



City of Conway
Mayor Bart Castleberry

State of the City
2019 End of the Year Reports
www.conwayarkansas.gov

Administration Department	Mayor Bart Castleberry
Community Development Office	Kiera Oluokun, Director
Conway Regional Airport	Michelle Anthony, Manager
Conway Fire Department	Mike Winter, Fire Chief
Conway Police Department	Jody Spradlin, Chief of Police
District Court of Faulkner County	Judge Chris Carnahan Judge David Reynolds
Finance Department	Tyler Winningham, CFO
Human Resources	Lisa Mabry Williams, Director
Department of Information Systems & Technology	Aaron Knight, CTO
Parks & Recreation	Steve Ibbotson, Director
Permits/Inspections & Code Enforcement	Kenny McCullum, Director
Physical Plant	Spencer Clawson, Director
Planning & Development	James Walden, Director
Department of Sanitation	Joseph Hopper, Director
Transportation Department	Finley Vinson, Director

Purchasing Department 2019 End of Year Report



Purchasing Department

2019 End of Year Report

Mission:

The Purchasing Department's Mission is to provide direct support to all City Departments in obtaining products and services of high quality, at the lowest cost, and in the time needed.

Major objectives:

- **Ensure the City receives the best value obtainable for each tax dollar spent**
- **Promote free, open competition and equal opportunity for all vendors who seek to conduct business with the City**
- **Monitor vendor performance to insure reliability**
- **Stay well-informed of current developments in the field of purchasing, prices, market conditions, and new products**



Summary:

As the City of Conway continues to grow and thrive, the Purchasing Department continues to maintain a high level of professionalism and efficiency in the procurement of goods and services. To address efficiency and compliance the department is constantly evaluating operations, modernized bid processes, policy updates, providing high levels of customer service and training to continue to develop a top-notch Purchasing Department.

Statistics:

During 2019 the Purchasing Department

- Processed 5,805 Purchase Orders for a total of \$21,173,326
- Solicited 27 Bids
- Solicited 18 RFP/RFQs
- Booked 59 educational and training travel trips for employees
- Aided City Departments with 58 Projects (See 2019 Project List attached)
- Reconciled and managed procurement cards

Training:

The Purchasing Department has connected with Government Procurement Officials on state and national levels through the National Institute of Government Procurement (NIGP). These connections provide a great deal of support and guidance for the Purchasing Department. Jamie Brice currently serves as the historian for the Arkansas Chapter of NIGP and received 76 hours of training through NIGP during 2019.

Fixed Asset Management:

The Purchasing Department has worked with many departments to help procure and sale fixed assets. Most assets are sold on GovDeals. Since 2017, the City of Conway has made \$487,102.53 from selling assets on GovDeals. During 2019, the City received funds in the amount of \$182,187.41.

Procurement Cards:

The Purchasing Department manages procurement cards and provides training for all procurement card users. During 2019 City received \$6,250 in rebates from procurement cards.

Diversity & Economic Development

City of Conway, Arkansas

FY 2019 End of Year Report

The Diversity & Economic Development Coordinator is a new position created by the city. Since beginning this position. The department has begun planning for the upcoming 2020 Census.

Activity and Highlights

- In November we ran and completed the Annual United Way Campaign. The numbers for this year's campaign Climbed over half the count we currently had. We went from 40 employees contributing to 65.
- The first Complete Count Committee meeting was held and successfully completed in October.
- Worked with & currently working with Conway Corp to prep for Census commercials.
- Working on a 5yr plan for the Department.
- Successfully scheduled a Ribbon Cutting for the Pine Street Community for 2020

Prepared by: Shawanna Rodgers
1/7/2020

2019 Community Development Department Year-End Report

Kiera Oluokun, Director

Felicia Rogers, Community Development Coordinator

The Program Year 2019 (July 1st, 2019 – June 30th, 2020) Community Development Block Grant allocation was **\$463,954**.

Administration: (20%) \$94,47 —includes all costs associated with Administration

Public Services:

<u>Public Services (15%)</u> <u>\$70,858.50</u>	<u>Purpose</u>	<u>Allocation</u>	<u>Amount Spent (as of 1/7/2020)</u>
Boys and Girls Club	Transportation	\$19,131.80	\$19,131.80
FC Council on Aging	Transportation	\$17,218.62	\$2,859.50
Independent Living Services	Transportation	\$15,199.15	\$0
Y.E.S	Transportation	\$5,030.95	\$0
Milestones	Transportation	\$4,038.93	\$0
Bethlehem House	Transportation	\$3,046.92	\$0
Women Shelter of Central Arkansas	Transportation	\$3,046.92	\$0
HAVEN	Transportation	\$2,550.91	\$0
Conway Ministry Center	Laundry Services	\$1,594.32	\$0
Public Services Total Amount Spent:			\$21,991.30

Boys and Girls Club of Faulkner County—Boys and Girls Club of Faulkner County provides transportation to 200 youth daily from 15 different schools (71% LMI) to the Boys and Girls Club for tutoring, mentoring, and physical activity. CDBG funding will be used for driver salary, fuel, vehicle maintenance, and insurance

Faulkner County Council on Aging—FCCA provides transportation to 2800 one- way trips to approximately 295 seniors (60 and over) to the Senior Center and life-necessary errands and appointments. CDBG Funding will be used for driver salary, fuel, vehicle maintenance, and insurance.

Independent Living Services—ILS provides transportation to adults with disabilities. An estimated 200 unduplicated adults will be serviced with a minimum of 4,000 miles for passenger pick-ups

Young Empowered Sister (Y.E.S)—Y.E.S. provides transportation for approximately 60 young girls in the juvenile court system (85% LMI). The transportation includes community

service opportunities, cultural outing opportunities, and group activity sessions. The funds will provide the opportunity for the agency to rent transportation (vans/buses) for their outings.

Milestones Inc.—Funding will provide gap in transportation for approximately 22 children with developmental delays and disabilities. Funds will be used for driver salary, fuel, vehicle maintenance, and insurance.

Bethlehem House— Bethlehem House is a transitional homeless shelter providing 24- hour transportation in the city of Conway. Funds will be used for gas costs, maintenance, driver salary, and insurance for 2 Bethlehem House vans.

Women's Shelter of Central Arkansas—Women's Shelter provides transportation services to domestic violence victims residing at the shelter. Funds will be used for gas costs, maintenance, driver salary, and insurance.

****Haven House**—Haven is a residential group home for adolescent females that have come into foster care at no fault of their own. It is a non-profit organization under the supervision of Counseling Associates Inc. Funds will be used for gas costs, maintenance, driver salary, and insurance.

****Conway Ministry Center**—Conway Ministry Center is a non-profit organization that assists with food, shelter, hygiene, and counseling services for homeless and/or lower income persons in the Conway community. Through the months of December through the end of February, the organization with the help of local churches operates a warming station when the weather falls below a certain temperature. Due to the high demand for laundry services while at the warming station, CDBG will assist in the cost for laundry services during the months that the station is open.

****iIndicates new services added in 2019**

Projects:

<u>Projects (65%) \$307,053.50</u>	<u>Description</u>	<u>Cost of Service</u>	<u>Amount Spent (as of 1/7/2020)</u>
City of Conway - Homeless Project	Acquisition of 1400 and 1600 Gum Street for the purpose of a future Emergency Shelter	\$200,000.00	\$1,600
Fifth Avenue Park Improvement Project	Playground Renovations	\$107,053.50	\$3,900
Projects Total Amount Spent:			\$5,500

City of Conway-5th Avenue Improvement Project—\$292,220. Per the 2016-2020 Consolidated Plan for CDBG, one objective was to identify areas that the city and CDBG can be utilized for the provision of additional community facilities and public services. In addition to the 5th Avenue Park Splash Pad that was completed in the summer of 2019, this program year the renovation of the park will continue with the addition of updated playground equipment. Hahn Enterprises was selected as the company to provide playground equipment and installation for the 5th Avenue playground renovation. The project is estimated to be complete by Spring of 2020.

Spruce Street Cottage/Old Conway Village Update: Old Conway Village was completed in the summer of 2019. It was well received by the Conway community and the homes have remained full since the opening. In addition to Old Conway Village, Summerwood Inc. is in the process of developing 12 cottage home on Spruce Street in the Pine Street Neighborhood. 2 of the 12 homes are near completion with 2 more under construction. One buyer has been secured and is currently in the process of completing the financing process with First Community Bank in Conway. This buyer will receive \$18,765 through the City of Conway's Down Payment Assistance Program. CDBG will fund the construction of sidewalks around the development once complete.



Conway Regional Airport Cantrell Field

*Michelle Anthony
Airport Director*

2019 Annual Report

2019 represented the fifth full calendar year of operations at the new Conway Regional Airport Cantrell Field. Throughout 2019 the City experienced full occupancy off all City-owned hangars; in addition the City has 32 individuals on the waiting list for individual T-hangars. The total based aircraft count is approximately 60 aircraft, encompassing aircraft stored in both City-owned and privately owned hangars.

In the fall of 2019, the City began construction on the Taxilane and T-Hangar Apron project. This project is 100% funded by FAA and Arkansas Department of Aeronautics. This project should be completed by summer 2020. Once the project is complete, this area will become the future home of a set of twelve (12) T-hangars.

In 2019, the airport employed 4 full time staff (City employees). There are two flying clubs established at the airport, bringing with them access to private, instrument, commercial, and multi-engine flight instruction in approximately ten different aircraft. In addition, the airport hosted a Veteran's Day ceremony and visit by the Commemorative Air Force with two aircraft. The CAF brought in the C-47 Dakota and T-6 Texan. The CAF gave multiple rides in both aircraft, and several people took ground tours of the aircraft.

2018 Fuel Sales vs. 2019 Fuel Sales

- 163,692 gallons of Jet A and 48,374 gallons of 100LL Avgas were sold in 2019
- 152,651 gallons of Jet A and 49,119 gallons of 100LL Avgas were sold in 2018

There was a time that staff worked without an airport manager for several months. During this time the staff stepped up and jumped into action. Without complaint the staff worked many hours and at time several days in a roll without a day off. Staff did an amazing job by pulling their weight and taking care of business. July 29, 2019, the City hired Michelle Anthony as Airport Director. Airport staff has done a tremendous job getting the airport back on track and running as smooth as ever.

Other Airport Events:

The Flood of 2019

The threat of the flood started towards the end of May and lasted until the second week of June. The airport in imminent danger due to the levy at Toad Suck. The water had risen to record heights. Staff at the airport along worked around the clock. As the flood water rose to the top of the levy staff were told to evacuate. With the help of several individuals they removed everything from furniture to equipment inside and outside of the terminal. Including all of the airfield lighting and signs. Most all based aircraft removed their aircraft to other airports.

The airport become the base operations for the Corp of Engineers and Arkansas Army Guard. Arkansas Army Guard used 2 black hawks to bring in large loads of rocks and sand. The levy across from the airport was endanger to breaking due to the level of the water and the ground washing away. The Arkansas Army Guard used the black hawks to drop bags of sand and rock onto the levy.



CAF Air Power History Tour landed at Conway Regional Airport
November 2-3, 2019.



Airports fuel farm and fuel trucks. The City and staff brought the fuel farms into compliance, installed reclaim tanks for both Jet A and Avgas. Prior to the reclaim tanks being stalled the City had to pay a company to pick up all sump fuel. Now that the reclaim tanks are installed all sump fuel goes back into the fuel farms.

December 3, 2019, both fuel tanks we emptied and professionally cleaned.



Jet A Reclaim Tank

The City purchased a product called G.A.R.D. This equipment has many functions for the airport.

- Daily and annual operations numbers are counted. FAA and Arkansas Department of Aeronautics need this information. Knowing the number of operations per day or year is beneficial in obtaining grants from FAA.
- All conversations between or by pilots that are flying in our airspace is recorded by the G.A.R.D.
- It provides the City data as to what days are the busiest, how many aircraft landed after we leave and can assist in accident investigations.



G.A.R.D.® ADS-B

This add-on allows you to capture the aircraft Mode-S, type, owner, landing speed and time, and generate reports.

Staff added a kids corner to the main lobby in the terminal.



**“ONE MILE OF HIGHWAY WILL ONLY TAKE YOU DOWN THE
ROAD ONE MILE! ONE MILE OF RUNWAY WILL TAKE YOU ALL
OVER THE WORLD”**

Conway Fire Department



2019
Year End Report

Introduction
By
Fire Chief Mike Winter



I am pleased to present to you the 2019 End of Year report for the Conway Fire Department (CFD). Conway's Bravest is comprised of 108 uniformed personnel serving out of 7 stations with 10 front line apparatus. The CFD houses four divisions: Operations, Training, EMS, and Fire Prevention Public Education. Each division is responsible for all personnel to provide the best quality and professional service to the City of Conway and its citizens.

We hold as our core values Excellence, Honor, Safety, and Serving. The values are exemplified through our mission statement to "Exceed our own expectations through the delivery of excellence in emergency response, life safety, and community support". We serve proudly as a cornerstone of Conway.

The following pages highlight the activities of the CFD throughout 2019. It also serves as an insight to this department as we close out the year with over 18,500 calls for service with an average emergency response time of 3:07.



CFD Operations Division

The Operations Division is responsible for the day to day operations. All calls for service, station, and apparatus maintenance are supervised by the Operations Chief, Assistant Chief Bill Keathley. The Operations Division also oversees the Battalion Chiefs, the Special Operations Rescue Team (SORT), and Haz Mat Team.

A Shift Battalion Chiefs:



Bat 5 – Chief Scot Erwin



Bat 2 – Chief John Skinner



Assistant Chief Bill Keathley

B Shift Battalion Chiefs:



Bat 5 – Chief Chad Johnson



Bat 2 - Chief Larry Daves

C Shift Battalion Chiefs:



Bat 5 – Chief Jeff Moix



Bat 2 – Chief Charles Prout

Emergency Responses 2019

- Fire Calls – 2,207
- Rescue Calls – 4,179

Total Service Calls 2019

- Exceeded 18,500

Special Operations Rescue Team

The Conway Fire Department Special Operations Rescue Team (SORT) consists of 24 technically trained personnel. SORT personnel maintain specialties in each of the five disciplines; high angle, confined space, heavy rescue-trench collapse, swift water, and dive.



Responses for 2019

- Swiftwater: 3
- Missing Person: 1
- Watercraft Rescue: 1
- Dive: 1

In 2019, the USAR team (made up of 12 members) deployed to Florida for hurricane deployment; however, once arriving our services were not needed due to the hurricane not producing damages as predicted.



CFD Training Division

The Conway Fire Department Training Division oversees every area of training within the CFD, from entry level to officer development to continuing education.

This division is headed by Assistant Chief Todd Cardin and includes Captain Chad Upton. All training is certified at either the State or National level of compliance. All disciplines blanket the CFD to include physical fitness, health and wellbeing of our firefighters.

In 2019 the CFD logged more than 45,832 training hours to include, but not limited to:

- Haz-Mat Training
- Bomb Training
- SORT Training
- Football Emergencies
- Fire College
- Auto Extrication
- Officer Development Class
- Truck Class
- Truck Journeyman Class



CFD EMS Division

The Conway Fire Department EMS Division oversees the area of EMS training within the CFD. The division is made up by Assistant Chief Jerry Gipson and Captain Rick Powell. Training is certified at either the State or National level of compliance. In 2019 the EMS Division has been responsible for the continuation of the Paramedic program with our 4 students passing National Registry Exam, giving CFD a 100% pass rate.

The initial licensure requirements for Paramedic are successful completion of an Arkansas and Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP) and Committee on Allied Health Education and Accreditation (CAHEA) accredited Paramedic program including all didactic, clinical and field internship requirements and successful completion of the National Registry of EMT's Paramedic certification process.



Assistant Chief Jerry Gipson

A second Paramedic class started in August with two of our employees attending.

Additional equipment was purchased for paramedics to provide care to their level of training.

We have licensed 2 apparatus so our paramedics can function to their level of training.

