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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:

- 205 Dupree Dr.-*approved* car sales/repair in C-2 zone
- 417 W. Main St.-*approved* car sales/repair in C-2 zone
- 300 Crestview Dr.-*approved* long-term stay hotel in C-3 zone
- 9 Shamrock Ct.-*approved* long-term stay hotel in C-3 zone
- 920 Hwy. 161 S.-*approved* long-term stay hotel in C-3 zone
- 417 W. Main St.-*denied* car sales/repair in C-2 zone

Rezoning:

- 203 North Jeff Davis Drive R-1 to R-3 - DENIED
- 3022 South Highway 161 R-0 to R-6 - DENIED
- Highway 161 (near Homer Adkins Drive) R-0 to C-2 - DENIED
- 300 Noble Road R-0 to R-6 - APPROVED
- 12 lots near N. Elm & E. Center Street R-1 to R-2 - APPROVED

Final Plats approved by the Planning Commission:

- New Fire Station #2 - 02-12-2024
- Lee Mac Estates - 04-08-2024
- Triangle Business Park - 09-09-2024
- Greenhill Estates - 09-09-2024
- Cornerstone Place Subdivision - 10-14-2024
- Cypress Heights Addition - 12-09-2024

Final Plat street acceptance by City Council:

- Lee Mac Estates - 04-18-2024
- Greenhill Estates - 10-17-2024

City Council adopted twenty-three (23) ordinances in 2024.

Codified ordinances:

- ORDINANCE 1750 Amending JMC § 5.06.020, Redefining & Classifying a Sexually Oriented Business
- ORDINANCE 1752 Amending JMC § 5.07, Creating Requirements for Massage Businesses
- ORDINANCE 1753 Creating JMC §§ 5.09.010-5.09.070, Creating Requirements for Hotels & Motels

- ORDINANCE 1754 Amending JMC §§ 18.48.020 & 18.52.030, Allowing the Conditional Use of Long Term Stay at Hotels & Motels for Areas Zoned C-3 & C-4
- ORDINANCE 1758 Creating JMC § 8.03.022, Nuisances & Non-Complying Conditions - Prohibited Camping
- ORDINANCE 1763 Amend JMC § 5.04.140 (Suspension & Revocation of Business Privilege License) To Include the Option to Deny a Request for Business Licenses Under Certain Conditions

Expenditure of Funds approved by City Council in 2024:

- 1/18/2024 New Fire Station #2 bid awarded to Hydco, Inc. (\$3,439,000.00)
- 04/18/2024 RESOLUTION 847 Authorized Renewal of Contract of Obligation with ADEQ (\$38,393.00)
- 11/07/2024 ORDINANCE 1675 approved the issuance and sale of \$5,966,832.00 Sewer Improvement Revenue Bonds

City Council approved waiving of competitive bidding:

- ORDINANCE 1749 Roof Removal & Replacement for 200 Dupree Drive; Raintight Roofing, Inc. - \$81,900.00
- ORDINANCE 1756 Purchase a Sanitation Department Vehicle; Arkansas Municipal Equipment - \$80,500.00
- ORDINANCE 1759 JPD Vehicles & Upfitting; Superior Auto Group - \$155,701.00; Arkansas Valley - \$50,212.40
- ORDINANCE 1765 Construction of Fire Station on Highway 161; Dave Kinman Construction Co., Inc. - \$82,000.00

➤ My professional associations include the International Institute of Municipal Clerks (IIMC) and Arkansas City Clerk, Records 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, Records 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 has taken full advantage of the 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. This year the staff has received specialized training for our sanitation grinder as well. We continue to locate and purchase parts at competitive rates even in this unprecedented time of supply chain issues.

City Garage's cost for 2024 is as follows:

- Labor hours billed \$ 39,274.00
- Annual parts cost \$211,063.11
- Commercial cost \$ 13,302.10

Goals for 2024:

- Expand the capabilities of our Administrative Assistant position that works under the direction of the City Garage.
- Purchase a new(er) service truck for garage staff.
- 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 2024, we processed 5,725 invoices and 4,904 checks compared to 5,746 invoices and 4,971 checks in 2023.

Our department is also responsible for billing and collecting on business licenses (also known as privilege tax). We currently have 804 businesses, which generated almost \$171 thousand in revenues for the City in 2024.

The Annual Comprehensive Financial Report (CAFR) for the City of Jacksonville for the fiscal year ended December 31, 2023 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 26 years in a row. We will by submitting the 2024 report in June of 2025 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 2024, the City of Jacksonville Human Resources Department processed a total of 150 hires, which breaks down to 82 regular full-time employees and 68 part time/seasonal employees.

Our turnover rate within the City of Jacksonville for 2024 was 34.91%. The City of Jacksonville had 24 involuntary terminations and 78 voluntary terminations. Within those 78 voluntary terminations, 56% returned to school, 17% moved or retired and 27% left for other employment.

Major Accomplishments

Our EAP (Employee Assistance Program) has assisted roughly 108 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 2024 was the 20% decrease in our workers compensation claims.

Information Technology (IT)

Brian Harvey - Director of IT, Shawn Sutterfield - Deputy Director, Andrew Browder - Engineer I

The Network Operations Team has been heavily involved in revamping all of the aging Information Technology based infrastructure for the city. Reference the heading "Projects" for other examples.

Projects of note include:

- Assisting Jacksonville 911 / Dispatch in the merger of Pulaski County 911 / Dispatch,
- Setup of a fully functional Network Operations Center for the City,
- Significant and ongoing updates to the City's IT based infrastructure.
- Assisting the Police Department, EMS, and Fire Departments with setup and overhaul of their technology-based solutions.

The team has also undergone significant internal changes and improvements following the onboarding of a new Director, and role revisions of Net Ops staff resulting in:

- An almost 70% increase in support ticket submissions in the last six months of 2024.
 - 240 tickets for the period Jan - July

- o 710 tickets for the period of Aug - Dec
- Significant positive changes to how City employees view the Net Ops team, and our handling of issues based on random surveys. (Two are referenced below and the averaged responses are not weighted):
 - o How do you feel about the Network Ops team in general? [Scale of 1-10]
 - As of July 29, 2024 - 4 to 9
 - As of December 31, 2024 - 7.5 to 10
 - o How do you feel about the solutions we provide? [scale of 1-10]
 - As of July 29, 2024 - 5 to 9
 - As of December 31, 2024 - 8.5 to 10

Projects 2024

Completed:

- Migration of phone systems at City Hall and select remote locations to address reported ongoing problems with the previous vendor's service.
- Implementation / update of new and existing network security and management solutions which include secure encrypted cloud and on-premises backup solutions, remote management, M365 related backups and protections, patching of systems, security and vulnerability mitigation, and other functions
- Migration to a new secure VPN solution that ensures increased "uptime" connections for PD, EMS, and Fire.
- Addition / update of camera systems in use at various sites throughout the city.

