



# 2021 State of the City End of the Year Reports

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City of Conway, Arkansas  
Mayor Bart Castleberry

State of the City  
2021 Year End Reports  
[www.conwayarkansas.gov](http://www.conwayarkansas.gov)

Conway Regional Airport

Jack Bell, Director

Community Development Office

Shawanna Rodgers, Administrator

Code Enforcement & Physical Plant Dept.

Spencer Clawson, Director

District Court of Faulkner County

Judge Chris Carnahan  
Judge David Reynolds

Diversity & Economic Development

Shawanna Rodgers, Coordinator

Finance Department

Tyler Winningham, CFO

Fire Department

Mike Winter, Chief

Grants Department

Robbie Alberson, Manager

Human Resources

Lisa Mabry Williams, Director

Information Systems & Technology

Aaron Knight, CTO

Parks & Recreation

Steve Ibbotson, Director

Planning & Development

James Walden, Director

Conway Police Department

William Tapley, Chief

Purchasing Department

Jamie Brice, Manager

Department of Sanitation

Joseph Hopper, Director

Transportation Department

Finley Vinson, Director





## *Conway Regional Airport Cantrell Field*

*Jack Bell  
Airport Director*

### 2021 Annual Report

The year 2021 represented the seventh full calendar year of operations at the Conway Regional Airport Cantrell Field. Throughout 2021 the airport experienced full occupancy off all City-owned hangars in addition, there are 42 individuals on the waiting list for individual T-hangars. The total based aircraft count is approximately 70 aircraft, encompassing aircraft stored in both City-owned and privately owned hangars.



Construction of two major projects was commenced in 2021. These include a 12 -bay T-Hangar and a maintenance hangar. Following the installation of the ramp and taxiway in 2020 and early 2021, construction is well underway on Phase II, the construction of a 12 bay T-Hangar building. Funding for this phase will be Arkansas Division of

Aeronautics and local funds, including a 5-year loan from Arvest Bank. The city has worked closely with Garver Engineers, and contractor Frank A. Rogers Group on this project. Construction is scheduled to be completed by the end of January. Hangars have been assigned and reduced the waiting list from almost 60 to 42.

In the Spring, Conway Aircraft, owned by Dana and Robbie Wills proposed a public private partnership to construct and operate a much-needed maintenance hangar at Conway Regional Airport. The project will be financed through Arkansas Division of Aviation grants to the city and lease agreement with Conway Aircraft that includes an advance rent payment clause that will result in Conway Aviation paying for the grant match in exchange for rent



forgiveness until the advance amount is paid. At that point Conway Aircraft will begin paying rent for the term of the lease. This project has begun and is scheduled to be completed by the end of February 2022.

In 2021, the airport employed 4 full time staff (City employees). There are two flying clubs operating at the airport, bringing with them access to private, instrument, commercial, and multi-engine flight instruction in approximately ten different aircraft.

### 2021 Fuel Sales vs. 2020 Fuel Sales

Record fuel sales were achieved in 2021 in both JetA jet fuel and 100LL aviation fuel. following a down year in 2020.

- 135,139 gallons of Jet A and 42,070 gallons of 100LL Avgas were sold in 2020
- 195,172 gallons of Jet A and 60,344 gallons of 100LL Avgas were sold in 2021



Total airport operations (take-offs and landings) for 2021: 10,689

Conway Regional Airport received a Covid related Rescue Act grant for operations in the amount of \$59,000 from the FAA. These funds were used for general operations such as cleaning and disinfecting, insurance, fuel, payroll, and hangar maintenance.

The airport also acquired a flight simulator for use by local flight instructors and flying clubs. The simulator will be a revenue source for the airport. Another means of increased revenue is the addition of status of Preferred HBO by the Corporate Aviation Association (CAA). The airport will offer fuel discounts on jet fuel for CAA members. This should increase the number of transient aircraft that patronize Cantrell Field.

Conway Regional Airport has added a new Line Technician. Nathan Lobdell comes to us from airports in Minnesota and the U.S. Army. He has experience in all aspects of airport operations and will replace current Line Tech Hunter Russaw who will leave for the private sector following graduation from UCA. Remaining staff include Tim Huey, Director of Operations, Lloyd Hartzell, Admin, and Philip Bell, Line Tech.

### Other Airport Events:

Conway Regional Airport, the Lollie Bottoms Flying Club, and Satterfield Aviation Fuels participated in the Toadsuck Daze festival for the second year by staging an “air parade”. The airport was open to the public this year and about 500 people attended. Some fifty aircraft participated in the event, including the Bulldog Squadron aerobatic group from North Little Rock.



The Chamber of Commerce hopes to make this an annual event. Cantrell Field also hosted the Tour de Toad bicycle event. Numerous photo shoots and tours were conducted at the airport, and several “Pilots N Paws” flights. These are trips by volunteer pilots that transport rescue animals to locations where they will find new homes.

The Conway Airport Advisory Committee was active during 2021 despite meeting remotely most of the year. The Committee provided input on fee schedules and other projects. The Committee has been active in planning for the future of the airport, including building projects and maintenance services. The Committee studied and approved the 5-year Capital Improvement Plan (CIP). This plan includes banking of funds for years 2021 and 2022. Surveys, design and environmental assessment for runway extension in 2023, and runway extension from 5500 feet to 6001 feet in 2024. Following much study, the Advisory Committee agreed to the first increase in hangar rents in several years. T-hangar rent has increased from \$210 per month to \$225 per month. Community hangar rent from \$700 to \$900 per month for small jets. Two original members of the committee rolled off in 2021. Harrell Clendenin and Kevin Wish were instrumental in getting the airport open in 2014 and have and have provided valuable insights from a pilot and business perspective. In their place, Mayor Castleberry recommended Jeff Standridge and Don Greenland. They were approved by the City Council.

In summary, 2021 was a very active year for Conway Regional Airport. A record year in fuel sales and the first new construction since the airport opened with two major projects nearing completion. Thanks to dedicated staff, Advisory Committee, city administration, the FAA, Arkansas Division of Aeronautics and loyal flight community, the airport has enjoyed one of its best years ever. Progress was made on several fronts and look forward to more in 2022.

## 2021 COMMUNITY DEVELOPMENT DEPARTMENT YEAR-END REPORT



Shawanna Rodgers, CDBG Administrator

Felicia Rogers, Community Development Coordinator

The Program Year 2021 (July 1<sup>st</sup>, 2021 – June 30<sup>th</sup>, 2022 Community Development Block Grant allocation was \$ 488,416.40.

<b>Administration: (20%) \$97,683.20</b> —includes all costs associated with Administration
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### Public Services:

<u>Public Services (15%)</u> <u>\$73,262.40</u>	<u>Purpose</u>	<u>Allocation</u>	<u>Amount Spent (as of</u> <u>1/12/2022)</u>
Boys and Girls Club	Transportation	\$7,000	\$7,000
FC Council on Aging	Transportation	\$7,000	\$7,000
Independent Living Services	Transportation	\$7,000	\$3,363.03
Emergency Rental & Utility Assistance	will begin in February 2022	\$52,262.40	\$0
<b>Public Services Total</b>			<b>\$17,363.03</b>
<b>Amount Spent:</b>			

**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

**Rental and Utility Assistance:** With the granting of a mega waiver from Hud, CDBG will be able to assist residents with Rental & Utility Assistance affected by the Covid-19 Pandemic, which without the mega waiver in program funding we would be unable to do. This was a program well received by the City of Conway in 2020 when we were awarded Cares Act Funding to assist. A total of \$52,262.40 has been allocated for this service.

**PY2020 Projects:**

<u>Projects (65%)</u> \$ \$197,993.80	<u>Description</u>	<u>Cost of Service</u>	<u>Amount spent as of 1/12/2021</u>
City of Conway – 5 <sup>th</sup> Avenue Park Improvements	Park Improvements Including additional Playground equipment and Pavilions.	\$197,993.80	\$105,448.35

**PY2021 Projects:**

<u>Projects (65%)</u> \$317,470.40	<u>Description</u>	<u>Cost of Service</u>	<u>Amount spent as of 1/12/2021</u>
Overnight Emergency Shelter		\$307,970.40	\$0
Projects Total Amount Spent:			\$0

**City of Conway-5<sup>th</sup> 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 5<sup>th</sup> Avenue Park Splash Pad that was completed in the summer of 2019, followed by the 2019 project which included the addition of updated playground equipment. Program year 2020 included the renovation of the park continued with the addition of a parameter sidewalk, additional shade structures, and a middle court. The project was completed in 2021 with an additional pavilion to be completed by Spring 2022.

**Spruce Street Cottage Update:** Summerwood Inc. is in the process of completing the development of 12 cottage homes on Spruce Street in the Pine Street Neighborhood. 5 of the 12 homes are complete and owner occupied, 1 near completion and 3 more under construction.

**Overnight Emergency Shelter Update:** In 2019, CDBG purchased a vacant building and home located on Gum Street. Since the purchase of this building with the goal of renovating it into an Emergency Shelter, we have been working with Level 5 Architects who have completed a design for the Overnight Emergency Shelter also be post-Covid friendly. We have had several meetings over the last month to discuss the finalized budget for the project. Due to increased construction cost which caused some delay This project is estimated to be complete by Winter 2022. We used the additional allocation **(\$334,809)** that we received from the CARES Act funding to fund expenses related to the overnight emergency shelter. We plan to also use the project funding received for 2022 as additional funding for the shelter.



# Code Enforcement & Physical Plant (C.E.P.P.) Department 2021 Year End Report

Director – Spencer Clawson  
Administrative Assistant – Missy Schrag

The City of Conway Code Enforcement Department has 3 Code Officers and 1 administrative staff person. We have been equipped to follow up on all complaints within 24 hours.

The Code Enforcement Department works directly with many originations and departments throughout the city, including but not limited to, Chamber of Commerce; 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

<b>Year End Totals</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Total Violations written	704	1003	762	1247
Total Citations written	31	271	52	51
Door Hangers Notices	1708	1922	1903	1564
Online Complaints	283	283	362	336
Online Mosquito Service Request	616	0	0	0
Total Scheduled City Cleanups	32	64	44	31

\*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.

## 2021 Year-End Report Physical Plant

The Physical Plant has 2 custodians and 5 maintenance crew employees.

Outlined below is the Physical Plant Report for 2021.

### Buildings

- ✓ The Physical Plant performed general maintenance, grounds keeping and janitorial services for the city buildings. This includes the cleaning, stripping, waxing, and buffing of floors, and minimal plumbing and electrical tasks that were within our limits.
- ✓ Touchless paper towel & soap dispensers have been installed throughout
- ✓ Built a petition wall for the IT Department

- ✓ Generator maintenance at City Hall
- ✓ Rogers Plaza fountain maintenance
- ✓ Replaced lighting at the Animal Welfare Building

### **Backflows for City Property**

- ✓ All the City's owned RPZA backflow devices (96) were tested and maintained, excluding the devices that operate a fire sprinkler system.

### **Education**

- ✓ Welding classes were given to Physical Plant guys.
- ✓ Dustin Smith completed the course and was certified to test backflows.

### **Flowerbeds**

- ✓ We maintained the flowerbeds and islands throughout the downtown area to include light trimming, watering, weeding and removal of trash and debris.
- ✓ Flower baskets were hung, watered, trimmed, and removed for Chamber of Commerce.

### **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.
- ✓ Maintained along the railroad track, removing debris, and weed eating in the downtown area.
- ✓ Cleaned 17 intersections of debris & trash
- ✓ Restored multiple properties to safe and clean environment by proper disposal of litter, debris, contaminated needles & paraphernalia from illegal homesteading.

### **Roundabouts and Sidewalks**

- ✓ We maintained various roundabouts and sidewalks throughout the city to include mowing, weed-eating and removal of trash and other debris.
- ✓ We assembled and placed Christmas ball displays in city roundabouts.
- ✓ ROW on Tyler St. cut back and cleared in preparation for street work and pedestrians.
- ✓ Trees were trimmed on Prince St. and Conway Blvd. for pedestrians.

### **Safety/Covid**

- ✓ All Physical Plant employees completed the annual safety training requirement.
- ✓ Monthly Safety Meetings with defined, work-related discussion topics occurred. Plans are in place to continue the support of the City's safety program through monthly safety discussions and quarterly grounds inspections.
- ✓ Due to covid, there are many other safety measurements that have been taken, such as, fogging various parks and buildings; setting up health stations; providing gallons of sanitizer; and disinfectant products.

**Other Activities**

- ✓ Watering the 6<sup>th</sup> Street Bridge.
- ✓ Maintain Roger's Plaza fountain.
- ✓ Repair and clean the caboose at Simon Park.
- ✓ Maintain and perform "handyman" request for multiple departments throughout the city.
- ✓ Pressure washed Conway monument signs on I-40, sidewalks in the downtown area, Simon Park, City Hall, Toad Suck ferry
- ✓ Delivered donated bleach and hand sanitizer to non-profit organizations for covid.
- ✓ Continue to support the Community Service Program
- ✓ The search for "time capsule" to no avail
- ✓ Setup for events at Prince St., Airport, MLK Park, Joe White bridge
- ✓ Cleanup at old Airport property prior to Chamber tour
- ✓ Painted box ditch guard railing at 23 locations
- ✓ Fixed waterline leak at Prince and Farris



**NINTH JUDICIAL DISTRICT COURT  
810 PARKWAY  
CONWAY, ARKANSAS 72034  
501-450-6112**

***Division 1  
Judge Chris Carnahan***

***Division 2  
Judge Charles Clawson, Jr.***

District Court

2021 Year End Report

Judge Chris Carnahan, Division 1

Judge Charles E. Clawson, Jr., Division 2

2021 has been a good year for 9<sup>th</sup> District, District Court. Our Court schedule continues to address not only misdemeanor and traffic cases, but to also assist Circuit Court with First Appearances 3 days a week. E citations and paperless filings continue to be an integral part of the effort to make our court efficient and cost effective. Working with the Administrative Office of the Courts a plan is in place to install and begin using e-filing during the 1st quarter of this year. Implementation was delayed due to Covid, but we hope that will not be a problem this year. This will further reduce the need for paper, office supplies and make our office more productive.

This years budget includes funds to be used to scan old records that we must , by statute, retain. Further we plan to remove and destroy old records which are no longer needed or required to be kept. Most record disposal will need Council approval, so we will be seeking such approval from time to time if all goes as planned. This will allow District court and the City Attorney's off to utilize an area now used to store these records.

Finally, with the help of the Mayor and his staff an effort is underway to relocate District Court to an Larger facility. A location was identified but, due to other needs the funding is not available at this time to purse that property. Hopefully that situation will improve in the coming year.

Attached is a report regarding the effort of the Court in performing its role as a co-equal branch of government .

**Faulkner and Van Buren Counties**  
**Chris.Carnahan@conwayarkansas.gov**  
**Charles.Clawson@conwayarkansas.gov**



Hopefully this along with the attached report outlining the activity of District Court for 2021 will provide all information required by the City officials to prepare for the coming year. If more is needed we can answer any questions you may have.

## DISTRICT COURT 2021 STATS

### Criminal and Traffic Caseload Stats per CZRSTAT Report

Year	Authority	Criminal	Traffic	Total
2020	City	3,679	2,816	6,495
2021	City	3,953	2,816	6,769
2020	County	1,758	3,608	5,366
2021	County	2,257	3,348	5,605

### Criminal and Traffic Adjudicated Receipts per CZRRCPT Report

Year	Amount
2020	\$1,535,177.20
2021	\$1,730,778.89
Total	\$3,265,956.09

### Criminal and Traffic Debt Set Off Revenue Return (from the seizure of Arkansas State Income Tax Refunds for adjudicated debt owed to the court) per Setoff Disbursement Summary Report

Year	Debt Set Off
2020	\$238,016.79
2021	\$181,594.54
Total	\$419,611.33

### Warrant Stats per CWRWARR Report

Year	Authority	Produced	Served	Outstanding
2020	City	2,231	1,072	2,760
2021	City	2,505	1,564	4,069
2020	County	1,018	402	1,625
2021	County	1,378	696	2,176

### Circuit Court First Appearance States per Circuit Court Schedule Report

Year	Felony Cases
2020	1,623
2021	2,018

Civil and Small Claims Stats per CZRSTAT Report:

<b>Year</b>	<b>Authority</b>	<b>Total</b>
2020	Civil	1,339
2021	Civil	1,429
2020	Small Claims	69
2021	Small Claims	100

Civil and Small Claims Receipts per CZRRCPT Report:

<b>Year</b>	<b>Amount</b>
2020	\$128,017.95
2021	\$139,217.53
Total	\$267,235.48

2021

# Diversity & Economic Development



2021 End of the Year Report

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# Overview

The Diversity & Economic Development department is a fairly new position in the Office of the Mayor. The position marked its two-year anniversary this past September.

2021 we were still in a pandemic however the department was able to complete immediate goals and looking forward to 2022.

## I. Diversity Advisory Council

2021

- a. December 2021 completed the first year, the council has been active. We have added 2 new council members leading into 2022 and believe they will be a great addition to the team.
- b. An Action Plan is being created for the Council for clear guidance and direction for 2022.

# Accomplished Goals for 2021

Goal I - Diversity Advisory Council

## II. Diversity Internally

2021

- a. 2021 we began the process to try to look at Diversity from an internal perspective to ensure we are intentional about diversity.
  - i. Currently working with Procurement & HR.
  - ii. Working with HR on the upcoming Job Fair for the City.

# Accomplished Goals for 2021

Goal II - Diversity Internally

# Accomplished Goals for 2021

2021

## III. Community Engagement

- a. January 2021 we were still in the COVID-19 Pandemic. However, we still wanted to observe Dr. Martin Luther King Jr. holiday especially with COVID not providing an opportunity for gathering, we were able to provide a special “Just Talk” series with community leaders to commemorate the special occasion.
- b. Completed the Fall Arkansas Racial Equity Summit presented by the UCA Center for Community & Economic Development.
- c. Completed the Fall Centering Equity Series presented UCA Outreach & Community Engagement.
- d. Granted the opportunity to attend the Annual Chamber of Commerce trip to Washington, which was great for the Diversity Department & CDBG.
- e. Looking forward to more community engagement in 2022.

## Goal III – Community Engagement



## IV. Programs & Campaigns

- a. Meet Me Monday has gone well for the 1<sup>st</sup> full year and will continue in 2022.
- b. Ink Recycling Program is continuing to go well and will continue in 2022.
- c. Just Talk will continue and start again in January
- d. Completed the United Way Campaign for 2022.
- e. Assisted Office of the Mayor Staff with Projects, and Additional Duties as assigned.

2021

# Accomplished Goals for 2021

Goal IV – Programs & Campaigns

2021

**THANK YOU!**

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# Finance Department City of Conway, Arkansas FY 2021 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 2021. The 5-year loan that the City took out for completion of the Baker-Wills Parkway/I-40 interchange was paid off.
- Sales tax collections for the year were up 15.4% over 2020. In dollars, for the General Fund, this means that approximately \$4,000,000 will be received in excess of what was budgeted.

## **Financial Volume – Citywide**

- Vendor disbursements totaled \$44,513,748 during 2021. The city has a vendor database of over 6,000 different vendors, and it generated over 5,000 check disbursements during the year for the purchase of goods and services.
- Total payroll expense for 2021 was \$37,495,757. Benefits paid through payroll totaled \$11,577,670.

## **Annual Financial Report and Budget Activity**

- The CPA firm BKD, LLP issued the audit for fiscal year 2020 on August 5, 2021. The audit for fiscal year 2021 is expected to begin in mid April of this year, with a goal of issuing the report by July 31, 2022.

- The FY 2022 Budget was approved by Council on December 14, 2021 with all funds at either surplus or break-even levels. No reserves had to be pledged to balance any fund's financial activities for 2022.

## **Finance Staff**

- Tyler Winningham, Chief Financial Officer
- Wesley Reynolds, Finance Manager
- Michelle Collins, Payroll Officer
- Mandy Gottsponer, Accounts Payable Accountant

Prepared by: Tyler Winningham, CFO  
1/6/2022



**Introduction**  
**By**  
**Fire Chief Mike Winter**



I am pleased to present to you the 2021 End of Year report for the Conway Fire Department (CFD). Conway's Bravest is comprised of 107 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 2021. It also serves as an insight to this department as we close out the year with over 14,250 calls for service with an average emergency response time of 3:48.



# 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 Chad Johnson



*Assistant Chief Bill Keathley*

## B Shift Battalion Chiefs:



Bat 5 – Chief John Skinner



Bat 2 - Chief Larry Daves

## C Shift Battalion Chiefs:



Bat 5 – Chief Jeff Moix



Bat 2 – Chief Myron Milholland

### Emergency Responses 2021

- Fire Calls – 2,438
- Rescue Calls – 5,361

### Total Service Calls 2021

- Exceeded 14,000

## **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 Luke Birdsong, and Engineer Jay Mattox.



- Plan reviews 134
- Inspections 462
- Pre-plan Inspections 4973
- Hydrant Inspections 4945

Due to Covid-19 our inspections were halted in 2020 but we were able to get back into the businesses during 2021.

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 2021 however we cancelled our in-person Fire Prevention services and replaced them with videos we made showing proper fire safety tips for our school aged kids. We also distributed over 5,000 fire safety education items to the elementary schools to be passed out by each teacher.