We adopted MEMS Protocols for our standard of care for the EMT-B, AEMT, and EMT-P.

Chief Gipson and Captain Powell are CPR Instructors and adjunct instructors with SAU Tech Arkansas Fire Academy, as well as members of the Conway Career Center Advisory Board.

Chief Gipson and Captain Powell provide the following:

Provide continuing education that meets the National Continued Competency Program (NCCP) for recertification for all personnel to their level of training. Part of this includes online instruction, which was over 1,500 hours for CFD personnel.

Areas of public education include:

- UCA personnel who are EMT's
- UCA Nursing Students – Stop the Bleed course
- Conway Transportation Department (Street Department) – Taught First Aid, Stop the Bleed, and CPR. Established Hepatitis A&B vaccines.
- Teaching CPR and First Aid to Boy Scouts
- CPR Skills check for Conway Jr. High
- Conway High School EMT class auto extrication
- County wide Stop the Bleed program taught to Volunteer Departments.
- Sanitation Department purchased 3 new AED's. We put them in service and provided education to 10 supervisors. We are waiting to hear back from them to schedule training for all 90 employees.
- We are currently working with Arkansas Department of Health for the purpose of delivering CPR certification or refresher training to individuals potentially arriving first on the scene of an opioid overdose for Faulkner County.

CFD Fire Marshal Division

The Fire Marshal Division is responsible for life and safety codes, enforcement, public education, and probable cause/determination. From Pre-build plan review to issuing the final Certificate of Occupancy (CO), the Marshals ensure that life and safety codes are met. New construction is not the only focus as every public building is planned/inspected yearly. The Fire Marshal is Assistant Chief Kenny Wiedower, and the Deputy Fire Marshals are Captain Phillip Short, Captain Kenny Bartlett, and Engineer Luke Birdsong.

• Plan Reviews	127
• Inspections	1500
• Pre-Plan Inspections	5276
• Hydrant Inspections	5226



In addition to life and safety codes, the Marshals have the responsibility of public education. Numerous areas of public education are taught by our Fire Marshals from fire extinguisher demonstrations to fire watch, and even crawling low in smoke is taught year around. Every October the Fire Marshals, assisted by other members of the CFD, teach at every elementary school in Conway. Puppet shows, classroom lectures, and the Smokehouse are all avenues through which fire safety is communicated and taught to the children of Conway. In 2019 over 5,000 elementary school children received fire safety education.

Every fire is investigated to determine a cause.

- Fire calls 2,207
- Total fire loss \$792,500.00



CFD Bomb Squad

Assistant chief Todd Cardin also serves as the commander for the Conway fire department bomb squad. The squad is federally accredited through the FBI, and is 1 of 6 in the state. The CFD bomb squad has state wide mutual aid agreements and can be deployed nationally when called upon.

The squad is currently composed of 6 certified bomb technicians and 3 support personnel. We will be sending one support person to bomb school this year in Huntsville, Alabama. All techs are certified LEOs and are special deputy U.S. Marshals. The Squad responded to 64 calls for service in 2019 including 14 suspicious packages, 5 actual improvised explosive devices, 11 SWAT assist calls, 4 explosive recoveries, and other responses. The squad assisted various agencies throughout the year including the State police, FBI, ATF, FCSO, CPD, other squads, and the U.S. postal service. We assisted with manpower and or equipment.

Additional training activities included:

- Training conducted for the Conway police department
- Radiological detection
- Electronic counter measure
- UCA football game stand-by
- Advanced electronics class
- IABTI international conference
- Incident stabilization drills
- LETPA/SHAGP grant award for \$186,498.00



New Hires 2019

Last Name	First Name	Date
Mathis	Taylor	3/4/19
Ansel	Zach	3/25/19
Bickford	Seth	10/11/19
Morgan	Patrick	9/3/19
Simpson	Angie	12/4/19

Retirements/Resignations 2019

Last Name	First Name	Rank
Mathis	Taylor	Firefighter
Rogacki	Dion	Firefighter
Shock	Danny	Captain
Swofford	Amanda	Administrative Assistant
Baker	Jonathan	Firefighter

Incident Type Report (Summary)

Conway Fire Department

Date Range: From 1/1/2019 to 12/31/2019
Company: All Companies

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
1 Fire				
100 Fire, other	3	0.05%	\$0	0.00%
111 Building fire	33	0.52%	\$755,500	95.33%
112 Fires in structure other than in a building	1	0.02%	\$0	0.00%
113 Cooking fire, confined to container	22	0.34%	\$0	0.00%
114 Chimney or flue fire, confined to chimney or flue	3	0.05%	\$0	0.00%
116 Fuel burner/boiler malfunction, fire confined	1	0.02%	\$0	0.00%
118 Trash or rubbish fire, contained	3	0.05%	\$0	0.00%
121 Fire in mobile home used as fixed residence	3	0.05%	\$6,000	0.76%
130 Mobile property (vehicle) fire, other	1	0.02%	\$0	0.00%
131 Passenger vehicle fire	37	0.58%	\$31,000	3.91%
132 Road freight or transport vehicle fire	2	0.03%	\$0	0.00%
140 Natural vegetation fire, other	1	0.02%	\$0	0.00%
141 Forest, woods or wildland fire	1	0.02%	\$0	0.00%
142 Brush or brush-and-grass mixture fire	4	0.06%	\$0	0.00%
143 Grass fire	9	0.14%	\$0	0.00%
150 Outside rubbish fire, other	1	0.02%	\$0	0.00%
151 Outside rubbish, trash or waste fire	15	0.23%	\$0	0.00%
154 Dumpster or other outside trash receptacle fire	20	0.31%	\$0	0.00%
155 Outside stationary compactor/compacted trash fire	1	0.02%	\$0	0.00%
160 Special outside fire, other	1	0.02%	\$0	0.00%
162 Outside equipment fire	4	0.06%	\$0	0.00%
Totals	166	2.60%	\$792,500	100.00%
2 Overpressure Rupture, Explosion, Overheat(no fire)				
200 Overpressure rupture, explosion, overheat other	2	0.03%	\$0	0.00%
210 Overpressure rupture from steam, other	1	0.02%	\$0	0.00%
223 Air or gas rupture of pressure or process vessel	1	0.02%	\$0	0.00%
251 Excessive heat, scorch burns with no ignition	13	0.20%	\$0	0.00%
Totals	17	0.27%	\$0	0.00%
3 Rescue & Emergency Medical Service Incident				
300 Rescue, EMS incident, other	167	2.62%	\$0	0.00%
311 Medical assist, assist EMS crew	1,610	25.21%	\$0	0.00%
320 Emergency medical service incident, other	27	0.42%	\$0	0.00%
321 EMS call, excluding vehicle accident with injury	1,917	30.02%	\$0	0.00%
322 Motor vehicle accident with injuries	242	3.79%	\$0	0.00%
323 Motor vehicle/pedestrian accident (MV Ped)	24	0.38%	\$0	0.00%
324 Motor vehicle accident with no injuries.	171	2.68%	\$0	0.00%
341 Search for person on land	3	0.05%	\$0	0.00%
352 Extrication of victim(s) from vehicle	1	0.02%	\$0	0.00%
353 Removal of victim(s) from stalled elevator	2	0.03%	\$0	0.00%
363 Swift water rescue	3	0.05%	\$0	0.00%
371 Electrocution or potential electrocution	1	0.02%	\$0	0.00%
381 Rescue or EMS standby	11	0.17%	\$0	0.00%
Totals	4,179	65.44%	\$0	0.00%
4 Hazardous Condition (No Fire)				
400 Hazardous condition, other	7	0.11%	\$0	0.00%
410 Combustible/flammable gas/liquid condition, other	3	0.05%	\$0	0.00%
411 Gasoline or other flammable liquid spill	2	0.03%	\$0	0.00%
4111 Washdown of substances	1	0.02%	\$0	0.00%
4112 Gas Leak (natural or LPG)	7	0.11%	\$0	0.00%

Incident Type Report (Summary)

Conway Fire Department

Date Range: From 1/1/2019 to 12/31/2019
Company: All Companies

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
412 Gas leak (natural gas or LPG)	58	0.91%	\$0	0.00%
413 Oil or other combustible liquid spill	11	0.17%	\$0	0.00%
420 Toxic condition, other	1	0.02%	\$0	0.00%
421 Chemical hazard (no spill or leak)	4	0.06%	\$0	0.00%
422 Chemical spill or leak	1	0.02%	\$0	0.00%
4226 No Chemical Spill or Leak	1	0.02%	\$0	0.00%
424 Carbon monoxide incident	13	0.20%	\$0	0.00%
440 Electrical wiring/equipment problem, other	3	0.05%	\$0	0.00%
441 Heat from short circuit (wiring), defective/worn	3	0.05%	\$0	0.00%
442 Overheated motor	5	0.08%	\$0	0.00%
444 Power line down	11	0.17%	\$0	0.00%
445 Arcing, shorted electrical equipment	16	0.25%	\$0	0.00%
461 Building or structure weakened or collapsed	9	0.14%	\$0	0.00%
463 Vehicle accident, general cleanup	2	0.03%	\$0	0.00%
480 Attempted burning, illegal action, other	4	0.06%	\$0	0.00%
481 Attempt to burn	1	0.02%	\$0	0.00%
Totals	163	2.55%	\$0	0.00%
5 Service Call				
500 Service Call, other	13	0.20%	\$0	0.00%
510 Person in distress, other	81	1.27%	\$0	0.00%
511 Lock-out	8	0.13%	\$0	0.00%
522 Water or steam leak	15	0.23%	\$0	0.00%
531 Smoke or odor removal	55	0.86%	\$0	0.00%
541 Animal problem	1	0.02%	\$0	0.00%
542 Animal rescue	1	0.02%	\$0	0.00%
550 Public service assistance, other	4	0.06%	\$0	0.00%
5501 Public service assistance, Other - Nova	2	0.03%	\$0	0.00%
5503 Public service assistance, Other - Fire/Arson Inv.	2	0.03%	\$0	0.00%
5506 Public service assistance, Other - Plan Review	1	0.02%	\$0	0.00%
5508 Public service assistance, Other - crawl, drag, sq	2	0.03%	\$0	0.00%
551 Assist police or other governmental agency	51	0.80%	\$0	0.00%
552 Police matter	6	0.09%	\$0	0.00%
553 Public service	94	1.47%	\$0	0.00%
5532 Public service - Fire/Building Inspections	1	0.02%	\$0	0.00%
5534 Public service - Hydrant Maint. and Insp.	1	0.02%	\$0	0.00%
5535 Public service - Smoke Detector Program	6	0.09%	\$0	0.00%
5536 Public service - Stand by/ Special Events	59	0.92%	\$0	0.00%
5537 Public service - Fire Prevention Program	10	0.16%	\$0	0.00%
5538 Public service - Public Education	42	0.66%	\$0	0.00%
554 Assist invalid	198	3.10%	\$0	0.00%
561 Unauthorized burning	67	1.05%	\$0	0.00%
Totals	720	11.27%	\$0	0.00%
6 Good Intent Call				
600 Good intent call, other	12	0.19%	\$0	0.00%
611 Dispatched & canceled en route	221	3.46%	\$0	0.00%
621 Wrong location	2	0.03%	\$0	0.00%
622 No incident found on arrival at dispatch address	24	0.38%	\$0	0.00%
631 Authorized controlled burning	14	0.22%	\$0	0.00%
632 Prescribed fire	4	0.06%	\$0	0.00%
650 Steam, other gas mistaken for smoke, other	3	0.05%	\$0	0.00%
651 Smoke scare, odor of smoke	22	0.34%	\$0	0.00%

Incident Type Report (Summary)

Conway Fire Department

Date Range: From 1/1/2019 to 12/31/2019
Company: All Companies

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
652 Steam, vapor, fog or dust thought to be smoke	7	0.11%	\$0	0.00%
661 EMS call, party transported by non-fire agency	4	0.06%	\$0	0.00%
671 HazMat release investigation w/no HazMat	11	0.17%	\$0	0.00%
Totals	324	5.07%	\$0	0.00%
7 False Alarm & False Call				
700 False alarm or false call, other	84	1.32%	\$0	0.00%
710 Malicious, mischievous false call, other	3	0.05%	\$0	0.00%
711 Municipal alarm system, malicious false alarm	12	0.19%	\$0	0.00%
713 Telephone, malicious false alarm	3	0.05%	\$0	0.00%
714 Central station, malicious false alarm	1	0.02%	\$0	0.00%
715 Local alarm system, malicious false alarm	10	0.16%	\$0	0.00%
721 Bomb scare - no bomb	16	0.25%	\$0	0.00%
730 System malfunction, other	9	0.14%	\$0	0.00%
731 Sprinkler activation due to malfunction	5	0.08%	\$0	0.00%
732 Extinguishing system activation due to malfunction	3	0.05%	\$0	0.00%
733 Smoke detector activation due to malfunction	52	0.81%	\$0	0.00%
734 Heat detector activation due to malfunction	1	0.02%	\$0	0.00%
735 Alarm system sounded due to malfunction	64	1.00%	\$0	0.00%
736 CO detector activation due to malfunction	18	0.28%	\$0	0.00%
740 Unintentional transmission of alarm, other	11	0.17%	\$0	0.00%
741 Sprinkler activation, no fire - unintentional	2	0.03%	\$0	0.00%
742 Extinguishing system activation	1	0.02%	\$0	0.00%
743 Smoke detector activation, no fire - unintentional	179	2.80%	\$0	0.00%
744 Detector activation, no fire - unintentional	74	1.16%	\$0	0.00%
745 Alarm system activation, no fire - unintentional	251	3.93%	\$0	0.00%
746 Carbon monoxide detector activation, no CO	2	0.03%	\$0	0.00%
7461 Alarm System activation, no fire - unintentional	4	0.06%	\$0	0.00%
Totals	805	12.61%	\$0	0.00%
8 Severe Weather & Natural Disaster				
812 Flood assessment	1	0.02%	\$0	0.00%
813 Wind storm, tornado/hurricane assessment	3	0.05%	\$0	0.00%
814 Lightning strike (no fire)	1	0.02%	\$0	0.00%
Totals	5	0.08%	\$0	0.00%
9 Special Incident Type				
900 Special type of incident, other	2	0.03%	\$0	0.00%
911 Citizen complaint	5	0.08%	\$0	0.00%
Totals	7	0.11%	\$0	0.00%
Totals	6,386		\$792,500	

NFIRS Mutual Aid Summary Report

Conway Fire Department

Date Range: From 1/1/2019 to 12/31/2019

Sorted by: Not selected

Agency	Date	Incident#	### Address	Occupant	Type	# App	MA	Mutual Aid Type
23300	11/12/2019	2019-005636	AMITY RD		Motor vehicle accident with no injuries.	1	23304	Mutual aid given
23300	05/02/2019	2019-002042	73 Palarm Creek Road		Swift water rescue	3	23304	Mutual aid given
23300	11/19/2019	2019-005779	5501 PRINCE ST		Motor vehicle accident with injuries	4	23008	Mutual aid given
23300	10/26/2019	2019-005313	222 OLD MILITARY RD	Butrum	Building fire	3	23008	Mutual aid given
							23303	Automatic aid given
							23002	Mutual aid given
23300	11/15/2019	2019-005683	101 EAST GERMAN LN		Building fire	1	23304	Mutual aid given
23300	02/07/2019	2019-000597	13 FULLER RD		Public service assistance, Other - Fire/Arson Inv.	2	23002	Mutual aid given

Note: These calls have the same FDID in the Mutual Aid Field as the Primary Incident.

