

# State of the City

YEAR END REPORTS  
MAYOR BART CASTLEBERRY



Artist: Lindsey Barnum

## CENTRAL FIRE STATION



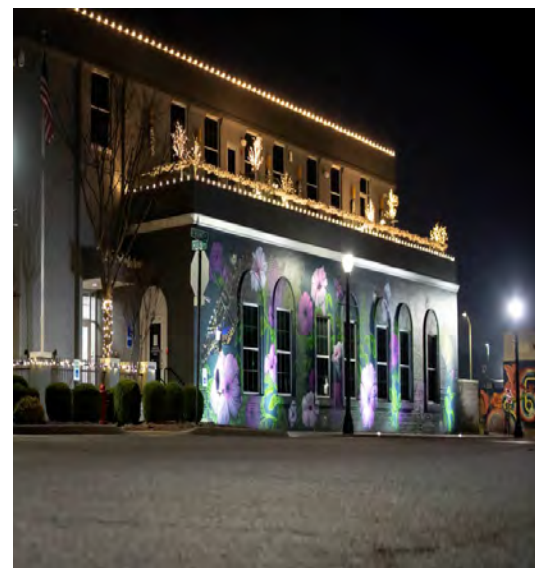
Artist: Joel Boyd

## OVERNIGHT SHELTER



Artist: Austin Watts

## CONWAY CITY HALL



Artist: Jessica Jones



City of Conway, Arkansas  
Mayor Bart Castleberry

State of the City  
2024 Year End Reports  
[www.conwayarkansas.gov](http://www.conwayarkansas.gov)

Conway Regional Airport	Jacob Briley, Director
Community Development & Diversity	Shawanna Rodgers, Director
Finance Department	Tyler Winningham, CFO
Fire Department	Mike Winter, Chief
Grants Department:	Robbie Alberson, Manager
Human Resources	Lisa Williams, Director
Information Systems & Technology	Kevin McCoy, CIO
Parks & Recreation	Andrew Thames, Director
Permits & Inspections	Cecil Corning, Director
Planning & Development	Anne Tucker, Director
Police Department	Chris Harris, Chief
Public Works	Spencer Clawson, Director
Purchasing Department	Tiffany Maddox, Manager
Department of Sanitation	Joseph Hopper, Director
Transportation Department	Kurt Jones, Director Jacob Reynolds, Director



*Conway Regional Airport*  
*Cantrell Field*

*Jake Briley*  
*Airport Director*

## 2024 Annual Report

Throughout 2024, the airport experienced full occupancy of all city-owned hangars. In addition, 60 individuals were on the waiting list for individual T-hangars. The total based aircraft count is approximately 92 aircraft, encompassing aircraft stored in both City-owned and privately owned hangars. 19 Jets, 73 General aviation airplanes.

Our 2024 FAA project involved all the environmental and noise surveys. The project also contained all the engineering drafts for the 500ft extension project. We had many survey teams out at the airport and getting everything ready for next year. I am excited about the extension and looking forward to the new, larger planes that will follow.

In 2024, the airport employed six full time staff and two part time. We didn't have any employee turnover this year and are building a very strong team. The UCA flying academy is off to a great start. We have continued our great partnership and enjoyed seeing all the students around the airport. There is another flying club operating at the airport, bringing with them access to private, instrument, commercial, and multi-engine flight instruction in approximately eight different aircraft.

Greenbrier High School started an aviation program and a drone program this fall. Conway High School is hoping to start the same program in the Spring. I have been working with both groups to get them started and supporting those programs. I have also attended job fairs for our youth and held countless field trips for elementary school, daycares, and home school children. This is one of my favorite parts of the job.

Our team had a great year in 2024, with no accidents for our staff or local planes. I am looking forward to another successful year in 2025 and know it will be better than 2025. Thank you all for what you do for our city.

## 2024 Fuel Sales vs. 2023 Fuel Sales

- 348,347 gallons of Jet A and 69,000 gallons of 100LL Avgas were sold in 2023.
- 351,686 gallons of Jet A and 62,769 gallons of 100LL Avgas were sold in 2024.

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

Total airport operations (take-offs and landings) for 2024: 18,238

2024



## **End of the Year Report**

**Community Development  
& Diversity**

**Shawanna Rodgers,  
Director**



*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. We administer Community Development Block Grant funding issued to the City of Conway, ensuring that Federal Housing & Urban Development guidelines are followed and funding is utilized according to those guidelines.*

*Community Development Block Grant Funding is instrumental in bringing much-needed resources to low to moderate-income areas and families in the City of Conway.*

*I am looking forward to making 2025 a great year and continuing to accomplish, administer, and implement those goals throughout the year.*

## **Community Engagement**

- ☐ Attended the Annual National Community Development Association's legislative trip to Washington, which was great for the Community Development & Diversity Department.
- ☐ Attended the Community Development Association of Arkansas Annual Conference hosted by the City of West Memphis & Little Rock, Arkansas.
- ☐ Attended the National Community Development Region VI Conference in Lafayette, LA.
- ☐ 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.
- ☐ Attended Public Hearings hosted by City Departments.
- ☐ Attended Ward 2 Meeting in October.
- ☐ Attended Toad Suck Homeless Coalition Meetings.
- ☐ Attended the Arkansas Balance of State meetings.
- ☐ Event Chair for the Annual Culture in the Park Event held every year in September in conjunction with the Diversity Advisory Council. – Next year event will be held on September 27<sup>th</sup>, 2025.
- ☐ Hosted the City of Conway's 1<sup>st</sup> Diversity Training for Department Heads.

## **Internal Activities & Programs**

- ☐ Employee Annual Christmas party donations were provided to the Conway Emergency Shelter!!! City employees also provided the Christmas Eve dinner for the shelter.
- ☐ Continue to work with current sub-recipients of CDBG Funding.
- ☐ Ink Recycling Program is continuing to go well and will continue in 2025. This program is run in conjunction with the CBC Wrestling Team.
- ☐ Public Engagement Workshop preparation for Community Development Projects to take place in 2025.
- ☐ 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, Community Development Director**

**Felicia Rogers, CDBG Project Manager**

The Program Year 2024 (July 1<sup>st</sup>, 2024 – June 30<sup>th</sup>, 2025 Community Development Block Grant allocation was \$ **477,563.00**.

**Administration: (20%) \$95,000.00**—includes all costs associated with Administration

**Public Services:**

<b><u>Public Services (15%)</u></b> <b><u>\$71,000</u></b>	<b><u>Purpose</u></b>	<b><u>Allocation</u></b>	<b><u>Amount Spent (as of</u></b> <b><u>12/30/2024)</u></b>
Boys and Girls Club	Transportation	\$15,000.00	\$3,981.96
FC Council on Aging	Transportation	\$15,000.00	\$0
Independent Living Services	Transportation	\$15,000.00	\$0
Community Action Program	Transportation	\$15,000.00	\$0
Milestones	Transportation	\$5,000.00	\$0
Bethlehem House	Transportation	\$6,000.00	\$0
<b>Public Services Total</b> <b>Amount Spent:</b>			<b>\$3,981.96</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.

**PY2024 Projects:**

<u>Projects (65%) \$311,563.00</u>		<u>Cost of Service</u>	<u>Amount spent as of 12/31/2024</u>
Central Conway Revitalization		\$211,563	\$0
Conway Housing Rehab Program		\$100,000	\$0
Projects Total Amount Spent:			\$0

**Spruce Street Cottage Update:** All homes have been sold and are occupied in this project.

**Program Year 2024 Projects:** These projects will be implemented in the Summer of 2025.

# Finance Department City of Conway, Arkansas FY 2024 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.
- Sales tax collections for the year were up 3.1% over 2023. In dollars the increase was \$1.1 million.

## **Financial Volume – Citywide**

- Vendor disbursements totaled \$64,696,199 during 2024. The city has a vendor database of over 6,000 different vendors, and it generated over 5,000 checks during the year for the purchase of goods and services.
- Two instances of check fraud occurred in 2024. In both cases, a check was stolen in the mail and the vendor name was washed and replaced with the name of an individual. Neither case resulted in a financial loss to the City. The first check was reimbursed by Centennial Bank and the second check was caught by the bank's fraud detection software before it was paid.

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

- The CPA firm Forvis Mazars, LLP issued the audit for fiscal year 2023 on September 27, 2024. The audit was clean with no material findings.

- The 2025 Budget was approved by City Council on December 10, 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  
12/31/2024

# **Introduction**

## **By**

### **Fire Chief Mike Winter**

I am pleased to present to you the 2024 End of Year report for the Conway Fire Department (CFD). Conway's Bravest is comprised of 112 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 2024. It also serves as an insight to this department as we close out the year with over 10,500 emergency responses and over 11,000 additional calls for service with an average emergency response time of 3:27.



## **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 2024 the CFD logged over 30,000 training hours to include, but not limited to:

- Haz-Mat Training
- Agility test twice a year
- Engineer promotional exams
- FF Standards Class (3 new hires)
- Journeyman
- Acting Engineer
- Truck Journeyman
- Training at donated structures
- Crawl Drag and Squirt (April)
- Assist Fire Marshals with Fire Prevention Month (October)
- Emergency vehicle driving class Dept wide
- Technical Modular Emergency Response Radiological Transportation Training (TMERRTT)
- Active Attack integrated Response (AAIR)
- Hosted Officer I, Instructor I, 1403 Live Burn Class, Building Construction Comb/Non-Combustible, and Incident Command classes
- Assisted numerous other Fire Depts with Assessment centers



## 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 134
- Inspections 1,107
- Pre-plan Inspections 5,018
- Hydrant Inspections 5,528



*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 2,211
- Total fire loss \$2,235,350





## EMS Division

In 2024, the Conway Fire Department (CFD) EMS Division made significant strides in expanding health and safety for the citizens of Conway through various initiatives. By prioritizing department training and community outreach, CFD has worked to position itself at the forefront of EMS in the state. A key focus for CFD was building partnerships with several key stakeholders in the community to innovate and reshape the traditional delivery of EMS services. These collaborations have fostered a unified approach, with multiple community entities working together to enhance overall health and safety in Conway.



*Captain Randel Green*

CFD continued its partnership with the Conway Police Department to enhance joint training for personnel from both organizations, preparing them to operate effectively in hostile environments. This comprehensive training ensures that everyone, from command staff to the newest recruits, can collaborate seamlessly to achieve shared goals in challenging situations. This ongoing collaboration has positioned us as a leader in Central Arkansas, setting the standard for inter-agency teamwork and preparedness in high-risk environments.



*Captain Rick Stapleton*



*Joint Active Shooter Training with CPD and CPS*



*Individual and Company Level Training*

CFD EMS continued to provide over 6,000 individual training hours to its personnel, while also offering CPR and First Aid courses to local schools, law enforcement agencies, and businesses. The department maintained its impressive 100% pass rate in its in-house EMT course, successfully training four new recruits as EMTs. Additionally, two firefighters advanced their qualifications by obtaining their paramedic licenses, achieving certification at the highest level of pre-hospital care. This ongoing commitment to education and professional development further strengthens CFD's ability to serve the community with top-tier EMS services.



*"Leadership and learning are indispensable to each other." -JFK*



## **CFD Bomb Squad**

Captain Danny Collins 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.

The Squad currently has 5 certified bomb technicians and 4 support personnel, we have a technician staffing level of 6, one of the support members will be going to Hazardous Device School in 2026 to get us to our 6 technicians. All technicians have a special deputization. Two of CFD Bomb Squad technicians are part of the states Level III Stabilization team which specializes in RDD and IND render safe procedures. The CFD Bomb Squad received 16 call outs in 2024 which consisted of suspicious packages, unexploded ordinances, improvised explosive devices and Hoax devices. We also assisted other agencies throughout the state to include Arkansas State Police, FBI, ATF, Faulkner County Sheriffs Office and Conway Police Department with manpower and equipment.

### **Additional training and activities:**

- Radiological detection
- IED hand entry training
- Military ordinance recognition
- Incident stabilization exercises
- IABTI International conference
- Statewide training with all 6 bomb squads, FBI, Air Force EOD at Petit Jean
- Robot demonstration at ANO for Arkansas Tech robotic students
- FAA Part 107 Remote Pilot Prep training for drones
- Training with 61<sup>st</sup> Civil Support Team
- Post Blast training put on by FBI
- Receipt of HSGP grant awarded for \$301,976.00
- FY24 release of spending expected to be announced this month in the amount of \$336,300.00
- Equipment received in 2024: Response truck, Bomb suits, Equipment upgrades and various small equipment



## **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

Type	Date	Location	Objective
Dive	February 4, 2024	Murray Park, Arkansas River	Vehicle Recovery
Swiftwater / Dive	March 21, 2024	Point Remove Creek, Conway County	Missing Person
Dive	June 12, 2024	Cadron Creek, Hwy 64W	Vehicle Recovery
Dive	June 26, 2024	Rockwater, North Little Rock, Arkansas River	Victim Recovery
Swiftwater	August 18, 2024	Cadron Creek, Bee Branch, AR	Missing Persons
SORT	September 18, 2024	Hogan Lane	Missing Persons
Dive	September 28, 2024	Riverbank Drive, Arkansas River	Victim Recovery



## New Hires

Last Name	First Name	Date
Treece	Dalton	2-Jan
Lamb	John	17-Jun
Pavatt	Kailyn	17-Jun
Rodgers	Dakota	17-Jun
Smart	Hunter	17-Jun
Torres	Francisca	4-Mar

## Retirements/Resignations/Let Go

Last Name	First Name	Rank
Park	Farris	Captain
Bailey	Jonathan	Captain
Venable	Zach	Firefighter
Linn	John	Firefighter
Redding	Devin	Firefighter
Moix	Jeff	Battalion Chief
Ledbetter	Ty	Captain

# Incident Type Report (Summary)

## Conway Fire Department

Date Range: From 01/01/2024 to 12/30/2024  
Company: All Companies

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
<b>1 Fire</b>				
111 Building fire	35	0.33%	\$2,234,000	99.74%
112 Fires in structure other than in a building	1	0.01%	\$0	0.00%
113 Cooking fire, confined to container	15	0.14%	\$350	0.02%
116 Fuel burner/boiler malfunction, fire confined	1	0.01%	\$0	0.00%
118 Trash or rubbish fire, contained	14	0.13%	\$0	0.00%
121 Fire in mobile home used as fixed residence	1	0.01%	\$0	0.00%
123 Fire in portable building, fixed location	1	0.01%	\$0	0.00%
130 Mobile property (vehicle) fire, other	1	0.01%	\$0	0.00%
131 Passenger vehicle fire	30	0.28%	\$0	0.00%
132 Road freight or transport vehicle fire	2	0.02%	\$0	0.00%
138 Off-road vehicle or heavy equipment fire	2	0.02%	\$0	0.00%
140 Natural vegetation fire, other	2	0.02%	\$0	0.00%
141 Forest, woods or wildland fire	2	0.02%	\$0	0.00%
142 Brush or brush-and-grass mixture fire	12	0.11%	\$0	0.00%
143 Grass fire	19	0.18%	\$0	0.00%
150 Outside rubbish fire, other	6	0.06%	\$0	0.00%
151 Outside rubbish, trash or waste fire	26	0.25%	\$1,000	0.04%
153 Construction or demolition landfill fire	1	0.01%	\$0	0.00%
154 Dumpster or other outside trash receptacle fire	12	0.11%	\$0	0.00%
155 Outside stationary compactor/compacted trash fire	1	0.01%	\$0	0.00%
162 Outside equipment fire	1	0.01%	\$0	0.00%
<b>Totals</b>	<b>185</b>	<b>1.76%</b>	<b>\$2,235,350</b>	<b>99.80%</b>
<b>2 Overpressure Rupture, Explosion, Overheat(no fire)</b>				
200 Overpressure rupture, explosion, overheat other	2	0.02%	\$0	0.00%
211 Overpressure rupture of steam pipe or pipeline	1	0.01%	\$0	0.00%
221 Overpressure rupture of air or gas pipe/pipeline	1	0.01%	\$0	0.00%
231 Chemical reaction rupture of process vessel	1	0.01%	\$0	0.00%
243 Fireworks explosion (no fire)	1	0.01%	\$0	0.00%
251 Excessive heat, scorch burns with no ignition	10	0.09%	\$0	0.00%
<b>Totals</b>	<b>16</b>	<b>0.15%</b>	<b>\$0</b>	<b>0.00%</b>
<b>3 Rescue &amp; Emergency Medical Service Incident</b>				
300 Rescue, EMS incident, other	6	0.06%	\$0	0.00%
311 Medical assist, assist EMS crew	93	0.88%	\$0	0.00%
320 Emergency medical service incident, other	9	0.09%	\$0	0.00%
321 EMS call, excluding vehicle accident with injury	7,345	69.72%	\$0	0.00%
322 Motor vehicle accident with injuries	286	2.71%	\$0	0.00%
323 Motor vehicle/pedestrian accident (MV Ped)	23	0.22%	\$0	0.00%
324 Motor vehicle accident with no injuries.	256	2.43%	\$0	0.00%
331 Lock-in (if lock out , use 511 )	3	0.03%	\$0	0.00%
341 Search for person on land	2	0.02%	\$0	0.00%
342 Search for person in water	1	0.01%	\$0	0.00%
351 Extrication of victim(s) from building/structure	1	0.01%	\$0	0.00%
352 Extrication of victim(s) from vehicle	4	0.04%	\$0	0.00%
353 Removal of victim(s) from stalled elevator	5	0.05%	\$0	0.00%
3571 Extrication of victim(s) from aircraft	1	0.01%	\$0	0.00%
361 Swimming/recreational water areas rescue	1	0.01%	\$0	0.00%
363 Swift water rescue	2	0.02%	\$0	0.00%
365 Watercraft rescue	1	0.01%	\$0	0.00%
381 Rescue or EMS standby	22	0.21%	\$0	0.00%