Every fire is investigated to determine a cause.

- Fire calls 2,438
- Total fire loss \$922,000



## 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 2021 the CFD logged more than 52,970 training hours to include, but not limited to:

- Agility Test February
- ISO Incident Safety officer February
- Incident Command March
- Building construction  
Combustible/noncombustible March
- Officer II April
- Journeyman May
- 2<sup>nd</sup> Baptist church training June
- Advanced pump ops June/July
- Instructor I June
- 2<sup>nd</sup> Baptist church training June July
- Football Emergencies August
- Rookie standards class 4 new hires August and September
- Inspector I class August
- Inspector II class August
- Inspector II class September October
- Driver Operator October
- Driving Course November
- Agility test November



## EMS Division

Much of the focus of the CFD EMS division during 2021 continued to be on COVID-19. Unlike 2020, the year 2021 saw a shift in tactics to a more offensive mindset. Partnering with local hospitals, pharmacies, schools, and businesses; the EMS division organized over 20 vaccine clinics throughout the city and was able to administer over 10,000 vaccines to the citizens of Conway and Faulkner County. The EMS division also worked closely with the aforementioned groups to provide the most up to date evidence-based guidance to the public in order to keep the city operational while minimizing the risk associated with the ongoing pandemic.



*Captain Ty Ledbetter*

CFD EMS continued to provide COVID testing to all city employees, as well as their families at no cost to the employee while providing contact tracing by having certified contact tracers through John Hopkins University within the division.

Despite the ongoing pandemic, the EMS division was able to deliver over 7,000 hours of in person training to personnel, all while seeing an increase in EMS call volume of 43%.



*Captain Randel Green*



*Baby Box Dedication*

In July, CFD celebrated the opening of the City's first, and the nation's 75th "baby-box" at Central Fire Station. The Safe Haven Baby box allows a mother to surrender her newborn infant, of 30 days or less, with 100% anonymity. The Baby Box has many security features, such as heating and cooling components and a sophisticated alarm system that notifies the department within seconds of a baby being surrendered.





*Vaccination Clinic at McGee Center*

Capital Purchases:

- 1-Zoll X-series Cardiac Monitors

Other Highlights:

- Three more personnel completed the initial Paramedic program and passed both state and National Registry exams to become registered Paramedics, bringing the total of active Paramedics on the department to 10.
- Personnel completed National Fire Academy's EMS management course
- EMS division partnered with Conway Police to take part in the pilot Crisis Intervention Training program
- Four CFD personnel began the year-long Paramedic program
- Instructed the first in-house EMT class in over 10 years with a 100% pass rate (64% national average).
- Instructed EMS classes for Conway High School, Conway Police Department, City Hall, and the airport.



## 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 2021

- Water/Dive Rescue: 5
- Helicopter Rescue: 1
- Hurricane Response: 1



In 2021, the USAR team was deployed to Louisiana for a hurricane to search and administer building assessments.



## New Hires 2021

Last Name	First Name	Date
Ayers	Bryan	14-Feb
Burroughs	Sam	14-Feb
Clifft	Brocklynn	4-Jul
Johnson	Derek	26-Sep
Corbin	Deric	7-Jun
Pierce	Ryan	4-Jul
Spencer	Shelby	26-Sep
Orvin	Austin	5-Jul

## Retirements/Resignations 2021

Last Name	First Name	Rank
Bartlett	Kenny	Captain
Elmore	Nathan	Firefighter
Hill	Jeff	Engineer
Hillis	Josh	Terminated
Gregg	Garrett	Terminated
Prout	Charles	Battalion Chief
Prout	Ed	Captain
Powell	Rick	Captain

# Incident Type Report (Summary)

## Conway Fire Department

Date Range: From 1/1/2021 to 12/31/2021  
 Company: All Companies  
 Equipment Type(s): All Equipment Types

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
<b>1 Fire</b>				
100 Fire, other	1	0.01%	\$0	0.00%
111 Building fire	23	0.30%	\$0	0.00%
113 Cooking fire, confined to container	24	0.31%	\$0	0.00%
114 Chimney or flue fire, confined to chimney or flue	2	0.03%	\$0	0.00%
118 Trash or rubbish fire, contained	3	0.04%	\$0	0.00%
121 Fire in mobile home used as fixed residence	3	0.04%	\$0	0.00%
130 Mobile property (vehicle) fire, other	1	0.01%	\$0	0.00%
131 Passenger vehicle fire	30	0.39%	\$0	0.00%
132 Road freight or transport vehicle fire	6	0.08%	\$40,000	100.00%
138 Off-road vehicle or heavy equipment fire	1	0.01%	\$0	0.00%
140 Natural vegetation fire, other	5	0.06%	\$0	0.00%
141 Forest, woods or wildland fire	5	0.06%	\$0	0.00%
142 Brush or brush-and-grass mixture fire	9	0.12%	\$0	0.00%
143 Grass fire	13	0.17%	\$0	0.00%
150 Outside rubbish fire, other	1	0.01%	\$0	0.00%
151 Outside rubbish, trash or waste fire	19	0.25%	\$0	0.00%
154 Dumpster or other outside trash receptacle fire	17	0.22%	\$0	0.00%
155 Outside stationary compactor/compacted trash fire	2	0.03%	\$0	0.00%
161 Outside storage fire	1	0.01%	\$0	0.00%
162 Outside equipment fire	2	0.03%	\$0	0.00%
163 Outside gas or vapor combustion explosion	1	0.01%	\$0	0.00%
<b>Totals</b>	<b>169</b>	<b>2.18%</b>	<b>\$40,000</b>	<b>100.00%</b>
<b>2 Overpressure Rupture, Explosion, Overheat(no fire)</b>				
200 Overpressure rupture, explosion, overheat other	1	0.01%	\$0	0.00%
231 Chemical reaction rupture of process vessel	1	0.01%	\$0	0.00%
251 Excessive heat, scorch burns with no ignition	5	0.06%	\$0	0.00%
<b>Totals</b>	<b>7</b>	<b>0.09%</b>	<b>\$0</b>	<b>0.00%</b>
<b>3 Rescue &amp; Emergency Medical Service Incident</b>				
300 Rescue, EMS incident, other	132	1.70%	\$0	0.00%
311 Medical assist, assist EMS crew	1,640	21.15%	\$0	0.00%
320 Emergency medical service incident, other	23	0.30%	\$0	0.00%
321 EMS call, excluding vehicle accident with injury	3,004	38.75%	\$0	0.00%
322 Motor vehicle accident with injuries	292	3.77%	\$0	0.00%
323 Motor vehicle/pedestrian accident (MV Ped)	16	0.21%	\$0	0.00%
324 Motor vehicle accident with no injuries.	217	2.80%	\$0	0.00%
331 Lock-in (if lock out , use 511 )	4	0.05%	\$0	0.00%
342 Search for person in water	1	0.01%	\$0	0.00%
352 Extrication of victim(s) from vehicle	5	0.06%	\$0	0.00%
353 Removal of victim(s) from stalled elevator	6	0.08%	\$0	0.00%
361 Swimming/recreational water areas rescue	2	0.03%	\$0	0.00%
363 Swift water rescue	1	0.01%	\$0	0.00%
365 Watercraft rescue	1	0.01%	\$0	0.00%
381 Rescue or EMS standby	17	0.22%	\$0	0.00%
<b>Totals</b>	<b>5,361</b>	<b>69.15%</b>	<b>\$0</b>	<b>0.00%</b>
<b>4 Hazardous Condition (No Fire)</b>				
400 Hazardous condition, other	2	0.03%	\$0	0.00%
410 Combustible/flammable gas/liquid condition, other	1	0.01%	\$0	0.00%
411 Gasoline or other flammable liquid spill	6	0.08%	\$0	0.00%
4111 Washdown of substances	5	0.06%	\$0	0.00%

# Incident Type Report (Summary)

## Conway Fire Department

Date Range: From 1/1/2021 to 12/31/2021

Company: All Companies

Equipment Type(s): All Equipment Types

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
4112 Gas Leak (natural or LPG)	8	0.10%	\$0	0.00%
412 Gas leak (natural gas or LPG)	67	0.86%	\$0	0.00%
413 Oil or other combustible liquid spill	12	0.15%	\$0	0.00%
421 Chemical hazard (no spill or leak)	4	0.05%	\$0	0.00%
4226 No Chemical Spill or Leak	2	0.03%	\$0	0.00%
423 Refrigeration leak	1	0.01%	\$0	0.00%
424 Carbon monoxide incident	14	0.18%	\$0	0.00%
431 Radiation leak, radioactive material	1	0.01%	\$0	0.00%
440 Electrical wiring/equipment problem, other	3	0.04%	\$0	0.00%
441 Heat from short circuit (wiring), defective/worn	6	0.08%	\$0	0.00%
442 Overheated motor	4	0.05%	\$0	0.00%
443 Breakdown of light ballast	1	0.01%	\$0	0.00%
444 Power line down	12	0.15%	\$0	0.00%
445 Arcing, shorted electrical equipment	21	0.27%	\$0	0.00%
460 Accident, potential accident, other	1	0.01%	\$0	0.00%
461 Building or structure weakened or collapsed	5	0.06%	\$0	0.00%
463 Vehicle accident, general cleanup	6	0.08%	\$0	0.00%
471 Explosive, bomb removal (for bomb scare, use 721)	4	0.05%	\$0	0.00%
480 Attempted burning, illegal action, other	1	0.01%	\$0	0.00%
<b>Totals</b>	<b>187</b>	<b>2.41%</b>	<b>\$0</b>	<b>0.00%</b>

### 5 Service Call

500 Service Call, other	7	0.09%	\$0	0.00%
510 Person in distress, other	117	1.51%	\$0	0.00%
511 Lock-out	6	0.08%	\$0	0.00%
512 Ring or jewelry removal	3	0.04%	\$0	0.00%
520 Water problem, other	4	0.05%	\$0	0.00%
521 Water evacuation	2	0.03%	\$0	0.00%
522 Water or steam leak	40	0.52%	\$0	0.00%
531 Smoke or odor removal	37	0.48%	\$0	0.00%
541 Animal problem	4	0.05%	\$0	0.00%
542 Animal rescue	8	0.10%	\$0	0.00%
550 Public service assistance, other	4	0.05%	\$0	0.00%
551 Assist police or other governmental agency	50	0.64%	\$0	0.00%
552 Police matter	16	0.21%	\$0	0.00%
553 Public service	109	1.41%	\$0	0.00%
5534 Public service - Hydrant Maint. and Insp.	1	0.01%	\$0	0.00%
5535 Public service - Smoke Detector Program	4	0.05%	\$0	0.00%
5536 Public service - Stand by/ Special Events	10	0.13%	\$0	0.00%
5537 Public service - Fire Prevention Program	2	0.03%	\$0	0.00%
554 Assist invalid	276	3.56%	\$0	0.00%
555 Defective elevator, no occupants	3	0.04%	\$0	0.00%
561 Unauthorized burning	48	0.62%	\$0	0.00%
571 Cover assignment, standby, moveup	3	0.04%	\$0	0.00%
<b>Totals</b>	<b>754</b>	<b>9.73%</b>	<b>\$0</b>	<b>0.00%</b>

### 6 Good Intent Call

600 Good intent call, other	12	0.15%	\$0	0.00%
611 Dispatched & canceled en route	269	3.47%	\$0	0.00%
621 Wrong location	3	0.04%	\$0	0.00%
622 No incident found on arrival at dispatch address	46	0.59%	\$0	0.00%
631 Authorized controlled burning	14	0.18%	\$0	0.00%
650 Steam, other gas mistaken for smoke, other	1	0.01%	\$0	0.00%

# Incident Type Report (Summary)

## Conway Fire Department

Date Range: From 1/1/2021 to 12/31/2021

Company: All Companies

Equipment Type(s): All Equipment Types

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
651 Smoke scare, odor of smoke	23	0.30%	\$0	0.00%
652 Steam, vapor, fog or dust thought to be smoke	11	0.14%	\$0	0.00%
661 EMS call, party transported by non-fire agency	5	0.06%	\$0	0.00%
671 HazMat release investigation w/no HazMat	4	0.05%	\$0	0.00%
672 Biological hazard investigation, none found	1	0.01%	\$0	0.00%
<b>Totals</b>	<b>389</b>	<b>5.02%</b>	<b>\$0</b>	<b>0.00%</b>
<b>7 False Alarm &amp; False Call</b>				
700 False alarm or false call, other	50	0.64%	\$0	0.00%
710 Malicious, mischievous false call, other	4	0.05%	\$0	0.00%
711 Municipal alarm system, malicious false alarm	9	0.12%	\$0	0.00%
712 Direct tie to FD, malicious false alarm	1	0.01%	\$0	0.00%
713 Telephone, malicious false alarm	1	0.01%	\$0	0.00%
714 Central station, malicious false alarm	1	0.01%	\$0	0.00%
715 Local alarm system, malicious false alarm	1	0.01%	\$0	0.00%
721 Bomb scare - no bomb	23	0.30%	\$0	0.00%
730 System malfunction, other	5	0.06%	\$0	0.00%
731 Sprinkler activation due to malfunction	10	0.13%	\$0	0.00%
732 Extinguishing system activation due to malfunction	4	0.05%	\$0	0.00%
733 Smoke detector activation due to malfunction	63	0.81%	\$0	0.00%
734 Heat detector activation due to malfunction	6	0.08%	\$0	0.00%
735 Alarm system sounded due to malfunction	55	0.71%	\$0	0.00%
736 CO detector activation due to malfunction	7	0.09%	\$0	0.00%
740 Unintentional transmission of alarm, other	7	0.09%	\$0	0.00%
741 Sprinkler activation, no fire - unintentional	15	0.19%	\$0	0.00%
742 Extinguishing system activation	1	0.01%	\$0	0.00%
743 Smoke detector activation, no fire - unintentional	230	2.97%	\$0	0.00%
744 Detector activation, no fire - unintentional	112	1.44%	\$0	0.00%
745 Alarm system activation, no fire - unintentional	267	3.44%	\$0	0.00%
746 Carbon monoxide detector activation, no CO	2	0.03%	\$0	0.00%
7461 Alarm System activation, no fire - unintentional	1	0.01%	\$0	0.00%
<b>Totals</b>	<b>875</b>	<b>11.29%</b>	<b>\$0</b>	<b>0.00%</b>
<b>8 Severe Weather &amp; Natural Disaster</b>				
800 Severe weather or natural disaster, other	1	0.01%	\$0	0.00%
812 Flood assessment	3	0.04%	\$0	0.00%
813 Wind storm, tornado/hurricane assessment	1	0.01%	\$0	0.00%
814 Lightning strike (no fire)	1	0.01%	\$0	0.00%
<b>Totals</b>	<b>6</b>	<b>0.08%</b>	<b>\$0</b>	<b>0.00%</b>
<b>9 Special Incident Type</b>				
900 Special type of incident, other	4	0.05%	\$0	0.00%
911 Citizen complaint	1	0.01%	\$0	0.00%
<b>Totals</b>	<b>5</b>	<b>0.06%</b>	<b>\$0</b>	<b>0.00%</b>
<b>Totals</b>	<b>7,753</b>		<b>\$40,000</b>	

# NFIRS Mutual Aid Summary Report

Conway Fire Department

Date Range: From 1/1/2021 to 12/31/2021

Equipment Type(s): All Equipment Types

Sorted by: Not selected

Agency	Date	Incident#	### Address	Occupant	Type	# App	MA	Mutual Aid Type
23300	01/28/2021	2021-000448	702 S HARKRIDER DR		Building fire	3	23002	Mutual aid given
23300	06/26/2021	2021-003281	4241 DONNELL RIDGE RD		Grass fire	1	23008	Mutual aid given
23300	04/11/2021	2021-001723	HIGHWAY 365 SOUTH		Watercraft rescue	2	23002	Mutual aid given
23300	10/07/2021	2021-005837	HIGHWAY 65 NORTH		Assist police or other governmental agency	3	23009	Mutual aid given
23300	11/12/2021	2021-006718	132 I40WB	I40 WEST MM 132	Motor vehicle accident with injuries	3	23002	Mutual aid given
23300	12/05/2021	2021-007176	6001 DAVE WARD DR		False alarm or false call, other	2	23008	Mutual aid given
23300	03/18/2021	2021-001296	95 SPRINGFIELD RD		Swift water rescue	3	23006	Mutual aid given
23300	04/12/2021	2021-001748	3699 EMPY TRL		Forest, woods or wildland fire	1	23008	Mutual aid given
23300	12/23/2021	2021-007600	575 HWY 65 N		Vehicle accident, general cleanup	3	23000	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	9
Automatic aid received	0	Automatic aid given	0
		Other aid given	0
Total Aid Received	0	Total Aid Given	9





Office of the Mayor  
1111 Main Street  
Conway, AR 72032

# 2021 END OF YEAR GRANTS DEPARTMENT REPORT

## *Mission:*

The Grant Department's Mission is to research, apply for, and administer grant funding received from federal, state, local, private, and other sources for the City of Conway, AR. The Grant Administrator must ensure that city grants are properly administered, recorded, spent, documented, and reported to all applicable parties.

## *Objectives:*

- Research and communicate possible grant opportunities to all applicable City Departments and Office of the Mayor Staff.
- Record and track all grant activities within the City Departments and ensure deadlines are met.
- Write grant applications and submit in accordance to grant requirements of funding agencies and serve as liaison between the city and grant providers.
- Establish and ensure the maintenance of grant filing and information to monitor grants throughout the grant lifecycle.
- Conduct periodic and regular reviews of grant documentation and assist with internal and external audits.
- Assist in finding and creating opportunities to supplement local annual budget allocations through grant revenues.

# 2021 END OF YEAR GRANTS DEPARTMENT REPORT

## Summary FY 2021 Grant Accomplishments

Below you will find submitted and awarded grant applications for 2021.

### Submitted Grant Applications

Grant	Grant Agency	Project Title	Grant Amount
State Airport Aid	AR Department of Aeronautics (ADA)	Conway Maintenance Hangar	\$400,000
EDA Travel, Tourism, and Outdoor Recreation	Economic Development Administration (EDA)	Kinley Recreational Trail Extension	\$1,240,000
EDA Travel, Tourism, and Outdoor Recreation	EDA	Garland Willow Street Woonerf	\$965,400
Airport Rescue Grant Program	Federal Aviation Administration (FAA)	Conway Airport Rescue Grant Program	\$59,0000
Hazard Mitigation Grant Program	AR Department of Emergency Management (ADEM)	Downtown Drainage Study	\$145,312
Building Resilient Infrastructure and Communities	Federal Emergency Management Agency (FEMA)	Centennial Creek Drainage Study	\$108,300
Transportation Alternatives Program	Metroplan	College Ave. Sidepath Project	\$200,000
Homeland Security Grant Program	FEMA	Conway Bomb Squad Projects	\$451,696
Recreational Trails Program	Arkansas Department of Transportations (ARDOT)	Kinley Trail Extension	\$500,000

### Awarded Grant Applications

Grant	Grant Agency	Project Title	Awarded Amount
State Airport Aid	ADA	Conway Maintenance Hangar	\$400,000
Airport Rescue Grant Program	FAA	Conway Airport Rescue Grant Program	\$59,0000
Transportation Alternatives Program	ARDOT	College Ave. Shared Use Sidepath Project	\$150,000
Recreational Trails Program	ARDOT	Kinley Trail Extension	\$100,000
UAMS Rural Broadband I.D. Trust Fund Program	UAMS	Conway Rural Broadband Case Study	\$75,000
Section 205 Flood Damage Reduction	US Army Corps of Engineers	Conway Flood Damage Reduction Project	\$100,000 - \$550,000 (for Feasibility Study)
Surface Transportation Block Grant Program	Metroplan	Salem Road Reconstruction	\$750,000
Walmart Grants	Walmart	Conway Fire Department Equipment	\$2,000
Connect and Protect: Law Enforcement Behavioral Health Responses	Bureau of Justice Assistance	Conway Mental Health Program (15PBJA-21-GG-04306-MENT)	\$542,000

\*The information above may not include all submitted and awarded grants for 2021

# 2021 END OF YEAR GRANTS DEPARTMENT REPORT

## *Trainings and Webinars*

- Notice of Funding Opportunity Webinars- I attended various webinars for grant application trainings that were conducted by Federal Agencies such as: Department of Justice (Office of Justice Programs), Economic Development Administration, Federal Emergency Management Administration, US Department of Transportation (Federal Railroad Administration and Federal Transit Administration, and the Department of Homeland Security.
- American Rescue Plan Act training- I attended weekly meetings via online webinars that was provided by the Arkansas Municipal League regarding the American Rescue Plan.
- Grants Professionals Association- I attended and participated in the GPA Annual Conference that was held in November and provided great resources and information regarding grants.

## *Public Meetings and Events*

- Groundbreakings- Markham Town Square and Conway Maintenance Hangar
- Dedication events- Safe Haven Baby Box and Dave Ward Drive Pedestrian Bridge (Joe M. White)
- Annual Meetings- Chamber of Commerce and Downtown Partnership
- Public Meetings- Conway Microtransit VIP meetings, RAISE grant virtual meeting, and Ward 2/4 RAISE grant meeting
- Department Meet and Greet Meetings- I met with several city departments within the first few weeks of coming on board with the city.



