

# **STATE OF THE CITY REPORT 2023**



## **CITY OF JACKSONVILLE, ARKANSAS**

**Presented by:**

**Mayor Jeff Elmore  
January 19, 2023**

## 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
Fire Department .....	11
Jacksonville Police Department .....	13
Jacksonville Code Enforcement .....	15
Jacksonville Animal Shelter .....	18
PUBLIC WORKS .....	19
Community Development Department .....	19
Engineering Department .....	19
Esther D. Nixon Library .....	21
Parks and Recreation .....	23
Martin Street Youth Center.....	23
Facility Maintenance.....	24
Community Center.....	24
Shooting Sports Complex.....	25
Aquatics - Diane Novotny.....	25
Athletics.....	26
Special Events - Megan Tharp.....	26
Public Works Department .....	26
Street Department .....	27
Sign and Signal Department .....	27
Beautification Department .....	27
Sanitation Department .....	28
Recycling Department.....	28
Garbage Department.....	29



Trash Department..... 29

BOARDS AND COMMISSIONS ..... 29

    Jacksonville Chamber of Commerce ..... 29

    Jacksonville Housing Authority ..... 32

    Jacksonville Senior Wellness & Activity Center ..... 32

    Jacksonville Wastewater Utility ..... 33

    Jacksonville Water Department ..... 34

## GENERAL GOVERNMENT

### City Clerk's Office

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

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

- 201 N. First St. - *approved* a used tire shop in a C-2 zone
- 1200 S. James St. - *approved* a car lot in a C-4 zone
- 1106 W. Main St. - *approved* a wheel/tire shop in a C-2 zone

#### **Rezoning:**

- 306 South Road R-1 to C-2 - APPROVED
- 122 Vaun Drive R-0 to R-6 - APPROVED
- 10000 South Highway 161 C-3 to R-1 - APPROVED
- 721 & 723 Smart Street R-1 to R-2 - APPROVED
- 873 Jane Drive R-1 to R-2 - APPROVED

#### **Final Plats:** approved by the Planning Commission

- Graham Woods, Phase 4 - 01-10-22
- Notting Hill Subdivision, Phase 1 - 05-09-2022
- Jaxon Terrace, Phase 16 - 07-11-22
- Lot 1 Christopher Homes Subdivision - 07-11-22
- Dare Subdivision, Lot 1 - 09-12-22
- Triangle Business Park, Lot 4 - 09-12-22

**City Council** adopted thirty-five (35) ordinances in 2022.

#### **Codified ordinances:**

- ORDINANCE 1685 Amending plumbing, electrical, & inspection fee assessment.
- ORDINANCE 1692 Amending JMC Chapter 8 Nuisance abatement.
- ORDINANCE 1696 Amending JMC Chapter 6 (Business License) & Chapter 8 (Property Maintenance and Building Codes).
- ORDINANCE 1703 Amending JMC Chapter 6 Livestock and Fowl.
- ORDINANCE 1707 Amending JMC 2.90.010 to include attendance requirements for the Advertising & Promotions Commission.
- ORDINANCE 1710 Amending JMC 5.04.070 Privilege License due date and Delinquency Penalties.

#### **Expenditure of Funds approved by City Council in 2022:**

- 02/17/22 New City Garage exterior walls bid awarded to CLH General Contractors (\$205,500.00).
- 02/17/22 RESOLUTION 816 Authorizing purchase of property on Graham Road for new Fire Station (\$150,000.00).

- 04/07/22 Authorizing purchase of 613/615 N. Bailey St.
- 04/21/22 2022 Street Striping bid awarded to AF&G, LLC (\$32,484.38).
- 04/21/22 2022 Asphalt Overlay Program bid awarded to Rogers Group, Inc. (\$580,755.20).
- 04/21/22 New City Garage overhead doors bid awarded to Royal Overhead Door (\$46,556.00).
- 10/06/22 RESOLUTION 823 Approving 2023 proportionate share agreement with Maumelle for one-half base salary of the State District Court Judge (\$36,538.95).
- 10/06/22 RESOLUTION 825 Allocate ARPA funds for Police Dept. (\$105,000.00).
- 10/06/22 RESOLUTION 826 Allocate ARPA funds for Parks and Rec and IT Dept. (\$1,640,000.00 total).
- 10/06/22 RESOLUTION 827 Allocate ARPA funds for Public Works, Water, & Waste Water Dept. (\$1,200,00.00 total).
- 10/06/22 RESOLUTION 828 Allocate ARPA funds for Fire Dept. (\$1,600,00.00).
- 11/03/22 JP Wright Loop Rd. Rail Grade Separation bid awarded to Weaver Bailey Contractors (\$14,998,531.18).
- 12/01/22 2022 Nuisance Property Demolition bid awarded to Manning Construction (\$53,890.00).
- 12/01/22 Managed Service Provider bid awarded to Net Gain (\$77,868.00).
- 12/15/22 AGFF Shooting Sports Complex shot curtain grading and drainage bid awarded to SiteWork One (\$47,133.00).

**City Council approved waiving of competitive bidding:**

- ORDINANCE 1695 Lead reclamation and soil stabilization services for Police Dept. firearms ranges
- ORDINANCE 1704 Police Dept. vehicles and upfitting
- ORDINANCE 1716 Installing LED lighting for Parks & Rec Dept.

**Annexation:**

The City Council adopted ORDINANCE 1686 (#5-2022) approving the annexation of property in the vicinity of Loop Road; and the zoning of as R-1 and R-2.

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

There have been exiting changes this year with the City Garage. The staff was finally able to move into the new facility located at 1600 Marshall Road along with the Sanitation mechanic. The new garage has the capabilities to fully service our large oversized vehicles such as trash and fire trucks in a weather protected environment. The City Garage provides quality service in a timely manner to the city's 300 plus fleet of vehicles and equipment ranging from passenger vehicles to large diesel equipment. By having the Sanitation Dept. mechanic under the same roof as the other mechanics we hope to take advantage of the extended knowledge base for all shop employees. We continue to locate and purchase parts at competitive rates even in this unprecedented time of supply chain issues. We are excited to move forward in 2023 in the new facility and expect it will provide a more efficient use of our current resources.