Mutual aid received	0	Mutual aid given	7
Automatic aid received	0	Automatic aid given	1
		Other aid given	0
Total Aid Received	0	Total Aid Given	8



Conway Police Department Annual Report 2019



Conway, Arkansas





Conway Police Department – 2019 Annual Report

This document is a report of not only crime statistics but activities and services conducted by the police department in the protection and service to the citizens of this community. While this is a comprehensive report of services required, it does not include the many incidents of police personnel assisting members of the community that did not result in a report filed or arrest made. This report is encouraging considering the ever increasing demand on police services by a growing community and the high turnover rate experienced in the Communications Center and Patrol Division. In 2019, we experienced a 9% turnover rate in sworn officers and a 27% turnover rate in the Conway Emergency Operations Center including two dispatchers who transferred to other positions within the Police Department.

In 2019, there was a 11% decrease in Violent Crimes and a 20% decrease in Property Crimes. Special Operations / Traffic Unit worked thirty-eight (38) special events resulting in 1,499 total man-hours. Officers worked eleven (11) additional events compared to 2018 accumulating a 12.8% increase in man-hours worked. SWAT reported being utilized forty-five (45) times in 2019 for incidents ranging from Narcotics search warrants to barricaded suspects. The Crime Suppression Unit (CSU) spent 202 hours patrolling city parks and 399 hours working special events. In addition, they made a total of 443 arrests in 2018. The Investigations Division worked a total of 2,500 cases, a 12.9% decrease from 2018. However, the Narcotics section increased their cases by 24% for a total of 790 cases in 2019. Department wide, there were 4,852 adult arrests and 269 juvenile arrests made in 2019. This is a 0.25% decrease in adult arrests and a 26% decrease in Juvenile arrests when compared to the previous year. Conway Emergency Operations Center processed 81,939 calls for service, which is a 2% increase from 2018. There were 26,117 Emergency 911 calls received, which is a 28.7% decrease compared to the previous year. The average response time for Patrol Officers for Priority 1 calls from Dispatch to Arrival was 4:41 minutes. Animal Welfare Unit reported a total intake of 1,304 animals, a total of 697 adoptions and rescues, and 2,510 licenses issued. The rate of euthanized animals stayed the same in 2019 as in 2018 at 22% and a total of 1,268 citations and warnings were issued. There was a total of 23,232 hours of training for officers in 2019; these hours included Basic Police Academy Training, K9, SWAT, and Field Training. A new Program Highlight features the Drone Team who flew 21 missions to assist Narcotics and Patrol. We also started a Wellness/Mentor Program to assist employees with their overall health and wellness and new officers with their adjustment to a career in law enforcement.

The members of the Conway Police Department are dedicated professionals proud to serve and protect our community.

Chief Jody Spradlin

Violent Crimes, overall, experienced a 11% decrease from 2018 to 2019. There were 262 violent crimes reported in 2019 versus 293 violent crimes reported in 2018. The violent crimes in Conway for 2019 are broken down as follows:

- There was a 67% decrease in Murders with 2 reported in 2019 and 6 reported in 2018.
- There was a 12% decrease in Rapes with 37 in 2019 and 42 reported in 2018.
- There was a 9% decrease in Robberies with 51 in 2019 and 56 reported in 2018.
- There was a 9% decrease in Aggravated Assaults with 172 in 2019 and 189 reported in 2018.

Property Crimes, overall, experienced a 20% decrease from 2018 to 2019 with 1,695 property crimes reported in 2019 versus 2,131 property crimes reported in 2018. The Property Crimes in Conway for 2019 are broken down as follows:

- There was a 29% decrease in Burglaries with 175 in 2019 and 245 reported in 2018.
- There was a 21% decrease in Thefts with 1,413 in 2019 and 1,793 reported in 2018.
- There was a 10% increase in Motor Vehicle Thefts with 100 in 2019 and 91 reported in 2018.
- There was a 250% increase in Arsons with 7 in 2019 and 2 reported in 2018.

The below table depicts reported incidents over the past eight years. This reflects that while the population in Conway has risen significantly, there has been no significant rise in crime.

Crime Statistic's Comparison for 2012 through 2019

	2012	2013	2014	2015	2016	2017	2018	2019
Murder	0	1	1	2	5	1	6	2
Rape	27	23	26	26	35	25	42	37
Robbery	80	51	62	85	89	63	56	51
Burglary	395	371	395	394	343	315	245	175
Theft	1,849	2,242	2,311	2,482	2,379	1,797	1,793	1,413
Motor Vehicle Theft	94	102	141	149	186	144	91	100
Estimated Population	62,430	63,500	64,500	64,980	65,300	65,800	65,782	66,426

ADMINISTRATION DIVISION

The Administration Division consists of 3 sworn officers and 31 non-sworn who are assigned to the following sections: Office of Professional Responsibilities, Conway Emergency Operations Center, and the Animal Welfare Unit. The following Administration Division statistics were reported for 2019:

- The Conway Emergency Operations Center processed a total of 81,939 telephone calls in 2019. Of those, 26,117 were 9-1-1 calls and 55,822 were non-emergency administrative calls. This is an average of 224 calls per day and an increase of 2% from 2018. Of 9-1-1 calls processed by the Conway Emergency Operations Center, 98.55% of those calls were answered within 10 seconds, 99.61% were answered within 20 seconds, and 99.91% were answered within 40 seconds.
- Animal Welfare impounded 1,304 animals in 2019 as compared to 1,385 in 2018. Dogs/Cats adopted or placed at a rescue center during 2019 were 697, a 3.7% decrease over 2018's 724. Conway residents purchased 2,510 dog and cat licenses during 2019, a 10.7% decrease from the 2,811 licenses the year before. These licenses along with half of the adoptions fees brought in \$41,632 in 2019 as compared to \$43,213 in 2018. These funds allow for the spay/neuter account to continue with healthcare needs of shelter animals. (There is different licensing fee based on altered or unaltered animals.) The euthanasia rate for dogs/cats brought into the Conway AWU was 22% in 2019, the same as it was for 2018. This percentage rate is well below the national rate of 65%. The adoption/release to rescue rate for dogs/cats brought into the AWU in 2019 was 46% as compared to 53% in 2018. The national adoption rate is 25%. AWU officers issued 1,268 warnings and citations in 2019, a decrease of 36.9% from 2018. Calls for Service increased by 4.7% in 2019, with 2,977 compared to 2,843 in 2018.

PATROL DIVISION

The Patrol Division consists of 83 sworn officers and 2 non-sworn. The following statistics were reported for 2019:

- Patrol Division has 16 pillars of training that each officer must complete. As of the end of 2019, the Patrol Division has maintained a 94% completion ratio for the 16 training courses which include Naloxone Training, Basic Crime Scene Processing, Emergency Vehicle Operations, Standardized Field Sobriety, and Diffusion/De-escalation.
- Patrol Officers worked approximately 31 hours of DWI Enforcement and 114 hours of Seat Belt Enforcement. This resulted in 352 vehicle stops, 80 no seat belt citations, 15 no insurance citations, 2 citations for no child restraint, 41 speed citations, 3 fugitive apprehensions, and 3 DWI arrest..
- There were 4,852 adult arrests made in 2019 in comparison to 4,864 in 2018; a 0.25% decrease. There were 269 juvenile arrests in 2019 in comparison to 363 juvenile arrests in 2018 resulting in a 26% decrease.

- Patrol reported 30 police pursuits, up from 20 in 2018, which constitutes a 50% increase. They also worked 2,412 accidents along with 983 Private Property Accidents in 2019 resulting in a total of 3,395 accidents worked. This represented a 0.05% decrease from 2018.
- 110 DWI/DUI arrests were made in 2019 in comparison to 148 in 2018- a 26% decrease. 148 No Seat Belt citations were issued, a 73% decrease from the 411 citations issued in 2018. 34 No Child Passenger Restraint citations were issued matching the 50 issued in 2018 which constitutes a 32% decrease.

Special Weapons and Tactics (SWAT)

SWAT reported being utilized forty-five (45) times in 2019. Forty-four (44) callouts were for Narcotics operations with three including CID. One callout was for a barricaded suspect but was resolved prior to SWAT arrival. On six of the callouts, the drone was utilized for intelligence prior to arrival or during entry.

Each SWAT officer averaged 312 hours of training throughout the year. Four officers attended the ATOA conference and classes for a total of 96 hours of training. The unit as a whole accumulated 4,644 hours of training.

Crime Suppression Unit (CSU)

CSU has three patrol officers and one supervisor. They made 204 felony arrests, 127 misdemeanor arrests and 112 warrant arrests for a total of 443 arrests in 2019. They recovered 1 stolen vehicle and seized \$5228 in US Currency. Officers spent 202 hours patrolling city parks as well as working 399 hours working special events.

INVESTIGATIONS DIVISION

The Conway Police Department Criminal Investigation Division consists of 24 sworn officers and 7 non-sworn who are assigned to Investigations, Narcotics, Narcotic K9, Property and Evidence, Records, and COMPSTAT. The following CID statistics were reported for 2019:

- Criminal Investigations worked a total of 2,500 cases, a 12.9% decrease from 2018. Narcotics reported 790 cases opened a 24% increase, 2018; \$865,775.50 worth of illegal drugs seized, a 5% decrease compared to 2018; and 60 search warrants served, a 57.8% increase compared to 2018.
- The K-9 Unit was utilized 200 times throughout the year for vehicle searches, building searches, and narcotic searches. The Unit seized a street value of \$285,362 in illegal narcotics in 2019, a 23.7% decrease from 2018. They also performed 27 public demonstrations throughout the year for schools, civic groups, and other community events, an 8% increase from 2018.
- Evidence and Property received 4,522 items in 2019, of which 1,818 were transported to the Arkansas State Crime Laboratory for processing. 1,928 items were destroyed per court order and 219 items were processed and released to the owner. 1,137.5 pounds of prescription drugs were taken in for disposal. In June, 865 pounds of illegal drugs and drug

paraphernalia were taken to the Clean Harbor Incineration Facility to be incinerated.

- The Records Section processed 10,575 incident reports, 3,420 collision reports (1,008 collision reports processed in RMS and 2,412 reports processed in eCrash), 8,295 citations (4,377 citations processed in RMS and 3,918 citations processed in eCite), and 9,296 warnings (677 warning citations processed in RMS and 8,619 warning citations processed in eCite) for 2019. Records Section also entered 496 citations issued by the UCA Police Department.

Program Highlights

❖ Text A Tip

Due to the enormous popularity of text messaging, the Conway Police Department continued to utilize state of the art technology to receive crime tips via text message and through WebTips. This service is 100% anonymous. The technology routes messages through a server that encrypts cell phone numbers before they get to police. The technology also allows investigators to securely reply back to the cell phone without compromising the tipster's identity. In 2019, we received 215 tips regarding drug activity, suspect identification, and numerous other items of interest to our department.

❖ Drug Take Back Program

Conway Police Department maintains a permanent drop box for citizens to dispose of their unused prescription drugs. In 2019, 1133.5 lbs. of prescription medications were collected and disposed of safely through this program.

❖ CPD Drone Team

In 2019 the CPD Drone Team consisted of 4 pilots, including 3 Detectives and 1 Sergeant. All pilots obtained/maintained an FAA Part 107 UAV Pilot's license and are registered pilots with the FAA. In addition to the initial training for the pilot's license testing, each pilot conducted a minimum of three training flights per quarter. Training flights include mock scenarios of tracking both vehicles and humans, surveillance on structures, and basic flight mechanics.

The team flew 21 live missions in 2019. These missions included numerous deployments with the SWAT Team both prior to SWAT deployments (for location intel) as well as during SWAT deployments (to monitor potential flight by suspects during SWAT approach). The team also deployed on several occasions for the Narcotics Division to help gather intel on potential drug traffickers in areas that were not easily accessible for officers on the ground. Other missions included assisting Patrol Officers with attempts to locate suspects who had fled from officers as well as lost/missing persons.

SUPPORT DIVISION

The Support Division consists of 15 sworn officers and 5 non-sworn who are assigned to the following sections: Fleet Maintenance, Training, School Resource Officers, Warrants, and Information Technology. The following Support Division statistics were reported for 2019:

- Fleet Maintenance received seven (7) new Chevrolet Tahoe police vehicles which were fully equipped for service in 2019. Officers and employees put over 1.3 million miles on the police department fleet, over the course of the year. In addition, CPD donated one (1) 2006 Dodge Stratus to charity. Total money collected from sales of miscellaneous items on Public Surplus totaled \$2,130.
- The Training Unit reported a total of 23,232 hours of training in 2019, a 10.3% increase from 2018. These hours included Basic Police Academy training, K-9, SWAT, and Field Officer Training along with other specialty classes such as Crime Scene Technician, School of Law Enforcement Supervision, Drug Recognition Enforcement Officer, and Instructor Development.
- Warrant Officers totaled 3,486 warrants served in 2019 (a 125% increase). They also spent 547 hours conducting prisoner transports throughout the state with 23,552 total miles driven (a 54% decrease). Warrant Officers spent 207 hours acting as Conway District Court bailiffs (a 239% increase), conducted 550 applicant fingerprints (a 165% increase), and processed 204 recalled warrants (a 78% decrease). Total number of warrants served by officers in the Conway Police Department was 5,053 warrants (a 35% increase). Total number of warrants issued in 2019 was 5,578 (a 90% increase.)
- The Network Systems Administrator successfully implemented WatchGuard body cameras and WatchGuard in-car cameras for Conway Police Department. A total of 75 body cameras and 13 in-car camera systems were deployed and are in use. He also replaced 20 computers at Conway Police Department, 7 computers at the Conway Emergency Operations Center, and 1 computer at the Conway Animal Welfare Unit. He installed 15 new laptops and 7 Cradlepoint modems in the new 19xx PD mobile units. The Cradlepoint modems will allow a faster network connection than the older Rocket Modems. 8 of the laptops replaced older laptops that were going out of warranty in existing units. As of 12/31/19, there are no active windows 7 machines left in use. This is crucial, since Windows 7 support ends Jan 14th. All active Windows 7 systems were either upgraded to Windows 10 or replaced with new systems running Windows 10. He assisted the Department of Information and Technology with the migration of all Conway Police Department email to Office365. This transition will provide an updated email platform, as well as enhanced security. He also assisted Training Officer Thomas Knopp and the Department of Information and Technology with getting the Conway Police/Conway Fire training facility network up and running, as well as cameras in place and functional as well. In addition, there were 395 logged helpdesk requests that were completed for 2019.



**Conway Police Department
Sworn Turnover Rate 2014-2019**

Year	Auth. Sworn Officers	Officer Departures	Officer Turnover Rate
2014	117	9	8%
2015	117	13	12%
2016	127	11	9%
2017	127	10	8%
2018	127	16	13%
2019	127	11	9%



**Conway Communications Center
Turnover Rate 2013-2018**

Year	Auth. Sworn Dispatchers	Departures	Dispatch Turnover Rate
2014	22	3	14%
2015	22	4	19%
2016	22	11	50%
2017	22	7	32%
2018	22	6	27%
2019	22	6	27%



SWORN MANPOWER DISTRIBUTION BY RACE-GENDER-RANK

	Chief	Major	Lieutenant	Sergeant	Officer	Total	Percentage
WM	1	3	9	11	71	95	74.80%
WF		1		3	14	18	14.17%
BM			1		9	10	7.87%
BF							
NAM							
NAF							
HM					2	2	1.58%
HF					2	2	1.58%
Vacant							
TOTAL	1	4	10	14	98	127	100%



NON-SWORN MANPOWER DISTRIBUTION POLICE, ANIMAL WELFARE, CEOC



	FT	PT	Total	Percentage
WM	8	1	9	19.14%
WF	26	0	26	55.32%
BM	0	0	0	0%
BF	6	0	6	12.77%
NAM	0	0	0	0%
NAF	0	0	0	0%
HM	0	0	0	0%
HF	0	0	0	0%
Vacant	6	0	6	12.77%
TOTAL	46	1	47	100%

PERSONNEL STRENGTH CHART
Effective 12/31/2019

PART I--SWORN-FT

Authorized Sworn	127
On Hand (authorized minus vacancies)	127
Physically Available for Duty @ CPD (authorized minus vacancies and activated officers)..... 1 Activated	126

PART II--NON SWORN-FT

Authorized Non-Sworn (CPD-16, AWU-8, CEOC-22)	46
On Hand (Vacancies- CEOC- 3, AWU- 1, Evidence-1, Parking-1)	40

PART III--Non-Sworn-PT

Authorized Non-Sworn-PT (AWU)	1
On Hand	1

PART IV--TOTAL STAFF-ALL(F/T & P/T) CATEGORIES

Authorized	174
On Hand	167

PART V--CURRENT VACANCIES

Sworn positions	0
Non-Sworn positions	6

PART VI--ACTIVATED OFFICERS 1

Finance Department
City of Conway, Arkansas

FY 2019 End of Year Report

Financing Activity and Highlights

- The City is in compliance with all bond requirements and is current on all debt service obligations. No new debt was issued in 2019, however we did pay off the first loan for the Western Loop South interchange, the loan for the land we purchased on South German Lane, and the 2015 franchise fee bonds issued originally for the roadway and site improvements at HP (now DXC).
- Sales tax collections for the year were up 3.75% over 2018. In dollars, for the General Fund, this means that approximately \$740,000 will be received in excess of what was budgeted.