# Incident Type Report (Summary)

## Conway Fire Department

Date Range: From 01/01/2024 to 12/30/2024  
Company: All Companies

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
<b>Totals</b>	<b>8,061</b>	<b>76.52%</b>	<b>\$0</b>	<b>0.00%</b>
<b>4 Hazardous Condition (No Fire)</b>				
400 Hazardous condition, other	2	0.02%	\$0	0.00%
411 Gasoline or other flammable liquid spill	6	0.06%	\$0	0.00%
4112 Gas Leak (natural or LPG)	10	0.09%	\$0	0.00%
412 Gas leak (natural gas or LPG)	100	0.95%	\$0	0.00%
413 Oil or other combustible liquid spill	5	0.05%	\$0	0.00%
420 Toxic condition, other	1	0.01%	\$0	0.00%
421 Chemical hazard (no spill or leak)	2	0.02%	\$0	0.00%
422 Chemical spill or leak	3	0.03%	\$0	0.00%
4226 No Chemical Spill or Leak	1	0.01%	\$0	0.00%
423 Refrigeration leak	1	0.01%	\$0	0.00%
424 Carbon monoxide incident	31	0.29%	\$0	0.00%
440 Electrical wiring/equipment problem, other	5	0.05%	\$0	0.00%
441 Heat from short circuit (wiring), defective/worn	8	0.08%	\$700	0.03%
442 Overheated motor	8	0.08%	\$0	0.00%
444 Power line down	17	0.16%	\$0	0.00%
445 Arcing, shorted electrical equipment	15	0.14%	\$3,750	0.17%
460 Accident, potential accident, other	1	0.01%	\$0	0.00%
461 Building or structure weakened or collapsed	15	0.14%	\$0	0.00%
463 Vehicle accident, general cleanup	2	0.02%	\$0	0.00%
471 Explosive, bomb removal (for bomb scare, use 721)	3	0.03%	\$0	0.00%
480 Attempted burning, illegal action, other	11	0.10%	\$0	0.00%
<b>Totals</b>	<b>247</b>	<b>2.34%</b>	<b>\$4,450</b>	<b>0.20%</b>
<b>5 Service Call</b>				
500 Service Call, other	4	0.04%	\$0	0.00%
510 Person in distress, other	17	0.16%	\$0	0.00%
511 Lock-out	4	0.04%	\$0	0.00%
512 Ring or jewelry removal	2	0.02%	\$0	0.00%
520 Water problem, other	5	0.05%	\$0	0.00%
522 Water or steam leak	24	0.23%	\$0	0.00%
531 Smoke or odor removal	38	0.36%	\$0	0.00%
541 Animal problem	2	0.02%	\$0	0.00%
542 Animal rescue	2	0.02%	\$0	0.00%
550 Public service assistance, other	7	0.07%	\$0	0.00%
551 Assist police or other governmental agency	49	0.47%	\$0	0.00%
552 Police matter	19	0.18%	\$0	0.00%
553 Public service	100	0.95%	\$0	0.00%
5531 Public service - Pre-Fire Planning	11	0.10%	\$0	0.00%
5532 Public service - Fire/Building Inspections	1	0.01%	\$0	0.00%
5534 Public service - Hydrant Maint. and Insp.	1	0.01%	\$0	0.00%
5535 Public service - Smoke Detector Program	3	0.03%	\$0	0.00%
5536 Public service - Stand by/ Special Events	23	0.22%	\$0	0.00%
5537 Public service - Fire Prevention Program	4	0.04%	\$0	0.00%
5538 Public service - Public Education	7	0.07%	\$0	0.00%
554 Assist invalid	96	0.91%	\$0	0.00%
555 Defective elevator, no occupants	1	0.01%	\$0	0.00%
561 Unauthorized burning	41	0.39%	\$0	0.00%
571 Cover assignment, standby, moveup	1	0.01%	\$0	0.00%
<b>Totals</b>	<b>462</b>	<b>4.39%</b>	<b>\$0</b>	<b>0.00%</b>

# Incident Type Report (Summary)

## Conway Fire Department

Date Range: From 01/01/2024 to 12/30/2024  
Company: All Companies

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
<b>6 Good Intent Call</b>				
600 Good intent call, other	7	0.07%	\$0	0.00%
611 Dispatched & canceled en route	413	3.92%	\$0	0.00%
621 Wrong location	2	0.02%	\$0	0.00%
622 No incident found on arrival at dispatch address	76	0.72%	\$0	0.00%
631 Authorized controlled burning	10	0.09%	\$0	0.00%
632 Prescribed fire	1	0.01%	\$0	0.00%
650 Steam, other gas mistaken for smoke, other	2	0.02%	\$0	0.00%
651 Smoke scare, odor of smoke	32	0.30%	\$0	0.00%
652 Steam, vapor, fog or dust thought to be smoke	8	0.08%	\$0	0.00%
653 Smoke from barbecue, tar kettle	3	0.03%	\$0	0.00%
661 EMS call, party transported by non-fire agency	5	0.05%	\$0	0.00%
671 HazMat release investigation w/no HazMat	11	0.10%	\$0	0.00%
672 Biological hazard investigation, none found	1	0.01%	\$0	0.00%
<b>Totals</b>	<b>571</b>	<b>5.42%</b>	<b>\$0</b>	<b>0.00%</b>
<b>7 False Alarm &amp; False Call</b>				
700 False alarm or false call, other	63	0.60%	\$0	0.00%
710 Malicious, mischievous false call, other	1	0.01%	\$0	0.00%
711 Municipal alarm system, malicious false alarm	32	0.30%	\$0	0.00%
712 Direct tie to FD, malicious false alarm	1	0.01%	\$0	0.00%
713 Telephone, malicious false alarm	5	0.05%	\$0	0.00%
715 Local alarm system, malicious false alarm	1	0.01%	\$0	0.00%
721 Bomb scare - no bomb	11	0.10%	\$0	0.00%
730 System malfunction, other	4	0.04%	\$0	0.00%
731 Sprinkler activation due to malfunction	12	0.11%	\$0	0.00%
733 Smoke detector activation due to malfunction	74	0.70%	\$0	0.00%
735 Alarm system sounded due to malfunction	72	0.68%	\$0	0.00%
736 CO detector activation due to malfunction	26	0.25%	\$0	0.00%
740 Unintentional transmission of alarm, other	5	0.05%	\$0	0.00%
741 Sprinkler activation, no fire - unintentional	11	0.10%	\$0	0.00%
742 Extinguishing system activation	2	0.02%	\$0	0.00%
743 Smoke detector activation, no fire - unintentional	178	1.69%	\$0	0.00%
744 Detector activation, no fire - unintentional	90	0.85%	\$0	0.00%
745 Alarm system activation, no fire - unintentional	346	3.28%	\$0	0.00%
746 Carbon monoxide detector activation, no CO	5	0.05%	\$0	0.00%
7461 Alarm System activation, no fire - unintentional	2	0.02%	\$0	0.00%
751 Biological hazard, malicious false report	1	0.01%	\$0	0.00%
<b>Totals</b>	<b>942</b>	<b>8.94%</b>	<b>\$0</b>	<b>0.00%</b>
<b>8 Severe Weather &amp; Natural Disaster</b>				
800 Severe weather or natural disaster, other	3	0.03%	\$0	0.00%
812 Flood assessment	4	0.04%	\$0	0.00%
813 Wind storm, tornado/hurricane assessment	10	0.09%	\$0	0.00%
<b>Totals</b>	<b>17</b>	<b>0.16%</b>	<b>\$0</b>	<b>0.00%</b>
<b>9 Special Incident Type</b>				
900 Special type of incident, other	26	0.25%	\$0	0.00%
911 Citizen complaint	8	0.08%	\$0	0.00%
<b>Totals</b>	<b>34</b>	<b>0.32%</b>	<b>\$0</b>	<b>0.00%</b>
<b>Totals</b>	<b>10,535</b>		<b>\$2,239,800</b>	

# Incident Type Report by District

Conway Fire Department

Period From 01/01/2024 to 12/30/2024

Incident Type	Count	E	OUT	W
1 Fire				
111 Building fire	35	16	1	18
112 Fires in structure other than in a building	1	0	0	1
113 Cooking fire, confined to container	15	5	0	10
116 Fuel burner/boiler malfunction, fire confined	1	1	0	0
118 Trash or rubbish fire, contained	14	7	0	7
121 Fire in mobile home used as fixed residence	1	0	0	1
123 Fire in portable building, fixed location	1	1	0	0
130 Mobile property (vehicle) fire, other	1	1	0	0
131 Passenger vehicle fire	30	22	0	8
132 Road freight or transport vehicle fire	2	2	0	0
138 Off-road vehicle or heavy equipment fire	2	1	0	1
140 Natural vegetation fire, other	2	1	0	1
141 Forest, woods or wildland fire	2	2	0	0
142 Brush or brush-and-grass mixture fire	12	4	1	7
143 Grass fire	19	11	0	8
150 Outside rubbish fire, other	6	2	0	4
151 Outside rubbish, trash or waste fire	26	16	0	10
153 Construction or demolition landfill fire	1	0	0	1
154 Dumpster or other outside trash receptacle fire	12	4	0	8
155 Outside stationary compactor/compacted trash fire	1	1	0	0
162 Outside equipment fire	1	0	0	1
Total	185	97	2	86
2 Overpressure Rupture, Explosion, Overheat(no fire)				
200 Overpressure rupture, explosion, overhear other	2	2	0	0
211 Overpressure rupture of steam pipe or pipeline	1	1	0	0
221 Overpressure rupture of air or gas pipe/pipeline	1	0	0	1
231 Chemical reaction rupture of process vessel	1	1	0	0
243 Fireworks explosion (no fire)	1	1	0	0
251 Excessive heat, scorch burns with no ignition	10	1	0	9
Total	16	6	0	10
3 Rescue & Emergency Medical Service Incident				
300 Rescue, EMS incident, other	6	2	0	4
311 Medical assist, assist EMS crew	93	29	0	64
320 Emergency medical service incident, other	9	5	0	4
321 EMS call, excluding vehicle accident with injury	7,345	2,732	8	4,605
322 Motor vehicle accident with injuries	286	175	0	111
323 Motor vehicle/pedestrian accident (MV Ped)	23	16	0	7
324 Motor vehicle accident with no injuries.	256	156	0	100
331 Lock-in (if lock out , use 511 )	3	2	0	1
341 Search for person on land	2	0	0	2
342 Search for person in water	1	0	1	0
351 Extrication of victim(s) from building/structure	1	0	0	1
352 Extrication of victim(s) from vehicle	4	3	0	1
353 Removal of victim(s) from stalled elevator	5	3	0	2
3571 Extrication of victim(s) from aircraft	1	0	0	1
361 Swimming/recreational water areas rescue	1	1	0	0
363 Swift water rescue	2	1	1	0
365 Watercraft rescue	1	0	1	0
381 Rescue or EMS standby	22	18	1	3
Total	8,061	3,143	12	4,906

# Incident Type Report by District

Conway Fire Department

Period From 01/01/2024 to 12/30/2024

Incident Type	Count	E	OUT	W
4 Hazardous Condition (No Fire)				
400 Hazardous condition, other	2	2	0	0
411 Gasoline or other flammable liquid spill	6	3	0	3
4112 Gas Leak (natural or LPG)	10	5	0	5
412 Gas leak (natural gas or LPG)	100	41	0	59
413 Oil or other combustible liquid spill	5	3	0	2
420 Toxic condition, other	1	0	0	1
421 Chemical hazard (no spill or leak)	2	0	0	2
422 Chemical spill or leak	3	2	0	1
4226 No Chemical Spill or Leak	1	1	0	0
423 Refrigeration leak	1	0	0	1
424 Carbon monoxide incident	31	9	0	22
440 Electrical wiring/equipment problem, other	5	3	0	2
441 Heat from short circuit (wiring), defective/worn	8	4	0	4
442 Overheated motor	8	4	0	4
444 Power line down	17	8	0	9
445 Arcing, shorted electrical equipment	15	6	0	9
460 Accident, potential accident, other	1	0	0	1
461 Building or structure weakened or collapsed	15	9	0	6
463 Vehicle accident, general cleanup	2	2	0	0
471 Explosive, bomb removal (for bomb scare, use 721)	3	2	0	1
480 Attempted burning, illegal action, other	11	6	0	5
Total	247	110	0	137
5 Service Call				
500 Service Call, other	4	1	0	3
510 Person in distress, other	17	11	0	6
511 Lock-out	4	1	0	3
512 Ring or jewelry removal	2	0	0	2
520 Water problem, other	5	3	0	2
522 Water or steam leak	24	10	0	14
531 Smoke or odor removal	37	6	0	31
541 Animal problem	2	0	0	2
542 Animal rescue	2	0	0	2
550 Public service assistance, other	7	4	0	3
551 Assist police or other governmental agency	49	17	3	29
552 Police matter	19	16	0	3
553 Public service	99	34	0	65
5531 Public service - Pre-Fire Planning	11	9	0	2
5532 Public service - Fire/Building Inspections	1	1	0	0
5534 Public service - Hydrant Maint. and Insp.	1	1	0	0
5535 Public service - Smoke Detector Program	3	0	0	3
5536 Public service - Stand by/ Special Events	23	20	0	3
5537 Public service - Fire Prevention Program	4	3	0	1
5538 Public service - Public Education	7	4	0	3
554 Assist invalid	96	32	1	63
555 Defective elevator, no occupants	1	1	0	0
561 Unauthorized burning	41	19	0	22
571 Cover assignment, standby, moveup	1	1	0	0
Total	460	194	4	262
6 Good Intent Call				
600 Good intent call, other	7	4	0	3
611 Dispatched & canceled en route	413	144	2	267

