



**MAYOR BART CASTLEBERRY**

# 2023 YEAR END REPORTS STATE OF THE CITY





City of Conway, Arkansas  
Mayor Bart Castleberry

State of the City  
2023 Year End Reports  
[www.conwayarkansas.gov](http://www.conwayarkansas.gov)

Administration

Community Development/Diversity &  
Economic Development:  
Grants Department:  
Human Resources:  
Purchasing Department:

Mayor Bart Castleberry

Shawanna Rodgers, Administrator  
Robbie Alberson, Manager  
Lisa Mabry Williams, Director  
Jamie Brice, Manager

Conway Regional Airport

Jacob Briley, Director

Finance Department

Tyler Winningham, CFO

Fire Department

Mike Winter, Chief

Information Systems & Technology

Sean Canady, CIO

Parks & Recreation

Andrew Thames, Director

Permits & Inspections

Cecil Corning, Director

Planning & Development

Anne Tucker, Director

Public Works

Spencer Clawson, Director

Conway Police Department

William Tapley, Chief

Department of Sanitation

Joseph Hopper, Director

Transportation Department

Kurt Jones, Director  
Jacob Reynolds, Director



## Administration Office of the Mayor

Bart Castleberry, Mayor

Felicia Rogers, Chief of Staff

Jamie Brice, Purchasing Manager

Shawanna Rodgers, Community & Diversity Coordinator

Robbie Alberson, Grants Administrator

Bobby Kelly III, Communications Coordinator

Troy Rice, Business Service Coordinator

Marco Yanez, Parking Enforcement Officer

**2023**



## **End of the Year Report**

**Community Development  
& Diversity**

**Shawanna Rodgers,  
Administrator**



*The goals of the Community Development & Diversity department are to implement creative ways to educate and engage the city's workforce while ensuring the City of Conway is a Diverse place to work. Community Development administers the Community Development Block Grant funding issued to the City of Conway ensuring that Housing & Urban Development guidelines are followed, and funding is utilized according to those guidelines. CDBG is also instrumental in bringing much-needed resources to low to moderate-income areas in the City of Conway.*

*I am looking forward to making 2024 a great year and continuing to accomplish and implement those goals in the coming months.*



## Community Engagement

- Granted the opportunity to attend the National Community Development Association's legislative trip to Washington, which was great for the CDBG & Diversity Department.
- Attended the Community Development Association of Arkansas Annual Conference
- Attended the National Community Development Region VI Conference
- Attended the Downtown Partnership Annual Meeting
- Attended Hispanic Heritage Day hosted by Paloma Services
- Attended Mexican Independence Day Celebration
- Attended CEO Luncheons hosted by the Chamber of Commerce
- Panel member for the Government Session of Women in Leadership, hosted by UCA
- Participated in Groundbreaking & Ribbon Cutting events for the city (Conway Community Center)
- Participated in several ribbon cuttings (Fire Station #3, Conway Emergency Shelter)
- Attended Several Planning Department Public Hearings
- Attended Ward 2 Meeting in October
- Continued term on the UCA Diversity Advisory Council
- Facilitated the Culture in the Park Event with the Diversity Advisory Council
- Hosted the City of Conway's 1st Diversity Training for Department Heads



Meet with UCA Community and Economic Development Fellows for a site visit, November, 2003



Staff Member for the Diversity Advisory Council

## Internal Activities & Programs

- THE CONWAY EMERGENCY SHELTER IS COMPLETE! Woo-hoo!!!
- Continue to work with current sub-recipients.
- Ink Recycling Program is continuing to go well and will continue in 2024.
- Just talk will convene again in January, Commemorating the Legacy of Dr. MLK- this year we will feature MLK Square to help spread awareness that MLK Park exist in the City of Conway.
- Culture in the Park was successful and will take place again in Fall/ Winter 2024.
- Public Educational Workshop preparation for 2024.
- Facilitated the opening of all Boards and Commissions.
- Serve as staff for the Diversity Advisory Council, Robinson Cemetery Board, & Public Art Advisory Committee.
- Continue to explore opportunities and programs for City employees to promote diversity.
- Continue to assist the Office of the Mayor Staff with projects and additional responsibilities as assigned.



**Shawanna Rodgers, CDBG Administrator**

**Felicia Rogers, CDBG Project Coordinator**

The Program Year 2023 (July 1<sup>st</sup>, 2023 – June 30<sup>th</sup>, 2024 Community Development Block Grant allocation was **\$ 476,652.00**.

<b>Administration: (20%) \$95,330.00</b> —includes all costs associated with Administration
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**Public Services:**

<b>Public Services (15%) \$71,497.80</b>	<b>Purpose</b>	<b>Allocation</b>	<b>Amount Spent (as of 1/12/2022)</b>
Boys and Girls Club	Transportation	\$15,000.00	\$15,000.00
FC Council on Aging	Transportation	\$15,000.00	\$0
Independent Living Services	Transportation	\$15,000.00	\$4,265.70
Community Action Program	Transportation	\$15,000.00	\$0
Milestones	Transportation	\$5,000.00	\$5,000.00
Bethlehem House	Transportation	\$6,491.00	\$6,497.00
<b>Public Services Total Amount Spent:</b>			<b>\$30,762.70</b>

- 1. Boys and Girls Club of Faulkner County** is a long-standing service in the City of Conway for over 30 years. The mission of the Boys and Girls Club of Faulkner County is to enable all young people to reach their full potential as productive, caring, and responsible citizens. Boys and Girls Club of Faulkner County is requesting funding for transportation for their average of 150 youth being transported daily during the school year from 15 different schools. They serve over 150 unduplicated youth annually under the transportation program. This is an ongoing service that the Boys and Girls Club provides, and they wish to continue with their transportation services.
- 2. Faulkner County Council on Aging** is a long-standing service in the City of Conway for over 47 years. FCCA provides trips for senior adults ages 60 and over within the City of Conway. The Faulkner County Council on Aging serves approximately 275 individuals and around 275 households with transportation services with 258 of the participants being low-moderate income. These services transport senior citizens of Conway to medical appointments to and from the Sr. Wellness and Activity Center for the purpose of receiving hot, nutritious meals, life enhancing activities, wheel-chair transportation, and other designated life destinations. Approximately 275 individuals will be served w/in the projected year, with a projected over 8,000 trips provided. This is an existing ongoing service that FCCA is trying to maintain.
- 3. Independent Living Services** has been a long-standing organization in the City of Conway for over 50 years. ILS provides transportation services to the citizens of Conway, AR ages 18 and older who have a disability or who are economically disadvantaged. ILS will provide these services to over 300 persons, directly impacting approximately 10 group homes that house consumers. Providing transportation services allows ILS to give



consumers access to community housing, supported living, supported employment, day programs, case management, and medical appts. People who benefitted in the upcoming year will be approximately 300 or more unduplicated consumers with a minimum of 4,000 miles for passenger pickups. This is an existing project, and the agency has been providing transportation in the City of Conway for years.

4. **Community Action Program for Central Arkansas** – CAPCA is a long-standing non-profit and homeless service provider within the City of Conway for over 50 years. CAPCA provides emergency temporary housing and transportation. CAPCA services on average 21,000 individuals which 2,300 are considered homeless. CAPCA Aims to meet the needs of the most vulnerable in the community.
5. **Milestones Services Inc.** is a long-standing service in the city of Conway. The purpose of Milestones is to empower through love and respect, children and adults with developmental delays and developmental disabilities, so they can reach their maximum potential. Milestones transports children to their center to receive services they offer which include developmental, physical, occupational, and speech therapy services. These services help prepare the children they serve for school. This program helps approximately 37 low to moderate-income children. This is an ongoing service that Milestone provides, and they are requesting assistance with their transportation program.
6. **Bethlehem House, Inc.** is a long-standing service in the City of Conway for over 30 years. Bethlehem House is unique as it is the only Transitional Shelter in the city. Their mission is to equip and motivate homeless individuals and families to become supporting members of the community. They assist with this opportunity by sustaining adequate transportation services. On an annual basis, 70 residents are serviced.

**PY2021 Projects:**

<b><u>Projects (65%) \$317,470.40</u></b>	<b><u>Description</u></b>	<b><u>Cost of Service</u></b>	<b><u>Amount spent as of 12/31/2022</u></b>
Overnight Emergency Shelter		\$307,970.40	\$307,970.40
Projects Total Amount Spent:			\$307,970.40

**PY2022 Projects:**

<b><u>Projects (65%) \$313,192.75</u></b>	<b><u>Description</u></b>	<b><u>Cost of Service</u></b>	<b><u>Amount spent as of 12/31/2022</u></b>
Overnight Emergency Shelter		\$313,193.00	\$292,304.07
Projects Total Amount Spent:			\$292,304.07

**PY2023 Projects:**

<b>Projects (65%) \$313,192.75</b>	<b>Description</b>	<b>Cost of Service</b>	<b>Amount spent as of 12/31/2023</b>
<b>Overnight Emergency Shelter</b>		<b>\$289,825.00</b>	<b>\$209,227.54</b>
<b>Sidewalks in Spruce Street Cottage Development</b>		<b>\$20,000.00</b>	<b>\$0</b>
<b>Projects Total Amount Spent:</b>			<b>\$292,304.07</b>

**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. All are complete and owner-occupied, with the exception of 1 that is currently on the market to sell.

**Overnight Emergency Shelter Update:** We are FINALLY HERE!! The Conway Emergency Shelter had its Grand Opening on Tuesday, December 19<sup>th</sup> and opened for operations on Thursday, December 21, 2023.



# 2023 END OF YEAR GRANTS DEPARTMENT REPORT



Office of the Mayor  
1111 Main Street  
Conway, AR 72032

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.

## *Grant Department Objectives:*

- Research and communicate 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 and submit grant applications 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.

# 2023 END OF YEAR GRANTS DEPARTMENT REPORT

## Summary 2023 Grant Accomplishments

Below you will find submitted and awarded grant applications for 2023:

### Submitted Grant Applications

Grant	Grant Agency	Project Title	Grant Amount	Date Submitted
Surface Transportation Block Grant (STBG)	Metroplan	Salem Road Reconstruction	\$3,000,000.00	7.28.2023
Public Works Assistance	EDA	Conway Industrial Site Water Improvements	\$1,517,615.63	10.2.2023
WM Local Community Grants	Walmart	Cops and Coats		
Blue and You Foundation Grants	Blue and You Foundation	Cops and Coats		
Public Safety Equipment Grant	Department of Public Safety (DPS)	Conducted Electrical Devices and VR Training for CPD	\$50,000.00	8.31.2023
Homeland Security Grant Program	FEMA	Bomb Squad	\$186,330.00	FY 2022

### Awarded Grant Applications

Grant	Grant Agency	Project Title	Awarded Amount
Surface Transportation Block Grant Program (STBG)	Metroplan	Salem Road Reconstruction	\$3,000,000.00
WM Local Community Grants	Walmart	Various FD grants	\$2,750.00
Homeland Security Grant Program	FEMA	Bomb Squad	\$186,330.00
WM Local Community Grants	Walmart	Cops & Coats	\$2,000.00

\*The information above may not include all submitted and awarded grants for 2023

### Considered Grant Applications (Potential 2024 Applications)

Grant	Grant Agency	Possible Projects
Love Your Block	Bloomberg	Addressing blighted areas of cities
Assistance to Firefighters Grant	FEMA	Upgrading FD handheld radios
AARP Community Challenge	AARP	Various projects that help parks or centers for senior citizens
TAP/RTP	ARDOT	Sidewalks, trails, recreational facilities
Charging and Fueling Infrastructure	DOT	Installing EV chargers on City properties
Lead Hazard Reduction Program	HUD	Removing lead hazards in LMI housing
Hazard Mitigation Grant Program	FEMA	Addressing flood and other natural disaster issues
Reconnecting Communities and Neighborhoods	DOT/HUD	Removing barriers in transportation for disadvantaged communities
Thriving Communities	DOT	Technical assistance and planning to support disadvantaged communities to advance transportation projects and support economic development
The Recycling Partnership	TRP	Enhancing recycling programs for cities
AR Opioid Recovery Partnership	ARORP	Addressing opioid issues within communities
Pathways to Removing Obstacles	HUD	Removing barriers to affordable housing



# 2023 END OF YEAR GRANTS DEPARTMENT REPORT

## *Trainings, Meetings, and Webinars*

- Energy Efficiency and Conservation Block Grant Boot Camp led by Nation League of Cities.
- Arkansas Municipal League Conferences- January 11-13 and June 14-16.
- Arkansas Municipal League Grant Trainings- March 9 and November 2-3.
- Attended Metroplan Board Meetings monthly throughout the year.
- Attended monthly Central Arkansas Planning and Development District Board Meetings.
- RAISE grant Connect Conway kickoff meeting with FHWA on March 27.
- DWD Beautification Project Site Visit with AR Dept of Ag Forestry.
- Centennial Creek Drainage Study Initial Grant Briefing with Arkansas Department of Emergency Management.
- Community and Economic Development Fellows- met with students on April 3 and November 8.
- Diversity Training on May 1<sup>st</sup>
- Community Development Institute Year 2 Training on July 31 – August 4.
- ARDOT Planning Conference on September 19 – 21.
- Metroplan Benchmarking Trip to Lehigh Valley, PA on October 3 – 6, 2023.
- Webinars- Assistance to Firefighters Grant, Lead Hazard Reduction Grant, AARP Community Challenge Grant, DOT Discretionary Grant Opportunities, ARDOT TAP and RTP informational webinar, Charging and Fueling Infrastructure Grant, Protect Grant, AR Opioid Recovery Partnership, FEMA Hazard Grant Mitigation Program, Reconnecting Communities and Neighborhoods Grant, Thriving Communities Grant Program, The Recycling Partnership, Love Your Block, and American Rescue Plan trainings.

## *Public Meetings and Events*

Oak Street Ahead	February 21
ARDOT Harkrider Public Meeting	September 7
Community Center Groundbreaking	September 26
Ward 2 Annual Public Meeting	October 2
Immerse Ribbon Cutting	October 12
Economic Development Announcement FarmaKeio	October 20
Station 3 Ribbon Cutting	October 31
Conway Municipal Airport / UCA Announcement	November 15
Overnight Emergency Shelter Ribbon Cutting and Grand Opening	December 19

## *RAISE (Connect Conway) and American Rescue Plan (ARPA)*

RAISE and ARPA continue to be the largest projects that I, as Grant Administrator, continue to work on. Much of 2023 has been spent on developing the RAISE Grant Agreement and Budget Narrative documents for the Federal Highways Administration (FHWA). From the initial kickoff meeting held in March until the end of the year, progress has been made in developing an approved contract with FHWA. The Budget Narrative for the RAISE contract has been approved but we are still awaiting approval for the Grant Agreement as of December 15, 2023. The approval process has taken longer than expected and has required several back-and-forth exchanges with AR FHWA and FHWA HQ. Hopefully, Connect Conway will have an approved contract early in 2024. For the American Rescue Plan, projects continue to be implemented and funds are continuing to be expended. Around \$8m of the allocated \$12.2m has been expended. Projects must be obligated for funding by the end of 2024 and expended by the end of 2026. As Grant Administrator, I assist with tracking of financials and grant guidance and regulations. Webinars and trainings are still ongoing with ARPA as revisions are made from the Department of Treasury.

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# Purchasing Department 2023 End of Year Report



**JANUARY 7, 2023**

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**City of Conway**

**Authored by: Jamie Brice**

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# Purchasing Department

## 2023 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 2023 the Purchasing Department

- Processed 10,091 Purchase Orders for a total of \$29,059,572.69
- Solicited 9 Bids
- Solicited 6 RFP/RFQs
- Aided City Departments with projects and solicitations (See 2023 Top 10 Projects List attached)
- Reconciled and managed procurement cards
- Manage and oversee all City Travel – 53 travel trips city wide in 2023

### ***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.

### ***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 \$856,696.84 from selling assets on GovDeals. During 2023, the City received funds in the amount of \$157,944.01.



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

The Purchasing Department manages procurement cards and provides training for users. In 2023, the city received about \$9,272 in rebates from procurement cards.

2023 Top Ten Projects			
	Project	Dept.	Status
1	Mural Projects	Admin	Complete
2	Runway Repair	Airport	Complete
3	Overnight Emergency Shelter	CDBG	Complete
4	College Farris Roundabout	CDOT	Complete
5	Markham Phase II	CDOT	WIP
6	Salem Road Bridge	CDOT	WIP
7	Fire Station #3	Fire	Complete
8	Aquatic Center	Parks	WIP
9	Veterans Plaza	Parks	Complete
10	Soccer Complex	Parks	WIP



## *Conway Regional Airport Cantrell Field*

*Jake Briley  
Airport Director*

### 2023 Annual Report

Throughout 2023, the airport experienced full occupancy of all City-owned hangars in addition, there are 55 individuals on the waiting list for individual T-hangars. The total based aircraft count is approximately 87 aircraft, encompassing aircraft stored in both City-owned and privately owned hangars. 16 Jets, 71 General aviation airplanes.

