this year.

FUTURE

The year 2022 will also be challenging as the pandemic continues, but we remain committed and look forward to continuing to offer services to our patrons and the city of Jacksonville. A system wide approach continues 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. We hope material circulation continues to increase and that we see more and more patrons this year. As we approach the beginning of our 13th 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 2021 the Range started out hosting events for LRAFB, AYSSP Supply pick up, NRA Level 1, and Trap 101 classes were starting to fill up.60 plus events were schedule throughout the year including ATA events, such as the Arkansas State Shoot, Southwest Zone, Fall HDCP, just to name a few. Corporate events started and we helped raise money for Baptist Health, Haven House, Children's Protection Center, Baptist Children's home just to name a few. We ordered the shot curtain for our lead reclamation, cut ditches so water will drain better, add springs to all 14 trap machines instead of the belts, replaced the pallets and added rubber flooring inside the trap house for safety. Overall, we had a better year than last with throwing 1,045,175 targets for the year. Already we have 50 plus events on the calendar for 2022. A great start.

Athletics

The Athletics Program department has a very successful 2021 year. We had 35 Events at Dupree Park. Most of them were USSSA Adult Slow-pitch tournaments that had 40+ teams from various States. Two of the events had 90+ teams. We also had a huge Slow-pitch event in December to give back to children in the Jacksonville community. Adult Slow-pitch continues to be a huge part of our weekend events at Dupree Park.

Adult Leagues continue to thrive. In Spring and Fall softball leagues we had 35+ teams in each season. Flag Football had 10 teams. Volleyball had 12+ teams in each separate season we had. Our basketball and Kickball leagues had 18 teams each.

We ran 5 youth leagues this past year with 29 total teams between them all. This gave us about 300 total young athletes this past year in our programs.

The goal for 2022 are to place more time and effort into promoting our youth programs. Setting up activity days once a week during the summer months and one weekend a month during the winter months. If possible, I would like to get involved with the school district in hopes of boosting our numbers for the leagues.

Aquatics- Diane Novotny

Classes filled up in record time. Miss Jeanne's morning summer program filled up four weeks in advance. Not only were the children swim lessons being popular but our adult lessons were also breaking records. 106 Adults learned how to swim this year. Swim Lessons revenue was \$44,495 with 1,347 people participating.

A total of 45 area Lifeguards were trained or recertified by American Red Cross, totaling \$11,250.00. 10 Lifeguard Instructors were recertified.

As our senior population got vaccinated Water Aerobic classes were keeping them Fit and safe at the same time. The Arkansas Dolphins and the LRAFB continue to rent the pool on a monthly basis for practice and training. The revenue generated from 66 pool parties, swim team rentals and military rentals was \$10,375.

Splash Zone Family Aquatic Center was a destination vacation for folks that wanted to enjoy a fun filled day without the



expense. Visitors totaled 22,782 guests. Revenue totaled \$178,030.

Community Center- Darla Marsh

January we were still under ADH/CDC COVID-19 restrictions. Room reservations were canceled with refunds &/or reschedules. We had limited number of patrons at a time in the community center. March 5th, we opened back up to regular capacity. Restrictions were turned into recommendations and we opened up the Banquet Hall for reservations, they took off. April 2nd, we had our outdoor Market Madness kick-off and it was a success. The month of May we increased reservations and memberships. School elections were held here as well as dance competitions, blood drives, and regular events. June, we hosted the outdoor Friday Night Lights & MOPAR car show, that was very nice to see. July, we hosted Miss Diamond National USA pageants bringing contestants and their families from all over the U.S. August, we hosted JCC Casino night, Annual book & paper show, train show, and several individual celebrations. September brought us Goodsell car show, coin show, model show, gem & mineral show and we are seeing a nice increase in patrons, guest and reservations. Youth volley ball started, more fashion shows, parks annual event & stamp show was held. By November we were hosting the first Show Me Snakes Reptile EXPO at the community center. It was so successful they booked four more shows for 2022. The Annual Craft Sale was a huge hit as well. Looking forward to GROW in 2022.