# Incident Type Report by District

Conway Fire Department

Period From 01/01/2024 to 12/30/2024

Incident Type	Count	E	OUT	W
621 Wrong location	2	2	0	0
622 No incident found on arrival at dispatch address	76	41	0	35
631 Authorized controlled burning	10	4	0	6
632 Prescribed fire	1	1	0	0
650 Steam, other gas mistaken for smoke, other	2	1	0	1
651 Smoke scare, odor of smoke	32	17	0	15
652 Steam, vapor, fog or dust thought to be smoke	8	3	0	5
653 Smoke from barbecue, tar kettle	3	1	0	2
661 EMS call, party transported by non-fire agency	5	2	0	3
671 HazMat release investigation w/no HazMat	11	4	0	7
672 Biological hazard investigation, none found	1	0	0	1
Total	571	224	2	345
7 False Alarm & False Call				
700 False alarm or false call, other	63	35	0	28
710 Malicious, mischievous false call, other	1	0	0	1
711 Municipal alarm system, malicious false alarm	32	31	0	1
712 Direct tie to FD, malicious false alarm	1	1	0	0
713 Telephone, malicious false alarm	5	4	0	1
715 Local alarm system, malicious false alarm	1	0	0	1
721 Bomb scare - no bomb	11	7	2	2
730 System malfunction, other	4	0	0	4
731 Sprinkler activation due to malfunction	12	3	0	9
733 Smoke detector activation due to malfunction	74	19	0	55
735 Alarm system sounded due to malfunction	72	35	0	37
736 CO detector activation due to malfunction	26	5	0	21
740 Unintentional transmission of alarm, other	5	3	0	2
741 Sprinkler activation, no fire - unintentional	11	4	0	7
742 Extinguishing system activation	2	2	0	0
743 Smoke detector activation, no fire - unintentional	178	98	0	80
744 Detector activation, no fire - unintentional	90	31	0	59
745 Alarm system activation, no fire - unintentional	346	131	0	215
746 Carbon monoxide detector activation, no CO	5	1	0	4
7461 Alarm System activation, no fire - unintentional	2	0	0	2
751 Biological hazard, malicious false report	1	1	0	0
Total	942	411	2	529
8 Severe Weather & Natural Disaster				
800 Severe weather or natural disaster, other	3	1	0	2
812 Flood assessment	4	1	0	3
813 Wind storm, tornado/hurricane assessment	10	5	0	5
Total	17	7	0	10
9 Special Incident Type				
900 Special type of incident, other	26	12	0	14
911 Citizen complaint	8	2	0	6
Total	34	14	0	20
Total	10,53	4,206	22	6,305

NFIRS Mutual Aid Summary Report  
Conway Fire Department

Date Range: From 01/01/2024 to 12/30/2024  
Sorted by: Not selected

FDID	Date	Incident#	### Address	Occupant	Type	# App	MA Agency	Mutual Aid Type
23300	08/18/2024	2024-006948	37 OZARK DRIVE		Swift water rescue	1		Mutual aid given
23300	04/05/2024	2024-002686	135 I40EB	I40 EAST MM	Dispatched & canceled en route	3	23002	Mutual aid given
23300	01/05/2024	2024-000123	1105 SKYLINE DR	SKYLINE INN	EMS call, excluding vehicle accident with injury	1		Automatic aid received
No agency was defined for this mutual aid.								
23300	05/07/2024	2024-003669	133 I40EB	I40 EAST MM	Road freight or transport vehicle fire	3	23002	Mutual aid received
No agency was defined for this mutual aid.								
23300	09/09/2024	2024-007328	132 I40WB	I40 WEST MM	Brush or brush-and-grass mixture fire	2		Mutual aid given
23300	01/21/2024	2024-000597	11 HAZELWOOD ROAD		Building fire	3	23304	Mutual aid given
23300	08/03/2024	2024-006143	132 I40EB	I40 EAST MM	Motor vehicle accident with injuries	3	23002	Mutual aid received
No agency was defined for this mutual aid.								
23300	08/29/2024	2024-006965	12 MAGNOLIA DR	ALARM PERMIT	Assist police or other governmental agency	3		Mutual aid given
23300	06/12/2024	2024-004658	5124 HIGHWAY 64 W		Swimming/recreational water areas rescue	1		Mutual aid given
23300	04/25/2024	2024-003260	240 HWY 64 EAST		Extrication of victim(s) from vehicle	5	23011	Mutual aid given

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

Mutual aid received	2	Mutual aid given	7
Automatic aid received	1	Automatic aid given	0
		Other aid given	0
Total Aid Received		Total Aid Given	7



# 2024 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.

# 2024 END OF YEAR GRANTS DEPARTMENT REPORT

## Summary 2024 Grant Accomplishments

Below you will find submitted and awarded grant applications for 2024:

### Submitted Grant Applications

Grant	Grant Agency	Project Title	Grant Amount	Date Submitted
Public Safety Equipment Grant	AR DPS	CPD's Unmanned Aircraft Systems	\$39,341.50	August 19
Outdoor Rec Grant Program	ADPHT	Conway Station Park Playground	\$100,000.00	August 30
Great Strides	ADPHT	Tucker Creek Trail Benches	\$33,000.00	September 30
Urban and Community Forestry	AR Dept of Ag	Community Forestry Planning	\$250,000.00	September 17
Assistance to Firefighters Grant	FEMA/DHS	CFD Portable Radios	\$1,000,000.00	December 18
Surface Transportation Block Grant	Metroplan	Connect Conway	\$1,000,000.00	August 28
Surface Transportation Block Grant	Metroplan	Salem Bridge	\$250,000.00	August 28
AARP	AARP	Tucker Creek Canopy Benches	\$10,591	March 6
Fire Protection and Safety	FEMA/DHS	Arson Investigation Equipment	\$25,000.00	April 10
Energy Efficiency Conservation Block Grant Program	DOE	EECBG Hybrid Vehicles	\$125,490.00	October 28
Bullet Proof Vest Partnership	DOJ	CPD Bullet Proof Vests	\$18,500.00	June 10

### Awarded Grant Applications

Grant	Grant Agency	Project Title	Awarded Amount
Public Safety Equipment Grant	AR DPS	CPD's Unmanned Aircraft Systems	\$39,341.50
Urban and Community Forestry Grant	AR Dept of Ag	Community Forestry Planning	\$250,000.00
Surface Transportation Block Grant	Metroplan	Connect Conway	\$1,000,000.00
Surface Transportation Block Grant	Metroplan	Salem Bridge	\$1,000,000.00
Public Works Assistance	EDA	Conway Industrial Site Water Imp.	\$1,500,000.00
Energy Efficiency and Conservation Block Grant Program	DOE	EECBG Hybrid Vehicles	\$125,490.00

\*The information above may not include all submitted and awarded grants for 2024

### Considered Grant Applications (Potential 2025 Applications)

Grant	Grant Agency	Possible Projects
PRICE	HUD	Manufactured home projects and related infrastructure
Bloomberg Asphalt Art	Bloomberg	Creating art projects on roads for the community and safety
Metroplan CPRG	Metroplan	Multiple opportunities: land preservation, EV charging, streetlight upgrades, trails, building energy upgrades, etc..
Charging and Fueling Infrastructure	DOT	Installing EV charging stations
Metroplan TAP	Metroplan	Sidewalks and trail development
AR Community Foundation	ARCF	Fighting childhood obesity
ARDOT TAP and RTP	ARDOT	Sidewalks and Trail Development
Blue and You Foundation	AR BCBS	Cops and Coats/AEDs/Health Improvement projects
Safe Streets and Roads for All	DOT	Pedestrian safety and transportation projects
COPS Hiring Program	DOJ	Hiring of police positions
AR Opioid Recovery Partnership	ARORP	Addressing Opioid issues within the community
Local Bridge Program	ARDOT	Bridge replacement projects

# 2024 END OF YEAR GRANTS DEPARTMENT REPORT

## *Trainings, Meetings, and Webinars*

- Metroplan- attended several meetings at Metroplan dealing with EEI, CPRG, STBG, TAP, and grant coordination.
- Central Arkansas Planning and Development- I regularly attend the CAPDD Board Meetings to represent Conway and stay informed on potential grants.
- Faulkner County Drug Court- had two meetings with drug court staff on potential grant opportunities and was able to attend drug court session to better understand the process.
- Connect Conway monthly meetings- participated in coordination meetings with Crafton Tull and Garver for Connect Conway.
- Regional Stakeholders- represented the city and attended monthly meetings with various stakeholders meant to coordinate grants and emergency responses for the central Arkansas region.
- Arkansas Municipal League- attended various meetings held by the AML regarding grants training or continuing education.
- Urban and Community Forestry- Participated in several training webinars concerning the U&CF grant pre-award and after notice of award.
- Webinars- Assistance to Firefighters Grant, AARP Community Challenge Grant, ARDOT TAP and RTP informational webinar, Charging and Fueling Infrastructure Grant, Protect Grant, Reconnecting Communities Program, American Rescue Plan trainings, Energy and Environment Innovation, Outdoor Recreation Grant Program, and SAMHSA.

## *Public Meetings and Events*

Arkansas Municipal League Winter Conference	January 10-12
Washington DC Fly-In with Chamber	February 5-8
Faulkner County Drug Court	March 5
Chamber Annual Meeting	March 14
Community Center Groundbreaking	April 2
Maly's Grand Opening	May 16
Outlook Conway	May 23
Community Conversations	May 23
Salem Church Sharing Fridge	June 6
Arkansas Municipal League 90 <sup>th</sup> Annual Meeting	June 12-14
LR Affordable Housing Groundbreaking	June 26
Community Development Institute (Year 3)	July 29-Aug 2
Conway Cycling Ribbon Cutting	August 21
Baggo for Business	September 13
Ward 2 Meeting	September 30
SPARK	November 5
Salvation Army Bell Ringing at Sam's	December 6

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

RAISE and ARPA continue to be the largest projects, as grant administrator, in 2024. The RAISE grant for 2024 consisted of coordination with the AR and Federal FHWA office. We were notified that our grant agreement was approved in early February, which from the award date of the grant took nearly 1.5 years. After the notification of the award, we began the process of selecting design consultants. Through this process, Crafton Tull and Garver were both selected to design Connect Conway. Contract negotiations with the two firms took place and FHWA reviewed and approved the contracts. We continue to press on with Connect Conway and are hopeful of meeting the obligation deadline that is in late 2026. For ARPA, projects were ongoing in 2024 and much of the funding has been expended. This funding required projects to be obligated by December 31, 2024, and the city has met this milestone. The remaining funding will be expended by the end of 2024 and into early 2025. Many great projects were funded with ARPA, including the Overnight Emergency Shelter, drainage and stormwater Improvements, sewer extensions, Conway Station Park and the Soccer Complex, Beaverfork Lake, software upgrades, employee pay, and CFD projects.



**City of Conway**

**Human Resources Department**

**2024  
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 2024 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 4, 2024, we support 602 City of Conway employees; 553 full time and 49 part time; plus 44 LOPFI retirees and 138 non-uniformed retirees.

Listed below are a few of the projects the HR department accomplished in 2024:

Participated in several conference calls and on-site meetings with representatives from BlueCross BlueShield Health Advantage in reference to 2025 rates and benefits, implantation of new behavioral health benefits, utilized their four (4) websites, My Blueprint, Blues Enroll, E Bill Manager and Wage Works. Transitioned to a new vendor to take over our COBRA administration effective April 1<sup>st</sup>.

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 fifty-eight (58) incidents/claims in 2024. Thirty-eight (38) of the claims required medical treatment; seven (7) of the claims involved loss time; eleven (11) of the claims were reportable only.

Completed and updated the City of Conway Emergency Management Operations plan for 2024.

Safety/Loss Control Manager served as the mayor liaison on the 2024 Solar Eclipse Planning Team for Faulkner County, participated in Tri-State communication functional exercises.

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, completed and conducted departmental safety assessments, completed the 2024 Loss Control Survey.

Submitted final 2023 payroll to AMLWC as required by the Arkansas Workers' Compensation Commission. Submitted estimated 2025 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 2023 due on March 31, 2024. 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 twenty (120) full time and twenty-nine (29) part time/seasonal employees.

Processed paperwork for one hundred seventy-seven (177) promotions, departmental transfers, changes, and incentives.

One hundred and one (101) terminations were processed, including ten (10) non uniformed retirees, seven (7) LOPFI retirees, and one (1) elected official retiree.

Completed and processed paperwork for fifty-two (52) non-uniformed pension refunds.

Continued to serve as a member and Chairman of the City of Conway Employees' Defined Benefit Pension Plan Administrative Committee. Assisted with meetings, prepared agendas, and minutes. 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 2024 Arkansas Municipal League Wage and Benefit Survey in their new format.

Continued to serve as the City's staff support for the City of Conway Civil Service Commission. The following examinations were administered during 2024:

- Approximately three (3) entry level police officer examinations  
These are administered at the PD on an as needed basis One (1) entry level firefighter examination  
One (1) Entry Level fire examination
- One (1) Fire Captain promotional examination
- One (1) Fire Battalion Chief promotional examination

Conducted 2025 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 2025 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 fifty-two (52) 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, presented the City's benefit package, assisted with transition of the Faulkner County 911 employees to City of Conway employees.

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

Transitioned to a new vendor for our DOT and non-DOT random and pre-employment screens.

Conducted a comprehensive salary survey specifically tailored for firefighters within our organization. This initiative aimed to ensure our compensation packages remain competitive and aligned with industry benchmarks, supporting our efforts in attracting and retaining top talent in crucial roles.





DEPARTMENT OF  
INFORMATION SYSTEMS  
AND TECHNOLOGY

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CITY OF CONWAY, ARKANSAS

2024 YEAR END REPORT



## MISSION

To advance Conway as a smarter city by simplifying IT infrastructure, investing in innovative solutions, and providing exceptional support.

## STRATEGIC OBJECTIVES

- Enhance the security of the City's technology infrastructure
- Improve the end-user support experience, and security awareness
- Advance the City by implementing innovative technology solutions

## Continued Focus on Information Security

Cyber threats against state, local, tribal, and territorial governments continued their upward trend in 2024. Although ransomware attacks on local municipalities were down 25% from the previous year, phishing attacks targeting government agencies were up 360%.

The department continues to prioritize cybersecurity and has worked to mature its security posture. City users are tasked with annual training as well as simulated phishing email exercises intended to bring awareness to methods used by bad actors. We had a 70% participation rate for this year's cyber security awareness training, and intend to improve that next year, in part, by moving to a new, more engaging cybersecurity awareness training platform, NINJIO.

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.

Studies show that over 60% of security breaches can be mitigated by following the level one controls outlined by the Center for Internet Security (CIS). CIS controls are a set of recommended cybersecurity best practices and defensive actions for securing systems and devices. They are frequently updated to reflect the latest cybersecurity best practices and evolving threats. The *CIS Controls* consist of 18 overarching measures that help strengthen an organization's cybersecurity posture.

We began, in 2024, managing all newly deployed end-user computer systems through Microsoft's cloud Entra/Intune Mobile Device Management (MDM) platform. This allowed us to apply level one CIS controls to all new user systems ensuring a hardened baseline configuration of these systems better protecting them against vulnerabilities.

There are a number of other notable security related improvements that the City's Information Systems and Technology team was able to implement in 2024.

### Security Development Highlights:

- Deployed new next-generation Fortinet firewalls at our network edge to protect the City's corporate data network. Fortinet is a global cybersecurity leader driving the convergence of networking and security.
- Increased our security stack with CrowdStrike, the cybersecurity software platform that we use for Endpoint Detection and Response (EDR) and Next-generation Antivirus (NGAV), to include their Managed Detection and Response (MDR) as part of their "Falcon Complete" service. MDR includes 24/7 threat monitoring, real-time incident response, and proactive threat hunting. With "Falcon Complete", the City is also covered up to \$1 million in breach response costs.
- Migrated the current City website to our primary Microsoft Azure cloud tenant, implementing upgrades to the services and platform the website runs on in the process. These upgrades resolved several potential security vulnerabilities.
- Updated the City's password policy to enforce a 12-character minimum along with additional complexities.
- Continued to incorporate Single Sign-on (SSO) with any of our software and service vendors that will support it, ensuring better user credential security by enforcing Multi-factor Authentication (MFA), while simultaneously improving user experience.
- Rolled out City email accounts for all fire department employees to improve communication, and help enforce cyber security training compliance.