City Garage's cost for 2022 is as follows:

- Labor hours billed \$ 34,713.00
- Annual parts cost \$121,988.42
- Commercial cost \$ 25,990.52

Goals for 2023:

- Acquire specialized training needed to develop a regimented preventative maintenance program for the sanitation fleet and other specialized critical vehicles.
- Evaluate outsourcing options for select repetitive services as a backup plan in the event of staffing shortages.

## Jacksonville District Court

Jacksonville District Court has had a very busy year with the Pandemic still affecting our Community but we are proud to inform that Court has RESUMED! Since July 2021 moving from 1400 West Main Street to the Police Building located at 1412 West Main Street in Jacksonville, we had to make many adjustments. We had a temporary Courtroom until the later part of July 2022. We are pleased to announce that the renovations to the Court Building which included a new Courtroom, Judge's Chambers and Office spaces is now complete. We are in the process of updating the seating in the Courtroom that will complete by April of this year. This

year's goal is to properly furnish the Court Building with furniture, TV Screen, and a sound system that is needed to properly hold all kinds of cases in our new Courtroom. Our Deposits were totaled over \$ \$406,004.34. We filed over 4,500 cases in Contexte of cases which were equal to over 13,000 cases (combined from Full Court a total of 43,750 cases). Approximately 300 additional cases were converted and/or heard from our Full Court which brings a total of almost 15,000 cases that is in our Contexte. We have been extremely short staffed and faced some challenges but we are actively seeking to fill the two open Clerk positions that we have at this time. We will continue to adapt and progress in 2023. Our main objective is to continue 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 2022, we processed 5,675 invoices, 5,714 vouchers, and 5,055 checks compared to 5,913 vouchers and 4,925 checks in 2021. 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 812 businesses, which generated approximately \$182 thousand in revenues for the City in 2022.

In addition to the above mentioned duties, our department is also responsible for recording and tracking daily receipts, fixed assets, cost of goods sold, and depreciation. We also manage the online auction procedures for disposing items.

The Annual Comprehensive Financial Report (CAFR) for the City of Jacksonville for the fiscal year ended December 31, 2021 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 24 years in a row. We

will by submitting the 2022 report in June of 2023 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](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 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 2022, the City of Jacksonville Human Resources Department processed a total of 110 hires, which breaks down to 53 regular full-time employees and 57 part time/seasonal employees.

#### **Major Accomplishments**

Our EAP (Employee Assistance Program) has assisted roughly 180 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.

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. One of our biggest accomplishments in 2022 was the 20% decrease in our workers compensation claims.

## **Information Technology (IT)**

The IT Department maintains all devices on the computer network for the City of Jacksonville. The department also assists with cell phones, software and A/V systems and/or coordinates with vendors as needed to keep technologies for the city running smoothly.

- Migrated email server to O365 cloud, assisted all city users with setup of new email profiles, secured all email mailboxes with MFA
- Set up patch panel, switch, firewall and wifi at new city garage, coordinated setup of fiber and phones
- Printer renew with Datamax
- Switched six city sites to fiber and coordinated install between departments and Ritter ISP, reconfigured firewall
- Assisted police with body cam and in-car camera software, both for new device setup and maintenance
- Setup camera system at Martin Street Youth Center, including running cable and placing cameras on exterior
- Replaced aging workstations and laptops, updated all Windows systems to Windows 11 where possible or latest version of Windows 10
- Set up new firewall and wifi access points at Shooting Range
- Set up all new Toughbook laptops for PD and FD, coordinated replacement of laptops in fire engines
- Purchased first new vehicle for IT department since 2001
- Started website refresh for 2023, taking input from all interested departments
- Coordinated install of Ritter phone system at Fire Station 3 to replace aged-out CenturyTel system
- Purchased new server for cluster with ARPA funds to provide additional space and computing resources
- Maintained backups of all server files and restored files for city users as needed
- Assisted all departments with website and register systems through CivicPlus

- Provided assistance to Police and Fire Departments with Adashi, Net Motion, Watchguard and Southern Software programs
- Performed major upgrades to city server cluster and maintained updates on firewalls at 17 locations
- Assisted courts with Zoom meetings and check-in kiosk, added all dockets to kiosk
- Streamed City Council Meetings and assisted with other meeting as requested
- Managed addition of new users to key fob access systems at City Hall and Courts
- Pulled camera footage from City Hall, Courts and PD camera systems as needed
- Accepted bids and chose new Managed Service Provided, receiving support for more devices at a lower cost

## **PUBLIC SAFETY**

### **Jacksonville Communications 911**

As always in our line of work 2022 was yet another very busy year for our 911 Center. Just as in 2021 our 911 Center saw yet another year of being understaffed which meant our Dispatchers saw an increase in their workload and had to work even harder to ensure we met the demands and needs of our Citizens and city departments that we support. Unfortunately staffing issues seems to be the trend across the nation in 911 Centers, trying to compete with other careers that have better hours, pay, holidays and weekends off, as well as being far less mentally and emotionally demanding creates extreme difficulties to find people that are willing to make these types of sacrifices for a job such as ours. We are hoping in 2023 that we can find ways to get the word out to potential employees about the rewards and benefits of this job in hopes of finding those that want to help others daily and help make a difference in our community.

One of the highlights of our year at the 911 Center was the fact that we were recognized by City Council as First Responders for the City. For years 911 Dispatchers have never been recognized or labeled as First Responders, we have always fallen under the classification of clerical instead of being a part of Emergency Services. Dispatchers are the true First Responders; the definition of Respond is to take action in response to a request or demand. A 911 Dispatcher is the first

contact a person in need has, we are the first person to take any action in response to the callers needs or emergency, so in turn we are First Responders. It was an honor for our Dispatchers to be recognized and placed in the same category of First Responder just as the heroes we work with and support at our Police and Fire Departments.