Construction of one major project commenced in 2023. These include a corporate hanger at approximately 1450 sq ft. The city has worked closely with Garver Engineers, and contractor Robbie Wills Group on this project. Construction is scheduled to be completed by the end of July 2023. In addition, a new 100X100 hangar has begun construction and should be completed this winter. This new hangar will bring a few new jets to the field.

This year we completed one safety project. The joints and markings on the runway went through a rehab, and everything turned out amazing. We were able to have the runway closed for 20 days instead of the original 30 days. We lost approximately 15,000 gallons of fuel sales for that month. However, we were already over my project fuel sales for the year.

In 2023, the airport employed four full time staff and two part time (City employees). There is one flying club operating at the airport, bringing with them access to private, instrument, commercial, and multi-engine flight instruction in approximately eight different aircraft.

The University of Central Arkansas has announced they will be opening a flight school program in 2024. I am extremely excited this came through and worked closely with the school to work through issues and find a way to make this program successful. I look forward to seeing this program grow and our airport selling more fuel in the process.

## 2023 Fuel Sales vs. 2022 Fuel Sales

Record fuel sales were achieved in 2022 in both Jet A jet fuel and 100LL aviation fuel.

- 262,799 gallons of Jet A and 57,764 gallons of 100LL Avgas were sold in 2022.
- 348,347 gallons of Jet A and 69,000 gallons of 100LL Avgas were sold in 2023.

Total airport operations (take-offs and landings) for 2022: 15,061

Total airport operations (take-offs and landings) for 2023: 17,560

## Other Airport Events

The Conway Airport Advisory Committee was active during 2023. The Committee provided input on fee schedules and other projects. The Committee has been active in planning for the airport's future, 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 2026 and 2027. Surveys, design, and environmental assessment for runway extension in 2024, and runway extension from 5500 feet to 6001 feet in 2024.

In summary, 2023 was a very active year for Conway Regional Airport. A record year in fuel sales and operations. 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 2024.



# Finance Department City of Conway, Arkansas FY 2023 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. The 2008 Lease-purchase agreement was paid off in 2023. This was a financing mechanism that allowed the City to make large scale energy efficiency improvements to several of its buildings.
- The 3/8 cent Street Sales and Use tax that began in 2018 expired on March 31, 2023.
- Sales tax collections for the year are expected to be up 3.9% over 2022. As of the date of this report, December's collection amount is not known. In dollars, for the General Fund, this means that approximately \$600,000 will be received in excess of what was budgeted.

## **Financial Volume – Citywide**

- Vendor disbursements totaled \$56,404,781 during 2023. The city has a vendor database of over 6,000 different vendors, and it generated over 4,800 checks during the year for the purchase of goods and services.

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

- The CPA firm FORVIS, LLP (formerly BKD, LLP) has not yet issued the audit for fiscal year 2022 as of the date of this report. FORVIS has experienced staff shortages this year and has also been required to dedicate significant additional hours to all of their

governmental clients to adopt new GASB standards that took effect December 31, 2022. The audit report is expected to be issued by December 31, 2023.

- The 2024 Budget was approved by City Council on December 12, 2023 with all funds at either surplus or break-even levels. No reserves had to be pledged to balance any fund's financial activities for 2024.

## **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  
12/15/2023

# **Introduction**

## **By**

### **Fire Chief Mike Winter**

I am pleased to present to you the 2023 End of Year report for the Conway Fire Department (CFD). Conway's Bravest is comprised of 113 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.

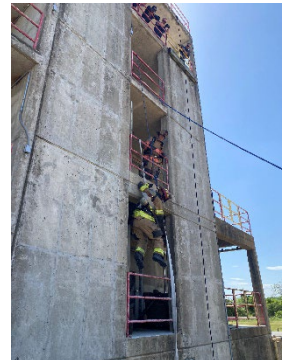
The following pages highlight the activities of the CFD throughout 2023. It also serves as an insight to this department as we close out the year just shy of 10,000 emergency responses and over 10,531 additional calls for service with an average emergency response time of 3:24.



## **CFD Training Division**

The Conway Fire Department Training Division oversees fire training within the CFD, from entry level to officer development to continuing education. This division is headed by Assistant Chief Todd Cardin and includes Battalion Chief John Skinner and Captain Chad Upton. All training is certified at either the State or National level of compliance. In 2023 the CFD logged over 55,000 training hours to include, but not limited to:

- Haz-Mat Training
- Agility test twice a year
- Engineer promotional exams
- FF Standards Class (4 new hires)
- Training at donated structures
- Crawl Drag and Squirt (April)
- Assist Fire Marshals with Fire Prevention Month (October)
- High- Five Fridays at local schools
- Motivational Mondays at local schools
- Rick Lasky Pride and Ownership class Dept wide
- Emergency vehicle driving class Dept wide
- Modular Emergency Response Radiological Transportation Training (MERRTT)
- Active Attack integrated Response (AAIR)
- Electric vehicle class Dept wide
- Mini Fire College at DBGUSA (Haz-Mat, heavy equipment, gave first aid class to employees)
- Hosted Officer II, Haz-Mat technician, Incident safety officer, and Incident Command classes



## CFD Fire Marshal Division

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

- Plan reviews 130
- Inspections 990
- Pre-plan Inspections 5000
- Hydrant Inspections 5500



*Assistant Chief Kenny Wiedower*

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. We distributed over 6,000 fire safety education materials to the elementary schools to be passed out by each teacher.

Every fire is investigated to determine a cause.

- Fire calls 2,399
- Total fire loss \$867,000



## EMS Division

The Conway Fire Department EMS Division focused on expanding health and safety for the citizens of Conway in 2023 through several avenues. Through department training and community outreach, CFD continued to be at the forefront of EMS in the state. We were awarded the 2023 Fire/EMS Service of the year given by the Arkansas Ambulance Association. CFD focused on partnering with several key stakeholders in the community to expand and reshape the traditional delivery of EMS. Through partnerships with these stakeholders, entities within the community are now taking a unilateral approach to improving health and safety.



*Captain Ty Ledbetter*

In 2023, CFD led the way in the development of the Central Arkansas Team for Community Health, or CATCH. CATCH is comprised of Conway Fire Department, Conway Police Department, Conway Regional Medical Center, Conway Behavioral Hospital, Baptist Health Systems, Pafford EMS, Arisa Health, and The Faulkner County Sheriff's Department. The formation of CATCH aims to identify, improve, and streamline healthcare in Conway and Faulkner County.



*Captain Randel Green*



*Teaching Stop the Bleed and CPR at Conway Public Schools*



2023 also saw the city's second Safe Haven Baby Box opening at Fire Station 3. The first box, installed in 2021, saw a child safely surrendered in the previous year, and the addition of Station 3's box now allows even more access to the community. This device allows for the safe surrender of a child 30 days or younger. Any child who is surrendered is quickly assessed for any medical issue and is transported to a local hospital where the Arkansas Department of Human Services takes over.

CFD EMS continued to deliver over 7,000 individual training hours to personnel, as well as teaching CPR/First Aid to local schools, law enforcement organizations, and businesses. Three additional firefighters obtained their paramedic license, certifying them at the highest level of pre-hospital care.

Capital Purchase:

- 2 - Zoll X-series advanced Cardiac Monitors



*Crisis & Safety Drill*

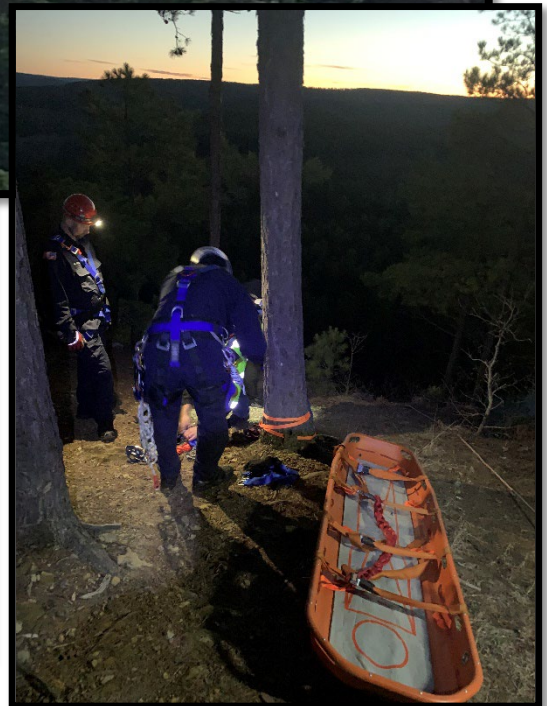
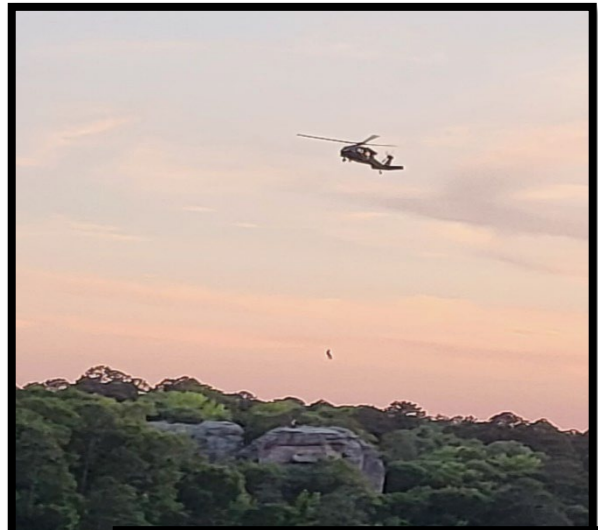
## Special Operations Rescue Team

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:

1. High Angle
2. Confined Space
3. Heavy Rescue-Trench Collapse
4. Swift Water
5. Dive

### Responses for 2023

- Water/Dive Rescue: 2
- Helicopter Rescue: 1
- Mutual Aid Tornado: 1
- Mutual Aid High Angle Rescue: 1





## **CFD Bomb Squad**

Assistant Chief Cardin serves as the Commander for the Conway Fire Department Bomb Squad. The squad is federally accredited through the FBI and is one of six in the state of Arkansas. The CFD Bomb Squad has state-wide mutual aid agreements and can be deployed nationally when called upon.

The Squad is currently composed of Six certified bomb technicians and two support personnel. All technicians are certified LEOs. We received 52 calls for service in 2023 including calls ranging from suspicious packages, unexploded ordinances, and improvised explosive devices.

The Squad assisted various agencies throughout the year including the State police, FBI, ATF, FCSO, and CPD. We assisted with manpower and/or equipment.

Additional training activities included:

- Training conducted for the Conway Police Department and Arkansas Game and Fish
- Radiological detection
- UCA football game stand-by
- Advanced electronics class
- Incident stabilization drills
- 3rd annual statewide training including all 36 Bomb techs in the state at Petit Jean
- Faulkner County Leadership Institute demonstration
- Class attended: IABTI international conference
- Receipt of HSGP grant awarded for \$186,330.00.
- FY23 release of spending is expected to be announced this month in the amount of \$301,976.00.
- Equipment received in 2023: Ammo Burner, X-ray system, robot, response trailer, various small tools



## New Hires

Last Name	First Name	Date
Jolly	Pierce	14-Feb
Clark	Braydn	27-Feb
Forrest	Brendon	15-Jun
Graham	Tyler	15-Jun
Harding	Michael	15-Jun
Maxwell	Rocky	15-Jun
Williams	Gaylyn	15-Jun
McClain	Michael	5-Jul

## Retirements/Resignations/Let Go

Last Name	First Name	Rank
DeLoach	Alden	Engineer
Morgan	Patrick	Engineer
Ogle	David	Engineer
Stacks	Jerry	Engineer
Groh	Daniel	Firefighter

# Incident Type Report by District

## Conway Fire Department

Period From 1/1/2023 to 12/10/2023

Incident Type	Count	E	OUT	W
<b>1 Fire</b>				
100 Fire, other	1	1	0	0
111 Building fire	40	19	2	19
112 Fires in structure other than in a building	3	0	0	3
113 Cooking fire, confined to container	21	5	0	16
114 Chimney or flue fire, confined to chimney or flue	1	0	0	1
118 Trash or rubbish fire, contained	2	1	0	1
121 Fire in mobile home used as fixed residence	2	1	1	0
131 Passenger vehicle fire	26	14	0	12
132 Road freight or transport vehicle fire	6	5	0	1
134 Water vehicle fire	1	0	0	1
138 Off-road vehicle or heavy equipment fire	4	2	0	2
141 Forest, woods or wildland fire	3	1	0	2
142 Brush or brush-and-grass mixture fire	16	8	0	8
143 Grass fire	20	9	0	11
150 Outside rubbish fire, other	1	1	0	0
151 Outside rubbish, trash or waste fire	27	15	0	12
152 Garbage dump or sanitary landfill fire	1	0	0	1
153 Construction or demolition landfill fire	4	2	0	2
154 Dumpster or other outside trash receptacle fire	18	6	0	12
155 Outside stationary compactor/compacted trash fire	1	0	0	1
161 Outside storage fire	3	0	0	3
162 Outside equipment fire	6	4	0	2
<b>Total</b>	<b>207</b>	<b>94</b>	<b>3</b>	<b>110</b>
<b>2 Overpressure Rupture, Explosion, Overheat(no fire)</b>				
200 Overpressure rupture, explosion, overheat other	1	0	0	1
231 Chemical reaction rupture of process vessel	1	0	0	1
251 Excessive heat, scorch burns with no ignition	18	11	0	7
<b>Total</b>	<b>20</b>	<b>11</b>	<b>0</b>	<b>9</b>
<b>3 Rescue &amp; Emergency Medical Service Incident</b>				
300 Rescue, EMS incident, other	10	2	0	8
311 Medical assist, assist EMS crew	117	33	0	84
320 Emergency medical service incident, other	13	7	0	6
321 EMS call, excluding vehicle accident with injury	6,259	2,751	5	3,503
322 Motor vehicle accident with injuries	287	184	1	102
323 Motor vehicle/pedestrian accident (MV Ped)	18	12	0	6
324 Motor vehicle accident with no injuries.	233	158	1	74
331 Lock-in (if lock out , use 511 )	2	0	0	2
341 Search for person on land	2	2	0	0
342 Search for person in water	3	0	2	1
343 Search for person underground	1	1	0	0
352 Extrication of victim(s) from vehicle	2	1	0	1
353 Removal of victim(s) from stalled elevator	4	3	0	1
356 High-angle rescue	1	0	0	1
363 Swift water rescue	1	0	0	1
365 Watercraft rescue	1	1	0	0
381 Rescue or EMS standby	6	5	0	1
<b>Total</b>	<b>6,960</b>	<b>3,160</b>	<b>9</b>	<b>3,791</b>
<b>4 Hazardous Condition (No Fire)</b>				
400 Hazardous condition, other	5	1	0	4
411 Gasoline or other flammable liquid spill	4	2	0	2

# Incident Type Report by District

## Conway Fire Department

Period From 1/1/2023 to 12/10/2023

Incident Type	Count	E	OUT	W
4111 Washdown of substances	1	0	0	1
4112 Gas Leak (natural or LPG)	7	2	0	5
412 Gas leak (natural gas or LPG)	78	39	0	39
413 Oil or other combustible liquid spill	8	6	0	2
421 Chemical hazard (no spill or leak)	2	1	0	1
422 Chemical spill or leak	1	0	0	1
423 Refrigeration leak	1	1	0	0
424 Carbon monoxide incident	18	7	0	11
440 Electrical wiring/equipment problem, other	3	1	0	2
441 Heat from short circuit (wiring), defective/worn	7	2	0	5
442 Overheated motor	9	2	0	7
443 Breakdown of light ballast	1	1	0	0
444 Power line down	22	9	0	13
445 Arcing, shorted electrical equipment	19	7	0	12
461 Building or structure weakened or collapsed	14	9	0	5
463 Vehicle accident, general cleanup	2	1	0	1
471 Explosive, bomb removal (for bomb scare, use 721)	4	2	2	0
480 Attempted burning, illegal action, other	5	3	0	2
481 Attempt to burn	1	1	0	0
<b>Total</b>	<b>212</b>	<b>97</b>	<b>2</b>	<b>113</b>