Facilities & Grounds Maintenance-Nathan Bacher & Justin Thomas

2021 has been a very busy year for the maintenance department. Being short staffed a lot of the year, we have pushed through and banded together to help maintain all parks and facilities. The new dog park on Marshall Road was completed mid-April/May with help from all of us in Parks Department and has been very successful for the community. The beginning of April was a mark of all city facilities maintenance to join together to take care of facilities as a one department. We have assisted with numerous events and projects throughout the year to help them be successful. We are ending the year with making improvements to Boy & Girls Club playground area with new benches, trash cans, mulch, and leveling washed out ground. Be on the lookout for great things happening in the Department!

Martin Street Youth Center-Glen Lane

Martin Street Youth Center had a bounce-back year as a safe haven for youth in grades K-12. We saw the return of youth as well as citizens needing space for their various needs. We had close to 20,000 youth visits in 2019, declined to almost 7,000 in 2020 and rebounded to well over 12,000 in 2021. We continued to provide Grab-B-Go meals after school and Summer months, managed to have a full Summer Program, provided back-to-school vaccinations and Covid shots through Baptist Health Community Outreach and five local Barbers donated time and service for fifty-two boys for free back-to-school haircuts. Our goal for 2022 is to repeat and increase the aforementioned.

Special Events- Alicia Johnson

We started the year off strong with our Cupid Shuffle 5K. Registrations were almost doubled from 2020. The Easter Egg Hunt was once again a huge hit with approximately 50 children per age group with toys/candy for every single participant. Our Big Bang on the Range was a success with all free activities for the kids, food trucks, live entertainment, and our huge fireworks show! We were able to bring the fun back with FestiVille as well. We look forward to making this festival bigger and better each year for our community. The Holiday Craft and Gift Sale continued to be filled with vendors with great attendance. Our Christmas Parade had some creative floats and the community showed up in the holiday spirit! 2021 brought back lots of joy to our community with special events in the parks department and we are excited to see what 2022 brings!

Public Works Department

Public Works consists of the Street, Sanitation, Fleet Maintenance, and Beautification Departments. Jim Oakley, Public Works Director; Hal Toney, Street Superintendent; Kevin Cole, Beautification Supervisor; Robert Mullen, Fleet Maintenance Manager; Randy Watkins, Sanitation Manager.

Street Department

Street Department completed the following projects in 2021:

- Right-of-way and ditch mowing - 1,850 miles Citywide;
- Pipe/Culvert installation 739' Citywide;

- 849' 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 - 3 utility cuts, 290 potholes ;
- Mosquito Control Program - 318 man hours, plus Insecticides cost of \$6,955.99
- Street crews and or contractors installed/repaired 10 inlet/catch basins, and 380 feet of curb and gutter and 80 feet sidewalk .
- Repaired 8 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 41
- Installed and/or replaced 114 various signs Citywide
- Signs Post installed 33
- Turn Arrow Thermo plastic 1
- Thermo plastic 8' ONLY 1
- Stop Lines 2
- Waffle Tape-Hashed Lane Use Line White 405ft Yellow 80ft
- Hours of traffic signal maintenance 120 Hrs.

Beautification Department

There were great challenges for the Beautification Department. The department employed 1 different seasonal workers to assist the full-time employees. In total the seasonal employees performed 960 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 137 workers with a combined total of 759 hours of service. With the combined help of seasonal employees and trustees the Beautification Department in 2021 include the following:

- Planted 746 flowers, shrubs, & trees;
- Maintained flowerbeds & other landscape features owned by the city;

- Picked up 982 bags of trash & 173 used tires from the city's right-of-way;
- Maintained 16 islands, 6 yards & 2.1 miles of right-of-way;
- Completed approximately 6 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 1.5 miles of 67/167 right of way.

Sanitation Department

Throughout the many challenges of 2021, the Sanitation Department has striven to provide the best and most efficient services possible to the citizens of our City. We have continued to staff a drive-through service for our citizen recyclers. One change that has proven to be very popular has been our self-service recycling line. Not only does this provide a social distancing option, but it also allows those on tight schedules to get in and out without having to wait in line for those who require the special accommodations that our full-service line offers. We look forward to other new ways to expand and improve our services in 2022.

The departmental statistics for 2021 are as follows:

Recycling Department

- 387,504 pounds of recycled material were collected and processed, saving the City \$4,909.68 in landfill fees;
- 338,921 lbs. of recycled were sold recovering \$34,853.54, or an average of \$0.10/lb.
- (This represents a 100% increase in commodity pricing this year.)
- Recycling Center drive-thru served 18,131 customers. This 78% increase clearly shows the growing number of residents who are participating in our city's recycling program.
- 1,326 used tires were collected for recycling.
- 66,000 pounds of electronics were collected for recycling.