### Other notable accomplishments:

- Resolved over 2,300 support requests: an over 20% increase from 2023. This was in part due to improved internal processes to encourage end-users to submit tickets for better issue tracking and accountability. We also rolled out a new ticketing system to better manage and resolve support requests.
- Completed the technology portion of the City's new Soccer Complex including low-voltage cabling, door access control, security cameras, and networking equipment.
- Assisted the Finance Department in deploying a new payment processor for Tyler Technologies Enterprise Permitting & Licensing (EPL) Software.
- Directed and advised on the technology portion of the new Conway Emergency Operations Center's (CEOC) PSAP consolidation.

- Made the necessary technology adjustments to facilitate Animal Welfare's migration from a subsidiary of the Conway Police Department to the Public Works Department.
- Hired a new Information Support Specialist to backfill an open position. This new position includes additional responsibilities of managing live streaming of City Council, board, and commission meetings, along with City website content updates.
- Assisted the Graphical Information System (GIS) manager by upgrading the underlying server infrastructure in which the GIS mapping system runs.
- Performed a complete network equipment refresh/makeover at the Don Owen Sport's Center
- Marked-up plans for the new Conway Community and Aquatics Center to denote locations of technology including network cabinets, Ethernet ports, wireless access points, security cameras, door access control, and speakers for the public address system.

# Conway

## Parks and Recreation

### Annual Report 2024



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 in 2024. Phases II and III of Veteran's Plaza at Pompe Park were completed throughout the year while the pump track is set to be completed in 2025. While we experienced a few setbacks early in the year, the new soccer complex has really taken shape and is set to open in early 2025. Currently, we are adding four new, lighted pickleball courts at 5<sup>th</sup> Ave with estimated completion in the first quarter of 2025. A few other projects to note are the addition of a shade structure at Bainbridge, enhanced the support of the banks along Tucker Creek, and completed the drawdown at Beaverfork Lake.

We continued our marketing efforts as we brought numerous high-quality tournaments and events to Conway this past year. We hosted numerous state and national tournaments over the past year in a variety of different sports including the 2024 USSSA Global World Series. These tournaments and events brought in teams from across the country to enjoy our city and its top-notch facilities.

#### Department Facts for 2024:

Hosted "Princesses in the Park" in May at Laurel and "Superheroes in the Park" in October at 5<sup>th</sup> Ave.

Introduced our first fall youth soccer competitive and recreational leagues with over 600 kids

McGee Center hosted 8 events

Sports Center hosted 21 events

Conway Expo and Event Center hosted 77 events

Conway Tennis Center hosted 16 events

Lake Beaverfork hosted 10 including water safety training and Police K-9 Training

Conway Station Park and City of Colleges Park hosted 48 events

Curtis Walker and Don Owen hosted 31 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 2024 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)
- (4) Empire Disc Golf Tournament
- Flex at the Fork Disc Golf Tournament
- Arkansas United Racing
- Cyclocross
- RC Plane Event
- City in the Dark
- Halloween Hustle Cross Country
- 2024 PanCAN PurpleStride Arkansas



### 2024

Daily Passes	1296
Yearly Permits	183
Golden Age Permits	266
Arm Gate Tickets	2,560
Barge Slip Rentals	11

**4,316**

## 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	231	22
Braves Baseball	93	6
Summer Softball	282	27
Summer Baseball	576	48
Flag Football	160	16
Fall Baseball	407	37
Fall Softball	235	22
Fall T-Ball	151	14
Fall Braves Baseball	56	6
Spring Fishing Derby	41	
Fall Fishing Derby	46	
<b>Total Participants</b>	<b>2278</b>	<b>198</b>





Adult Participation		
	Participants	Teams
Summer Disc Golf	16	
Summer Softball	468	36
Kickball	111	6
Fall Softball	299	23
Volleyball	162	18
Winter Basketball	264	22
<b>Total Participants</b>	<b>1320</b>	<b>105</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 2024, the Conway Expo and Event Center has maintained its momentum and growth trend, hosting numerous events, city meetings, and activities. This year the Conway Expo and Event Center hosted 77 events and meetings, spanning 204 days. Plans are underway to enhance mid-week utilization of the Expo and Event Center, reflecting the ongoing commitment to growth and community engagement.

## 2024 Events

### January

Antique Alley / City of Conway Council Meeting / Pat Smith's Battle for the Rock / First National Bank Frontline Training / City of Conway Planning Commission Meeting / AGC Arkansas Lunch & Learn / Arkansas Urban Forestry Meeting: Pre-Storm Preparedness / G&S Gun Show

### February

American Grappling Federation 2024 Arkansas State BJJ Championship / Bass Nation Quarterly Directors Meeting / Beast Feast / Enchanted! Metaphysics and Mystics Market / Sports Drafting Meeting / City of Conway Planning Commission Meeting / Rhea Lana's Children's Consignment

### March

Conway Home Show / Reliance Health Care Medicare Training / G&S Gun Show / Arkansas Cattlemen's Association

### April

Bella Rustina Vintage Market / Arkansas Mission of Mercy / Conway Fire Department Entry Level Fire Exam / Build My Future Central Arkansas / Farm Round-Up / Tacos 4 Life Feed My Starving Children MobilePack / Love's Travel Stop Division Meeting

### May

Bumper to Bumper Car Show / Bass Nation Quarterly Directors Meeting / SCTE Razorback Chapter Conference / Master Gardener Plant Sale / First Arkansas Bank & Trust Branch Managers Meeting / Saline County Kennel Club Dog Show / Conway Sanitation Department Training / Reliance Health Care MDS Bootcamp

### June

Holistic Wellness Expo / G&S Gun Show / Senior Queen AHCA/AALA District Queen Pageant / City of Conway Child Safety Fair / Officer Larry Lute Retirement Party / American Grappling Federation 2024 Open / Christian Home Educators Summit

### July

Bella Rustina Vintage Market / Rhea Lana's Children's Consignment

### August

Nabco Company Picnic / G&S Gun Show / Commissioner of State Lands / Central Arkansas Train & Hobby Show / First Arkansas Bank & Trust Branch Managers Meeting / Reliance Health Care BOC Meeting / ASEP Fall Conference

### September

Bella Rustina / City of Conway Fire Department Testing / Conway Fire Department Training / Faulkner County Fair / First Arkansas Bank & Trust Branch Managers Meeting / Conway Corp Employee Picnic

### October

Launch Conway / Rural Fire Show / Rural Fire Training / Conway Fire Department Entry Level Testing / Conway Business Expo / Retro Fest Conway / Arkansas One-Call Excavation Safety Conference / Douglas Companies Conference / Conway Department of Sanitation E-Waste / Jostens Yearbook Training / District 1 Senior Olympics / G&S Gun Show / Smile Brands Spark Conference

### November

Enchanted! Metaphysics and Mystics Market / Bella Rustina Vintage Market

### December

Loves Travel Stop District Meeting / Yancy & Green Baby Shower / Bass Nation Quarterly Directors Meeting / First Arkansas Bank & Trust Branch Managers Meeting / G&S Gun Show / 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 2024 Curtis Walker Park was used for the following significant tournaments-

- CASE Baseball Tournament (1)
- USSSA 14AA State Tournament
- ASE Baseball Tournament (1)
- CTS Baseball Tournament (1)





## Conway Station Park

In 2024 Conway Station Park was used for the following significant tournaments and the Conway Parks and Recreation Sport Leagues-

- CASE Baseball Tournament (13)
- USSSA 12AA State Tournament
- USSSA All-Star State Tournament
- USSSA Global World Series
- USSSA Fall State Tournament
- PAS Fast-Pitch Tournament (2)
- FASA Fast-Pitch Tournament (3)
- USFA Fast-Pitch Tournament (1)



## Don Owen Softball Complex

In 2024 Don Owen Softball Complex was used for the following significant tournaments and the Conway Parks and Recreation Sport Leagues-

- CASE Baseball Tournament (11)
- USSSA Adult Softball Tournament (2)
- USSSA All-Star State Tournament
- USSSA Global World Series
- USSSA Fall State Tournament
- CTS Tournaments (6)





## **City of Colleges Park**

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

In 2024 City of Colleges Park was used for the following significant tournaments and Conway Parks and Recreation Sport Leagues-

- PAS Fast Pitch Tournament (4)
- CASE Baseball Tournament (4)
- USA Softball Tournament (2)
- Hiland Dairy Fast Pitch Tournament
- USSSA State Fast Pitch Tournament
- USSSA All Star State Tournament
- CBC Mustang Invitational
- CTS Tournaments (2)



## Conway Tennis Center

2024 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 2.5 18 and Over	12
Women's 3.0 18 and Over	14
Women's 4.0 18 and Over	32
Men's 2.5 18 and Over	9
Women's 3.0 40 and Over	15
Men's 3.5 40 and Over	14
Men's 4.0 40 and Over	14
Women's 4.0 40 and Over	13
Women's 3.0 55 and Over	28
Women's 3.5 55 and Over	14
Women's 4.0 55 and Over	11
Mixed 2.5 18 and Over	14
Mixed 3.0 18 and Over	13
*Local League Champions	15
Mixed 3.5 18 and Over	12
Women's 2.5 Combo 18 and Over	11
Women's 5.5 Combo 18 and Over	14
*State Finalist	
Women's Tri-Level 2.5/3.0/3.5 18 and Over	28
Women's Tri-Level 3.0/3.5/4.0 18 and Over	10
Women's Tri-Level 3.0/3.5/4.0 40 and Over	14
*Local League Champion, State Champion	

### **Court Usage**

- Daily Reservations – 3,671 (this includes online reservations)\*  
    \*through 12/10/2024
- Ball Machine Rental – 359\*  
    \*through 12/10/2024
- Conway Tennis Center League – 132 players
- Conway Tennis Center Adult Events – 68 players\*  
    \*Sweetheart Mixer was rained out – 32 players  
    \*Breakfast at Wimbledon Mixer was rained out – 32 players
- Adult Sanctioned Tournaments - 141 players
- Lessons – 2,478\*  
    \*Hours taught through 10/11/2024

## **Junior**

### Arkansas Junior Team Tennis League

Level	No. of Players
10 and Under Beginner – 2 teams	11
*Conway Orange Crush – Local League Champions, State Finalist	
12 and Under Beginner – 4 teams	18
*Young/Hoopchuck – Local League Champions, State Champions	
14 and Under Intermediate – 5 teams	16
*Team Coco – Local League Champions	
18 and Under Intermediate – 10 teams	41
*Schlientz – Local League Champions	

### Southern Junior Team Tennis League

Level	No. of Players
14 and Under Intermediate – 3 teams	23
*Team Coco – Local League Champions	
18 and Under Intermediate – 4 teams	26
*Team Lenderman – Local League Champions	
*Team Patterson – State Champions	

- Junior Tennis Program - 621 players
- Junior Sanctioned Tournaments - 269 players
- Conway High School Practices and Matches - 1400 players
- 3A High School State Championship – 48 players

## **Miscellaneous**

UCA Tournament - 120 players\*

## 2024 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



## **2024 Bike and Pedestrian Annual Report**

### **January:**

- Meadows Tech Park Construction: Continued trail construction at Meadows Tech Park including building of features, including use of excavator, land clearing, construction of jumps, berms and features. Coordinated equipment donation and dirt donation. Reviewed/tested Laneblock revision with jeremy chrysler before production begins. Approved changes to laneblock and approved color. Developed a CX race course at Meadows Tech park.
- Conway hosted 2 regional cyclocross events at the park at end of 2023 and Jan 2024. This course is intended for year round use and to be maintained by local volunteers.

### **February:**

- Coordinated/Planned Ugly Gnome event for 5/4-5/5 at Conway Meadows Tech Park Submitted documents/permits etc for the event. Coordinated with local land manager on events (blue cross etc) Meadows Tech Park: Construction continued and was nearing completion. Rain caused significant damage to the trails and had to revisit some drainage issues. Coordinated donation of drain pipe for the projects. Excavation of drainage ditches to promote proper draining. Coordinated donation of slab rock for use in project.

### **March:**

- Working on mural project for the side of the building.
- Met with NWA Trailblazers on possible implementation of a "Adopt a Trail" program to help with trail maintenance in Conway. Members will adopt a segment of trail as their to maintain with agreements.

## **April**

- Laneblocks/hairston. Worked with the Street department. Coordinated shipping of laneblocks. added 6 reflectors each to approximately 500 laneblocks. Then marked Hairston St with the appropriate intervals for the blocks to be installed. Coordinated installation with the street department. Note: Laneblocks are a success but the glue is failing and I am working with Street Dept to find a solution and have been cleaning up loose blocks.. Pending corrections to this project.
- Trail work @ the Bunny Slope off Hogan blvd/Tucker Creek due to wet spring this trail was in total disrepair. Bridges were destroyed. I was able to repair the trail to rideable condition and move one bridge back into place.

## **May**

- Ugly Gnome Mountain bike race at Meadows Tech Park. (see photos) mowed the trail, field etc and kept the trail maintained for the first ever state level cycling event in Conway. This included mowing, weed eating several times due to a wet spring. 165 athletes from 6 states competed on the trail. We expected the event to be larger, however it rained nearly every day of the race. After the event, I coordinated trail work to repair ruts and damage caused to the trail and within 1-2 weeks it was riding as well as it had prior to the event. All proceeds went to a local non profit to get more kids on bikes.

## **June**

- Meadows Tech Park underwent construction by Conway Corp which is damaging about a 2-300 yard portion of the trail that I had to rebuild
- Repaired bike pump along Tucker Creek.
- Supported 2 local Criterium races at the Meadows Tech park (road circuit events).
- Coordinated with local Walmart and installed a bike rack for the harkrider location.
- Led weekly Group Rides every Monday and Wednesday /weather and schedule dependent to show riders the community and encourage safety and responsible riding.

## **July**

- Laneblocks/hairston. Laneblocks were installed but the adhesive failed prematurely, as they were dislodging, myself and Jeremy Chrysler would go by on a daily basis and pick them up. I have procured and tested with the manufacturer about 2 dozen blocks looking for an adhesive solution and placement that will work before reinstalling the bulk of the dislodged blocks. I am expecting re-installation of these blocks pending test results in the 4th quarter.
- Meadows Tech Park: Continued maintenance in 3rd quarter and trail building/updates leading into 2 NICA events. Helped coordinate and Run these 2 events which brought 2500 folks to Conway 2 separate times. Coordinated with Mayor Castleberry site visit and other city officials, council members and marketed to the community. The events

were a huge success and the league will come back at least 1 time in 2025.

Coordinated with A and P on seed funding to ensure the event comes back. Recently received 10 loads of dirt for new features to repair where the recent Conway Corp construction/line installation took place and will be working on this going forward.

- Economic Impact Surveys indicated each event brought over \$82,000 in the local economy through travel expenses. The venue is a success and will be used in future for other events other than cycling. Cross country running is working on mapping a CC course for High School and potentially college meets at the location. Additional 2-3 cyclocross races are scheduled for this fall, winter. The 2 NICA events this quarter were a massive undertaking in regards to maintenance and community activation (coordinating volunteers).

## **August**

- Trail work at Cadron Settlement, coordinated with volunteers and completed weed eating of the 5 mile trail in addition to some trash removal. More work to be done. Bridges repaired but will need some significant bridge work in 2025.