Financial Volume – Citywide

- Vendor disbursements totaled \$44,776,093 during 2019. The city has a vendor database of over 6,000 different vendors, and it generated almost 8,500 check disbursements during the year for the purchase of goods and services.
- Total payroll expense for 2019 was \$35,784,927. Benefits paid through payroll totaled \$11,013,259.

Annual Financial Report and Budget Activity

- The CPA firm BKD, LLP issued the audit for fiscal year 2018 on September 27, 2019. The audit for fiscal year 2019 is expected to begin in mid April of this year, with a goal of issuing the report by July 31, 2019.
- The FY 2020 Budget was approved by Council on December 10, 2019 with all funds at either surplus or break-even levels. No reserves had to be pledged to balance any fund's financial activities for 2020.

Finance Staff

- Tyler Winningham, Chief Financial Officer
- Perry Faulkner, Finance Manager
- Wesley Reynolds, Accounting Manager
- Mandy Gottsponer, Accounts Payable Accountant

Prepared by: Tyler Winningham, CFO
1/9/2020



City of Conway

Human Resources Department

2019 Year End Report

Mission Statement

The City of Conway Human Resources department mission is to treat our fellow employees and members of the public as valued customers. We support and partner with City departments to enable the City to deliver exceptional services to City of Conway residents and visitors. We are committed to providing quality assistance, professional expertise and consulting services to employees, managers, supervisors, and job applicants in all facets of human resource administration. Further, we strive to ensure that the City has fair and equitable policies and practices, a diverse workforce, and that our interactions exhibit the highest levels of professionalism, integrity, confidentiality and sensitivity to the needs of the customers we serve.

Staff

Lisa Mabry-Williams, Human Resources Director

Cody Arnold, Human Resources Assistant

Human Resources Department Activities

During 2019 the Human Resources Department provided day to day support to the various city departments and employees in all areas of human resources including but not limited to insuring that City policies and procedures are consistently applied throughout all city departments. Position postings, incident/complaint investigations, disciplinary action support, etc. Listed below are a few of the projects the HR department accomplished in 2019:

Assisted in the creation of job descriptions for newly created Administration department positions.

Conducted the Americans with Disabilities Act (ADA) Self Evaluation Audit of City facilities as required under Title VI. Over 60 City facilities/buildings were audited. Notified and provided recommendations for compliance to the respective departments in instances where a possible deficiency was found.

Updated the City of Conway Health and Safety Plan.

Completion and delivery of the 1095-C Forms, the required IRS forms for employer provided health insurance coverage, as required under the Affordable Health Care Act for the reporting year of 2017 due on March 31, 2019. The data on these forms included the months each employee and dependent were eligible or not eligible for medical coverage, the months they were offered medical coverage, the months they accepted or declined coverage, and verification of social security numbers.

Completed and submitted the Arkansas New Hire Reports as required by the state.

- Hired, processed paperwork, conducted orientation for 140 full time and part time/seasonal employees
- 127 voluntary and involuntary terminations processed, including 12 non uniformed retirees and 7 LOPFI retirees.
- Assisted the family and beneficiary of one (1) deceased employee with benefit information and completion of paperwork as required.
- Completed and processed paperwork for 43 non-uniformed pension refunds.

Continued to serve as a member and Chairman of the City of Conway Employees' Defined Benefit Pension Plan Administrative Committee.

Continued to serve as the City's staff support for the City of Conway Civil Service Commission; including the administration of the promotional and entry level examinations for the Fire and Police Departments. Administered the following examinations during 2019:

- Four (4) entry level police officer examinations
- Two (2) entry level firefighter examinations
- One (1) Fire Engineer promotional examination
- One (1) Fire Captain promotional examination
- One (1) Fire Battalion Chief promotional examination
- One (1) Police Sergeant promotional examination
- One (1) Police Lieutenant promotional examination
- One (1) Police Major promotional examination

Continued to serve as the City's staff support on the Employee Benefits Committee. The committee met with representatives from BlueCross/BlueShield, Arkansas Municipal League's Health Benefit Fund and HJC/Coresource. The committee also reviewed the Medical Benefits, Dental Benefits and Fitness Center Facility proposals and made recommendations on the same.

Requested proposals for the City's medical benefit plan, dental benefit plan and the Fitness Center Facility. Presented the results to the Mayor and City Council along with the Employee Benefits Committee's recommendations.

- Negotiated competitive life benefits rates for 2019 and increased the life insurance benefit for all full time employees from \$10,000 to \$25,000.

- Due to a problem with Benefit Partners/FlexCo Flexible Spending/Dependent Care accounts, conducted an additional open enrollment for this benefit in March and switched all employees over to American Fidelity (with Benefit Partners as the broker) for Flexible Spending/Dependent Care effective April 1, 2019. Continued to work with Benefit Partners for all other voluntary benefits in 2019.
- Conducted employee meetings and paper Open Enrollment of all benefits eligible employees into the Arkansas Blue Cross Blue Shield Health Advantage medical plan for 2020. Conducted open enrollment for all benefits eligible employees in the BCBS Dental plan for 2020. Conducted open enrollment for retirees in the Arkansas BlueCross BlueShield Health Advantage and BCBS dental plan for 2020.
- Encouraged increased participation in the voluntary supplemental flexible spending account through departmental meeting with our broker, Benefit Partners and through information distributed via email prior to the meetings.

Management of all City of Conway Workers Compensation Claims and the subsequent administration of the Workers Compensation/Safety Department. Processed and managed eighty-three (83) claims in 2019 from the following city departments:

- 33 – Police (7 removed after review)
- 8 – Fire
- 20 – Sanitation
- 4 – Animal Welfare
- 1 – Physical Plant
- 7 – Street
- 6 – Parks & Recreation
- 0 – CEOC
- 0 – Permits & Code Enforcement
- 0 – Administration
- 1 - Airport
- 0 – District Court
- 3 - Information Technology

Worked with and provided documentation to attorneys with the Arkansas Municipal League as needed for their representation of the City of Conway on various issues. Including meeting with AML staff attorneys, attending and providing depositions, etc.

Responded to numerous FOIA requests.

Attended quarterly Arkansas Public Employers Human Resources Association (APEHRA) meetings. Attended the AML June Convention.

Responded to numerous Arkansas Department of Workforce Services claims for unemployment benefits and Wage Audits. Appealed the decisions of the ADWS when necessary.

Administered the DOT and non-DOT drug random drug/alcohol testing program.

Administration of retiree benefits and requests for non-uniformed pension refunds. This includes the record keeping and communication with over sixty-nine (69) City of Conway retirees and setting up new LOPFI retirees with monthly LOPFI benefit deductions, monthly benefit deduction reports to LOPFI, calculation of monthly pension amounts for non-uniformed employees, set up of monthly benefit deductions for non-uniformed employees in Springbrook and submitting requests for non-uniformed pension refunds to the pension board each month. Continue to assist the two District Court Judges with employee related issues as they implement personnel, policy and procedural changes at District Court.

Assisted in the development and revisions of the City of Conway Employee Handbook.

Assisted with the Airport Director and Diversity and Economic Development Coordinator search.

Conducted search and hired an Administrative Assistant II for Human Resources.

Nominated and re-appointed to serve as the District #2 board member of the Arkansas Municipal League Workers Compensation Trust.

Participated in (2) successful EEOC Mediations at the EEOC Commission Office in LR.



DEPARTMENT OF
INFORMATION SYSTEMS
AND TECHNOLOGY

CITY OF CONWAY, ARKANSAS

2019 END OF YEAR REPORT



MESSAGE FROM THE DIRECTOR

I'm pleased to present the end-of-year report for the Department of Information Systems & Technology. Both figuratively and literally, the last three years have centered around rebuilding a strong foundation for information technology in the City of Conway. Our team has worked tirelessly to modernize our server infrastructure, secure our environment, and lay the groundwork for future innovation and improvements.

Careful analysis of nearly every process and system was given to determine if it is adequate, fitting with our strategic objectives, and for the efficient use of both financial and human resources. Changes were identified, prioritized, and developed into a program of work. Strategic investments have been made in critical areas and new and innovative technologies, filtered through the lens of gaining operational efficiency.

I am incredibly blessed to lead a team of talented, dedicated individuals that come to work each day to serve their colleagues and the citizens of Conway with the highest degree of support and professionalism.

While the process of improvement isn't static, rather it is constant, significant strides were made in 2019, and I'm pleased to share some of that progress in the pages that follow.

Regards,

A handwritten signature in blue ink, appearing to read 'magnet', with a stylized flourish extending from the end.

Aaron Knight

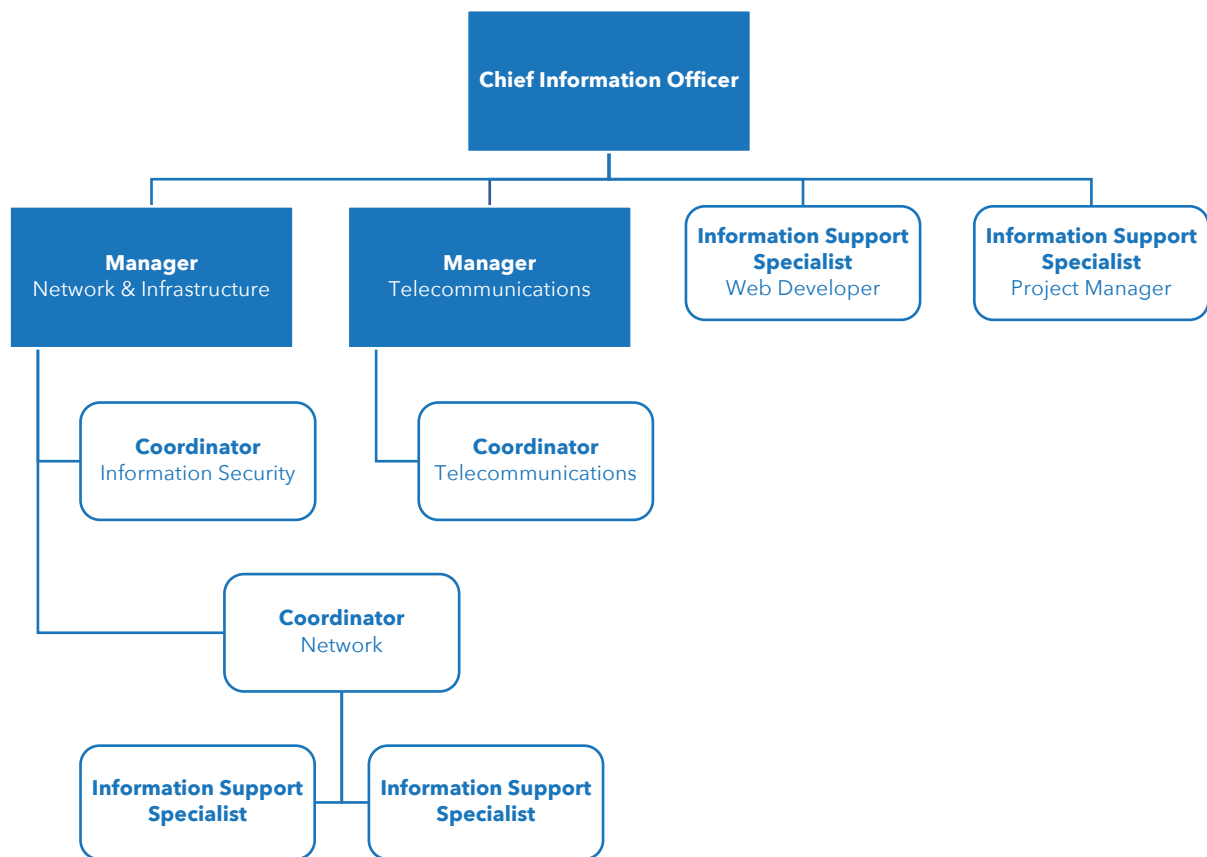
MISSION

The Department of Information Systems & Technology advances Conway as a smarter city by simplifying IT infrastructure, investing in innovative solutions, and providing exceptional support.

STRATEGIC OBJECTIVES

- Revamp, simplify, and secure our technology infrastructure
- Improve the user experience
- Move towards an operational expense model and away from a capital expense model

ORGANIZATIONAL STRUCTURE



MAJOR ACCOMPLISHMENTS

Customer Service

A cornerstone of the transformation of the Department of Information Systems & Technology has, and will continue to be, a laser-like focus on customer service. Members of our team have advanced their abilities through meaningful investment in training, including obtaining Network+, Security+, and Certified Ethical Hacker certifications.

To further accommodate providing exceptional service, with the support of Mayor Castleberry, the City Council approved a significant overhaul of the structure of the department. Four functional areas were formed: Administration, Network & Infrastructure, Telecommunications, and Support. Sean Canady and Kevin McCoy were promoted to managers of Telecommunications and Network & Infrastructure, respectively. Brandon McCrory was named Network Coordinator and given oversight of the Support team. These moves represented an improved tiered support model that enhances our ability to provide seamless support. Jarrod Williams was added as Telecommunications Coordinator, and the new position of Information Security Coordinator was authorized, laying the groundwork to further the progress made in the area of information security.

Fiscal Responsibility

Over the past three years, the department has centralized citywide the purchasing of technology, made crucial investments in our server and storage infrastructure, designed a user system standardization and replacement program, prioritized information security and invested in remediation, and brought online new technologies, all the while reducing the footprint of our overall departmental budget. We have built a budget that operationalizes expenses, making them predictable and simpler to manage, and that is sustainable in a fiscally constrained environment.

Information Security

With the threat landscape changing constantly, the department has made information security a part of our everyday vernacular. In 2017, the department engaged Edafio Technology Partners to conduct a focused assessment of information security specific to the

Police department. In 2018, we engaged in a comprehensive security risk assessment and, based on those efforts, invested significant time and resources toward improving the overall security posture of the City. While information security is an evolving practice, we find ourselves in a much-improved position today, keeping it top of mind in all of our decision making.

Major Projects

ConwayArkansas.gov

After months of design, development, and testing, the City launched a much-anticipated new website in January 2019. The department partnered with the advertising agency Eric Rob and Isaac to develop the concept and design. The City's web developer, Corey Light, took their design and developed the new website from scratch.

Much attention was given to analytics, trends, and best practices, especially in the government space, with the result being a website focused on delivering excellent user experience and prioritizing ease of doing business with the City of Conway.

The website saw over 123,000 unique visitors and nearly 500,000 pageviews in 2019.

Office 365 & Active Directory Clean-up

As end of support neared for Exchange 2010 and Office 2010, it was decided the time was right to move to Microsoft Office 365. The department worked diligently to determine the best mix of product offerings to not only meet the current need but to create opportunities to enhance security and efficiency. After significant work to configure the Office 365 tenant, 350 mailboxes were migrated, and nearly 50 users moved the latest desktop version of the Office suite. Along with efforts to replace all user systems running Windows 7, the department has been successful in eliminating all Microsoft products that were at end of support.