Garbage Department

- 8,930.25 tons of garbage were collected with landfill fees totaling \$221,311.28. (This is a 1% increase over 2020.)

- \$1,580.00 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.

Trash Department

- 1,986.29 tons of bulky landfill items were collected. (This, too, is a 1% increase over 2020. Our total landfill fees for bulky items were \$49,725.86. \$8,035 of that was recovered in charges for oversized piles, leaving us with a remaining balance of \$41,690.86.
- 28,854 cubic yards of green waste were collected and ground into 3,739.01 tons of mulch. (This reflects a 17.5% decrease in quantity for 2021.) If we had hired a contractor to process this material at the going rate of \$4.86/cubic yard, it would have cost the city \$140,230.44.
- 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 \$6,690 in additional fees to offset these expenses.
- Our annual leaf vacuum program collected 75.5 truckloads (approximately 2,642.5 cubic yards) of leaves from the curbside city-wide.

BOARDS AND COMMISSIONS

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 2021. We lost our CEO in the 3rd quarter of 2021 and Lauren Martin, Laura Walker and our Chairman Steven Pawloski along with our board 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.

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 2021 included:

- Addressing pertinent issues through committees such as Education, Membership, Military/Government Relations;
- 2021 Community Profile/Business Directory Publication
- Arkansas Site Selection Website Contact person is Steven Pawloski, Board Chairman
- Recruiting new Chamber members in 2021.
- 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 17 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.
- Distributed maps and Chamber Directory to local members
- Answered an average of 55 calls per week to provide referrals to Jacksonville businesses and respond 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 virtual due to Covid 19
- Health Wellness & Safety Fair at the Jacksonville Community Center
- 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
- New Teacher Welcome Bags for new teachers at JNPSD and Lighthouse
- Sponsored the 3rd Quarter Deployed Families Dinner at LRAFB
- 2nd 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

Economic Development

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 (with help from Daniel Gray). New 2021 "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.
- Attend 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	94%
Applications Received	2060
New Families Admitted	24
Currently on Waiting List	808
Total Rent Collected	\$174,674.00
PHAS Score (High-Performer)	93%

Section 8 Housing Assistance Payments Program

Certificates and Vouchers Authorized	362
Annual Occupancy Percentage	91%
Applications Received	792
New Families Admitted	60
Current Waiting List	361
Total Paid to Owners	\$1,769,598
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)	1,356
Telephone Reassurance	30,719

Other Wellness activities include

Blood Pressure & Blood Sugar Checks, Diabetic Footwear Fitting	0
Health & Nutrition Education, doctors appts, guest speakers, A Matter of Balance, Diabetes Education Empowerment Program, Chronic Disease/Diabetes Self-Management	292
Day Trips, holiday celebrations, fundraisers, grocery shopping, local restaurants	160
Art and crafts classes, trivia, card clubs, dominos, bingo, bible study, greeting card making, coloring and water color class	658
Talent show, dances, line dance lessons, jam sessions, chair volleyball, bean bag baseball	478
Peppi Exercise, Tai Chi, Seated Tai Chi, Zumba Gold, Drums Alive, daily walk, Chair Yoga	609

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 5,000 (estimated) hours of service with the center during 2021. Our center has been closed since March 13,2020 due to the COVID pandemic but we were able to do a partial opening in July, and a full reopening of the center on November 1,2021. We have seen no signs of Covid at the center, but we have continued to require



masks, and staying home when you are sick. We are also encouraging the social distancing and continuous washing of hands. 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 2020. As we transitioned our Jacksonville city limits routes back to hot meal deliveries, we were able to bring back most of our volunteers that helped with meals before the Covid shut down. Our organization has been able to positively impact the lives of senior adults in Jacksonville through all of the changes that have come because of Covid. We are blessed to have been able to open our doors back up and have a space for our seniors to socialize and eat a hot meal. Attendance has been lower than pre-covid attendance, however we anticipate as the Covid numbers decrease, seeing and increase in attendance. Once we feel it is safe to do so, we will host a membership drive for both congregate services and home delivered meals.

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 20, 2022.

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 20, 2022.