### 5 Service Call

500 Service Call, other	10	1	0	9
510 Person in distress, other	17	7	0	10
511 Lock-out	5	4	0	1
512 Ring or jewelry removal	3	0	0	3
520 Water problem, other	5	2	0	3
521 Water evacuation	1	1	0	0
522 Water or steam leak	19	7	0	12
531 Smoke or odor removal	43	12	0	31
541 Animal problem	2	1	0	1
542 Animal rescue	3	1	0	2
550 Public service assistance, other	12	9	0	3
5501 Public service assistance, Other - Nova	1	0	0	1
5505 Public service assistance, Other - Burn Permits	2	0	0	2
5508 Public service assistance, Other - crawl, drag, sq	1	1	0	0
551 Assist police or other governmental agency	64	23	2	39
552 Police matter	14	12	0	2
553 Public service	66	33	0	33
5531 Public service - Pre-Fire Planning	1	0	0	1
5534 Public service - Hydrant Maint. and Insp.	1	1	0	0
5535 Public service - Smoke Detector Program	5	1	0	4
5536 Public service - Stand by/ Special Events	20	14	0	6
5538 Public service - Public Education	1	1	0	0
554 Assist invalid	148	39	0	109
555 Defective elevator, no occupants	1	0	0	1
561 Unauthorized burning	50	27	0	23
571 Cover assignment, standby, moveup	1	0	1	0
<b>Total</b>	<b>496</b>	<b>197</b>	<b>3</b>	<b>296</b>

### 6 Good Intent Call

600 Good intent call, other	7	1	0	6
611 Dispatched & canceled en route	346	136	2	208
621 Wrong location	1	1	0	0



# Incident Type Report by District

## Conway Fire Department

Period From 1/1/2023 to 12/10/2023

Incident Type	Count	E	OUT	W
622 No incident found on arrival at dispatch address	99	63	0	36
631 Authorized controlled burning	15	7	0	8
650 Steam, other gas mistaken for smoke, other	1	1	0	0
651 Smoke scare, odor of smoke	36	18	0	18
652 Steam, vapor, fog or dust thought to be smoke	4	4	0	0
653 Smoke from barbecue, tar kettle	1	1	0	0
661 EMS call, party transported by non-fire agency	3	3	0	0
671 HazMat release investigation w/no HazMat	4	4	0	0
<b>Total</b>	<b>517</b>	<b>239</b>	<b>2</b>	<b>276</b>
<b>7 False Alarm &amp; False Call</b>				
700 False alarm or false call, other	57	14	0	43
710 Malicious, mischievous false call, other	1	0	0	1
711 Municipal alarm system, malicious false alarm	13	11	0	2
713 Telephone, malicious false alarm	3	1	0	2
714 Central station, malicious false alarm	1	0	0	1
715 Local alarm system, malicious false alarm	5	1	0	4
721 Bomb scare - no bomb	7	5	1	1
730 System malfunction, other	8	0	0	8
731 Sprinkler activation due to malfunction	7	3	0	4
732 Extinguishing system activation due to malfunction	4	2	0	2
733 Smoke detector activation due to malfunction	64	33	0	31
734 Heat detector activation due to malfunction	2	1	0	1
735 Alarm system sounded due to malfunction	59	24	0	35
736 CO detector activation due to malfunction	19	7	0	12
740 Unintentional transmission of alarm, other	5	2	0	3
741 Sprinkler activation, no fire - unintentional	7	3	0	4
743 Smoke detector activation, no fire - unintentional	191	93	0	98
744 Detector activation, no fire - unintentional	81	32	0	49
745 Alarm system activation, no fire - unintentional	282	112	0	170
746 Carbon monoxide detector activation, no CO	10	2	0	8
7461 Alarm System activation, no fire - unintentional	4	3	0	1
751 Biological hazard, malicious false report	1	1	0	0
<b>Total</b>	<b>831</b>	<b>350</b>	<b>1</b>	<b>480</b>
<b>8 Severe Weather &amp; Natural Disaster</b>				
812 Flood assessment	5	4	0	1
813 Wind storm, tornado/hurricane assessment	36	6	1	29
814 Lightning strike (no fire)	10	5	0	5
815 Severe weather or natural disaster standby	5	5	0	0
<b>Total</b>	<b>56</b>	<b>20</b>	<b>1</b>	<b>35</b>
<b>9 Special Incident Type</b>				
900 Special type of incident, other	5	3	0	2
911 Citizen complaint	1	1	0	0
<b>Total</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>2</b>
<b>Total</b>	<b>9,305</b>	<b>4,172</b>	<b>21</b>	<b>5,112</b>

# NFIRS Mutual Aid Summary Report

Conway Fire Department

Date Range: From 01/01/2023 to 12/10/2023

Sorted by: Not selected

FDID	Date	Incident#	### Address	Occupant	Type	# App	MA Agency	Mutual Aid Type
23300	02/04/2023	2023-000866	Trail 37		High-angle rescue	2		Mutual aid given
23300	02/18/2023	2023-001238	3120 JEANNIE LN		Building fire	2	23009	Mutual aid given
23300	03/01/2023	2023-001519	135 EASTERWOOD POINT RD		Fire in mobile home used as fixed residence	4	23002	Mutual aid given
23300	03/31/2023	2023-002278	41 Fuller		Building fire	1		Mutual aid given
23300	03/31/2023	2023-002281	STURGIS RD		Wind storm, tornado/hurricane assessment	7		Mutual aid given
23300	04/10/2023	2023-002543	5503 DONNELL RIDGE RD		Passenger vehicle fire	3	23008	Mutual aid given
23300	04/19/2023	2023-002780	OZARK DR		Search for person in water	1	23000	Mutual aid given
23300	05/16/2023	2023-003472	52 Brannon Lane		Building fire	2	23002	Mutual aid given
23300	07/22/2023	2023-005383	80 LAWRENCE LANDING RD		Building fire	2	23002	Mutual aid given
23300	10/07/2023	2023-007566	2 SHORT CIR		Building fire	1	23002	Mutual aid given
23300	11/01/2023	2023-008320	1 COMMERCE RD		Dispatched & canceled en route	2	23002	Mutual aid given
23300	11/27/2023	2023-008991	133 I40EB	I40 EAST MM	Road freight or transport vehicle fire	3	23002	Automatic 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	11
Automatic aid received	0	Automatic aid given	1
		Other aid given	0
Total Aid Received	0	Total Aid Given	12



**City of Conway**

**Human Resources Department**

**2023**

**Year End Report**

## Mission Statement

The City of Conway Human Resources department's 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 2023 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. As of December 15, 2023, we support 562 City of Conway employees; 521 full time and 41 part time; plus 44 LOPFI retirees and 138 non-uniformed retirees.

Listed below are a few of the projects the HR department accomplished in 2023:

Participated in several conference calls and on-site meetings with representatives from BlueCross BlueShield Health Advantage to address administrative problems with their four (4) websites, My Blueprint, Blues Enroll, E Bill Manager and Wage Works.

Analyzation safety/loss control metrics by monitoring employee hours and active employees each payroll period.

The City of Conway Safety Management Plan was updated and distributed to all departments.

Management of all City of Conway Workers Compensation Claims and the subsequent administration of the Workers Compensation/Safety Department. Processed and managed sixty-three (63) incidents/claims in 2023. 79% of the claims required medical treatment; 17% of the claims involved loss time.

Completed and updated the City of Conway Emergency Management Operations plan for 2023.

Safety/Loss Control Manager served as the mayor liaison on the 2023 Solar Eclipse Planning Team for Faulkner County OEM.

Completed annual Life Safety Code and Fire system inspections with outside contractors on all systems throughout the city.

Participated in the ARML Safety Rebate Program, to be eligible the City had to complete the following criteria.

- Develop and submit a written loss control safety plan.
- Conduct a minimum of four (4) quarterly safety training sessions.
- Conduct a minimum of four (4) quarterly safety audits during the 2023 year.
- Document training and audits in the JJ Kellar Safety Management System

Submitted final 2022 payroll to AMLWC as required by the Arkansas Workers' Compensation Commission. Submitted estimated 2024 payroll to by Workers' Compensation classification codes as required.

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 66 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 2022 due on March 31, 2023. 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 seven (107) full time and twenty-two (22) part time/seasonal employees.

Eighty-four (84) terminations were processed, including seven (7) non uniformed retirees and three (3) LOPFI retirees.

Completed and processed paperwork for sixty-three (63) non-uniformed pension refunds.

Continued to serve as a member and Chairman of the City of Conway Employees' Defined Benefit Pension Plan Administrative Committee. Processed sixty-five (65) pension refunds, and four (4) non-uniform retirement requests.

Completed and submitted the City of Conway's wage and benefit information for the 2023 Arkansas Municipal League Wage and Benefit Survey in their new format.

Extracted employee data from Springbrook and submitted the required 2023 EEO4 Report for State and Local Government.

Assisted with Planning Director(s) search and Parks & Recreation Director search.

Processed one hundred forty-three (143) revisions in Springbrook for the New Police Department incentives. Processed COLA effective 1/1/2023.

Continued to serve as the City's staff support for the City of Conway Civil Service Commission. The following examinations were administered during 2023:

- Approximately sixty-four (64) entry level police officer examinations  
These are administered at the PD on an as needed basis – sometimes to only one or two candidates.
- One (1) entry level firefighter examination
- One (1) Fire Captain promotional examination
- One (1) Fire Battalion Chief promotional examination
- One (1) Police Sergeant promotional examination

Scheduled and held a public hearing to discuss proposed changes to the CCSC Rules & Regulations.

Requested and received the 2024 Medical renewal with a rate hold on premiums and 2024 Dental renewal with a 5% increase for 2024. Presented the results to the mayor. Conducted 2024 electronic passive open enrollment for all benefits eligible employees. Conducted open enrollment for retirees in the Arkansas BlueCross BlueShield Health Advantage and BCBS dental plans for 2024 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.

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 meetings with AML staff attorneys, attending, and providing depositions, etc.

Responded to numerous FOIA requests.

Attended the Arkansas Public Employers Human Resources Association (APEHRA) quarterly training meetings. Attended the annual APEHR two-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 sixty-five (65) non-uniformed pension refunds to the Employees' Defined Benefit Pension Plan Administrative Committee.

Assisted the surviving spouses of one (1) deceased retired employees with benefit information and completion of paperwork as required.

Continue to assist the two District Court Judges with employee related issues at District Court.

Attended 911 Consolidation meetings and presented the City's benefit package.

Nominated and elected to serve as the Group Manager and board member for the Arkansas Municipal League Workers Compensation Board of Trustees.



DEPARTMENT OF  
INFORMATION SYSTEMS  
AND TECHNOLOGY

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CITY OF CONWAY, ARKANSAS

2023 YEAR END REPORT



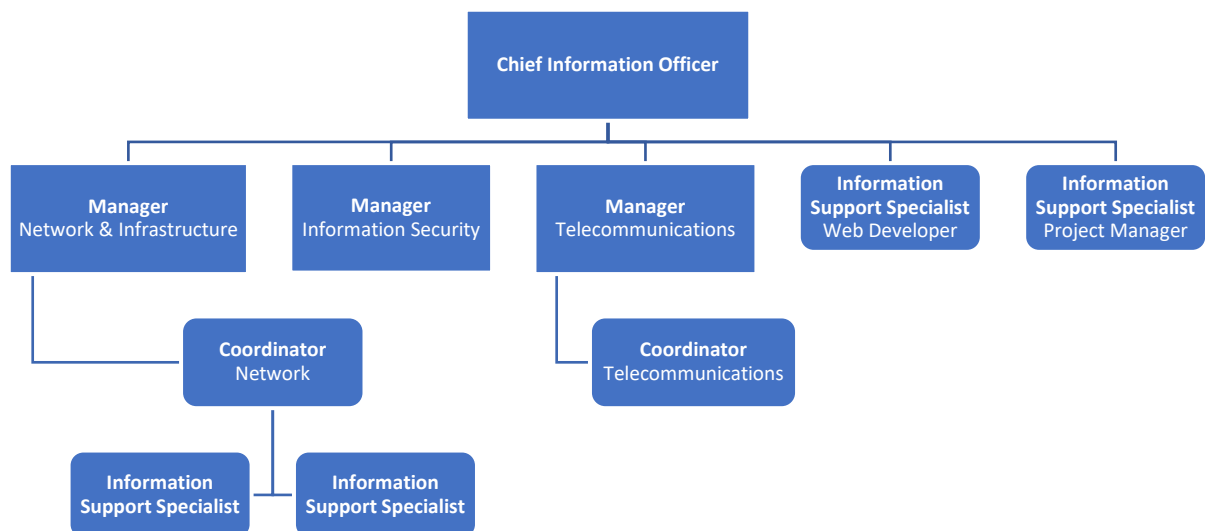
## MISSION

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



## Continued Focus on Information Security

Cyber threats against state, local, tribal, and territorial governments continued their upward trend in 2023. The department continues to prioritize its work in information security and has worked to mature its security practice. City users are tasked with annual training as well as simulated phishing email exercises intended to bring awareness to methods used by actual bad actors.

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. Several of those efforts are listed below.

## Accomplishments of Note

- Resolved approximately 1,910 support requests; a 8.65% increase from 2022.
- Assisted the Finance Department with their Springbrook Cloud migration.
- Conducted organization-wide cybersecurity training campaigns.
- Implemented risk-based zero-trust conditional access policies (heightened multi-factor authentication) organization-wide.
- Executed an external network penetration test to locate vulnerabilities.
- Replaced 30+ outdated wireless access points around city facilities.
- Replaced the battery backup at the Emergency Operations Center.
- Planned, procured, installed, and configured all IT infrastructure (network, video surveillance, door access, audio/video and VoIP communications) for the Fire Station 3 and Conway Emergency Shelter construction projects.
- Configured additional alerting features at Fire Station 3. In particular, red LED lighting in the bunk rooms that activates when the station is toned out. Simultaneously, a conspicuously placed, oversized digital timer counts up from the time the call was dispatched, providing visual feedback for the department to increase speed and efficiency.
- Replaced numerous surveillance cameras at facilities throughout the city.
- Deployed new GIS and audio logging recorder servers.
- Installed new remote monitoring/management and antivirus software on all Windows and Linux servers.
- Collaborated with Permits and Planning staff to configure and launch an online Mobile Vendor permit in Enterprise Permitting and Licensing (EPL).
- Worked with Planning staff to configure and launch an online Small Cell Permit in EPL.
- Partnered with the Conway Police Department and Mayor's Office to launch an online FOIA request system powered by JustFOIA.

# Conway

## Parks and Recreation

### Annual Report 2023



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.



Andrew Thames  
Parks Director

Parks and Recreation saw a number of big changes throughout 2023. Phase I of Veteran's Plaza at Pompe Park was completed in early June while Phase II will take shape toward the end of the year. Conway Station Park saw its face-lift with the completion of the turf being installed before the leagues and tournaments began in the spring. The new soccer complex started construction in April and is on track to be completed in early 2024 and is set to open in the Spring. The groundbreaking for the Conway Community Center took place in September with construction beginning soon after. Our recreation leagues continue to flourish and serve the city of Conway and we are eager to expand our leagues with the addition of youth and adult soccer.

We continued our marketing efforts as we brought numerous high-quality tournaments and events to Conway this past year. We were awarded the USSSA Global World Series in 2023 and are actively working to secure it again in 2024. We hosted numerous state and national tournaments last year in a variety of different sports. These tournaments and events brought in teams from all across the country to enjoy our city and its top-notch facilities.

Department Facts for 2023:

McGee Center hosted 13 events

Sports Center hosted 25 events

Conway Expo and Event Center hosted 85 events

Conway Tennis Center hosted 15 events

Lake Beaverfork hosted 14 events along with weekly fishing tournaments and Police K-9 Training

Conway Station Park and City of Colleges Park hosted 43 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 2023 Beaverfork Lake was used for the following significant events-

- Freedom Fest Firework Show
- Conway High School Cross Country
- UCA Cross Country
- Police Dog Training
- CYBL Baseball
- Beaverfork Bass Fishing Club (Weekly)
- (2) Empire Disc Golf Tournament
- Flex at the Fork Disc Golf Tournament
- Arkansas United Racing
- Cyclocross
- RC Plane Event
- Conway Elementary Color Run
- Nerf Blasters



### 2023

Daily Passes	570
Yearly Permits	173
Golden Age Permits	261
Arm Gate Tickets	2,801
Barge Slip Rentals	9

**3,814**



## 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	242	22
Braves Baseball	94	6
Summer Softball	274	25
Summer Baseball	562	50
Flag Football	160	18
Fall Baseball	484	38
Fall Softball	252	25
Fall T-Ball	167	14
Braves Baseball	72	6
Youth Disc Golf	7	
Fishing Derby	41	
<b>Total Participants</b>	<b>2355</b>	<b>204</b>



Adult Participation		
	Participants	Teams
Summer Disc Golf	40	
Summer Softball	432	36
Kickball	463	20
Fall Softball	360	30
Volleyball	180	18
Winter Basketball	240	24
<b>Total Participants</b>	<b>1475</b>	<b>128</b>



## Conway Expo and Event Center

The Conway Expo Center and Fairgrounds, strategically located off Highway 64, inaugurated its operations in 2010. With a substantial 40,780 square feet of space, it accommodates up to 2,719 individuals and features efficient heating and cooling systems. The facility boasts 5 overhead doors with a 12-foot clearance, restrooms, and a ticket booth, and adheres to a no-alcohol policy within the premises.