As part of the Office 365 product mix, Microsoft InTune is being utilized to manage all mobile devices, both City-owned and *bring your own device* (BYOD.) The Network & Infrastructure team, with help from the Telecommunications team, physically touched every desktop, laptop, tablet, and smartphone in five weeks and guided users through the transition, including the implementation of multi-factor authentication.

To align our new website domain with our email addresses, the primary email domain was transitioned to ConwayArkansas.gov.

In conjunction with the move to Office 365, a massive effort took place to clean-up our Active Directory environment, including the removal of old user accounts, mailboxes, contacts, and distribution groups.

New City Hall

The department has been integrally involved in the renovations of 1111 Main Street, the future home of Conway City Hall. Comprehensive project estimates were developed for low-voltage cabling, network, telephone, audiovisual, security cameras, and access control. Upon completion, the facility will boast state-of-the-art City Council chambers, additional conference space, and dramatically improved physical security. Both the Network & Infrastructure and Telecommunications teams have been responsible for overseeing work performed by sub-contractors.

Other Accomplishments

- Resolved nearly 750 support requests.
- Completed the process of changing the IP scheme for the entire network.
- Worked with the Transportation Department to replace modems, switches, and video encoders in traffic cabinets at all 58 intersections, considerably improving the reliability of communication.
- Deployed 14 new Microsoft Surface Pro tablets with LTE connectivity to replace aging rugged laptops in Fire apparatus. Eliminated the need for Utility Rocket modems, greatly reducing costs.
- Added point-to-point wireless infrastructure at Don Owen Sports Complex to provide connectivity to the outdoor concession stand.
- Replaced 28 security cameras and point-to-point wireless infrastructure at the Cheryl Herrington Sanitation Complex.
- Upgraded Sanitation's SMS Turbo software and moved to the new server environment.
- Purchased and deployed additional server and storage infrastructure to support the Police Department's Watchgaurd bodycam initiative.

- Engineered and deployed network, point-to-point, access control, and security camera infrastructure at new joint Police/Fire training facility.
- Completed the migration of all city facilities to Video Insight and MonitorCast for video management and door access control.
- In conjunction with the opening of a splash pad at 5th Avenue Park, deployed point-to-multi-point infrastructure, and seven security cameras.
- Implemented TimeClock Plus at Sanitation Department, vastly simplifying, improving time and attendance reporting.

Conway

Parks and Recreation

Annual Report 2019



It is the mission of the Conway Parks and Recreation Department to provide leisure and recreational opportunities for the benefit of health, happiness, and well-being of our citizens. This mission is achieved by providing quality parks and recreational facilities as well as creating tourism opportunities which benefit both our citizens and our local businesses.



Steve Ibbotson
Parks Director

The Parks Department had a very busy year in 2019.

We saw the opening of the Dave Ward Pedestrian Bridge, the City's Second Splash Pad at 5th Avenue Park, Renovation of the Pavilions at 5th Avenue, and the Replacement of the three package units that provide the heat and air for the gym at the Sports Center.

Department Facts for 2019:

Programs- 1,790 local games scheduled and over 5,000 participants

McGee Center and Sports Center had over 200,000 visits

McGee Center hosted 20 events

Sports Center hosted 22 events

Conway Expo and Event Center hosted 76 events

Conway Tennis Center hosted 42 events

Lake Beaverfork hosted 8 events along with weekly fishing and kayak tournaments

Conway Station Park and City of Colleges Park hosted 39 events with over 2,000 teams attending

The parks staff does a wonderful job of keeping our city parks in pristine condition for the enjoyment of our citizens and the visitors that come to our great city. Along with maintaining all of the facilities, our staff also facilitates events that bring thousands of visitors to our city which contributes to the local economy.

On behalf of our dedicated park employees, we look forward to the opportunities of the upcoming year!

Conway Sports Center

The Conway Sports Center is located at 10 Lower Ridge Road. It is a 44,000 sq. ft. facility that houses the administrative offices of the Conway Parks Department.

It is equipped with three basketball courts, one 1/8 mile walking track, two racquetball courts and one wallyball court. The racquetball / wallyball courts can be reserved and cost \$2 per hour. Everything else is free to the public. Hours of operation are Sunday 1:00pm – 6:00pm and Monday – Saturday 6:00am – 10:00pm.

In 2019 the Sports Center was used for the following significant events-

- Conway Junior Volleyball (5)
- Fatchmo Volleyball Association (5)
- Adult Volleyball Tournament (2)
- Hoopplay Tournament (3)
- CYBL-USA Basketball Tournament
- Slammin Buckets Nation Basketball Tournament
- All Star Week
- Conway Parks Adult Basketball League
- Conway Parks Adult Volleyball League
- Special Olympics Volleyball Tournament
- Homeschool Volleyball
- Homeschool Basketball
- 2019 Election



Attendance records come from daily sign in sheets at the facility. These attendance sheets are not out during tournaments or league play so they do not reflect the people that are in the facility on those days.

Note- The Sports Center was closed to the public and used as a Red Cross Shelter for flood victims from late May till the middle of June. It was also closed to the public in September for our annual maintenance.

2019 Attendance Numbers

Jan	12,523
Feb	10,308
Mar	9,735
Apr	8,734
May	4,529
Jun	1,357
Jul	7,917
Aug	7,413
Sep	2,564
Oct	7,020
Nov	5,640
Dec	5,529

83,269

McGee Center

The McGee Center is located at 3800 College Avenue. The 46,600 sq. ft. facility sits on 11 acres and has a large meeting room which can hold up to 150 people and one small meeting room which can hold up to 25 people. The meeting rooms are free to the public for non-profit groups and must be reserved.

It is equipped with three basketball courts, one 1/8 mile walking track, three racquetball courts and one wallyball court. The racquetball / wallyball courts can be reserved and cost \$2 per hour. Everything else is free to the public. Hours of operation are Sunday 1:00pm – 6:00pm and Monday – Friday 6:00am – 10:00pm and Saturday 7:00am – 10:00pm.

It is also home to the Conway Skate Park and Community Garden.

In 2019 the McGee Center was used for the following significant events-

- Delta Regional Volleyball
- Conway Junior Volleyball (5)
- Fatchmo Volleyball Association (5)
- Hoopplay Basketball Tournament (3)
- CYBL-USA Basketball Tournament
- Slammin Buckets Nation Basketball Tournament
- Boys and Girls Club Basketball
- Homeschool Basketball
- Homeschool Volleyball
- 2019 Election

The McGee Center also provided a free meeting space for 70 non-profit groups and held over 350 meetings in 2019.



Attendance records come from daily sign in sheets at the facility. These attendance sheets are not out during tournaments so they do not reflect the people that are in the facility on those days.

Note- The McGee Center was closed to the public in June for our annual maintenance.

2019 Attendance Numbers

Jan	11,465
Feb	10,211
Mar	12,108
Apr	7,411
May	7,240
Jun	1,772
Jul	9,024
Aug	6,844
Sep	7,126
Oct	7,292
Nov	6,245
Dec	7,582

94,320

Beaverfork Lake

Beaverfork Lake is located off of Highway 25 in North Conway.

Beaverfork Lake has a large swimming area, as well as recreational boating, kayaking and fishing opportunities.

The park has several picnic tables, one large pavilion with a grill that can be reserved and one small pavilion near the fishing pier. There is a large handicap accessible fishing dock, a pedestrian bridge and two boat docks.

The park also includes a sand volleyball court, two large restrooms, one office/restroom facility, one lighted baseball field, a large open area used for a variety of activities, three large parking areas and an 18-hole disc golf course.

In 2019 Beaverfork Lake was used for the following significant events-

- Freedom Fest Fireworks Show
- Conway High School Cross Country Meet
- Southland Conference Championship
- UCA Cross Country Meet
- Beaverfork Lake Cleanup Spring / Fall
- Westrock Fishing Tournament
- Police Dog Training
- CYBL Baseball
- Weekly Bass Fishing Tournament
- Weekly Kayak Tournament



2019

Daily Passes	237
Yearly Permits	162
Golden Age Permits	210
Arm Gate Tickets	2,606
	3,215

Programs

The Conway Parks and Recreation Department oversees programming for both youth and adult programs.

Adult Programs are held at the Conway Sports Center and Don Owen Softball Complex.

Youth Programs are held at Conway Station Park, City of Colleges Park, Curtis Walker Park, Braves Field, Centennial Soccer Park and the Don Owen Complex T-Ball Fields.

Adult Programs offered are-

Summer Softball
Kickball
Summer Basketball
Fall Softball
Volleyball
Winter Basketball

Youth Programs offered are-

Summer Baseball
Summer Softball
T-Ball
Braves Baseball
Flag Football
Fall Baseball
Fall Softball

Adult Participation

	Participants	Teams
Summer Softball	494	38
Kickball	378	17
Summer Basketball	82	6
Fall Softball	468	36
Volleyball	280	26
Winter Basketball	391	32
Total Participants	2093	155



Youth Participation

	Participants	Teams
Summer Baseball	583	53
Summer Softball	284	27
T-Ball	259	24
Braves Baseball	58	6
Flag Football	135	15
Fall Baseball	480	40
Fall Softball	199	20
Fall T-Ball	93	12
Total Participants	2,091	197

Conway Expo and Event Center

The Conway Expo Center and Fairgrounds is located off of Highway 64 and opened in 2010. It is 40,780 usable sq. ft. and can hold a capacity of 2,719 people. The building is heated and cooled. There are 5 overhead doors with 12' clearance, restrooms and a ticket booth. Alcohol is not allowed in the building.

The outdoor Pavilion is 55,000 usable sq. ft. and has power and water.

The RV Park has power and water for 46 sites and a dump station available.

The Event Center continues to grow in use with approximately 6,000 square feet of meeting room space equipped with full audio and video capabilities and a fully equipped catering kitchen. It is perfect for small business meetings and when combined with the Expo Center it is an ideal location for trade shows and conferences.

In addition to the paid events listed, the Conway Expo and Event Center hosted several internal city events- Weekly Department Head Meeting, Several HR Training Sessions, Entry Level Police and Fire Testing, Promotional Fire Testing and the Employee Appreciation Dinner

The Conway Expo and Event Center hosted 79 events in 2019, which was up from 70 last year, and it is on track to surpass that number in 2020.

2019 List of Events

January

G & S Gun Show / Antique Alley Arkansas / Lifeline Screening

February

Emerge / Beast Feast / Zurixx / Grappling Federation / AR Youth Shooting Coaches Meeting / FCCLA Star Events / Rhea Lana's

March

Green Bay Packaging / AR Boat Expo / Senior Olympics / G&S Gun Show / Arkansas Cattleman's Association / First Service Bank / Tacos 4 Life

April

TEC Staffing Event / US Law Shield / Rainbird Training / Maker Made & Remade / Farm Round-Up / Prodigy Health Supplier Training / City E-waste / Philadelphia Church Meeting

May

Master Gardener Plant Sale / High Spirit Holistic Show / Hippy Fun Day / Renewal Ranch Rally for Recovery / Final Drive Genetics Pig Sale / City Admin Meeting

June

Bumper to Bumper Car Show / G&S Gun Show / Child Safety Fair / AR Democrat Gazette / US Law Shield / American Grappling / Conway Corp Meeting / Conway Police Department Retirement

July

Bella Rustina Vintage Market / US Law Shield / Smoke Out Hunger / Rhea Lana's / Reliance Health Care / City of Conway Community Meeting

August

Conway Corp Meeting / Pet Event Pros / G&S Gun Show / Real Estate Elevated / 2 Hip Chicks Craft Show / League Drafts

September

Faulkner County Fair / Conway Outdoor Show / High Spirit Holistic Show

October

Rogers Group Safety Refresher / Firefighter Appreciation Event / G&S Gun Show / Business Expo/Taste of Conway / American Grappling / Arkansas MGMA / The Great Escape / Senior Olympics / Chamber Halloween Party

November

Conway Corp Picnic / Garver Planning Study / Holiday Bella Rustina Vintage Market / ComiCon-way / Dazzle Daze / Adult Basketball Meeting

December

G&S Gun Show / City Christmas Party / Parks Meeting / Employee Benefits Meeting

City of Conway Parks and Sports Complexes

Conway Parks and Recreation maintains 600 acres of park land and 1000 acres of water at Beaverfork Lake.

Our Parks include-

Airport Park, Bainbridge Park, Beaverfork Park, Cadron Settlement Park, Centennial Soccer Park, City of Colleges Park, Conway Station Park, Curtis Walker Park, Don Owen Sports Complex, Fifth Avenue Park, Gatlin Park, George W. Sammons Park, Laurel Park, Pine Street Park, Pompe Park, Simon Park and David Kinley Trail

Curtis Walker Park

Is the home field for St. Joseph Baseball, American Legion Baseball, the Optimist Pee Wee Football Program, and the Braves Handicap Accessible Field and Playground.

In 2019 Curtis Walker Park was used for the following significant tournaments-

- CASE Baseball Tournament (6)
- Braves Baseball League
- Conway Parks Youth Baseball League
- Conway Noon Optimist Youth Football
- Vilonia American Legion



Conway Station Park

In 2019 Conway Station Park was used for the following significant tournaments and the Conway Parks and Recreation Sports Leagues-

- CASE Baseball Tournament (18)
- USSSA Baseball All-State Showcase
- Conway Parks Youth Baseball League
- 12AA State Tournament
- USSSA All Star State Tournament
- USSSA Fall State Tournament



Don Owen Softball Complex

In 2019 Don Owen Softball Complex was used for the following significant tournaments and the Conway Parks and Recreation Sports Leagues-

- CASE Baseball Tournament (17)
- Adult Softball Tournament (3)
- Conway Parks Adult Softball League
- Conway Parks Adult Kickball League
- Conway Parks T-Ball League
- Conway Parks Youth Baseball League



City of Colleges Park

Is the home field for Central Baptist College and St. Joe

In 2019 City of Colleges Park was used for the following significant tournaments and Conway Parks and Recreation Sports Leagues-

- CASE Baseball Tournament (5)
- Southeast Sports Productions (6)
- Central Baptist College Meltdown Tournament
- Conway Parks Youth Softball League
- USSSA Fast Pitch All State Showcase
- National Player Talk Memorial Day Classic
- USSSA Fast Pitch State Tournament



Conway Tennis Center

The Conway Tennis Center opened in April 2018. It has a front desk where players must check in to access the courts. There are 8 lighted post tension hard court tennis courts with courtside seating available for all 8 courts. With 2 heated and cooled "Viewing Rooms" spectators may watch matches without being in the elements. A composite backboard the width of 2 ½ courts is available free of charge for players to practice. Both restrooms have a shower for players wanting to play and change after their play has ended. Reservations for courts are not required but are encouraged, especially during peak times and on weekends. Reservations may be made not more than 3 days in advance.

2019 had an increase in play and USTA teams at the Conway Tennis Center. After filing for permission, Conway was allowed to play their local matches with the Little Rock Central league, with matches hosted at the Conway Tennis Center. This gave our local players a better competitive edge and a knowledge of where they stood in league play.



Listed below are the number of players at each level that were registered at the Conway Tennis Center.

