



City of Conway  
Mayor Tab Townsell

State of the City  
2014 End of the Year Reports  
[www.cityofconway.org](http://www.cityofconway.org)

Human Resources	Lisa Mabry Williams, HR Director
District Court	Judge Susan Weaver Judge David Reynolds
Airport	Josh Zylks, Director
Information Technology	Lloyd Hartzell, CTO
Finance Department	Tyler Winningham, CFO
Permits & Code Enforcement	Bart Castleberry, Director
Physical Plant	Tony Harrington, Director
Planning & Development	Bryan Patrick, Director
Parks & Recreation	Steve Ibbotson, Parks Director
Sanitation Department	Cheryl Harrington, Director
Fire Department	Mike Winter, Fire Chief
Police Department	AJ Gary, Chief of Police
Street Department	Finley Vinson, Street Engineer



**City of Conway**

**Human Resources Department**

**2014 Year End Report**

## **Mission Statement**

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

## **Staff**

Lisa Mabry-Williams, Human Resources Director

Valerie Seay, Human Resources Assistant

## **Human Resources Department Activities**

During 2014 the Human Resources Department provided day to day support to the various city departments and employees in all areas of human resources including but not limited to insuring that City policies and procedures are consistently applied throughout all city departments. Listed below are a few of the projects the HR department accomplished in 2014:

Assisted in the update of job descriptions and reevaluation of an outside market salary review for newly created finance, airport and engineering positions.

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

Updated the City of Conway Health and Safety Plan.

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

- Hired 47 full time and 50 part time/seasonal employees
- 83 voluntary and involuntary terminations processed, 44 voluntary, 27 involuntary, 13 retirees

- Assisted the families of 4 deceased retirees with benefit information and completion of paperwork as required.

Continued to serve as the City's staff support for the City of Conway Civil Service Commission; including the administration of the promotional and entry level examinations for the Fire and Police Departments. Participated in and coordinated one Appeal Hearing before the Civil Service Commission and administered the following examinations during 2014:

- Entry level police officer examination
- Entry level firefighter examination
- Fire Engineer promotional examination
- Fire Captain promotional examination
- Fire Battalion Chief promotional examination
- Police Lieutenant promotional examination
- Police Sergeant promotional examination
- Scheduled one CCSC Appeal Hearing

Requested proposals for the City's medical benefit plan. Reviewed the proposals with the City Council.

- Negotiated competitive life, health and dental benefits and rates for 2014
- Negotiated competitive voluntary benefits for 2014 with the addition of the Legal Shield benefit.
- Enrollment of employees and retirees into the Arkansas Municipal League Health Benefit Fund for 2015
- Received City Council approval to add an additional 457 plan vendor in 2015.

Management of all City of Conway Workers Compensation Claims and the subsequent administration of the Workers Compensation/Safety Department. Processed and managed 89 claims in 2014 from the following city departments:

- 41 – Police
- 17 – Fire
- 18 – Sanitation
- 3 – Parks & Recreation
- 2 – Animal Welfare
- 2 – Street
- 3 – Physical Plant
- 1 – District Court
- 1 – Administration
- 1 – Permits & Inspections

Responded to and successfully defended allegations contained in an EEOC charge filed against the City of Conway.

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.

Responded to numerous FOIA requests.

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

Accepted the transfer of job duties from the City Clerk's office to HR in reference to the administration of retiree benefits and requests for non-uniformed pension refunds. This includes the record keeping and communication with over fifty-five (55) City of Conway retirees and setting up new LOPFI retirees with monthly LOPFI benefit deductions, monthly benefit deduction reports to LOPFI, calculation of monthly pension amounts for non-uniformed employees, set up of monthly benefit deductions for non-uniformed employees in Springbrook and submitting requests for non-uniformed pension refunds to the pension board each month.

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

Served as the staff person for the Fire Chief and Airport Manager Search Committees.