In 2021 we had several pieces of equipment and software updates in our 911 Center that helped improve our abilities to assist those we serve but the upgrade on our 911 system was the most noteworthy and provided a multitude of ways for us to locate and communicate with 911 callers. With the upgrade we received new 911 mapping called Rapid Deploy, this program gave us several new features, one of them being that this system will start tracking a 911 caller's signal on our map as soon as they dial 911 so even if the caller hangs up prior to us answering their call we can still get a general location of the caller before we make contact back with them. We also have the ability to send a link to a caller through text message where they can click on the link and it will automatically provide us the caller's precise location if they are unable to speak to us due to the situation they are in or if they do not know the area or where they are located. This system uses latitude and longitude, What3Words and multiple other resources to allow us to quickly and efficiently locate a caller. Some of the other features we will be bringing online in 2023 with this system is Text to 911 as well as the 911 Caller will be able to allow us to see what they are seeing through a live video feed using their cell phone; this will allow us to better assist our responders to high priority calls or scenes.

In 2021 I reported to you all that we had begun 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". We were hoping to complete this certification process in 2022 but with staffing issues we were unable to send Dispatchers away for the required training so we were not able to complete this certification but are hoping to complete this process in 2023. Our Dispatchers continued taking online classes from numerous online sources such as Virtual Academy, NENA, APCO, FEMA and a multitude of other resources to help improve our knowledge and skills across the board.



As with every year, we had numerous calls from Citizens for assistance in 2022. The following is a breakdown of all incoming calls and CAD entries for the year.

**Emergency and Non-Emergency Calls**

Non-Emergency calls 2022 (admin lines)	110,810
Wireless 911 Calls 2022	22,786
Total Calls 2022	133,596
Total CAD Call Entries 2022	41,464

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 2023.

**Fire Department**

Fire Chief Alan Laughy and City Council Committee Members James Bolden and Mary Twitty.

**Fire and Ambulance Responses**

Fire Department Reportable Runs 2022	6,423
EMS Reportable Runs 2022	5,167
Fire Loss 2022	\$675,800
Fire Savings 2022	\$12,081,600

**Fire / Rescue**

The JFD responded to 6,423 incidents, up 2.7% from last year's number of 6,252. Responses consisted of 80.44% EMS calls, averaging 17.59 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.

**Emergency Medical Services**

We responded to 5,167 EMS calls in 2022, a decrease from 2021 by 126 calls. We averaged 14.16 responses per day, down from the previous year's 14.50. We transported 3,300 patients which was an increase of 219 patients from 2021. We're still waiting on our new ambulance due in the first quarter of 2024 that we ordered in April of 2021. This is a milestone for the City by having four ambulances the same style and

construction. We are ranked one of the best Ambulance Services in the State. 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 typically increases every year. For example, we responded to 2,326 more EMS calls this year than in our EMS responses in 2010. Unity Hospital will open this year as a stand-alone ER with some observation beds. We predict that while decreasing some of our transport times, there will be an additional 500 EMS calls generated in patient transfers to other facilities. We increased our billing rates on January 1, 2019 to help increase revenue. The continued rise in Health Care related costs has prompted 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 post Pandemic world, and a new Emergency Room, we will see a marked increase in lack of coverage or units not available for calls.

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

There were 188 fires; 61 structures, 38 vehicles, 50 vegetation, 34 trash, and 4 outbuildings. We investigated 72 of these due to unknown or suspicious nature. Eight were determined to be arson. There were 2 successful arson prosecutions and 2 currently under investigation. The total value of the properties was \$12,757,400 with a loss of \$675,800, and a savings of \$12,081,600; a 94.7% save rate.

Public education and fire prevention efforts were improved this year due to lifting of COVID restrictions. School and daycare presentations resumed as well as other public education avenues. At least 700 school and daycare contacts documented, several elderly facilities were visited, as well as pathfinder facilities. Our smoke alarm installation project continues to be successful and popular, with over 40 installations for 2022.

We performed over 500 building inspections/consultations. We currently have three ongoing major construction projects; the hospital renovations, the new Murrel Taylor school project, and the middle school addition. Projects completed this year were Lomanco, Slim Chickens, Sig Sauer Addition, and the Walmart renovation.

## **Training**

We conducted 17,936 hours of annual training and acquired 53 State, National, and International Certifications and medical licenses.

JFD hosted many courses throughout the year totaling 336 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. We are honored that people from around Arkansas and other states including Maryland have attended training here.

In 2022 our department assisted the Arkansas Fire Training Academy in teaching portions of the Standards Class and serving as a proctor for Cognitive and psychomotor testing.

## **Jacksonville Police Department**

In 2022, the Jacksonville Police Department handled 34399 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. 45% of those calls were initiated by the officers for a total of 15395. In 2021, we handled 53485 calls for service with 43.13% (23,085) that were initiated by the officer. The Jacksonville Police Department in 2022 had an average of 52 officers compared to 59 active officers in 2021. "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 2022.

In 2022 there were 4 Homicides reported, with 2 cleared; in comparison to 2021 with 3 reported and 3 cleared. In 2022 there were 36 Rape/Sexual Assaults reported, with 3 cleared; in comparison to 50 reported and 7 cleared in 2021. In 2022 there were 40 Robberies reported, with 9 cleared; in comparison to 31 reported and 6 cleared in 2021. In 2022 there were 171 Aggravated Assaults/Batteries reported, with 78 cleared; in comparison to 216 reported and 98 cleared in 2021. In 2022 there were 207 Burglaries reported, with 56 cleared; in comparison to 217 reported and 44 cleared in 2021. In 2022 there were 871 Thefts reported, with 329 cleared; in



comparison to 842 reported and 227 cleared in 2021. In 2022 there were 136 Vehicle Thefts reported, with 21 cleared; in comparison to 160 reported and 29 cleared in 2021.

In 2022 there was a total of 1,785 adults arrested for various crimes; in comparison to 1,795 adults arrested in 2021. In 2022 there were a total of 144 juveniles arrested; in comparison to 170 juveniles arrested in 2021. In 2022 there were 9 Curfew violations compared to 25 in 2021.

The Jacksonville Police Department processed 697 prisoners through the detention facility, and

In 2022, the Support Service Division dedicated over 924-man hours to the courtroom security compared to 647 in 2021 result. Support Service Division also processed 261 Freedom of Information request in 2022. This another time-consuming unfunded task mandated by State law.

In 2022 the department was awarded \$131,672.98 in funds from grant programs compared to \$32,594.79 in 2021.

In 2022 the Patrol Division responded and investigated 513 traffic collisions that occurred on the roadways of Jacksonville, compared to 876 in 2021. There was 5 fatality collision in 2022. The Patrol Division also made 30 DWI/DUI arrests compared to 51 in 2021. In 2022 there were a total of 5560 citations and warning tickets written, compared to 9836 in 2021. There were 75 House Watches conducted in 2022.