**City of Conway**

**Human Resources Department**

**2021  
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**

Cody Arnold, Human Resources Manager

John Mattox, Safety/Loss Control Manager

Lisa Mabry-Williams, Human Resources Director

## **Human Resources Department Activities**

During 2020 the Human Resources Department provided day to day support to the various city departments and employees in all areas of human resources and safety/loss control including but not limited to ensuring that City policies and procedures are consistently applied throughout all city departments. Position postings, new employee orientation, incident/complaint investigations, disciplinary action support, pay scale changes, workers' compensation, employee health and safety, loss control and administration of employee benefits are all a part of the HR department activities.

The COVID Pandemic continues to create new challenges and opportunities for HR. We continue to rethink, reimagine, and reconsider that way we conduct our operations. The Human Resources Department learned to conduct many aspects of the department's day to day operations remotely due to COVID-19 and continue to utilize electronic forms and records when possible.

Listed below are a few of the projects the HR department accomplished in 2021:

Completed revisions and review of the Employee Handbook and distributed the same to all employees. New format includes an electronic version with interactive links. Distributed a

Receipt of City of Conway Employee Handbook form to all current employees to sign, manually or electronically, and return to HR.

Creation of a program Excel to provide a cleaner and more efficient reconciliation process for the 320-page BlueCross Blue Shield Medical/Dental monthly invoice as well as to improve accuracy on deduction management in Springbrook.

New electronic Personnel Action Form (PAF) enhancing workflow, decreasing errors and elimination of duplication of forms.

Added a Safety/Loss Control Manager to the department in April to improve Safety and Loss Control for the employees and the city. Including but not limited to management of workers' compensation claims, safety inspections and employee safety training.

Creation of a program to assist in analyzing safety/loss control metrics by monitoring employee hours and active employees each payroll period.

Creation of a Health & Safety Dashboard to provide incident charts, injury/illness descriptions, claim cost by department and better manage each claim.

The City of Conway Safety Management Plan was completely revised and updated.

Assisted in the creation of job descriptions for newly created and revised positions in various city departments. Created job postings to reflect the newly created and revised job descriptions for various city departments.

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.

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 2020 due on March 31, 2021. 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 one hundred and twelve (112) full time and sixteen (16) part time/seasonal employees

- Eighty-four (84) voluntary and ten (10) involuntary terminations processed, including three (3) non uniformed retirees and ten (10) LOPFI retirees.
- Completed and processed paperwork for 36 non-uniformed pension refunds.

Continued to serve as a member and Chairman of the City of Conway Employees' Defined Benefit Pension Plan Administrative Committee. Due to COVID, our meetings were conducted via Microsoft Teams until June 2021. Pension refunds, retirement requests and meetings with our financial advisor, Meridian Investments, were able to be completed remotely each month until we returned to in person meetings in June.

Served on the Salary Survey Committee to study the City's pay scale and identified five (5) positions in the bottom 20% of pay compared to other cities; identified ten (10) positions in the bottom 50% of pay compared to other cities and recommended increasing the pay for those positions to improve the City's standing in the public sector job market.

Continued to serve as the City's staff support for the City of Conway Civil Service Commission. Meetings were held remotely until May 2021. The following examinations were administered during 2021:

- Ten (10) entry level police officer examinations
- One (1) entry level firefighter examination
- 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

Scheduled a public hearing to discuss proposed changes to the CCSC Rules & Regulations to bring them into compliance with State Statutes.

The City received their first appeal to Faulkner County Circuit Court of a disciplinary action that was upheld by the Civil Service. The hearing was conducted via Zoom due to COVID.

Requested and received 2022 Medical and Dental renewal with a rate hold. Received Fitness Center Facility with a rate hold. Presented the results to the Mayor. Creation of an Electronic Open Enrollment platform for 2022 benefits. Conducted electronic open enrollment for all benefits eligible employees. Conducted open enrollment for retirees in the Arkansas BlueCross BlueShield Health Advantage and BCBS dental plan for 2022 via USPS mail.

- Encouraged increased participation in the voluntary supplemental flexible spending accounts with our broker, Benefit Partners through information distributed via email.



Jeremy Bell conducted meetings with employees interested in voluntary supplemental benefits.

Management of all City of Conway Workers Compensation Claims and the subsequent administration of the Workers Compensation/Safety Department. Processed and managed sixty-eight (68) claims in 2021 from the following city departments:

- Police – 60% of claims
- Fire – 15%
- All other departments – 25%

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 the Arkansas Public Employers Human Resources Association (APEHRA) meetings that were held remotely. Attended the APEHR one day training workshop.

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 seventy (70) 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 and processing requests for forty-seven (47) non-uniformed pension refunds to the Employees' Defined Benefit Pension Plan Administrative Committee.

Assisted the family and beneficiaries of one (1) deceased employee with benefit information and completion of paperwork as required. Assisted the surviving spouse of one deceased (1) retiree with pension benefit changes and paperwork as required.

Continue to assist the two District Court Judges with employee related issues as they implement personnel, policy, and procedural changes at District Court.

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



DEPARTMENT OF  
INFORMATION SYSTEMS  
AND TECHNOLOGY

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CITY OF CONWAY, ARKANSAS

2021 END OF YEAR REPORT



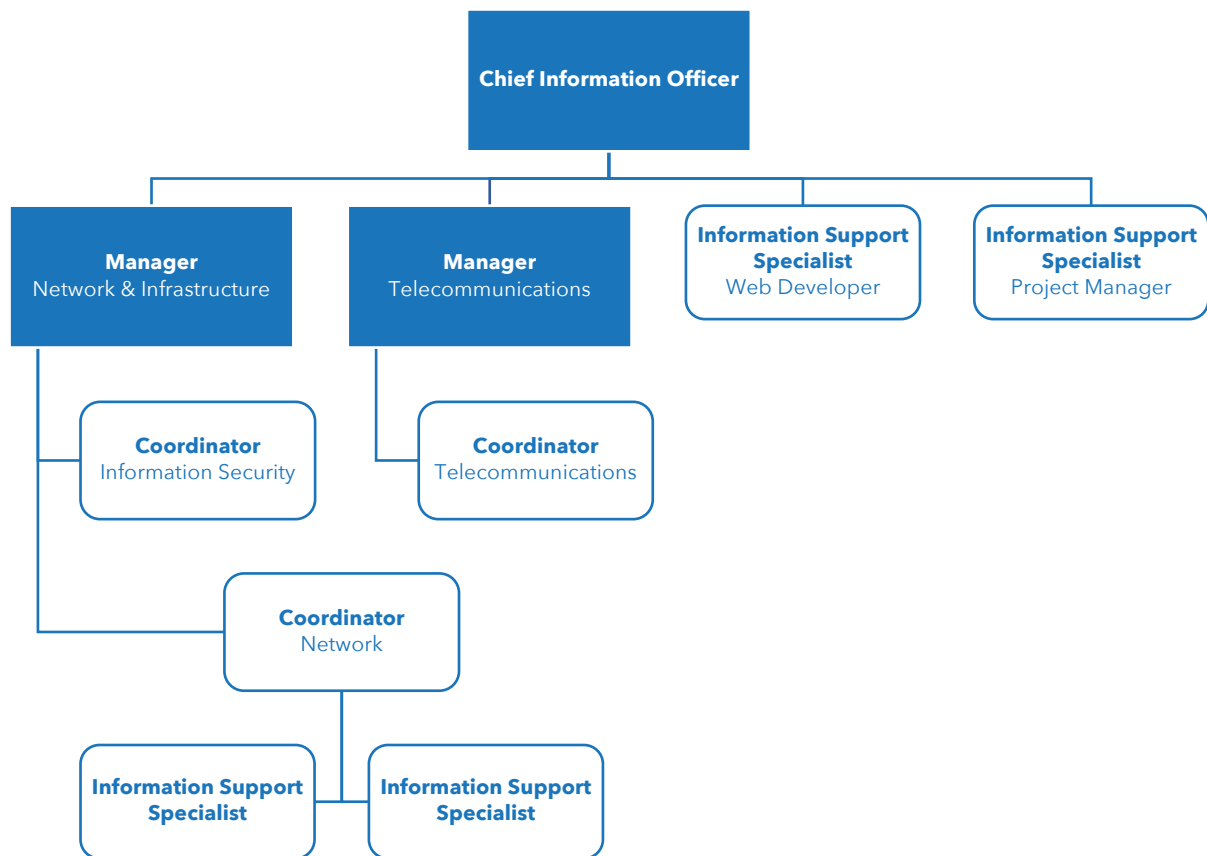
## MISSION

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

### COVID-19

The COVID-19 global pandemic continued to alter many facets of our daily work dramatically. Many city employees continued to work from home until mid-2021, including the Information Technology department. While the majority of disruption resulted at the time of the initial move to work from home, there continued to be unique challenges that presented themselves along the way. The department responded to those challenges with poise and high customer service.

### Information Security

Threats against state, local, tribal, and territorial governments continued to see a dramatic uptick in 2021. The department continued to prioritize its work in information security and made two significant steps in developing that practice.

In early 2021, we implemented Rapid7 InsightVM and InsightIDR. Before this investment in the Rapid7 ecosystem, the City relied on a third party to provide monthly vulnerability scanning and reporting. In the era where threats evolve rapidly, this didn't allow us to respond as quickly as required. InsightVM provides on-demand vulnerability scanning and reporting, taking the delay out of understanding and responding to potential threats. InsightIDR is a security and information event management (SIEM) tool that analyzes event data in real-time for early detection of attacks and breaches, and aggregates log data for incident response.

Another essential step in the maturity of the department's information security practice was the addition of a full-time staff position. Ryan Warren was promoted to the role of Information Security Coordinator on August 1. Ryan joined the department in 2018 and has earned his Security+ and Certified Ethical Hacker certifications. He was integrally involved in the implementation of Rapid7 InsightVM and InsightIDR. We are pleased to be one of the first cities in Arkansas to have a full-time staff member dedicated to information security.

The cyber threat landscape continues to become more dangerous, and it is incumbent upon the department to continue to advance its efforts to improve the City's security posture.

## Major Projects

### Microsoft 365

Initially launching in early 2020, the City's investment in the Microsoft 365 platform was fortunate in its timing, as the COVID-19 pandemic forced many users to work from home, and had an overall positive impact on productivity and collaboration.

In 2021 we continued to expand how we incorporate Microsoft 365. We began phase three of implementation, which involves moving individual user documents to OneDrive, away from an on-prem file server. Further use of Microsoft Endpoint Manager and InTune also allowed us to gain greater efficiencies, particularly in mobile device management.

### Streaming Public Meetings and Channel 22

Virtual public meetings became the norm during the COVID-19 pandemic, requiring the Information Technology department to play an active role in an area where we previously were uninvolved. What initially began as streaming City Council, Planning Commission, and Historic District Commission meetings hosted via Zoom to Facebook and YouTube evolved into streaming every board and commission meeting. The department was tasked with outfitting the Town Hall Square meeting room in City Hall to stream meetings outside the Council Chambers.

In partnership with Conway Corporation, Channel 22 was launched in December. Channel 22 is a Public, Educational, and Government (PEG) Access Channel provided by Conway Corporation to the City. In addition to being streamed, all board and commission meetings are now available and carried live on the Conway Corporation cable system. We are proud to have been part of this dramatic expansion of access and transparency to the citizens of Conway.

### VOIP Phone System

The transition to the new VoIP phone systems was completed in 2021. The diligent work of the network and telecommunications teams will save the City an estimated over \$50,000 annually.

## EnerGov

After over a year of implementation, EnerGov, the planning and development platform from Tyler Technologies, launched publicly in 2021. The Planning & Development, Permits & Inspections, and Code Enforcement staff's tireless work was crucial to the project implementation. From the Information Technology department, Rebecca Butler was instrumental in project management.

## Other Accomplishments

- Resolved approximately 1,657 support requests
- Established critical redundant fiber link from Conway Corp's data center to the Emergency Operations Center
- Executed significant clean-up and network equipment refresh in our secondary data center
- Connected final four City facilities by fiber; added fiber to the new Airport hangar
- Expanded wireless coverage in Airport hangars by adding additional wireless access points
- Completed minor refresh of network equipment at several facilities
- Added access control at both sports centers
- Updated fire monitoring at several facilities
- Increased website page views by nearly 19%

# Conway

## Parks and Recreation

### Annual Report 2021



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

2021 was a productive year for the Conway Parks and Recreation Department. The Department completed several updates at Laurel Park, 5<sup>th</sup> Avenue Park, Gatlin Park, and City of Colleges Park. Work has started on extending our bike/walking trail network and we look forward to that continued progress. Our youth Baseball and Softball programs were the largest they have been in many years, and we expanded the programs we offered to now include dodgeball and disc golf leagues. We are excited to have the opportunity to improve the quality of our parks and expand our programming for the citizens that we serve.

We have also continued our work with our partners to seek out and find quality tournaments and events to bring to Conway. We once again were awarded the USSSA Global World Series in 2021 and are working to secure it for 2022. We were able to work with our partners to expand the Hiland Dairy Classic, which attracted over 200 teams to Conway. Additionally, we hosted several marquee basketball tournaments, volleyball tournaments, shows, and expos.

Department Facts for 2021:

McGee Center hosted 4 events

Sports Center hosted 9 events

Conway Expo and Event Center hosted 52 events

Conway Tennis Center hosted 15 events

Lake Beaverfork hosted events along with weekly fishing tournaments and Police K-9 Training

Conway Station Park and City of Colleges Park hosted 39 events

The parks staff continues to do 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. We look forward to continuing to provide these services to the citizens of Conway and soliciting high quality events that will help our local businesses in the upcoming year.



## Beaverfork Lake

Beaverfork Lake is located off 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 2021 Beaverfork Lake was used for the following significant events-

- Freedom Fest Fireworks Show
- Conway High School Cross Country Meet
- UCA Cross Country Meet
- Police Dog Training
- CYBL Baseball
- Weekly Bass Fishing Tournaments
- Persimmon Ridge Disc Golf Tournament



### 2021

Daily Passes	262
Yearly Permits	209
Golden Age Permits	262
Arm Gate Tickets	3,960
	<b>4,693</b>

## 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.

### Youth Participation

	Participants	Teams
Summer T-Ball	279	28
Braves Baseball	76	6
Summer Softball	231	22
Summer Baseball	539	49
Flag Football	170	17
Fall Baseball	462	42
Fall Softball	233	22
Fall T-Ball	150	15
<b>Total Participants</b>	<b>2140</b>	<b>201</b>





Adult Participation		
	Participants	Teams
Summer Disc Golf		20
Summer Softball	420	35
Kickball	194	8
Fall Softball	372	31
Volleyball	216	27
Winter Basketball	220	15
Fall Disc Golf		16
<b>Total Participants</b>	<b>1422</b>	<b>152</b>



## 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.

The Conway Expo and Event Center hosted 52 events in 2021 along with several internal city meetings and events. As a large event venue, the challenges of COVID-19 have continued to have an obvious impact in 2021. We have a full calendar of events for 2022 and are hopeful to return to our normal pre COVID-19 usage this year.

## 2021 List of Events

### January

Antique Alley / G&S Gun Show / Rhea Lana's

### February

Arkansas Connections Academy / American Grappling Federation

### March

Conway Home Show / Arkansas Cattleman's Conference / G&S Gun Show

### April

Easter Service – Second Baptist Church / Baptist Hospital Pre-Exam / Bella Rustina / Arkansas Connections Academy

### May

July Orientation / Circus on Ice / Mayflower High School Graduation / H&R Block Meeting

### June

Genwealth Financial / Central Baptist College Gala / ISA Exam Prep / G&S Gun Show / Faulkner County Fair Validation / American Grappling Federation / Arkansas School Nurses Association / CHDC Job Fair

### July

Oath Law / ADWS Job Fair / Bella Rustina / Rhea Lana's

### August

Arkansas Blood Drive / Conway Corp Meeting / G&S Gun Show / CHDC Job Fair

### September

Conway Corp Meeting / Funeral / Galactic Sales Kick-off Meeting / Bella Rustina / Faulkner County Fair / CHDC Job Fair / Boots vs. Badges Blood Drive / Police Retirement

### October

Rural Fire Show / Business Expo / E-WASTE / Beaver's Workshop / Stonehenge Tech Lab / HR Pros Meeting / G&S Gun Show

### November

Bella Rustina / Girl Scouts / Senior Olympics / Wedding Reception

### December

G&S Gun Show



## 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 Tucker Creek Walking / Bike Trail

### Curtis Walker Park

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

In 2021 Curtis Walker Park was used for the following significant tournaments-

- CASE Baseball Tournament (9)
- USSSA 14AA State Tournament
- USSSA Global World Series





## Conway Station Park

In 2021 Conway Station Park was used for the following significant tournaments and the Conway Parks and Recreation Sport Leagues-

- CASE Baseball Tournament (18)
- USSSA 12AA State Tournament
- USSSA All-Star State Tournament
- USSSA Global World Series





## Don Owen Softball Complex

In 2021 Don Owen Softball Complex was used for the following significant tournaments and the Conway Parks and Recreation Sport Leagues-

- CASE Baseball Tournament (12)
- USSSA All-Star State Tournament
- USSSA Global World Series





## **City of Colleges Park**

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

In 2021 City of Colleges Park was used for the following significant tournaments and Conway Parks and Recreation Sport Leagues-

- CASE Baseball Tournament (6)
- Hiland Dairy Fast Pitch Tournament
- USSA State Fast Pitch Tournament
- USSSA Global World Series





## 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.

2021 had an increase in play after the COVID-19 pandemic. Conway was again 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 40 and Over	12
*Local League Champion, State Finalist	
Women's 2.5 18 and Over	29
Women's 3.0 18 and Over	13
Women's 3.0 40 and Over	13
*Local League Champion, State Champion	
Women's 3.0 55 and Over	11
*State Finalist	
Women's 3.5 18 and Over	16
Women's 2.75 Interim 40 and Over	10
*State Finalist	
Women's 6.5 Combo 18 and Over	14
Women's 7.5 Combo 18 and Over	14
Men's 3.5 40 and Over	14
*Local League Champion	
Mixed 6.0 55 and Over	9
*State Finalist	
Mixed 7.0 18 and Over	14
*Local League Champion, State Champion	
Mixed 9.0 40 and Over	10

### **Court Usage**

- Daily Reservations - 824 (this does not reflect online reservations)
- Ball Machine Rental - 342
- Conway Tennis Center League - 134 players
- Conway Tennis Center Adult Events – 80 players
- Adult Sanctioned Tournaments - 259 players
- Lessons - 961 hours

## **Junior**

### Summer League

Level	No. of Players
-------	----------------

18 and Under Intermediate	8
---------------------------	---

\*State Finalist

12 and Under Intermediate	6
---------------------------	---

\*State Champion

### Fall League

Level	No. of Players
-------	----------------

10 and Under Beginner	7
-----------------------	---

\*Local League Champion

10 and Under Intermediate	4
---------------------------	---

\*Local League Champion, State Champion

14 and Under Beginner	11
-----------------------	----

\*Local League Champion, State Finalist

18 and Under Beginner	4
-----------------------	---

18 and Under Intermediate	9
---------------------------	---

\*Local League Champion

- Junior Tennis Program - 444 players
- Junior Sanctioned Tournaments - 198 players
- Conway High School Practices and Matches - 1200 players

### Miscellaneous

UCA Tournament - 160 players

## 2021 Tennis Center List of Events

### January

- Spring Junior Program Session I

### February

- Junior High Program Session I
- Sweet Heart Mixer
- Snowman Slam
- Kids Night Out

### March

- Men and Women Monday Evening Fixed Partner League Doubles League/Men's Tuesday Evening Singles League/Men's Thursday Evening Doubles League/Ladies Thursday Evening Doubles League/Ladies Friday Morning Doubles League
- SEC Calcutta Championships

### April

- Adult Friday Night Out
- Kids Night Out
- CATA Conway Regional Adult Classic

### May

- Men and Women Monday Evening Fixed Partner League Doubles League/Men's Tuesday Evening Singles League/Men's Thursday Evening Doubles League/Ladies Thursday Evening Doubles League/Ladies Friday Morning Doubles League

### June

- Summer Junior Camps and Classes
- Men and Women Monday Evening Fixed Partner League Doubles League/Men's Tuesday Evening Singles League/Men's Thursday Evening Doubles League/Ladies Thursday Evening Doubles League/Ladies Friday Morning Doubles League

### July

- Men and Women Monday Evening Fixed Partner League Doubles League/Men's Tuesday Evening Singles League/Men's Thursday Evening Doubles League/Ladies Thursday Evening Doubles League/Ladies Friday Morning Doubles League
- Summer Junior Camps and Classes
- Breakfast @ Wimbledon
- Kids Night Out
- CTC Adult Summer Classic

### August

- Fall Junior Tennis Program Session I

- Summer Junior Camps and Classes
- CTC Back to School Bash

### **September**

- Men and Women Monday Evening Fixed Partner League Doubles League/Men's Tuesday Evening Singles League/Men's Thursday Evening Doubles League/Ladies Thursday Evening Doubles League/Ladies Friday Morning Doubles League
- US Open Mixer
- Kids Night Out

### **October**

- Fall Junior Tennis Program Session II
- CTC Adult Fall Classic

### **November**

- Winter Junior Program
- CTC Junior Fall Classic
- Junior Tennis Olympics
- Men's Poker Night

### **December**

- Ladies Santa Claus Mixer



# PLANNING & DEVELOPMENT 2021 YEAR END REPORT

## PLANNING DEPARTMENT STAFF

This year saw the department face numerous challenges and changes. The city added its first ever Long Range Planner in June when Kyle Kelly joined the department. The Long Range Planner role serves to manage and assist with all the city's future planning efforts such as the Comprehensive Plan, Oak Street Redevelopment Plan, and Public Art Master Plan. The position also assists with plan implementation through staffing of various special city advisory boards and committees.

