

STATE OF THE CITY REPORT 2024



CITY OF JACKSONVILLE, ARKANSAS

Presented by:

**Mayor Jeff Elmore
January 18, 2024**



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GENERAL GOVERNMENT

City Clerk's Office

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

Conditional Uses reviewed by the Planning Commission:

- 207 Dupree Drive - auto sales in a C-2 zone held in abeyance
- New Murrell Taylor Elementary School - *approved* in R-1 zone
- 417 West Main Street - *approved* auto sales in a C-2 zone
- 200 North First Street - *approved* auto sales in a C-4 zone
- 1011 South Redmond Road - *approved* auto sales in a C-4 zone

Rezoning:

- 7708 T.P. White Drive C-3 to C-4 - APPROVED
- Corner of Highway 161 & Carver Lane R-0 to C-3 - DENIED
- 2000 South Highway 161 R-0 to R-8 - DENIED
- Crestview Park Subdivision C-3 to R-3 - APPROVED

Final Plats approved by the Planning Commission:

- MW Commercial Subdivision - 03-13-23
- Lot 1 Crestview Park - 07-10-23
- Lot 1 & 2 Araujo Addition - 07-10-23
- Pleasant Oaks Subdivision - 10-09-23
- PH XIIB, Northlake Subdivision - 10-09-23
- New Commandment Church - 10-09-23
- MLD Subdivision Lot 1 - 12-11-23

Final Plat street acceptance by City Council:

- Pleasant Oaks Subdivision - 10-19-23
- PH XIIB, Northlake Subdivision - 10-19-23

City Council adopted twenty-nine (29) ordinances in 2023.

Codified ordinances:

- ORDINANCE 1720 Modifying JMC §§ 18.86.010, 18.86.020, 18.86.030 & creating JMC 18.86.040 (accessory buildings)
- ORDINANCE 1721 Amending JMC §§ 17.12.020, 17.12.030, & 17.12.110 zoning & building provisions & requirements
- ORDINANCE 1722 Setting forth requirements for commercial design standards; creating JMC §§ 16.22.010-16.22.060
- ORDINANCE 1737 Amending JMC § 8.01.078 (Grass or Weeds)



- ORDINANCE 1738 Creating JMC Chapter 8.06 (Vacant Buildings)
- ORDINANCE 1744 Modifying JMC § 13.16 water usage rates
- ORDINANCE 1747 Amending JMC § 5.04 & § 8.20 regarding Sanitation provisions

Expenditure of Funds approved by City Council in 2023:

- 01/05/23 Dupree Park Repairs bid awarded to Environmental Protection Association (\$164,564.95 of ARPA funds)
- 02/02/23 Shot Curtain Superstructure bid awarded to Cliff Childress Construction (\$318,000.00 from bond money funds)
- 09/21/23 RESOLUTION 838 Allocate ARPA funds for Animal Control Shelter improvements (\$100,000.00)
- 09/21/23 RESOLUTION 839 Allocate ARPA funds for Chamber of Commerce Fountain (\$40,000.00)

City Council approved waiving of competitive bidding:

- ORDINANCE 1717 JPD license plate readers & subscription services; Vigilant Solutions, LLC - \$48,555.00
- ORDINANCE 1718 JPD vehicles & upfitting; Superior Auto Group - \$132,426.00 and Arkansas Valley - \$62,897.36
- ORDINANCE 1719 rebuild a Public Works vehicle; Terrific Trucks & Equipment Sales, LLC - \$171,974.00
- ORDINANCE 1726 debris removal & disposal; TFR Enterprises, Inc. - \$1,040,000.00
- ORDINANCE 1727 debris monitoring; Debris Tech - \$500,000.00
- ORDINANCE 1729 fence repairs to Dupree Park; United Fence & Construction Co. - \$844,433.00
- ORDINANCE 1730 repairs to Dupree Park scoreboard; Rainey Electronics, Inc. - \$36,203.00
- ORDINANCE 1731 repairs to Dupree Park backstop; Fence Brokers, Inc. - \$70,950.00
- ORDINANCE 1732 repairs to Dupree Park bleachers; Cunningham Recreation - \$152,610.00
- ORDINANCE 1733 repairs to Dupree Park electric services, lighting, & fiberglass poles; Buddy H. Taylor Electric, Inc. - \$757,910.00
- ORDINANCE 1734 repairs to Dupree Park lighting; Musco Sports Lighting, LLC - \$601,500.00
- ORDINANCE 1735 repairs to Dupree Park pavilions, bathrooms, concession stand, bleacher & dugout covers, roofing, etc.; Houses Construction Company - \$764,132.00
- ORDINANCE 1736 repairs to Dupree Park picnic tables, foul poles, & trashcans; BSN Sports - \$189,873.00

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



Recorders and Treasurers Association (ACCRTA). 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.

Assistant City Clerk's professional associations include the International Institute of Municipal Clerks (IIMC) and Arkansas City Clerk, Recorders and Treasurers Association (ACCRTA). Assistant City Clerk serves as secretary to the Advertising and Promotion Commission and the Criminal Nuisance Abatement Board.

City Garage

The City Garage began this year in their new facility at 1600 Marshall Road. The capabilities to fully service our large oversized vehicles such as ambulance, trash, and fire trucks in a weather protected environment has been instrumental in keeping up with fleet maintenance. 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 moving our diesel mechanic under the same roof as the other mechanics we have 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.

City Garage's cost for 2023 is as follows:

- Labor hours billed \$ 32,771.00
- Annual parts cost \$167,259.28
- Commercial cost \$ 18,211.46

Goals for 2024:

- Acquire training on specialized equipment such as our sanitation grinder.
- Upgrade diagnostic equipment and coolant recovery equipment to keep up with current standards and procedures.
- Evaluate the need for another mechanic position for routine preventative maintenance.

Finance Department

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.

Some of our responsibilities include recording and tracking daily receipts, fixed assets, cost of goods sold, and depreciation. We also manage the online auction procedures for disposing items. Separate from the City, our department records all revenues and expenditures for the A&P Commission.

Our department processes all checks for accounts payable while the Human Resources department processes all the checks related to payroll and employee benefits. In 2023, we processed 5,746 invoices, 1,092 vouchers, and 4,971 checks compared to 5,714 vouchers and 5,055 checks in 2022.

Our department is also responsible for billing and collecting on business licenses (also known as privilege tax). We currently have 846 businesses, which generated almost \$198 thousand in revenues for the City in 2023.