In-Process:

- City wide replacement / decommission of aging network infrastructure including various appliances, software packages, servers, access points, switches, and computers.
- Citywide refresh / replacement of the significantly aging, damaged Panasonic Toughbooks used by PD, Fire, and EMS cruisers and appliances to put them under a 5-year warranty while ensuring a budget friendly solution.
- Consolidation and migration of over 30 TB of data files from aging servers to Network Attached Storage (NAS) devices which securely back up to cloud immutable storage.

- New ticket system with advanced features and integration with our existing infrastructure.
- Working with Jacksonville Public Safety to upgrade the internal, and external camera systems used throughout the city.
- Consolidation of all print technology solutions under one vendor to increase response time and service while reducing cost overhead.

Ongoing:

- True 24x7 support of the City's Fire, Police, EMS, and Admin branches.
- Training of Network Operations staff to ensure we stay current with standards and best practices recommended by recognized technology-based authorities.
- Support of the City Council's live stream meetings from the Council Chamber.
- On-boarding new vendors and IT based solutions that provide a significant increase in functionality at a reduced cost. The Net Ops team is pushing towards a greater than \$100,000.00 reduction to IT based expenditures by the end of 2025.

Economic Development

In 2024, Jacksonville, Arkansas, embarked on a transformative journey of growth, innovation, and community-driven progress. As we reflect on the strides made this year, it is evident that Jacksonville is positioning itself as a hub of opportunity in central Arkansas. Our city's economic development efforts have focused on attracting new businesses, supporting local enterprises, and enhancing the quality of life for our residents. Let us take a closer look at the significant achievements and the vision for the future.

Key Accomplishments in 2024

Business Expansion and Investment

The **Sig Sauer Campus** SIG SAUER, a global leader in the firearms and ammunition industry, has announced plans to expand its ammunition manufacturing facility in Jacksonville. This expansion is expected to create 625 new jobs over the next five years. Plans have already been submitted to start work on the next phase of the Sig campus. This project will bolster

Jacksonville's reputation as a destination for innovation and manufacturing.

- Significant investments in hospitality include the purchase of the **Super 8 Motel** and **Best Western** by new ownership groups, signaling confidence in Jacksonville's tourism and lodging market. While we are still looking to add scale to our options with a new hotel brand.
- The much-anticipated opening of **Whataburger** later this year and the announcement of two additional restaurants in late 2024 promise to enhance our city's dining options and create jobs. We are expecting to grow even more in 2025.
- City representatives attended the **ICSC Conference** in Las Vegas, where follow-up conversations yielded promising results. Notably, retailer **Five Below** announced plans to bring their chain to the Jacksonville market, marking a significant retail expansion for the city.

Rediscover Jacksonville Campaign

- The **Rediscover Jacksonville Campaign** has been instrumental in spotlighting the city's unique aspects and local businesses. This initiative has fostered community pride and driven support for local enterprises, ensuring their continued growth and success.
- Jacksonville was featured in the **October issue of AY Magazine**, bringing positive statewide attention to the city and highlighting its attractions, businesses, and opportunities.

Small Business Support

- Initiatives like the proposed **Beautification Grant Program** aim to help local businesses enhance their properties, making Jacksonville more attractive for residents, visitors, and investors alike.
- The City, through the A&P commission, invested in Placer.ai that gives us real time data to assist with planning for new store locations, tracking of city event attendance and impact, up to date street counts of traffic and giving us a tool to help small businesses.
- The City has supported local establishments such as **Blade and Barrel**, integrating events and promotions to drive traffic and mitigate the challenges posed by Highway 67/167 construction.
- A total of **81 businesses applied for new licenses** this year, up from **73 in 2023**, reflecting growing interest in Jacksonville as a prime location for enterprise.

Workforce Development

- The launch of the **Titan Student Leadership Academy** represents a critical investment in the future workforce. This program aims to equip students with the skills needed for leadership and career success while fostering civic engagement.
- Partnerships with local education providers, such as the Jacksonville Career Center and Pulaski County Adult Education, have strengthened access to workforce training opportunities.

Infrastructure Improvements

Progress continues on the **Drive ForwARd/I-57 transition project**, which will transform Highway 67/167 into a fully designated interstate. This development is poised to redefine Jacksonville's connectivity, making it a critical gateway for commerce and travel in the region. By enhancing access to markets and reducing transportation barriers, the I-57 transition will attract new industries and businesses to Jacksonville, further solidifying its economic base.

- The upcoming **Commercial Real Estate Summit** in January 2025 will provide property owners, developers, and real estate professionals with essential insights into how to maximize the opportunities created by this transition. This initiative aims to ensure that Jacksonville is fully prepared to capitalize on the economic benefits of improved infrastructure.
- Alongside the I-57 project, significant investments in public spaces and streetscapes are underway to complement the city's growth and enhance the overall aesthetic appeal.
- Jacksonville is also investing in the **220-acre property on Wooten Road**, aiming to make it a premier destination site for future business. This year, the city hosted the **MLRA Site Selector Tour** at the site, receiving excellent feedback on its potential for development and growth.

Marketing Efforts

- In 2024, the city has taken bold steps to market its available sites to a national audience. Weekly outreach efforts have targeted site consultants, franchisees, and corporate retail operations to introduce Jacksonville's potential and bring new opportunities to our community. These marketing campaigns are an essential component of our strategy to attract diverse and dynamic enterprises.

Community and Tourism Development

- Jacksonville has hosted successful events, such as **adult softball tournaments**, which draw participants from across the country and contribute to the local economy.

Challenges and Closures

- Despite these achievements, Jacksonville faced challenges this year, including the closure of a few longstanding businesses due to economic pressures and changing market demands. Ongoing road construction has also made it difficult for some businesses to attract customers, further complicating their operations.
- National retailer **Dirt Cheap** filed for bankruptcy, leading to the closure of its Jacksonville location. However, discussions are already underway to repurpose this space, offering new opportunities for the community.

Looking Ahead

The vision for Jacksonville's economic future is one of bold innovation and inclusive growth. Key initiatives on the horizon include:

Industrial Park Development: Progress on the manufacturing project at **1100 N. Redmond Rd** will drive job creation and position Jacksonville as a leader in advanced manufacturing. We will also see a repurpose use for the former Wrights Cabinet Building.

- **Strengthening Ties with the Little Rock Air Force Base:** Continuing to integrate the Base into local economic and cultural initiatives will remain a priority.
- **Enhanced Marketing Efforts:** Promoting Jacksonville as a destination for business and tourism through targeted campaigns and events.
- **Support for Local Business:** Rallying around our local businesses will be the rallying cry for 2025, as we continue to foster an environment where they can thrive and contribute to our city's success.
- **Maximizing I-57 Transition Benefits:** The city will continue to invest resources and planning into leveraging the I-57 project, ensuring long-term economic prosperity and enhanced livability.
- **Further Development of Wooten Road Property:** Continuing efforts to attract investors and businesses to the 220-acre

property on Wooten Road will remain a cornerstone of our economic development strategy.