Adjacent to the Expo Center, the outdoor Pavilion spans 55,000 usable square feet and is equipped with power and water amenities. The RV Park provides power and water connections for 46 sites, along with a convenient dump station.

The Event Center has seen continuous growth, offering approximately 6,000 square feet of meeting space with state-of-the-art audio and video capabilities, complemented by a fully equipped catering kitchen. This versatile space is ideal for small business meetings, and when combined with the Expo Center, it serves as an optimal venue for trade shows and conferences.

In 2023, the Conway Expo and Event Center has maintained its momentum, hosting numerous events, city meetings, and activities. As we navigate through the third year since the conclusion of the Covid-19 shutdown, the center has hosted around 85 events for the year. Plans are underway to enhance mid-week utilization of the Event Center, reflecting the ongoing commitment to growth and community engagement.

## 2023 Events

### January

Antique Alley / Blood Drive / Girl Scout Cookie Palooza / City of Conway- AED Training / Battle for the Rock / Snap on Video Shoot / Gun Show / First Convenience Bank Frontline Training / City of Conway- FBI Testing

### February

Conway Police Academy Graduation / American Grappling Federation / Arkansas Bass Nation Meeting / Beast Feast / Conway Police Active Shooter Training / Rhea Lana's

### March

Conway Home Show / G&S Gun Show / CBC Annual Gala / Arkansas Cattleman's Association

### April

Premier Pyrotechnics / Conway Fire Department Testing / Farm Round-Up / Mission of Mercy / Bella Rustina / BMA National Meeting / City of Conway- Department of Sanitation Training / Enchanted / Edward Jones Spring Regional Meeting

### May

Arkansas Connections Academy / Bumper to Bumper/ Arkansas Bass Nation Meeting / Master Gardener Plant Sale / Central AR Human Resources Job Fair / Saline County Kennel Club Dog Show / Entergy Training / Trainer J's Trade Night

### June

Conway Child Safety Fair / G&S Gun Show / Trainer J's Trade Night / Arkansas School Nurse Association / Conway Youth Flag Football Meeting / American Grappling Federation / First National Bank Frontline Training / Conway Boots & Badges

### July

Bella Rustina / Rhea Lana's

### August

SCTE Razorback Conference / Nabco Company Picnic / G&S Gun Show / Arkansas Bass Nation Meeting / City of Conway- Youth Flag Football / Commissioner of State Lands- Land Auction / Rail & Sprue Train & Hobby Show / Arkansas Early Childhood SPED Pros.

### September

AHCA District 1 Queen Pageant for Nursing Home Residents / Bella Rustina / City of Conway- Fire Department Testing / Conway Fire Department Training / Faulkner County Fair / Conway Corp Employee Picnic

### October

Rural Fire Show / Conway Business Expo / Conway Fire Department Testing / Xylem Tree Service Training/ Conway E- Waste Recycling / G&S Gun Show

### November

Edward Jones Fall Regional Meeting / First National Bank Frontline Training / Bella Rustina / Enchanted / Conway Police Graduation / Traffic Engineering Consultants Meeting

### December

Arkansas Bass Nation Meeting/ G&S Gun Show / City of Conway Department Head Christmas Party / Employee Appreciation party



## 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, Gatling 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 2023 Curtis Walker Park was used for the following significant tournaments-

- CASE Baseball Tournament (5)
- USSSA 14AA State Tournament
- USSSA Global World Series
- USSSA All Star State Tournament



## Conway Station Park

In 2023 Conway Station Park was used for the following significant tournaments and the Conway Parks and Recreation Sport Leagues-

- CASE Baseball Tournament (16)
- USSSA 12AA State Tournament
- USSSA All-Star State Tournament
- USSSA Global World Series
- USSSA Fall State Tournament
- Memorial Day Player Talk Classic
- USSSA Fast Pitch Fall State Tournament
- CBC Mustang Invitational





## Don Owen Softball Complex

In 2023 Don Owen Softball Complex was used for the following significant tournaments and the Conway Parks and Recreation Sport Leagues-

- CASE Baseball Tournament (14)
- USSSA Adult Softball Tournament (3)
- USSSA All-Star State Tournament
- USSSA Global World Series
- USSSA Fast Pitch State Tournament
- ASE Fall State Tournament
- Hiland Dairy Classic





## **City of Colleges Park**

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

In 2023 City of Colleges Park was used for the following significant tournaments and Conway Parks and Recreation Sport Leagues-

- P2A Fast Pitch Tournament (6)
- CASE Baseball Tournament (4)
- USA Softball Tournament (3)
- Memorial Day Player Talk
- Hiland Dairy Fast Pitch Tournament
- USSSA State Fast Pitch Tournament
- USSSA Global World Series
- USSSA All Star State Tournament
- USA Softball Tournament
- CBC Mustang Invitational



## Conway Tennis Center

2023 saw a continued growth in tennis across the board. We were down in tournament numbers due to other events being held in the state that were out of our control. Our junior numbers rose in both participation and junior team tennis. 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 3.0 18 and Over	15
Women's 4.0 18 and Over	15
Women's 3.0 40 and Over	16
Women's 3.5 40 and Over	15
*State Finalist	
Women's 4.0 40 and Over	13
Women's 3.0 55 and Over	26
*Local League Champion, State Champion	
Women's 3.5 55 and Over	13
Women's 6.5 Combo 40 and Over	12
*Local League Champion, State Champion	
Women's 7.5 Combo 40 and Over	13
Men's 2.5 18 and Over	9
Men's 3.5 40 and Over	
*Local League Champions	15
Mixed 7.0 40 and Over	13
Women's Tri-Level 3.0, 3.5 40 and Over	15
*Local League Champion, State Champion	

\*Singles leagues are currently playing, so we do not have completed standings

### **Court Usage**

- Daily Reservations – 1,193 (this includes online reservations)\*  
\*through 10/31/2023
- Ball Machine Rental – 270\*  
\*through 10/31/2023
- Conway Tennis Center League – 138 players
- Conway Tennis Center Adult Events – 188 players\*  
\*Breakfast at Wimbledon Mixer was rained out – 32 players
- Adult Sanctioned Tournaments - 160 players
- Lessons – 1,438 hours\*  
\*Hours taught through 10/31/2023

### **Junior**

Arkansas Junior Team Tennis League

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

10 and Under Beginner – 2 teams	12
*Hoopechuk/Young – Local League Champions	
12 and Under Beginner – 5 teams	20
*Davis – Local League Champions, State Champions	
14 and Under Intermediate – 5 teams	19
*Lenderman – Local League Champions	
*Robinson – State Finalist	
18 and Under Beginner – 2 teams	6
*Gruchalsi – Local League champions	
18 and Under Intermediate – 7 teams	30
*Lemieux – Local League Champions, State Champions	

#### Southern Junior Team Tennis League

Level	No. of Players
14 and Under Intermediate – 3 teams	18
*Lenderman – Local League Champions, State Finalist	
18 and Under Intermediate – 3 teams	20
*Lemieux – Local League Champions, State Champions	

- Junior Tennis Program - 556 players
- Junior Sanctioned Tournaments - 198 players
- Conway High School Practices and Matches - 1400 players
- 3A High School State Championship – 48 players

#### **Miscellaneous**

UCA Tournament - 120 players\*

\*Last tournament cancelled due to weather

## 2023 Tennis Center List of Events

### January

- Winter Junior Program Session I

### February

- 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
- Spring Junior Program Session I

### 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
- Junior Spring Program Session II
- CTC Junior Spring Classic

### June

- 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

### 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
- Kids Night Out

**October**

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

**November**

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

**December**

- Ladies Santa Claus Mixer

# Conway Park and Recreation

## Bike and Pedestrian Coordinator Annual Report

### 2023

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#### Mission

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 for bike and pedestrian activities by providing enhanced opportunity and access for any citizen that desires to commute, recreate or participate in cycling via alternative transportation, protected bike lanes, designated routes, soft surface and paved bike and pedestrian trails for all to enjoy regardless of socioeconomic status.

### **January**

- Facilitated a cyclocross race at Lake Beaverfork .
- Volunteer workdays were completed for trail maintenance at Cadron Settlement Park, Pompe Park, and Meadows Tech Park.
- Met with members of CAB and the City and reviewed a new location for the CAB Bike Share Program where low income are able to have free bicycle repairs made.

### **February**

- Coordinated community trail work days at Meadows Tech Park.
- Began work on LaneBlocks, a lane delineator that we are piloting as a cost effective protected bike lane that will also allow to clean the bike lanes with street sweepers.
- Conducted trail maintenance at Cadron Settlement Park and Bunny Slope (behind Dave Ward Walmart)

### **March**

- Attended Biketoberfest planning meeting with Conway Chamber
- Worked to recruit two new BPAB Board members
- Met with NWA Trailblazers in reference to allkidsride.org grants and outride grants. Allkidsride is an elementary PE program that costs \$6,000. The applications were not selected in this cycle.

### **April**

- Continued work on a signage design program to get new trail signs/kiosks made for Cadron Settlement. Met with Hogan Koesis in NWA who agreed to complete the design for free. City of Conway will have to pay for printing.
- Work on plans for Ugly Gnome Mountain Bike race held in May.
- Met with NICA Board and worked on City of Conway hosting the 2023 NICA Coaching Conference and working with UCA and Hendrix to locate a venue for these coaches to meet.

### **May**

- 2023 Ugly Gnome Mountain Bike Race – Part of the state championship series which brings in participants from several states. 215 in total participated with about 335 in attendance. This event was planned by Conway Bike and Pedestrian to bring an event to Central Arkansas and is a fundraiser for the Conway Bearcats mountain bike team, which is a part of the National Interscholastic Cycling Association.

### **June**

- Met with BCycle Bike Share, part of Trek Bicycle Company to discuss options Conway may have in the future for alternative transportation/bike share with e-bike platform.
- Promoted and attended the 2023 Coaching Conference – Over 75 coaches from Arkansas attended. Terry toured them around Conway on bicycles to show them out infrastructure and new projects.
- Met with LaneBlock Jeremy Chrysler to test a prototype at Street Department.
- Met with local media in regards to several recent announcements that affect Bike and Pedestrian.

### **July**

- Completed construction on Meadows Tech Park and built a bridge with volunteer help.
- Attended two BPAB Board meetings including agenda planning and oversight.

### **August**

- Completion of Meadows Tech Park Trail. This is a new 3-mile beginner friendly trail that meanders through the Meadows Tech Park complex. Signage installation was completed several times due to theft.
- Arranged for equipment to be donated for upgrades to the trail system.
- Updated several trail map mobile apps to include the new trails.
- Met with stakeholders, compiled information, and completed the application for Silver Designation for League of American Cyclists for Conway.

### **September**

- Researched a Dirt Jump Park, the location, and design and implementation.
- Currently looking for land to build a progressive jump line to session dirt jumps.
- Reviewed project status and Street Department.
- Met with trail builder at Pompe Park to discuss possible re-routes and options.
- Rebuilt and relocated two bridges damaged by Tucker Creek flood waters on City property.
- Coordinated volunteer workday and worked on trail maintenance at Cadron Settlement Park.

### **October**

- Coordinated materials and equipment to create more trails at Meadows Tech Park

due to 2024 events that are scheduled.

- Accepted 13 loads of dirt and 2 pieces of equipment on loan.
- Led two events as part of Conway Biketoberfest that were kid and family friendly.

#### **November**

- Pending completion of upgrades on Meadows Tech Park trails to make them more suitable for hosting events.
- Corrected drainage issues.
- Planned and attended BPAB meeting and working on reorganization of the City board.





# Building Permits & Inspections Department

## 2023 Year End Report

### **STAFF**

Director & Mechanical Inspector – Cecil Corning  
Assistant Director & Electrical Inspector – Zach Castleberry  
Building Inspector – Ken Eckert  
Plumbing Inspector – Paul Jones  
Building Permit Coordinator – Missy Schrag  
Permits Technician – Rebecca Alexander  
Permits Technician – Patrick Cole

### **Memberships & Licenses**

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

## **Code Workshops and Conferences**

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

### **Cecil Corning – Director & Mechanical Inspections**

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

### **Zach Castleberry – Inspector**

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

### **Ken Eckert – Inspector**

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

### **Paul Jones—Inspector**

Plumbing Inspector, State of Arkansas #P103466  
Master Plumber License-MP3908  
Repair Technician-RT0051  
HVAC Inspector, State of Arkansas #2927420  
Electrical Inspector, State of Arkansas #EI-1802

**Building Permit Totals are as follows:****Estimated cost of construction based on builder's valuation. (Commercial & Residential)**

YEAR	COST OF CONSTRUCTION	TOTAL FEES PAID
2023	\$316,998,020.45	\$1,113,148.95
2022	\$266,946,572.59	\$1,737,446.63

Permits Type	Last Year Report (2022)	YTD Totals 2023
Residential (New)	294	201
Res (Accessory)	55	49
Res (Addition)	35	26
Res (Remodel)	43	44
Multi-family	12	18
Commercial (New)	79	39
Com (Accessory)	4	10
Com (Addition)	8	9
Com (Remodel)	62	50
Demolition	34	24
Mechanical	693	504
Electrical	778	633
Plumbing	479	348
Gas	205	234
<b>Total</b>		



# PLANNING & DEVELOPMENT 2023 YEAR END REPORT

## PLANNING AND DEVELOPMENT DEPARTMENT STAFF

The following staff served the Planning and Development Department in 2023.

Director of Planning and Development – Anne Tucker

Senior Planner – Beth Sketoe

Senior Planner – Ryan Robeson

Long Range Planner – Tara Jackson

Planning Technician – Lauren Hoffman

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

18 rezoning requests were reviewed by the Planning Commission and the Planning & Development Department. 12 were approved as requested, 2 failed at Planning Commission and were appealed to City Council and denied. 1 application was tabled, and 3 rezonings were still pending City Council review. A total of 384.02 acres were reviewed to be rezoned prior to the December 2023 Planning Commission Meeting. If the remaining outstanding rezonings pass at City Council, a total of 385.86 acres will have been reviewed to be rezoned in 2022.

Month	Location	Requested Zone Change	Acreage	Action
Feb	3130 Nutters Chapel Rd	A-1 to R-1	2.30	Approved
Feb	3547 Nutters Chapel Rd	Major PUD Modification	66.87	Approved
Apr	East of Fawn Trl, north of Bell Valley Ph 4	R-1 to PUD	14.27	Approved
May	2138 Old Morrilton Hwy	R-2 to O-1	1.87	Approved
May	1575 Pike Ridge Rd	R-1 to C-3	0.55	Approved
May	1700 South Blvd	R-2A to S-1	1.86	Amended to R-2 at meeting; tabled to Jun PC meeting and passed
Jun	East of the intersection of Padgett Rd & Spencer Lake Dr	A-1 to PUD	11.60	Failed; appealed to CC and failed
Aug	931 Faulkner St	O-3 to C-1	0.63	Approved; tabled at CC
Aug	203 Second St	R-2 to MF-3	0.28	Approved; tabled at CC
Aug	450 Corporate Dr	I-3 & PUD to S-1	27.73	Approved
Aug	523 Polk St	R-2A to R-2	0.20	Approved
Aug	505 Polk St	R-2A to R-2	0.19	Approved
Aug	2730 Allyson Ln	O-2 to O-1	1.00	Approved
Aug	Southeast of Bruce St & 6 <sup>th</sup> St	Major PUD Modification	158.00	Approved

Month	Location	Requested Zone Change	Acreage	Action
Sep	1 Eagle Wing Dr	A-1 to R-1	80.00	Failed; appealed to CC and failed
Sep	5620 & 5625 Spencer Lake Dr	A-1 & PUD to R-1	11.86	Approved
Oct	Terminus of Lewis Ranch Rd	A-1 to MF-2	5.72	Approved
Dec	1811 & 1813 Harkrider St, 1152 Hunter St	R-2A & O-2 to PUD	0.93	Pending CC approval

## Conditional Use Permits

7 conditional use permit requests were reviewed by the Planning Commission and the Planning & Development Department. 6 requests were approved, and the final item is pending the January 9, 2024, City Council Date. A total of 11.88 acres were reviewed for conditional use prior to the December 2023 Planning Commission Meeting. If the pending conditional use request passes at the City Council level, a total of 12.66 acres will have obtained conditional use permit approval.