The Annual Comprehensive Financial Report (CAFR) for the City of Jacksonville for the fiscal year ended December 31, 2022 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 25 years in a row. We will by submitting the 2023 report in June of 2024 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 Generalist Regyna Ferrell and Front Door Receptionist Samantha Scratch.



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.

Our team will continue to strive in our goal of improving employee morale by giving our employees an opportunity to have a great place to work.

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 2023, the City of Jacksonville Human Resources Department processed a total of 113 hires, which breaks down to 54 regular full-time employees and 59 part time/seasonal employees.

Major Accomplishments

Our EAP (Employee Assistance Program) has assisted roughly 145 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 2023 was the 25% decrease in our workers compensation claims.

Information Technology (IT)

Emily Osment, Director of Information Technology, Shawn Sutterfield and Andrew Browder

- Worked with vendor to replace phone system at Police Department
- Set up new server node in server cluster to increase space and resources available to city servers
- Assisted Police Department in setting up cloud body cam system

- Worked with CivicPlus and other departments to complete a refresh of the city website and new Parks app
- Completed CJIS Audit with 911/PD, performed recommended actions
- Setup new laptops for fire engines, removing the last Windows 7 machines from the network
- Worked with our MSP to set up a new immutable backup system of city servers
- Worked with vendors to set up new Records Management and Evidence Management server to remove end of life Windows 2012 server
- Worked with dispatch and PD to determine display solution for new TVs, completed cabling and set up devices
- Coordinated and assisted vendor with phone system refresh at Fire Station 4
- Replaced workstations from 2018 and prior with new workstations
- Updated all workstations to latest feature versions as needed to stay within supported operating system versions
- Attended City Council meetings to stream video and provide Zoom access as needed
- Setup camera system at Community Development and new City Garage
- On-boarded a new managed service provider, covering more devices at a lower cost
- Set up new check-in system at District Court utilizing existing Office 365 software, allowing Courts to move away from paid check-in system
- Completed Microsoft O365 email and MFA setup for all city users
- Kept all firewalls current with latest updates, configured changes as needed
- Updated City Hall connection to fiber with increased speeds at a lower cost
- Setup wifi at Animal Shelter
- Replaced all end of life firewalls with supported models prior to end-of-life date
- Performed upgrade to Fire Department VPN server and installed security patches as needed
- Supported servers, software and workstations for all city users



PUBLIC SAFETY

Jacksonville Communications 911

As in years past 2023 proved to be another busy and productive year for all of us at the 911 Center. We stayed busy handling emergency and non-emergency calls for the city, while also providing quality assistance to our Citizens, First Responders and Admin Staff as well as assisting surrounding agencies when the need arose.

On March 31, 2023 all of us in the city faced a very scary situation when we took a direct hit from a tornado. As soon as the tornado hit, our 911 Center was immediately flooded with 911 calls from Citizen's needing assistance. At the time the tornado hit there were only two Dispatcher's on duty, they did an amazing job handling everything until we could get additional Dispatcher's in to assist. Within 30 minutes of the tornado hitting, we had almost half of our staff on duty and within an hour we had our entire staff on duty and handling calls and radios. In the hours following the tornado hitting our city our Dispatch Center handled almost 500 calls, there were times when we would have anywhere from 10-15 radio channels going at one time. We had multiple channels set up so that we could communicate with surrounding agencies that were responding to the city to assist our Police and Fire Departments in rescuing and helping Citizens in need. I am very proud of the job that was done by our 911 Center, we were able to assist all Citizen's that called us for help as well as assist all of the First Responders that were responding on calls. For our role in helping the Citizen's during the tornado our 911 Center received recognition from the AmeriCorps Seniors RSVP of Central Arkansas group during their #911Day/HighFive4Heroes presentation; our Dispatchers were presented with a plaque and tokens of appreciation as well as the Director of the group wrote a poem for our 911 Center titled "Hidden Heroes."

We have several big events coming for us in 2024, one of those events will be the PSAP (Public Safety Answering Point) consolidation between our 911 Center and the Pulaski County Sheriff's Office 911 Center. Arkansas Legislation passed Arkansas Act 660, the Public Safety Act of 2019, requiring the consolidation of 911 Centers throughout Arkansas in order to bring the total number of PSAP's in the state to 77. We have been meeting with representatives from other PSAP's in the Pulaski County area throughout 2023 and have reached an agreement with the Sheriff's Office for our departments to consolidate and become a unified Dispatch Center serving the



Citizen's of Jacksonville and the Citizens in the unincorporated areas of Pulaski County. There is still a lot of details to work out with the consolidation and we will continue meeting with representatives from the Sheriff's Office and the County Judges' office so that everything can be finalized prior to the deadline for consolidation which is January 1, 2025. Pulaski County Judge Barry Hyde and Mayor Elmore have reached an agreement that the Pulaski County Sheriff's Office Dispatch will move in to the current building the Jacksonville 911 Center is housed in. There will need to be changes made to the 911 Center to add the additional positions and personnel but we have already received new plans so that we can increase our current dispatch consoles from 6 to 12. We are looking forward to the consolidation and know that this will be a very beneficial partnership for the Citizens and First Responders the unified Dispatch Center will serve. The other big event we will all experience this year is the total eclipse that will happen on April 8, 2024 where we will experience over two minutes of total darkness during the daytime hours. We are currently working with several different state agencies to ensure we will have all of the resources we need in the city; we will also have additional personnel on duty the day of the eclipse as well as several days around the eclipse date since we anticipate an increase in visitors to the city during this time. We are excited to be able to experience this amazing event and are prepared to handle any issues or emergencies that will arise during this time.

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 2024.

Fire Department

Fire Chief Alan Laughy

Fire and Ambulance Responses

Fire Department Reportable Runs 2023	6,160
EMS Reportable Runs 2023	4,904
Fire Loss 2023	\$525,200
Fire Savings 2023	\$6,681,500

Fire / Rescue

The JFD responded to 6,160 incidents, down 4% from last year's number of 6,423. Responses consisted of 79.6% EMS calls, averaging 16.88 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 4,904 EMS calls in 2023, a decrease from 2021 by 263 calls. We averaged 13.44 responses per day, down from the previous year's 14.16. We transported 3,368 patients which was an increase of 68 patients from 2022. We have received our new ambulance that was ordered in April of 2021. This is a milestone for the City by having four ambulances the same style and construction. We are still ranked one of the best award winning 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 2,063 more EMS calls this year than in 2010. Unity Hospital has opened this year as a stand-alone ER with some observation beds. We were correct in predicting that the Unity opening would decrease some of our transport times, however, there were over an additional 1,500 plus EMS transports generated in patient transfers to other facilities. We worked with Unity, MEMS, NorthStar, and Southern Paramedic Ambulance Services to manage the increased call volume from Unity to continue to provide a timely Emergent Response time frame for our 911 calls. Without this partnership, our EMS run volume would have been over 6,400 calls.