Conclusion

Jacksonville, Arkansas, stands at the cusp of a new era. Our economic development achievements in 2024 lay the foundation for sustained prosperity and a thriving community. Together, with the efforts of our residents, business leaders, and city officials, we are building a city that is not only a place to live and work but a destination to visit and invest in. The future of Jacksonville is bright, and we look forward to continuing this momentum into 2025 and beyond.

PUBLIC SAFETY

Jacksonville Emergency Communications Center

2024 was a very busy and productive year that brought a lot of changes and new experiences for all of us at the 911 Center.

As most of you are aware, the 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 Pulaski County since 2023 and in 2024 we reached an agreement with the Pulaski County Sheriff's Office for our departments to consolidate and become a unified Dispatch Center serving both the Citizens of Jacksonville and the Citizens in the unincorporated areas of Pulaski County. Pulaski County Judge Barry Hyde and Mayor Elmore reached an agreement that moved the Pulaski County Sheriff's Office Dispatch in to the current building housing the Jacksonville 911 Center; that merge took place on September 18, 2024. Since the consolidation, we have changed our name from Jacksonville 911 to Jacksonville Emergency Communications Center; we are now handling all non-emergency, emergency 911 calls and all radio traffic for the Jacksonville Police Department, the Jacksonville Fire Department, the Pulaski County Sheriffs Office and 17 Volunteer Fire Departments operating within Pulaski County. Just prior to the consolidation date, we were notified by the Sheriff's Office that the 11 Dispatch employees that were scheduled to move to Jacksonville with the consolidation had been offered other jobs within the Sheriff's Office and would no longer be moving to the consolidated 911 Center. This obviously created serious staffing issues within the 911 Center but we have been able to meet minimum staffing

requirements for each shift by implementing mandatory overtime for Dispatchers. We have also hired Jacksonville Firefighters, Jacksonville Police Officers and Pulaski County Deputies to work part time in Dispatch as a call taker answering non-emergency administrative lines. By hiring them to work part time, it has helped to take some of the work of handling the non-emergency phone calls off of the Dispatchers and has allowed us to focus more on the 911 emergency calls and handling the radio traffic for each agency. This has been a very stressful time for our Dispatchers since we are having to learn how to handle everything for the Sheriff's Office and the Volunteer Fire Departments while we are actually doing it but everyone has stepped up to the plate and the consolidation itself has gone relatively smooth and the services being provided to those agencies and Citizens of Pulaski County has greatly improved from what they were receiving before.

Our call volume since the consolidation has greatly increased; the amount of phone calls from 2023 to 2024 increased by 37,775 calls and the CAD call entries from 2023 to 2024 increased by 13,643. Even though the consolidation brought its own set of challenges we know that this has been a very beneficial partnership for the Citizens of Jacksonville and Pulaski County as well as all of the First Responders we now serve. We look forward to adding to our staffing in 2025 as well as expanding our knowledge and technology to better serve those who depend on us in their time of need.

As always, we at the Emergency Communications Center are dedicated to providing the highest level of professional service to the Citizens of Jacksonville and Pulaski County, as well as the Police, Fire and EMS personnel that serve and protect our City and County daily. We will continue to improve this service in 2025.

Fire Department

Fire Chief Alan Laughy

Fire and Ambulance Responses

Fire Department Reportable Runs 2024	6,220
EMS Reportable Runs 2024	5,034
Fire Loss 2024	\$1,157,100
Fire Savings 2024	\$15,759,200

Fire / Rescue

The JFD responded to 6,220 incidents, up 1% from last year's number of 6,160. Responses consisted of 80.9% EMS calls, averaging 17.04 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 5034 EMS calls in 2024. Our 2024 EMS calls are up 2.6% (130 calls) from 2023; however, down 7.3% and 2.6% for 2021 and 2022 respectively. Of those calls, we transported 3535 times, consisting of a 70.2% transport rate per call. Approximately 34.8% (1,233 of patients) transported were taken to Unity Health Jacksonville.

We are currently running 3 front line ambulances with 2 ambulances in reserve status. We are in good shape for the age of our ambulance vehicles and expected maintenance costs. However, a new vehicle replacement plan for the ambulances should start as early as 2027 and continue through 2033. That is the time period our fleet starts to age past 8 years as a front line response vehicle.

We respond as an Advanced Life Support (ALS) ambulance service. Part of our most important pieces of equipment being our cardiac monitors. This piece of equipment shows us life threatening heart rhythms, can identify Myocardial Infarctions (heart attacks), is utilized to optimize high quality CPR, and many other pertinent resources. Our current cardiac monitors are 8 years old. We have exceeded the normal life expectancy of 5 years for our cardiac monitors. Currently it would cost approximately \$300,000 to replace our cardiac monitors. In 2025, we will look for replacements using either purchase or lease options. These are not only important for treating patients, but also are mandated by the Department of Health to continue to provide minimum Advanced Life Support standards.

Fire Marshal / Fire Prevention

There were 144 fires; 53 structures, 30 vehicles, 26 vegetation, 27 rubbish, and 1 Shed fire. We investigated 37 of these due to unknown or suspicious nature. Two were determined to be arson. A disturbing, increasing trend of homeless squatting in vacant structures and causing fires due to makeshift cooking and heating attempts has been noticed. The total value of the properties was \$16,916,300 with a loss of \$1,157,100, and a savings of \$15,759,200; a 93.1% save rate.

School and daycare presentations were performed as well as other public education avenues. At least 1100 school and daycare contacts documented, several elderly facilities were visited, as well as pathfinder facilities. Our smoke alarm installation project continues to be successful, with 200 installations for 2024. We partnered with Red Cross to conduct smoke alarm drives, and renewed



a grant of 200 smoke alarms from the Arkansas State Fire Marshal's office.

We performed over 1000 building inspections/consultations. We have several ongoing major construction projects; JNPSD Elementary conversion, Unity Health, Bailey St. First Assembly of God post fire rebuild, and 2 Sig Sauer projects.

Training

We conducted 18,882 hours of annual training and acquired 102 State, National, and International Certifications and medical licenses.

JFD hosted many courses throughout the year totaling 328 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 2024 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

Police Chief Brett Hibbs

In 2024, the Jacksonville Police Department handled 34,402 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. 44.32% of those calls were initiated by the officers for a total of 15,246. In 2023, we handled 31,788 calls for service with 36.86% (11,718) that were initiated by the officer. The Jacksonville Police Department in 2024 had an average of 37.5 officers compared to 48 active officers in 2023. "Active Officers" are defined as officers that have been through all training and are capable of working on their own. We had 59 funded positions in 2024.