In 2022 our Detectives of the Criminal Investigation Division were assigned 1,098 cases with approximately 302 affidavits for arrest warrants being submitted to the Prosecuting Attorney's Office. They served 99 search warrants and 22 court orders.

Our Narcotics unit, which consists of one detective who wrote 1 search warrant affidavit and assisted in executing 3 search warrants. The unit conducted 0 under cover buys and 2 CI Buys. The unit seized 750 grams of Marijuana, 1.7 grams of Cocaine, and 149 grams of Alprazolam. The unit has seized 2 firearms, and \$1,795.00 in cash 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 \$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 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 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 33 Citizen's complaints in 2022 as compared to 30 in 2021, an increase of 10%. In 2022 we have filled ten (10) positions and have lost twenty-one (21). Nineteen (19) were resignations, and two were terminations. We currently have twenty-two (22) sworn vacancies, one (1) non-sworn vacancies and eight (8) auxiliary vacancies within the Department.

Highlights for Jacksonville Police Department during 2022:

In 2022 the Jacksonville Police Department members participated in various worthwhile community programs and events, naming a few as followed: Arkansas Crime Stoppers Meetings; Law Enforcement Torch Run - Special Olympics; Special Olympics Events; Summer Cereal Drive; Toys for Tots; Coffee with a Cop; Jacksonville Christmas parade; Jacksonville High School Senior graduation parade; St. Vincent Prayers for First Responders; Arkansas Children's Hospital Prayers for First Responders; UAMS Prayers for First Responders; JPD Thankful Tuesday Lunch; Comm Unity Thanksgiving; Woodland Hills Parade(s); Jacksonville FestiVille; Jacksonville Car Show; Jacksonville Animal Shelter Bake Sale; Rock Town Showdown; Battle of the Badges Blood Drive (multiple drives throughout the year); CPAA Golf Tournament; Sertoma Club (awards); Drive by Birthday Parties; Trunk or treat Dupree Park; Gwatzilla Halloween; JPD Coats for Kids; Back to School community events (multiple events at different locations); Bang at the Range 4<sup>th</sup> of July; Reading with JPD; Jacksonville Community Easter Egg Hunt Events (multiple events at different locations); Extra Patrol.

## **Jacksonville Code Enforcement**

Code Enforcement had a very productive year and experienced many changes over the course of 2022. The unit is still under

the command of Captain Richard Betterton and Lt. Ryan Wright, and is directly supervised by Code Supervisor Marissa Barger. We saw many personnel changes in Code Enforcement with Officer Murphy being transferred back to the Patrol Division and the loss of Code Officer Aaron Thompson and Code Officer Andrew Phipps. We saw new, young faces added to the Code Enforcement roster; Officer Joshua Wells, Officer Mason Rowe, and Officer Matthew Oldham.

Code Enforcement found a new code software offered by CivicGov which better streamlines the workflow for the officers, has the potential to integrate several departments in the city, and will save the City of Jacksonville 25% over previous costs.

The Code Enforcement Unit also took up the task of reviewing and updating City Ordinances to better serve the citizens of Jacksonville and make the City a better place to live. This task resulted in the passing of Ordinance 1696, which revised many of our ordinances and repealed out of date or duplicate ordinances. The Code Enforcement Unit, in an effort to address Public and Criminal Nuisances, worked with the City Attorney and Mayor Johnson for the implementation of a Criminal Nuisance Abatement Board, which was passed with Ordinance 1705.

In addition, the Code Enforcement Unit has been at the forefront of addressing the homeless issue in the City of Jacksonville. Numerous trespassing arrests, securing of vacant properties, and searches of vacant properties were conducted to address the issue.

### **Yearly Statistics**

- In 2022, 1189 citizen complaints were fielded by Code Officers, as compared to the 524 citizen complaints in 2021, a 55.9% increase in citizen complaints 1844 self-initiated calls were fielded by Code Officers in 2022, as opposed to 1482 calls in 2021, a 19.6% increase.
- 2382 follow up inspections were conducted by Code Officers in 2022, as opposed to 2353 in 2021, a 1.2% increase.
- Five (5) structures were removed by property owners after notifications by Code Officers in 2022, versus 2 structures in 2021, a 60% increase.

- 546 grass abatements were conducted by Code Officers in 2022 as opposed to 248 grass abatements in 2021, an increase of 54.5%
- \$38,604.00 in liens were generated due to Code Enforcement abatements in 2022, vs \$52,241.59 in 2021, a 26.1% decrease.
- 406 vehicles were tagged due to inoperability or parking by Code Officers in 2022, as opposed to 102 vehicles in 2021, a 74.8% increase.
  
- 74 vehicles were towed by Code Enforcement Officers in 2022, as opposed to 53 vehicles towed in 2021, a 28.3% increase.
- 876 3-day notices were issued by Code Enforcement Officers in 2022, as opposed to 1607 in 2021, a 45.4% decrease. 1910 7-day notices were generated in 2022, as opposed to 921 in 2021, a 51.7% increase. The reason for the drastic change in numbers was due to a change in code procedure, where 3-day notices were not used for a period of time.
- 3263 structures were inspected by Code Enforcement Officers in 2022, as opposed to 395 in 2021, an 87.8% increase.
- 29 basketball goals were tagged in 2022, as opposed to 7 in 2021, a 75.8% increase. 74 garbage cans were tagged in 2022, as opposed to 50 in 2021, a 32% increase.
- 10 apartment complex inspections were conducted in 2022 by Code Enforcement Officers due to resident complaints, as opposed to 6 in 2021, a 40% increase.
- 40 properties were red-tagged by Code Enforcement Officers due to safety concerns or being uninhabitable due to lack of water, interior conditions, etc in 2022, as opposed to 11 properties in 2021, a 72.5% increase.
- 5 search warrants were obtained for properties by Code Enforcement Officers in 2022, as opposed to 10 in 2021, a 50% decrease.
- 10 structures were rehabbed in 2022, vs 0 structures in 2021.
- 9 structures were condemned in 2022 vs 6 structures in 2021, a 33.3% increase.
- 3 structures were demolished by the City in 2022, vs 5 structures in 2021, a 40% decrease.