## **September**

- Led weekly Group Rides every Monday and Wednesday /weather and schedule dependent to show riders the community and encourage safety and responsible riding.
- Met with the event promoters for the Arkansas High Country Bike Race. The ARHC is a 1,000 mile adventure around the entire state of arkansas. I am investigating the possibility of Conway being the host city for this event in 2026/27. I have shared the event information with the Chamber of Commerce so they can determine their interest. I would like to submit a formal request to the City to be able to submit a bid to host this event. The event while relatively small in participation (200-250) garners world wide attention in the Gravel and Adventure bike scene and would likely get support from Arkansas Dept of Tourism as well as others.
- Installed a drain system, obtained gravel and dirt and improved access to field at Meadow Tech Park for vehicular access. (see attached photo)

## **October**

- Currently active in assisting with Conway Chambers Biketoberfest activities this month. Attended and led events promoting cycling and cycling safety in the community.
- Placed Halloween decorations at Meadows Tech Park trail for enhanced user experience. Possibly coordinating a night ride in 2025.

## **November**

- Coordinated and met with BPAB and board, created agenda and managed meeting, updates provided.



- Confirmed dates of Conway events for 2025
  - Ugly Gnome is Saturday May 10th, 2025
  - NICA Mid Season Classic is September 26-27th 2025
  - CX events to be determined
  - Need to meet with Park and Rec on creation of a Mountain Bike summer camp in 2025
  - Reviewing to determine if a Halloween Night ride community event is feasible or of interest in 2025 (October) at Meadows Tech Park.

## December

- Reviewed and coordinated replacement of Lane Blocks on Hairston. Tested several options of glue over the summer and fall and placement /arrangements that should make this successful.
- Trailwork at Meadows Tech park, improving trail drains. Removed beaver dam and working on placement of new features to improve trail experience for advance users without impacting new riders.
- National NICA organization showcased the work in Conway on the Meadows Tech Park trail in their national fundraiser as to what's possible when a community comes together to create a place to ride. National attention being garnered.







## Soccer

In the Fall of 2024, Conway Parks and Recreation kicked off their soccer program.

Conway had a great first season and we are looking forward to building on that.

Programs offered are:

- Conway Kickers (2-3 years of age)
- Micro Program (4-7 years of age)
- Recreation Programs (8-19 years of age)
- Competitive Program

Centennial Soccer Park is also home to St. Joseph and Central Baptist College Soccer programs.

### Youth Participation

	Participants	Teams
Conway Kickers	89	N/A
Micro Soccer	277	31
Recreational	207	13
Competitive	39	2
<b>Total Participants</b>	<b>612</b>	<b>46</b>









# Building Permits & Inspections Department

## 2024 Year End Report

### **STAFF**

Director & Mechanical Inspector – Cecil Corning  
Assistant Director & Electrical Inspector – Zach Castleberry  
Building Permits Coordinator – Missy Schrag  
Building Inspector – Ken Eckert  
Plumbing Inspector – Paul Jones  
Permits Technician – Jennifer Rambo  
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:**

Permits Type	YTD Totals 2022	YTD Totals 2023	YTD Totals 2024
Residential (New)	294	201	165
Res (Accessory)	55	49	64
Res (Addition)	35	26	38
Res (Remodel)	43	44	42
Multi-family	12	18	28
Commercial (New)	79	39	34
Com (Accessory)	4	10	5
Com (Addition)	8	9	4
Com (Remodel)	62	50	48
Demolition	34	24	19
Mechanical	693	504	467
Electrical	778	633	558
Plumbing	479	348	309
Gas	205	234	193
<b>Total</b>			



**Estimated cost of construction based on Builders valuation.**  
**(Commercial & Residential – sub permits not included within these totals)**

YEAR	COST OF CONSTRUCTION	TOTAL FEES PAID
2024	\$222,000,440.15	\$1,002,384.89
2023	\$316,998,020.45	\$1,113,148.95
2022	\$266,946,572.59	\$1,737,446.63





# PLANNING & DEVELOPMENT 2024 YEAR END REPORT

## PLANNING AND DEVELOPMENT DEPARTMENT STAFF

The following staff served the Planning and Development Department in 2024.

Director of Planning and Development – Anne Tucker

Assistant Director of Planning and Development – Ryan Robeson

Long Range Planner – Tara Jackson

Planner I – Lauren Hoffman

Planning Technician – Rebecca Alexander

GIS Manager – Matt Anderson

## PLANNING COMMISSION

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

### Rezonings

12 rezoning requests were reviewed by the Planning Commission and the Planning & Development Department. 9 were approved as requested, 1 failed at Planning Commission and was denied the waiver to resubmit to Planning Commission within 12 months at City Council. 1 application was tabled and was withdrawn by the applicant afterwards. A total of 78.05 acres were reviewed to be rezoned in 2024.

Month	Location	Requested Zone Change	Acreage	Action
Feb	1803 Meadowlake Rd	R-1 to R-2	7.55	Approved
Mar	2014 Washington Ave	R-2A to R-2	.43	Approved
Apr	6 Southerland Rd	A-1 to R-1	1.66	Approved
Apr	1695 S German Ln	A-1 to S-1	2.16	Approved
June	2510 Tyler St	R-1 to PUD	1.00	Approved
Aug	1300 Padgett Rd	A-1 to R-1	11.60	Approved
Aug	333 S East German Ln	A-1 to C-2	4.37	Tabled to September at PC; withdrawn by applicant prior to meeting
Aug	800 S Donaghey Ave	S-1 to C-3	4.10	Passed at PC; failed at CC
Sep	3310 Prince St	R-1 to O-3	0.57	Failed; applicant's request to waive 12-month moratorium failed at CC
Sep	377 Reedy Rd	R-1 to R-2A	1.52	Approved
Nov	333 S East German Ln	A-1 to S-1	42.77	Approved
Nov	805 4 <sup>th</sup> St	R-2A to C-3	0.32	Approved

## Conditional Use Permits

11 conditional use permit requests were reviewed by the Planning Commission and the Planning & Development Department in 2024. 9 requests were approved; one request failed at City Council earlier in the year but passed at City Council later in the year with an altered proposal. The remaining one request was withdrawn by the applicant prior to their Planning Commission meeting. A total of 589.03 acres were reviewed for conditional use in 2024, and a total of 582.77 acres obtained condition use permit approval.

Month	Location	Requested Conditional Use	Zone	Acreage	Action
Apr	3955 College Ave	Laundromat	O-2	1.15	Approved
Apr	1845 Old Morrilton Hwy	Transmission Tower	C-3	7.32	Approved
May	2210 Nature Trl	Home Occupation – Esthetician	R-1	0.21	Approved
May	2555 Prince St	Retail – General	O-1	1.89	Passed at PC; failed at May 28 CC but obtained waiver to resubmit
May	3250 JW & Pat Brown Blvd	Mobile Food Vendor	I-3	562.20	Approved
May	2345 Matthews Meadows Ln	Multi-family Density (MF-1)	R-2A	1.28	Approved
Aug	333 S East German Ln	Mini Warehouse (Self-Storage)	C-2	4.37	Tabled to September at PC; withdrawn by applicant prior to meeting
Aug	2138 Old Morrilton Hwy	Mobile Food Vendor	O-1	1.87	Approved
Sep	377 Reedy Rd	Multi-family Density (MF-1)	R-2A	1.52	Approved
Nov	470 Harkrider St	Multi-family Density (MF-2)	C-3	1.39	Approved
Nov	2555 Prince St	Retail – General	O-1	1.89	Approved

## Annexation

3 petitions for annexation were reviewed by the Planning Commission, the Planning & Development Department, and other City agencies. This totals 22.22 acres annexed into the City of Conway by the end of 2024; one request for 43.05 acres, was set to be heard during the December Planning Commission meeting, but was ultimately tabled until January 2025.

Month	Location	Zoning upon annexation	Acreage	Action
Apr	367 Old Military Rd	R-1	17.22	Approved
Apr	3040 Orchard Crest Dr	R-1	5.00	Approved
Nov	226 Sturgis Rd	R-1	43.05	Tabled to January 2025

While annexation is often viewed in a positive manner, it comes with costs related to providing services for the annexed area. On the flipside, annexation can help aide city growth. Growth by annexation should not outstrip growth within the city's existing core to ensure Conway remains financially healthy. It is important to track annexation's impact on the city's overall density to ensure it is not occurring too rapidly, lest the city bear expensive burdens. A good measure of this health is population density. In general, Conway's population density has continued to climb as land inside the city is developed to the exclusion of relying solely on annexed lands for growth. The city had 1,092 people per square mile in 1990. This figure increase to 1,112 in 2000, 1,294 in 2010, and 1,372 in 2020.

Regional peer cities such as Fayetteville, Rogers, Bentonville, and Little Rock all have higher population densities ranging from 1,687-1,797 people per square mile. At such densities, Conway could be home to 79,000-84,000 people and these additional people could help share the burdens of paying for the city's infrastructure and administration.

**Board of Zoning Adjustment**

The Conway Planning Commission acts as the zoning variance review authority, the Board of Zoning Adjustment. 3 requests for zoning variance were reviewed by the Planning Commission and the Planning & Development Department, 1 item being withdrawn after being tabled. A total of 3.68 acres were reviewed in 2024. A total of 2.79 acres have obtained zoning variance approval.

Month	Location	Variance Requested	Zone	Acreage	Action
Feb	1603 Jones Dr	Reduced lot depth	R-2A	0.89	Tabled to March at PC; withdrawn by applicant prior to meeting
May	3865 Prince St	Allow commercial accessory structure to exceed the 160sf maximum	C-3	0.98	Approved
Jun	1695 S German Ln	Reduced lot depth, reduced front and rear setbacks, reduced landscaping setback	S-1	1.81	Approved

**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. There were no administratively approved zoning variances in 2024.

**Vacation of Rights-of-Way and Easements**

The following street, alley, and/or easement vacations were reviewed by the City Council in 2024.

Month	Location	Closure Requested	Zone	Action
Mar	192 Commerce Rd; Lot 1, Rock-Tenn Subdivision	Eastern 6ft of the 15ft utility easement along the west line of Lot 1	I-3	Approved

**SUBDIVISION/REPLATS**

**Subdivision**

Approximately 40 plats were submitted for review in 2024, 11 of which were preliminary major subdivisions requiring Planning Commission review, 29 represented minor subdivisions or replats that did not require Planning Commission review, and 1 was a minor subdivision or replat which required Planning Commission review due to the request for a waiver. 2 extensions were requested for previously approved preliminary major subdivisions.

**Lot Creation**

The total number of lots created from plats filed in 2024 (including lots created from plats submitted for review in 2022 and 2023) were 147 residential lots and 14 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. 22 development reviews were approved by staff (including reviews submitted in 2023). Approximately 12 developments are currently active in review. A total of 25 development review applications were submitted in 2024; 1 submission was withdrawn.

### Development Review Appeals heard by Planning Commission

There were no development review appeals heard by Planning Commission in 2024.

## CODE AND PLAN AMENDMENTS

### Zoning Code

Planning Staff have continued their audit of the Zoning Code, Comprehensive Growth Plan, and Subdivision Ordinance with the goal of formulating a comprehensive update to facilitate efficiency with contemporary standards. The City has partnered with Garver to streamline the analysis through a workable Vision Plan. The Vision Plan includes an existing conditions analysis of which staff has completed a draft "Demographic Report" and is currently working on an "Existing Land Use Survey". These along with the review of existing plans provide a baseline for adaptive regulatory updates which complement and enhance existing institutions, infrastructure, and policies.

The goal for next year is to start working with an Advisory Committee to discuss development issues and concerns, determine scope of revisions, and draft revised language. These discussions and adaptations will likely be done in phases, with each phase specializing in a specific code/regulation. 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 more collaboration in execution of the above goals as the update moves from the analysis phase to the input and engagement phase.

## 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.

### TCO Application

The Planning Department and Information Technology Department worked alongside the Permits and Inspections Department to implement a new application in Enterprise Permitting & Licensing for the Temporary Certificate of Occupancy records. This new application will allow customers to more easily apply and monitor their TCOs and will help Permits staff maintain more accurate and up-to-date records of current and previous TCOs. This record type is in the final testing phase and is planned to go live early 2025.

### City Clerk

The Planning Department continued to work 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 2025. Private Club permits were discussed, but not actively created at this time.

### 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 114 sign permits were issued in 2024 (by December 17<sup>th</sup>), 9 of which were for temporary (banner) signs.

### Small Cell Permits Issued

A total of 2 small cell permits were issued in 2024.

## OTHER BOARDS & COMMISSIONS

### Historic District Commission

The Planning Department acts as City staff for the Conway Historic District Commission (HDC). Planning staff reviewed 4 Robinson Historic District requests, 1 Markham Street Neighborhood Specific Plan request, and 18 Old Conway Design Overlay District requests.

Month	Location	Request	Zone	Acreage	Action
Feb	1828 Mill St	New single-family residence	OCDOD	.16	Approved
Feb	1150 Markham St	New commercial office space	MSN-SP	0.29	Admin Approved
Feb	1904 Robinson Ave	Residential, Porch addition	RHD	0.40	Approved
Feb	1506 Prince St	Residential remodel	RHD	0.16	Approved
Feb	802 Front St	Commercial remodel	OCDOD	0.16	Approved
Feb	1157 Parkway St	Commercial addition	OCDOD	0.45	Approved
Mar	1124 N Ash St	Residential additions	OCDOD	0.18	Approved
Apr	1824 Lee Ave	Exterior modifications	OCDOD	0.17	Approved
May	320 Conway Blvd	Residential addition	OCDOD	0.48	Approved
May	719 Monroe St	Commercial addition	OCDOD	0.32	Approved
Jun	2156 Prince St	New single-family home	OCDOD	0.12	Approved
Jun	1704 College Ave	Residential accessory structure	OCDOD	0.31	Approved
Jun	504 Monroe St	Residential addition	OCDOD	0.29	Approved
Jul	710 Merriman St	Commercial remodel	OCDOD	0.41	Approved
Jul	2014 Washington Ave	Two two-family residences	OCDOD	0.42	Approved

Month	Location	Request	Zone	Acreage	Action
Jul	1405 Hamilton St	Exterior modifications	OCDOD	0.17	Approved
Jul	1152 Hunter St	Two two-family residences	OCDOD	0.24	Approved
Aug	1904 Robinson Ave	Driveway renovation	RHD	0.40	Approved
Aug	803 Harkrider St Ste 11	Commercial addition	OCDOD	1.38	Approved
Sep	1905 Caldwell St	Residential porch repairs and addition	RHD	0.40	Approved
Oct	950 Watkins St	Amendment to previously approved driveway width	OCDOD	0.22	Approved
Nov	822 Donaghey Ave	Residential accessory structure	OCDOD	1.14	Approved

## Tree Board

2024 is Conway's 18th 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.

### Public Outreach:

- February 7- Tree Planting on Tucker Creek
- February 20- FC Extension Pruning Workshop with Parks Department Staff
- March 16- Spring Tree Giveaway, 900 Trees given away
- May 2- UCA Environmental Science Presentation- Stream Bank Assessments research project for CTB.
- May 11- Participated in Master Gardener Plant Sale
- June 4- Speaker presentation at Conway Morning Rotary
- June 7- Conway Artwalk and Yoga Under the Trees
- June 20- Yoga Under the Trees Gatling Park
- November 2- 18th annual Arbor Day Celebration; 100 Free Tree giveaway, Yoga Under the Trees, Digital Photo Contest for public art display.

### Funding received:

- February 2024- \$2000 Fruit Tree Grant from Interfaith Power and Light for McGee Center and Urban Farm Project
- December 2024- \$250,000 Urban and Community Forestry Planning Grant from AR Department of Agriculture Forestry Division.