In 2024 there were 6 Homicides reported, with 4 cleared; in comparison to 2023 with 2 reported and 2 cleared. In 2024

there were 34 Rape/Sexual Assaults reported, with 23 cleared; in comparison to 25 reported and 9 cleared in 2023. In 2024 there were 22 Robberies reported, with 17 cleared; in comparison to 30 reported and 6 cleared in 2023. In 2024 there were 163 Aggravated Assaults/Batteries reported, with 132 cleared; in comparison to 200 reported and 113 cleared in 2023. In 2024 there were 207 Burglaries reported, with 65 cleared; in comparison to 159 reported and 85 cleared in 2023. In 2024 there were 739 Thefts reported, with 563 cleared; in comparison to 727 reported and 244 cleared in 2023. In 2024 there were 156 Vehicle Thefts reported, with 63 cleared; in comparison to 169 reported and 29 cleared in 2023.

In 2024 there was a total of 1,789 adults arrested for various crimes; in comparison to 1793 adults arrested in 2023. In 2024 there were a total of 227 juveniles arrested; in comparison to 245 juveniles arrested in 2023. In 2024 there were 50 Curfew violations compared to 17 in 2023.

The Jacksonville Police Department processed 829 prisoners through the detention facility.

In 2024, the Support Service Division dedicated over 908 - man hours to the courtroom security compared to 1,068 in 2023. Support Service Division also processed 464 Freedom of Information request in 2024. This another time-consuming unfunded task mandated by State law.

In 2024 the department was awarded \$30,369.21 in funds from grant programs compared to \$35,296.00 in 2023.

In 2024 the Patrol Division responded and investigated 581 traffic collisions that occurred on the roadways of Jacksonville, compared to 577 in 2023. There were 2 fatality collision in 2024. The Patrol Division also made 37 DWI/DUI arrests compared to 36 in 2023. In 2024 there were a total of 5,781 citations and warning tickets written, compared to 4,721 in 2023.

In 2024 General Crimes Detectives were assigned 805 cases with approximately 603 Affidavits for Arrest Warrants being submitted to the Prosecuting Attorney's Office, resulting in 257 Warrants issued. They served 27 Search Warrants, 4 Consent to Searches and 14 Court Orders. CID/Narcotics conducted an investigation into 5 gas stations for illegal gambling. 3 search warrants were executed on the gas stations and numerous gambling

devices were seized along with monies, drugs and firearms. 4 individuals were arrested.

Our Narcotics unit, which consists of one detective who is also assigned to the DEA taskforce, Group One. Our Detective has initiated 3 federal cases this year. During the course of the investigations 10 individuals in Jacksonville were arrested. The detective wrote 10 search warrant affidavits and assisted in executing 10 search warrants, conducted 30 searches using Search Waivers which 22 of them being within the City of Jacksonville. They seized 4.22 pounds of marijuana, 1200 pounds of THC Gummies, 3.49 pounds of Cocaine, 179.25 pounds of Methamphetamine, 4.46 pounds of Heroin, 91 Prescription pills (other than Fentanyl), 149 Fentanyl pills, and 150 grams of Fentanyl powder and a total of 11 firearms, and \$263,656.00 cash was seized.

Our Office of Professional Standards Unit (OPS) processed 39 Citizen's complaints in 2024 as compared to 35 in 2023. In 2024 we have filled 26 positions for police and civilian and have lost 15. Of the losses, 14 were resignations and 1 retirement. We currently have 16 sworn vacancies, 3 non-sworn vacancies and 7 auxiliary vacancies within the department.

In 2024 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; Summer Cereal Drive; Toys for Tots; Jacksonville Christmas parade; Jacksonville High School Senior graduation parade; Arkansas Children's Hospital Prayers for First Responders; UAMS Prayers for First Responders; JPD Thankful Tuesday Lunch; Popsicles in the Park; Comm Unity Thanksgiving; Jacksonville FestiVille; Battle of the Badges Blood Drive (multiple drives throughout the year); CPAA Golf Tournament; Sertoma Club (awards); Trunk or treat Dupree Park; Gwatzilla Halloween; City Fireworks 4th of July; Reading with JPD; Jacksonville Community Easter Egg Hunt Events; Extra Patrol.

Code Enforcement

Code Enforcement had a very productive year and experienced many changes over the course of 2024. The unit is now under the command of Captain Ryan Wright, and is directly supervised by code Supervisor Marissa Barger.

We saw many personnel changes in Code Enforcement with loss of Code Officer Brian Smith, Code Officer Jeffrey Gonyea

and Code Officer Mason Rowe, who became a Police Officer with the City of Jacksonville. We saw new faces added to the Code Enforcement roster; Officer Jeremy Brooks and Officer Annette Turner.

Code Enforcement addressed the issue of illicit massage establishments in the City of Jacksonville, shutting down three of those businesses. This resulted in the development of City Ordinance #1752, establishing Requirements for Massage Businesses. The Code Enforcement Unit has also implemented the Ordinance #1753 which created Requirements for Hotels and Motels to address the ongoing crime and nuisance issues at our local hotels.

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 2024, 860 citizen complaints were fielded by Code Officers, as compared to the 700 citizen complaints in 2023.
- 2150 self-initiated calls were fielded by Code Officers in 2024, as opposed to 2258 calls in 2023.
- 5939 follow up inspections were conducted by Code Officers in 2024, as opposed to 4294 in 2023.
- 3111 7-day notices were generated in 2023, as opposed to 2826 in 2023.
- 367 3-day notices were issued by Code Enforcement Officers in as opposed to 484 in 2023. 3-day notices are only used in the case of vehicle violations
- 17 properties were red-tagged by Code Enforcement Officers due to safety concerns or being uninhabitable due to lack of water, interior conditions, etc. in 2024, as opposed to 77 properties in 2023.
- 9 structures were demolished by the City in 2024, vs 6 structures in 2023.
- 7 structures were removed by property owners after notifications by Code Officers in 2024, versus 8 structures in 2023.
- 11 structures were rehabbed in 2024, vs 6 structures in 2023.
- 14 structures were condemned in 2024 vs 21 structures in 2023.
- 3 search warrants were obtained for properties by Code Enforcement Officers in 2024, as opposed to 9 in 2023.

- 481 grass abatements were conducted by Code Officers in 2024 as opposed to 330 grass abatements in 2023.
- 8 basketball goals were tagged in 2024, as opposed to 5 in 2023.
- 25 garbage cans were tagged in 2024, as opposed to 10 in 2023.
- 457 vehicles were tagged due to inoperability or parking by code officers in 2024, as opposed to 418 vehicles in 2023.
- 45 vehicles were towed by Code Enforcement Officers in 2024, as opposed to 84 vehicles towed in 2023.
- 20 apartment community inspections were conducted in 2024 by Code Enforcement Officers due to resident complaints, as opposed to 8 in 2023.
- \$43,902 in liens were generated due to Code Enforcement abatements in 2024, vs \$119,588.00 in 2023. This total is including homes demolished by the city as well as grass abatements and property maintenance clean up by the City.