## **Jacksonville Animal Shelter**

The Jacksonville Animal Shelter continued in 2022 with the assignment to patrol and enforce the city ordinances within the city, responding to all animal related calls. We continued doing the best job we could while being short staffed the majority of the year. We hired ACO Branch shortly after the first of the year, she completed her level I training with the National Animal Control Association in Aug 2022. Due to a residential change, she resigned her position in Sep 2022. ACO Hanna Capps resigned her position in March 2022 for a different employment opportunity. Bonnie Paul was hired as ACO in April 2022, but then left in Sep 2022 also. ACO Alicia Fenton was hired in Aug 2022 and ACO Madison Binsted was hired in Oct 2022. The shelter also hired a new part time kennel worker, Linda Daugherty, to work the weekends and holidays. The shelter has seen a lot of setbacks in 2022, from short staffed, to parvo in the shelter, and personnel dealing with covid and some injuries. The staff is strong and resilient and did their absolute best with all circumstances. The Jacksonville Animal Shelter has 50 large canine kennels, 14 small canine kennels and 22 feline kennels. In 2022, the shelter handled 1,352 animals. Three hundred and ninety-nine (399) animals were rescued and returned to their owners, and 832 dogs and cats were adopted. Animal Control Officers properly picked up and disposed of 193 deceased animals from the city streets. The shelter conducted 53 animal cruelty allegations, and 3 counts of animal cruelty were processed through the Municipal Court. Fifty (50) animal bite cases were reported and 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 \$17,612.50 in adoption fees, fines and contributions for the year 2022. The Department's goal for 2023 are to continue serving, educating and protecting the public and promoting animal welfare in the city of Jacksonville. The Animal Shelter has a few new goals to put into place in 2023 to help move the shelter into the future and to continue improving the health and wellbeing of the animals.

## PUBLIC WORKS

### **Community Development Department**

CDBG uses Federal funds to assist low- & moderate-income citizens with home rehab, homebuyer's assistance grants, emergency utility assistance and COVID rental assistance. 2022 began with these services being handled through contract services while a new Director was being sought. Benita Ingram was hired in March as the new Director. She left us in December for a Federal position. Currently, we are in the middle of hiring a new Director whom should start working with us by the beginning of February.

### **Engineering Department**

The Engineering Department consists of Jim Oakley, Director of Public Works and Engineering; Manny Browder, Building Official; Mylissa Griggs, Engineering Technician; and Chasni Bradshaw, Administrative Assistant. 2022 saw the addition of Adam Whitlow as the City of Jacksonville's City Engineer & Randy Watkins as the Assistant Public Works Director.

The Engineering projects for the year 2022 are as follows:  
Residential Construction has seen steady growth:

- Graham Woods Phase 4 was completed and is open for single family residential construction;
- Jaxon Terrace Phase 16 & 17 were completed and are open for single family residential construction;
- Knotting Hill Subdivision Phase 1 was completed and is open for single family residential construction;
- Pleasant Oaks is under construction;
- Greenhill Estates was annexed into the City and is under construction;
- Northlake Phase 12 is under construction;
- The next phase of the O'Dell Townhomes on 1<sup>st</sup> Street has begun site work;
- Christopher Homes on General Samuels Road was approved for development;
- H & S Development on Military Road was approved for development;

- Construction has started to finish out Timber Ridge off Oneida;
- Construction has started to finish out The Meadows on Cloverdale Road;
- Construction has started in Loop Acres Replat.

Commercial Construction has seen steady growth as well:

- Unity Health continues renovations of the hospital;
- Jacksonville Middle School addition is under construction;
- Construction is complete on the New City Garage;
- Sig Sauer continues expansion of their facilities at multiple locations;
- Lomanco has completed both phases of construction of the expansion of their facility on Main Street & has continued further remodel;
- Gibson RV Facility on Toneyville Road is starting site work;
- MW Commercial on Redmond & General Samuels has been approved for site development and has started clearing;
- Remodeling has been completed on the City Courts Building on Main Street;
- Natural State Funeral Home on Main Street has completed construction of addition;
- Jacksonville Elementary School has completed construction;
- Planet Fitness has completed construction in the Jacksonville Crossing Shopping Center;
- Angela Gray Dental, on T.P. White Drive, has completed construction;
- Slim Chickens has completed construction on an outparcel lot in front of Walmart;
- AHRJP Development continues construction for development of two commercial structures along T.P. White Drive;
- Several existing buildings have received extensive remodeling and site improvements, including 700 John Harden, a portion of Crestview Plaza, Waffle House on Marshall Road, & Sully's Cabinets on Redmond Road.

New Business License Issued: 94

There was a total of **\$28,000,788.15** worth of building permits issued in 2022. The Engineering Department issued the following permits in 2022:

<u>TYPE</u>	<u>NUMBER</u>	<u>ESTIMATED COST</u>
Single Family	66	\$12,001,000.00
Multi-Family	5	\$ 776,000.00
Commercial New	5	\$ 6,606,352.00
Commercial Existing	16	\$ 6,766,302.00
Remodel	43	\$ 1,221,609.00
<b>Additions:</b>		
Storage Sheds	35	\$ 349,525.15
Pools	4	\$ 205,000.00
Room Additions	3	\$ 58,000.00
Garage & Carports	4	\$ 17,000.00
<b>TOTALS FOR 2022</b>		<b>\$28,000,788.15</b>

### Esther D. Nixon Library

#### USAGE

The 2022 calendar year started to feel like a more normal year for the Nixon Library, part of the Central Arkansas Library System (CALs). Although we continued to make adjustments to the way we delivered services, we were able to assist people with reference & instructional questions approximately 63,000 times, we circulated over 89,711 items and had over 72,000 patrons visit our facility, less patrons than we saw in 2021, but still much more than 2020. Patrons using our 12 desktop computers totaled more than 11,435 sessions and we continued to circulate our 15 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. The hotspots are incredibly popular item system wide and has a constant wait list of 30-60 people. In 2022, we also loaned out Chromebook kits-a backpack with a Chromebook and a hotspot. Patrons were able to keep them for 6 months.