### Urban Forestry Report (from Krista Quinn – Faulkner County Extension Agent – Horticulture)

- Serve as advisor to the Conway Tree Board
- Completed the Tree City USA application for Conway
- Assisted with Tree Board projects including a spring tree giveaway of over 900 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 Parks & Recreation staff
- Coordinated a workshop on "Pre-storm Preparedness: Planning for Post-Disaster Response and Resiliency in the Urban Forest" for municipal and county staff
- Filmed a video on planting bare-root trees which can viewed at <https://www.youtube.com/watch?v=O8N5VFb-ogl>
- Assisted with preparation of 2 grant applications resulting in \$252,000 in funding for future urban forestry projects



## MISCELLANEOUS

### Planning Department Staff

2024 saw various changes in staffing. Ryan Robeson moved from Senior Planner to Assistant Director of Planning and Development. Lauren Hoffman moved from a Planning Technician to Planner I. In February of this year, Rebecca Alexander was hired as the Planning Technician.



2024

# CONWAY POLICE DEPARTMENT ANNUAL REPORT



City of Conway Arkansas

1-02-25



# Conway Police Department – 2024 Annual Report

The Conway Police Department is separated into 4 divisions (Office of the Chief, Patrol Division, Criminal Investigations Division and Support Division). Each division is comprised of several specialty sections or units.

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# Conway Police Department – 2024 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 on 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 (35) special events resulting in 1,145 total man-hours.
- SWAT reported being utilized twenty-five (26) times during 2024. Four (4) utilizations were for arrest/search warrants for the Criminal Investigation Division. Fifteen (15) utilizations were for Narcotic's operations. Seven (7) utilizations were for barricaded subjects that were all resolved peacefully.
- The Criminal Investigation section worked on a total of 1,854 cases, a 1.26% increase from 2023.
- The Narcotics section worked 483 cases, a 12.32% increase from 2023.
- Department wide, there were 3,922 adult arrests and 446 juvenile arrests made in 2024. This is a 6% increase in adult arrests and a 15% increase in Juvenile arrests when compared to the previous year.
- Conway Emergency Operations Center processed 60,357 from January 1<sup>st</sup> to August 1, before consolidating with the Faulkner County Sheriff's Office Communication Center. This is an average of 283 calls per day. There were 18,152 Emergency 911 calls received, a 10% decrease for the same time frame of 2023.
- Animal Welfare Unit reported a total intake of 1,265 animals, 913 adoptions and rescues, and 2,465 licenses issued. The live outcome rate for 2024 was 89%, a 14% increase from last year. Social media strategies allowed Conway AWU to return 228 dogs and cats to their owners. A total of 1,011 citations and warnings were issued compared to 1,016 in 2023.
- There was a total of 23,550 hours of training for officers in 2024; 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 police department completed another four-year CALEA assessment to maintain our national accreditation. An assessor from CALEA (Commission on Accreditation for Law Enforcement Agencies) met with the Chief, Command Staff members, Supervisors, Officers, City Leaders, Conway Fire Department, UCAPD and Communication members. During the final briefing, CALEA Assessor Paul Baggett from Florida complemented the Conway Police Department on our friendly professional demeanor and the high praises received from the 50 individuals interviewed as part of the on-site assessment. This accreditation assures citizens that the Conway Police Department is complying with nationally accredited best practices.

2024 also brought new additions to the police department. A Victim Services Coordinator was added to the Criminal Investigation Division to assist crime victims with referral services. Five officers obtained their FAA Drone Pilot's License and will be pilots in our new drone team program. Lastly, two additional officers will be added to the School Resource Officer team, adding one supervisor and one additional officer.

The officers and employees of the Conway Police Department are happy to serve this wonderful community with dedication and professionalism at its highest level.

Chief Chris Harris



# Conway Police Department – 2024 Annual Report

## CRIME INFORMATION

**Violent Crimes**, overall, experienced a less than 1% decrease for 2024 compared to 2023. There were 293 violent crimes reported in 2024 versus 295 violent crimes reported in 2023. The violent crimes in Conway for 2024 are broken down as follows:

- There was a 50% decrease in Murders with 2 reported in 2024 and 4 reported in 2023.
- There was a 13% increase in Rapes with 26 in 2024 and 23 reported in 2023.
- There was a 14% decrease in Robberies with 25 in 2024 and 29 reported in 2023.
- There was no change in Aggravated Assaults with 240 in 2024 and 239 reported in 2023.

**Property Crimes**, overall, experienced a 15% decrease in 2024 compared to 2023. There were 1,386 property crimes reported in 2024 versus 1,633 property crimes reported in 2023. The Property Crimes in Conway for 2024 are broken down as follows:

- There was a 6% decrease in Burglaries with 120 in 2024 and 127 reported in 2023.
- There was a 14% decrease in Thefts with 1,182 in 2024 and 1,380 reported in 2023.
- There was a 33% decrease in Motor Vehicle Thefts with 81 in 2024 and 121 reported in 2023.
- There was a 40% decrease in Arsons with 3 in 2024 and 5 reported in 2023.

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

	2018	2019	2020	2021	2022	2023	2024
Murder	6	2	3	0	7	4	2
Rape	42	37	45	38	31	23	26
Robbery	56	51	30	33	16	29	25
Burglary	245	175	158	175	168	127	120
Theft	1,793	1,413	1,607	1523	1473	1,380	1,182
Motor Vehicle Theft	91	100	122	140	112	121	81
Estimated Population				64,134	67,828	67,828	69,580*

\* <https://katv.com/news/local/conway-listed-as-fastest-growing-city-in-arkansas-for-second-year-straight>



# Conway Police Department – 2024 Annual Report

## Conway Police Department Divisions

### OFFICE OF THE CHIEF

The Administration Division consists of 7 sworn positions and 31 non-sworn personnel 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 division statistics were reported for 2024:

### **Conway Emergency Operations Center**

On August 1, 2024, the Conway Emergency Operations Center began a State mandated consolidation between the Conway Police Department Emergency Operations Center and the Faulkner County Sheriff's Office Emergency Operations Center. The consolidation was completed on December 9, 2024. The numbers provided are from January 1, 2024, to August 1, 2024, and reflect only those calls answered on behalf of the Conway Police Department. Conway Emergency Operations Center processed 60,357 calls before consolidation. This is an average of 283 calls per day. There were 18,152 Emergency 911 calls received, a 10% decrease for the same time frame of 2023.

### **Conway Animal Welfare**

Animal Welfare impounded 1,265 animals in 2024 as compared to 1,324 in 2023, a 4.5% decrease. Dogs/Cats adopted or placed at a rescue center during 2024 were 913, a 28.9% increase over 2023's 708. Revenue from City tag sales as well as Potter Surgery were \$32,217.00 vs \$33,203.00 which was a 3% reduction. 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.) While our city tag sales were down, our efforts in getting animals adopted showed a 25% increase over 2023 (\$13,515.00 2024 vs \$10,740.00). The live outcome rate for shelter was 89 % which was a 14 % improvement over 2023 which was 75%. According to the ASPCA, the national average euthanasia rate is approximately 15%. We have developed relationships with Best Friends Animal Society, who has provided training and resources to help improve our live outcome rate. We have also teamed up with Community Cats of Central Arkansas to help us with our sick and injured cat populations. This relationship has helped us to achieve the no kill standard for cats in 2024, with a live outcome rate of 90.8%. The value of these partnerships cannot be overstated. The adoption/rescue rate for dogs/cats brought into the AWU in 2024 was 72% as compared to 54% in 2023. I believe this was accomplished by increasing our adoption events from 1-2 per year in the last 5 years to 12 adoption events in 2024. We also changed some of our strategies on social media as well as involving dedicated volunteers in that process. Conway Animal Welfare was able to return 228 dogs and cats in 2024 which represents an 18% Return to owner rate. This rate is identical to 2023. We are, however, working on new strategies to increase the number of animals reunited with their owners. AWU officers issued 1,011 warnings and citations in 2024, as compared to 1,016 in 2023, which is a .004% decrease. Calls for service were 2,264 in 2024 and 1280 in 2023, an increase of 76%.

Beginning January 1, 2025, the Conway Animal Welfare Unit will no longer be under the supervision of the Conway Police Department and will be moved to the Conway Code Enforcement Office.



# Conway Police Department – 2024 Annual Report

## PATROL DIVISION

The Patrol Division currently has 75 sworn officers and 1 non-sworn Administrative Assistant. The following statistics were reported for 2024:

- The Patrol Division has 16 pillars of training that each officer must complete. As of the end of 2024, the Patrol Division is maintaining 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 3,922 adult arrests made in 2024 in comparison to 3,691 in 2023, a 6% increase. There were 446 juvenile arrests in 2024 in comparison to 386 juvenile arrests in 2023 resulting in a 15% increase.
- Patrol reported 32 police pursuits, down from 37 in 2023, a 13.5% decrease. We responded to 2,406 accidents on the roadway and 897 Private Property Accidents, resulting in a total of 3,303 accidents worked. This represented a 3.3% increase from 2023.
- 92 DWI/DUI arrests were made in 2024 in comparison to 108 in 2023; a 14% decrease. There were 14 No Seat Belt citations and 183 warnings issued in 2024, a 30% decrease from the 20 issued in 2023. There were 54 No Child Passenger Restraint citations and 11 warnings issued in 2024, an 86% increase from the 29 issued in 2023.
- The K9 Unit consists of 6 teams. Currently, four K9 teams are assigned to patrol teams, one K9 team is assigned to the Narcotics Division, and one K9 team is assigned to Conway Public Schools as an SRO. During 2024, the K9 Unit was utilized 252 times for vehicle searches, building searches, narcotics searches, and tracking. This is a 38.54% decrease from 2023. The street value of illegal drugs seized by the K9 Unit is estimated at \$706,031. This is a 132.74% increase from 2023. The K9 Unit also performs demonstrations during the year at schools, civic groups, and other community events.





# Conway Police Department – 2024 Annual Report

## Special Weapons and Tactics (SWAT)

SWAT reported being utilized twenty-six (26) times during 2024. Fifteen (15) utilizations were for Narcotic's operations. Four (4) utilizations were for arrest/search warrants for the Criminal Investigation Division. Seven (7) utilizations were for barricaded subjects. One (1) of the seven ended with an officer involved shooting. One (1) ended due to a self-inflicted gunshot wound prior to the team's arrival. Two (2) situations resolved themselves prior to the team's arrival and three (3) were resolved peacefully. Each SWAT officer averaged 312 training hours in 2024. The team accumulated a total of 4,928 training hours.

## Field Force Team

The Conway Police Department Field Force Team is composed of thirty-one highly trained officers fulfilling specialized roles to maintain public safety and operational readiness. Our team includes one Team Commander, one Team Leader, one Assistant Team Leader, three Squad Leaders, two Grenadiers, a Drone Pilot, and one Intelligence Officer.

In 2024, the team did not respond to any protests or incidents of civil unrest. However, our commitment to preparedness remained a top priority, as we ensured all team members maintained and enhanced their skills through regular training.

Key training milestones for the year include:

- Grenadiers and supervisors successfully completed the annual Less Lethal and Chemical Munitions Training Class, ensuring proficiency in deploying these critical tools responsibly and effectively.
- Thirteen Conway Police Department officers participated in a Multi-Agency Field Force Certification Class hosted by the Arkansas State Police. This training emphasized inter-agency coordination, strategic planning, and operational tactics, enhancing our team's ability to collaborate with other law enforcement agencies during large-scale events.

These efforts reflect the Field Force Team's dedication to professional development and readiness. While 2024 did not present operational challenges requiring deployment, the training and certifications achieved this year have positioned our team to respond effectively to any potential incidents in the future.



# Conway Police Department – 2024 Annual Report

## INVESTIGATIONS DIVISION

The Criminal Investigations Division (CID) of the Conway Police Department consists of 37 sworn officers and 3 non-sworn personnel, assigned to specialized units including Investigations, Narcotics, Narcotic K9, the Crime Suppression Unit, School Resource, Sex Offender Compliance, Internet Crimes Against Children (ICAC), and the National Integrated Ballistic Information Network (NIBIN).

### Criminal Investigations

- Cases handled: 1,854 cases in 2024, reflecting a 1.26% increase from 2023 (1,831 cases).

### School Resource Officers (SROs)

- Reports Generated: 378 reports.
- Assistance Provided: Supplemented or assisted in an additional 133 cases.

### Sex Offender Compliance

- Offenders Managed: 66 registered sex offenders within Conway, down 38% from 107 in 2023.
- Compliance Cases: Investigated 33 compliance-related cases, leading to 24 arrests for non-compliance with sex offender registration requirements.

### Victim Advocacy

- Victim Outreach: Contact was made with 705 victims to assist with their cases, expanding support services and advocacy for those affected by crime.

### Internet Crimes Against Children (ICAC)

- 2024 Cybertips (City Limits): 7 tips were received for investigations within Conway city limits.
- Arrests: 5 arrests were made in 2024 for the possession of child sexually abusive material.
- External Cybertips: 7 additional tips were investigated and determined to be outside of Conway's jurisdiction and were forwarded to the appropriate agencies for further investigation.

### NIBIN (National Integrated Ballistic Information Network)

- Firearms and Casings Logged: In 2024, 191 firearm casings were entered into NIBIN.

### Narcotics Investigations

- Cases opened: 483, a 12.32% increase over 2023.
- Drugs seized for 2023 have an estimated value of \$2,559,678. A 178% increase compared to 2023.
- Search warrants: 31 search warrants were served, a 40.9% increase compared to 2023.

### Crime Suppression Team (CSU)

- 534 generated or supplemented 534 reports. An increase of 947% compared to 2023. It should also be noted that 2024 is the first full year for this team.
- Arrests: 253 felony arrests, 146 misdemeanor arrests, 163 arrest warrants served, 5 stolen vehicles were recovered, and 26 illegal firearms were seized.



# Conway Police Department – 2024 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, Information Technology and Fleet Maintenance. The following Support Division statistics were reported for 2024:

- The Training Unit reported a total of 23,550 hours of training in 2024, a 20% decrease from 2023. 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 served 2,188 warrants in 2024, a 61% increase from 2023. They also spent 172.25 hours (61% decrease) conducting prisoner transports throughout the state with 6,803 total miles driven (59% decrease). Warrant officers to 76 sets of fingerprints and processed 187 recalled warrants (63% increase). The total number of warrants served by the Conway Police Department was 3,247 (7% decrease). There were 3,364 new warrants issued in 2024, a 33% increase.
- The Network Systems Administrator successfully replaced sixteen (16) desktop computers, sixteen (16) Dell laptops, sixteen (16) Dell laptop docks, and fifty-one (51) monitors throughout the police department. CPD refreshed its body cameras with 63 new body cameras and all new docking hardware necessary to get it working with our vehicles and camera checkout system. Two (2) cameras at the police department were replaced/installed with newer cameras using less space when recording video due to H.265 compression. CPD also deployed 1 more LPR system, bringing the total to 3 systems (6 LPR cameras). Three (3) new computers were configured at CEOC for the consolidation. There were 368 logged help desk requests completed for 2024.
- Evidence and Property received 3,383 items in 2024, of which 1,722 were transported to the Arkansas State Crime Lab for processing. There were 2,664 items destroyed by court order and 393 items were processed and released to the owner/other. There were 652.5 pounds of prescription drugs taken in for disposal. On October 16, 2024, approximately 603 pounds of illegal drugs and paraphernalia were taken to Clear Harbor Incineration Facility for incineration.
- The Records Section processed 8,760 incident reports, 3,302 collision reports (888 collision reports processed in RMS and 2,414 reports processed in eCrash), 4,733 citations and 9,974 warnings were processed in eCite for 2024. The Records Section also entered 395 citations into RMS (270 UCA PD citations, 79 Parking Enforcement citations, 46 Animal Welfare citations). Warning citations for Downtown Parking Enforcement numbered 516.
- Fleet maintenance received four (4) vehicles in 2024. All are currently being upfitted. Two (2) of the vehicles are Tahoe's and are for base patrol. Two (2) of the vehicles are RAM trucks and will be utilized by the Traffic Unit. Seven (7) vehicles were sold this year due to high mileage and age. Three (3) vehicles were total losses due to accidents.