We are still seeing a continued rise in Health Care related costs, supply chain issues, and delayed equipment availability post COVID. We are constantly reviewing processes and partnerships, however, it is possible that we will have to raise rates again.

Fire Marshal / Fire Prevention

There were 132 fires; 51 structures, 17 vehicles, 38 vegetation, and 26 rubbish. We investigated 46 of these due to unknown or suspicious nature. Three were determined to be arson. There were two successful arson prosecutions from these. The total value of the properties was \$7,206,700 with a loss of \$525,200, and a savings of \$6,681,500; a 92.7% save rate.



Public education and fire prevention efforts continued. School and daycare presentations were performed as well as other public education avenues. At least 1200 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 120 installations for 2023. We partnered with Red Cross to conduct smoke alarm drives, and received a grant of 200 smoke alarms from the Arkansas State Fire Marshal's office.

We performed over 900 building inspections/consultations. We currently have several ongoing major construction projects; new Murrel Taylor school project, Bayou Meto School, and 3 Sig Sauer projects.

Training

We conducted 18,376 hours of annual training and acquired 82 State, National, and International Certifications and medical licenses.

JFD hosted many courses throughout the year totaling 376 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 Fire Officer Curriculum. We are honored that people from around Arkansas and other states including Mississippi have attended training here.

In 2023 our department assisted the Arkansas Fire Training Academy in teaching portions of the Standards Class, Chief Fire Officer Class, and several members serving as a proctor for Cognitive and psychomotor testing.

Jacksonville Police Department

Chief of Police Brett Hibbs

In 2023, the Jacksonville Police Department handled 31788 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. 36.86% of those calls were initiated by the officers for a total of 11718. In 2022, we handled 34399 calls for service with 45% (15,395) that were initiated by the officer. The Jacksonville Police Department in 2023 had an average of 48 officers compared



to 52 active officers in 2022. "Active Officers" are defined as officers that have been through all training and are capable of working on their own. We had 65 funded positions in 2023.

In 2023 there were 2 Homicides reported, with 2 cleared; in comparison to 2022 with 4 reported and 2 cleared. In 2023 there were 25 Rape/Sexual Assaults reported, with 9 cleared; in comparison to 36 reported and 3 cleared in 2022. In 2023 there were 30 Robberies reported, with 6 cleared; in comparison to 40 reported and 9 cleared in 2022. In 2023 there were 200 Aggravated Assaults/Batteries reported, with 113 cleared; in comparison to 171 reported and 78 cleared in 2022. In 2023 there were 207 Burglaries reported, with 65 cleared; in comparison to 207 reported and 56 cleared in 2022. In 2023 there were 727 Thefts reported, with 244 cleared; in comparison to 871 reported and 329 cleared in 2022. In 2023 there were 169 Vehicle Thefts reported, with 29 cleared; in comparison to 136 reported and 21 cleared in 2022.

In 2023 there was a total of 1793 adults arrested for various crimes; in comparison to 1785 adults arrested in 2022. In 2023 there were a total of 245 juveniles arrested; in comparison to 144 juveniles arrested in 2022. In 2023 there were 17 Curfew violations compared to 9 in 2022.

The Jacksonville Police Department processed 693 prisoners through the detention facility.

In 2023, the Support Service Division dedicated over 1068 -man hours to the courtroom security compared to 924 in 2022 result.

Support Service Division also processed 400 Freedom of Information request in 2023. This another time-consuming unfunded task mandated by State law.

In 2023 the department was awarded \$35,296.00 in funds from grant programs compared to \$131,672.98 in 2022.

In 2023 the Patrol Division responded and investigated 577 traffic collisions that occurred on the roadways of Jacksonville, compared to 513 in 2022. There was 2 fatality collision in 2023. The Patrol Division also made 36 DWI/DUI arrests compared to 30 in 2022. In 2023 there were a total of 4721 citations and warning tickets written, compared to 5560 in 2022. There were 49 House



Watches conducted in 2023.

In 2023 General Crimes Detectives were assigned 901 cases with approximately 461 Affidavits for Arrest Warrants being submitted to the Prosecuting Attorney's Office, resulting in 131 Warrants issued. They served 22 Search Warrants, 3 Consent to Searches and Court Orders.

Our Narcotics unit, which consists of one detective who wrote

2 search warrant affidavit and assisted in executing 2 search warrants. The unit conducted 0 under cover buys and 17 CI Buys. The unit seized 14,543.00 grams of Marijuana, 59,000 grams of Cocaine, and 25,620.01 grams of Methamphetamine. The unit has seized 11 firearms, and \$21,910.00 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 \$80,000.00 in cash. One operation alone resulted in 20 arrests on federal indictments. Our Detective has initiated 2 federal cases this year and has a total of 3 open federal cases at the time of this report. One of those cases has been resulted in a Regional Priority Target being identified. Our Detective's federal DEA cases, and Arkansas State Police traffic stops have seized approximately 50 pounds of Methamphetamine, 80 pounds of Cocaine and 25 grams of Fentanyl.

Our Office of Professional Standards Unit (OPS) processed 35 Citizen's complaints in 2023 as compared to 33 in 2022, an increase of 6%. In 2023 we have filled 21 positions and have lost 24. 20 were resignations, 1 demoted (Sergeant) during their probationary period, and 3 were terminations. We currently have 29 sworn vacancies, 2 non-sworn vacancies and 7 auxiliary vacancies within the Department.

Highlights for Jacksonville Police Department during 2023:

In 2023 the Jacksonville Police Department members participated in various worthwhile community programs and events, naming a few as followed: Little Rock Air Force Base Air Show; Arkansas Crime Stoppers Meetings; Law Enforcement Torch Run - Special



Olympics; Special Olympics Events; Summer Cereal Drive; Toys for Tots; 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 4th 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 2023. The unit is now under the command of Captain Kimberly Lett and Lt. Ryan Wright, and is directly supervised by Code Supervisor Marissa Barger.