#### PROGRAMS

We once again provided our meeting room to Volunteers In Tax Assistance (VITA), who provided free tax assistance/filing to 588 area residents on 22 separate occasions. They will be back in 2023 as well.

As the year went on, programming transitioned from all virtual, to half virtual and half in-person, to now 90% in-person. The book clubs continue to offer both in-person and virtual and there is one virtual Storytime per month now. We continued Grab and Go craft bags for preschool and school aged kids, magic shows, story times, and offered the "Food for Good" meal program to six days of the week for ages 2-18. Later in 2022, adult meals were added for adults in need. We also did several Grab and Go craft bags for adults and they went over well. 2022 was much better for programming and our youth programmers were able to conduct 352 different programs for our juvenile audience reaching over 4,300 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 programs and activities and in-person story times and activities, creating several types of learning opportunities. We also expanded our services to the Little Rock Air Force Base. We went from 2-3 programs a month to 5-6 for ages 0-18. These programs are well attended and we greatly value our relationship with the Base Library!

Following suit of our youth programming, our adult & general programming attendance and range of programs also improved. In 2022, the library was able to offer 184 programs with 2,820 people participating. We continued to facilitate two monthly book discussion groups for adults via Zoom, and plenty of DIY projects such as knitting, quilling, jewelry making, and painting are all back to in-person and well attended, as well as informational programs put on by organizations such as the Arkansas Energy Office & Arvest Bank.

### **SERVICES**

The Nixon Library offers free Wi-Fi, including accessibility outside the building, printing with the first 10 pages every day free, online databases, physical and online newspapers, audio CDs, DVDs, large print materials, interlibrary loan services, copiers, scanning and faxing services, 2 notaries on staff, voter registration forms, 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 1,068 times and while reservations for the meeting room have been low the last two years, we still had 94 reservations, which is back to the 2019 level and more than double what we had in 2021. The library continued using curbside service as a safe way to deliver material to patrons who could not or did not want to come in and we 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 978 documents in 2022. In June 2022, we added a Little Free Pantry for the community to use as needed. We put items in there every day that we are open and accept donations of non-perishable items.

### **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 machines are self-service and much needed in our community.

### **FUTURE**

In the year 2023 we will continue to work toward returning to the normal activity of pre-pandemic times 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 as continuing to increase our in-person programs. We hope material circulation continues to increase and that we see more and more patrons this year. As we approach the beginning of our 14th year in this location, we remain vigilant and receptive to recommendations of how we can best serve our patrons and community.

## **Parks and Recreation**

### **Martin Street Youth Center**

Dance Team, Girl Scouts, Jacksonville Bridge Club, Martial Arts, Back-to-School Haircuts, Baptist Health Covid Shots and Booster, and space rentals for those special occasions played a huge part of the day-to-day operations at the MSYC. We provided a clean and safe environment for youth in grades K-12 year around. Our Summer Program targeted youth ages 8-15 to participate in a variety of tournaments and activities. This included walking to nearby Splash Zone for swimming every other Friday, provided that they exhibited good behavior. We

continued to provide lunch during the summer and supper after school. New this year, we passed out food boxes through the Arkansas Foodbank. We loaded cars during a drive-thru pick-up with three boxes of food (Protein, Produce & Dry Goods) July-September to 360 families totaling 17,280 pounds. Our First Annual Back-To-School Cut-A-Thon in 2021 had 52 boys show up for haircuts and backpacks. We didn't totally forget the girls this year because they asked us to remember them. We had 4 Beauticians braiding 27 girl's hair and every participant in this event received a backpack with school supplies.

### **Facility Maintenance**

As it was last year we have had a very busy and successful year in facilities. In total we have 25 building we maintain regularly. The new Generator for Communication was finish and passed inspection for use and is up and running as should be. We are ending the year with a hard freeze and only one building that was affected by it. We are looking forward to serve the city with many projects in 2023 to improve all buildings as needed! The Boiler at the public works building has finally been repaired and is working properly at the moment as well as all air units on site minus one that was a back-up unit for another area. The Boiler at the chamber of commerce is now working as well thanks to a new gas line being installed. There has been several maintenance issues addressed at all the fire stations to include an office remodel at Central fire station for the EMT chief and installing of a baby box at station number 3. We have also remodeled Community Development offices to suit the director's needs. Renovations at the community center banquet hall Kitchen was a success and much needed!

### **Community Center**

The Community Center continues to earn a reputation for excellent facilities for those that visit for the first time and for those that continue to participate in our programs here. Referrals from these satisfied customers bring in new patrons throughout the year. By providing our patrons the family-friendly customer service they have come to expect over 27 years, our active memberships continue to grow. This year we added new strength training equipment and replaced some cardio and cable motion equipment in the fitness mezzanine. Annual maintenance consisted of painting, cleaning floors, refinishing the Gym floor and multiple small updates throughout the building. This year was so successful in North Hall Events Center! In fact, days with an empty parking lot

were few and far between! Our Event's Center holds a wide range of reservations, from Memorial Services, birthday parties, and baby showers, to Weddings, Blood Drives, Pageants, and Reptile Expos, with everything you can imagine in between. By the end of the year, our center saw 190 total reservations (77 more than we had last year!), which is an average of nearly 16 events a month!

### **Shooting Sports Complex**

In 2022 the range started with a bang with the calendar filling up from the year before. ATA tournaments started off in January with the Parks ATA, Spring Break 500 and went on to host the Ar.State Shoot along with the Southwest Zone. AYSSP supply pickup was busy as normal handing out shells and targets to teams from around the state. AYSSP team practices kept us busy through the spring. Cooperate events and fundraisers were held along with church groups and other events. Great time and money raised for these groups are a big part of what we do. We are more than just a trap/skeet range.

### **Aquatics - Diane Novotny**

The Community Center Pool is a favorite place of the Citizens of Jacksonville. For Swim Lessons parents can choose Monday and Wednesdays or Tuesdays and Thursdays. In the Summer they can choose morning or evenings. Classes are offered 10 months a year. Revenue for Swim lessons totaled \$58,891 with 1428 participants.

Our Senior Citizen population keeps the morning Water Aerobic classes busy. A total of 10,434 participants keep fit and entertained in the 17 classes offered weekly. The Arkansas Dolphins and the LRAFB continue to rent the pool on a monthly basis for practice and training. The revenue generated from pool parties, swim team rentals and military rentals was \$18,510.