# Conway Police Department – 2024 Annual Report

## 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. 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.

At the beginning of this year, Act 537, which was passed by the Arkansas legislature, went into effect requiring first responder agencies to pay for counseling for officers and firefighters that have been a part of, or exposed to, critical incidents. Through this, CPD has covered the cost for 15 officers to attend counseling sessions with licensed therapists.

The new officer and new supervisor Mentor program continued this year. This program provides an established officer or supervisor as a mentor for new officers or supervisors. These programs have assisted numerous officers since inception and will be revamped in 2025.

The Chaplain program was restarted last year and continues to be in development. 5 new Chaplains have volunteered to assist the department and have completed all necessary training.

The Crisis Intervention Team (CIT) and Community Crisis Response Team (CCRT) programs continued development this year. Two CIT training sessions were conducted in 2024 with more planned for 2025. 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 2025.

Two CCRT teams were implemented and fully trained in 2023. 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. The teams completed 150 hours of training and responded to over 1500 calls for service in 2024. Since inception, the CCRT program has responded to over 3100 calls and made over 2900 referrals for service to outside resources. Additionally, CCRT has had nearly 100 jail diversions and over 200 medical diversions since the program started. The CCRT program is funded through a grant from the federal Department of Justice and has saved the city approximately \$2,265,000 to date.



# Conway Police Department – 2024 Annual Report

## **Drug Take Back Program**

The Conway Police Department maintains a permanent drop box for citizens to dispose of their unused prescription drugs. In 2024, 584 lbs. of prescription medications were collected and disposed of safely through this program.

## **Victim Services Coordinator (new program)**

For 2024, a Victim's Services Coordinator was added to the Criminal Investigation Division. The coordinator provides services and assistance to any citizen of Conway who has been victimized by crime. The coordinator acts as liaison between the police department and victims. They will make referrals to shelters, assistance organizations, follow up with violent crime victims and help maintain relationships with the organizations who serve victims. The coordinator will also help victims through the warrant process for misdemeanor crimes.

## **Drone Team (new program)**

The department purchased three drones. Two drones are assigned to the Patrol Division, and one drone is assigned to the Crime Suppression Unit. Five officers attended a law enforcement certified training class (50 certified hours) to learn how to fly the drones in different scenarios. At the end of the weeklong training, each officer tested for and obtained a FAA Drone Pilot's License.

## **School Resource Officer Program**

In coordination with the Conway School District, two School Resource Officer (SRO) positions are being added for 2025. One of these positions will be a Sergeant's position. These additions will increase the SRO team from one supervisor and nine officers to two supervisors and ten School Resource Officers.





# Conway Police Department – 2024 Annual Report

## CONWAY POLICE DEPARTMENT SWORN TURNOVER RATE 2017-2023

Year	Auth. Sworn Officers	Officer Departures	Officer Turnover Rate
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%
2024	136	8	6%

## CONWAY COMMUNICATIONS CENTER TURNOVER RATE 2017-2023

Year	Auth. Sworn Dispatchers	Departures	Dispatch Turnover Rate
2018	22	6	27%
2019	22	6	27%
2020	22	8	43%
2021	22	17	77%
2022	22	14	64%
2023	22	4	18%
2024	22	3	14%



# Conway Police Department – 2024 Annual Report

## SWORN MANPOWER DISTRIBUTION BY RACE-GENDER-RANK

	Chief	Asst Chief	Major	Lieutenant	Sergeant	Officer	Total	Percentage
WM	1		3	9	11	73	97	73%
WF					3	16	19	14%
BM				1		12	13	10%
BF								
NAM								
NAF								
HM						3	3	2%
HF						1	1	1%
Vacant						3	3	
<b>TOTAL</b>	<b>1</b>		<b>3</b>	<b>10</b>	<b>14</b>	<b>108</b>	<b>136</b>	<b>100%</b>

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

	FT	PT	Total	Percentage
WM	14	1	15	33%
WF	26	3	29	65%
BM				
BF	1		1	2%
NAM				
NAF				
HM				
HF				
Vacant	3		3	
<b>TOTAL</b>	<b>44</b>	<b>4</b>	<b>48</b>	<b>100%</b>



# Conway Police Department – 2024 Annual Report

## **PERSONNEL STRENGTH CHART** Effective 12/31/2024

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

Authorized Sworn	136
On Hand (authorized minus vacancies)	133
Physically Available for Duty @ CPD (authorized minus vacancies and activated officers)	129

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

Authorized non-sworn (CPD-17, AWU-8, CEOC-22)	48
On Hand (Vacancies- CPD 0, CEOC- 1, AWU- 2, Evidence-0)	45

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

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

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

Authorized	184
On Hand	174

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

Sworn positions	3
Non-Sworn positions	0

### **PART VI--ACTIVATED OFFICERS** 1



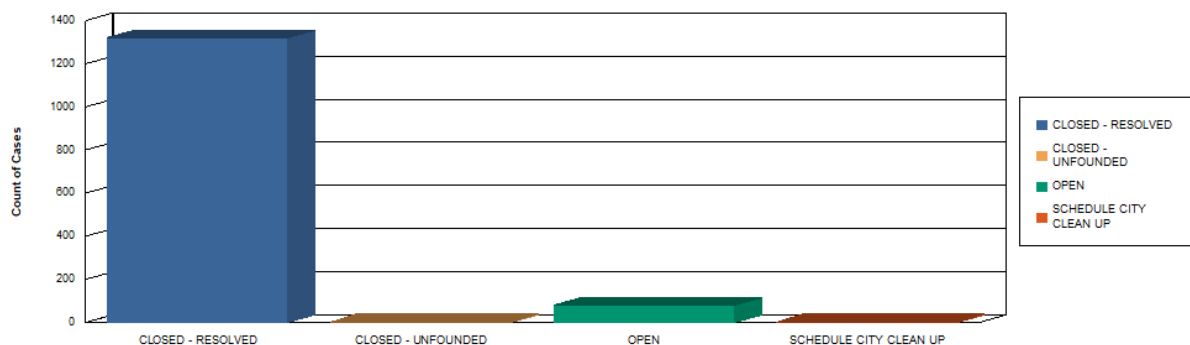
# Conway Public Works 2024 Year End Report

Director – Spencer Clawson  
Administrative Assistant – Lily Couch

## CODE ENFORCEMENT

### Violation Report

CODE CASES CLOSED/ OPENED BY STATUS (01/01/2024 TO 12/31/2024)



<b>Year End Totals</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
Total Courtesy Notices		1366	1306	1815
Total Violations written	1247	888	1306	1815
Total Code Citations	51	56	33	14
Code Cases that end in Citations				0.77%
Code Citations Nolle Pros				3
Code Citations that go to Trial				0.60%
Total A&P Notices Served				236
Total A&P Citations				6
A&P cases that end in Citation				2.54%
A&P Citations Nolle Pros				3
A&P Citations that go to Trial				1.27%
City Street Restrictions (sidewalk flyer)		120	145	135
Online Complaints	336	330	246	293
Total Scheduled City Cleanups	31	21	18	22
Code Violations that end with Cleanup				1.21%
Total Homeless Camp Cleanups				38
*Total Code Complaint Calls (Oct-Dec 24)				51
*Total calls transferred to other depart (Oct-Dec 24)				43
*Total Tele-Help (Oct-Dec 24)				99
Total Community Service Workers				85

As you can see even with an increased number of violations opened this year our Code Enforcement Officers were able to resolve 98.02% of cases without it going to court or to a city cleanup!!

\*Began tracking in October of 2024 and does NOT reflect entire year.

# PHYSICAL PLANT

The Physical Plant has 2 custodians and 6 maintenance crew employees. I'm breaking our work into categories to best understand the scope of the work we do. Seeing it in this format helps breakdown the different skills necessary to keep the city safe and beautiful.

## **Buildings**

- ✓ The Physical Plant performed general maintenance, grounds keeping and janitorial services for the city buildings. This includes the cleaning, stripping, waxing, and buffing of floors, and minimal plumbing and electrical tasks that were within our limits.
- ✓ Weekly generator maintenance at City Hall
- ✓ Rogers Plaza fountain maintenance
- ✓ Deep cleaned carpets at IT, CEOC, District Court, City Hall
- ✓ Painted parking blocks installed at City Hall (USPS)
- ✓ Repaired benches at District Court
- ✓ Painted Airport
- ✓ Built a new office room at City Attorney's Office
- ✓ Safety rail painting

## **Community**

- ✓ 38 Homeless camp cleanups
- ✓ Code Enforcement cleanups
- ✓ Hanging flower baskets
- ✓ Rogers Plaza fountain repair
- ✓ Shopping cart collection and return
- ✓ Intersection and traffic circle debris clean up
- ✓ Ditch and intersection poisoning
- ✓ Toad Suck Daze setup, litter control, breakdown
- ✓ Provided Community Service hours to 85 citizens
- ✓ Prepped city for Christmas holiday
- ✓ Sidewalk pressure washing, debris removal, litter control
- ✓ Providing safety barriers for local 5K races and parades
- ✓ Crepe Myrtles maintained (trimming, grate reductions, weed barriers installed)
- ✓ Maintained 78 flowerpots and 8 large planters for Downtown Partnership
- ✓ Pressure washed Conway monument signs on I-40
- ✓ Removed graffiti
- ✓ Built Memorial Plaza for Tree Board

## **Backflows for City Property**

- ✓ All City owned RPZA backflow devices were tested and maintained.



**Education**

- ✓ Jon Bach, Keith Paton and Dustin Smith completed certifications for RPZ testing and repair from the state

**Additional Activities**

- ✓ Set up for City events (groundbreakings and ribbon cuttings)

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# Purchasing Department 2024 End of Year Report



**JANUARY 11, 2024**

**City of Conway**

**Authored by: Tiffany Maddox**

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# Purchasing Department

## 2024 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 ensure 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, and providing high levels of customer service and training to continue to develop a top-notch Purchasing Department.

## ***Statistics:***

During 2024 the Purchasing Department

- Processed 4,894 Purchase Orders for a total of \$37,463,385.37
- Solicited 6 Bids
- Solicited 3 RFP/RFPs
- Aided City Departments with projects and solicitations (See 2024 Top 10 Projects List attached)
- Reconciled and managed procurement cards
- Manage and oversee all City Travel – 62 travel trips city wide in 2024

## ***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.

## ***Fixed Asset Management:***

The Purchasing Department has worked with many departments to help procure and sell fixed assets. Most assets are sold on GovDeals. Since 2017, the City of Conway has made \$899,463.84 from selling assets on GovDeals. During 2024, the City received funds in the amount of \$42,767.00.

## ***Procurement Cards:***

The Purchasing Department manages procurement cards and provides training for users. In 2024, the city received about \$10,373.94 in rebates from procurement cards.

2024 Top Ten Projects			
	Project	Department	Status
1	Mural Projects	Admin	Complete
2	Runway Extension	Airport	WIP
3	Landfill	Sanitation	WIP
4	Salem Road Bridge	CDOT	WIP
5	Donaghey/Caldwell RAB	CDOT	Complete
6	Prince/Country Club RAB	CDOT	WIP
7	Conway Community Center	Parks	WIP
8	5th Ave. Pickle Ball Courts	Parks	WIP
9	Conway Soccer Complex	Parks	WIP
10	Connect Conway - Raise Grant	Parks	WIP

# City of Conway, Arkansas DEPARTMENT OF SANITATION

## 2024 Year-End Report

(Please note that all 2024 figures are current or projected as of 12/30/2024.)



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- RECYCLING
- FLEET & FACILITIES

# About Us

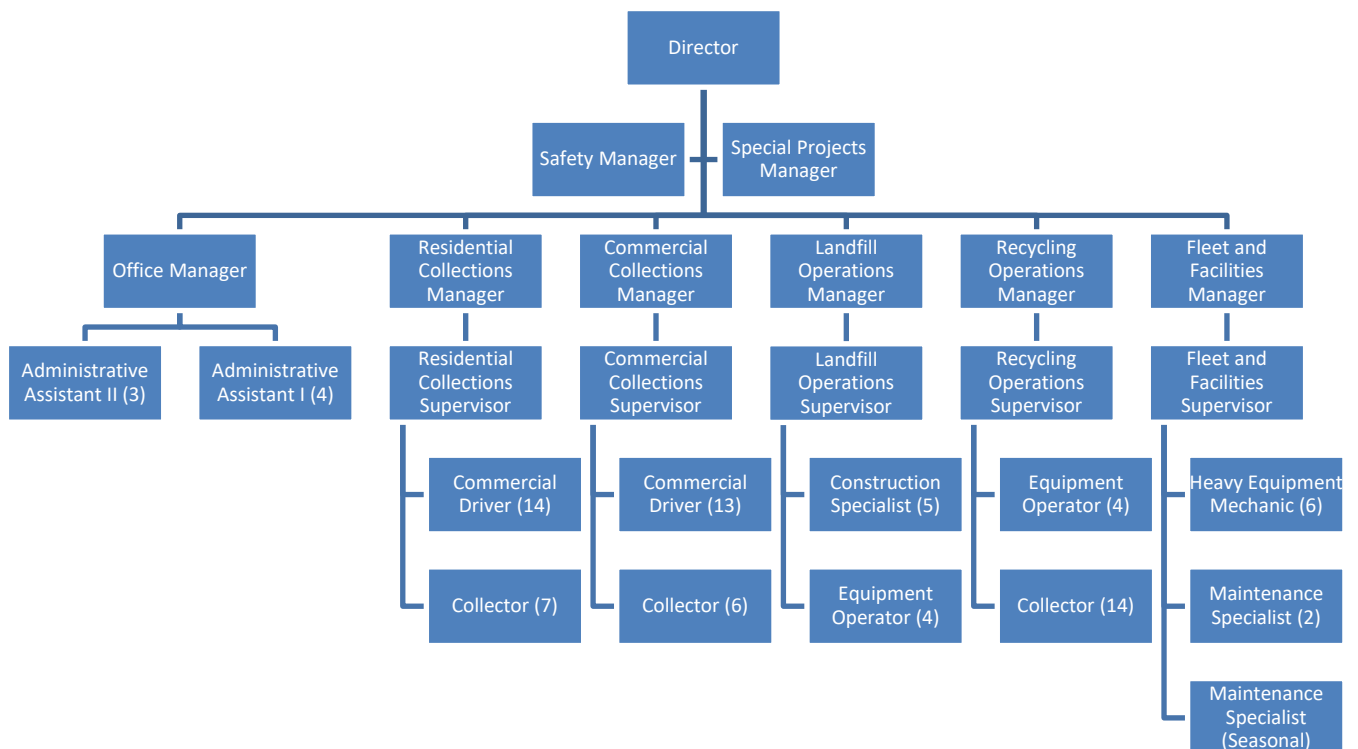
## Our Mission

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 2024, office staff processed approximately 1,200 payables and provided customer service to approximately 55,267 citizens via phone this year. Scale attendants entered and processed roughly 136 transactions per day. Industrial dispatch organized delivery of (on average) 31 containers per month with an additional average of 609 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 82 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 5,672 to 6,186 (8.3%).
- [Twitter](#)  
"Followers" increased from 684 to 697 (1.9%).
- [Website](#)  
Received more than 68,198 page views throughout the year by more than 27,000 users.
- [Recycle Coach App](#)  
A total of 3,567 users interacted with the mobile and/or web-based app services more than 167,519 times in 2024. There were 178 new subscribers registered.
- [Google Business](#)  
Users "Googled" the department for more than 18,632 searches. The current rating is 3.1 out of 5 stars, with 39 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 (September)
- Conway Art Walk (September)
- Arbor Day Event (November)
- 10 school visits and tours with interactions with 2,668 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) and the Conway Adopt-A-Street initiative.