# District Court 2014 Year End Report

2014 was an extremely productive year for Faulkner County District Court. In 2013, we extended the court docket to five days a week with first appearances for misdemeanor and felony offences three days a week. In 2014, this expanded to include first appearances scheduled on holidays. We implemented a new filing system, and are in the process of converting old files to this system. In August, we initiated a new court scanning program to streamline collection and processing of case information. Through the diligent efforts of our dedicated staff, we have scanned over 21,000 documents, making this one of the leading District Courts in the state. Documents meeting redaction requirements may now be viewed online via the State Court website. Scanning allows the public real time access to filed documents. We continue to incorporate changes creating a more efficient system for the Faulkner County District Court employees and patrons. We attended DWI Court training in Late July 2014 and have added this to the 2015 Court Calendar for offenders meeting the guidelines for participation in the program. We will be one of only 7 district courts in the state and 617 in the U.S. to foster a DWI Court process.

Every effort is being made to update District Court procedures in efficiency, technology and programming. We strive to be at the forefront for District Court Models in the state. Our office has hosted a number of courts interested in emulating these new changes and our ability to utilize CONTEXTE (the states court computer system). We look forward to continuing this progress in the coming year and setting the standard for other district courts to follow.

### District Court 2014 Stats

#### Criminal and Traffic Caseload Stats:

Authority	Criminal	%LY	Traffic	%LY	Total	%LY
City	6338	105%	6425	101%	12763	103%
County/State	1950	77%	4018	74%	5968	75%
Total	8288	97%	10443	88%	18731	92%

Criminal and traffic offences adjudicated receipted \$2,964,877.81, an increase of 3% over last year.

**Civil/ Small Claims Stats:**

Department	Cases Filed	%LY
Civil	1211	110%
Small Claims	275	103%
Total	1486	109%

Civil and Small Claims receipted \$139,056.47, an increase of 20% over last year.

**Warrants Stats:**

Authority	Produced	%LY	Served	%LY	Outstanding	%LY
City	3415	97%	2539	106%	3311	105%
County	1518	81%	1127	101%	2180	100%
Total	4933	83%	3666	104%	5491	103%

The outstanding warrants are from 2008 thru 2014.

**Circuit Court First Appearance Stats:**

	Felony Cases	%LY
Total	1779	200%



*City of Conway Municipal Airport  
Cantrell Field*

*Josh Zylks  
Airport Manager*

**2014 Annual Report**

2014 encompassed a year full of changes for the City of Conway's access to the air transportation system. The City established an Airport Department for the first time with the hiring of an Airport Manager in June 2014. In September 2014, the City opened the brand new Cantrell Field Airport in the Lollie Bottoms area south west of Conway. At the same time the City assumed management and operational duties of the old Dennis F. Cantrell Field as well as the associated Fixed Based Operator (fuel sales and hangar rentals). Control of the old Dennis F. Cantrell Field was acquired in order to facilitate the closure of the facility and its impending sale to Conway Development Corp. and Wilson Group for development of Central Landing.

The opening of Cantrell Field on September 1, 2014 represented the culmination of almost 7 years of study and construction and the investment of nearly \$30 million by the City of Conway, Arkansas Department of Aeronautics, Federal Aviation Administration, local volunteers, and elected officials. The opening of the new airport also represents the City of Conway's commitment to providing the flying public access to the national air transport system-whether for business or pleasure- from a state-of-the-art facility that is newer, larger, safer, and better able to serve customers' needs than the facility that it replaces.

At the end of 2014, statistics on airport construction include:

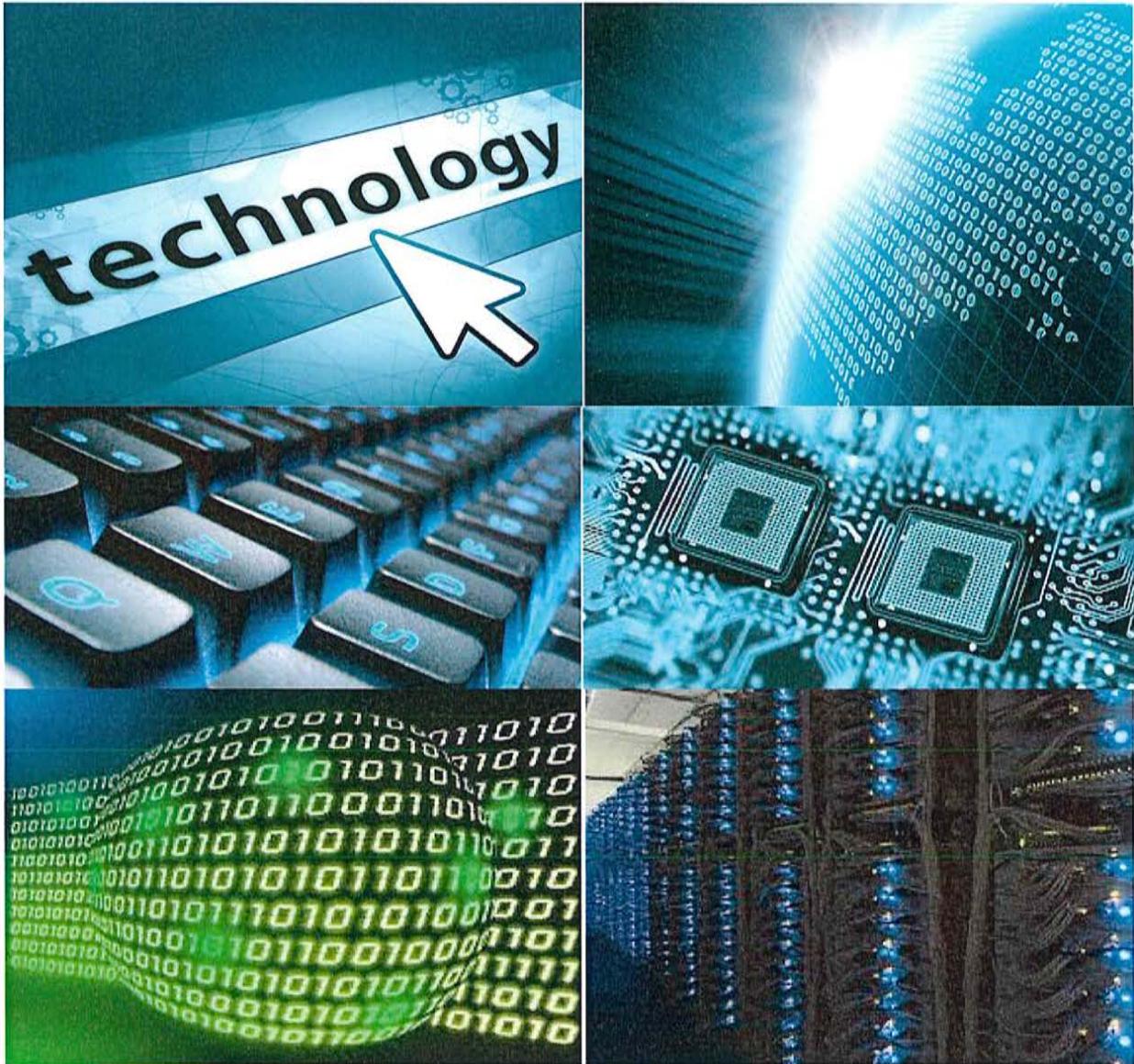
- 5,500 ft x 100 ft runway with full length parallel taxiway
- 1.3 million cubic yards of dirt moved
- 62,000 cubic yards of concrete laid to cover over 41 acres of pavement
- 431 acres of land enclosed by almost 5 miles of fence
- Almost 200 state-of-the-art LED runway and taxiway lights installed
- The nation's first set of LED Precision Approach Path Indicator (PAPI) lights installed

- 6,200 sq ft. terminal building constructed
- 3 enclosed T-hangars and 1 open shaded T-hangar constructed to hold 46 aircraft
- City owned community hangar constructed to hold 4 corporate-type aircraft
- 2 privately-owned corporate hangars under construction
- Automated Weather Observation System installed
- Construction of a 20,000 gallon Jet A Fuel system and 12,000 gallon 100LL AvGas system with 24 hour credit card self-service capability

Other Airport highlights from 2014 include:

- Airport staff consists of 3 full time and 1 part time employee
- Various airport equipment was acquired including tractor and bush-hog, lawnmower, Diesel Ground Power Unit, 2 Aircraft Tugs, airport service truck, Mule off road utility vehicle, 3,000 gallon Jet A refueler truck, and 1,200 gallon 100LL AvGas refueler truck
- 45,104 gallons of Jet A and 14,602 gallons of 100LL AvGas were sold at the old Dennis F. Cantrell Field since the City took over operations on September 1, 2014
- Shortly after opening the new Cantrell Field hosted a visit by President Bill Clinton, Governor Mike Beebe, Senator Mark Pryor, and Congressman Mike Ross
- All hangars at Cantrell Field are full, with a waiting list of 18 future tenants once space becomes available

# City of Conway Information Technology Department 2014 Annual Report



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## MEMORANDUM

**TO:** Mayor Tab Townsell and City Council

**FROM:** Lloyd Hartzell 

**DATE:** January 5, 2015

**SUBJECT:** 2014 Year-end Report

Our mission is to provide top level technical support and cost-saving technology solutions, for the needs of the City of Conway, while providing City-wide guidance and leadership. Additionally, in the pursuit of government transparency, technology will enable the City to communicate with all stakeholders.