Level	No. of Players
Women's 2.5 18 and Over	24
*State Finalist	
Women's 2.5 40 and Over	10
*State Champion	
Women's 3.0 18 and Over	15
Women's 3.0 55 and Over	27
*Local League Champion	
Women's 3.5 18 and Over	16
*State Champion, Sectional Champion, 8 th Place at USTA Nationals	
Women's 3.5 55 and Over	10
Men's 4.5 + 40 and Over	16
*Local League Champion, State Champion	
Men's 5.0+ 18 and Over	10
*Local League Champion, State Champion	
Mixed 6.0 18 and Over	14
*Local League Champion	
Women's 6.5 Combo 18 and Over	13
Women's 6.5 Combo 40 and Over	12
Women's 5.5 Combo 18 and Over	14
Women's 2.75 Interim 18 and Over	13
*Local League Champion	
Women's 2.25 Interim 18 and Over	9
*Local League Champion, State Champion	
Women's 3.25 Interim 18 and Over	12

Court Usage

- Daily Reservations - 970 (this does not reflect online reservations)
- Ball Machine Rental - 270
- Conway Tennis Center League - 85 players
- Conway Tennis Center Adult Events – 190 players
- Adult Sanctioned Tournaments - 225 players
- Lessons - 593 hours

Junior

- Junior Tennis Program - 404 players
- Junior Sanctioned Tournaments - 136 players
- High School State Tournaments - 1200 players
- Conway High School Practices and Matches - 1200 players

Miscellaneous

UCA Tournament - 80 players

2019 Tennis Center List of Events

January

Spring Junior Program Session I

February

Sweet Heart Mixer

March

SEC Calcutta Championships / Spring Junior Program Session II / Ladies Tuesday Evening League / Ladies Thursday Evening League / Men's Thursday Evening League / Mixed Doubles Wednesday Evening League / USTA League Play

April

Spring Junior Championship / Adult Sanctioned Tournament

May

Kids Night Out / Adult Friday Night Out

June

Summer Junior Camps and Classes / Ladies Tuesday Morning League / Ladies Tuesday Evening League / Ladies Thursday Evening League / Men's Thursday Evening League / Mixed Doubles Wednesday Evening League / Kids Night Out

July

Summer Junior Camps and Classes / Ladies Tuesday Morning League / Ladies Tuesday Evening League / Ladies Thursday Evening League / Men's Thursday Evening League / Breakfast at Wimbledon Mixer

August

Summer Junior Camps and Classes / Friday Night Out Mixer / Kids Night Out

September

Fall Junior Program / Ladies Tuesday Morning League / Ladies Tuesday Evening League / Ladies Thursday Evening League / Men's Thursday Evening League / UCA Fall Tournament

October

Kids Nights Out / Adult Night Out

November

Young Life Adult Mixer / Winter Junior Program / Fall Junior Championships

December

Ladies Santa Claus Mixer



Building Permits & Code Enforcement Department 2019 Year End Report

STAFF

Director – Kenny McCollum

Assistant Director & Mechanical Inspector – Cecil Corning

Building Inspector – Ken Eckert

Electrical Inspector – Zach Castleberry

Plumbing Inspector – Paul Jones

Building Permits Administrative Assistant – Michelle Collins & Missy Schrag

Code Enforcement Administrative Assistant – Missy Schrag

Code Enforcement Officer – Kim Beard

Code Enforcement Officer—Austin Sullivan

Code Enforcement Officer – Spencer Clawson

Building Permits

Single Family Home Permits

2019 = 267

2018 = 205

2017 = 147

2016 = 202

2015 = 148

Permit Detail

2019 Permits

588	Building Permits
724	Electrical Permits
477	Plumbing Permits
809	Mechanical Permits
255	Gas Permits
<u>7</u>	<u>Parking Lot Permits</u>
2860	Total Permits

2018 Permits

573	Building Permits
546	Electrical Permits
432	Plumbing Permits
477	Mechanical Permits
273	Gas Permits
7	Parking Permits
<u>152</u>	<u>Sign Permits</u>
2460	Total Permits

2017 Permits

461	Building Permits
518	Electric Permits
357	Plumbing Permits
553	Mechanical Permits
229	Gas Permits
7	Park Permits
<u>138</u>	<u>Sign Permits</u>
2263	Total Permits

Building Permit History

Permits	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Single Family	161	224	152	186	147	119	148	202	147	205	267
Duplex	14	29	1	16	7	8	5	9	12	49	37
Multi-Family	60	58	1	9	10	2		2	5	13	12
Acc/Res	56	61	48	77	75	62	64	68	43	54	57
Add/Res	40	45	29	39	54	43	35	48	45	42	36
Rem/Res	43	49	54	53	40	63	61	52	37	43	45
Add/Duplex											1
Rem/Duplex	2	1	2	6	1	2			1		
Acc/Multi-Family	6	19	2		4	4					
Rem/Multi-Family	1			2	1	1	1				
Temp. Bldgs.	9	7	6	9	6	19	10	11	9	15	7
Add/Acc	2		1	1		4					
Rem/Acc	2	1				1					
Commercial	23	10	12	52	29	41	26	28	28	17	20
Acc/Com	5	4	6	4	12	2	5	6	16	10	5
Add/Com	5	11	14	13	8	10	7	10	13	13	5
Rem/Com	53	83	71	75	68	68	55	83	66	80	50
Institutional *	2		2								
Industrial *	2	7	3								
Rem/Inst. *	8	3	1								
Add/Inst. *	1	1	2								
Add/Indust. *		7	3								
Acc/Inst. *	2	1	1								
Acc/Indust *			1								
Demolition **		41	20	39	47	22	26	24	31	29	37
Parking Lot											5

Construction Cost

Builder estimates for all issued permits

Year	Construction Cost
2019	\$129,669,247
2018	\$138,082,693
2017	\$137,785,220
2016	\$158,108,756
2015	\$114,411,503
2014	\$140,385,501

Impact Fee History

Permits issued with park and street improvement impact fees

# of Permits	2014	2015	2016	2017	2018	2019
Com.	25	16	20	30	23	21
Res.	122	148	205	149	245	304
Total	147	164	225	179	268	325

Code Workshops and Conferences

Continuing education is required for maintenance of state inspector licensing and code certifications.

Memberships & Licenses

The division of permits and inspections maintains an active jurisdictional membership with the International Code Council and the International Association of Electrical Inspectors.

Cecil Corning – Inspector

Plumbing Inspector, State of Arkansas # P103255
HVAC Inspector, State of Arkansas # 1209360
Electrical Inspector, State of Arkansas # E1-1131
Master Electrical License #M-8624
Class A HVACR License #0134501
EPA Type 1 & 2
A.A.S. Electronic Degree

Zach Castleberry – Inspector

Plumbing Inspector, State of Arkansas P103234
HVACR Inspector, State of Arkansas # 1250140
Electrical Inspector, State of Arkansas # E1-1130
Electrical Journeyman, State of Arkansas EJ-11297
IAEI Member #21616170
Arkansas Home Inspector HI: 1806

Ken Eckert – Inspector

Plumbing Inspector, State of Arkansas #P103235
HVAC Inspector, State of Arkansas # 1219540

Paul Jones—Inspector

Plumbing Inspector, State of Arkansas #P103466
Master Plumber License-MP3908
Assembly Testing Technician-ATT109
Repair Technician-RT0051
HVAC Inspector, State of Arkansas #2927420

Code Enforcement Year End

The City of Conway Code Enforcement Department has 2 Code Officers and 1 administrative staff person. We have been equipped to follow up on any and all complaints within 24 hours.

The Code Enforcement Department works directly with Vector Disease Control International (VDCI); Conway Corporation; Lisa Stephens CPA, PLC and other City of Conway Departments to enforce municipal, zoning; nuisance ordinances and codes.

A recap of all complaints and requests are reflected in the following tables.

CODE ENFORCEMENT Violation Report

Violation Type	2017	2018	2019
Abandoned Vehicles	88	55	86
Appliance/Furniture	136	121	205
Dilapidated Structures	35	13	42
Grass	228	240	273
Drainage-Sewer-Grease Trap	4	3	1
Recreational/Commercial Vehicle	6	2	1
Rubbish, trash, unsanitary matter	227	195	282
Stagnate Water	13	3	13
Sign Ordinance	3	8	6
Raw Sewage	5	6	6
Tire Ordinance	12	8	15
Trailer Ordinance	10	15	36
Trash cans	26	21	19
Sediment on Road	6	1	6
Zoning Ordinance	15	17	12

CODE ENFORCEMENT Violation Report

Year End Totals	2017	2018	2019
Total Violations written	814	704	1003
Total Citations written	50	31	271
Door Hangers Notices	1507	1708	1922
Online Complaints	252	283	283
Online Mosquito Service Request	360	616	0
Total Scheduled City Cleanups	36	32	64

*The numbers listed within CE report do not reflect those complaints that were called in; emailed OR those people that made personal contact with Code Enforcement prior to issuing a warning/violations/citation.

2019 Year-End Report

Physical Plant

Outlined below is the Physical Plant Report for 2019.

Mowing/Debris Removal

- ✓ The Physical Plant team mowed and maintained approximately 35 different locations within the city, not including the Code Enforcement job requests and other areas that were transferred to a third party service provider.
- ✓ Through mid-November, we assisted the Code Enforcement team with mowing, bush hogging and debris removal on 53 different properties, resulting in 356 billable hours of work.

Flowerbeds

- ✓ We maintained the flowerbeds and islands throughout the downtown area to include light trimming, watering, weeding and removal of trash and debris.

Roundabouts and Sidewalks

- ✓ We maintained various roundabouts and sidewalks throughout the city to include mowing, weed-eating and removal of trash and other debris. This also includes the railroad tracks from Mill St. to St. Joe.
- ✓ We assembled and placed three Christmas ball displays in city roundabouts.

Buildings

- ✓ The Physical Plant performed general maintenance, grounds keeping and janitorial services for the city buildings. This includes the stripping, waxing, and buffing of floors, and minimal plumbing and electrical tasks that were within our limits.
- ✓ The Physical Plant assisted in special requests such as the pick-up and delivery of the flooring for the new City Hall location at 1111 Main.

Safety

- ✓ All Physical Plant employees completed the annual safety training requirement in August.
- ✓ Monthly Safety Meetings with defined, work-related discussion topics occurred August through December. Plans are in place to continue the support of the City's safety program in 2020 through monthly safety discussions and quarterly grounds inspections.

Other Activities

- ✓ We raked and disposed of the pine needles at the Beaverfork Lake location.
- ✓ The Physical Plant Team assisted the Toad Suck Daze Committee and festival by supplying barricades and tape for volunteers to use in blocking off the streets. We transported and set up picnic tables for the food court as well as tables and chairs for the vendors to use. We were responsible for the continuous trash pickup during the festival and we assisted the Sanitation Department in the cleanup effort after the festivities ended Sunday evening. The Physical Plant worked a combined total of 163 hours for the event.
- ✓ We assisted the Faulkner County Parade and Christmas Parade committees by supplying the barricades to block streets for the parades.
- ✓ We assisted in making up sand bags for the severely flooded areas around the City.
- ✓ We supplied the barricades for special requests like Wunderfest, etc.
- ✓ We also provided barricades for various marathons throughout the city as well as providing traffic cones for different events.
- ✓ We hung and maintained 450 flower baskets throughout the downtown area as well as maintaining the flower pots placed along with the baskets.
- ✓ For the Year of 2019, \$22,009.00 of janitorial supplies were purchased and \$20,220.00 in supplies were distributed among the other departments.
- ✓ All the City's owned RPZA backflow devices were tested and maintained, excluding the devices that operate a fire sprinkler system.
- ✓ We hung, lit and maintained the Christmas lights throughout the downtown area, and put up the Christmas tree at City Hall. We also assisted in maintaining debris removal around the big Christmas tree at the Chamber location.

- ✓ We were responsible for the room set up and breakdown for all City Council and Planning meetings.



PLANNING & DEVELOPMENT DEPARTMENT 2019 YEAR END REPORT

PLANNING DEPARTMENT STAFF

The end of 2018 saw the retirement of long-time director Bryan Patrick, AICP and the shift of Jason Lyon to the position of GIS Director. With these staffing changes, new staff were hired and started in January. James Walden, AICP was brought in as the new Planning Director, having previously worked across the region as a planning consultant for Garver. Levi Hill was hired as Assistant Director of Planning, having previously served on staff for the planning department of Metro Nashville. The year also saw the promotion of Beth Sketoe to the position of Planner in December.

Director – James Walden, AICP

Assistant Director of Planning – Levi Hill

GIS Director – Jason Lyon

Planner – Beth Sketoe

PLANNING COMMISSION

Planning Department staff provided support for the Conway Planning Commission, including the coordination of monthly staff reports including reviews and recommendations for requests pertaining to subdivisions, rezonings, conditional use permits, annexations, zoning variance requests, and various code and plan amendments.

Rezonings

16 rezoning requests were reviewed by the Planning Commission and the Planning & Development Department. 15 were approved as requested, 1 was approved, but modified for a total of 81.39 acres rezoned.

Month	Location	Requested Zone Change	Acreage	Action
Jan	2085 E German Ln	A-1 & RU-1 to R-1	25.89	Approved
Jan	940-980 S Donaghey Ave	Major modification to Woodland Cove PUD	2.54	Approved
Mar	1106-1108 Donaghey Ave	R-2A to R-2 & HR	0.30	Approved
Jun	3725 College Ave	O-1 to PUD	5.45	Approved
Jul	1232 Watkins St	R-2A to S-1	1.79	Approved
Aug	2510 Prince St	Major modification to Wal-Mart Baker PUD	2.54	Approved
Sep	2012 Martin St	R-2A to R-2	0.30	Approved
Sep	NE corner of McNutt Rd @ London Rd	I-1 to R-2	10.81	Approved
Oct	1920 South Blvd & 212 Baridon St	R-2A to S-1	0.57	Approved
Oct	2001 & 2011 Tyler St	R-2A to PUD	0.68	Approved
Oct	2325 Matthews Meadows Ln	Major modification to Matthews Meadows PUD	1.57	Approved
Oct	Lower Ridge Rd @ Museum Rd	A-1 to C-2 & R-1	23.56	Approved
Nov	472 Ingram St	R-2A to PUD	0.44	Approved
Nov	portions of 2505 Salem Rd & 2890 Meadowlake Rd	A-1 to C-3	7.02	Approved as C-2
Nov	105 Eve Ln	A-1 to R-1	1.29	Approved
Dec	180 Hogan Ln	A-1 to O-2	3.29	Approved

Conditional Use Permits

7 conditional use permit requests were reviewed by the Planning Commission and the Planning & Development Department. 5 requests were approved as requested, 1 was approved as modified, and 1 was denied for a total of 19.82 acres affected.

Month	Location	Requested Conditional Use	Zone	Acreage	Action
Aug	750 9th Ave	Church/Religious Activities	I-3	1.00	Approved
Aug	553 Factory St	MF-1 density (12 units/acre)	R-2A	0.27	Denied
Sep	3800 Prince St	Cellular Transmission Tower	C-3	2.46	Tabled; Approved in Sept
Sep	2012 Martin St	Childcare facility	R-2A	0.30	Approved
Oct	815 Exchange Ave	General Retail	I-3	2.99	Approved
Oct	Lower Ridge Rd @ Museum Rd	Automobile Service Station	C-2	2.76	Approved
Nov	2505 Salem Rd & 2890 Meadowlake Rd	Self-storage/mini warehouse	C-2	7.02	Approved

Annexation

5 petitions for annexation were reviewed by the Planning Commission, the Planning & Development Department, and other City agencies. However, by the end of 2019 only 4 had been released by Faulkner County and accepted by the City. Those accepted include 31.18 acres along Emory Trail, 8.0 acres west of Muskogee Road, 13.42 acres bringing in Wills Drive residents, and 55.14 acres along East Dave Ward Drive for a total of 107.74 acres annexed.

Month	Location	Zoning upon annexation	Acreage	Action
Mar	SE corner of Dave Ward Dr & Thomas G. Wilson Dr	A-1 & C-3	55.14	Approved
May	1610-1885 Wills Dr	R-1	13.42	Approved
Jul	W of terminus of Harbelle Dr	R-1	31.36	Approved, but not yet released by Faulkner Co
Sep	W of terminus of Muskogee Rd	C-3	8.00	Approved
Nov	Along Emory Tr	A-1	31.18	Approved

Board of Zoning Adjustment

The Conway Planning Commission acts as the zoning variance review authority, the Board of Zoning Adjustment. 7 requests for zoning variances were reviewed by the Planning Commission and the Planning & Development Department. All requests were approved, affecting 38.35 acres. Requests included reduced front, rear, and interior building setbacks, increased parking allowances, increased total accessory building allowance, and reduced minimum lot size.