As a trial run, the Permits Department's administrative and budgetary functions were merged with the Planning and Development Department for 2021. This move was intended to allow Permits staff to more focus on day-to-day permitting functions. This trial run ended in December. August saw the departure of Assistant Director Levi Hill. The end of the year saw the promotion of Beth Sketoe to Senior Planner and the hiring of Ryan Robeson in the Senior Planner role as well.

Director of Planning and Development – James Walden, AICP

Senior Planner – Beth Sketoe

Senior Planner – Ryan Robeson

Planning Technician – Lauren Hoffman

Long Range Planner – Kyle Kelly

GIS Manager – Matt Anderson

## PLANNING COMMISSION

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

### Rezonings

29 rezoning requests were reviewed by the Planning Commission and the Planning & Development Department, the highest number since 2005. The 10-year average of rezoning requests is 21 per year. 21 were approved as requested, 4 failed at Planning Commission, with 2 of those being appealed to City Council, both still were denied approval at City Council. 4 rezonings were still pending City Council review. A total of 275.47 acres were reviewed to be rezoned prior to the December 2021 Planning Commission Meeting. If the 4 outstanding rezonings pass at City Council, a total of 277.99 acres will have been reviewed to be rezoned in 2021.

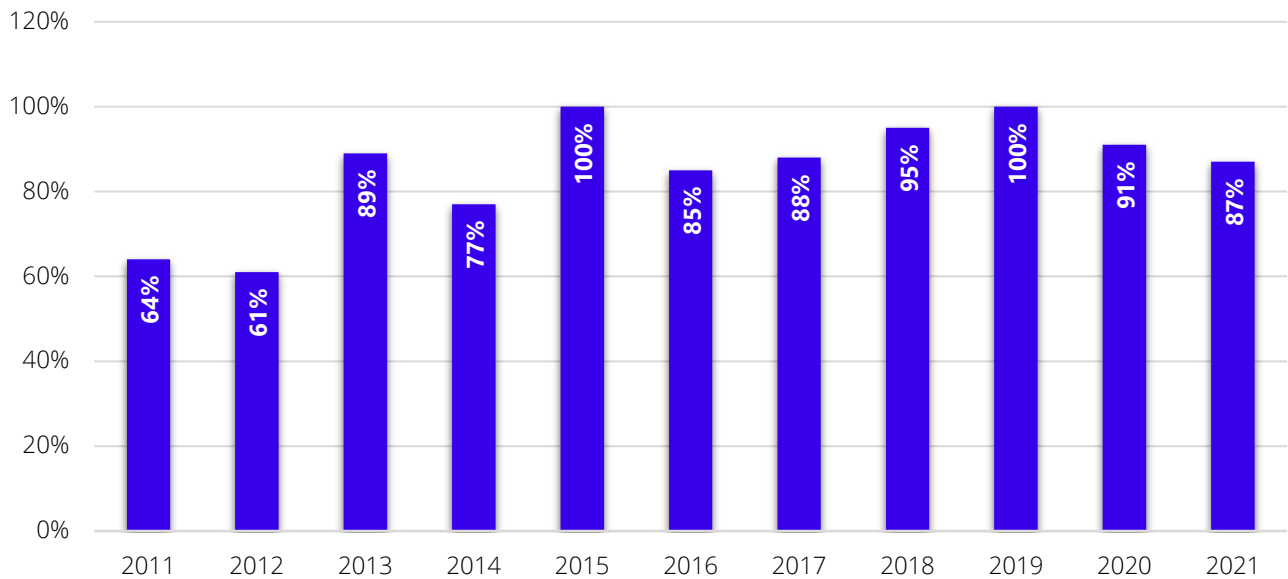
Month	Location	Requested Zone Change	Acreage	Action
Jan	Terminus of Sagegrass Dr, south of South Sterling Subdivision	R-1 to PUD	2.32	Approved
Jan	Southeast corner of East German Ln and Lower Ridge Rd	A-1 to R-2	16.77	Approved
Jan	4725 Prince St	A-1 to R-1	1.24	Approved
Feb	507 Bruce St	C-3 to R-1	4.75	Failed
Feb	Northwest corner of Lake Front Dr and West End St	R-1 to PUD	5.11	Approved
Feb	1 and 3 Oak Grove Dr & 1150 Museum Rd	R-1 and C-3 to PUD	6.52	Approved
Mar	1850 E German Ln	R-1 to C-2	10.00	Failed
Mar	2310 E Oak St	C-3 and R-1 to S-1	5.96	Approved
Apr	1406 Scott St	R-2A to C-1	0.30	Approved
Apr	1116 Gum St	C-3 to PUD	0.77	Approved



Month	Location	Requested Zone Change	Acreage	Action
May	507 Bruce St	C-3 to PUD	4.75	Approved
May	39 Thousand Oaks Cir	A-1 to R-1	1.83	Approved
May	Along Bill Bell Ln, north of Acuff Ln	A-1 to R-1	29.99	Approved
May	20 Bronnie Ln	A-1 to C-2	10.72	Approved
May	1320 Lewis Ranch Rd	C-3 to MF-3	4.77	Approved
Jun	3601 Dave Ward Dr	A-1 to I-1	4.51	Approved
July	Along Bill Bell Ln	A-1 to MF-1	15.28	Failed, appealed to Council & failed again
Aug	640 and 680 Hogan Ln	O-2 to C-2	2.68	Approved
Sep	Along Bill Bell Ln and Stanley Russ Rd	A-1 to R-1	25.45	Approved
Sep	Southeast corner of E Dave Ward Dr and Thomas G Wilson Dr	A-1 and C-3 to PUD	55.16	Approved
Sep	517 Fifth St	R-2A to R-2	0.22	Approved
Oct	Northwest corner of Dave Ward Dr and S Country Club Rd	O-1 to MF-3	16.71	Failed, appealed to Council & failed again
Oct	1320 E German Ln	R-1 to MF-1	1.00	Approved
Oct	5690 and 5700 Tyler St	A-1 to R-1	48.52	Approved
Nov	449 Reedy Rd	R-1 to O-2	0.14	Approved
Dec	519 Mitchell St	R-2A to HR	0.25	Pending Council Action
Dec	1225 E German Ln	O-2 to MF-1	1.24	Pending Council Action
Dec	766 Harkrider St	C-3 to C-1	0.87	Pending Council Action
Dec	766 Harkrider St, Block 3 Lot 20	R-2A to C-3	0.16	Pending Council Action

By and large, most rezonings were fairly split between those concerning commercial use and residential use with numerous zonings from the A-1 Agricultural. This zone is intended to serve a dual role as a rural zone and “holding zone” for future development. Areas are often zoned A-1 when sewer is not available at the site. PUD zoning was also frequently used, composing 17% of all applications. The passage rate for rezonings declined for the second consecutive year.

**Percentage of Rezoning Applications Approved by City Council (2011-2021)**

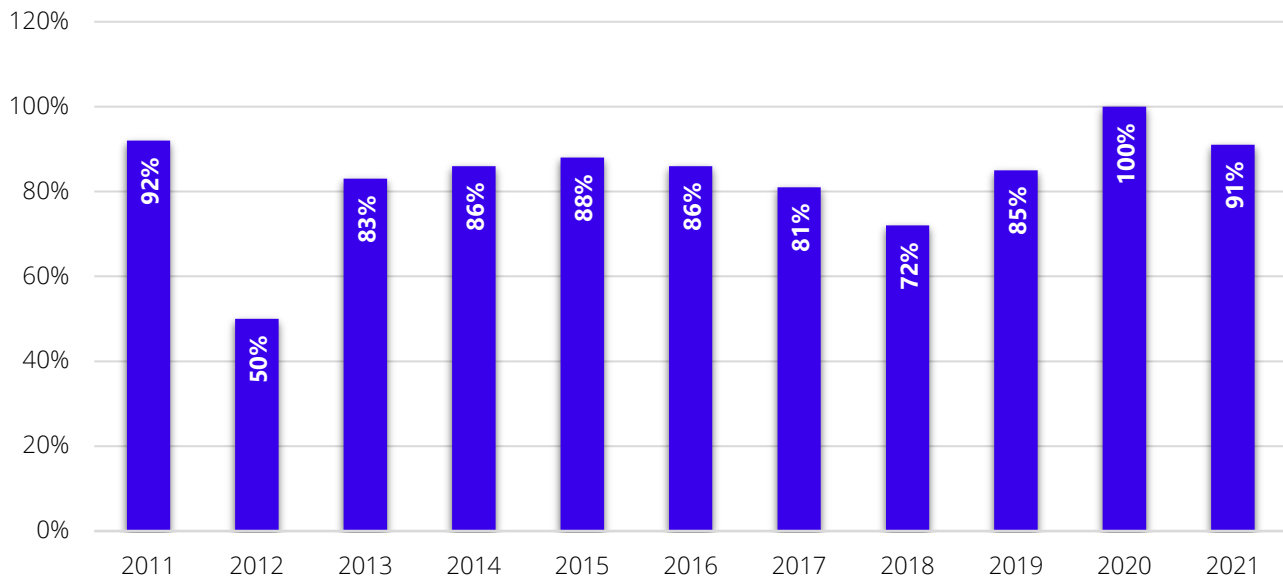


### Conditional Use Permits

10 conditional use permit requests were reviewed by the Planning Commission and the Planning & Development Department. The 10-year average of conditional use requests per year is 14. All requests were approved, except 1 which was appealed to City Council and later denied. Two other items are pending the January 11, 2022 City Council Date. A total of 30.92 acres were reviewed for conditional use prior to the December 2021 Planning Commission Meeting. If the 2 pending conditional use requests pass at the City Council level, a total of 57.13 acres will have obtained conditional use permit approval.

Month	Location	Requested Conditional Use	Zone	Acreage	Action
Feb	930 Wingate Dr, Bldg. E, Ste. 1	Childcare Facility	O-2	0.42	Approved
May	20 Bronnie Ln	Mini-Storage	C-2	10.72	Approved
May	1717 S Donaghey Ave	Modification of religious assembly to add residential uses, accessory structures, expanded parking & fencing	A-1	6.31	Failed, appealed to City Council & failed again
Aug	640 and 680 Hogan Ln	Mini-Storage	C-2	2.68	Approved
Sep	841 Donaghey Ave	Bank/Savings & Loan	O-2	0.90	Tabled in Aug; Approved
Oct	1061 Markham St and 1056 Spencer St	Auto related sales or service establishment	C-MU	0.58	Tabled in Sep; Approved
Nov	1301 Sunset Dr	Modification of religious assembly to update access	R-1	7.61	Approved, tabled by CC on 11/23
Nov	1890 S Amity Rd	Kennel	I-3	1.70	Approved
Dec	450 Hogan Ln	Restricted retail	O-2	1.18	Failed, appealed to City Council- <u>result pending</u>
Dec	285 and 291 Hwy 65 N	Mini-Storage	TJ	25.03	Pending Council Action

**Percentage of Conditional Use Applications Approved by City Council (2011-2021)**



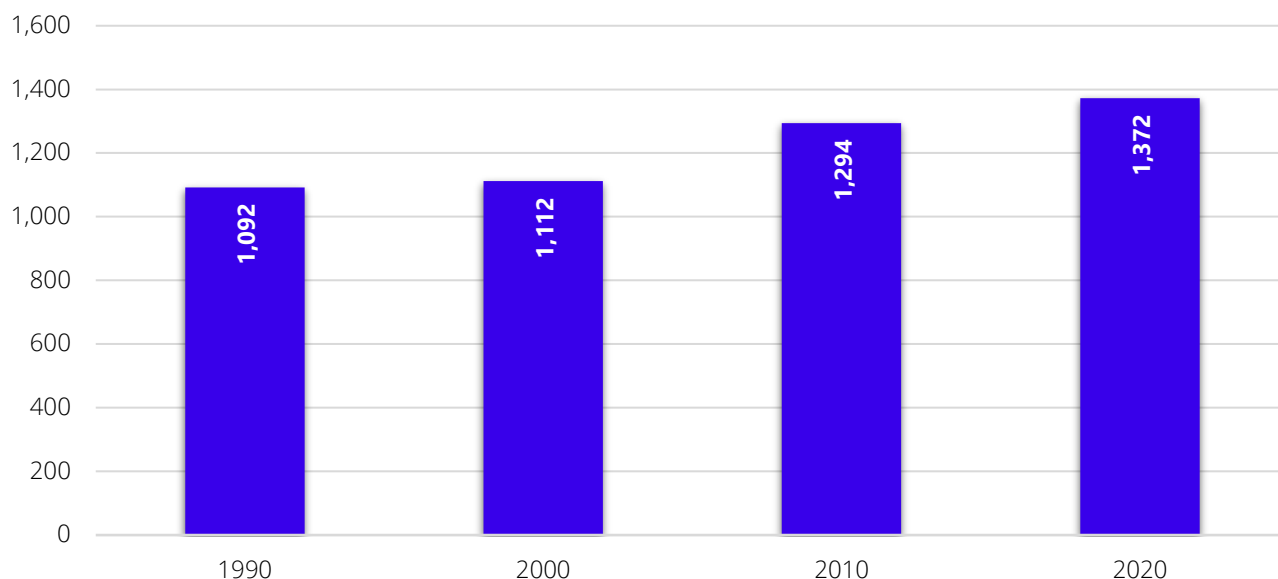
## Annexation

Three petitions for annexation were reviewed by the Planning Commission, the Planning & Development Department, and other City agencies. Those accepted include 66.87 acres S of Nutters Chapel Rd and East of Ridgedale Cir, 44.36 acres at 21 Mill Pond Rd, and 30.27 acres near the corner of the intersection of Lower Ridge Rd and E of East German Ln. This totals 141.50 acres annexed into the City of Conway in 2021.

Month	Location	Zoning upon annexation	Acreage	Action
Jan	South of Nutters Chapel Rd, East of Ridgedale Cir	R-1	66.87	Approved
Aug	21 Mill Pond Rd	A-1	44.36	Approved
Nov	South of Lower Ridge Rd, east of E German Ln	R-1	30.27	Approved

While annexation is often viewed in a positive manner, it comes with costs related to providing services for the annexed area. On the flipside, annexation can help aide city growth. Growth by annexation should not outstrip growth within the city's existing core to ensure Conway remains financially healthy. It is important to track annexation's impact on the city's overall density to ensure it is not occurring too rapidly, lest the city bear expensive burdens. A good measure of this health is population density. In general, Conway's population density has continued to climb as land inside the city is developed to the exclusion of relying solely on annexed lands for growth. The city had 1,092 people per square mile in 1990. This figure increase to 1,112 in 2000, 1,294 in 2010, and 1,372 in 2020. Regional peer cities such as Fayetteville, Rogers, Bentonville, and Little Rock all have higher population densities ranging from 1,687-1,797 people per square mile. At such densities, Conway could be home to 79,000-84,000 people. Additional people that could help share the burdens of paying for the city's infrastructure and administration.

**Population Density - Persons/Sq. Mile (1990-2020)**



## Board of Zoning Adjustment

The Conway Planning Commission acts as the zoning variance review authority, the Board of Zoning Adjustment. 1 request for zoning variance was reviewed by the Planning Commission and the Planning & Development Department. The request was approved, affecting 0.24 acres.

Month	Location	Variance Requested	Zone	Acreage	Action
Jan	3398 Tuscarora Dr	Reduced side setback	R-1	0.24	Approved

## SUBDIVISION/REPLATS

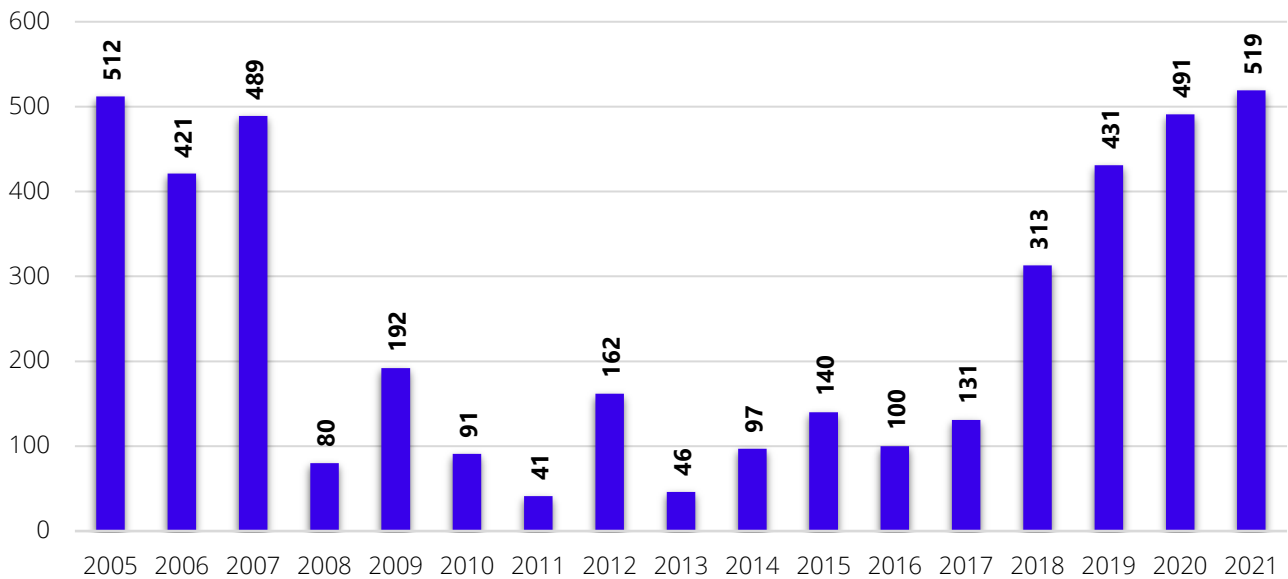
### Subdivision

Approximately 63 plats were submitted for review in 2021, 12 of which were major subdivisions requiring Planning Commission review and 51 represented minor subdivisions or replats that did not require Planning Commission review. This is well above the 10-year average for annual plat reviews, being 47.

### Lot Creation

The total number of lots created from plats filed in 2021 (including lots created from plats submitted for review in 2020) were 519 residential lots and 60 commercial (including multi-family lots). Based on platting activity from the last three years, it is likely that another year-to-year increase in the number of new single-family construction permits for 2022 will be seen unless economic conditions depress demand.

**Number of Single-Family Lots Created (2005-2021)**

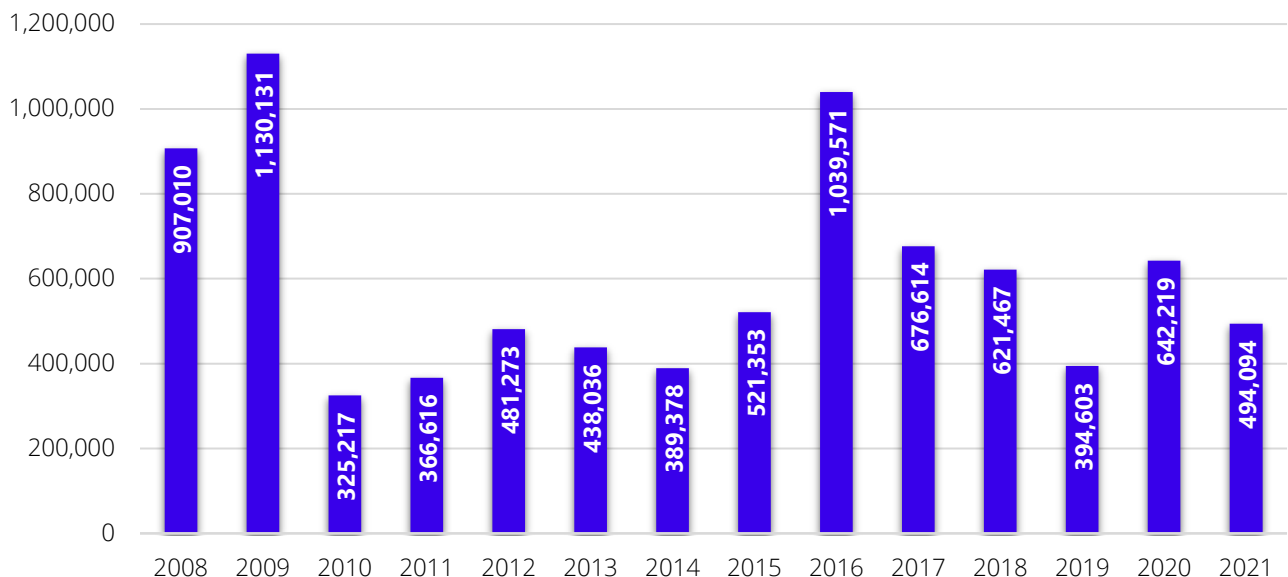


## DEVELOPMENT REVIEW

Development review consists of the evaluation of non-single/two family site plans against city land use regulations. 22 development reviews were approved by staff (including reviews submitted in 2020). A total of 37 development review applications were submitted with 15 developments currently active in review.