We saw many personnel changes in Code Enforcement with loss of Code Officer Joshua Wells, Code Officer Matthew Oldham and Code Officer Anastassia Casey. We saw new faces added to the Code Enforcement roster; Officer Jeffrey Gonyea and Officer Rivers Williams.

Code Enforcement implemented CivicGov which has streamlined the workflow for the officers. The Code Enforcement Unit has also implemented the Vacant Building City Ordinance #1738 (22-2023) which will require all vacant and rental properties to be registered with the City. This will ultimately better serve not only Code Enforcement Office as far as property maintenance notices but also the citizens of Jacksonville. This Ordinance will make serving notices to property owners more efficient which will make City a better place to live.

The Code Enforcement Unit has continued to be at the forefront of addressing the homeless issue in the City of Jacksonville. Code Enforcement Officers as well as Police Officers and property owners have worked together and served numerous trespassing notices as well as arrests, searched and secured vacant properties in order to help address the issue.

Yearly Statistics:

In 2023, 700 citizen complaints were fielded by Code Officers, as compared to the 1189 citizen complaints in 2022, a 41.1% decrease in citizen complaints, this may be due to intergrading the new system and some difficulties making online reports in the beginning. After working out some new system kinks the amount of online citizen complaints increased.

- 2258 self-initiated calls were fielded by Code Officers in 2023, as opposed to 1844 calls in 2022, a 18.3% increase.
- 4294 follow up inspections were conducted by Code Officers in 2023, as opposed to 2382 in 2022, a 44.5% increase.
- A total of 4858 structures were inspected by Code Enforcement Officers in 2023, as opposed to 3263 in 2022, an 32.8% increase. 2826 7-day notices were generated in 2023, as opposed to 1910 in 2022, a 32.4% increase. 484 3-day notices were issued by Code Enforcement Officers in 2023, as opposed to 876 in 2022, a 45% decrease. The reason for the change in numbers was due to a change in code procedure, 3-day notices are only used for a vehicle violations.
- 77 properties were red-tagged by Code Enforcement Officers due to safety concerns or being uninhabitable due to lack of water, interior conditions, etc. in 2023, as opposed to 40 properties in 2022, a 48% increase.
- 6 structures were demolished by the City in 2023, vs 3 structures in 2022, a 50% increase.
- 8 structures were removed by property owners after notifications by Code Officers in 2023, versus 5 structures in 2022, a 37.5% increase.
- 6 structures were rehabbed in 2023, vs 10 structures in 2022, a 40% decrease.
- 21 structures were condemned in 2023 vs 9 structures in 2022, a 57.1% increase. These numbers don't include tornado affected homes.
- 9 search warrants were obtained for properties by Code Enforcement Officers in 2023, as opposed to 5 in 2022, a 44.4% increase.
- 330 grass abatements were conducted by Code Officers in 2023 as opposed to 546 grass abatements in 2022, a decrease of 39.5%
- 5 basketball goals were tagged in 2023, as opposed to 29 in 2022, an 82.7% decrease.

- 10 garbage cans were tagged in 2023, as opposed to 74 in 2022, an 86.5% decrease.
- 418 vehicles were tagged due to inoperability or parking by Code Officers in 2023, as opposed to 406 in 2022, a 2.9% increase.
- 84 vehicles were towed by Code Enforcement Officers in 2023, as opposed to 74 vehicles towed in 2022, a 12% increase.
- 8 apartment community inspections were conducted in 2023 by Code Enforcement Officers due to resident complaints, as opposed to 10 in 2022, a 20% decrease.
- 112 Violation Citations were issued by the City in 2023, vs 152 in 2022, a 26.3% decrease.
- \$119,588.00 in liens were generated due to Code Enforcement abatements in 2023, vs \$38,604.00 in 2022, a 67.7% increase. This total is including homes demolished by the city as well as grass abatements and property maintenance clean up by the City.

Jacksonville Animal Services

Animal Services experienced many changes throughout 2023, from rebranding of Jacksonville Animal Control to Jacksonville Animal Services, and many staffing changes. The year started with Animal Services being under the supervision of Police Chief Brett Hibbs and Animal Services Manager Jamie Parker. Officer Alicia Fenton and Officer Madison Binsted, along with Kennel Worker Kerrie Henderson and part-time Kennel Worker Linda Daugherty started the year as staff under Animal Services Manager Jamie Parker.

In March of 2023, Animal Services saw an addition to its staff with the hiring of Animal Services Officer Tyler Cobb. In April of 2023, Officer Cobb was moved to a position as a Kennel Worker and Officer Kerrie Henderson was promoted to Animal Services Officer in April of 2023. In May of 2023, Kennel Worker Tyler Cobb resigned his position.

In June of 2023, Animal Services saw the appointment of a new Commander over the shelter, Lieutenant Ryan Wright, who was responsible for providing much needed oversight and review of procedures within the shelter. We also saw the addition of Kennel Worker Amber Cani to the staff. Shelterluv was implemented as the new shelter management



software which allowed better kennel management, medication and vaccination records, and allowed the shelter to switch to a more modern, electronic adoption process.

In September of 2023, Shelter Manager Jamie Parker was replaced and Animal Services Officer Kerrie Henderson was promoted to Animal Services Manager. September also saw the resignation of part-time Kennel Worker Linda Daugherty. The pet pantry was implemented to assist our citizens in their time of need should they need help feeding their animals. From September to December, over 402lbs of dry pet food and 83 cans of wet pet food has been distributed to our citizens. September also saw the beginning of the rebranding project from Jacksonville Animal Shelter to Jacksonville Animal Services. Implementation of directives regarding the euthanizing of animals was also put into place. The open concept cat room was also introduced in September.

In October of 2023, Mayor Jeff Elmore and the City Council allocated \$100,000.00 for the renovation of the secondary building of the Animal Shelter, which will provide for updated kennel space, new quarantine rooms, as well as the addition of a dedicated intake room and a surgery room, allowing on site spay and neuters of our animals. Renovations to the shelter started in December of 2023.

YEARLY STATISTICS

In 2023, Animal Services received a total of 1243 animals, 890 of which were dogs and 353 were cats in comparison to 1352 animals in 2022, 865 of which were dogs and 487 were cats.