SUBDIVISION/REPLATS

Subdivision

Approximately 61 plats were submitted for review in 2019, 13 of which were major subdivisions requiring Planning Commission review and 48 represented minor subdivisions or replats that did not require Planning Commission review. A total of 50 plats were filed with the Faulkner County Circuit Clerk.

Lot Creation

The total number of lots created from plats filed in 2019 (including lots created from plats submitted for review in 2018) were 431 residential lots and 14 commercial (including multi-family lots).

DEVELOPMENT REVIEW

The Development Review standards include requirements for additional trees and landscaping, buffering of adjacent properties, cross access, joint access, reduction of curb cuts, architectural materials, etc. 17 development reviews were approved by Levi Hill (including reviews submitted in 2018). A total of 21 development review applications were submitted with 9 developments currently active in review. Twelve development reviews were approved for permitting.

The average time frame for review is difficult to place as time periods vary greatly depending on the complexity of the project, how accurate initial submittal was for review, and timeliness of developer in submitting revisions and additional communication.

CODE AND PLAN AMENDMENTS

Zoning Code

The following amendments were made to the Zoning Code.

(5/28/2019) O-19-51: Altered the front setbacks in C-2, C-3, MF-1, MF-2, and MF-3 from 25' to 15'.

(5/28/2019) O-19-52: Altered the title of the Zoning Ordinance to Zoning Code.

(11/26/2019) O-19-123: Changed the submission deadline for items to the Planning Commission from 17 days to 30 days.

(11/26/2019) O-19-124: Corrected conflicting language in the Sign Ordinance regarding the loss of nonconforming status.

Subdivision Ordinance

The following amendment were made to the Subdivision Ordinance.

(1/22/2019) O-19-08: Altered the radius requirements for four-way intersections on collector and arterial streets.

(2/26/2019) O-19-27: Allowed for the transfer of impact free credits when specified in an approved developer agreement.

(5/28/2019) O-19-50: Altered the method for calculating fees-in-lieu of sidewalk improvements.

(12/10/2019) O-19-131: Changed the submission deadline for items to the Planning Commission from 17 days to 30 days.

Master Street and Trails Plan

On September 24th, the Master Street and Trails Plan was amended by the City Council. This amendment pertained to the location and alignment of future streets in the proposed Central Landing development off 6th Street at the site of the old Conway Municipal Airport.

Planning Area Boundary

On November 26th, a new Planning Area Boundary was adopted to reconcile differences in maps and terminology used by the department. The department is planning additional changes in 2020 to the Comprehensive Plan map and Master Street and Trails Plan to complete implementation of reconciling all boundaries.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

On January 1st Mr. Lyon assumed the position of Director of GIS. He is responsible for all applications and maintenance of the City's GIS system and is the primary GIS Census contact for the City of Conway and Faulkner County. He provides annual updates of new annexations to the Census to assist in population calculations. Mr. Lyon also oversees the GIS functions for Faulkner County and provides updates to the Office of Emergency Management and Roads Department as requested. This agreement also allows the City and County continued collaboration while allowing a single GIS Dataset. Another benefit of this agreement is additional funds available to the Planning & Development Department for the purchase of software and equipment upgrades. The \$14,000 provided by the 2019 interlocal agreement with Faulkner County was used to continue upgrades to the shared enterprise system, fund 2019 aerial imagery, as well as pay for server upgrades and implementing a new server environment that is open source, utilizing a LINUX CentOS environment to run the Esri enterprise system. In 2019, the work of the City of Conway GIS was recognized by Esri with a Special Achievement in GIS award, at the annual Esri User Conference in San Diego, CA.

PLANNING AND PERMITTING SOFTWARE

In August, Mayor Castleberry appointed an ad-hoc committee including Chief Financial Officer Tyler Winningham, IT Director Aaron Knight, Permit Administrator Michelle Collins, IT Administrator Rebecca Butler, and Planning Director James Walden, AICP to explore potential replacements to the City's planning and permitting software. This came after a decision that the City's existing software, Accela, should be replaced in favor of a more functional system. The committee met over the last half of 2019, and plans to bring a formal recommendation and contract for a new software system in the 1st quarter of 2020.

OTHER PLANNING DEPARTMENT ACTIVITIES

Sign Permits

The Planning & Development Department reviews applications and issues sign permits. A total of 207 sign permits were issued in 2019, 77 of which were for temporary (banner) signs.

Vacating Easements, Alleys, and Streets

The Planning & Development Department prepared information for the City Council in 2019, pertaining to 2 street right-of-way closure requests and 1 easement closure request.

OTHER BOARDS & COMMISSIONS

Historic District Commission

The Planning Department acts as City staff for the Conway Historic District Commission (HDC). Planning staff reviewed 6 Robinson Historic District requests and 25 Old Conway Design Overlay District requests.

Month	Location	Requested Zone Change	Zone	Acreage	Action
Jan	1935 Simms St	New single-family residence	OCDOD	0.19	Approved
Feb	141 Oliver St	New single-family residence	OCDOD	0.16	Approved
Mar	1621 Robinson Ave	Renovation and addition	OCDOD	0.28	Approved
Apr	1915 Harkrider St	New commercial accessory	OCDOD	0.42	Tabled
Apr	609 Locust Ave	Sign variance	OCDOD	1.51	Deferred
Apr	1103 Watkins St	Garage enclosure	OCDOD	0.35	Withdrawn
Apr	524 Faulkner St	Porch addition	OCDOD	0.18	Approved
May	609 Locust Ave	Sign variance	OCDOD	-	Approved
Jun	1614 College Ave	Wood privacy fence	OCDOD	0.20	Approved

Jun	2016 Robinson Ave	Residential addition	OCDOD	0.91	Approved
Jun	1933-35 College Ave	Demolition and residential addition	OCDOD	0.23	Approved
Jul	234 Davis St	New accessory building	OCDOD	0.26	Approved
Jul	1023 Oak St	Storefront change	OCDOD	0.20	Approved
Jul	1415 Prince St	New two-family residence	OCDOD	0.28	Approved
Jul	141 Oliver St	New single-family residence	OCDOD	-	Changes approved
Sep	1415 Prince St	New two-family residence	OCDOD	-	Changes approved
Sep	931 Center St	Exterior modifications	RHD	0.35	Approved
Sep	1621 Prince St	Residential addition	RHD	0.53	Withdrawn
Sep	1820 Mill St	Exterior modifications	OCDOD	0.37	Approved
Sep	607 Davis St	New accessory building	OCDOD	0.52	Approved
Sep	553 Factory St	New two-family residence	OCDOD	0.27	Approved
Oct	1616 Robinson Ave	Exterior modifications	RHD	0.29	Approved
Oct	820 Center St	Exterior modifications	RHD	0.25	Approved
Oct	2030 Duncan St	New single-family residence	OCDOD	0.12	Approved
Oct	2125 Robinson Ave	New temporary building	OCDOD	2.64	Approved
Oct	1306 Deer St	Exterior facade changes	OCDOD	1.15	Approved
Oct	1201 Oak St	Exterior facade changes	OCDOD	0.37	Approved
Oct	1140 Watkins St	New accessory building	OCDOD	0.20	Approved
Oct	2039 Independence Ave	Front and rear porch additions	OCDOD	0.20	Approved
Nov	332 Oliver St	Exterior modifications	OCDOD	0.27	Approved
Nov	535 Ash St	Exterior modifications	OCDOD	0.19	Approved
Nov	350 Davis St	Rear/garage addition	OCDOD	0.18	Approved
Nov	1920 South Blvd & 212 Baridon St	New student ministry building	OCDOD	0.57	Approved
Dec	827 Center St	Exterior modifications	RHD	0.20	Approved
Dec	853 Mitchell St	New single-family residence	RHD	0.55	Approved
Dec	1816 Washington Ave	Exterior modifications	OCDOD	0.41	Approved

2018 CLG Grant Update: \$5,427 in Certified Local Government grant money was awarded to the Conway Historic District Commission by the Arkansas Historic Preservation Program for four tasks; HDC member and staff attendance at the NAPC Forum in Des Moines, IA, in-state HDC training opportunities, printing and mailing of an informational brochure to residents and owners within the Robinson Historic District, and a Realtor education workshop. In 2019, all grant tasks were completed with the Realtor training workshop being conducted on August 14th.

2019 CLG Grant: \$25,000 in Certified Local Government grant money was awarded to the Conway Historic District Commission by the Arkansas Historic Preservation Program to complete a city-wide historic preservation plan. The Conway City Council committed to a \$25,000 match for the project. Following a request for qualifications, The Walker Collaborative was selected to complete the plan. The project kicked off in September and will be completed in the 2nd quarter of 2020.

Bicycle & Pedestrian Advisory Board

In 2019, the Bicycle and Pedestrian Advisory Board (BPAB) was comprised of 9 community members and 2 ex-officio members. BPAB Chairman, Peter Mehl, and Planning staff completed the application with the League of American Bicyclists to renew the City's "Bike Friendly" status. The City was awarded Bronze status for the application. The BPAB hosted a successful "Bike to School Day" and "Walk to School Day" in 2019. Funds collected through the sidewalk in lieu fee program were utilized to construct new sidewalks along Tyler St., between Gatlin Park and Washington Ave. Recommendations were made for numerous street improvement projects including final cross sections for the Donaghey Ave reconstruction project, the selection of Old Conway sidewalk repair priority areas, and the final cross section for the widening of Stanley Russ Rd. By working with the Transportation Department, the BPAB was instrumental in installing more "Bikes May use Full Lane" signs. These are critical to help educate drivers and warn them when bikes may be on narrow streets. The BPAB is also planning to sign some more designated bike routes, similar to Reddin's Route.

Tree Board

The 2019 Arbor Day Celebration, held Saturday, November 2, 2019 at Laurel Park, hosted an estimated 600 attendees. The Tree Board continues to work with the City and the Chamber of Commerce to identify and apply for grant opportunities that further the Board's goal of increasing the City's canopy coverage.

CONTINUING EDUCATION

Workshops and Conferences

The following workshops and conferences were attended by the Planning and Development Department staff.

Director - James Walden, AICP

Arkansas APA Spring Conference – May 2-3 (Little Rock)

Historic District Commission CAMP Training – September 20 (Little Rock)

Metroplan Board Retreat – October 2-4 (Greenville, SC)

Assistant Director of Planning and Development – Levi Hill

Arkansas APA Spring Conference – May 2-3 (Little Rock)

GIS Director – Jason Lyon

Arkansas GIS Spring Meeting – March 20 (Little Rock)

Mid-America GIS Consortium GIS Manager's Summit – April 8-9 (Kansas City)

ESRI User Conference – July 8-12 (San Diego)

Community Development Institute (CDI) Year 2 – July 29-August 2 (Conway)

Planner – Beth Sketoe

ESRI Geodesign Summit – February 25-29 (Redlands, CA)

Arkansas APA Spring Conference – May 2-3 (Little Rock)

Memberships

The following professional memberships were held by the Planning and Development Department staff.

Director - James Walden, AICP

American Planning Association

American Institute of Certified Planners

National Alliance of Preservation Commissions

Assistant Director of Planning and Development – Levi Hill

American Planning Association

GIS Director – Jason Lyon

American Planning Association

URISA (Urban and Regional Information Systems Association)

Planner – Beth Sketoe

American Planning Association

Presentations

The following presentations and trainings were conducted by the Planning and Development Department staff.

Director - James Walden, AICP

Arkansas Municipal League Planning Training – April 17 (North Little Rock)

Planning 101 APAC Planning Commissioner Training – May 1 (Little Rock)

Conway Chamber of Commerce Pipeline Group – May 9 (Conway)

Downtown Partnership Board Retreat – July 17 (Conway)

Conway Area Leadership Institute – August 1 (Conway)

Faulkner County Board of Realtors Training – August 14 (Conway)

Conway UCA Citizens Academy – October 8 (Conway)

Planning 201 APA Planning Commissioner Training – October 16 (North Little Rock)

Metroplan Regional Advisory Committee – November 14 (North Little Rock)

Assistant Director of Planning and Development – Levi Hill

Conway Chamber of Commerce Pipeline Group – May 9 (Conway)

Planning 201 APA Planning Commissioner Training – October 16 (North Little Rock)

2019 ANNUAL REPORT







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December 31, 2019

The Conway Department of Sanitation's commitment to provide consistent and valuable quality of life service to the Conway community ever-stands as priority. Looking back on the 2019 year, our focus toward this goal was dominated by four objectives—improve the appearance of our community through implementation of litter abatement initiatives, increase community education and awareness for our programs and services, develop additional service offerings, and recruit and retain quality staff members.

As a result of the hard work of department staff, we were able to meet and/or exceed these expectations.

- Litter abatement initiatives began in May 2019. Since, more than 24,000 pounds of litter has been removed from city streets.
- Conway Department of Sanitation was selected as Arkansas Recycling Coalition's 2019 Recycling Education Program of the Year.
- Bulky item residential collection services began on January 14, 2019.
- Conway City Council approved a department restructure on December 10, 2019.

Department staff are committed to continuous improvements in service. Because of this determination, I sincerely appreciate the dedication, perseverance, and efforts of our employees and the support of the Mayor, City Council, and the public we serve.

A handwritten signature in black ink, appearing to read "Joe Hopper", with a long, sweeping horizontal line extending to the right.

Joe Hopper, Director
Conway Department of Sanitation

ABOUT US

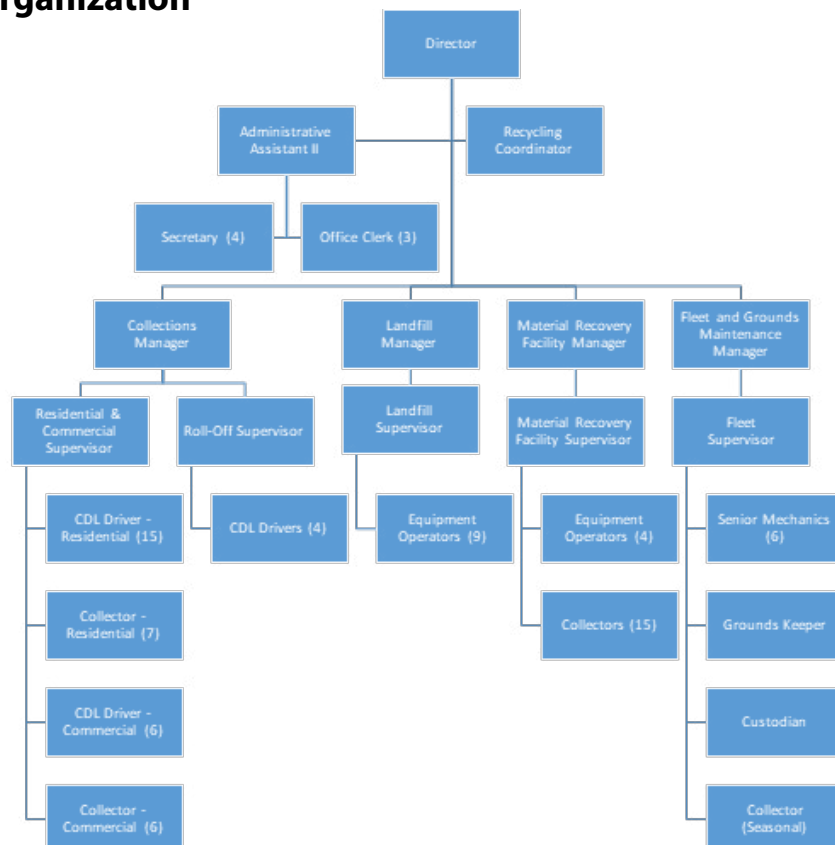
Our Mission

It is the mission of the Conway Department of Sanitation to make Conway an environmentally friendly and attractive place to live and work, protect natural resources, provide the highest quality of service, continue to improve efficiency and effectiveness, and to be the professional department that is expected and deserved by the citizens of Conway.