Trends are difficult to establish from data on square footage of buildings approved through development review. 2016 was a significant year because it saw the coming of Lewis Crossing, a major power retail center in the city. Since that time, the adjacent Lewis Ranch was approved, but has built out more slowly. A theme for development in the city within recent years has been apartments, banking, service commercial, office, drive-through coffee, and mini-storage.

**Proposed Development in Sq. Ft. - Comm./Multi-Family (2008-2021)**



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 Conway Zoning Code was amended this year to add a section to the Special Provisions Section 601. City Council approved the addition of 601.29- Short Term Rentals for Transient Occupation at the September 14<sup>th</sup> Council meeting, O-21-94. This amendment creates and regulates the process for applying for and operating property for short term rental occupation via VRBO, Airbnb, or other entities.

### Sign Code

The Conway Sign Ordinance was additionally amended this year regarding electronic signage specific to fueling stations. This amendment was passed at the October 12<sup>th</sup> Council meeting. The department continues work with a consultant on a comprehensive overhaul of the sign code.

## GEOGRAPHIC INFORMATION SYSTEMS (GIS)

The City's GIS division within the Planning and Development Department 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. The division provides annual updates of new annexations to the Census to assist in population calculations. The division also provides updates to the Office of Emergency Management and Roads Department, as requested.

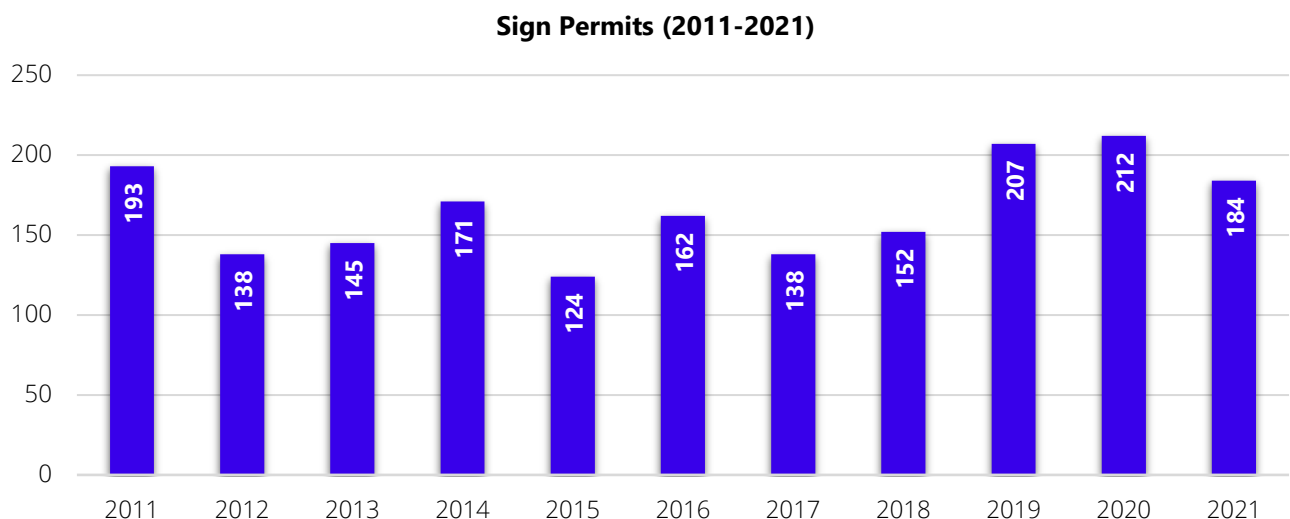
## PLANNING SOFTWARE

As of June 1, 2021, Planning went live with their EnerGov implementation. EnerGov is the leading enterprise planning and permitting software across the US. The department will continue to refine implementation of the software in 2022.

## OTHER PLANNING DEPARTMENT ACTIVITIES

### Sign Permits

The Planning & Development Department reviews applications and issues sign permits. A total of 184 sign permits were issued in 2021, 61 of which were for temporary (banner) signs.



## Vacating Easements, Alleys, and Streets

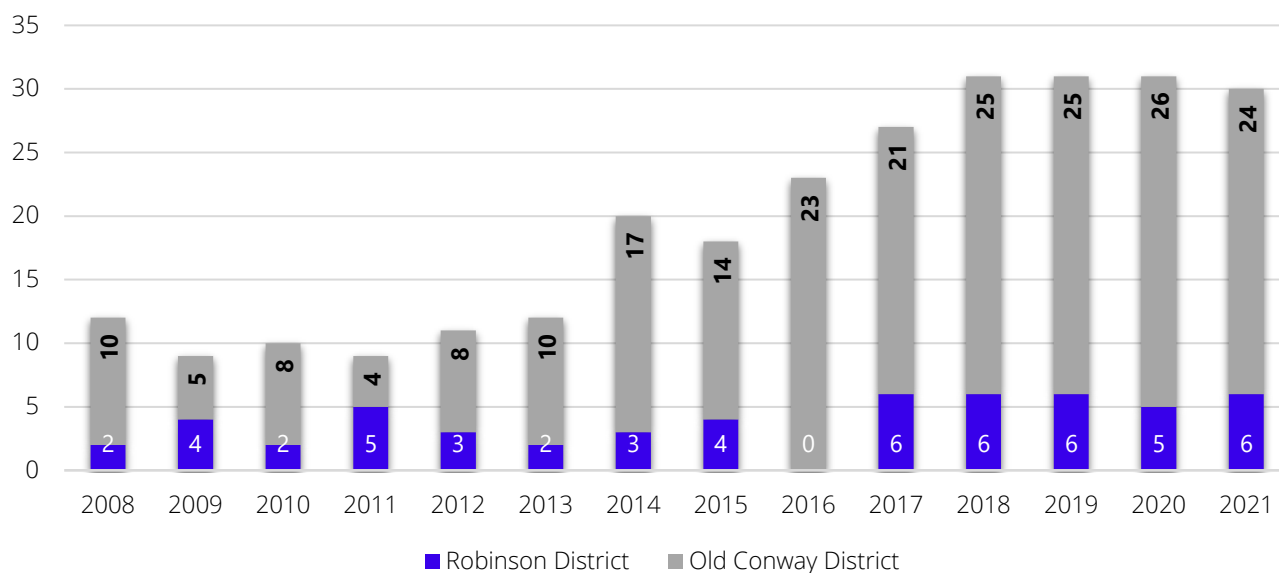
The Planning & Development Department prepared information for the City Council in 2021, pertaining to 1 easement closure request in September 2021.

## 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, 1 Markham Street Neighborhood Specific Plan request, and 23 Old Conway Design Overlay District requests. The last three years have seen steady amounts of review activity. This can be seen as an increase in development and building rehabilitation in the city's older neighborhood, a positive sign.

**Historic District Commission Reviews (2008-2021)**



Month	Location	Requested Zone Change	Zone	Acreage	Action
Jan	624 Donaghey Ave	Exterior modifications	OCDOD	0.27	Approved
Jan	2019 Prince St	New detached garage and exterior modifications	OCDOD	0.38	Approved
Feb	931 Center St	Exterior modifications	RHD	0.35	Approved
Feb	619 Mitchell St	Exterior modifications	OCDOD	0.47	Approved
Feb	1606 South Blvd	New single-family residence	OCDOD	0.18	Approved
Feb	502 Front St	New high school building	OCDOD	1.50	Approved
Mar	933 Faulkner St	Exterior modification	RHD	0.15	Approved
Mar	1722 Scott St	New accessory structure	OCDOD	0.46	Approved
Apr	819 Mitchell St	New single-family residence	RHD	0.47	Approved
Apr	928 Center St	Exterior modifications	RHD	0.31	Approved
Apr	530 Davis St	Exterior modifications	OCDOD	0.56	Approved
Apr	619 Mitchell St	Exterior modifications	OCDOD	0.47	Approved

Month	Location	Requested Zone Change	Zone	Acreage	Action
Apr	766 Harkrider St	Interim building	OCDOD	3.16	Approved
May	2016 Cross St	Exterior modifications	OCDOD	0.31	Approved
May	1406 Scott St	New office/storage building	OCDOD	0.30	Approved
May	911 Oak St	Fence Variance	OCDOD	0.23	Tabled
Jun	815 Mitchell St	Exterior modification	RHD	0.17	Approved
Jun	1912 Front St	Addition and exterior modifications	MSN-SP	0.43	Admin Approved
Jul	527 Ash St	Additions and exterior modifications	OCDOD	0.56	Approved
Sep	2119 Duncan St	New single-family residence	OCDOD	0.14	Approved
Sep	1926 Prince St	Addition and exterior modifications	OCDOD	0.73	Approved
Oct	1501 Scott St	Church addition	OCDOD	2.19	Approved
Oct	1629 South Blvd	Ancillary building additions	OCDOD	7.40	Approved
Oct	517 Fifth St	New duplex residence	OCDOD	0.22	Approved
Nov	340 Conway Blvd	Exterior modification	OCDOD	0.30	Approved
Nov	514 Center St	New single-family residence	OCDOD	0.23	Approved
Nov	805 Donaghey Ave	Exterior modification	OCDOD	1.02	Approved
Nov	766 Harkrider St	New commercial structure	OCDOD	1.67	Approved
Dec	908 Chestnut St	Exterior modification	OCDOD	0.15	Approved
Dec	1832 Robinson	Signage	RHD	0.71	Tabled

The City-wide Historic Preservation Plan was formally adopted by the City Council on March 23 by Resolution R-21-22.

2020 CLG Grant: \$57,701.65 in Certified Local Government grant money was awarded to the Conway Historic District Commission by the Arkansas Historic Preservation Program. The money was awarded to complete the following projects: Public Art Interpretive History Tour (\$5,000), Resurvey of the Asa P. Robinson Historic District (\$19,630), African American Historic Context Study (\$28,114), Educational Outreach Materials (\$1,360), NAPC FORUM Training (\$400), NAPC CAMP Training (\$3,197.65)

2021 CLG Grant: \$35,143.75 in Certified Local Government grant money was awarded to the Conway Historic District Commission by the Arkansas Historic Preservation Program. The money was awarded to complete the following projects: resurvey of the Conway Commercial National Register of Historic Places Historic District (\$19,900), resurvey of the Hendrix College Addition Historic District (\$14,500), and training opportunities approved or provided by the AHPP for HDC members and staff (\$743.75)

## Bicycle & Pedestrian Advisory Board

In 2021, the Bicycle and Pedestrian Advisory Board (BPAB), successfully acquired professional filming and editing capabilities through local videographer and photographer Walter Lyle, who shot and produced five Biketoberfest Safety Saturday videos, published each Saturday throughout the duration of Biketoberfest. Isaac wrote the scripts with edits from the board, and Jeremy, Isaac, Lorie, Marie, and AJ volunteered as subjects of each video. The following topics were covered: Preparing to Ride, Arkansas' Bicycle Stop Sign and Red Light Law: Act 650, Signaling while bike riding, Giving Cyclists 3 Feet, and Sharing the Lane: Riding on Streets in Conway. The new community growth plan, Conway 2035, has various goals and



elements pertaining to bicycle and pedestrian culture and infrastructure that were reviewed and feedback passed on to the Chamber of Commerce and Winthrop Rockefeller Institute (preparers of the document). The goal of 25 miles of new trail is an example of a goal that was affirmed by the board. Comments were offered on various upcoming transportation projects, such as the Salem and Tyler, Markham Street Bioswales and bicycle striping, Adamsbrooke and Tucker Creek Trail. AJ Regester headed up a successful effort to place a draft ordinance prohibiting parking in bike lanes and sidewalks to City Council. The ordinance was passed on December 14, 2021. Comments and discussion were offered by the board on the comprehensive Connect Conway plan. The plan consists of a network of trails and side paths with offshoots of bike lanes and sharrows that connect in to connect east and west Conway. This is part of a larger plan to gather input and feedback from a steering committee of diverse individuals and leaders in Conway and submit for a federal RAISE grant that could fund a large portion of the ambitious project. Effective October 21st, Isaac Sims resigned as chair due to no longer being a citizen of Conway. Moriah Bruner took over chair duties for the remainder of 2021. Revisions to bylaws were discussed in the November 2021 meeting, including adding the City of Conway Bike and Pedestrian Coordinator and ex officio member.

## **Tree Board**

In 2021, the City of Conway Tree Board facilitated tree plantings in Conway to include the McGee Center, Conway Station Park, Laurel Park, 5th Avenue Park, Ruth Doyle as well as supported plantings at the University of Central Arkansas and Springhill Elementary school. They participated in the Faulkner County Urban Farm Project Seed Swap and donated Tree Saplings to residents of Conway and Faulkner County. The City of Conway Tree Board Arborist hosted quarterly webinars about Tree Planting, Care, Maintenance and Composting. They also began a Yoga Under the Trees series to engage and educate the community during off planting seasons. The board created a special committee to work on Conway's Tree Management Plan to help protect the vitality and health of our urban forest with work ongoing through 2022. The annual Arbor Day event was supported by weeks-long activities, October 28-November 6, to include tree plantings at Laurel and Conway Station Parks, hosting a webinar "Taking Care of Trees", facilitating a digital photography contest "Trees in our City", supporting a re-planting of the UCA Memorial Tree, and declared November 6th as Conway Arbor Day, a day to go out and play amongst the trees.

## **Public Art Board**

In 2021, the Planning and Development continued administrative support to the Public Art Board. The year saw launch of the Public Art Master Plan effort, which will continue into mid-2020 before adoption of the plan. The Underground Art Walk project debuted in the Prince St trail underpass. It is anticipated this art project will continue in subsequent years. The Downtown Partnership was awarded a \$10,000 grant to assist with implementation of the Tiny Toads Art Tour Initiative in the fourth quarter.

## **CONTINUING EDUCATION**

### **Workshops and Conferences**

The Planning and Development Department staff participated in the American Planning Association Arkansas Fall Conference on September 15-16 and the American Planning Association Cross-Chapter Collaborative on November 1-3.

### **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

Planner – Beth Sketoe

American Planning Association

Planning Technician – Lauren Hoffman

American Planning Association

Long Range Planner – Kyle Kelly

American Planning Association



2021

# CONWAY POLICE DEPARTMENT ANNUAL REPORT



City of Conway Arkansas

1-6-22

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## Conway Police Department – 2021 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 2021, we experienced a 13.3% turnover rate in sworn officers and an 77% turnover rate in the Conway Emergency Operations Center.

Special Operations worked eight (8) special events resulting in 258 total man-hours. SWAT reported being utilized sixteen (16) times in 2021. Nine (9) callouts were for Narcotics operations, six (6) barricaded subjects and one operation assisting the U.S. Postal Inspectors. The Investigations Division worked a total of 1,581 cases, a 14% decrease from 2020. The Narcotics Division worked 415 cases a 29.18% decrease from 2020. Department wide, there were 3,473 adult arrests and 223 juvenile arrests made in 2021. This is a 13% increase in adult arrests and a 68% increase in Juvenile arrests when compared to the previous year. Conway Emergency Operations Center processed 91,522 calls for service, which is a 9.8% increase from 2020. There were 29,696 Emergency 911 calls received, which is a 6.8% increase compared to the previous year. The average response time for Patrol Officers for Priority 1 calls from Dispatch to Arrival was 4:46 minutes. Animal Welfare Unit reported a total intake of 1,042 animals, a total of 579 adoptions and rescues, and 2,324 licenses issued. The euthanasia rate for animals brought into the Conway AWU was 21% in 2021 and 21% in 2020. A total of 1,086 citations and warnings were issued. There was a total of 21,547 hours of training for officers in 2021; these hours included Basic Police Academy Training, K9, SWAT, Field Training as well as De-escalation, Crisis intervention Training, and Duty to Intervene.

The City of Conway saw weeklong protests/civil unrest in 2020 due to an incident that took place in Minneapolis, Minnesota. As a result, the Conway Police Department took a proactive approach in training all officers at the department in sensitive national topics such as duty to intervene and de-escalation training. The Conway Police Department also sent one Sergeant to a train-the-trainer course so our department could start a Crisis Intervention Team (CIT) which will teach our officers the proper way to handle individuals with mental health issues. Our department was one out of 36 agencies nationwide awarded a grant to help with funding for the CIT program. In 2021 our department hosted two (2) police academies involving officers from several agencies around the central Arkansas area. The Conway Police Department also revamped the defensive tactics program in which all new officers, as well as current officers, attend several times a year.

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

Chief William Tapley



# Conway Police Department – 2021 Annual Report

## CRIME INFORMATION

**Violent Crimes**, overall, experienced a 6% decrease from 2020 to 2021. There were 280 violent crimes reported in 2021 versus 298 violent crimes reported in 2020. The violent crimes in Conway for 2021 are broken down as follows:

- There was a 100% decrease in Murders with 0 reported in 2021 and 3 reported in 2020.
- There was a 16% decrease in Rapes with 38 in 2021 and 45 reported in 2020.
- There was a 10% increase in Robberies with 33 in 2021 and 30 reported in 2020.
- There was a 5% decrease in Aggravated Assaults with 280 in 2021 and 298 reported in 2020.

**Property Crimes**, overall, experienced a 3% decrease from 2020 to 2021 with 1,844 property crimes reported in 2021 versus 1,895 property crimes reported in 2020. The Property Crimes in Conway for 2021 are broken down as follows:

- There was a 11% increase in Burglaries with 175 in 2021 and 158 reported in 2020.
- There was a 5% decrease in Thefts with 1,523 in 2021 and 1,607 reported in 2020.
- There was a 15% increase in Motor Vehicle Thefts with 140 in 2021 and 122 reported in 2020.
- There was a 25% decrease in Arsons with 6 in 2021 and 8 reported in 2020.

The below table depicts reported incidents over the past eight years. This demonstrates that there has been no significant rise in crime.

	2014	2015	2016	2017	2018	2019	2020	2021
Murder	1	2	5	1	6	2	3	0
Rape	26	26	35	25	42	37	45	38
Robbery	62	85	89	63	56	51	30	33
Burglary	395	394	343	315	245	175	158	175
Theft	2,311	2,482	2,379	1,797	1,793	1,413	1,607	1523
Motor Vehicle Theft	141	149	186	144	91	100	122	140
Estimated Population								64,134



# **Conway Police Department – 2021 Annual Report**

## **Conway Police Department Divisions**

### **ADMINISTRATIVE DIVISION**

The Administration Division consists of 2 sworn officers and 31 non-sworn who are assigned to the following sections: Office of Professional Responsibilities, Conway Emergency Operations Center, and the Conway Animal Welfare Unit. The following Administration Division statistics were reported for 2021:

#### **Conway Emergency Operations Center**

The Conway Emergency Operations Center processed a total of 91,522 telephone calls in 2021 for an average of 251 calls per day. Of those, 4,893 were from landline 9-1-1 calls, 24,803 were from wireless 9-1-1 calls, and 61,826 were non-emergency administrative calls. This is a decrease of 5.8% in landline 9-1-1 calls, an increase of 12.9% in wireless 9-1-1 calls, and a 5.4% increase in non-emergency administrative calls. Overall call volume increased by 6.8% from the previous year. Of the 9-1-1 calls processed by the Conway Emergency Operations Center in 2021, 97.7% were answered within 10 seconds, 99.3% were answered within 15 seconds, and 99.7% were answered within 20 seconds.

#### **Conway Animal Welfare**

Animal Welfare impounded 1,042 animals in 2021 as compared to 1,073 in 2020. Dogs/Cats adopted or placed at a rescue center during 2021 were 579, a 2% increase over 2020's 565. Conway residents purchased 2,324 dog and cat licenses during 2021, a 4% increase from 2,220 licenses the year before. These licensees along with half of the adoption fees brought in \$32,190.00 in 2021 as compared to \$28,769.00 in 2020. These funds allow for the spay/neuter account to continue with healthcare needs of shelter animals. (There is a different licensing fee based on altered vs unaltered animals.) The euthanasia rate for dogs/cats brought into the Conway AWU was 21% in 2021 and 21% in 2020. This percentage rate is well below the national average of 65%. The adoption/rescue rate for dogs/cats brought into the AWU in 2021 was 53% as compared to 54% in 2020. The national adoption rate is 25%. AWU officers issued 1,086 warning and citations in 2021, a decrease of 9% from 2020. Calls for service remained relatively the same with 2,749 calls for service in 2021 and 2,743 in 2020.