Of those animals, 354 dogs and 174 cats were adopted, in comparison to 2022, which seen 442 dogs adopted and 390 cats. 131 dogs and 130 cats, totaling 261 animals, were sent to rescue, as opposed to 2022 where 136 animals were sent to rescue. 228 animals consisting of 218 dogs and 10 cats were returned to owner as opposed to 263 in 2022.

111 animals were euthanized in 2023 with 94 of those animals being dogs and 17 being cats as opposed to 96 animals being euthanized in 2022. This showed an 88% save rate overall for the shelter in 2023. It was noted from September of 2023 to December of 2023, the shelter had an



overall save rate of 97.5% versus January to August, which had an 84.5% save rate. 30 animals died in the shelter in 2023 vs 47 in 2022. 223 deceased animals were removed from the roadways and community in 2023 versus 193 in 2022.

79 city licenses were issued in 2023 versus 55 in 2022. 530 cases were created in the Shelterluv which included 66 cruelty investigations, 35 animal vs human bite cases and 7 animal vs animal investigations. 346 warning letters/warning citations were issued for violations versus 299 warning letters/warning citations and 160 citations issued in 2022.

The City of Jacksonville covered \$8,160.00 worth of spay and neuters. Jacksonville Friends of the Animals contributed \$16,335.00 for spay and neuter of animals and Best Friends Animal Rescue contributed \$4,545.00 to the spay and neuter of animals, allowing for 440 low or no cost adoptions. The total contribution of spay and neuters from charitable organizations was in the amount of \$20,880.00 vs \$45,760.00 in 2022.

Animal Services collected \$16,995.17 in 2023 vs \$11,298.00 in 2022. Contributions from citizens and charitable organizations, excluding those for adoption fees, totaled \$63,441.31 as opposed to \$6,314.50 in 2022.

PUBLIC WORKS

Community Development Department

2023 CDBG Projects

Community Development activities in 2023 included reconciling all open grants in order to reallocate funds to needed projects for effectiveness and continuity. Partnering with CATCH for the unsheltered and sheltered Point-In-Time count (which counts the homeless annually), providing care backpacks which included needed essentials while on the streets in central Arkansas as well as in Jacksonville. Ongoing 2023 activities included home repair loan/grants to low to moderate individuals and families; rental and housing assistance and utility assistance for water, gas and electric bills to individuals and families, coping with covid; Continued partnership with Central Arkansas Development

Council (CADC), who provided free electronic tax preparation through the VITA program by way of referrals. CADC, also provided disaster relief assistance to residents who were displaced after the devastating storms in March. Community Development Director assisted homeowners with emergency temporary housing and emergency repairs to their home after the disaster once other coverage was denied. Also provided utility assistance and temporary housing assistance for low to moderate income individuals and families.

Goals for 2024

Community Development's number one priority in 2024 is to continue to serve the citizens of Jacksonville, by administering programs to assist low to moderate income individuals and families. This will include providing public services, public improvements, neighborhood revitalization, economic development, and home rehabilitation. After CDBG amendments are complete, reallocated funds will be used to provide additional activities that will assist by enhancing the resources and services on behalf of the residents of Jacksonville. Continuing to form partnerships with surrounding service providers to bridge needed services to the area, which will provide economic and community development in Jacksonville. Taking advantage of SNAP programs, by exploring possibilities of submitting an Affordable Housing Program application with the Federal Home Loan Bank of Dallas through ARVEST Bank. Once made available, will also apply for ADFA HOME funds. Continuing partnerships with Neighborhood Assistance Cooperation's of America (NACA), in providing home ownership programs for low to moderate income individuals and families by providing home-buyer workshops and assistance with down-payments. Also cultivating partnerships with Pulaski County Farmers to provide services to improve existing community gardens, create new community gardens, cultivating ideas for land owners, by educating them on agriculture within the City of Jacksonville. This partnership will also provide food and produce to the local library in order to assist the homeless and those at risk of homelessness with their nutritional needs. Coordinate cooking classes and financial literacy classes for residents. Continue the efforts to bridge the gaps in services for citizens of Jacksonville in the area of transportation, utility assistance, home repairs, and homelessness.

Engineering Department

The Engineering Department consists of Adam Whitlow, P.E., Director of Engineering & Public Works; Randy Watkins, Assistant Public Works Director; Manny Browder, Building Official; Mylissa Griggs, Engineering Technician; and Chasni Bradshaw, Administrative Assistant.

The Engineering projects for the year 2023 are as follows:

Flood Insurance Rate Program:

The March 31, 2023 Tornado affected every department within the city and Engineering was no exception. As part of our FIRP, our Floodplain Administrator was responsible for ensuring compliance for Substantially Damaged/Substantially Improved structures within the Special Flood Hazard Area. This included assessments of 26 different properties within the tornado impacted areas.

Residential Construction has seen steady growth:

- Pleasant Oaks was completed and is open for single family residential construction;
- Northlake Phase 12 was completed and is open for single family residential construction;
- Cypress Heights Addition is under construction;
- The next phase of the O'Dell Townhomes has continued site work;
- Greenhill Estates continues construction;
- Construction of single family residential homes continues within Foxwood Estates, Forest Oaks Phase III, Graham Woods Phase IV, Knotting Hill Phase I, Jaxon Terrace all phases, The Meadows, Northlake all phases, & Timber Ridge.

Commercial Construction has seen steady growth as well:

- Unity Health has completed renovations & is open to the Public;
- Jacksonville Middle School addition has completed construction;
- The new Murrell Taylor Elementary School has been approved and is under construction;
- Site Improvements to the Lighthouse Charter School has been approved for construction of Phase I;
- Sig Sauer continues expansion of their facilities at multiple locations;
- Lomanco completed their remodel;



- Jacksonville Physical Therapy has been approved and is under construction;
- Keathley Commercial Addition - Eagle Suites - was approved for construction of additional units;
- Revisions to the layout of H & S Estates has been approved for construction;
- Site Plan for 7708 T.P. White Drive was approved for construction;
- Site Plan for Lot 1, Crestview Park was approved for construction;
- A new site for New Commandment Church was approved & is under construction;
- Site Plan for VJA Commercial was approved for construction;
- Site Plan for Lot 1, MLD Subdivision was approved for construction;
- Gibson RV Facility is continuing site work;
- AHRJP Development continues construction for development of two commercial structures.
- Various remodels have been implemented throughout the City, a sampling of these sites are as follows:
 - Petsense began remodel on 2126 No. 1st Street, Ste. B;
 - Baptist Physical Therapy began remodel at 700 John Harden Drive;
 - Children's Protection Services began remodel of the old Pinewood Elementary at 1919 Northeastern Ave.;
 - 1st Assembly of God began remodel of 615 No. Bailey;