### Key Information Technology Responsibilities:

- Support the City of Conway's growth through technology
- Customer service – Day-to-day maintenance and training
- Maintenance of City Information Technology and Communications infrastructure
- Advise departments of new and appropriate technologies
- Support departmental and municipal technology goals
- Oversight and enforcement of consistent data structures across all City applications
- Provide secure and functional access to City data

I would like to take this opportunity to highlight some objectives that were accomplished in 2014, as it relates to our mission statement. This does not include the many hours working late at night, and over the weekend to ensure that the City's data network and communications is working. The City has an excellent IT staff that is very knowledgeable and committed to providing exceptional support for our users and stakeholders.

### Cost savings:

**Outdoor warning sirens/Communications/Telephones:** Having an Electronic/Telecomm Engineer, on staff, who has the training and technical skills to install, maintain, and repair, our outdoor warning sirens, repair communications equipment, and support the telephone network. Along with hiring qualified employees with advanced technical skills continues to be a cost savings for the City.

**Telephone land line and long distance:** Moving from AT&T to Conway Corp, as the service provider for telephone land lines and long distance, has reduced the cost of telephone and long distance service for the City. Also, buying local generates a return on investment for the City.

### Pursuit of government transparency

**A paperless environment:** The City continues to move towards a paperless environment. As the City continues to take advantage of technology, this will allow the City to reduce the cost of printing that is adding to the landfill. For example, being very conservative, an estimated 500 employees, we will print over 275,000 documents a year, which includes payroll stubs, time sheets, W2's, and health benefit forms each year. This does not include council agendas and supporting information, purchases orders, or other documents. 2014 City Council members were provided HP-Netbooks, allowing Council members to receive council meeting agendas and documentation electronically, reducing the cost of printing. Additionally making it easier for Council Members to communicate with citizens.

**Transparency:** To be more transparent, Ordinances, Resolutions, and Minutes of City meetings, Council, planning, civil service, and budget information will be accessible on the web.

**City Website:**

The new website will allow interaction between the City and the public, and take advantage of current technology such as Facebook, Twitter, and Content Management. This will allow the City to provide timely information to the public and increase government transparency.

**City-wide guidance and leadership**

Guidance and Leadership is an important part of the IT Department. In 2014, the IT Department worked with several departments on projects that included a technology component. The list below represents a few examples of teamwork between departments.

**Planning, Inspections, and Code Enforcement:** Identify problems with the planning/development process and code enforcement. The primary goal was to reduce the planning/development time from months to a 30 day turnaround. The Planning Department is currently reviewing proposals from several vendors in response to an RFP. This project, when completed as stated by the Deputy Director of Planning, will increase the level of service provided within the City's land-use, permitting, and code enforcement functions, by decreasing the amount of time necessary to process land-use and permit applications. It will increase workflow transparency to applicants, staff members and managers, and reduce department operating costs through automation and man-hour efficiencies. This will increase the level of trust and cooperation between the public and private sectors.

**Fire Department:** Their current software, Firehouse, is being replaced with Red Alert. This includes mobile data hardware, software, installation in fire vehicles, mapping, network, and wireless. This project will provide the Fire Department with more up to date information when responding to an emergency, through immediate updates from pre-fire planning and current mapping from the City's GIS department.

**Police:** Identify storage requirements for police videos. Investigate the use of cloud storage for police investigations including videos and all case related information. Working with the Arkansas State Police, a new program called e-citation was made available to the Conway Police Department at no cost. E-citation allows officers to issue citations and warnings electronically. A single paper copy is given to the violator. The information is uploaded to the court system and Police Records Management. This project will allow the Police Department and court system to reallocate resources within their departments.