Month	Location	Requested Conditional Use	Zone	Acreage	Action
Jan	1305 S Harkrider St	Transmission Tower	C-3	1.00	Approved
Mar	783 Diane Ln	Extermination Service	O-1	4.40	Approved
Apr	1715 Bowie St	Duplex	C-2	0.46	Approved
Jun	1700 South Blvd	Childcare Facility	R-2	1.86	Approved
Aug	2515 & 2505 Prince St, 963 Farris Rd	Eating Place with Drive-Thru & Food Store	O-1	1.43	Approved
Aug	134 Harkrider St	Shelter for the Homeless	C-3	2.73	Approved
Dec	2885 Prince St	Modification of existing permit to allow Eating Place with Drive-Thru	O-2	0.78	Pending CC approval

## Annexation

No petitions for annexation were reviewed by the Planning Commission, the Planning & Development Department, and other City agencies this year.

## Board of Zoning Adjustment

The Conway Planning Commission acts as the zoning variance review authority, the Board of Zoning Adjustment. 4 requests for zoning variance were reviewed by the Planning Commission and the Planning & Development

Department, with 1 item pending review by the Planning Commission, and 1 item being denied. A total of 8.13 acres were reviewed prior to the December 2023 Planning Commission Meeting. If the pending zoning request passes at the December Planning Commission, a total of 26.92 acres will have obtained zoning variance approval.

Month	Location	Variance Requested	Zone	Acreage	Action
Apr	1505 E Oak St	Increased sign height	C-3	1.28	Tabled to May; failed
May	3200 Dave Ward Dr	Primary building height in excess of maximum allowed	C-2	6.29	Approved
May	112 Shamrock Dr	Reduction in planting screen easement	MF-3	0.41	Approved
Jun	1709 Robins St	Reduced lot depth	R-2	0.15	Approved
Dec	301 Bruce St	> 35' building height for MF-3 use for Hudson Apartments	PUD	20.07	Pending PC approval

## Administratively Approved Zoning Variance Applications

With the passage of O-23-11, Article 7 [Board of Zoning Adjustment] allows for small special exceptions and enhanced review criteria for variances to be administered by the Planning & Development Department.

Month	Location	Variance Requested	Zone	Acreage	Action
Oct	2002 Weems St	Reduced lot depth	R-2A	0.34	Approved

## Vacation of Rights-of-Way and Easements

There were no street, alley, or easement vacations submitted to the City Council in 2023.

## SUBDIVISION/REPLATS

### Subdivision

Approximately 67 plats were submitted for review in 2023, 3 of which were preliminary major subdivisions requiring Planning Commission review, 62 represented minor subdivisions or replats that did not require Planning Commission review, and 2 were minor subdivisions or replats which required Planning Commission review due to engineering elements or requests for waivers. No extensions were requested for previously approved preliminary major subdivisions.

### Lot Creation

The total number of lots created from plats filed in 2023 (including lots created from plats submitted for review in 2021 and 2022) were 98 residential lots and 31 mixed-used/non-residential lots (including multi-family lots).

## DEVELOPMENT REVIEW

Development review consists of the evaluation of non-one or two family site plans against city land use regulations. 31 development reviews were approved by staff (including reviews submitted in 2022). A total of 49 development review applications were submitted with 15 developments currently active in review; 2 submissions were withdrawn, and 1 submission was voided.

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.



## Development Review Appeals heard by Planning Commission

Month	Location	Exception Appeal Requested	Zone	Acreage	Action
Oct	2515 & 2505 Prince St, 963 Farris Rd	To not have to construct required cross access to adjacent property to the west	O-1	1.43	Approved by PC

## CODE AND PLAN AMENDMENTS

### Zoning Code

Article 5 that added Section 529 to require tree planting for new single-family and two-family/duplex construction, was approved at the July 26, 2022, City Council meeting and went into effect on March 1, 2023.

Article 5 that amended section 503, adding regulations regarding Accessory Dwelling Units was approved on the January 10, 2023, City Council meeting.

Article 7 [Board of Zoning Adjustment] was modified to correct a state law requirement and allow for small special exceptions and enhanced review criteria for variances. This was approved at the January 10, 2023, City Council meeting.

Article 5 that added Section 530, was amended to add requirements for Data Centers and Data Mining. Article 13 [Definitions] was amended to add new terms specific to this use. Article 802.2 [Application for a Conditional Use Permit] added provisions specifically to data centers and noise. This was approved at the September 26, 2023, City Council meeting.

### Master Street and Trail Plan

The Master Transportation Plan was added as an amendment to the existing Master Street Plan. Included in the amendment is an alternative alignment for the future Baker-Wills Parkway. The parkway has been indicated on the Master Street Plan since at least 1991 with various alternatives. Since that time it has been the city's intent to see the project federally funded. However, this uncertainty has caused difficulty for land owners along the route. The included alternative provides a routing location for the parkway if the project is not federally funded and construction occurs as result of a development. The plan adopted the Master Bike Plan and Master Pedestrian Plan as part of the Master Transportation Plan. It further placed existing complete streets policies into the plan and provided additional policies. Currently, no narrative portion of the plan exists. This narrative will provide a framework for future updates to the Master Transportation Plan. Approved by City Council on January 24, 2023, R-23-06.

### Boards & Commissions

Article 1 of Boards and Commissions was readopted through ordinance to establish standard operations and regulations for all Boards and Commissions throughout the city. This was adopted by the City Council on September 12, 2023, via O-23-63. Article 2 of Boards and Commissions will be updated by each respective Board and Commission in 2024. This will create specific operations and regulations for each individual Board and Commission.

## 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. The division provides annual updates of new annexations to the Census to assist in population calculations and manages the city's addressing systems, coordinating new and updated addresses with Conway Corp, USPS, Faulkner OEM and the Assessor's office. Web maps are created and maintained to easily share information with the public and other city departments.

## Enterprise Permitting & Licensing Software (EPL)

The Planning Department is the administrator for the Enterprise Permitting and Licensing software for City departments that use it. This year staff, along with contracted representatives, implemented and created new online applications for the software across multiple departments and are currently in the process of implementing future projects. These applications, once finalized, can all be applied for online through the City's Civic Access Portal.

### City Clerk

The Planning Department worked alongside the City Clerk to implement applications from Enterprise Permitting & Licensing for the Office of the City Clerk. Permits created were an Advertising & Promotion permit, Short Term Rental permit, and Supplemental Beverage permit. All three permits are in the testing phase and are hoped to go live early 2024. Private Club permits were discussed, but not actively created at this time.

### Mobile Food Vendor

A new Building Permits & Inspections Department permit was created for the use and issuance of Mobile Food Vendor permits, which was implemented and went live in October 2023.

### Small Wireless Attachment Permits

The Planning Department instituted a new Small Wireless Attachment permit within its department in August of 2023.

### Right of Way Permits

Right of Way permits are currently in the development stage for the Transportation Department. These permits are in aid to the new street cut ordinance adopted by O-23-94.

## OTHER PLANNING DEPARTMENT ACTIVITIES

### Sign Permits Issued

The Planning & Development Department reviews applications and issues sign permits. A total of 148 sign permits were issued in 2023 by 12/8/2023, 34 of which were for temporary (banner) signs.

### Small Cell Permits Issued

The Planning & Development Department formally added review applications for Small Cell Permits this year for small cell wireless facilities and issues small cell permits. A total of 33 permits were issued in 2023.

## 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 29 Old Conway Design Overlay District requests. The last several years have seen increasing 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.

Month	Location	Request	Zone	Acreage	Action
Feb	1516-1518 Caldwell St	Window replacement	RHD	0.19	Approved
Feb	565 Front St	Adaptive reuse	OCDOD	0.81	Approved

Month	Location	Request	Zone	Acreage	Action
Feb	365 Watkins St	Residential addition	OCDOD	0.25	Approved
Feb	714 Harkrider St	Adaptive reuse	OCDOD	0.44	Approved
Mar	125 Center St	Awning and shade structure additions	OCDOD	4.79	Approved
Mar	1169 Mitchell St	Residential addition	OCDOD	0.44	Approved
Mar	1915 Johnston Ave	Remodel	OCDOD	0.16	Approved
Apr	812 Davis St & 1724 Robinson Ave	Modification to previously approved COA	RHD	0.48	Approved
Apr	224 Johnston Ave	New single-family residence	OCDOD	0.12	Approved
May	354 Watkins Sr	Exterior modifications	OCDOD	0.13	Approved
May	1626 Lincoln St	New single-family residence	OCDOD	0.17	Approved
May	303 Locust Ave	Exterior modifications	OCDOD	0.19	Approved
May	920 Mitchell St	Accessory structure modifications	OCDOD	0.27	Approved
May	1006 Garland Ave	New fencing and concrete pad	MSN-SP	0.49	Admin Approved
Jun	1504 Prince St	Addition and remodel	RHD	0.19	Approved
Jun	1520 Prince St	Small wireless facility	RHD	0.40	Approved
Jun	2115 Hickory St	Addition and remodel	OCDOD	0.32	Approved
Jun	565 Front St	Adaptive reuse	OCDOD	0.81	Approved
Jun	2060 College Ave	Remodel	OCDOD	0.23	Approved
Jun	2140 Caldwell St	Addition and remodel	OCDOD	0.66	Approved
Jul	136 Oliver St	Addition and renovation	OCDOD	0.46	Approved
Aug	1504 Prince St	Exterior modifications	RHD	0.19	Approved
Aug	310 Davis St	Accessory dwelling unit reconstruction	OCDOD	0.39	Approved
Aug	2025 Robinson Ave	Fence addition	OCDOD	0.78	Approved
Aug	2055 Harkrider St	Sidewalk review	OCDOD	1.12	Denied
Sep	1711 Simms St	New residential accessory structures	OCDOD	0.30	Approved
Oct	1831 Mill St	New single-family residence	OCDOD	0.16	Approved
Oct	1406 Clifton St	New single-family residence	OCDOD	0.25	Approved
Oct	713 First St	New accessory structure	OCDOD	0.30	Approved
Oct	521 Third St	New accessory structure	OCDOD	0.20	Admin Approved
Nov	824 Davis St	New single-family residence	RHD	0.19	Approved
Nov	2002 & 2006 Weems St	2 New single-family residences	OCDOD	0.34	Approved
Nov	2005 Harkrider St	Monument sign	OCDOD	1.12	Approved
Nov	565 Front St	Adaptive reuse	OCDOD	0.81	Approved
Dec	707 Parkway St	Commercial remodel	OCDOD	0.48	Pending HDC approval
Dec	950 Watkins St	New single-family residence	OCDOD	0.22	Pending HDC approval

## Bicycle & Pedestrian Advisory Board

In 2023 the Bicycle and Pedestrian Advisory Board discussed a range of issues related to cycling and pedestrian safety, infrastructure, and advocacy in the city. They addressed concerns about parking in bike lanes, visibility at intersections, uneven enforcement of sidewalk parking rules, and safety enhancements specifically along Hairston and Donaghey. The idea of lane block delineators was introduced and discussions with the city for the idea to utilize them along existing bike lanes as a way of providing protection to cyclists.

The BPAB board also focused on providing input for the bike friendly application as surveys were provided to ensure input on the application. Several discussions of the current projects were presented to the BPAB board by the Bicycle and Pedestrian coordinator. Also, the discussion of a "Vision Zero" plan was discussed among the board to provide feedback for implementing a plan to work towards zero accidents/fatalities related in cycling and pedestrian activity. The board was also reminded of the current updated by laws as were some efforts to motivate current members on the need to stay motivated for regular attendance and planning for the upcoming year.

## Tree Board

2023 is Conway's 17th year as a Tree City USA member and accomplished the following in coordination and support of City Departments, Conway Corporation, Chamber of Commerce, Faulkner County Extension Office, and Arkansas Forestry Division and community stakeholders.

- January 1- Community event: First Day Hike Cadron Settlement Park.
- January 13- UCA Capstone Projects Environmental Science: Tree Canopy Change and its Relationship with the Socio-Demographics of Conway, Arkansas and Suitability Modeling for Red Oaks and White Oaks in Conway, Arkansas.
- March 17- Community event: Spring Tree Giveaway- residents received over 700 free native trees for residential planting with remainder donated to FC Master Gardeners Plant Sale.
- April 21- Community event: Yoga Under the Trees/Laurel Park for Earth Day with True Alisandre.
- May 1- Arkansas Center for Forest Business research presentation: Conway, Ar. Urban Trees provided \$5,031,163 in accrued annual benefits to the city.
- May 5-7- Community event: Co-hosted Natural State Climbing competition at Hendrix College for professional arborists.
- May 25- Community event: Yoga Under the Trees /Cadron Settlement with Johanna Eppes.
- June 24 - Community event: Yoga under the trees / MLK Park with DeNee Knight.
- November 4- Conway Arbor Day Festival:
  - Community photo contest,
  - 100 free native trees were given to help with storm recovery.
  - Donation of Tree Adoption activities for CoHo Academy students.
- Dave Ward Exchange- Beautification project with Conway Chamber of Commerce and ARDOTcomplete.
- Two Champion Trees determined to be in Conway- Persimmon (Stone Dam Creek) and Willow Oak (UCA Campus).
- Received Tree City USA Growth Award in 2023.

### Pending:

- Brick Paver installation waiting for Conway Corp project completion in Laurel Park.
- Winter Tree Planting- 4 Red Oaks along Tucker Creek near Reedy Road.

## Krista Quinn – Faulkner County Extension Agent– Horticulture

October 1, 2022- September 30, 2023

### Urban Forestry Report

- Serve as advisor to the Conway Tree Board
- Completed the Tree City USA application for Conway

- Assisted with Tree Board projects including tree planting in Laurel Park, a spring tree giveaway
- of over 700 trees, coordination of “Yoga Under the Trees” events, and coordination of the
- Conway Arbor Day festival
- Provided tree selection and care recommendations to the Planning & Development Dept.,
- Physical Plant, Transportation Dept., and Parks and Recreation Dept.
- Conducted tree risk inspections along public rights-of-way and on several private properties and
- made recommendations to ensure public safety
- Conducted hands-on pruning training for Physical Plant staff
- Assisted Milestones, Inc. to implement a project to provide removal of a hazardous tree and pruning of other trees on their playground
- Educational Programs: Presented 2 virtual programs on tree care for the public with more than 1100 registrants

2023 saw two changes in staffing. In May of this year, Tara Jackson was hired as a Long Range Planner and Historic District Specialist for the Department. Director Kris Paxton left in September and Troy Rice was named Interim Director serving until November 6<sup>th</sup> when Anne Tucker was hired to serve in that role. Senior Planner Beth Sketoe successfully completed her Certified Planner training and passed the certification exam in November.

Previous Director, Kris Paxton, began a project to update the current zoning code and explore options to bring them more into compliance with modern standards. He tasked Senior Planner, Ryan Robeson and Long Range Planner, Tara Jackson with an in-depth analysis of the Zoning Code, Subdivision Ordinance, and the Comprehensive Growth Map. The goal is to work towards making systemic adjustments which will provide the public and the department with a more efficient application of the regulations. Currently, any adjustments are in a preliminary stage where staff is reviewing areas that need the most immediate attention. Any adjustments will go through an extensive vetting period involving appointed and elected officials as well as community members and specific stakeholder groups. The coming year should see momentum in updating our regulations to maximize efficiency and reinforce collaboration between staff and applicants.



# Department of Public Works 2023 Year End Report

Director – Spencer Clawson  
Administrative Assistant – Lily Couch

## CODE ENFORCEMENT

The City of Conway has 3 Code Enforcement officers and one administrative support person. They are trained to respond to various complaints within 24 hours of the complaint being received. If the complaint is safety sensitive, that complaint will be prioritized to be addressed immediately.

Code Enforcement works directly with many organizations and departments throughout the city, including but not limited to, the Chamber of Commerce, Conway Corp, Lisa Stephens CPA, A&P Commission, to enforce municipal, zoning, nuisance and adopted codes.

This year has been an incredibly busy year for our Code Officers. You'll find below a recap of Code Enforcement activity.

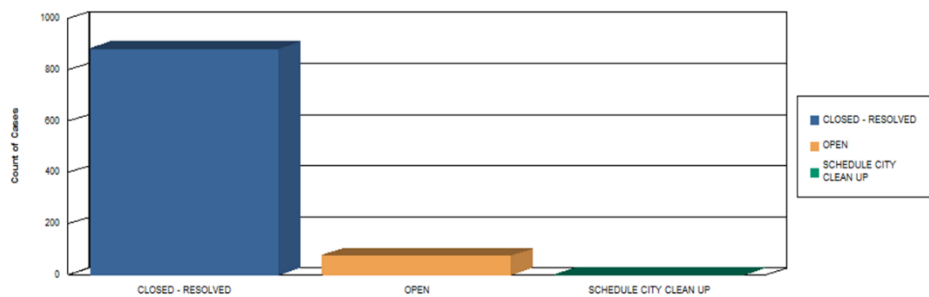
## CODE ENFORCEMENT

### Violation Report

Year End Totals	2020	2021	2022	2023
Total Courtesy Notices			1366	1306
Total Violation Notices	762	1247	888	963
Total Citations Written	52	51	56	33
City Restrictions (Sidewalk Flyer)			120	145
Online Complaints	362	336	330	246
Total Scheduled City Clean-ups	44	31	21	18

## CODE CASES CLOSED/ OPENED BY STATUS (01/03/2023 TO 12/15/2023)

### FOR CITY OF CONWAY





## **PHYSICAL PLANT**

The Physical Plant, at full staff, has two custodians and six maintenance crew employees. I'm breaking our work into categories to understand best the scope of our work. Seeing it in this format helps to break down the different skill sets necessary to keep the city safe and beautiful.