Our People

The Conway Department of Sanitation is made up of a friendly, hardworking, and knowledgeable group of 94 full-time employees with a commitment to provide quality of life service to the community.

Our Organization







ADMINISTRATION

The administration division provides leadership and direction to department personnel. Administrative staff manage and coordinate administrative functions for all department programs to include customer service, clerical support, public outreach, dispatch, scale house operations, and the Conway Reuse Center.

Customer Care

Our customer care team consists of a small office staff, all sharing the same value... to provide the best customer service to the citizens of Conway.

In 2019, office staff processed 1,041 payables and provided customer service to approximately 70 citizens/customers per day. Scale attendants entered and processed roughly 105 transactions per day. Industrial dispatch organized delivery of (on average) 26 containers per month with an additional average of 487 roll-off pick up and returns each month.

Assisting those citizens with strict mobility/medical needs, the department's tote out service— where the carts and glass bin are collected from closer to the home— aided 24 residential homes. A letter from the resident's medical provider is required for program consideration.

Conway Reuse Center

The Conway Reuse Center thrift store operates most weekdays. Shopping the Conway Reuse Center, helps divert reusable goods from the landfill.

Throughout 2019, staff sold items to approximately 205 customers per month. Approximately 11.8 tons of material was diverted from the landfill.



Community Outreach

*Named Arkansas Recycling Coalition's
2019 Recycling Education Program of the Year*

Recycling & Waste Education

In 2019, the Conway Department of Sanitation's public outreach efforts provided on-site tours and educational presentations to more than 3,500 community members of all ages. Guest speaker and waste awareness opportunities took place throughout greater Faulkner County schools, daycares, churches, property/homeowners associations, and more. The following is a sampling of large events in which the department participated:

- Conway Public Schools, STEM Night (March)
- UCA Conway Area Youth Leadership Institute, Environment Day (March)
- UCA Outreach & Community Engagement, Earth Day Event (April)
- Toad Suck Daze (May)
- Downtown Conway Farmers Market, "Meet the Machines" Event (September)
- Smith Ford, "Trunk or Treat" (October)
- Conway Chamber, "Trick or Treat" (October)
- City of Conway Tree Board, Arbor Day Celebration (November)

Additionally, the Conway Department of Sanitation hosted/co-hosted the following community events:

- City of Conway's Annual Citywide Cleanup (April)
- Faulkner County Solid Waste Management District's Annual E-waste Drive (April)
- Sanitation Worker Appreciation Week (June)

To meet the ever-growing community need for cost-efficient and widespread communications, the Conway Department of Sanitation continues its increase in online engagement efforts and information dissemination.

- [Facebook](#)
 - "Followers" increased from 2,051 to 2,919 (42%).
- [Twitter](#)
 - "Followers" increased from 164 to 319 (94%).

- [Website](#)
 - With more than 26,700 unique page visits and behind only the homepage, Sanitation was the second-most visited webpage for the city.
- [Recycle Coach App](#)
 - A total of 9,502 users interacted with the mobile and/or web-based app services more than 35,900 times in 2019. This is approximately 50% less users than the previous year.
- [Nextdoor.com](#)
 - Real-time education from recycling coordinator with residents in more than 31 neighborhoods across Conway.
- [Google Business](#)
 - Users "Googled" the department for more than 6,000 searches. The current rating is 4.1 out of 5 stars, with 14 user reviews.

Understanding not all residents prefer online outlets, announcements and department information were also published/presented through the following media outlets:

- *Log Cabin Democrat*
- KARK 4 News

Litter Prevention

In May 2019, the Conway Department of Sanitation began overseeing the city's litter prevention and control efforts. This programming includes the Conway Adopt-A-Street initiative; a department-staffed litter abatement crew; and the utilization of a third-party crew, local Renewal Ranch, to assist as needed.

Crews have collected...

- Department Crew / 21,181 lbs
- Renewal Ranch / 2,480 lbs
- Adopt-A-Street / 360 lbs

A complete listing of the 28 participating Conway Adopt-A-Street community businesses, groups, and families is available [online](#).

Additionally, the Conway Department of Sanitation is an active participant in the Arkansas Department of



Transportation's Adopt-A-Highway program. In 2019, department staff picked up more than 2,000 lbs of litter along Old Morrilton Highway (U.S. 64).

Staffing Trends

The Conway Department of Sanitation is comprised of a friendly, hardworking, and knowledgeable group of drivers, collectors, operators, and communicators. With an ongoing average of 90 employees, the department operates with the city's third largest department staff.

The 2019 Conway Department of Sanitation Employee of the Year:

- Charlene Allen, Litter Abatement Collector
1 Year of Service

The following Conway Department of Sanitation employees retired in 2019:

- Roy Wilson, Equipment Operator
11 Years of Service
- Robert "Bob" Carr, Commercial Collector
10 Years of Service
- Randy Sanders, Yard Waste CDL Driver
10 Years of Service

The average department employee has been employed with the city for 5 years, with still 19 percent having less than 1 year of service. The current rate of turnover is approximately 34 percent. The nature of the working environment along with the rate of compensation are the most common reasons employees give on exit.

City Ordinance Approved

On December 10, 2019, the Conway City Council passed ordinance O-19-132 allowing for departmental structure changes. Looking ahead to 2020, the department will undergo a complete restructure in titles, experience tiers, and pay scale. It is the department's goal to decrease turnover and continue its increase in experience, knowledge, and accountability.



2019 SPECIAL COVERAGE

FLOOD IMPACT

From May 30 to June 8, Faulkner County and the greater state of Arkansas experienced what has been called a “1,000-year flood,” originating with the Arkansas River and extending through creeks and tributaries. Our 93-acre campus experienced high water like never before. The landfill and yard waste facilities were inaccessible due to impassible roads.

To ensure citywide garbage collection, Conway garbage was diverted to the Morrilton and Mayflower Sanitary Landfills. Yard waste, bulky item, and glass collections were suspended during this timeframe. Recycling operations and collections were unaffected, and so, operated as regularly scheduled.

Garbage tonnage diverted during the event:

- Morrilton Landfill / 1,335.61 tons
- Mayflower Landfill / 53.21 tons



Department staff worked more than 800 employee hours to maintain collections throughout the high-water event. Of those hours, more than 400 were department men and women assisting with citywide flood preparations.

FEMA Status

The statewide severe storms and flooding justified an emergency declaration by Gov. Hutchinson on May 30, 2019. On June 8, 2019, Faulkner County, along with 12 other Arkansas counties, was federally declared a major disaster with an incident period of May 21 through June 14, 2019.

The Conway Department of Sanitation submitted to FEMA for the reimbursement of manpower hours, tonnage diversion, and additional equipment usage costs. The total of such was approximately \$71,666. As of December 31, 2019, the application is still pending with FEMA offices.







FACILITY OPERATIONS

Welcoming citizens from greater Faulkner County each day, the Conway Department of Sanitation oversees three waste facilities— landfill, yard waste, and material recovery. To ensure a clean and healthy community, multiple collection services are provided specifically to citizens within the Conway city limits.

Collections

The collections division is responsible for providing efficient, unmatched collection of solid waste for the residents and businesses of Conway, and to ensure excellent customer service levels are maintained.

Residential Collections

In 2019, residential collection crews collected 13,777.3 tons of garbage and 2,738.4 tons of recyclable material from more than 20,000 households in Conway.

Yard Waste

Yard waste collection remained constant in 2019. Rear load, knuckle boom, and roll-off crews collected 3,402.1 tons of yard waste.

Transitioning away from chipper trucks in 2019, staff currently utilize both rear load and knuckle boom trucks to provide daily curbside yard waste collection. Employing both rear load and knuckle boom methods of collection for yard waste is highly effective.

Glass Recycling

Resident participation in the glass recycling program increased by 5 percent in 2019. Department personnel



collected 160.1 tons of glass during the year. Currently, we collect glass 4 days per week, utilizing yard waste trucks (with glass bins welded to each side) those of which are already in neighborhoods. With this added efficiency, separate glass routes are no longer needed. We have approximately 4,177 glass bins distributed throughout the city. Gross revenue from the collection of glass is estimated at \$160.00.

Bulky Item

Bulky item collection was implemented in January 2019. One knuckle boom was added to the fleet to allow residents an opportunity to call our office and schedule a pickup of household items, such as furniture, appliances, carpet, and other household items that often clutter garages, yards, and neighborhoods. Bulky item collection in 2019 yielded 97.0 tons.

Of note, the crane engineering of knuckle boom trucks creates the added fleet benefit as contingency for major storm events.

Citywide/Countywide Cleanup

The Conway Department of Sanitation hosted the third annual Citywide Cleanup in conjunction with the Countywide Cleanup on April 26-27, 2019. Cleanups are provided to enhance the beauty of the community by allowing residents an opportunity to dispose of household items such as furniture, appliances, carpet, toys, and other household debris.

The 2019 cleanup yielded 164.3 tons countywide, with 24.8 of those tons coming from within the Conway city limits.

Commercial Collections

The commercial collections program is responsible for the efficient and timely collection of commercial refuse and recyclables from the businesses of Conway. Commercial garbage is collected 6 days per week, utilizing 3 front load and two 2 rear load trucks. The front load trucks are operated solely by a driver, while the rear loads require a driver and 2 collectors to operate efficiently. Commercial collection crews collected 19,011.4 tons of garbage and 1,304.4 tons of source separated corrugated cardboard in 2019.

Industrial Collections

The industrial collections division is responsible for the collection of large volumes of solid waste and recyclables from industrial complexes, businesses, and construction sites throughout Conway.

Industrial collections hauled 581.5 tons of cardboard from 16 “permanent” roll-off cardboard containers in 2019. “Permanent” roll-off containers were utilized for garbage collection at 120 businesses throughout the city. Throughout the year, 395 customers utilized “temporary” containers at construction sites accounting for 13,730.9 tons of the total solid waste stream. The industrial collections division hauled and sold 263.8 tons of scrap metal to local markets.

Landfill

The sanitary landfill division is responsible for the operation of a 93-acre, state permitted, Class 1 sanitary landfill. The landfill also operates a yard waste processing site and customer convenience center, internally known as “The Wall.” The landfill processed a total of 60,735 tons of solid waste in 2019, an increase of 1.2% from 2018. Approximately 88% of this total was collected by the residential, commercial, and industrial collections divisions. The remainder of the waste was delivered to the landfill by City of Conway and greater Faulkner County citizens.

For the year, equipment operators within the landfill division hauled 1,976 loads of dirt for use as cover on the landfill working face. Operators also excavated and hauled 339 loads of rock and shale to build and maintain roads within the permitted landfill site, providing access to the working face. Approximately 877,000 gallons of water and 875 tons of gravel were applied to access roads, providing “all weather” access to the landfill and to assist with dust control as required by state regulations.

The Conway Department of Sanitation received 5,613 tons of yard waste in 2019, up 4.9% from 2018. This material was ground or mulched and used as alternate daily cover on the landfill working face. Soil deficits at landfill sites are a common problem nationwide. We were able to use less dirt and save valuable landfill airspace by utilizing the processed yard waste and/or state approved plastic film. This also helped to reduce operational costs for excavation and hauling of soil.

Recycling

The material recovery facility (MRF – pronounced “murf”) is responsible for the efficient operation of the city’s 35,000 square foot recyclables processing facility. The MRF receives, separates, and prepares recyclable materials for sale as raw materials to end users such as paper, cardboard, steel, aluminum, and plastic manufacturers.

Recycling markets have been fairly unstable since 2013 due, in part, to China’s Operation Green Fence, which was an effort to improve the quality of recyclables exported to their country. In early 2017, China released a second initiative, National Sword 2017, which imposed further constraints on the import of cardboard (OCC), mixed paper, and mixed plastics into their country. These restrictions have continued to increase in 2019, and China is not the only country imposing them. In order to protect themselves from pollution, many other Southeast Asian countries have been forced to impose restrictions on scrap imports as well. These compounding restrictions have created a domestic market flooded with material, causing the price to drop on almost all recyclables (see charts on next page).

These developments have forced MRFs nationwide to reduce the amount of contamination in their production. In 2018, the Conway Department of Sanitation altered the list of acceptable recyclables by removing plastic film, which is the number one source of contamination in mixed paper and OCC. Mixed grade plastics (i.e. plastics numbered 3-7),



were also removed from the list, as markets for those items continue to be unreliable.

Recycling Cart Audits

In conjunction with recycling education efforts, recycling cart audits have steadily continued throughout 2019. Completed monthly (weather and schedule permitting), more than 200 homes have received real-time recycling education custom to each curbside cart.

Litter Abatement

In May 2019, two litter abatement collector positions were added to the operations of the recycling division with the goal of citywide, daily litter collection. Since, this two-person crew has collected from city sidewalks, streets, and byways more than 21,100 pounds of garbage.

Fleet & Grounds Maintenance

The fleet and grounds maintenance division is responsible for maintenance and repairs of all Conway Department of Sanitation vehicles, containers, and equipment. Additionally, this operational area is responsible for lawn care, facility litter control, and building maintenance in and around the campus.

The Conway Department of Sanitation fleet includes 31 heavy trucks, 19 fleet vehicles, 21 heavy landfill and MRF equipment machines.

- Mechanics performed 856 jobs for sanitation vehicles/equipment of which 152 were preventative maintenance.
- With regular use of the tow behind magnet to reduce metal debris at the facility, tire costs were reduced by \$28,535.

Total Projected Revenue from the Sale of Recyclables					
Type of Material Sold	2016 (actual)	2017 (actual)	2018 (actual)	2019	Net Inc/(Dec)
Mixed Paper	\$ 240,891	\$ 208,180	\$ 42,734	\$ 22,500	\$ (20,234)
Old Corrugated Cardboard (OCC)	234,898	383,082	268,060	213,100	\$ (54,960)
Steel	19,937	28,919	34,221	6,316	\$ (27,905)
Glass	220	145	140	188	\$ 48
Polyethylene Terephthalate (PET, #1)	27,389	34,325	39,326	36,430	\$ (2,896)
High-Density Polyethylene (HDPE, #2)	47,471	33,696	38,793	23,053	\$ (15,739)
Plastic Film	11,903	12,031	3,742	5,003	\$ 1,261
Mixed Plastics (#3-#7)	841	2,000	-	5,707	\$ 5,707
Aluminum	24,198	53,702	26,669	25,159	\$ (1,510)
Batteries	605.28	231	219	233	\$ 14
Reuse Center	19,995	16,745	16,010	13,043	\$ (2,966)
Totals	\$ 628,348	\$ 773,055	\$ 469,913	\$ 350,732	\$ (119,181)
Total Recyclables Sold by Weight (in tons)					
Type of Material Sold	2016	2017	2018	2019	Net Inc/(Dec)
Mixed Paper	2,424	2,525	2,175	1,426	(749)
Old Corrugated Cardboard (OCC)	1,763	1,990	2,024	2,518	494
Steel	285	357	322	542	220
Glass	171	145	188	188	0
Polyethylene Terephthalate (PET, #1)	148	126	133	134	1
High-Density Polyethylene (HDPE, #2)	130	88	110	89	(21)
Plastic Film	44	45	23	22	(1)
Mixed Plastics (#3-#7)	21	44	0	21	21
Aluminum	33	41	21	30	9
Reuse Center	10	13	13	12	(1)
Batteries	2	1	1	9	8
Totals	5,033	5,375	5,009	4,990	(19)
Diverted Materials By Source and Weight (in tons)					
Source of Recyclables	2016	2017	2018	2019	Net Inc/(Dec)
MRF/Reuse/Wall Recyclables	5,033	5,375	5,009	4,990	(19)
Yard Waste/Mulch	5,758	5,971	5,336	5,679	343
Electronic Waste (E-waste)	50	53	72	65	(7)
Totals	10,840	11,398	10,417	10,734	317