**Web Development:** The new website was developed using a contract programmer and a part-time employee of the IT department. The design, development, and content, was a collaboration between all City departments.

## City of Conway

### 2014 Goals

#### Department: Information Technology

**Mission Statement:** Provide top level technical support and cost-saving technology solutions for the needs , of the City of Conway, while providing City-wide guidance and leadership. Additionally, in the pursuit of government transparency, technology will enable the City to communicate with all stakeholders.

Goal	Year of Implementation	Priority	Status	Actions	Outcomes
Replace and Upgrade current PC/Laptop inventory for all City departments.	2014	1	Completed	Replace or Upgrade current PC/Laptop inventory for all city departments. Microsoft will no longer support XP	OS is supported with Security and OS updates
Develop and publish new City Website using Content Management	2014	1	Completed	Develop city website using professional Web developer	New, functional website with Content Management
Update the Planning, Permits and Inspection process using technology	2014	1	In Progress	Purchase Software for Planning , Permits and Inspections.	Reduce the time it takes for the entire planning process from beginning to completion
Conduct an Audit of all City fiber, replace and re-route the fiber, at City Hall to the Police Building and Conway Corp.	2014	1	Not Funded	Conduct an Audit, Identify and Document all city Fiber, Replace and Reroute the Fiber at City Hall to the Police Building and Conway Corp.	Relocation of the City's Primary Fiber Hub downtown.
Replace two outdoor warning sirens. Upgrade two outdoor warning sirens.	2014	1	Not Funded	Replace 2 Outdoor Warning Sirens upgrade 2	Reliable Outdoor warning sirens

**Change in Staffing Requirements in order to achieve Goals:** Additional staffing is needed to achieve the stated goals.

**Summary of Operating Budget Requirements:** The Information Technology Department supports the City's data network, communications infrastructure, Telcom Systems, and provides technical support to all City Departments. The budget is comprised of personnel, maintenance and support, technical certification training cost, and capital items, to maintain the City's data and communications infrastructure. Software Support and maintenance has increased because of maintenance and support contract increases and additional technology.

**Capital Outlays and Capital Projects for 2014:** Purchase and replace or upgrade current PC/Laptop inventory for all City departments that will not support Windows 7 OS. Purchase two outdoor warning sirens and upgrade two. Develop and publish a new City website, and purchase software for Finance, Planning , Permits and Inspections, to update the Planning Permits and Inspection Process using technology.

**Performance Measures:** Purchase and replace or upgrade all City computers that are not running Windows 7. Contract with a professional web developer for a new City website, Purchase new software for Finance, Planning, Permits and Inspections, to reduce the time it takes for the planning process from beginning to completion. Complete audit of all City fiber: fiber from City Hall is replaced and rerouted from City Hall to the Police Building. Purchase two outdoor warning sirens and upgrade two.

# Information Technology

## 2014 Year-end Report and Accomplishments

### Accomplishments for 2014

- **Balance Budget:** 2014 was a flat budget year. We were afforded no capital, no increase in operating cost, etc... Due to aggressive pricing by IT staff, applications of grants, and collaboration between other City departments, the Information Technology Department was able to operate, maintaining a high level of service and end the 2014 Fiscal year, with a balance budget. The IT Department ended 2014, with a positive balance and only utilized the funds authorized by the City Council.
- **Technology upgrade:** XP OS ended in April 2014. This forced users to upgrade or replace computers running XP OS. The City choose to upgrade those machines that were upgradable, to Windows 7, and were not at end of life. The machines that were not upgradable were replaced. This was a \$133,000, investment for the City.
- **Airport:** The City opened a new municipal airport "Conway Municipal Airport at Cantrell Field". The Information Technology Department provided the technical support and installation of the network, telephone, and communication systems. The airport is protected by security systems that allow quick response and access, by emergency first responders. The Airport is monitored 24/7 by the City of Conway Emergency Operations Center.
- **New City Website:** The city website was upgraded in 2014. The new website takes advantage of current technology such as Content Management, and social media such as Facebook and Twitter. The website was developed using a contract programmer and a part-time employee of the IT department. The design, development, and content was a collaboration between all City departments.
- **City-wide telephone system upgrade:** 97% of the telephone systems have been upgraded to an NEC SV8100. This is an 18 month project and will continue into 2015.
- **Video Server:** The video server that manages and stores video, for all city security cameras, including the Police Department, District Court, and Sanitation, has been upgraded. The upgrade will reduce the maintenance cost substantially.
- **New Police Vehicles:** IT assisted the Police Department with the install of radios, modems, laptops, L3 (in car cameras), and the removal of components from the older vehicles that are being taken out of service.