### **Buildings**

- General maintenance, groundskeeping, and janitorial services for city buildings. This includes the cleaning, stripping, waxing, and buffing floors, plumbing, and electrical tasks that were within our abilities.
- Generator maintenance at City Hall
- Rogers Plaza fountain maintenance
- Deep cleaned carpets at IT, CEOC, District Court, Sanitation, and City Hall
- Safety rail painting
- Replaced lighting at Animal Welfare, CEOC, CDOT
- City Attorney's Office remodel (built wall, painted, installed carpet, trim work)
- Painted at IT and repaired drywall
- Repaired slats in 7 benches (Simon Park, Parkway, District Court)
- Maintenance for Post Office
- Pressure washed at Airport hangers
- Deep cleaning at the Airport to prep for the Flight School event
- Painted at District Court
- Installed new inmate seating at the District Court

### **Community**

- Tiny Toad installation
- Code Enforcement clean-ups
- Hanging flower baskets
- Rogers Plaza fountain repair (waterproof coating, electrical, pump replacement, painting)
- Shopping cart collection
- Abandoned homeless camp clean-up
- Intersection and traffic circle debris clean-up
- Ditch and intersection poisoning
- Toad Suck Daze setup, litter control, breakdown
- Provided Community Service hours to 73 citizens
- Spencer spoke at morning Rotary Club, Noon Lions Club, and Falkner County Landlord Association meetings.

- Searched for Tanvi Maurapali
- Debris cleanup after wind storm (this effort took about three weeks)
- Prepped city for the Christmas holiday
- Sidewalk pressure washing, debris removal, litter control
- Providing safety barriers for local 5k races
- Crape Myrtles maintained (trimming, grate reduction, weed barriers installed)
- Maintained 78 flower pots and eight large planters for the Downtown Partnership
- Pressure washed Conway monument signs on I-40
- Removed graffiti

### **Backflows for city properties**

- All city owned RPZ backflow devices (106) were tested and maintained.

### **Education**

- Jon Bach, Keith Paton, and Dustin Smith completed certifications for RPZ testing and repair from the state.
- Jon Bach, Dustin Smith, and Chris Teal received their certification to use and handle regulated poisons.

### **Addition activities**

- Set up for City events (groundbreakings and ribbon cuttings)
- Cleaned out Court Street property
- Cleaned out property located at new roundabout

### **Director's Final thoughts**

The Physical Plant has really leveled up this year. We are more educated and more experienced with skilled labor. Our implementation of "Downtown Day" and "Building Day" (these are done every Monday of payday weeks) has allowed us to keep a strict and regular focus on the needs of each building we maintain, as well as our downtown area. These focus days started in February of 2023 and have been a great success and continue to define our "customer service" centered role. Our Code Enforcement efforts and creative approaches to gain compliance stand out in the state. I'm very proud of the efforts of our Code Officers to be fair and reasonable with our citizens, even in the face of difficult obstacles. This year, we have maintained focus of commercial properties as well as residential with the implantation of "Commercial Mondays". This allows our officers to focus on Commercial properties each Monday, free from the distraction of residential complaints.

Public Works maintains our focal point on the safety and beautification of the city of Conway. Combining Code Enforcement and the Physical Plant has been a major boon for city employees and citizens alike.



2023

# CONWAY POLICE DEPARTMENT ANNUAL REPORT



City of Conway Arkansas

1-3-24

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## Conway Police Department – 2023 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 for police services by a growing community.

Special Operations worked thirty-four (34) special events resulting in 1,441 total man-hours. SWAT reported being utilized twenty-five (25) times during 2023. Ten (10) utilizations were for arrest/search warrants for the Criminal Investigation Division. Six (6) utilizations were for Narcotic's operations. Three (3) utilizations were to assist the Faulkner County Sheriff's Office and the 20<sup>th</sup> Judicial Drug Taskforce with arrest/search warrants. Five (5) utilizations were for barricaded subjects that were all resolved peacefully and one (1) utilization to assist a federal agency with a search warrant. The Investigations Division worked on a total of 1,831 cases, a 14% increase from 2022. The Narcotics Division dealt with 430 cases, a 0.7% increase from 2022. Department wide, there were 3,691 adult arrests and 386 juvenile arrests made in 2023. This is a 3% decrease in adult arrests and a 41% increase in Juvenile arrests when compared to the previous year. Conway Emergency Operations Center processed 102,580 telephone calls for an average of 281 calls per day. There were 33,197 Emergency 911 calls received, which is an 11% increase compared to the previous year. The average response time for Patrol Officers for Priority 1 calls from Dispatch to Arrival was 4:36 minutes. Animal Welfare Unit reported a total intake of 1,321 animals, a total of 713 adoptions and rescues, and 2,003 licenses issued. The euthanasia rate for animals brought into the Conway AWU was 23% in 2023 and 19% in 2022. A total of 1,016 citations and warnings were issued. There was a total of 29,579 hours of training for officers in 2023; these hours included Basic Police Academy Training, K9, SWAT, Field Training as well as De-escalation, Crisis intervention Training, and Duty to Intervene.

This year, the Conway Police Department introduced two Crisis Intervention Teams (CIT). These teams comprised of one officer and one social worker from Counseling Associates/Arisa Health, marking the establishment of the first full-time co-response teams in Arkansas. The program aims to achieve several key objectives: diminish the heavy load of mental health-related calls on the Patrol Division, decrease the instances of individuals with significant mental health issues being arrested due to their condition, and alleviate the strain on EMS and local ERs in managing mentally ill individuals. In 2023, our department expanded our Patrol Division by adding two new canines. This addition will distribute the workload more evenly across patrol teams by adding a canine to each shift.

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

Chief William Tapley



# Conway Police Department – 2023 Annual Report

## CRIME INFORMATION


**Violent Crimes**, overall, experienced a 1% decrease from 2022 to 2023. There were 295 violent crimes reported in 2023 versus 299 violent crimes reported in 2022. The violent crimes in Conway for 2023 are broken down as follows:

- There was a 43% decrease in Murders with 4 reported in 2023 and 7 reported in 2022.
- There was a 26% decrease in Rapes with 23 in 2023 and 31 reported in 2022.
- There was a 81% increase in Robberies with 29 in 2023 and 16 reported in 2022.
- There was a 2% decrease in Aggravated Assaults with 239 in 2023 and 245 reported in 2022.

**Property Crimes**, overall, experienced a 7% decrease from 2022 to 2023 with 1,633 property crimes reported in 2023 versus 1,759 property crimes reported in 2022. The Property Crimes in Conway for 2023 are broken down as follows:

- There was a 24% decrease in Burglaries with 127 in 2023 and 168 reported in 2022.
- There was a 6% decrease in Thefts with 1,380 in 2023 and 1,473 reported in 2022.
- There was a 8% increase in Motor Vehicle Thefts with 121 in 2023 and 112 reported in 2022.
- There was a 17% decrease in Arsons with 5 in 2023 and 6 reported in 2022.

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



	2017	2018	2019	2020	2021	2022	2023
Murder	1	6	2	3	0	7	4
Rape	25	42	37	45	38	31	23
Robbery	63	56	51	30	33	16	29
Burglary	315	245	175	158	175	168	127
Theft	1,797	1,793	1,413	1,607	1523	1473	1,380
Motor Vehicle Theft	144	91	100	122	140	112	121
Estimated Population					64,134	67,828	67,828

# Conway Police Department – 2023 Annual Report



## **Conway Police Department Divisions**

### **ADMINISTRATIVE DIVISION**

The Administration Division consists of 6 sworn officers and 34 non-sworn who are assigned to the following sections: Office of Professional Responsibilities, Conway Emergency Operations Center, Conway Animal Welfare Unit, Health and Wellness and Public Information Office. The following Administration Division statistics were reported for 2023:

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

The Conway Emergency Operations Center processed a total of 102,580 telephone calls in 2023 for an average of 281 calls per day. Of those calls, 1,009 were landline 9-1-1 calls, 32,188 were wireless or VoIP calls, and 69,383 were non-emergency calls. This is a decrease of 384.94% in landline 9-1-1 calls, an increase of 22.94% in wireless or VoIP calls, and an increase of 10.89% in non-emergency calls from the previous year. Overall call volume increased by 10.78% from 2022. Of the 9-1-1 calls processed by the Conway Emergency Operations Center in 2023, 98.14% of calls were answered within 10 seconds and 100% of calls were answered within 15 seconds.

#### **Conway Animal Welfare**

Animal Welfare impounded 1,321 animals in 2023 as compared to 1,141 in 2022, a 14% increase. Dogs/Cats adopted or placed at a rescue center during 2023 were 713, a 6.26% increase over 2022's 671. Conway residents purchased 2,003 dog and cat licenses during 2023, a 13% decrease from 2,324 licenses the year before. These licenses along with half of the adoption fees brought in \$32,315.00 in 2023 as compared to \$30,176.00 in 2022. While our city tag sales were down, our efforts in getting animals adopted showed an improvement in generating revenue. 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 23% in 2023 and 19% in 2022. According to the ASPCA the national average is approximately 15%. We are working on developing new relationships to help us drive down those rates, which will also increase our adoption/ rescue rates. The adoption/rescue rate for dogs/cats brought into the AWU in 2023 was 54% as compared to 55% in 2022. The national adoption rate is 49% (According to ASPCA). AWU officers issued 1,016 warnings and citations in 2023, as compared to 734 in 2022, which is a 38% increase. Calls for service were 3,418 in 2023 and 2,687 in 2022, an increase of 27%.



## Conway Police Department – 2023 Annual Report

### PATROL DIVISION

The Patrol Division consists of 72 sworn officers and 1 non-sworn. The following statistics were reported for 2023:

- The Patrol Division has 16 pillars of training that each officer must complete. As of the end of 2023, the Patrol Division has maintained an 84% 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 3,691 adult arrests made in 2023 in comparison to 3,809 in 2022: a 3% decrease. There were 386 juvenile arrests in 2023 in comparison to 254 juvenile arrests in 2022 resulting in a 41% increase.
- Patrol reported 37 police pursuits, up from 32 in 2022, a 14% increase. They also worked 2,340 accidents on the roadway along with 855 Private Property Accidents in 2023 resulting in a total of 3,195 accidents worked. This represented a 2% decrease from 2022.
- 108 DWI/DUI arrests were made in 2023 in comparison to 124 in 2022; a 14% decrease. 20 No Seat Belt citations were issued in 2023, an 11% increase from the 18 citations issued in 2022. 29 No Child Passenger Restraint citations were issued in 2023, a 47% increase from the 18 issued in 2022.
- The K9 Unit was utilized 410 times throughout the year for vehicle searches, building searches, and narcotics searches. This is a 26.5% increase from 2022. The street value of illegal drugs seized by the K9 unit is valued at \$303,350. The K9 unit also performs demonstrations during the year at schools, civic groups, and other community events. Two new K9 teams were added for 2023, bringing a total of six K9 teams to the Conway Police Department. Four K9 teams are assigned to the Patrol Division and two are assigned to the Criminal Investigation Division.



# Conway Police Department – 2023 Annual Report

## Special Weapons and Tactics (SWAT)

SWAT reported being utilized twenty-five (25) times during 2023. Six (6) utilizations were for Narcotic's operations. Ten (10) utilizations were for arrest/search warrants for the Criminal Investigation Division. Three (3) utilizations were to assist the Faulkner County Sheriff's Office and the 20th Judicial Drug Taskforce with arrest/search warrants. One (1) was to assist a Federal Agency with a search warrant. Five (5) utilizations were for barricaded subjects that were all resolved peacefully. Each SWAT officer averaged 336 training hours in 2023 and the team accumulated a total of 4,848 training hours.

## Field Force

The Conway Police Department Field Force team is composed of one Team Commander, one Team Leader, one Assistant Team Leader, three squad leaders, two Grenadiers and one Drone pilot. During 2023, there were no active protests or calls of civil unrest. One squad was put on stand-by for a potential protest that never developed. The team conducted two training sessions for police academy students. Grenadiers and supervisors completed an annual less lethal and chemical munitions training class. The Conway Police Department hosted a multi-agency training session in which teams from the Little Rock Police Department and the Arkansas State Police participated in several scenario-based situations.

## INVESTIGATIONS DIVISION

The Conway Police Department Criminal Investigation Division consists of 38 sworn officers and 1 non-sworn who are assigned to Investigations, Narcotics, Narcotic K9, Crime Suppression Unit, and School Resource. The following CID statistics were reported for 2023:

- Criminal Investigations worked a total of 1,831 cases, a 14.1% increase from 2022. Narcotics reported 430 cases opened a 0.70% increase compared to 2022; \$920,740.80 worth of illegal drugs seized, an 80.61% decrease compared to 2022; and 22 search warrants served, a 12% decrease compared to 2022. School Resource Officers generated 402 reports for 2023. The Crime Suppression Team generated 51 reports for 2023, were responsible for 78 felony arrests, 53 misdemeanor arrests, served 53 arrest warrants, recovered 6 stolen vehicles and seized 8 illegal firearms.

## **PROGRAMS**

### **Health and Wellness Program**

The Health and Wellness Program continued to develop this year. Education and training for officers within the identified 5 core areas of health- mental, physical, spiritual, financial, and domestic/social- has continued this year. Resources within the community that are available to address the 5 core areas of health continue to be added and vetted for use. The program continues to provide informal in-house “counseling” to officers and staff as well as referrals to outside therapists that provide services for low or no cost. Use of ARLEAP for debriefings after critical incidents continued this year as well.

The Chaplain program restarted this year and is close to being fully implemented. 5 new Chaplains have volunteered to assist the department this year and have recently completed their training.

The Crisis Intervention Team (CIT) and Community Crisis Response Team (CCRT) programs continued development this year. Three CIT training courses were conducted in 2023 with more planned for 2024. The goal of the CIT program is to provide a 40-hour week of training to all officers to allow officers to better serve individuals with mental illness. The training centers around education of officers on mental illness, education on de-escalating individuals with mental illness, and opportunities to practice de-escalation techniques. Further development and expansion of the CIT program will continue in 2024.

Two CCRT teams were implemented and fully trained this year. In conjunction with Counseling Associates/Arisa Health, CPD paired one officer with one social worker to create the first full time true co-response teams in the state of Arkansas. The goals of the program are to reduce the high burden of mental health related calls on the Patrol Division, reduce the instances of individuals with significant mental health issues being arrested for behavior related to their mental illness, reduce the burden on EMS and local ER’s having to handle mentally ill individuals, and attempt to alleviate homelessness and reduce the burden of the homeless population on local resources.

The CCRT teams respond to calls made to dispatch involving any individual in crisis and specifically focus on mental health related calls. The team then attempts to de-escalate the situation, assess the needs of the individual or situation, and then assist individuals in accessing resources to address those needs. A full 4 weeks of training was provided to each team prior to launch and ongoing training of the teams continues. A steering committee of local resources/stakeholders was developed in conjunction with this to aid the program in development and to assist in further training of the teams. Since inception, the CCRT program has responded to 1,600 calls and 1,450 referrals for service. Additionally, the program has had 39 jail diversions and 97 medical diversions.

### **Drug Take Back Program**

Conway Police Department maintains a permanent drop box for citizens to dispose of their unused prescription drugs. In 2023, 750.5 lbs. of prescription medications were collected and disposed of safely through this program.