Jacksonville Animal Control

The year ended with Animal Services being under the supervision of Police Chief Brett Hibbs and Captain Ryan Wright along with Animal Services Manager Kerrie Henderson. Our staff now includes Officer Madison Binsted, Kennel Worker Gena Moore-Wilkins, and Tara Byrne as the weekend kennel worker. In 2024, Animal Services saw a high turnover with staff members, Bree Hunt, Alicia Fenton, Tristan Russo, Waquita Christopher, Bethany Mitchell, and Jessica Pittman leaving Animal Services.

The pet pantry was implemented in 2023 to assist our citizens in their time of need should they need help feeding their animals and over the year we have made some changes to ensure that our citizens get the most out of the pet pantry. To ensure we providing the service to our citizens that reside in the city limits, we ensure that the animals we are providing this service are both registered and vaccinated in the city. To ensure that everyone has the opportunity to use the service, we limit food pickup to every other month. This year we were able distributed over 819lbs of dry pet food and 160 cans of wet pet food.

The shelter renovations that started in 2023 were completed this year and are currently in use and Animal Services Manager

Kerrie Henderson was able to obtain grants for over 45,000.00 for the shelter to start our own spay/neuter clinic to further help the citizens with getting their pets sterilized. This will also keep the number of animals that come into the shelter lower because of unwanted animals and we are striving to get the clinic up and running in 2025. In 2024 the shelter started its own feral cat colony in the unused space where the old firing range was. We currently have a feral colony size of 32 spayed and neutered cats that are well cared for. We look forward to a positive 2025 encouraging our officers to educate the public and help our citizens as much as possible.

Yearly Statistics

- In 2024, Animal Services received a total of 1181 animals, 830 of which were dogs and 351 were cats in comparison to 1243 animals in 2023, 890 of which were dogs and 353 were cats.
- Of those animals, 392 dogs and 198 cats were adopted, in comparison to 2023, which seen 354 dogs adopted and 174 cats. 133 dogs and 122 cats, totaling 255 animals, were sent to rescue, as opposed to 2023 where 261 animals were sent to rescue. 217 animals consisting of 210 dogs and 7 cats were returned to owner as opposed to 228 in 2023.
- 111 animals were euthanized in 2024 with 99 of those animals being dogs and 12 being cats and saw no change compared to the 111 animals being euthanized in 2023. This showed an 90% save rate overall for the shelter in 2024. 36 animals were considered as died/escaped/stolen in the shelter in 2024 vs 30 in 2023. 83 deceased animals were removed from the roadways and community in 2024 versus 223 in 2023.
- 87 city licenses were issued in 2024 versus 79 in 2023. 1158 cases were created in the Shelterluv which included 44 cruelty investigations, 32 animal vs human bite cases and 1 animal vs animal investigations. 217 warning letters/warning citations were issued and 279 citations were issued for violations versus 346 warning letters/warning citations and 410 citations issued in 2023 which is significantly lower mostly because of staffing issues.
- The City of Jacksonville covered \$22,825.00 worth of spay and neuters. Best Friends contributed \$9,625.00 for

spay and neuter of animals, allowing for 175 low cost or no cost adoptions.

- Animal Services collected \$18,395.54 in fines for 2024 vs \$16,995.17 in 2023. Contributions from citizens and charitable organizations, excluding those for adoption fees, totaled \$25,662.71 as opposed to \$63,441.31 in 2023.

PUBLIC WORKS

Community Development Department

Community Development (CD) activities in 2024 included reallocating all unallocated funds from prior years totaling over \$412,593, that will assist with future projects currently needed; Met with residents, community partners and leaders who Identified several areas of concentration for public and facility improvements and housing rehabilitation in the targeted geographical area of Sunnyside. Served on the CATCH/CoC Board of Directors, as the review and ranking committee chairperson, who lead the review, scoring and ranking of 9 project applications from service providers requesting funding to assist the homeless and those at risk of homelessness in Central Arkansas; Ongoing activities included housing/rental assistance and utility assistance for water, gas and electric bills also provided food for consumption to individuals and families, coping with covid; Assisted very low income residents with their water bills who experienced financial hardship, locally. Continued referrals to Central Arkansas Development Council (CADC), who provided free electronic tax preparation through the VITA program; As well as provided referrals for electricity, and water assistance for low income individual and families, who fell outside the CDBG requirements and/or waitlist. Partnered with local hotels to provide displaced individuals with short term stays in hotels to deter homelessness. Community Development Director received and assisted over 150 callers with referrals and resources within the Central Arkansas area; Processed over 40 applications for individuals in need of assistance for various programs; Partnered with Robert Say McIntosh, Stop the Violence and the Jacksonville Police Department on an Anti-Bullying workshop, during back to

school providing supplies to the Jacksonville students who attended; Partnered with Jacksonville Housing Authority, CATCH/CoC and other Housing Authorities in central Arkansas to assist with planning a Landlord Housing Event to bridge the gap to affordable housing units, Landlords/Property owners to qualified tenants in need of housing; At the end of 2024, the CD office expended \$157,628.00 in CDBG COVID funding and \$60,593.00 in regular CDBG funding. A very productive year and more assistance to come.

Goals for 2025

Community Development's number one priority in 2025 is to continue to serve the citizens of Jacksonville, by administering programs to very low to low income residents: This will include providing public services through new community partnerships; public improvements to parks and facilities; neighborhood revitalization by removing slum and blight; economic development by providing enrichment programs through educational classes and workshops; and provide grants for home rehabilitation to very low to low Jacksonville homeowners and new homebuyers. All will be accomplished by utilizing the 2024 award, along with the reallocated funding; Now that the 2024 Annual Action plan has been awarded this will kick off the year with major improvements to the Jacksonville Boy's and Girls Club, Jacksonville Senior Center and Jacksonville Towers; Also, public improvement projects in the targeted geographical area of several neighborhood parks including Johnson, Excell and Galloway; Continuing to form partnerships with surrounding service providers to bridge needed services to the area, which will provide economic and community development in Jacksonville; Cultivate partnerships with local mortgage lenders/brokers, by providing home ownership programs for low to moderate income individuals and families, by hosting home-buyer workshops with the downpayment assistance program; Also cultivate partnerships with Pulaski County Farmers to provide services to improve existing community gardens, create new community gardens, by cultivating ideas for landowners, through education of agriculture within the City of Jacksonville. These partnerships will also provide food and produce to the local library, to assist the homeless and those at risk of homelessness with 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. This year we also welcomed Dustin Langley to our Building Inspection team.