# Information Technology

## 2014 Year-end Report and Accomplishments

- **Fire department software:** IT assisted the Fire Department with a software upgrade. Their current software, Firehouse, has been replaced with Red Alert.
- **Outdoor Warning Sirens:** Two sirens were upgraded in 2014. The upgrade was accomplished using hardware purchased with 2013 funds. Using trained IT staff for installation is saving the city approximately \$6,000, in installation cost per installation.
- **Sanitation:** GPS units were installed in 40 sanitation department vehicles. This will allow management to plan routes more efficiently providing better customer service.
- **Upgrade/replace data infrastructure:** The City's data infrastructure upgrade is complete. The City has a primary site and secondary backup site, with a third site for disc to disc backup of the entire system.

### Needs and Future Projects:

- **Additional Storage:** Additional storage continues to have the greatest impact on the City's budget. With the requirement of certain records to be retained for several years, there is a need for more storage.
- **Additional Staff:** IT needs three additional employees. Minimal employee staffing does not allow for diverse responsibilities and sharing of the work load. Three or four employees have all the knowledge, which could cripple the City's IT and communication operations in the event of an illness of one person, or if they choose to leave the City's employment.
- **Replace communications infrastructure and RF site:** The current communications infrastructure is at its end of life. This year we had two critical failures, of the entire radio system. Presently, the generator will only function when started manually. The RF site has no UPS to sustain the RF site until the generator is started. In past years, to be compatible, the City had no choice except to purchase Motorola equipment. The initial budgetary proposal for a new radio system and RF tower site from Motorola was 3.2 million. With FCC mandate, that all radios meet Project-25 standard, the systems can no longer be proprietary. This allows more choices and promotes competition.

# Information Technology

## 2014 Year-end Report and Accomplishments

- **Additional Parking at IT Building:** With the number of vehicles coming to or being left, at IT for equipment service and installs, additional parking is needed. Additional parking could be accomplished with minimal cost using City departments.
- **Redundant Fiber or Microwave:** Additional fiber routes or a microwave link is needed as a backup between critical network infrastructure and communication points, in the event that the main fiber cable is cut.
- **Redundant Firewall:** Police Department DR Site.
- **IT Vehicle replacement:** IT has two Dodge Durango's that need to be replaced. These vehicles were passed on to IT from the Fire Department. The vehicles, require regular maintenance and are not fuel efficient.
- **Fiber Audit:** An audit, of the City's fiber, needs to be conducted to document how much fiber the City owns and the paths that each fiber takes. This is needed to determine what fiber is available for networking to City buildings, troubleshooting, and redundant routes for backup.
- **Re-route fiber from City Hall to the PD.** When City Hall's hardware goes down it affects network connectivity to several critical buildings. Even though these buildings can remain functional their connection to the City's WAN is limited. Conway Corporation is in the process of constructing a new data center. With the new data center, Conway Corporation said there are plans to re-route fiber. This could help the network connectivity issues at City Hall.