New Business License Issued: **70**

There was a total of **\$53,476,701.02** worth of building permits issued in 2023. The Engineering Department issued the following permits in 2023:

<u>TYPE</u>	<u>NUMBER</u>	<u>ESTIMATED COST</u>
Single Family	71	\$14,326,865.00
Multi-Family	15	\$ 2,268,000.00
Commercial New	6	\$32,848,534.00
Commercial Existing	15	\$ 3,441,590.00
Remodel	69	\$ 2,195,641.02

Additions:

Storage Sheds	32	\$ 156,871.00
Pools	1	\$ 63,000.00
Room Additions	8	\$ 165,400.00
Garage & Carports	2	\$ 73,800.00

TOTALS FOR 2023 **\$53,476,701.02**



Plans & Goals for 2024

Engineering has engaged CivicPlus to implement the Planning & Zoning, Permitting, Online Pay, & ICC Code integration from their Community Development platform. CivicPlus is already in use by Code Enforcement, City Clerk (MuniCode), and Parks & Rec. The new modules will allow for online submission & payment of planning commission items as well as a multitude of different required city permits. This should streamline our current processes and provide a mechanism for archival & retrieval of data via a visual parcel system.

Esther D. Nixon Library

USAGE

The 2023 calendar year was a really busy year for the Nixon Library, part of the Central Arkansas Library System (CALs). We continued to make adjustments to the way we delivered services, we were able to assist people with reference & instructional questions over 56,000 times, we circulated 85,976 items and had 81,599 patrons visit our facility, over 9,300 more patrons that we saw in 2022! Patrons using our 12 desktop computers totaled more than 17,800 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 50-70 people, which averages more than 2022.

PROGRAMS

We once again provided our meeting room to Volunteers In Tax Assistance (VITA), who provided free tax assistance/filing to over 650 area residents on 21 separate occasions. Even with one less visit (due to weather) the number blew 2022 out of the water. They will be back in 2024 as well.

As the year went on, programming was all in-person besides one monthly YouTube storytime. We continued Grab and Go craft bags for preschool and school aged kids, added Grab and go bags for teens, magic shows, story times, and offered the "Food for Good" meal program to six days of the week for ages 2-18, transitioning to a new provider, Bridge to Success in October. Food for Good was providing us with shelf stable meals and Bridge to Success provides us with a hot or cold

meal and snack. The switch has gone over well with the kids, and they are loving having a more complete meal again. This year, the funding ran out for adult meals. In December, we received some more adult bags for about a week and hope to add them back again in 2024. We also did several Grab and Go craft bags for adults, and they continued to go over well. Children's programming in 2023 also continued to go well and our youth programmers were able to conduct 323 different programs for our juvenile audience reaching over 4,400 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 (renamed this year to Summer @ CALS) had higher participation than 2022 and was a huge success. We also continued our services to the Little Rock Air Force Base. We do 5 programs a month for ages 0-18. We also participate in Dr. Seuss night with them every year and this year we brought the musical group MomandPop on base to sing for the kids during the Bases' Summer Reading program and they loved it. These programs are always 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 continued to improve. In 2023, the library was able to offer 381 programs with 4,719 people participating. The adult book clubs finished transitioning to all in-person. We offered plenty of DIY projects such as knitting, quilling, jewelry making, resin, painting, cooking, wood burning, candle making, and vision boards.

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 1,239 times and reservations for the meeting room reached 111, the highest it has been since 2018. 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 for most of the year but phased out the curbside table near the end of the year as our curbside numbers had declined.



If patrons call and request the service, we still provide it, but ask them to pull up to the book drop or meet us at the back door for the items. The service is being used mostly for computer prints. Our two notaries notarized a total of 928 documents in 2023. In June 2023, we added a community fridge for the homeless and low income to use as needed. There are no requirements, we just ask people to take what they need and leave items for others. Donations are welcome anytime for the fridge, as are donations for our Little Free Pantry. We rely on them!

During the month after the March 31st tornado, CALS waived all printing fees so that patrons could print as many things as they needed for the insurance filing process. CALS also suspended all charges for faxes until September 1st for the same purpose and waived most fees for library items lost in the tornado

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 2024 we will continue to work to increase our outreach and increase our program attendance 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' multiple days a week. Grab and Go crafts, in-person programming, and food services will continue this year as well as continuing to increase our in-person programs. We hope material circulation continues to increase and that we continue to see and help more patrons this year. As we approach the beginning of our 15th year in this location, we remain vigilant and receptive to recommendations of how we can best serve our patrons and community.

Parks and Recreation

Kevin House, Director

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 Splash Zone for swimming every other Friday, provided good behavior was exhibited. We collaborated with a Hope City Church and held a three-day High Power Sports and More Camp for boys and girls ages 6-12. The camp averaged sixty-four youth daily. We also continued to provide lunch during the summer and supper after school. We partnered again with local Barber Samantha Anderson for the First Annual Back-To-School Cut-A-Thon in 2021 and had fifty-two boys show up for haircuts and backpacks. For our second in 2022, that number jumped to one hundred fifty-six boys, with several girls in the mix. This year we had ten barbers providing one hundred fifty-three haircuts. We included girls again this year by offering regular braids. We had eight Beauticians braiding twenty-three girl's hair and every participant in this event received a backpack with school supplies. We had 11,911 total youth visits with meals offered to every youth age walking to eighteen.

Maintenance

This year has been another busy but productive year for facilities. We currently maintain 41 buildings. We started off assisting with help to upgrade Dupree Park and Ball fields. We had finished the Ball field's lights and other upgrades and were sadly hit by tornado in the day of March. This did not stop us though. The department banded together to help clear roads throughout the city to make sure all emergency vehicles could access everybody needing assistance. We have assisted all departments of the city this year as well as receiving help from them. It was nice to see the city band together when needed. Amidst the reconstruction of Dupree after the devastation, we had four-hundred and twenty-two (422) tickets this year. Of these, eleven (11) are still being worked on and twenty (20) are yet to be addressed. We are ending the year almost complete with reconstruction of Dupree ball fields and starting the renovation of the old animal shelter building so it can be used to full capacity. We are looking forward to another busy year filled with taking care of the city!