The Engineering projects for the year 2024 are as follows:

National Flood Insurance Program (NFIP):

Our Community Rating System (CMS) was renewed this year with not changes. Flood Plain Development Permits issued and LOMC's are as shown below:

➤ FPDP's for Structures	-
➤ FPDP's for Grading, Clearing, or other	1
➤ LOMR-F's	1
➤ LOMA's	1

Residential Construction has seen steady growth:

- Knotting Hill Phase II has continued construction;
- H & S Subdivision has continued construction;
- Cypress Heights Addition was completed & is open for single family residential construction;
- Greenhill Estates was completed & is open for single family residential construction;
- Lee Mac Estates was completed & is open for single family residential 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;
- Multiple in-fill construction of new residential structures have either been completed or are currently under construction throughout the City, revitalizing many areas of town (Sunnyside Addition, Bailey Addition, Stamps Addition, Brown Addition to name a few);
- Re-construction of damaged structures, both residential & commercial, has steadily been on-going throughout various areas of town affected by the March 2023 tornado.

Commercial Construction has seen steady growth as well:

- The new Murrell Taylor Elementary School has completed construction;
- Site Improvements, Phase I, to the Lighthouse Charter School has been completed;
- Sig Sauer continues expansion of their facilities at multiple locations;
- Jacksonville Physical Therapy has completed construction;
- Keathley Commercial Addition - Eagle Suites - has completed construction of additional units;
- New Commandment Church has completed construction;
- Gibson RV Facility is continuing site work;
- AHRJP Development has completed construction of two commercial structures;
- 1st Assembly of God continues remodel of 615 No. Bailey.
- Various remodels have been implemented throughout the City, a sampling of these sites are as follows:
 - Cleaners at W. Main Street;
 - Whataburger at No. 1st Street;
 - New Hope Church at John Harden Drive;
 - Pain Management on Burman;
 - 700 John Harden;
 - Wendy's at 708 W. Main

New Business License Issued: **70**

There was a total of **\$31,187,321.97** worth of building permits issued in 2024. The Engineering Department issued the following permits in 2024:

<u>TYPE</u>	<u>NUMBER</u>	<u>ESTIMATED COST</u>
Single Family	108	\$18,710,680.00
Multi-Family	10	\$ 1,649,000.00
Commercial New	3	\$ 5,900,000.00
Commercial Existing	12	\$ 3,447,587.00
Remodel	30	\$ 766,913.00
 Additions:		
Storage Sheds	33	\$ 203,241.97
Pools	3	\$ 182,000.00
Room Additions	7	\$ 300,800.00
Garage & Carports	3	\$ 20,100.00
 TOTALS FOR 2024		 \$31,187,321.97

Plans & Goals for 2024

The Engineering Department is continuing to work with CivicPlus to implement our online Permitting portal. There have been some setbacks with the implementation and functionality of the system. The Engineering & Public Works office is nearing completion of a remodel. The new layout should provide a more efficient and secure work space for the staff.

Esther D. Nixon Library

USAGE

The 2024 calendar year was again a 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 55,000 times, we circulated 80,302 items and had 81,723 patrons visit our facility, slightly more than we saw in 2023. Patrons using our 12 desktop computers totaled more than 16,400 sessions and we continued to circulate our 15 Chromebooks along with circulation of portable DVD players and now two iPads 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 approaching 100 at times.

PROGRAMS

We once again provided our meeting room to Volunteers In Tax Assistance (VITA), who provided free tax assistance/filing to over 739 area residents on 23 separate occasions. Almost 100 more patrons than last year and they will be back here in a few weeks for 2025!

Programming was all in-person besides one YouTube storytime in most months. 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 five days of the week for ages 2-18, with our provider, Bridge to Success. Bridge to Success provides us with a hot or cold meal and snack. We also did several Grab and Go craft bags for adults, and they continued to go over well. Children's programming in 2024 also continued to go well and our youth programmers were able to conduct 404 different programs for our juvenile audience reaching over 5,600 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 had good participation, although our numbers were

lower than 2023 and was a 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 again 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! Several of the daycares that we used to visit pre-COVID, came back to us and we regularly do outreach with them again.

Following suit of our youth programming, our adult & general programming attendance and range of programs continued to improve. In 2024, the library was able to offer 380 programs (approximately the same as 2023) with 6,529 people participating (a significant rise from 2023). The adult book club continued and we offered plenty of DIY projects such as knitting, quilling, jewelry making, resin, painting, cooking, wood burning, candle making, diamond art, terra cotta pots, ceramic painting and vision boards, just to name a few projects.

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, DVDs, large print materials, interlibrary loan services, copiers, scanning and faxing services, 2 notaries on staff, voter registration forms, study rooms, a meeting room that you can rent 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 1,459 times and there were 98 reservations for the meeting room, Saturday being the most popular day for reservations. 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 but our curbside numbers have declined and we only help a handful of patrons that way at this time. 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 still being used mostly for computer prints. Our two notaries notarized a total of 903 documents in 2024. We still have the city's only 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!

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 a much needed in our community and our often both occupied.

FUTURE

In the year 2024 we will continue to work to increase our outreach and 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. We hope material circulation increases and that we continue to see and help more patrons this year. As we approach the beginning of our 16th 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

Martin Street Youth Center continued to be a hub for all things after school and summer programming. We provided a clean and safe environment for youth in grades K-12 all year long. Summer programs and activities targeted ages 8-15 and included walking over to Splash Zone to swim every other Friday. New this year and going forward was swimming lesson for up to 30 kids with the requisite permission slips. Arts & Crafts projects will be added in 2025 in keeping a something for everyone philosophy. We were/are the place to satisfy customers rental needs for those special occasions. We continued to provide meals for youth ages walking-18 after school and summer. We added breakfast this summer and that seemed to be a hit, of course. MSYC partnered with Baptist Health Community Outreach to provide back-to-school Immunizations and Covid/Booster shots. Although we had no takers for the Covid shots, 34 youth were immunized and received free backpacks with school supplies. We had 8, 658 total youth visits with hopes of increasing by twenty percent in 2025. Lastly, Power in the Word Baptist Church continued to support some of the youth center events and really comes through

when called upon. They have become a trusted and reliable source of support as we try to be the same for our working parents.

Facilities Maintenance

Another busy year full of repairs and growth in Facilities Maintenance department has be bestowed upon us. We had a senior employee retire in April leaving us with just a Manger and a Specialist for a little while, but have filled the position and are running full force maintaining all forty-one (41) of the city's buildings again. Ticket creation has increased slightly with totals of four-hundred and ninety-nine (499), and expected to be in five-hundreds by end of year! Of those tickets opened, four-hundred and forty-eight were closed (448), fourteen (14) are waiting to be finished, and thirty-seven (37) are actively still being worked on to complete. Some of the bigger projects that we completed include Animal Services building remodel, Re-copping of Splash Zone play structure pool, new roof for Chamber of Commerce building, re-purposing of old court administration building to house Sporting and Network Operations (formerly IT) departments, partial remodel of senior activity kitchen (due to a drain issue), and currently getting ready to take on the newly constructed Fire House #2 to be completed early 2025.