# Conway Police Department – 2021 Annual Report

## PATROL DIVISION

The Patrol Division consists of 83 sworn officers and 2 non-sworn. The following statistics were reported for 2020:

- Patrol Division has 16 pillars of training that each officer must complete. As of the end of 2021, the Patrol Division has maintained a 92% 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.
- There were 3,473 adult arrests made in 2021 in comparison to 3,087 in 2020: a 13% increase. There were 223 juvenile arrests in 2021 in comparison to 133 juvenile arrests in 2020 resulting in a 68% increase.
- Patrol reported 36 police pursuits, up from 22 in 2020, a 63.6% increase. They also worked 2,465 accidents on the roadway along with 1,016 Private Property Accidents in 2021 resulting in a total of 3,481 accidents worked. This represented a 24% increase from 2020.
- 124 DWI/DUI arrests were made in 2021 in comparison to 132 in 2020; a 6% decrease. 19 No Seat Belt citations were issued in 2021, a 60% decrease from the 47 citations issued in 2020. 18 No Child Passenger Restraint citations were issued in 2021, a 28% decrease from the 25 issued in 2020.
- Fleet Maintenance received one (1) new 2021 Chevrolet Traverse for the Investigations Division. Fleet Maintenance also ordered nine (9) new vehicles, but due to the COVID pandemic, they are on backordered until 2022. Five (5) vehicles were sold at auction for \$8,217.51.
- The K-9 Unit was utilized 125 times throughout the year for vehicle searches, building searches, and narcotic searches, a 15.7% increase from 2020. The Unit seized a street value of \$2, 643,185.40 in illegal narcotics in 2021, a 265.16% increase from 2020. They also performed 10 public demonstrations throughout the year for schools, civic groups, and other community events, an 100% increase from 2020.





# Conway Police Department – 2021 Annual Report

## **Special Weapons and Tactics (SWAT)**

SWAT reported being utilized sixteen (16) times during 2021. Nine (9) utilizations were for Narcotic's operations. One (1) utilization was to assist the United States Postal Inspectors and six (6) utilizations were for barricaded subjects. Three (3) of the barricaded subject calls were assisting other agencies (Faulkner County S.O., Perry County S.O., and the U.S. Marshals) outside of the City of Conway. Each SWAT officer averaged 312 training hours and the team accumulated 4,400 hours of training.

## **Crime Suppression Unit (CSU)**

Due to the COVID pandemic and officer shortage, the Crime Suppression Unit was suspended in 2021 and officers assigned to the unit were placed in the Patrol Division.

## **INVESTIGATIONS DIVISION**

The Conway Police Department Criminal Investigation Division consists of 25 sworn officers and 1 non-sworn who are assigned to Investigations, Narcotics, Narcotic K9. The following CID statistics were reported for 2021:

- Criminal Investigations worked a total of 1,581 cases, a 14% decrease from 2020. Narcotics reported 415 cases opened a 29.18% decrease compared to 2020; \$2,180,131.65 worth of illegal drugs seized, a 16.6% decrease compared to 2020; and 22 search warrants served, a 40.54 decrease compared to 2020.

## **PROGRAMS**

### **Health and Wellness Program**

The Health and Wellness Program continued development this year. 3 officers were dropped as mentors bringing the total number of mentors down to 25 for the department. 34 officers were mentored during the year, with 26 remaining in the mentor program at this time. Despite the COVID pandemic continuing to limit social gatherings, 2 classes and 5 wellness seminars were hosted by the Wellness Program including a new officer and spouses class developed by program staff to aid new officers and their significant others in acclimating to the changes and stressors of becoming a police officer. The program continues to offer informal internal counseling to officers and staff providing 140 sessions this year. Additionally, the program has continued to develop a wide array of resources for referring officers and staff to address the five core areas of health noted in the program's mission statement.

As a part of the Wellness Program, a revamping of the Chaplain program began at the end of this year. As of this time, 4 local pastors have volunteered to be a part of this program with the department seeking 2 more. These pastors will attend a specialized training in 2022 for police chaplains and begin working to further the goal of providing CPD staff with all the resources necessary to maintain optimum wellness.

Additionally, this year marked the beginning of the development of our Crisis Intervention Team program. SGT Andrew Johnson was able to attend a train-the-trainer course provided by CIT International and is now conducting 40-hour CIT classes at the department. 9 officers have been through CIT training this year with more classes planned for 2022. SGT Johnson also submitted a grant proposal to the Department of Justice applying for a significant amount of funding to boost this program. CPD was notified at the end of December that we have been selected as one of 36 departments nationwide to receive funding through this grant. The purpose of the CIT program, as well as the grant funding, is to equip officers and the department with tools, training, and education to better serve individuals suffering from mental illness or facing other crises. CPD will be partnering with Counseling Associates and other agencies in our community in further development of the CIT program and implement the grant funding to better serve our community.

### **Drug Take Back Program**

Conway Police Department maintains a permanent drop box for citizens to dispose of their unused prescription drugs. In 2021, 834.5 lbs. of prescription medications were collected and disposed of safely through this program.



# Conway Police Department – 2021 Annual Report

## SUPPORT DIVISION

The Support Division consists of 15 sworn officers and 9 non-sworn who are assigned to the following sections: Training, School Resource Officers, Warrants, Property and Evidence, Records, and Information Technology. The following Support Division statistics were reported for 2021:

- The Training Unit reported a total of 21,547 hours of training in 2021, a 24.38% increase from 2020. 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 2,274 warrants served in 2021 (4.41% decrease). They also spent 413.25 hours (49.63% Increase) conducting prisoner transports throughout the state with 16,161 total miles driven (45.84% Increase). Warrant Officers spent 117 hours acting as Conway District Court Bailiffs (11.69% decrease), conducted 51 applicants' fingerprints (a 63.5% decrease), and processed 96 recalled warrants (84.1% Decrease). Total number of warrants served by officers in the Conway Police Department was 3,300 warrants (2.93% Increase). Total number of warrants issued in 2021 was 3,928 (5.39% decrease).
- The Network Systems Administrator successfully deployed twelve (12) Surface Laptops (with dock and 2 monitors) for the Criminal Investigation Division (CID) and twelve (12) computers and twenty (20) monitors were deployed to replace older computers throughout the police department. Five (5) cameras were replaced at the police department, and one was replaced at Animal Welfare. Documents in the Criminal Investigations Division, Animal Welfare and Warrants Division were migrated to OneDrive as this will allow to search for documents faster and remove data off our current fileserver as it is at its end of life. The L3 server migrated to new hardware. The old L3 server was at the end of life, and this will ensure continued support for our fleet that records and uploads L3 videos. Four (4) CID interview rooms were migrated to WatchGuard. This will allow body cameras and interview rooms to be on the same platform. There were 234 logged helpdesk requests that were completed.
- Evidence and Property received 2,927 items in 2021, of which 1,088 were transported to the Arkansas State Crime Laboratory for processing. 2,959 items were destroyed per court order and 288 items were processed and released to the owner/other. 367 pounds of prescription drugs were taken in for disposal. In October, 1,535 pounds of illegal drugs and drug paraphernalia were taken to the Clean Harbor Incineration Facility to be incinerated.
- The Records Section processed 9,995 incident reports, 3,481 collision reports (1,016 collision reports processed in RMS and 2,465 reports processed in eCrash), 3,284 citations processed in eCite, and 6,217 warning citations processed in eCite for 2021. Records Section also entered 404 citations issued by the UCA Police Department.



## Conway Police Department – 2021 Annual Report

### **CONWAY POLICE DEPARTMENT SWORN TURNOVER RATE 2016-2021**

<b>Year</b>	<b>Auth. Sworn Officers</b>	<b>Officer Departures</b>	<b>Officer Turnover Rate</b>
2015	117	13	12%
2016	127	11	9%
2017	127	10	8%
2018	127	16	13%
2019	127	11	9%
2020	127	21	16.5%
2021	127	17	13.3%

### **CONWAY COMMUNICATIONS CENTER TURNOVER RATE 2016-2021**

<b>Year</b>	<b>Auth. Sworn Dispatchers</b>	<b>Departures</b>	<b>Dispatch Turnover Rate</b>
2016	22	11	50%
2017	22	7	32%
2018	22	6	27%
2019	22	6	27%
2020	22	8	43%
2021	22	17	77%



# Conway Police Department – 2021 Annual Report

## SWORN MANPOWER DISTRIBUTION BY RACE-GENDER-RANK

	Chief	Major	Lieutenant	Sergeant	Officer	Total	Percentage
WM	1	4	9	10	67	91	71.65%
WF				3	14	17	13.39%
BM			1		9	10	7.87%
BF						0	0.00%
NAM					1	1	0.79%
NAF						0	0.00%
HM					3	3	2.36%
HF					1	1	0.79%
Vacant				1	3	4	3.15%
<b>TOTAL</b>	<b>1</b>	<b>4</b>	<b>10</b>	<b>14</b>	<b>98</b>	<b>127</b>	<b>100%</b>

## NON-SWORN MANPOWER DISTRIBUTION POLICE, ANIMAL WELFARE, CEOC

	FT	PT	Total	Percentage
WM	12		12	24.49%
WF	25	2	27	55.10%
BM	1		1	2.04%
BF	5		5	10.20%
NAM				
NAF				
HM				
HF	1		1	2%
Vacant	3		3	6%
<b>TOTAL</b>	<b>47</b>	<b>2</b>	<b>49</b>	<b>100%</b>



# Conway Police Department – 2021 Annual Report

## **PERSONNEL STRENGTH CHART**

Effective 12/31/2021

### **PART I--SWORN-FT**

Authorized Sworn	127
On Hand (authorized minus vacancies)	123
Physically Available for Duty @ CPD (authorized minus vacancies and activated officers)	123

### **PART II--NON-SWORN-FT**

Authorized Non-Sworn (CPD-17, AWU-8, CEOC-22)	47
On Hand (Vacancies- CEOC- 3, AWU- 0, Evidence-0, Parking-1)	44

### **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	176
On Hand	169

### **PART V--CURRENT VACANCIES**

Sworn positions	4
Non-Sworn positions	3

<b>PART VI--ACTIVATED OFFICERS</b>	<b>0</b>
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# Purchasing Department 2021 End of Year Report



**APRIL 13, 2021**

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**City of Conway**

**Authored by: Jamie Brice**

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# Purchasing Department

## 2021 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**



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## ***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, modernizing bid processes, updating policy, providing high levels of customer service and training to continue to develop a top-notch Purchasing Department.

## ***Statistics:***

During 2021 the Purchasing Department

- Processed 4,461 Purchase Orders for a total of \$23,149,572
- Solicited 18 Bids
- Solicited 11 RFP/RFQs
- Aided City Departments with projects and solicitations (See 2021 Top 20 Projects List attached)
- Established an online bid process
- Reconciled and managed procurement cards
- Manage and oversee all City Travel

## ***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.

## ***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 \$645,614.52 from selling assets on GovDeals. During 2021, the City received funds in the amount of \$79,637.

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### ***Procurement Cards:***

The Purchasing Department manages procurement cards and provides training for all procurement card users. During 2021 City received about \$6,000 in rebates from procurement cards.

### ***Online Bids:***

The Purchasing Department has worked with several government entities across the state to create an automated online bid process. This project was implemented in 2021 and has allowed the City receive more competitive bids. The bid process is now much more efficient and effective for the City and vendors.

## 2021 Project List

Project	Status
CDBG Con Plan solicitation	complete
Arts Master Plan solicitation	complete
Aquatic Center RFQ	complete, project pending vote
Airport Loan solicitation	complete
Historic Preservation solicitation	complete
Fire State 3 Architect RFQ	complete, working on construction documents
Engineering and Support Services RFQ	complete
MLK Call for Artist	complete
Tiny Toads Art solicitation	complete, project in process
Audit Services solicitation	pending Council approval
Annual Construction Material Bids	complete
Homeless Shelter Construction Bid	complete, plan to re bid 2022
Markham Square Construction Bid	complete, project should be complete in June 2022
Milling Paving Bid	complete, projects under construction
HDPa Pipe Bid	complete
5th Avenue Park Pavilion Bid	complete
Airport Maintenance Hangar Bid	complete, project under construction
Stone Dam Creek - Mimosa to Donaghey	complete, project under construction
Micro Transit	project in progress
Donaghey Avenue	work in progress
Vehicles	work in progress, creating a more uniform City Fleet

# City of Conway, Arkansas DEPARTMENT OF SANITATION

## 2021 Year-End Report



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# 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 95 full-time employees with a commitment to provide quality of life service to the community.

## Our Organization



2021 SPECIAL COVERAGE

# COVID-19 IMPACT



COVID-19 continued to wreak international havoc throughout 2021. With the introduction of variants, no geographic areas have been spared. However, vaccines and boosters were introduced this year, bringing changes to policy and creating the “new norm.” Thankfully, these changes have allowed public operations to resume as before; however, some internal aspects still remain impacted.

Most notably, staff retention has been a primary challenge for 2021. As the nation is experiencing an unprecedented hiring crisis, the waste management field (an already high turnover industry) has experienced driver and collector shortages nationwide. Our department has been no different. We simply have not been able to retain staff. “Competitive pay and benefits” has assumed a new definition nationwide. Unlike municipal public employers, private companies have dominated recruitment and staffing efforts. Still, department staff have diligently worked through low coverage, overtime, and other challenges to maintain quality service to our city.

The year did bring a first for the department. We lost a valued member of staff to the pandemic... Tommy McClurg began his City of Conway career as Collector with the Conway Department of Sanitation. Within weeks, he was promoted to his long-term position of Commercial Driver.

Driving for our commercial collections division, Conway businesses knew him best as truck #164. With more than 17 years at our department, everyone at the Conway Department of Sanitation was saddened at the news of his passing.

### **Health and Safety Precautions**

To safeguard against possible virus spread while at work, the Conway Department of Sanitation continues to implement additional utilization of personal protective equipment— such as nitrile gloves and hand sanitizer— and increased disinfectant procedures in day-to-day maintenance efforts.

Additionally, members of our crew aided in the city's multiple mass vaccination clinics throughout the spring.

### **Anomalies in Annual Reporting**

Just like 2020, COVID-19 created an unforeseen force in behavioral and societal changes throughout the year. Those peculiarities for the year are expressed throughout this report.





# 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, which ceased operations as of July 5, 2021.

## **Customer Care**

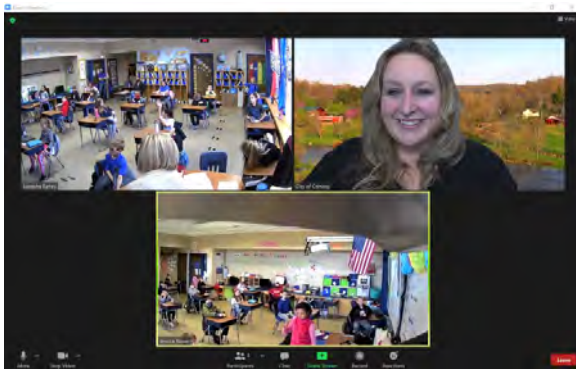
Our customer care team consists of a small office staff, all sharing the same values... to provide the best customer service to the citizens of Conway.

In 2021, office staff processed 1,085 payables and provided customer service to approximately 124 citizens/customers per day. Scale attendants entered and processed roughly 120 transactions per day. Industrial dispatch organized delivery of (on average) 29 containers per day with an additional average of 529 roll-off pick up and returns each month.

## Community Outreach

### Recycling & Waste Education

The Conway Department of Sanitation's public outreach efforts continued to be dramatically affected due to COVID-19 regulations. With most schools barring in-person guests and the majority of public events cancelled throughout the community our traditional education efforts continued to be affected. However, video tours, online classroom speaker engagements, and a greater social media presence remained consistent.



- [Facebook](#)
  - "Followers" increased from 3,668 to 4,076 (11%).
- [Twitter](#)
  - "Followers" increased from 432 to 534 (24%).
- [Website](#)
  - More than 29,906 users visited the Conway Department of Sanitation webpages in 2021. The department was the third-most visited for the city.
- [Recycle Coach App](#)
  - A total of 2,971 users interacted with the mobile and/or web-based app services more than 287,441 times in 2021. This is a 90% increase in users over the previous year, and an increase of 73% in engagement.
  - There were 467 new subscribers registered.



- [Nextdoor.com](#)
  - Real-time education and outreach with more than 4,300 residents across 31 Conway neighborhoods.
- [Google Business](#)
  - Users "Googled" the department for more than 10,000 searches. The current rating is 3.8 out of 5 stars, with 20 user reviews.
  - The top search terms were "Conway sanitation" and "city of conway" Of note, the negatively connotated "Conway dump" no longer appears in the top five searched terms.

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

- *Log Cabin Democrat*
- Conway Schools presentations (via Zoom)
- Cinemark Movie Theater (Towne Centre)



Although many face-to-face events cancelled for the year, the Conway Department of Sanitation was still able to participate in the following socially distanced community events:

- Keep Arkansas Beautiful's "Great American Cleanup" (April)
- Toad Suck Daze (May)
- Sanitation Worker Appreciation Week (June)
- Faulkner County Fair (September)
- Conway Business Expo (October)
- Keep Arkansas Beautiful's "Great Arkansas Cleanup" (October)
- Faulkner County Solid Waste Management District's Annual County Cleanup (October)

## Litter Prevention

The Conway Department of Sanitation continues to oversee the city's litter prevention and control efforts. This programming includes a department-staffed litter abatement crew (see Facility

Operations-Recycling); the Conway Adopt-A-Street initiative; and the utilization of a third-party crew, local Renewal Ranch, to assist as needed.

Crews have collected...

- Department Crew / 14,940 lbs
- Renewal Ranch / 3,720 lbs
- Adopt-A-Street / 899 lbs

A complete listing of the 51 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 2021, department staff picked up more than 1,500 lbs of litter along Old Morrilton Highway (U.S. 64).



## **Safety Programming**

The Conway Department of Sanitation is committed to conducting operations in a manner that protects the health and safety of the Department employees, contractors, vendors, the public, and the environment. The department is committed to conducting business in accordance with all applicable regulatory requirements while striving to continuously improve safety and environmental performance.

## **Employee Training**

Employees receive job specific training as well as periodic training covering various health, safety, and environmental topics. Twenty-five employees received in-house forklift, aerial lift, and telehandler training in 2021. Every employee received periodic training covering topics including heat stress, cold stress, fall protection, powerline safety, railroad crossing safety, and ladder safety.

## **Environmental Monitoring**

It is important to manage stormwater runoff to prevent any contamination of rivers, streams, and tributaries. Quarterly inspections are performed and documented to identify and strengthen stormwater protection measures. Stormwater monitoring consists of collecting, analyzing, and reporting stormwater effluent values for regulatory review.

## **Incident/Accident Reporting**

Incident and accident reporting is an important tool utilized to share information, hazards, and experiences. The information is very useful in investigating root cause and implementing best practices or safeguards to prevent reoccurrence. There were eight accidents investigated that required treatment of first aid or greater.

## **Staffing Trends**

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

The following Conway Department of Sanitation employee retired in 2021:

- Jerome Cook, CDL Driver III  
10 Years of Service

## **Recruitment**

The department was not impervious to the national hiring crisis that is taking place. In 2021, turnover rate was approximately 32%. This is an 8% increase from the previous year.

To help combat, we participated in the following Workforce Development community career fairs:

- Faulkner County Job Fair (July)
- Morrilton Job Fair (July)

# FACILITY OPERATIONS



Welcoming citizens from greater Faulkner County each day, the Conway Department of Sanitation oversees three solid 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 2021, residential collection crews collected 15,657.1 tons of garbage and 2,307.5 tons of recyclable material from more than 20,000 households in Conway.

#### *Yard Waste*

Yard waste collection decreased 8.5% in 2021. Rear load and knuckle boom crews collected 3,759.1 tons of yard waste.

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*

Currently, we collect glass 4 days per week, utilizing glass bins contained on yard waste trucks which are already in neighborhoods. We have approximately 4,863 glass bins distributed throughout the city. Department personnel collected 156.6 tons of glass during the year, a 11.5% increase from 2020. Gross revenue from the collection of glass is estimated at \$160.00.

### *Bulky Item*

Now in its third year of operations, bulky item pickups have become a regular service offering. Residents simply call or make an online service request to schedule a pickup of household items, such as furniture, appliances, rugs, and other household items that often clutter garages, yards, and neighborhoods. With 1,728 service requests, bulky item collection in yielded 124 tons in 2021, a 12.6% increase from 2020.

The bulky item service utilizes knuckle boom trucks. The crane engineering of these trucks creates the added fleet benefit as contingency for major storm events.



### *Citywide/Countywide Cleanup*

The Conway Department of Sanitation participated in the Faulkner County Solid Waste Management District's countywide cleanup on October 8-9, 2021. 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 2021 cleanup yielded 12.6 tons countywide, with 9.7 of those tons collected at our Conway landfill facility.

### **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 5 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 20,406 tons of garbage and 1,887.3 tons of source separated corrugated cardboard in 2021.

### **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 584 tons of cardboard from 11 “permanent” roll-off cardboard containers in 2021. “Permanent” roll-off containers were utilized for garbage collection at 134 businesses throughout the city. Throughout the year, 492 customers utilized “temporary” containers at construction sites accounting for 15,313 tons of the total solid waste stream. The industrial collections division hauled and sold 372.3 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 63,599 tons of solid waste in 2021, an increase of 3% from 2020. 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 1,823 loads of

dirt for use as cover on the landfill working face. Operators also excavated and hauled 343 loads of rock and shale to build and maintain roads within the permitted landfill site, providing access to the working face. Approximately 900,000 gallons of water and 778 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 5,631 tons of yard waste in 2021, down 4.2% from 2020. 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 revenues have been much better this year compared to the last few years. The reason for this is that countries like India have absorbed much of the material that is now banned from China, and there have been large investments in the U.S markets. These investments have increased the Domestic capability to process the recyclable materials and manufacture them into new products. This has increased the domestic demand and sale price for the sorted recyclables .