# Conway Police Department – 2023 Annual Report

## SUPPORT DIVISION

The Support Division consists of 8 sworn officers and 12 non-sworn who are assigned to the following sections: Training, Warrants, Property and Evidence, Records, and Information Technology and Fleet Maintenance. The following Support Division statistics were reported for 2023:

- The Training Unit reported a total of 29,579 hours of training in 2023, a 10.1% decrease from 2022. These hours included Basic Police Academy training, Field Officer Training, PowerDMS training, along with other specialty classes such as Crime Scene Technician, School of Law Enforcement Supervision, Accident Crash Investigations, and Instructor Development.
- Warrant Officers totaled 1358 warrants served in 2023 (47% Decrease). They also spent 440.75 hours (16 % Increase) conducting prisoner transports throughout the state with 16,809 total miles driven (8% Increase). Warrant Officers conducted 19 applicant's fingerprints and processed 115 recalled warrants (29% Decrease). The total number of warrants served by all Conway Police Department was 3478 warrants (8% Decrease). Total number of warrants issued in 2023 was 2612 (33% Decrease).
- The Network Systems Administrator successfully replaced six (6) desktop computers, eleven (11) Dell laptops, and twenty-six (26) monitors throughout the police department. Six (6) laptops and six (6) Cradle Point modems were installed in the new 220x and 230x PD mobile units. The Cradle Point modems will allow faster and more reliable network connection than the older Rocket modems. Five (5) cameras at the police department were replaced (or installed) with newer cameras which will use less space when recording video because of H.265 compression. PD also implemented a LPR camera system and 2 LPR systems were deployed. There were 255 logged Helpdesk requests completed for 2023.
- Evidence and property received 3,730 items in 2023, of which 1,235 were transported to the Arkansas State Crime Laboratory for processing. 1,843 were destroyed per court order and 261 items were processed and released to the owner/other. 564.5 pounds of prescription drugs were taken in for disposal. In March approximately 919 pounds and October approximately 938 pounds of illegal drugs and drug paraphernalia were taken to Clear Harbor Incineration Facility to be incinerated.
- The Records Section processed 9,918 incident reports, 3,219 collision reports (867 collision reports processed in RMS and 2,352 reports processed in eCrash), 2680 citations and 6398 warnings were processed in eCite for 2023. The Records Section also entered 408 citations into RMS (342 UCA PD citations, 17 Parking Enforcement citations and 52 Animal Welfare citations).
- Fleet Maintenance received five (5) vehicles in 2023. Three (3) of them have been put into service and the other two (2) are currently being upfitted. Three (3) of the vehicles are Tahoe's and are for the patrol division. One of the patrol vehicles was upfitted for K-9 use. Two (2) are trucks with camper shells and are for the Criminal Investigations Division to carry crime scene equipment. No vehicles were sold this year. One (1) vehicle was reassigned to city hall.

# Conway Police Department – 2023 Annual Report

## CONWAY POLICE DEPARTMENT SWORN TURNOVER RATE 2017-2023

<b>Year</b>	<b>Auth. Sworn Officers</b>	<b>Officer Departures</b>	<b>Officer Turnover Rate</b>
2017	127	10	8%
2018	127	16	13%
2019	127	11	9%
2020	127	21	16.5%
2021	127	17	13.3%
2022	131	21	16%
2023	131	9	7%

## CONWAY COMMUNICATIONS CENTER TURNOVER RATE 2017-2023

<b>Year</b>	<b>Auth. Sworn Dispatchers</b>	<b>Departures</b>	<b>Dispatch Turnover Rate</b>
2017	22	7	32%
2018	22	6	27%
2019	22	6	27%
2020	22	8	43%
2021	22	17	77%
2022	22	14	64%
2023	22	4	18%



# Conway Police Department – 2023 Annual Report

## SWORN MANPOWER DISTRIBUTION BY RACE-GENDER-RANK

	Chief	Asst Chief	Major	Lieutenant	Sergeant	Officer	Total	Percentage
WM	1	1	3	9	12	66	92	70.23%
WF					3	16	19	14.50%
BM				1		9	10	7.63%
BF							0	0.00%
NAM							0	0.00%
NAF							0	0.00%
HM						3	3	2.29%
HF						1	1	0.76%
Vacant						6	6	4.58%
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>15</b>	<b>101</b>	<b>131</b>	<b>100%</b>

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

	FT	PT	Total	Percentage
WM	10	1	11	22.92
WF	28		28	58.33
BM				
BF	3		3	6.25
NAM				
NAF				
HM				
HF				
Vacant	6		6	12.5
<b>TOTAL</b>	<b>47</b>		<b>48</b>	<b>100%</b>



# Conway Police Department – 2023 Annual Report

## **PERSONNEL STRENGTH CHART**

Effective 12/31/2023

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

Authorized Sworn	131
On Hand (authorized minus vacancies)	125
Physically Available for Duty @ CPD (authorized minus vacancies and activated officers)	125

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

Authorized non-sworn (CPD-17, AWU-8, CEOC-22)	47
On Hand (Vacancies- CPD 1, CEOC- 5, AWU- 0, Evidence-0)	41

### **PART III--Non-Sworn-PT**

Authorized Non-Sworn-PT (CEOC)	3
On Hand	0

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

Authorized	178
On Hand	166

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

Sworn positions	6
Non-Sworn positions	6

<b>PART VI--ACTIVATED OFFICERS</b>	<b>0</b>
------------------------------------	----------



# City of Conway, Arkansas **DEPARTMENT OF SANITATION**

## 2023 Year-End Report

(Please note that all 2023 figures are current or projected as of 12/15/2023.)

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COLLECTIONS  
LANDFILL  
RECYCLING  
FLEET & FACILITIES

# About Us

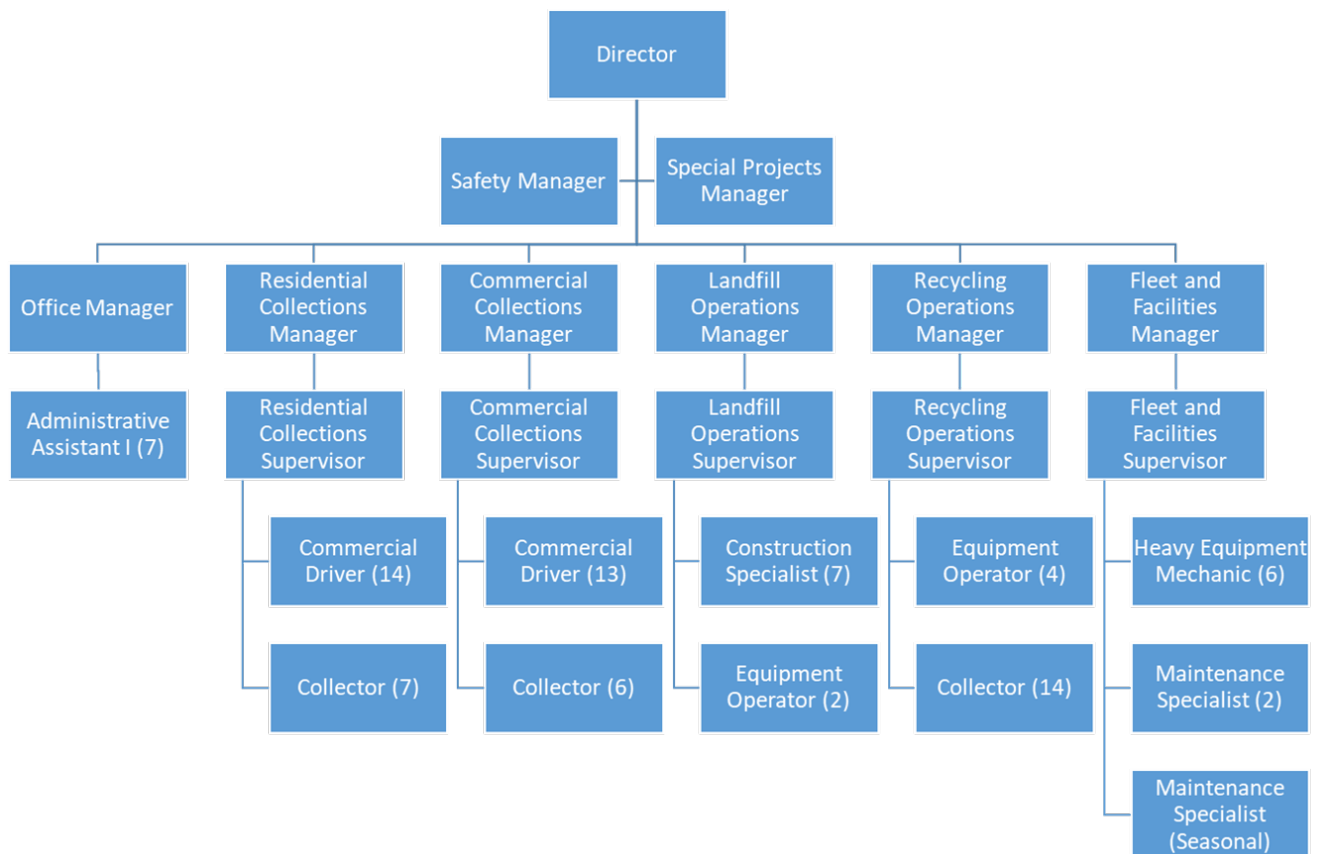
## Our Mission

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

## Our Organization



# ADMINISTRATION



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

## Customer Care

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

In 2023, office staff processed 1,113 payables and provided customer service to approximately 55,571 citizens via phone this year. Scale attendants entered and processed roughly 136 transactions per day. Industrial dispatch organized delivery of (on average) 30 containers per day with an additional average of 571 roll-off pick up and returns each month.

Assisting those citizens with strict mobility/medical needs, the department's tote out service—where the carts and glass bin are collected from closer to the home—aided 45 residential homes on a weekly basis. A letter from the resident's medical provider is required for program consideration.

## Community Outreach

### Recycling & Waste Education

The Conway Department of Sanitation's public outreach efforts continued to reach the Conway community. The department experienced social media growth in both followings and engagement across all platforms.

- [Facebook](#)  
"Followers" increased from 5,077 to 5,672 (10.5%).
- [Twitter](#)  
"Followers" increased from 621 to 684 (9.2%).
- [Website](#)  
Received more than 68,198 page views throughout the year by more than 27,000 users.
- [Recycle Coach App](#)  
A total of 3,389 users interacted with the mobile and/or web-based app services more than 296,576 times in 2023. There were 259 new subscribers registered.
- [Google Business](#)  
Users "Googled" the department for more than 17,332 searches. The current rating is 3.3 out of 5 stars, with 33 user reviews.

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

- *Log Cabin Democrat*
- Conway Schools presentations





An important part of our community outreach program is to provide hands on experiences and learning opportunities to the public. This year our department participated in the following events:

- Toad Suck Daze (May)
- Meet The Machines (June)
- Meet the Superheroes (June)
- Arbor Day Event (November)
- 11 school visits and tours with interactions with 2,384 individuals.

## 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 / 14,420 lbs
- Renewal Ranch / 1,740 lbs
- Adopt-A-Street / 700 lbs





The number of groups participating in the Adopt-A-Street program increased by 7 and is now at 69 groups.

Additionally, the Conway Department of Sanitation is an active participant in the Arkansas Department of Transportation's Adopt- A-Highway program. In 2023, department staff picked up more than 1,000 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. Throughout the year, 60 safety trainings were completed, with topics including heat stress, cold stress, fall protection, powerline safety, railroad crossing safety, and ladder safety. An additional 14 specialty trainings were conducted. Some of these included:

- Safety Culture Training
- Driving Habits
- Conveyor Belt Safety Training
- Safety Data Sheet Training
- Recognizing Possible Hazards

### **Environmental Monitoring**

It is important to manage stormwater runoff to prevent 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. Monthly discharge reports were consistently filed and quarterly comprehensive inspections were performed in accordance with EPA regulations. Additional environmental monitoring such as air and groundwater monitoring is performed by 3<sup>rd</sup> party consultants to ensure compliance with all applicable permit requirements.

### **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 11 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 employees retired in 2023:

- Gary Woodley, Equipment Operator, 20 Years
- Lois Grimmett, Equipment Operator, 15 Years
- Dorsey Tipton, Residential Driver, 10 Years

## Recruitment

The department has continued to face turnover challenges. Overall, there was a 51.9% turnover rate in 2023, which was a 21.9% increase from the previous year. Turnover was primarily in the collection divisions. The United States is experiencing a nationwide driver shortage, which drives competition for staffing in the trucking industry. In April of 2023, driver and collector salaries were addressed, which has helped moderate turnover in these areas. To further help combat turnover, we also participated in community career fairs, sponsored Indeed job postings and utilized targeted social media posts.



# FACILITY OPERATIONS



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

## **Collections**

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

### **Residential Collections**

In 2023, residential collection crews collected 29,020.26 tons of garbage and 2,016.54 tons of recyclable material from more than 23,000 households in Conway.

### ***Yard Waste***

Yard waste collection increased in 2023. Rear load, knuckle boom, and roll-off crews collected 4,625.79 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. With this added efficiency, separate glass routes are no longer needed. We have approximately 5,398 glass bins distributed throughout the city. Department personnel collected 152.2 tons of glass during the year, a 2.3% decrease from 2022. Gross revenue from the collection of glass is estimated at \$80.00.

### *Bulky Item*

Bulky item collection services have quickly become very popular throughout the city. 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 1,339 service requests, bulky item collection yielded 93.56 tons in 2023. The bulky item service utilizes knuckle boom trucks. These trucks create a 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 20th and 21st, 2023. 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 2023 cleanup yielded 107.08 tons which were delivered to our Conway facility.

### *Updated Routing Software*

In 2023, the Conway Department of Sanitation equipped the residential collections division with a fleet routing system. Each truck has a tablet that is GPS enabled and can provide valuable information such as confirming pickups and confirming issues with collections with photo evidence. This software allows for routes to be built and monitored by management and administrative staff to ensure that all citizens receive adequate service. This system helps reduce missed collections, allowing for more efficient operations and provides live fleet data to ensure the safety and efficiency of the collections crew.

### **Commercial Collections**

The commercial collections program is responsible for the efficient and timely collection of commercial refuse and recyclables from the businesses of Conway. Commercial garbage is collected 6 days per week, utilizing 3 front load and 2 rear load trucks. The front load trucks are operated solely by a driver, while the rear loads require a driver and 2 collectors to operate efficiently. Commercial collection crews collected 19,992.7 tons of garbage and 1,788.4 tons of source separated corrugated cardboard in 2023.

### **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 458.8 tons of cardboard from 20 “permanent” roll-off cardboard containers in 2023. “Permanent” roll-off containers were utilized for garbage collection at 96 businesses throughout the city. Throughout the year, 380 customers utilized “temporary” containers at construction sites accounting for 10,306.73 tons of the total solid waste stream. The industrial collections division hauled and sold 311.7 tons of scrap metal to local markets.

### **Landfill**

The sanitary landfill division is responsible for the operation of 630-acres with 93-acres of disposal area as a 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 65,293 tons of solid waste in 2023, an increase of 3.7% from 2022.

In 2023, equipment operators in the landfill division hauled 1,588 loads of dirt for use as cover on the landfill working face. Operators also excavated and hauled 443 loads of rock and shale to build and maintain roads within the permitted landfill site, providing access to the working face. Approximately 1,071,273 gallons of water and 1,220 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 6,536 tons of yard waste in 2023, a 17.8% increase from 2022. 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

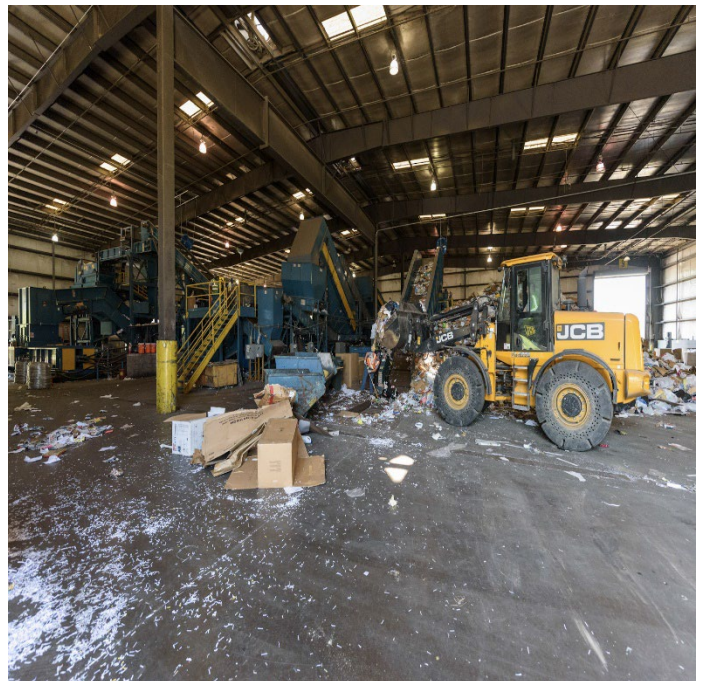
The material recovery facility (MRF – pronounced “murf”) is responsible for the efficient operation of the city’s 35,000 square foot recyclables processing facility. The MRF receives, separates, and prepares recyclable materials for sale as raw materials to end users such as paper, cardboard, steel,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

### *Revenues*

Recycling revenues for 2023 were lower than previous years. Much of the decline can be attributed to the lower demand of materials that is used in packaging of consumer products. Demand for new products in the retail consumer market has taken a notable downturn in correlation to steady inflation rates over the past year. However, it should be noted that the current market prices are thought to have finally hit the price ‘floor’ and are expected to remain constant into, at least, mid 2024.

### *Materials*

The Conway Department of Sanitation currently accepts plastic bottles and jugs (#1 & #2), paper, cardboard, aluminum cans, steel cans, and when bagged separately, shredded paper and Styrofoam in the curbside recycling program. Unfortunately, materials such as plastics #3-7 and plastic film continue to hinder our operations and create landfill-bound residual, as there is little to no market for these types of plastics in the Conway area.