Crews have collected...

- Department Crew / 8,260 lbs
- Adopt-A-Street / 180 lbs



The number of groups participating in the Adopt-A-Street program increased by 1 and is now at 70 groups.

Additionally, the Conway Department of Sanitation is an active participant in the Arkansas Department of Transportation's Adopt-A-Highway program. In 2024, department staff picked up more than 1,480 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 regular monthly safety trainings were completed for employees from 5 different departments including MRF Facility, Fleet and Grounds, Landfill and Citizens Convenience Center, Residential Collections, and Commercial Collections. Monthly training topics included: Heat and Cold Stress training, Fall Protection training, Powerline safety, Railroad Crossing Safety, Tornado Preparedness and Response, The Proper Use of Fire Extinguishers, Complacency training, and The Dangers of the Solid Waste Industry.

## **Specialty Training**

Approximately 98 employees received in-house training in Basic Life Skills (BLS) - First Aid and choking victims, CPR, and the proper use of an AED (Automated External Defibrillator). This training consisted of employees viewing training videos prior to the "hands on" practical use of mannequins while performing CPR skills. All employees were successful in completing this training and received certification cards post completion.

## **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 2024:

- Steven Griffin, Commercial Driver, 20 Years
- Jeff Davis, Commercial Driver, 15 Years
- Osvaldo Alvarez, Equipment Operator, 20 Years
- Araceli Alvarez, Maintenance Specialist, 20 Years

## Recruitment

The department has seen an improvement in turnover in 2024. Overall, there was a 24.5% turnover rate in 2024, which was a 26.9% decrease from the previous year. This may be attributed to the increased driver and collector salaries that occurred in April of 2023. To further help combat turnover, we implemented a path forward for well performing employees to pursue their CDL license at the cost of the department. We have had 2 employees, a collector and an equipment operator, that have successfully passed their CDL training and have become drivers for the department. 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 2024, residential collection crews collected 39,065 tons of garbage and 3,864 tons of recyclable material from more than 23,000 households in Conway.

#### *Yard Waste*

Yard waste collection decreased in 2024. Rear load, knuckle boom, and roll-off crews collected 5,402.13 tons of yard waste. Staff currently utilize both rear load and knuckle boom trucks to provide daily curbside yard waste collection. Employing both rear load and knuckle boom methods of collection for yard waste is highly effective.



### *Glass Recycling*

Currently, we collect glass 4 days per week, utilizing glass bins contained on yard waste trucks which are already in neighborhoods. We have approximately 5,632 glass bins distributed throughout the city. Department personnel collected 191 tons of glass during the year, a 25% increase from 2023. Gross revenue from the collection of glass is estimated at \$379.

### *Bulky Item*

Bulky item collection services are 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 859 completed service requests, bulky item collection yielded 113.3 tons in 2024. 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 18th and 19th, 2024. 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 2024 cleanup yielded 18.73 tons which were delivered to our Conway facility.

## **Commercial Collections**

The commercial collections program is responsible for the efficient and timely collection of commercial refuse and recyclables from the businesses of Conway. Commercial garbage is collected 6 days per week, utilizing 4 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 2024.

## **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 2024. “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 320.29 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 62,739.96 tons of solid waste in 2024, a decrease of 3.9% from 2023.

In 2024, equipment operators in the landfill division hauled 1,564 loads of dirt for use as cover on the landfill working face. Operators also excavated and hauled 487 loads of rock and shale to build and maintain roads within the permitted landfill site, providing access to the working face. Approximately 1,004,000 gallons of water and 825 tons of gravel were applied to access roads, providing “all weather” access to the landfill and to assist with dust control as required by state regulations.

The Conway Department of Sanitation received 5,402 tons of yard waste in 2024, a 17.4% decrease from 2023. 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.

## **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 3rd party consultants to ensure compliance with all applicable permit requirements.



## 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.

### *Revenue*

Recycling revenues for 2024 were higher than 2023. Much of the increase can be attributed to the higher prices of materials that is used in packaging of consumer products.

### *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.

### *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 2024, these staff members removed more than 8,260 lbs of litter from the streets of Conway.



### Total Projected Revenue from the Sale of Recyclables

Type of Material Sold	2022 (actual)	2023 (actual)	2024 (projected)	Net Inc/(Dec)
Mixed Paper	\$ 91,072.36	\$ 28,212.10	\$ 82,919.25	\$ 54,707.15
Old Corrugated Cardboard (OCC)	407,332.20	240,210.00	363,010.16	122,800.16
Steel	44,239.84	41,442.36	44,370.75	2,928.39
Glass	157.74	152.73	379.24	226.51
Polyethylene Terephthalate (PET, #1)	63,134.52	24,794.65	52,940.94	28,146.29
High-Density Polyethylene (HDPE, #2)	64,865.85	38,885.15	35,780.22	(3,104.93)
PP #5	15,256.82	-	-	-
Plastic Film	-	-	-	-
Aluminum	83,166.27	65,804.04	40,916.15	(24,887.89)
Reuse	798.15	-	-	-
Batteries	765.20	214.80	551.60	336.80
Total Projected Revenue	\$ 770,788.95	\$ 439,715.83	\$ 620,868.31	\$ 181,152.48

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

Type of Material Sold	2022 (actual)	2023 (actual)	2024 (projected)	Net Inc/(Dec)
Mixed Paper	1,301.5	1153.9	1,093.9	(60.0)
Old Corrugated Cardboard (OCC)	2,484.6	2568	2,445.8	(122.2)
Steel	430.4	356.4	329.0	(27.4)
Glass	158.0	152.1	174.3	22.2
Polyethylene Terephthalate (PET, #1)	133.1	111.8	152.8	41.0
High-Density Polyethylene (HDPE, #2)	115.2	87.7	88.6	0.9
PP #5	19.5	0	0.0	0.0
Plastic Film	0.0	0	0.0	0.0
Aluminum	44.5	44.9	22.4	(22.5)
Reuse	0.3	0	0.0	0.0
Batteries	3.4	1.4	2.0	0.6
Total Recyclables sold by weight (tons)	4,690.5	4,476.2	4,308.8	(167.4)

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

Source of Recyclables	2022 (actual)	2023 (actual)	2024 (projected)	Net Inc/(Dec)
MRF/Wall Recyclables	4,769.6	4,535.2	4,377.2	(158.0)
Yard Waste/Mulch	5,454.7	7,044.2	6,971.8	(72.5)
Electronic Waste (E-waste)	55.7	59.2	68.1	8.9
Diverted Materials by Source and Weight (ton)	10,280.0	11,638.6	11,417.1	(221.6)



## Fleet & Facilities

The fleet and facilities division are 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 872 jobs for sanitation vehicles/equipment of which 199 were preventative maintenance.





City of Conway  
Transportation Department



# ANNUAL REPORT

FY 2024

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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	\$1,600,000.00	1,737,107.20
Sales Tax	\$400,000.00	\$382,404.91
State Tax Turnback – Gasoline	\$3,000,000.00	\$4,350,753.86
State Tax Turnback – Sales	\$1,800,000.00	\$71,821.63
State Tax Turnback – Wholesale	\$400,000.00	\$381,168.75
Severance Tax	\$200,000.00	\$54,433.35
Payments in Lieu of Tax	\$10,000.00	\$0.00
Licenses and Permits	\$0.00	\$0.00
Sign Permits	\$0.00	\$0.00
Engineering Fees	\$10,000.00	\$12,525.00
Interest Income	\$100,000.00	\$230,559.52
State Grant Revenues	\$0.00	\$0.00
Transfers from other funds	\$0.00	\$0.00
Insurance Proceeds	\$0.00	\$0.00
Fund Balance Appropriation	\$36,718.00	\$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>\$7,556,718.00</b>	<b>\$7,294,083.82</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
0.00	\$2,063,996.72	\$0.00

During the subject fiscal year, the Street Sales and Use Tax funded the Caldwell/Donaghey Roundabout and the Salem Rd bridge reconstruction. 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
\$5,031,643.56	\$2,974,701.87	\$5,200,000.00

During the subject fiscal year, the Pay-As-You-Go sales tax funded the Conway Towne Center construction project, College Avenue shared use path and a large portion of the 2024 overlay program. Remaining revenue will be carried forward to fund commitments to ARDOT for the improvement of the Harkrider and Robins traffic signal and the construction of the Hogan and Old Morrilton roundabout. For a detailed accounting of the Pay-As-You-Go account, please contact the Finance Department.



# 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
\$546,989.62	\$0.00	\$2,356,845.64

The Impact Fee fund is generally used to fund intersection improvements such as converting signalized intersections to roundabout operation. The College and Farris roundabout was completed late 2023. The Prince and Country Club roundabout is scheduled for construction in 2025. 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

Below is a list of City of Conway Transportation Department construction projects completed in 2024:

- **Donaghey / Caldwell Roundabout** - Total approx.. cost of this project was \$500,000.00
- **9<sup>th</sup> Avenue** - Total cost of this project was \$536,074.00
- **Lowe Ridge realignment** - Total cost of the project was \$1,829,992.97
- **E. German Lane** – Total cost of this project was \$2,037,762.20
- **College Sidepath** -Total cost of the project was \$511,284.21.
- **Court Street Alley improvements (Phase I – Drainage)**- Total cost of the project was \$760,522.64

# 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 \$2,911,633.50.

### 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 potholes, 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.

### STREET CUT PERMITS

Beginning January 1, 2024, the Transportation department implemented a street cut permit fee. Utility contractors are now being charged for the damage done to the city streets caused by excavation. The department in 2024 has issued 271 permits and has collected \$76,378.60

# 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 2024. The cost for sidewalk repairs in 2024 totaled \$200,820.00.

- **Lee Avenue**
- **Hariston Street**
- **Conway Blvd**
- **Robins Street**
- **S. Center 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 \$224,328.01.

## 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 \$147,500.00.

# 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 \$46,931.00.

## 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 the project was bid in late 2024. Construction will begin in February 2024.
- **2024 Pavement Marking Program**
- **2024 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.
- **2024 Pavement Management – Overlay** – \$2,000,000 has been budgeted for street overlays in 2024.



# ENGINEERING SERVICES

- **Harkrider & Robins** – *Intersection Improvement* – ARDOT signal improvement partnering project. ArDOT currently has this project scheduled to bid in 2025.
- **Markham Street Improvements** – *Spruce to Van Ronkle* – Phase 2 of a Metroplan grant. Construction was completed in 2024.
- **Oak Street Adaptive Signal Control System** – *Harkrider to E. German* – Metroplan grant. Construction was completed in 2024.
- **Hogan & Hwy 64** – *Intersection Improvement* – ARDOT partnering project. This project is currently under construction and expected to be completed in late 2025.
- **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 and the Caldwell and Donaghey roundabout completed in 2024. The remainder of the project will be completed once Conway Corporation has completed utility relocations for the corridor.
- **Salem Road Bridge** – *Tucker Creek* – A \$3,000,000 Metroplan grant was awarded in late 2020. Construction began in 2024 and is expected to be completed in 2025.
- **Salem Road Improvements** – *College to Dave Ward* – Design is nearing completion. Construction will likely begin in 2026.
- **Nutters Chapel Road Improvements** – *Wineberry to TJ* – Design is 90% complete. The project is scheduled to bid in 2025.
- **College Sidepath** – *Salem to Farris* – ARDOT grant awarded in 2021 – Construction was completed in 2024.
- **Oak & Parkway** – *Locust to RR & Oak to Main* – Engineering began 2021. Construction will be scheduled when funding allows.
- **Towne Center Access** – *Lower Ridge Rd* – Construction was complete in 2024.
- **Meadowlake and Salem Roundabout** – Design began in 2023. The project will be bid after the completion of the Hogan and Hwy. 64 roundabout.
- **East German and Oak Street Intersection Improvements** – Design began in 2024 and will be completed in 2025. Construction will begin once funding is available.
- **West Tyler Street Improvements (Padgett to Sena)** – Design began in 2024, which includes curb and gutter and drainage improvements. Construction will begin once funding is available.
- **S. Country Club (Stermer to Dave Ward)** – Design began in 2024. Construction will begin once funding is available.
- **Stermer Road (Salem to Country Club)** - Design began in 2024. Construction will begin once funding is available.

# ENGINEERING SERVICES

## DEVELOPMENT REVIEW SERVICES

Engineering review 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:

- **Tyler Street PUD**
- **Webb Jackson Development**
- **Chuy's Restaurant**
- **Tidal Wave Car Wash**
- **Fontaine Bleau Apartments – Phase II**
- **Lower Ridge Duplexes**
- **Pediatrics Plus**
- **Dickson Cold Storage**
- **First Security Bank**
- **Chipotle**
- **Braswell Tenant Building**
- **Freyaldenhoven Warehouse**
- **Salter Building Expansion**
- **Scooter's Coffee**
- **Covington Development on Shelby Trail**
- **Summit Church**
- **CRMC Wound Clinic**
- **UCA Hanger**
- **Anchor Retail Center**
- **The Orchard – Phase II**
- **Quail Meadows Subdivision**
- **Willow Ridge Subdivision**
- **Miller's Creek Subdivision**
- **Cardinal Valley – Phase II**
- **The Pines – Phase II**
- **AMP Subdivision**
- **Sirrah Point**
- **Hugo's Subdivision**
- **Encore – Phase II**
- **Seven Brew**
- **Lands End Phase II Final Plat**
- **The Hudson Final Plat**

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 various locations where traffic calming was being considered throughout the city.

## 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* – Construction began in mid-2024 is expected to be completed in 2025.
- **Salem Road Improvements** – *College to Dave Ward* – Design, which is funded by a Metroplan grant. Design is nearing completion and construction is expected to begin in late 2025 or early 2026.
- **Dave Ward Improvements** – *Harkrider to I-40* – ARDOT began a traffic Study in 2018. Design is underway and the project is scheduled to let (by ARDOT) in 2026.
- **Harkrider Improvements** – *Oak to Bruce* – Design began in 2021. Utility relocation work is underway, and construction is currently scheduled to begin in 2026.
- **College Bridge over Tucker Creek** – Design, which is funded by a Metroplan grant, began in 2023 and is nearing completion. Construction is expected to begin in 2025.

### STREET FUND PROJECTS

- **2024 Overlay Program** - Rogers Group was able to complete \$2,911,633.50 worth of overlays in 2024 for the city in various locations.

### IMPACT FEE PROJECTS

- **Prince & Country Club** – *Roundabout Installation* – The project was bid in late 2024 and construction is scheduled to begin in February 2025.
- **Meadowlake and Salem Roundabout** - *Roundabout Installation* – Design began in 2023, and the project will be bid once the Hogan and Hwy. 64 roundabout is completed.

### 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 was completed in 2024.
- **Markham Street Improvements** – *Van Ronkle to Mill* – Phase 1 construction began in 2019 and was completed in 2021. Phase 2 construction was completed in 2024.
- **Harkrider & Robins** – *Intersection Improvement* – ARDOT design began in 2020. Design and utility relocation work is complete and construction is scheduled to begin in 2025.
- **Hogan & Hwy 64** – *Intersection Improvement* – ARDOT design began in 2020. Construction began in 2024 and will be completed in 2025.

# IMPROVEMENT PROGRAM UPDATE SUMMARY

- **College Sidepath** – *College to Farris* – An ARDOT TAP grant was awarded in 2021. Design is complete and construction was completed in 2024.

## 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 is currently underway.
- **Department Relocation** – Conway Corporation's Engineering/Service Department has relocated to their new facility on South German, and the Conway Transportation Department will begin relocation to the old Conway Corporation facility on Harkrider in February/March 2025.

# CONTACT INFORMATION

## Contact Information

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