Grounds Maintenance has been very hectic. We started the year getting Marshall Smith playground prepared for upgrades to include taking all old equipment and surfacing out. After finishing tear-out we were hit with a tornado and were tasked

with clean-up of all the wreckage of it. It was done safely and efficiently. We have assisted with a few ball tournaments, several trap shoots, and also with some of facilities task to include tear-out of old animal shelter building. We have also assisted with a capital improvement of the Chamber of commerce fountain being turned into a big planter monument for the city. We ended the year with trying to finish up final touches on Dupree park ball field so they can be up and running for the next season. We have successfully maintained grounds for forty-seven (47) city lots and thirty-nine (39) parks with little complication. We look forward to another successful 2024 with lots of projects and getting them done safely.

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 year after year. 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, our front room of the center was converted into a "parent-child" workout area, where kids get to play under the supervision of their parents while the work. Annual maintenance consisted of painting, cleaning floors, refinishing the Gym floor and multiple small updates throughout the building.

In addition, this year was another successful year 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 293 total reservations, (that's 103 more than we had last year!), which is an average of nearly 25 events a month!

Shooting Sports Complex

The Range this year was really busy. The schedule started out replacing the tops on our score chairs, AYSSP coaches meeting at the 4-H center, Birthday party, Job Fair, and schools coming to start the year off with coaching and practices.

AYSSP or now known as YSS had supply pickup, sponsored the NRA Level 1 class, ATA shoot and U of A Cossatot AYSSP Warm up event. Other events scheduled were Cooper Anthony Group,



Entergy, ASRE, School events, Fishing Derby, Tier Point, and Whitetail Properties. Other cooperate events and fund raiser include AGFF, Fort Thompson, Ducks Unlimited, Mack's Prairie Wings, USA Target League, Haven House, Punishers, Young Life and other church groups. ABC, Ar. Children's Protection Center, Baptist Children's Home, Baptist Health, Brotherhood for the Fallen. ACEC/ASPW, Health Care Engineers and a few others were scheduled but some had to cancel due to things beyond our control.

ALL YSS Regional and State Tournaments were a big success along with the FFA shoot. Arkansas State Shoot had 14 states represented this year and we hosted the SWZ again this year.

Finally, the shot curtain was started late December. With the curtain up hopefully, it will boost interest even more for the range. Come shoot the curtain. Even though the calendar looked full we had 1,063,050 targets for the year. Every target thrown we had smiles and laughter, sweat and tears, ups and downs, goals set and achieved and some not reached yet, but there is always next year.

Aquatics

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 \$59,450 with 1536 participants.

Our Senior Citizen population keeps the morning Water Aerobic classes busy. A total of 10,543 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 \$14,915.

American Red Cross classes included Lifeguarding, Lifeguard Instructor and Water Safety Instructor Classes totaling \$7,500 in revenue.

Splash Zone Family Aquatic Center was a destination vacation for folks that wanted to enjoy a fun filled day without the expense. This year new security and safety guidelines were implemented. Resulting in less incidents or altercations that would require emergency services involvement. We were able to



insure the safety of our visitors totaling 21,086 guests. Revenue totaled \$161,411.

Athletics

The Athletics Program Department had a lot of obstacles in 2023. We had 40+ Events scheduled at Dupree Park. Most of them were USSSA Adult Slow-pitch tournaments. We had to close our park in January and February due to upgrades in lights. We Opened in March had 3 Events and was close to starting leagues when the tornado damaged the park. Sherwood stepped in to help us have a place to play our Adult League Softball.

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 12+ teams each.

We ran a number of Youth leagues this past year with 60 total teams between them all. This gave us about 500 total young athletes this past year in our programs. Our soccer program this year with a great turnout of 100+ players in each season. Flag Football continues to grow as well with having 75+ players each season.

The goal for 2024 are to place more time and effort into promoting our youth programs. We have set up activity days for our Youth Coordinator being in the schools for their PE classes. He has been at Martins St Rec Center along with Boys and Girls Club playing and pushing Youth Sports in Jacksonville. Along with the youth goals we are super excited about having Dupree Park Back! We have 45 events scheduled for 2024 and were looking forward to filling up the park.

Special Events

We rounded out 2023 with 24 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!). We added some summer Popsicles in the Park events, as well as First Friday Food Trucks downtown. It is always a joy to bring our city together, and we have some exciting new events scratched into the calendar for 2024!



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 Adam Whitlow, Director of Engineering & Public Works Director; Randy Watkins, Assistant Director, Paul Southerland, Street Superintendent; Larry Davis, Fleet Maintenance Manager; and Johnathan Collins, Sanitation Superintendent.

Street Department

Street Department completed the following projects in 2023:

- 185 miles of right-of-way and ditch mowing
- 200 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 275 potholes
- Mosquito Control Program included 265 man-hours for spraying
- Street crews and or contractors installed/repaired 45 inlet/catch basins, 125 feet of curb and gutter, and 100 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
- Instrumental in assisting with the tornado recovery, debris management, and cleanup efforts.

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. Program accomplishments in 2023 are as follow:

- 64 signs fabricated
- Installed and/or replaced 119 various signs city-wide
- Installed 24 sign posts
- Waffle Tape-Hashed Lane Use Line - Cross Walk Lines 60 ft
- 40±hrs of traffic signal maintenance
- Replaced multiple signs & bases due to tornado damage

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. A portion of this work has historically been farmed out to a contract mower, but this year the contractor declined so our street crew took this work back in house. These seasonal/part-time workers performed 2058 hours of service in 2023. The following represents the overall accomplishments of the program in 2023:

- Maintained select flowerbeds & other landscape features owned by the city (other than those maintained by P&R);
- Picked up 2363 bags of trash & 538 used tires from the city's right-of-way;
- Managed the maintenance of 16 islands, 6 yards & 2.1 miles of right-of-way; and
- Performed routine maintenance on all of our equipment.

Goals for 2024:

- Organize and cleanout unused equipment and material.
- Develop hierarchy within the department to train select employees for specializations in asphalt, concrete, pest control, sign & signal, drainage and mowing.
- Perform extensive storm drainage maintenance & cleanout with new hydro-excavator.