Community Center

The Community Center attendance continues to grow with the success of providing our patrons the family-friendly customer service they have come to expect for over 29 years. To maintain our reputation as an excellent facility, the upkeep this year included painting, replacing light bulbs to LED, daily cleaning and maintenance. We opened a Family Fitness Area with several pieces of cardio fitness equipment. As 2024 came-to-a-close, we started a much-needed project of sanding and refinishing the basketball/volleyball court. In 2025, we're looking forward to opening the newly refinshed court, with the parks logo, in preparation of our 30th Anniversary.

This year has been a dynamic and successful one for the North Hall Events Center! We hosted a diverse array of events, including memorial services to baby showers, family reunions to weddings, networking groups and retirement celebrations, as well as health insurance education sessions, magic shows, and more. We were also

proud to host two weeks of early voting, further cementing our role in the community. By year's end, the center had hosted 264 events, averaging nearly 22 every month. We're incredibly grateful for the opportunity to serve our community and can't wait to see what the next year brings!

AGFF Shooting Sports Complex

The range this year was extremely busy with shooters wanting to shoot the curtain. Yes, we finally got the shot curtain up and running. Shooters seem to either love it or hate it, but for the most part everybody seem to like the back ground and target prestation being the same on all 14 fields. What a way to start out our 10th anniversary.

YSS practices started up early along with supply pick up. Sponsored the NRA Level 1 class, Trap 101 classes were full and added 2 more classes. All kinds of fundraisers for School Teams, cooperate events, ATA Shoots including the Arkansas State Shoot with 19 states represented.

YSS regionals and state were both a success numbers were up a little from last year. Tournaments preceding the regionals were all up including the Mack's Prairie Wings event along with the 10th Anniversary of the range. We had over 1,000 athletes registered and over 800 shooting the event. What a great day of shooting.

Over 70 events were schedule with 1,425,075 targets thrown for the year. What a GREAT 10th Anniversary.

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 \$56,550 with 1346 participants.

Our Senior Citizen population keeps the morning Water Aerobic classes busy. A total of 10,400 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 and military rentals was \$16,230.

American Red Cross classes included Lifeguarding, Lifeguard Instructor and Water Safety Instructor Classes totaling \$8,400 in revenue.

Splash Zone Family Aquatic Center was a destination vacation for folks that wanted to enjoy a fun filled day without the expense. We were able to insure the safety of our visitors totaling 21,989 guests. Revenue totaled \$157,017.

Athletics

We had 35+ Events scheduled at Dupree Park. Most of them were USSSA Adult Slow-pitch tournaments. Adult Leagues continue to excel. In Spring and Fall softball leagues we had 25+ teams in each season. Flag Football had 12 teams. Volleyball had 10+ teams in each separate season we had. Our Basketball league had 15 teams.

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 80+ players each season.

The goal for 2025 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. We have also partnered up with JNPSD with our T-ball, Baseball, and Softball programs. We are also offering a High School Girls Flag Football League as well.

One of our goals for 2024 was to bring Dupree Park back post tornado. I can say that goal was definitely met! USSSA recognized this by giving Jacksonville Parks 2 awards at their National Convention. We were recognized for USSSA National Complex of The Year and Southwest Event of The Year. The event that won that was our Autism Awareness event we have for Pathfinders Inc.

Special Events

In 2024 the events team experienced a complete staffing change mid-year. But that didn't stop the department from producing high quality events throughout the year. We hosted a total of around 20 special events. Our traditional events, such as our Easter Egg Hunts, Big Bang, FestiVille, Trunk or Treat, and the Christmas Parade, brought our community together in large amounts and offered an abundance of entertainment. While our "newer" events, such as

Market Madness, the Youth Fishing Derby, and Titans Obstacle Course, saw a consistent amount of participation. Our team looks forward to an even bigger and better 2025!

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 2024:

- 185 miles of right-of-way and ditch mowing
- 280 ft of pipe/culvert installation
- 18,005 ft of concrete and dirt ditches were cleaned
- 100 Storm drain culverts and inlet boxes were flushed and cleaned as needed to promote proper drainage throughout the city
- Asphalt street repairs included fixing 283 potholes
- Mosquito Control Program included 378 man-hours for spraying
- Street crews and/or contractors installed/repaired 10 inlet/catch basins, 122 feet of curb and gutter, and 130 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 asbestos abatement and demolition of the old Jacksonville Elementary that was severely damaged by the tornado
- Coordinated with ARDOT for State Aid Asphalt Overlay.

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 2024 are as follows:

- 75 signs fabricated

- Installed and/or replaced 105 various signs city-wide
- Installed 24 sign posts
- 26±hrs of traffic signal maintenance

Beautification Program

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 1655 hours of service in 2024. The following represents the overall accomplishments of the program in 2024:

- Maintained select flowerbeds & other landscape features owned by the city (other than those maintained by P&R);
- Picked up 1738 bags of trash & 230 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

2024 was a good year for Sanitation. Many of the equipment and personnel issues from the previous year was mostly resolved and the Sanitation Department has continued 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.

The departmental statistics for 2024 are as follows:

Recycling Program

- 362,429.16 pounds of recycled material were collected and processed, saving the City \$5,007 in landfill fees.

- 134.39 tons of recycled Cardboard & 21.90 tons of recycled Old News Papers were sold recovering \$23,511.90 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 usage remains consistent.
- 742 used tires were collected for recycling.
- 66,000± pounds of electronics were collected for recycling.

Garbage Collection

- 8,673 tons of garbage was collected with our automated side loading garbage trucks necessitating \$239,105 in tipping fees with the landfill.
- A total of \$1,440 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 Collection

- 1,976 tons of bulky landfill items were collected in addition to the household garbage listed above. Our total landfill fees for these bulky items were \$54,717. \$9,435 of that was recovered in charges for oversized piles.
- 26,112 cubic yards of green waste were collected and ground into 3,384 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 \$120,637.
- 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 \$9,410 in additional fees to offset these expenses.
- Our annual leaf vacuum program collected 42 truckloads (approximately 1,610 cubic yards) of leaves from the curbside city-wide.

Goals for 2024

- Implement new software & hardware for garbage trucks allowing real time service verification for public works office as well as routing capabilities.

- 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.
- Phase out the use of plastic bags for leaf and grass clippings. This causes issues with grinding and limits options for disposal.

BOARDS AND COMMISSIONS

Jacksonville Chamber of Commerce

The Jacksonville Chamber of Commerce serves as a premier advocate for local businesses and a driving force behind initiatives that strengthen economic vitality and enhance our region's quality of life. By uniting leaders and innovators, we foster growth, collaboration, and opportunities that benefit businesses and residents alike.