American Red Cross classes included Lifeguarding, Lifeguard Instructor and Water Safety Instructor Classes totaling \$10,350 in revenue. This year an additional Red Cross Lifeguarding Class was added totaling 4 classes versus the three classes offered in previous years. Although just a fraction of participants were actually employed by the City of Jacksonville we were able to maintain the safety of our guests at our Aquatic facilities.

Splash Zone Family Aquatic Center was a destination vacation for folks that wanted to enjoy a fun filled day without the expense. Visitors totaled 22,915 guests. Revenue totaled \$177,002.

### **Athletics**

The Athletics Program department has a very successful 2022 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. Adult Slow-pitch continues to be a huge part of our weekend events at Dupree Park. Adult Leagues continue to excel. In Spring and Fall softball leagues we had 30+ teams in each season. Flag Football had 12 teams. Volleyball had 10+ teams in each separate season we had. Our basketball and Kickball leagues had 15 teams each. We ran a number of youth leagues this past year with 54 total teams between them all. This gave us about 500 total young athletes this past year in our programs. We introduced soccer this year with a great turnout of 80+ players.

### **Special Events - Megan Tharp**

We rounded out 2022 with 11 total Special Events, and it was another incredible year! Some of our most loved and large events, such as our Easter Egg Hunts, Big Bang on the Range, Trunk or Treat, FestiVille, and the Christmas Parade were as successful as ever in bringing our community together! Our "smaller" annual events, such as the Youth Fishing Derby and Market Madness went off without a hitch! Additionally, some of our newer events, such as the Titan's Obstacle Course, skyrocketed in attendance (and fun!). It is always a joy to bring our city together, and we have some exciting new events scratched into the calendar for 2023!

### **Public Works Department**

The Public Works Department is comprised of the following sub-departments: Street, Sanitation, and Fleet Maintenance. The managing personnel is made up of Jim Oakley, Public Works Director; Hal Toney, Street Superintendent; Larry Davis, Fleet Maintenance Manager; and Randy Watkins, Sanitation Superintendent. In July of 2022 Randy Watkins was promoted to Assistant Public Works Director and Johnathan Collins was promoted to Sanitation Superintendent. December of 2022 brought with it the retirement of long time Public Works Director, Jimmy Oakley and Street Superintendent, Hal Toney

respectively. 2023 will be moving forward with Adam Whitlow, P.E. as the Director of Engineering & Public Works and Paul Southerland as the new Street Superintendent.

## **Street Department**

Street Department completed the following projects in 2022:

- 185 miles of right-of-way and ditch mowing
- 1,460 ft of pipe/culvert installation
- 18,005 ft of concrete and dirt ditches were cleaned
- Storm drain culverts and inlet boxes were flushed and cleaned as needed to promote proper drainage throughout the city
- Asphalt street repairs included fixing 290 potholes
- Mosquito Control Program included 338.8 man-hours and \$4,456.66 in insecticide costs
- Street crews and or contractors installed/repaired 20 inlet/catch basins, 1,687 feet of curb and gutter, and 86 feet sidewalk
- Repaired 2 base failures on streets within the city
- Maintained a systematic approach to keeping 130 miles of city streets and curb lines swept free of debris

## **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)

- 112 signs fabricated
- Installed and/or replaced 175 various signs city-wide
- Installed 18 sign posts
- Waffle Tape-Hashed Lane Use Line - White 33ft, Yellow 636ft
- 40hrs of traffic signal maintenance

## **Beautification Department**

Through this program, we employed 5 different seasonal/part-time workers to assist the full-time employees in promoting a clean and attractive city in which to live and do business. These seasonal/part-time workers performed 3,173.75 hours of service. We also provided a site for one community service

worker to perform 120 hours of service. With the combined help of all, the following represents the accomplishments of the program in 2022:

- Maintained flowerbeds & other landscape features owned by the city
- Picked up 1985 bags of trash & 196 used tires from the city's right-of-way
- Managed the maintenance of 16 islands, 6 yards & 2.1 miles of right-of-way;
- Completed approximately 40 hours of maintenance on various city-owned facilities;
- Performed routine maintenance on all of our equipment;
- Maintained the Hwy 67/167 greenspace through town to enhance the city's image

### **Sanitation Department**

Throughout the many challenges of 2022, 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. Our self-service recycling lane continues to be a very popular option for our citizens with approximately 75% of them choosing to use that option over the full-service lane. Not only does this provide for social distancing, but it also allows those on tight schedules to get in and out without having to wait in line for those who require special accommodations. We look forward to other new ways to expand and improve our services in 2023.

The departmental statistics for 2022 are as follows:

#### **Recycling Department**

- 361,880 pounds of recycled material were collected and processed, saving the City \$4,753.29 in landfill fees;
- 81,069 pounds of recycled material were marketed recovering \$25,234.20 or an average of \$.31/lb. (*Because we do our best to get the maximum return for our recycled products, sometimes we don't immediately sell our product. That is why our recovered/marketed totals often don't match.*)
- Recycling Center drive-thru logged 16,573 customers. This number would have been even greater, if we could have accurately logged the customers who used the self-service recycle lane.

- 1,014 used tires were collected for recycling.
- 66,000 pounds of electronics were collected for recycling.

### **Garbage Department**

- 8,118.42 tons of garbage were collected with landfill fees totaling \$195,750.28.
- \$900.00 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**

- 1,683.38 tons of bulky landfill items were collected in addition to the household garbage listed above. Our total landfill fees for these bulky items were \$44,222.39. \$8,138 of that was recovered in charges for oversized piles, leaving us with a remaining balance of \$36,084.39.
- 25,579 cubic yards of green waste were collected and ground into 3,314.61 tons of mulch. If we had hired a contractor to process this material at the going rate of \$4.62/cubic yard, it would have cost the city \$118,174.98.
- In an effort to assist our citizens this past year, we have occasionally removed debris from topped or felled trees. Since this does not fall within the scope of city services, we charged \$6,520.00 in additional fees to offset these expenses.
- Our annual leaf vacuum program collected 36 truckloads (approximately 1,260 cubic yards) of leaves from the curbside city-wide.