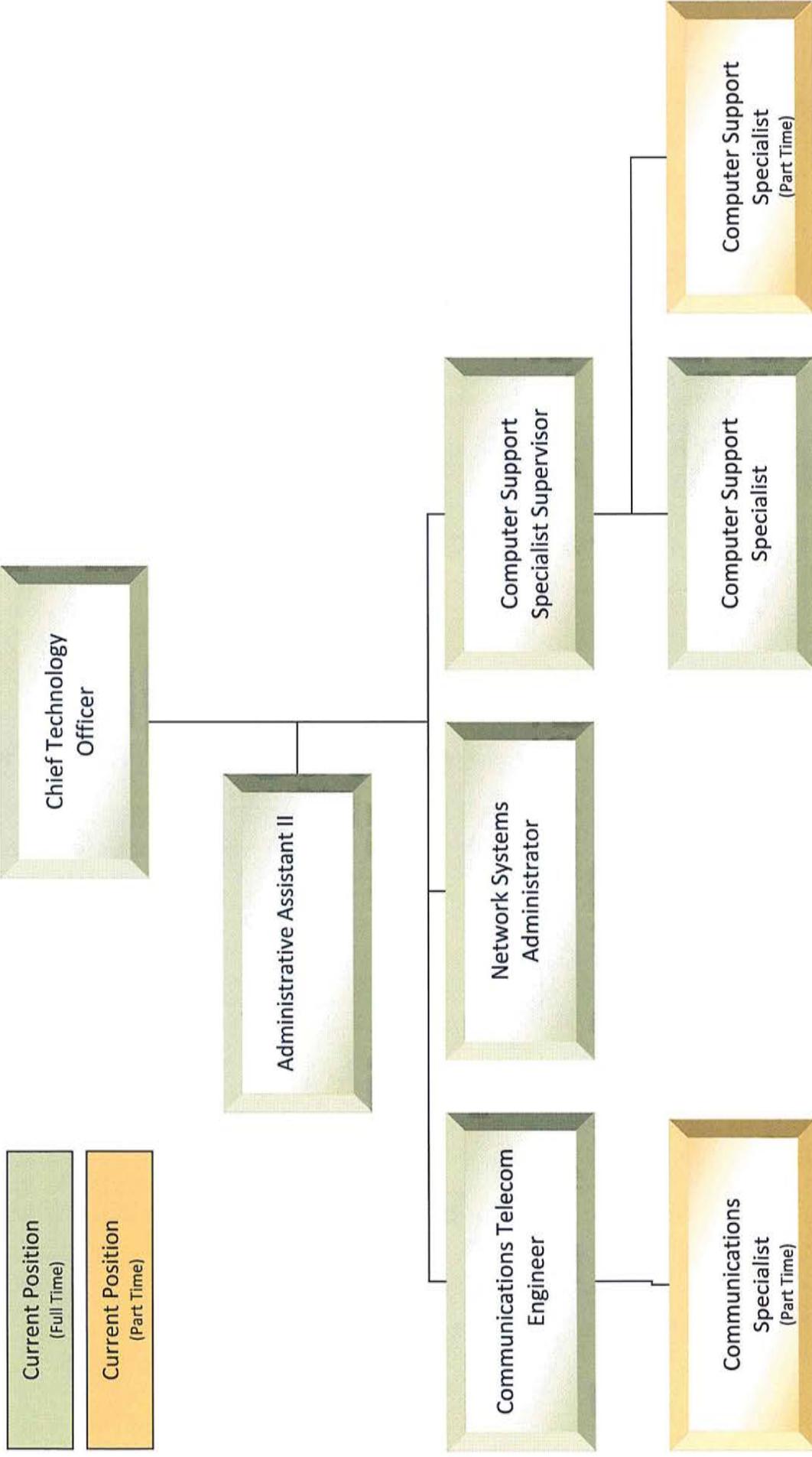
### Funding Needs:

- Additional Staffing: \$168,203.34
- Communications Infrastructure: 3.2 Million
- Additional Parking at IT Building: TBD
- Redundant Fiber or Microwave: TBD
- Redundant Firewall: \$56,364
- IT Vehicle replacement: \$30,000
- Fiber Audit: \$25,000
- Re-route fiber from City Hall to the PD: \$50,000.

# INFORMATION TECHNOLOGY DEPARTMENT

## 2014 Organizational Chart

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City of Conway  
Information Technology  
Strategic Plan 2013 – 2015



## Mission

Provide top level technical support and cost-saving technology solutions for the needs of the City of Conway while providing city-wide guidance and leadership. Additionally, in the pursuit of government transparency technology will enable the City to communicate with all stakeholders.

## Key Information Technology Responsibilities

- Support the City of Conway's growth through technology
- Customer service – Day-to-day maintenance and training
- Maintenance of City Information Technology infrastructure
- Advise departments of new and appropriate technologies
- Support departmental and municipal technology goals
- Oversight and enforcement of consistent data structures across all City applications
- Provide secure and functional access to City data

## Guiding Principles

- Through a well-informed and dedicated staff, Information Technology will provide best effort support of all technologies approved through the Conway Information Technology Department
- Staff will provide decisions and leadership based on experience and training to guide departments in technological development and enhancements
- Staff is held to a higher standard due to universal and unrestricted access to sensitive and confidential data
- Staff will utilize critical thinking and basic logic to guide personal time management, and task-based decisions

## 1. Executive Summary

The City of Conway, in order to fully serve its citizens effectively and professionally, maintains and installs automated technology solutions through its Information Technology Department. The strategic technology plan exists in order to direct and guide the technology planning, maintenance and implementation. Due to the constantly changing nature of technology and governmental business needs, the plan is dynamic and flexible.