As a reminder, the Conway Department of Sanitation currently accepts in the curbside blue cart plastic bottles and jugs (#1 #2); paper; cardboard; aluminum cans; steel cans; and when bagged separately, shredded paper and Styrofoam. Unfortunately, unmarketable materials, such as plastics #3-7 and plastic film, continue to create landfill-bound residual.

Total Projected Revenue from the Sale of Recyclables					
Type of Material Sold	2018 (actual)	2019 (actual)	2020(actual)	2021(projected)	Net Inc/(Dec)
Mixed Paper	\$ 42,734	\$ 23,187	\$ 30,085	\$ 102,094	\$ 72,009
Old Corrugated Cardboard (OCC)	268,060	213,114	249,087	460,066	\$ 210,978
Steel	34,221	27,315	25,473	49,373	\$ 23,899
Glass	140	139	170	175	\$ 5
Polyethylene Terephthalate (PET, #1)	39,326	36,429	14,538	57,002	\$ 42,465
High-Density Polyethylene (HDPE, #2)	38,793	23,053	25,618	81,151	\$ 55,534
Plastic Film	3,742	5,003	4,627	885	\$ (3,741)
Mixed Plastics (#3-#7)	-	5,707	-	-	\$ -
Aluminum	26,669	25,159	20,449	58,783	\$ 38,334
Batteries	219	233	254	-	\$ (254)
Reuse Center	16,010	13,043	3,224	753	\$ (2,472)
Totals	\$ 469,913	\$ 372,383	\$ 373,525	\$ 810,282	\$ 436,757
Total Recyclables Sold by Weight (in tons)					
Type of Material Sold	2018	2019	2020	2021	Net Inc/(Dec)
Mixed Paper	2,175	1,426	1,251	1,255	4
Old Corrugated Cardboard (OCC)	2,024	2,518	2,356	2,611	255
Steel	322	542	1,181	519	(662)
Glass	188	188	171	177	6
Polyethylene Terephthalate (PET, #1)	133	134	112	155	44
High-Density Polyethylene (HDPE, #2)	110	89	90	86	(4)
Plastic Film	23	22	21	22	1
Mixed Plastics (#3-#7)	0	21	0	0	0
Aluminum	21	30	22	44	21
Reuse Center	13	12	3	1	(3)
Batteries	1	9	0	0	0
Totals	5,009	4,990	5,206	4,869	(337)
Diverted Materials By Source and Weight (in pounds)					
Source of Recyclables	2018	2019	2020	2021	Net Inc/(Dec)
MRF/Reuse/Wall Recyclables	5,009	4,990	5,206	4,869	(337)
Yard Waste/Mulch	5,336	5,679	7,618	4,845	(2,772)
Electronic Waste (E-waste)	72	65	67	81	14
Totals	10,417	10,734	12,890	9,795	(3,095)



### *Recycling Cart Audits*

We have resumed Cart Audits this year in order to reduce contamination and educate the public about our Recycling Program. This will be an ongoing process as we have new residents moving into the City of Conway.

### *Litter Abatement*

Two collector positions specific to the duties of litter abatement are included in the operations of the recycling division. The team's goal is citywide, daily litter collection. In 2021, these staff removed more than 14,920 lbs of litter from the streets of Conway.

### **Fleet & Facilities**

The fleet and facilities division is responsible for the 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 34 heavy trucks, 18 fleet vehicles, 24 heavy landfill and MRF equipment machines.

- Mechanics performed 767 jobs for sanitation vehicles/equipment of which 183 were preventative maintenance.
- With regular use of the tow behind magnet— reduces metal ground debris throughout our campus driving areas— as well as closely monitoring air pressures, tire costs were reduced by approximately 9%.





# City of Conway Transportation Department

# ANNUAL REPORT

FY 2021

*Published 1/6/2021, Items marked with an asterisk will be updated in February, after all 2021 expenses and revenues have been processed by the finance department.*

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# GENERAL DESCRIPTION

## General Description

### MISSION STATEMENT

To provide professional, courteous services to the citizens of Conway, and bring value, efficiency, and quality to municipal operations through precision, discernment, and dedication.

### VISION STATEMENT

To provide the safest, most efficient transportation and storm water infrastructure systems in the state to every resident and visitor of Conway.

### PRIMARY FUNCTIONS

The City of Conway Transportation Department is solely responsible for maintaining over 365 miles of local roadways and approximately 60 traffic signals. In addition, the department provides engineering and construction inspection services for other departments within the City of Conway.

### STAFF

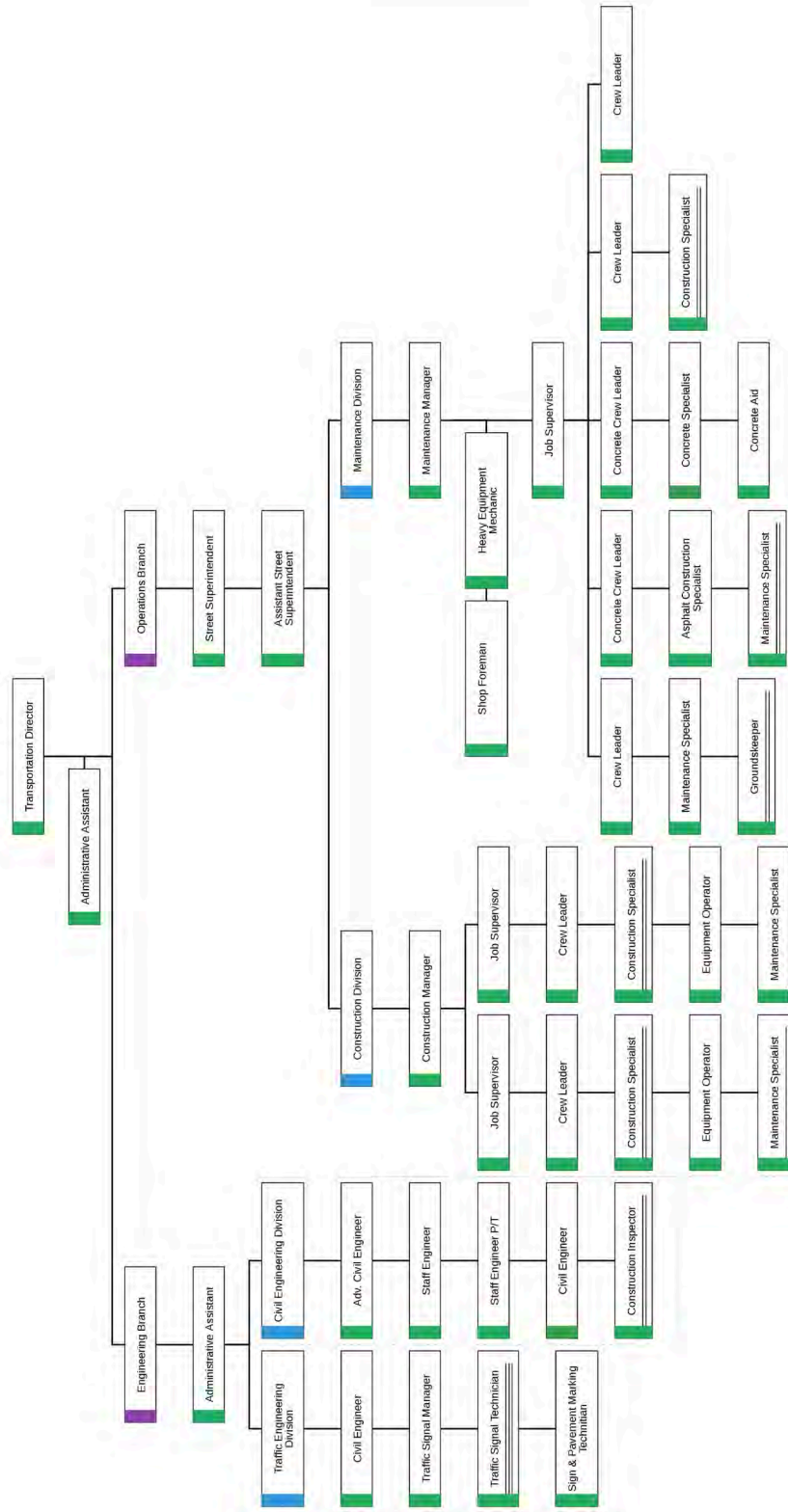
50 positions (forty-nine full-time, one part-time) were authorized for the Transportation Department for the subject year. An organizational chart is provided on the following page. These positions were categorized into the following sections:

#### DEPARTMENTAL DIVISIONS

DIVISION	# OF EMPLOYEES
Administration	5
Engineering	6
Traffic	6
Construction	14
Maintenance	19

It should be noted that due to a lack of applicants not all these positions were filled during the entire year. In addition to the positions noted above, one contract employee provided construction inspection services.

# GENERAL DESCRIPTION



# GENERAL DESCRIPTION

## HIGHWAY TURNBACK FUNDS REPORTING

All information necessary to satisfy the City of Conway's annual reporting requirements to the Secretary of the Department of Finance and Administration in accordance with A.C.A. 26-64-104 is contained within this document and highlighted in yellow; specifically,

- "Amount of revenues received under this chapter" (A.C.A 19-5-601).
- "Expenditures made from the revenues received under this chapter" (A.C.A. 19-5-601); and
- "Projects funded using revenues received under this chapter." (A.C.A. 19-5-601)

# STREET FUND

## Street Fund

### REVENUE

Below is a summary of revenue for the subject fiscal year as of the date of publication of this report. For more information, please contact the Finance Department.

REVENUE		
SOURCE	BUDGETED	ACTUAL
Ad Valorem Tax	\$1,400,000.00	\$1,466,750.45
Sales Tax	\$280,000.00	\$316,408.16
State Tax Turnback – Gasoline	\$2,700,000.00	\$2,559,105.26
State Tax Turnback – Sales	\$1,440,000.00	\$1,500,832.23
State Tax Turnback – Wholesale	\$360,000.00	\$357,013.58
Severance Tax	\$0.00	\$125,025.33
Payments in Lieu of Tax	\$6,000.00	\$0.00
Licenses and Permits	\$0.00	\$0.00
Sign Permits	\$0.00	\$900.00
Engineering Fees	\$15,000.00	\$18,750.00
Interest Income	\$72,000.00	\$69,410.21
State Grant Revenues	\$0.00	\$0.00
Transfers from other funds	\$0.00	\$0.00
Insurance Proceeds	\$1,440.00	\$1,440.00
Fund Balance Appropriation	\$50,943.00	\$0.00
Federal Grant Revenues	\$0.00	\$0.00
Proceeds from Sale of Assets	\$48,054.99	\$63,255.99
Miscellaneous Revenues	\$0.00	\$2,592.37
<b>TOTAL</b>	<b>\$6,371,998.29*</b>	<b>\$6,479,868.58</b>

The underlined funding sources shown above indicate state funds. The percentage of the Street Fund that was comprised of state funds for the subject fiscal year (as of the date of publication) was 70.62% of budgeted revenue and 70.09%\* of actual revenue.

# STREET FUND

## EXPENSES

The summary below reflects all expenditures processed for the subject fiscal year as of the date of publication of this report. The categories listed are those requested by the Arkansas State Bureau of Legislative Research.

### EXPENDITURES (STATE CATEGORIES)

CATEGORY	BUDGETED	ACTUAL
Bicycle Paths	\$0.00	\$0.00*
Bridges	\$0.00	\$0.00*
Drainage Maintenance	\$0.00	\$0.00*
Highways	\$0.00	\$0.00*
Hot Mix, Asphalt, Gravel, Concrete, Paint, Steel	\$1,472,656.00	\$1,143,235.33*
Intelligent Transp. Systems	\$0.00	\$0.00*
Intermodal Facilities	\$0.00	\$0.00*
Other Surface/Water Transp.	\$0.00	\$0.00*
Parking Facilities	\$0.00	\$0.00*
Pedestrian Ways	\$0.00	\$0.00*
Port Authorities	\$0.00	\$0.00*
Public Transit Systems	\$202,00.00	\$202,000.00*
Railroads	\$0.00	\$0.00*
Roads/Streets	\$4,439,869.30	\$2,895,980.92*
Safety Improvements	\$48,000.00	\$162,967.89*
Sidewalks	\$200,000.00	\$98,453.57*
Lighting/Right of Way Maint.	\$175,000.00	\$175,000.00*
Toll Facilities	\$0.00	\$0.00*
Traffic Mgmt. Systems	\$0.00	\$0.00*
Traffic Signal Systems	\$200,000.00	\$133,747.69*
Trails	\$128,461.00	\$66,660.99*
Traveler Information Systems	\$0.00	\$0.00*
Tunnels	\$0.00	\$0.00*
<b>TOTAL</b>	<b>\$0.00</b>	<b>\$0.00*</b>



# MAJOR PROJECT FUNDING

## Major Project Funding

### STREET SALES AND USE TAX

The summary below reflects total revenue, expenditures, and budget of the Street Sales and Use tax for the subject fiscal year as of the publication date of this report.

#### SUMMARY

REVENUE	EXPENDITURES	BUDGET
\$6,344,939.69*	\$4,072,083.33*	\$12,064,479.00

Most of the expenditures from the subject fiscal year funded the Donaghey Avenue improvement project. Remaining revenue will be carried forward to fund the continuation of the Donaghey Avenue improvements, Salem Road Bridge Reconstruction, Salem Road Improvements, and commitments to ARDOT for the Harkrider Street improvements, and Dave Ward Drive improvements.

### PAY AS YOU GO SALES TAX

The summary below reflects all revenues and expenditures processed during the subject fiscal year as of the date of publication of this report.

#### SUMMARY

REVENUE	EXPENDITURES	BUDGET
\$5,146,188.04*	\$2,414,397.63*	\$6,478,256.00

During the subject fiscal year, the Pay-As-You-Go sales tax primarily funded the reconstruction of Markham Street and the redevelopment of the old scrapyard. Remaining revenue will be carried forward to fund commitments to ARDOT for the improvement of the Harkrider and Robins traffic signal and the construction of the Hogan and Old Morrilton roundabout. For a detailed accounting of the Pay-As-You-Go account, please contact the Finance Department.

### IMPACT FEE

The summary below reflects total revenues, expenditures, and balance of the Impact Fee account for the subject fiscal year as of the publication date of this report.

#### SUMMARY

REVENUE	EXPENDITURES	BALANCE
\$554,432.37*	\$23,747.80*	\$1,651,594.08*

# MAJOR PROJECT FUNDING

The Impact Fee fund is generally used to fund intersection improvements such as converting signalized intersections to roundabout operation. The Tyler & Salem roundabout construction will commence as soon as utility relocation has completed. For more information, please contact the Finance Department.

## STORMWATER FUND

The summary below reflects the revenue, expenditures, and balance of the stormwater fund as of the date of publication of this report.

SUMMARY		
REVENUE	EXPENDITURES	BALANCE
\$2,406.33*	\$0.00	\$0.00*

The Stormwater fund, also known as the in-lieu detention fund, does not generally generate enough revenue for large projects. It was last used in 2016 to hire a consultant to research and write the necessary language for a stormwater utility.

## SIDEWALK FUND

The summary below reflects the revenue, and expenditures, and balance of the in-lieu sidewalk fund as of the date of publication of this report.

SUMMARY		
REVENUE	EXPENDITURES	BALANCE
\$39,555.12*	\$157,435.66*	\$0.00*

The sidewalk fund was last used to aid in the construction of the Tyler Street sidewalk from Gatlin park to Washington Avenue.

# CONSTRUCTION PROJECTS

## Construction Projects

The COVID-19 pandemic led to an extreme shortage in materials and personnel. This severely effected out ability to hire both employees and contractors. As a result, far fewer construction projects began in 2021 than in previous years.

### STREET CREW PROJECTS

- **Woodland Springs Drainage Improvements** – *Nicole Circle* – This much-needed drainage improvement project was completed in 2021 at a cost of \$41,080.97\*. Funding was provided by the Street Fund. <https://conwayarkansas.gov/transportation/projects/#project-20-121>
- **Hillman Street Reconstruction** – *Donaghey to Davis* – Construction was completed in 2021 at a cost of \$228,527.38\*. Funding is provided by the Street Fund. <https://conwayarkansas.gov/transportation/projects/#project-19-125>
- **Frisco Lane Drainage Improvement** – *Centennial Valley* – This drainage improvement project was completed in 2021 at a cost of \$53,627.51\*. Funding was provided by the Pay as you go sales tax. <https://conwayarkansas.gov/transportation/projects/#project-20-134>
- **Lee Andrew Lane Improvement** – *Prince Street to County Line* – The reconstruction and improvement of Lee Andrew was completed in 2021 at a cost of \$156,010.03\*. Funding was provided by the Street Fund. <https://conwayarkansas.gov/transportation/projects/#project-21-110>
- **Augusta Ave** – *Louvenia to Ada* – This gravel road was paved in 2021 at a materials cost of \$19,449.22\*. Funding provided by the Street Fund. <https://conwayarkansas.gov/transportation/projects/#project-21-111>
- **Elm Street** – *Locust to College* – Improvement began on this road in 2021. \$38,010.50\* was spent in the subject fiscal year. Funding provided by the Street Fund. <https://conwayarkansas.gov/transportation/projects/#project-21-114>

### PRIVATE CONTRACTOR PROJECTS

- **MLK Square** – *Old Scrapyard* – Crow Paving, Inc. broke ground on this much anticipated stormwater quality improvement project in 2021. Construction costs totaled \$643,628.39\* in Pay-As-You-Go funding for the subject fiscal year. Construction is expected to be completed next year. <https://conwayarkansas.gov/transportation/projects/#project-15-117>
- **Markham Street Improvements** – *Spruce to Van Ronkle* – Fureigh Heavy Construction substantially completed this project in 2021. \$70,7348.29\* was paid for work performed on this project in the subject fiscal year. This sum does not include grant reimbursements\*. <https://conwayarkansas.gov/transportation/projects/#project-13-114>
- **Donaghey Avenue Improvements** – *Prince to Dave Ward* – Phase 1, Dave Ward to College, was substantially completed by Weaver Bailey Contractors in 2021. A total of \$3,128,075.96\* was billed by the contractor in the subject fiscal year. In addition, Total Landscape Solutions provided irrigation

# CONSTRUCTION PROJECTS

repair services at a cost of \$25,065.65 and Snyder Environmental performed necessary asbestos inspection and abatement at a cost of \$13,004.00. Funding was provided via the Street Sales and Use Tax. <https://conwayarkansas.gov/transportation/projects/#project-18-110>

- **Tyler Street Improvements – Sena to Washington** – Rogers Group completed this project in 2021, which consisted of an asphalt overlay and sidewalk improvements along Tyler Street. A total of \$148,232.35 was billed in the subject fiscal year. Funding was provided via the Sidewalk in-lieu fund. <https://conwayarkansas.gov/transportation/projects/#project-18-125>

# MAINTENANCE ACTIVITIES

## Maintenance Activities

### ROADWAY MAINTENANCE

In an effort to complete all the improvement projects assigned to Street Department work crews by the City Council for the subject fiscal year, very few personnel and equipment were available for routine street maintenance. Only asphalt patching, mowing of street right of way and sweeping activities were performed daily. All other equipment and personnel were engaged full time on the designated street reconstruction projects listed in the previous section of this report.

Operating with a lean staff often creates situations wherein repair and maintenance needs cannot be addressed immediately. Typically, work requests are handled on a first come, first serve basis. However, some requests take priority over others due to severity. The duties and responsibilities of this department could easily justify several additional positions and additional equipment. However, it has been our practice to keep staffing levels to a minimum and reserve the maximum possible funding to address street reconstruction and street paving. Presently we have only the basic staff to address each of the key components of our responsibility, as listed in the remainder of this section.

### ASPHALT OVERLAYS

Asphalt overlays are an effective method of prolonging the life a roadway. The preparation of streets for asphalt paving required milling of the existing pavement prior to the placement of new pavement. An annual asphalt milling and paving contract was secured for the subject fiscal year with Rogers Group, and the work was supervised by the Transportation Department. The total amount billed by Rogers Group for the subject fiscal year for asphalt overlays was \$460,578.10\*.

### ASPHALT REPAIR

A three-man asphalt patching crew worked full time, removing and replacing pavement failures, filling pot holes, and assisting the Conway Corporation with street cut repairs. In addition, a \$19,500.00\* contract was secured during the subject year with Velocity Roads for large scale pavement repairs.

### RIGHT OF WAY MAINTENANCE

Street department personnel address maintenance issues within the street right of way on an as-needed basis as time allows. Common maintenance issues include tree trimming, repair of broken curbs and inlets, debris removal, and minor drainage issues.

Trees are trimmed by department personnel to ensure proper lines of sight with signs and other vehicles if possible. If a dead tree within the street right of way poses a safety risk, a contract is secured with a tree cutting service for removal.