## **BOARDS AND COMMISSIONS**

### **Jacksonville Chamber of Commerce**

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

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

- A seventeen-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 for 2022 included:

- 2022 Community Profile/Business Directory Publication
- Addressing pertinent issues through committees such as Education, Health Care, Membership, Business Retention & Expansion, Commercial/Community/Economic Development and Military/Government Relations;
- Serving on Little Rock Air Force Base Community Council and Executive Board;
- Served as a welcome center for the city and distribute information and provide local business referrals;
- Celebrated Ground Breaking, Grand Opening, Ribbon Cutting ceremony with area businesses. Promoting on social media;
- Supporting regional chamber Metro Little Rock Alliance, Jacksonville North Pulaski School District | Academies of Central AR, support and/or sponsor LRAFB activities;
- Hosted various events including the Annual Banquet, Casino Night After Hours, Military Deployed Families Dinner at the LRAFB, Teacher Back to School Welcome, Chamber-LRAFB Golf Tournament, Shop Small Saturday & Proclamation Signing, and Christmas Tree Lighting Ceremony & Storybook time with Dr. Jeremy Owoh, JNPSD;
- Maintaining membership and financial records for Jacksonville Chamber of Commerce and Jacksonville Chamber Foundation;
- Developed and implemented our monthly business networking program, First Friday Breakfasts featuring special dignitaries such as Colonel Angela Ochoa, from AEDC Matt Twyford, Director of Community Development and Clint O'Neal, Deputy Director of Global Business, further developing our relationship in regionalism, workforce readiness and engaging them with our members and sharing what Jacksonville has to offer;
- We organized and implemented the Jacksonville Leadership Academy program aimed at the increase in executive leadership for volunteers in north Pulaski County. The first in Jacksonville and the fifth largest in the state;

#### **Economic Development**

- The Chamber works closely with the Arkansas Economic Development Commission, Metro Little Rock Alliance and other site selection organizations on a regular basis to continue our efforts in growing and strengthening the economy and enriching the quality of life for our community.

- Our primary goal is aimed at economic development with two main priorities: recruitment of new businesses to the area and assisting existing businesses with expansion projects and job growth in Jacksonville;
- The Jacksonville Leadership Academy program held three sessions. First a Tour of Little Rock Port Authority, then economic development strategies at the Little Rock Regional Chamber, concluding at the Arkansas State Chamber of Commerce where Workforce Development was the topic addressed by Jane English, state senator for Jacksonville;
- Announced in 2022 for implementation in 2023, the Jacksonville Economic Development Team with a goal of about 20 members with a responsibility of developing business contacts for the city;
- Joined the International Council of Shopping Centers in order to attend the Dallas four day convention of approximately 400 retailers and restaurants that will be the best fit for our area.
- Submitted RFP's for potential projects as they are received;
- Participating in other regional, state or national organization efforts such as workshops with the Arkansas State Chamber Conference, Arkansas Economic Development Association, and Fly In with our Legislative Delegation;
- Building relationships and continuing relationships established are the foundation of a good Economic Development Program, therefore introducing our new slogan, Relationships First - Success Follows;
- Attended numerous meetings on crime challenges in Little Rock and how it affects Jacksonville;
- Gave an in-depth presentation to Mike Preston, Secretary of Commerce & Executive Director of AEDC to begin planning future visits to Jacksonville;
- Met with major existing industry, real estate company, AEDC and local leadership on discussions of major existing industry expansion versus new site development;
- The Workforce Development plan was presented to business leaders for approval with a unanimous vote to begin developing the plan for Jacksonville. Pulaski Tech and the JNPSD would be the main resources to develop the program;
- Began working with Entergy Arkansas, AEDC, and Metro Little Rock Alliance on site certification. Began drilling to determine ground bearing characteristics in order to make the decisions on building foundations.



Site certification is a must for economic development prospects.

**In Closing**

We are very grateful for the ongoing partnership between the Chamber, our members, and the governing bodies of the city of Jacksonville. Our success in achieving our mission and purpose is due to collaborative efforts from the Chamber Board of Directors, City of Jacksonville, Chamber members, and area professionals.

**Jacksonville Housing Authority**

Public Housing Program	
Units Available	100
Annual Occupancy Percentage	95%
Applications Received	0
New Families Admitted	26
Currently on Waiting List	88
Total Rent Collected	\$199,808.00
PHAS Score (High-Performer)	97%
*PH Waiting List is Currently Closed	

**Section 8 Housing Assistance Program Payments Program**

Certificates and Vouchers Authorized	367
Annual Occupancy Percentage	90%
Applications Received	173
New Families Admitted	108
Current Waiting List	239
Total Paid to Owners	\$1,768,642.10
SEMAP Performance Scoring - 100% (High Performer)	

**Jacksonville Senior Wellness & Activity Center**

The goal of the Jacksonville Senior Wellness & Activity Center is to promote healthy aging, independence and the well-being of older adults through nutrition, health, wellness, educational, cultural, exercise and services.

**Units of Service Provided**

Congregate Meals	10,446
Home Delivered Meals	52,810
Socialization	4,916
Transportation	3,123
Case Management (persons assisted)	778

Telephone Reassurance

6,610

**Other Wellness activities include**

Blood Pressure & Blood Sugar Checks, Diabetic Footwear Fitting	135
Health & Nutrition Education, doctors appts, guest speakers, A Matter of Balance, Diabetes Education Empowerment Program, Chronic Disease/Diabetes Self-Management	922
Day Trips, holiday celebrations, fundraisers, grocery shopping, local restaurants	273
Art and crafts classes, trivia, card clubs, dominos, bingo, Bible study, greeting card making, coloring and water color class	2,260
Talent show, dances, line dance lessons, jam sessions, chair volleyball, bean bag baseball	3,112
Peppi Exercise, Tai Chi, Seated Tai Chi, ZumbaGold, Drums Alive, daily walk, Chair Yoga	1,312

**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 members volunteering 6,000 (estimated) hours of service with the center during 2022.

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 a space for our seniors to socialize, exercise, and eat a hot meal. Attendance has been lower than pre-covid attendance, however our focus for 2023 will be meeting with different senior groups in Jacksonville to spread the word of our program and work diligently on bringing those numbers back up.

**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 19, 2023.



## **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 19,  
2023.