Chamber Activities, Projects & Events: A seventeen-member Board of Directors provides strategic guidance and oversight of Chamber activities. With the dedicated efforts of Chamber members and staff, numerous programs were successfully implemented in 2024, furthering our mission to enhance the community.

2024 Programs Community Engagement and Events:

- Hosted the Annual Banquet, JCC|LRAFB Military Golf Tournament, Manufacturing Day, Casino Night, Fall Classic Golf Tournament, Solar Eclipse Day, Chamber Night at Blade & Barrel, Marketing 101, Bingo for Business and Data 101 and Shop Small Weekend.
- Proclamation Signings: Coordinated signings with Governor Sarah Sanders and Mayor Elmore for Chamber of Commerce Week|Day, and Quarterly Chamber CEO Luncheons.
- Ribbon Cuttings: Celebrated the grand opening|ribbon cuttings of 18 area businesses, amplifying their visibility through various media outlets.
- **Partnerships & Collaboration:**
- Little Rock Air Force Base (LRAFB): Supported ceremonies, dinners, and meetings, including Quarterly LRAFB Community

Council sessions, the "How We Protect Our Mission" Civic Tour, Change of Command ceremonies, Deployed Family Dinners, and the Herk Legacy Award honoring General Norton Schwartz.

- Community Welcome Center: Served as a hub for city information and local business referrals.
- Regional Collaboration: Partnered with Arkansas APEX Accelerator, and Metro Little Rock Alliance (MLRA), and neighboring chambers to amplify regional economic efforts.

Monthly Networking

First Friday Breakfasts:

- Featured prominent speakers, such as State Representative Stephen Meeks, LRAFB's Nicholas Lynch, Jacksonville Police Chief Brett Hibbs, Dr. Christen Johnson of Baptist Health, LaDonna Johnston of Unity Health and others, which fostered discussions on regionalism, workforce readiness, and quality of life, connecting leaders with our members to showcase Jacksonville's strengths.

Workforce & Community Engagement:

- Hosted Events: Regional Stakeholders Group, AR APEX Accelerator Monthly Open Houses, ASBTDC Training, Unity Health CEO Reception, and STAT Home Healthcare.
- Community Impact: Supported Forge Institute Apprenticeship Programs, One Day Mission: Feed the Homeless, the SIG Sauer Ammunition Center Opening and various customer appreciation events.
- Special Initiatives: Participated in Veteran-Owned Small Business Program, Valentine's Day Acts of Service Reel, and community open houses.

Conferences & Summits:

- Attended AR Governor's Conference on Tourism, AEDCE On Track, Arkansas Lithium Innovation Summit, Workforce Best Practices Summit, MAKO Conference, and the International Council of Shopping Centers Convention.
- Represented Jacksonville at the MLRA Business Retention & Expansion Workshop and supported America's Global Leadership: What It's Worth in Arkansas.

Economic Development:

The Chamber actively promotes economic growth through collaboration with local, state, and national organizations:

- Retail Growth: Promoted Jacksonville at the International Council of Shopping Centers Convention to attract new retailers.
- Attended Metro Little Rock Alliance (MLRA)/Business Retention & Expansion (BRE) Workshop to strategize business retention and expansion, and MLRA advisory board meetings.
- Local Highlights: Featured in AY Magazine to showcase Jacksonville's local businesses and restaurants.
- Workforce Development: Engaged with Pulaski Tech and Jacksonville North Pulaski School District (JNPSD) to support workforce readiness and innovation.
- Strategic Planning: Collaborated with the city and MLRA to host a successful MLRA Site Selector Tour.

Education:

- Scholarship & Literacy: Awarded two \$500 scholarships and celebrated Career and Technical Education Month. Supported AR Kids Read Spellabration, City Year Red Jacket Luncheon, and local literacy initiatives.
- School Collaborations: Partnered with Arkansas Lighthouse Charter, and JNPSD programs, including the District Convocation, Career Academies Expo, Be Pro Be Proud Workshop, Community Literacy Night, ribbon cuttings, and Senior Honors Medallion Presentations.
- Attended the Academies of Central Arkansas Partnership Announcement of Baldwin Shell for Building, Automotive & Design, as well as First Arkansas Bank & Trust's Partnership Announcement for Service, Sales & Marketing.
- Student Leadership: Launched the Titan Student Leadership Academy to prepare students for career success.

Jacksonville Leadership Academy:

In honor of Paul Harvel, the program was renamed to *Jacksonville Leadership Academy: Harvel Legacy* and continued its mission to develop future leaders:

- Conducted sessions on Health & Human Services, Education, State Government Legislature, Tourism & Hospitality,

Military, Economic & Workforce Development, Military, and Local City & Pulaski County Government.

- Facilitated Class II Graduation Ceremony, Reconnect & Recruit: Leadership Night, a Class III Team Building session and launched community projects, including the Chamber Building’s interior revitalization.

In Closing

The Jacksonville Chamber of Commerce’s success stems from the collaboration between the Chamber, its members, the City of Jacksonville, and dedicated area professionals. Together, we champion innovation, economic growth, and community enrichment, ensuring a brighter future for all residents.

Jacksonville Housing Authority

Public Housing Program

Units Available	100
Annual Occupancy Percentage	98%
Applications Received	1064
New Families Admitted	38
Currently on Waiting List	429
Total Rent Collected	\$237,237.34
PHAS Score (High-Performer)	90%

Section 8 Housing Assistance Payments Program

Certificates and Vouchers Authorized	748
Annual Occupancy Percentage	96%
Applications Received	1760
New Families Admitted	120
Current Waiting List	161
Total Paid to Owners	\$4,267,832.33
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	9,086
Home Delivered Meals	36,046
Socialization	7,475
Transportation	11,503
Transportation Non Emergency Medical	612
Telephone Reassurance	4,225

Other Wellness activities include

Blood Pressure & Blood Sugar Checks, Diabetic Footwear Fitting
210

Health & Nutrition Education, doctors appts, guest speakers, A Matter of Balance, Diabetes Education Empowerment Program, Chronic Disease/Diabetes Self-Management
1,223

Day Trips, holiday celebrations, fundraisers, grocery shopping, local restaurants, table conversation
934

Art and crafts classes, trivia, card clubs, dominos, bingo, bible study, greeting card making, coloring and water color class
2,811

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 4,500 (estimated) hours of service with the center during 2024.

Our organization has been able to positively impact the lives of senior adults in Jacksonville through all of the programs that we offer. Our primary focus for 2025 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. We have added new classes in 2024 that we are excited to see grow in 2025. Some

of these classes include sign language, salsa dancing, Tech 101, writing club, book club, and crochet.

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 February 6, 2025.

Jacksonville Water Department

Water Department - (Water Commission)

Jake Short, General Manager; Joy Kinman, Commission Chairman

Mr. Short will present a verbal report and a written report to the City Council at its meeting scheduled for February 6, 2025.