# MAINTENANCE ACTIVITIES

## SIDEWALK MAINTENANCE

Beginning in 2019 the Transportation department began devoting significant attention to the repair of the sidewalks in the Old Conway area. Labor was provided by JCI Construction, Inc., and Precision Safe Sidewalks Inc. Materials were provided by Mallard Ready Mix, SRM Concrete LLC, and Culverts Plus Inc. Sidewalks in the following locations were repaired or replaced in 2021.

- **Locust Street – Caldwell to Gavin – \$64,227.98 –**  
<https://conwayarkansas.gov/transportation/projects/#project-20-129>
- **Oliver Street – Bruce to College – \$8,143.47**

## EMERGENCY RESPONSE

Utilizing three snow plows, two sand spreaders, and a motorgrader, the street department personnel responded to emergency call out duties when a winter weather event created hazardous driving conditions on City Streets. The snow plows were utilized to remove the snow and slush from arterials and collectors to speed the clearing of the material from the roadway. The spreaders distributed sand and salt on steep hills and major intersections to enhance traction and speed melting.

Street department personnel also respond when severe weather causes tree limbs or other debris to fall in the roadway. Generally, the debris is cut into manageable pieces using chainsaws, stacked on the side of the road, and retrieved the following day.

## TRAFFIC SIGNS AND PAVEMENT MARKINGS

The traffic division utilized sign making equipment to make and install street marker signs in new subdivisions as well as replacement warning and regulatory signs as they are stolen, faded, or destroyed. A contract was secured with Contractor Specialty Service to provide pavement markings associated with asphalt overlays. At a cost of \$14,063.10\*.

## MOWING STREET RIGHT OF WAY

While much of the street right of way within the city is maintained by adjacent landowners, there are still many miles of undeveloped land in town that must be mowed by the city to prevent accumulation of vegetation and maintain adequate lines of sight. Most of the mowing performed by the street department is on open ditch roadways in rural or undeveloped areas. Two men operating bush hogs dedicated themselves full time to mowing these areas.

A contract was secured with Olive Branch Landscape Management to maintain roundabout central islands, roadway medians, and sidewalk buffers at a cost of \$173,225.00\*. An ordinance requiring adjacent property owners to maintain ROW adjacent to their property would remove the need to mow sidewalk buffers and decrease this cost significantly.



# MAINTENANCE ACTIVITIES

## STREET SWEEPING

For most of the year two street sweepers were operating full time. One sweeper was primarily dedicated to keeping bike lanes free of debris, while the other one focused on the rest of the city. Sweepers were run overtime from September until December to aid in the removal of accumulated leaves and grass from roadway gutters.

The department maintains two different types of street sweepers, a mechanical broom model, and a regenerative air model. The first excels at removing large debris, while the second cleans smaller and lighter debris with less mess. Ideally, these two sweepers would operate in tandem. However, they normally operate independently due to the size of our city. Increasing the department's fleet of sweepers would significantly increase the rate and efficiency of cleaning.

## DRAINAGE MAINTENANCE

Cleaning and repairing drainage ditches is essential to preventing blockages and upstream flooding problems. The most common request received from Conway's residents is for additional drainage maintenance. Unfortunately, there are several factors that prevent the department from adequately responding to these requests. First, personnel were only intermittently available for this type of maintenance when weather or other factors prevented them from working on construction projects. Additionally, much of this work is along narrow concrete or earthen channels between back yards, which significantly slows progress. Furthermore, many of the drainage ditches that require the most maintenance reside in drainage easements that are not part of the road right of way. As a result, maintenance of these easements is not a legitimate street fund expense according to state law. An alternate funding source, such as a drainage utility, is desperately needed to provide the necessary personnel and equipment necessary to adequately maintain the city's drainage easements.

Beginning in 2018, mulching of vegetation along major streams and waterways within the city began to decrease the potential for flooding. After an area is mulched by the Transportation Department crews, the vegetation is kept at bay by means of chemical weed control. For the subject fiscal year, Arkansas Weed & Brush was contracted to provide this service at a cost of \$25,890.50\*.

## Engineering Services

### DESIGN, CONSTRUCTION ENGINEERING, UTILITY COORDINATION, ROW ACQUISITION, ETC.

Design, project management, construction engineering, right-of-way acquisition, utility coordination and quality control were provided for all projects constructed by Transportation Department work crews. For transportation and drainage projects let to private contractors, project management, contract administration, utility coordination, right-of-way acquisition, and review of project quantities and pay estimates were generally provided. Additionally, civil design, including plans, specifications, and bid documents as well as construction engineering, were generally provided for all projects except those that included federal funding.

Approximately 25 miles of state highways are located within Conway's city limits. As a result, coordination with the Arkansas Department of Transportation is necessary regarding any updates to the state highway system. In addition, the City Engineer represents the city on Metroplan's Technical Coordinating Committee. Coordination with Metroplan, Central Arkansas' metropolitan planning organization, is essential regarding any projects receiving federal funds. Utility coordination with the Conway Corporation as well as other utility companies is also required on many projects to ensure that conflicts are avoided wherever possible. Lastly, coordination with property owners is often required when acquiring right-of way for improvements.

Engineering services as described were provided for the projects listed below during the subject fiscal year:

- **Harkrider & Robins – Intersection Improvement** – ARDOT signal improvement partnering project – <https://conwayarkansas.gov/transportation/projects/#project-10-112>
- **Markham Street Improvements – Spruce to Van Ronkle** – Phase 1 of a Metroplan grant was recently completed – <https://conwayarkansas.gov/transportation/projects/#project-13-114>
- **Dave Ward Drive Adaptive Signal Control System – Hogan to I-40** – Metroplan grant – <https://conwayarkansas.gov/transportation/projects/#project-13-116>
- **Markham Town Square – Old Scrapyard** – Arkansas Natural Resources Commission grant, which let in 2021 – <https://conwayarkansas.gov/transportation/projects/#project-15-117>
- **Stone Dam Creek Trail – Mimosa to Donaghey** – Funding provided by a \$453,000 in ARDOT RTP grants as well as parks impact fee. Scheduled to let 2021 – <https://conwayarkansas.gov/transportation/projects/#project-17-110>
- **Oak Street Adaptive Signal Control System – Harkrider to E. German** – Metroplan grant – <https://conwayarkansas.gov/transportation/projects/#project-17-118>
- **Hogan & Hwy 64 – Intersection Improvement** – ARDOT partnering project – <https://conwayarkansas.gov/transportation/projects/#project-17-115>
- **Highway 65B Traffic Study – Harkrider to I-40** – ARDOT partnering project – <https://conwayarkansas.gov/transportation/projects/#project-18-104>

# ENGINEERING SERVICES

- **Highway 64/65 Connector Study** – *County* – ARDOT partnering project – <https://conwayarkansas.gov/transportation/projects/#project-18-105>
- **Donaghey Avenue Improvements** – *Prince to Dave Ward* – Construction of phase 1, Dave Ward to College, began in 2020. Phase 2 construction is scheduled to begin 2022 – <https://conwayarkansas.gov/transportation/projects/#project-18-110>
- **Salem Road Bridge** – *Tucker Creek* – A \$3,000,000 Metroplan grant was awarded in late 2020, construction scheduled to begin by early 2022 – <https://conwayarkansas.gov/transportation/projects/#project-18-120>
- **Tyler Street Improvements** – *Sena to Washington* – Designed in 2019 and completed 2020 – <https://conwayarkansas.gov/transportation/projects/#project-18-125>
- **Kinley Trail Expansion** – *Hogan to Lollie* – Future grant project – <https://conwayarkansas.gov/transportation/projects/#project-18-143>
- **I-40 Interchange Improvements** – *Highway 65* – ARDOT project – <https://conwayarkansas.gov/transportation/projects/#project-18-156>
- **Harkrider Sidewalk** – *Bruce to Robins* – Metroplan grant awarded 2020 – <https://conwayarkansas.gov/transportation/projects/#project-19-110>
- **Salem & Tyler** – *Roundabout Installation* – Utility relocations began in 2020 – <https://conwayarkansas.gov/transportation/projects/#project-19-114>
- **Salem Road Improvements** – *College to Dave Ward* – Preliminary design plans prepared in 2020, construction to begin as funding allows – <https://conwayarkansas.gov/transportation/projects/#project-19-120>
- **Nutters Chapel Road Improvements** – *Wineberry to TJ* – Preliminary design plans prepared in 2020, construction to begin as funding allows – <https://conwayarkansas.gov/transportation/projects/#project-19-121>
- **Nutters Chapel Road Improvements** – *Mattison to Pebble Beach* – Preliminary design plans prepared in 2020, construction to begin as funding allows – <https://conwayarkansas.gov/transportation/projects/#project-19-122>
- **Hillman Street Reconstruction** – *Donaghey to Davis* – Construction was completed in 2021 – <https://conwayarkansas.gov/transportation/projects/#project-19-125>
- **Oak & Faulkner Plaza Signal Modification** – *Intersection* – Construction was completed in 2021 – <https://conwayarkansas.gov/transportation/projects/#project-20-102>
- **College Sidepath** – *Salem to Farris* – ARDOT grant awarded in 2021 – <https://conwayarkansas.gov/transportation/projects/#project-20-103>
- **Tyler Street Crossing** – *Tucker Creek* – Preliminary design completed 2020 – <https://conwayarkansas.gov/transportation/projects/#project-20-117>
- **Woodland Springs Drainage Improvements** – *Nicole Circle* – Construction completed 2021 – <https://conwayarkansas.gov/transportation/projects/#project-20-121>

# ENGINEERING SERVICES

- **York/Eggman Drainage Improvements** – *Unnamed Creek* – Preliminary design completed 2020 – <https://conwayarkansas.gov/transportation/projects/#project-20-123>
- **Downtown Drainage Study** – *Area* – FEMA grant application submitted 2020 – <https://conwayarkansas.gov/transportation/projects/> Job #: 20-125
- **Oak & Ingram Drainage Improvements** – *Intersection* – Construction completed 2021 – <https://conwayarkansas.gov/transportation/projects/#project-20-126>
- **Locust Street Sidewalk** – *McKay to Bruce* – Construction completed 2021 – <https://conwayarkansas.gov/transportation/projects/#project-20-129>
- **Stone Dam Creek Bridge Replacement** – *Sewer Treatment Plant* – Construction completed in 2021 – <https://conwayarkansas.gov/transportation/projects/#project-20-132>
- **Shamrock & Robinwood Pavement Repair** – *Intersection* – Construction completed 2021 – <https://conwayarkansas.gov/transportation/projects/#project-20-133>
- **Frisco Lane Drainage Improvements** – *Cul-de-sac* – Construction completed 2021 – <https://conwayarkansas.gov/transportation/projects/#20-134>
- **Willow Street & Garland Street** – *Spencer to Markham* – Future grant project – <https://conwayarkansas.gov/transportation/projects/#project-20-135>
- **Farris Road Extension** – *Spencer to Markham* – Conceptual design completed 2020 – <https://conwayarkansas.gov/transportation/projects/#project-20-137>
- **College & Farris** – *Roundabout* – Engineering began 2021 – <https://conwayarkansas.gov/transportation/projects/#project-19-115>
- **Oak & Parkway** – *Locust to RR & Oak to Main* – Engineering began 2021 – <https://conwayarkansas.gov/transportation/projects/#project-18-113>
- **Lee Andrew Lane** – *Locust to RR & Oak to Main* – Construction completed 2021 – <https://conwayarkansas.gov/transportation/projects/#project-21-110>
- **Elm Street** – *Locust to College* – Construction began 2021 – <https://conwayarkansas.gov/transportation/projects/#project-21-114>
- **Court Street** – *Oak to Main* – Utility relocation to begin ASAP – <https://conwayarkansas.gov/transportation/projects/#project-20-128>
- **Jim Stone Safety Improvements** – *College Ave* – Completed 2021 – <https://conwayarkansas.gov/transportation/projects/#project-21-113>
- **Donaghey & Robinson** – *Traffic Study* – Completed 2021 – <https://conwayarkansas.gov/transportation/projects/#project-21-103>
- **Reedy Road Sidewalk** – *Castlegate to Sylvia Springs* – Construction began 2021 – <https://conwayarkansas.gov/transportation/projects/#project-21-124>
- **College RRFB** – *Western* – Construction to begin 2022 – <https://conwayarkansas.gov/transportation/projects/#project-21-118>
- **FCL RRFB** – *Tyler St* – Construction to begin 2022 – <https://conwayarkansas.gov/transportation/projects/#project-21-122>

# ENGINEERING SERVICES

- **Wayfinding Signage** – *Phase 1*– Construction to begin early 2022
- **Towne Center Access** – *Lower Ridge Rd*– ROW acquisition to begin 2022

## DEVELOPMENT REVIEW SERVICES

Engineering services were provided to the planning department for the review of all preliminary plats, final plats, and development plans to ensure compliance with federal, state, and local requirements as well as sound engineering design. Design review was completed for the following projects during the subject fiscal year:

- |                                            |                                      |
|--------------------------------------------|--------------------------------------|
| • <b>Conway Christian School Expansion</b> | • <b>7Brew</b>                       |
| • <b>New Conway Bodyshop</b>               | • <b>New Carl Stuart Parking Lot</b> |
| • <b>Interstate Trailer</b>                | • <b>Conway Emergency Shelter</b>    |
| • <b>East German Storage</b>               | • <b>New Airport Hangar</b>          |
| • <b>Triple C Remodel</b>                  | • <b>Hines Automotive</b>            |
| • <b>New Covington Building</b>            | • <b>Caliber Collision</b>           |
| • <b>New CARTI Parking Lot</b>             | • <b>Rogers Group Office</b>         |
| • <b>BMA Lifeword</b>                      | • <b>Ivy Place Ph2</b>               |
| • <b>Splash Carwash</b>                    | • <b>Lake Crest Ph2</b>              |
| • <b>Car Choice</b>                        | • <b>Land's End Subdivision</b>      |
| • <b>Switchback Parking Lot</b>            | • <b>South Sterling Ph2</b>          |
| • <b>Hogan lane Storage</b>                | • <b>Bell Valley Ph3</b>             |
| • <b>Motorsports Authority</b>             | • <b>Robynmar Ph4</b>                |
| • <b>First Community Bank</b>              | • <b>Bell Valley Ph2</b>             |
| • <b>Shadrach's Coffee</b>                 | • <b>Millers Creek Ph2</b>           |
| • <b>Clifton Townhomes</b>                 | • <b>Oak Grove PUD</b>               |
| • <b>Discount Auto Glass</b>               | • <b>Robynmar Ph3</b>                |
| • <b>Bancorp South</b>                     | • <b>Bell Valley Ph1</b>             |
| • <b>New Life Storage Building</b>         | • <b>Lake Crest Subdivision</b>      |
| • <b>Courtyard Marriot</b>                 | • <b>The Wood's Subdivision</b>      |
| • <b>St Joe Highschool Addition</b>        | • <b>White Subdivision</b>           |
| • <b>College Ave Home Reuse</b>            | • <b>Breeding Subdivision</b>        |

Upon completion, all improvements were or will be inspected by the Transportation Department to ensure compliance with the approved plans and specifications. A total of 15 private developments were inspected for compliance during the subject fiscal year.

# ENGINEERING SERVICES

## SUBDIVISION CONSTRUCTION INSPECTION

Construction inspection and observation was provided for all subdivisions developed by private developers ensure that all required improvements were completed in accordance with plans and specifications as approved by the planning and engineering departments. These services were provided for the majority of the projects listed in the development review list above, as well as some project from the previous year.

## STORM WATER POLLUTION PREVENTION

Engineering services as required by the Arkansas Department of Environmental Quality's NDPES Small MS4 General Permit No ARR040000 were provided by the engineering department. This permit authorizes the city to discharge storm water into approved receiving waters of the state. Requirements of this permit include:

- Annual Reporting
- Construction site inspection to monitor storm water runoff
- Maintain pollution prevention best practices for municipal operations

Storm Water Pollution Prevention Plans were developed and submitted to ADEQ for major construction projects within the City in compliance with this permit. In addition, and assistance was provided to the Code Enforcement Department regarding properties that were in violation of this permit.

## FLOODPLAIN MANAGEMENT

The engineering staff provides Floodplain Management services as required by the city's Floodplain Development Ordinance and FEMA. These services included consideration of floodplain development permits and responding to public inquiries regarding information provided on floodplain maps. In addition, engineering staff monitors development in an effort to prevent unpermitted development within the floodplain.

## TRAFFIC SERVICES

Inspection and maintenance of the approximately 60 signalized intersections in Conway were provided by three full-time employees with oversight from the city engineer. This effort involves the repair or replacement of electrical components as required as well as routine updating of signal timing parameters. In addition, these employees provided routine maintenance of all signage and pavement marking within the city.

## TRAFFIC CALMING

Upon receiving a completed resident application, traffic counting equipment was placed and reports were produced indicating traffic volume and speed at locations where traffic calming was being considered. At locations approved by the Traffic Engineer, the following traffic calming devices were installed during

# ENGINEERING SERVICES

the subject fiscal year. Underlined locations indicate funding was provided by the City of Conway at other locations, funding was provided by the POA, neighborhood association, or adjacent property owners.

- **Catherine Place** – *Raymond Dr* – Speed hump
- **Marlise Manor** – *Wilmington Dr* – Speed hump
- **Hensley Subdivision** – *Dendron St*– Speed Hump

## ALTERNATIVE TRANSPORTATION

Providing or encouraging alternate forms of transportation is an important goal for both the City of Conway and this department. To this end, the city engineer serves as an ex officio member on the Bicycle and Pedestrian Advisory Board, which serves to advise the city on ways to remain an official bicycle-friendly, become an official walk-friendly community, and seek to achieve the federal and state goals of the safe routes to school program.



# IMPROVEMENT PROGRAM UPDATE SUMMARY

## Improvement Program Update Summary

### STREET SALES TAX PROJECTS

- **Donaghey Avenue Improvements** – *Prince to Dave Ward* – Phase 1 roadway construction was completed in 2021. Phase 2 is scheduled to begin in 2022.
- **Salem Road Bridge** – *College to Dave Ward* – Construction is scheduled to begin early 2022.
- **Salem Road Improvements** – *College to Dave Ward* – Design, which is funded by a Metroplan grant, began in 2021.
- **Dave Ward Improvements** – *Harkrider to I-40* – ARDOT began a traffic Study in 2018. Construction is scheduled to begin in 2024.
- **Harkrider Improvements** – *Oak to Bruce* – Design began in 2021. Construction is scheduled to begin in 2023.

### STREET FUND PROJECTS

- **Court Street** – *Oak to Main* – Construction should begin in 2022 pending utility relocation.
- **Chestnut Street** – *Oak to Deer* – Design began in 2021. Construction will begin immediately following the completion of court street, likely 2022 or 2023.
- **Oak Street** – *Locust to Front* – Utility relocation should commence in 2022 or 2023. Construction will proceed immediately following utility relocation, likely in 2024.
- **Locust Street** – *Caldwell to College* – Utility relocation should commence in 2023 or 2024. Construction will proceed immediately following utility relocation, likely in 2025.

### IMPACT FEE PROJECTS

- **Tyler & Salem** – *Roundabout Installation* – Utility relocation began early 2021. Construction should commence once utilities have been relocated.
- **College & Farris** – *Roundabout Installation* – Utility relocation should begin early 2022, with construction to follow immediately.

### PAY AS YOU GO PROJECTS

- **Oak Street Adaptive Signal Control System** – *Harkrider to E. German* – System Engineering and design began in 2019 and were completed in 2021. Construction should commence in 2022.
- **Markham Street Improvements** – *Van Ronkle to Mill* – Phase 1 construction began in 2019 and was completed in 2021. Phase 2 construction will begin as soon as ARDOT provides approval to bid.
- **Markham Town Square** – *Old Scrapyard* – Construction began in 2021 and should be completed in 2022.
- **Harkrider Sidewalk** – *Bruce to Robins* – Construction is scheduled to begin in 2022.

# IMPROVEMENT PROGRAM UPDATE SUMMARY

- **Harkrider & Robins** – *Intersection Improvement* – ARDOT design began in 2020. Construction is scheduled to begin in 2023.
- **Hogan & Hwy 64** – *Intersection Improvement* – ARDOT design began in 2020. Construction is scheduled to begin in 2022.
- **College Sidepath** – *College to Farris* – An ARDOT TAP grant was awarded in 2021. Construction should begin in 2022.
- **Middle Road Bridge** – *Gold Creek* – Design began in 2021. A future partnership with Faulkner County is anticipated to fund the construction, which should commence in 2022 or 2023.
- **Nutters Chapel** – *Mattison to Salem* – Final plans should be completed in 2021. Utility relocation and right-of-way acquisition should begin in 2023 and be completed in 2024. Construction will commence as funds become available, which is likely to be in 2024.
- **Nutters Chapel** – *Mattison to Pebble Beach* – Design should be completed in 2022. Utility relocation and right-of-way acquisition should begin in 2022 and be completed in 2023. Construction will commence as funds become available, which is likely to be in 2022 or 2022.

# CONTACT INFORMATION

## Contact Information

City of Conway  
Transportation Department  
<https://conwayarkansas.gov/transportation>  
501-450-6165