Sanitation Department

Throughout the many challenges of 2023, the Sanitation Department has striven to provide excellent customer service to the citizens of Jacksonville. We continue to staff a drive-through recycling service for our citizen Tuesday thru Saturday. We offer a self-service as well as assisted drop-off to accommodate any citizen wishing to recycle. We look forward to other new ways to expand and improve our services in 2024.

The departmental statistics for 2023 are as follows:

Recycling Department

- 350,812 pounds of recycled material were collected and processed, saving the City \$4,608 in landfill fees.
- 170.81 tons of recycled Cardboard & 22.29 tons of recycled Old News Papers were sold recovering \$21,428 for the dept.
(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 had an estimated 19,286 customers.
- 1,446 used tires were collected for recycling.

- 66,000± pounds of electronics were collected for recycling.

Garbage Department

- 8,472 tons of garbage was collected with our automated side loading garbage trucks necessitating \$229,337 in tipping fees with the landfill.
- A total of \$1,400 was collected in special service fees for re-runs to empty cans that were either not out or obstructed when the area was initially serviced.

Trash Department

- 1,956 tons of bulky landfill items were collected in addition to the household garbage listed above. Our total landfill fees for these bulky items were \$49,731. \$8,540 of that was recovered in charges for oversized piles.
- 33,006 cubic yards of green waste were collected and ground into 4,077 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 \$152,488.
- In an effort to assist our citizens this past year, we have occasionally removed debris from topped or felled trees and excessive green waste piles. Since this does not fall within the scope of city services, we charged \$5,500.00 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.

Goals for 2024:

- Implement new software & hardware for garbage trucks allowing in cab turn by turn prompts for drivers as well as providing real time service verification for public works office.
- Install existing Samsara Camera System in Knuckle Boom trucks for public works office prompted route tracking & service verification.
- Explore alternatives for disposal of ground mulch from our grinder operation since Two Pine Landfill will no longer accept it free of charge.
- Optimize Sanitation Routes & implement an additional helper route for Monday garbage.

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. We are the voice of the business community.

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 2023 included:

- 2023 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; Serving on Air Power Arkansas Committee;
- Served as a welcome center for the city and distribute information and provide local business referrals;
- Celebrated Groundbreaking, Grand Opening, Ribbon Cutting ceremonies with area businesses. Promoting via media outlets;
- Supporting regional chamber Metro Little Rock Alliance, Jacksonville North Pulaski School District | Academies of Central AR, Air Power Arkansas, Jacksonville Reads Literacy Program, City Year, Children's Protection Center, support and/or sponsor various LRAFB activities including Thunder Over The Rock;
- Hosted various events including the Annual Banquet, 57th Annual Chamber|LRAFB Golf Tournament w/record number of teams, New Teacher Welcome Bags, Casino Night, Chamber of Commerce Week & Proclamation, Fall Classic Golf Tournament, Shop Small Saturday & Proclamation Signing, and Christmas Tree Lighting Ceremony;
- Maintaining membership and financial records for Jacksonville Chamber of Commerce and Jacksonville Chamber Foundation;

- Our monthly business networking program, First Friday Breakfasts featuring special dignitaries such as JNPSD Superintendent Dr. Jeremy Owoh, Bentley Story of Entergy Arkansas, Chancellor Summer DeProw of UAPTC, Mike Mills, Arkansas Secretary of Parks, executive director Jennifer Cobb of City Year Little Rock, UAMS Chancellor Cam Patterson, ETAL further developing our relationship in regionalism, quality of life and workforce readiness and engaging them with our members and sharing what Jacksonville has to offer;
- When our community was hit by an EF3 Tornado March 31, we gathered and provided links and business resources from the federal, state and local levels as well as food and shelter locations, participated in numerous FEMA | Small Business Administration Workshop meetings and SBA Long Term Recovery Stakeholder meetings to ensure our community was aware of all available resources;

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 its Team Building with McClure Professional Services, the City and Pulaski County Government, Health & Human Services, Economic Development & State Legislature, Education, Hospitality Industry and Parks & Recreation sessions, concluding the year with a Tour of Little Rock Air Force Base followed by graduation ceremony. JLA has successfully launched Class II;
- Attended the International Council of Shopping Centers Convention in Dallas and Las Vegas alongside City Mayor Jeff Elmore and other City Government Council Members with over 1,000 exhibitor 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, Metro Little Rock Alliance, Arkansas Economic Development Commission, 2023 South Summit by the U.S. Global Leadership Coalition, State of the County address, and Washington DC Fly-In with our Legislative Delegation, further developing local and governmental relationships;
- Site certification calls and meetings with Entergy Arkansas, AEDC, Metro Little Rock Alliance, and Mayor Jeff Elmore in relation to site certification. Site certification is a must for economic development prospects;
- Established relationships with new Governor appointments, including Secretary of Parks, Heritage and Tourism Mike Mills, and Secretary of Commerce Hugh McDonald to further enhance regionalism, workforce readiness and sharing what Jacksonville has to offer;
- 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.

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	99%
Applications Received	1427
New Families Admitted	17
Currently on Waiting List	1496
Total Rent Collected	\$216,829.98
PHAS Score (High-Performer)	97%



Section 8 Housing Assistance Payments Program

Certificates and Vouchers Authorized	415
Annual Occupancy Percentage	96%
Applications Received	151
New Families Admitted	64
Current Waiting List	1,664
Total Paid to Owners	\$2,043,597.94
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	9,455
Home Delivered Meals	54,150
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	318
Health & Nutrition Education, doctors appts, guest speakers, A Matter of Balance, Diabetes Education Empowerment Program, Chronic Disease/Diabetes Self-Management	1,094
Day Trips, holiday celebrations, fundraisers, grocery shopping, local restaurants, table conversation	943
Art and crafts classes, trivia, card clubs, dominos, bingo, bible study, greeting card making, coloring and water color class	3,168
Talent show, dances, line dance lessons, jam sessions, chair volleyball, bean bag baseball	3,700
Peppi Exercise, Tai Chi, Seated Tai Chi, Zumba Gold, Drums Alive, daily walk, Chair Yoga	1,512

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 5,500(estimated) hours of service with the center during 2023.

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. Our primary focus for 2024 will be increasing the amount of seniors impacted by our programs, and reaching the ability to serve the senior citizens that are currently living on the air base. This will mean working with AFB officials to gain access with our vehicles to transport seniors to the center, doctor appointments, and deliver home delivered meals to on base seniors.

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 18, 2024.

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 18, 2024.