**Total Projected Revenue from the Sale of Recyclables**

Type of Material Sold	2021 (actual)	2022 (actual)	2023 (projected)	Net Inc/(Dec)
Mixed Paper	\$102,012.74	\$ 91,072.36	\$ 29,204.00	\$ (61,868.36)
Old Corrugated Cardboard (OCC)	463,878.10	407,332.20	242,132.95	(165,199.25)
Steel	50,567.87	44,239.84	43,165.36	(1,074.48)
Glass	175.09	157.74	151.94	(5.80)
Polyethylene Terephthalate (PET, #1)	57,033.81	63,134.52	27,444.20	(35,690.32)
High-Density Polyethylene (HDPE, #2)	81,151.40	64,865.85	38,885.15	(25,980.70)
PP #5	-	15,256.82	-	(15,256.82)
Plastic Film	885.20	-	-	-
Aluminum	58,783.25	83,166.27	65,573.29	(17,592.98)
Reuse	752.60	798.15	-	(798.15)
Batteries	-	765.20	214.80	(550.40)
Total Projected Revenue	\$815,240.06	\$770,788.95	\$446,771.69	\$(324,017.26)

**Total Recyclables sold by Weight (in tons)**

Type of Material Sold	2021 (actual)	2022 (actual)	2023 (projected)	Net Inc/(Dec)
Mixed Paper	1,254.9	1,301.5	1,174.0	(127.5)
Old Corrugated Cardboard (OCC)	2,610.8	2,484.6	2,585.1	100.5
Steel	518.7	430.4	376.0	(54.4)
Glass	176.8	158.0	152.1	(5.9)
Polyethylene Terephthalate (PET, #1)	155.3	133.1	133.8	0.7
High-Density Polyethylene (HDPE, #2)	85.8	115.2	87.7	(27.5)
PP #5	-	19.5	0.0	(19.5)
Plastic Film	22.1	0.0	0.0	0.0
Aluminum	43.7	44.5	44.7	0.2
Reuse	0.0	0.3	0.0	(0.3)
Batteries	-	3.4	1.4	(2.0)
Total Recyclables sold by weight (tons)	4,868.1	4,690.5	4,554.8	(135.7)

**Diverted Materials by Source and Weight (in pounds)**

Source of Recyclables	2021 (actual)	2022 (actual)	2023 (projected)	Net Inc/(Dec)
MRF/Wall Recyclables	4,868.1	4,769.6	4,741.1	(28.5)
Yard Waste/Mulch	4,845.3	5,454.7	5,998.7	544.0
Electronic Waste (E-waste)	80.7	55.7	23.3	(32.4)
Diverted Materials by Source and Weight (tons)	9,794.1	10,280.0	10,763.0	483.0

### *Litter Abatement*

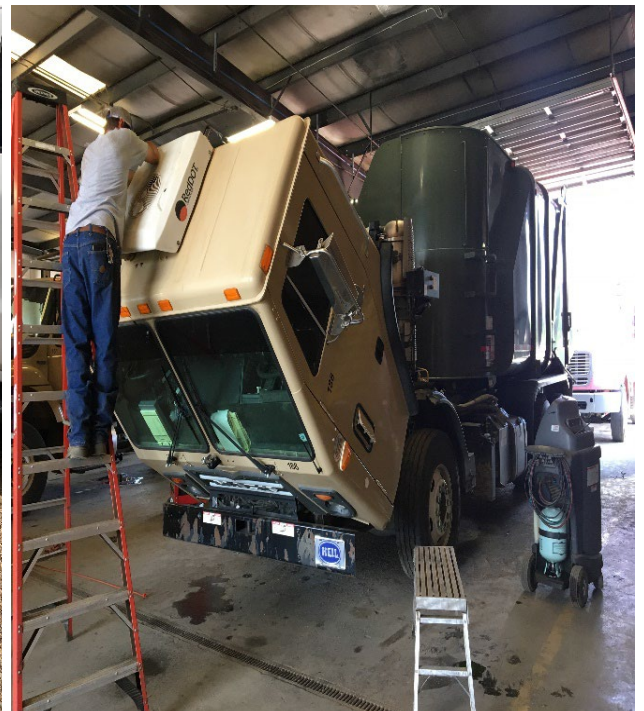
Two collector positions, specific to the duties of litter abatement, are included in the operations of the recycling division. The team's goal is weekly litter collection for the entirety of Conway. In 2023, these staff members removed more than 17,860 lbs of litter from the streets of Conway.

### **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 33 heavy trucks, 18 fleet vehicles, 25 heavy landfill and MRF equipment machines. Mechanics performed 811 jobs for sanitation vehicles/equipment of which 193 were preventative maintenance.

### *Operations and Maintenance Facility*

In 2023, progress was made towards building a new operations facility in 2024. Taggart Architect's was selected as the architect for the new building and the project is expected to begin in 2024 and be complete by May 2025.





# City of Conway Transportation Department



# ANNUAL REPORT

FY 2023



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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

In addition to the positions noted above, one contract employee provided construction inspection services.

# 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	\$1,500,000.00	\$1,645,850.39
Sales Tax	\$400,000.00	\$371,316.77
<u>State Tax Turnback – Gasoline</u>	<u>\$3,000,000.00</u>	<u>\$3,174,908.69</u>
<u>State Tax Turnback – Sales</u>	<u>\$1,800,000.00</u>	<u>\$1,268,323.16</u>
<u>State Tax Turnback – Wholesale</u>	<u>\$400,000.00</u>	<u>\$378,178.05</u>
<u>Severance Tax</u>	<u>\$279,000.00</u>	<u>\$145,839.70</u>
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	\$7,250.00
Interest Income	\$100,000.00	\$189,921.37
State Grant Revenues	\$0.00	\$0.00
Transfers from other funds	\$0.00	\$0.00
Insurance Proceeds	\$0.00	\$0.00
Fund Balance Appropriation	\$110,000.00	\$0.00
Federal Grant Revenues	\$0.00	\$0.00
Proceeds from Sale of Assets	\$0.00	\$0.00
Miscellaneous Revenues	\$0.00	\$464.21
<b>TOTAL</b>	<b>\$7,610,000.00</b>	<b>\$7,207,478.03</b>

The underlined funding sources shown above indicate state funds. December revenues are not included in this report due to the date that the report was created.



# 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
\$3,288,260.72	\$694,527.24	\$1,950,000.00

Expenditures were low this year due to delays to the construction of Donaghey Phase 2 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
\$5,934,535.11	\$2,322,393.21	\$5,100,000.00

During the subject fiscal year, the Pay-As-You-Go sales tax funded Markham Phase 2. 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. Also, Pay-As-You-Go will fund the Oak St. Adaptive signal project. For a detailed accounting of the Pay-As-You-Go account, please contact the Finance Department.

# MAJOR PROJECT FUNDING

## 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
\$675,497.66	\$1,068,172.58	\$2,076,496.66

The Impact Fee fund is generally used to fund intersection improvements such as converting signalized intersections to roundabout operation. The Tyler & Salem roundabout was constructed early this year. The College and Farris roundabout is scheduled for construction in 2023. For more information, please contact the Finance Department.

## 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
\$24,949.00	\$0.00	\$0.00

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

# CONSTRUCTION PROJECTS

## Construction Projects

- **Markham Phase 2** – Total cost of \$761,062.00.
- **Donaghey / Prince Roundabout** - Total cost of this project was \$523,281.00
- **Central Landing Blvd.** - Total cost of this project was \$200,850.62.
- **Catherine Place / Irby Detention Expansion** - Total cost of the project was \$570,000.00.
- **Harkrider Sidewalk (Bruce to Robins)** – Total cost of this project was \$547,341.22
- **Oak Street Adaptive** -Total cost of the project was \$656,903.23..

# MAINTENANCE ACTIVITIES

## Maintenance Activities

### ROADWAY MAINTENANCE

Asphalt patching, mowing of street right of way and sweeping activities were performed daily. Other equipment and personnel were engaged full time on the designated street reconstruction projects listed in the previous section of this report. Typically, work requests are handled on a first come, first serve basis. However, some requests take priority over others due to severity.

### 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 \$1,174,920.00.

### ASPHALT/CONCRETE REPAIR

A three-man asphalt patching crew, as well as a two-man concrete crew worked full time, removing and replacing pavement failures, filling pot holes, repairing broken curbs, repairing storm drain inlets and assisting the Conway Corporation with street cut 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, 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 along the following streets were repaired or replaced in 2023. The cost for sidewalk repairs in 2023 totaled \$198,812.00.

- **Center Street**
- **Tyler Street**
- **Hariston Street**
- **Caldwell Street**
- **Ash Street**

## EMERGENCY RESPONSE

Utilizing three snow plows, two sand spreaders, and a motor grader, 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 and construction projects. At a cost of \$108,228.00.

## 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 \$190,000.00.

# 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.

## DRAINAGE MAINTENANCE

Cleaning and repairing drainage ditches are 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 \$57,000.00.



## 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:

- **Prince and Country Club Roundabout** – *Roundabout* – Design was completed in 2023 and construction is expected to begin in 2024.
- **Conway Community Center Streets** – *New streets for the Conway Community Center* – Design was completed in 2023, and construction is underway.
- **2023 Pavement Marking Program**
- **2023 Sidewalk Repairs** – *Sidewalks* – Consists of sidewalk repair to various areas throughout the city.
- **College Bridge over Tucker Creek** – *Bridge Replacement* – A grant was secured for design of a new bridge structure that will improve drainage and eliminate the at-grade crossing of Kinley Trail at College Avenue. Design is anticipated to be completed in 2024 with construction taking place in 2025.
- **College & Padgett** – *Intersection Improvements* – Design was completed in 2023 for improvements to the intersection of College and Padgett to correct a sight distance issue
- **East German Lane Improvements** – *Street Improvement Project* – Design has been substantially completed (in 2023) and the main project will be bid in 2024. City forced have begun work on drainage improvements that will be required in conjunction with the project.
- **Highway 286 Widening** – *ARDOT Improvement Project* – This is a partnering project with ARDOT that will continue the widening of East Dave Ward Drive from Thomas G Wilson Drive to East German Lane and includes intersection improvements to East Dave Ward Drive and East German Lane. ARDOT currently has the project scheduled to be bid in 2025.

# ENGINEERING SERVICES

- **2023 Pavement Management – Overlay** – \$1,200,000.00 has been budgeted for street overlays in 2024.
- **Harkrider & Robins – Intersection Improvement** – ARDOT signal improvement partnering project. ARDOT currently has this project scheduled to bid in 2024.
- **Markham Street Improvements – Spruce to Van Ronkle** – Phase 2 of a Metroplan grant was bid in 2022 and construction began in 2023. Construction on the project is nearing completion.
- **Oak Street Adaptive Signal Control System – Harkrider to E. German** – Metroplan grant, let in 2022. Construction was begun in 2023 and will be completed in early 2024.
- **Hogan & Hwy 64 – Intersection Improvement** – ARDOT partnering project. ARDOT currently has this project scheduled to bid in 2024.
- **Highway 65B Traffic Study – Harkrider to I-40** – ARDOT partnering project.
- **Highway 64/65 Connector Study – County** – ARDOT partnering project.
- **Donaghey Avenue Improvements – Prince to Dave Ward** – Construction of phase 1, Dave Ward to College, completed in 2022 - Phase 2 began with the construction of the Pince and Donaghey roundabout completed in 2023.
- **Salem Road Bridge – Tucker Creek** – A \$3,000,000 Metroplan grant was awarded in late 2020. The project has been recently awarded and construction will begin in early 2024.
- **Kinley Trail Expansion – Hogan to Lollie** – Future grant project.
- **Harkrider Sidewalk – Bruce to Robins** – Metroplan grant awarded 2020 – Construction was completed in 2023.
- **Salem Road Improvements – College to Dave Ward** – Design is moving forward and will be completed in early 2024.
- **Nutters Chapel Road Improvements – Wineberry to TJ** – Preliminary design plans prepared in 2020, construction to begin as funding allows.
- **College Sidepath – Salem to Farris** – ARDOT grant awarded in 2021 – Design is complete and the project will go to construction in 2024.
- **York/Eggman Drainage Improvements – Unnamed Creek** – Preliminary design completed 2020.
- **Downtown Drainage Study – Drainage Improvements** – FEMA grant application submitted 2020 – The study/design was completed in 2023. The report with recommendations is being prepared and will be completed soon.
- **Willow Street & Garland Street – Spencer to Markham** – Future grant project.
- **College & Farris – Roundabout** – Engineering completed in 2022 – Construction on the project was completed in 2023.
- **Oak & Parkway – Locust to RR & Oak to Main** – Engineering began 2021. Construction will be scheduled when funding allows.
- **Wayfinding Signage – Phase 1** – Construction completed in 2022
- **Towne Center Access – Lower Ridge Rd** – ROW acquisition underway – Construction to begin in 2024.
- **Meadowlake and Salem Roundabout** – Design began in 2023.

# ENGINEERING SERVICES

## 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:

- **The Estates PUD**
- **Bell Valley – Phase 5 PUD**
- **Old Hendrix PUD**
- **University Lofts PUD**
- **Ricochet Outdoors**
- **Luxe Duplexes**
- **Conway Corporation Service Center**
- **Harps**
- **Brookwood**
- **Las Delicias**
- **Westrock Coffee**
- **Westrock Packaging**
- **Los 3 Potrillos Parking Lot**
- **Dave Ward Storage**
- **Ebenezer Church**
- **Chick-Fil-A Drive Thru**
- **Pet Wash**
- **Taco Bell Renovations**
- **Tailhook Hanger**
- **Conway Social**
- **Conway Psychological Assessment Center**
- **Dominos**
- **Braum's**
- **Whataburger**
- **Hudson Apartments**
- **Starbucks**
- **Conway Manufacturing Group**
- **Graddy Subdivision**
- **Conway Gardens Replat**
- **Birds Nest – Phase 2**
- **Emergency Shelter PUD**
- **Burnell Subdivision**

Upon completion, all improvements were or will be inspected by the Transportation Department to ensure compliance with the approved plans and specifications.

## 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 projects from the previous year.

# ENGINEERING SERVICES

## 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, 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, approximately \$18,000.00 was spent on speed hump installations.

## 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 began in 2023 with the construction of the Prince and Donaghey roundabout.
- **Salem Road Bridge** – *College to Dave Ward* – The project was awarded late this year and Construction is scheduled to begin early 2024.
- **Salem Road Improvements** – *College to Dave Ward* – Design, which is funded by a Metroplan grant, began in 2022 and should be completed in 2024.
- **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 2025.
- **College Bridge over Tucker Creek** – Design, which is funded by a Metroplan grant, began in 2023 and should be completed in 2024.

### STREET FUND PROJECTS

- **2023 Overlay Program**- Rogers Group was able to completed \$1,174,920.00 worth of overlays in 2023 for the city in various locations.

### IMPACT FEE PROJECTS

- **College & Farris** – *Roundabout Installation* – Construction was completed in 2023.
- **Prince & Country Club** – *Roundabout Installation* – Design is complete and construction will begin in 2024.
- **Meadowlake and Salem Roundabout** - *Roundabout Installation* – Design began in 2023.

### PAY AS YOU GO PROJECTS

- **Oak Street Adaptive Signal Control System** – *Harkrider to E. German* – System Engineering and design began in 2019 and was completed in 2021. Construction is underway and will be completed in early 2024.
- **Markham Street Improvements** – *Van Ronkle to Mill* – Phase 1 construction began in 2019 and was completed in 2021. Phase 2 construction is underway and will be completed in early 2024.
- **Harkrider Sidewalk** – *Bruce to Robins* – Construction was completed in 2023.
- **Harkrider & Robins** – *Intersection Improvement* – ARDOT design began in 2020. Construction is scheduled to begin in 2024.

# IMPROVEMENT PROGRAM UPDATE SUMMARY

- **Hogan & Hwy 64** – *Intersection Improvement* – ARDOT design began in 2020. Construction is scheduled to begin in 2024.
- **College Sidepath** – *College to Farris* – An ARDOT TAP grant was awarded in 2021. Design is complete and construction will begin in 2024.
- **Middle Road Bridge** – *Gold Creek* – Design began in 2021. A partnership with Faulkner County was obtained to fund the construction, which was completed in 2023.

## OTHER

- **Connect Conway** – The Connect Conway project, which includes approximately 15 miles of trail system with other amenities, is being funded through a RAISE Grant in the amount of \$24.6 million. The city is currently finalizing the grant agreement through the Federal Highway Administration, and design should begin in 2024.



# CONTACT INFORMATION

## Contact Information

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



City of Conway, Arkansas  
Mayor Bart Castleberry  
Year End Reports  
State of the City  
2023