The City of Conway technology program is funded primarily through the Information Technology Budget. Additionally, long-term sustainable infrastructure-related projects are funded through Capital Improvement Projects. In some cases, multiple department budgets are utilized to fully fund a program.

It is a distinct goal that the City of Conway Information Technology Program maintains a solid infrastructure. Maintaining a technically solid and current communication network and technology platforms are essential for this success. Equipment budgets must require replacement of technological equipment prior to its obsolescence. Following this guideline will ensure a maintainable, functional and efficient technology program.

## **2. Focus areas and categorization**

The City of Conway Information Technology Department will focus on three main areas for improvement and refinement over the term of this plan. The department will focus first on Citizen Service Enhancement for its external customers. Secondly, the department will focus on operational improvement affecting its internal customers. A third area of focus, support of City strategy, will ensure that the mission of the Information Technology Department is aligned with the direction the City takes through its dynamic political process. Common to each focus area are the aspects of moving towards a green environment, providing measurable results and embracing City growth.

### **Citizen Services Enhancement**

Two areas have been selected for focus by Information Technology in the next three years.

#### **Focus Area 1. Enable Open Government**

Through the use of current and emerging tools, Information Technology can provide multiple vehicles for citizen outreach and feedback. The emergence of social networking tools and the concept of Web 2.0 give elected and City officials new and unique ways to reach their audience. Information Technology will focus on strategies to deploy this technology in the best interest of all involved.

#### **Focus Area 2. Enhance Customer Service**

The use of technology can greatly increase the convenience in which we offer services to our citizens. The ability to access City services and payment options online is one of many areas where service can be enhanced. Information Technology will strive for an increase in these services providing customers with easier access to everyday needs.

### **Operational Improvement**

Two areas have been identified as crucial to the overall operation of the City of Conway.

#### **Focus Area 1. Provide Ongoing and Relevant Technology Education**

Through the deployment of many new systems, a repeated theme of necessary improvement is in the area of education. Employees proficient in technology become more efficient and thus provide for an effective and low cost government. Information Technology will evaluate areas where technical knowledge can be increased and work with the Human Resource Department to provide education in those areas using a variety of delivery methods, including training sessions and email information bulletins.

#### **Focus Area 2. Maintain Technology Infrastructure**

The City will continue to leverage scalable and modular technology to support the City's growth. Care will be given in the selection of products that allow for later improvements and enhancements without unnecessary costs due to proprietary and/or non-standardized technologies.

## **City Support Strategy**

### **Focus Area 1. Provide Cost Effective Solutions**

Information Technology will aim to deploy technologies capable of lowering operating costs. Additionally, green technologies with sustainable qualities will be used where applicable.

### **General Focus Considerations**

All focus areas will consider the need for measurable results, a migration to a green environment and the support of overall City growth. These three areas are generally accepted as achievable and necessary based on the state of current society. Every effort will be made to align all technological initiatives with these considerations.

### **3. Assessment**

An Information Technology assessment provides recommendations for achieving a defined set of objectives. For the purpose of developing an Information Technology Strategic Plan, the first step in selecting areas for investment is to determine the current level of services for each of the five Focus Areas. This is then compared to the vision of how improved services could be delivered, with consideration to cost and other resources. Once the gap between current level and desired levels of service are understood, a plan is developed to include recommendations that move the City closer to the objective.

**Focus Area 1. Open Government Current State:** The City of Conway cablecasts its meetings on Conway Corporation's government access channel, as well as maintaining a website with City government information. The City is in the process of redesigning their website and studying the use of social networking for providing all City residents equal and timely access to information.

**Vision:** Use technological tools to facilitate a transparent, responsive and open local Government

**Focus Area 2. Customer Service Current State:** The City only accepts payments for services and sports registration by check or cash. Information Technology is pursuing the use of payments via the Internet using a variety of options including automatic transfer (ACH) and credit card payment.

Presently, applications for services and sports events are available for download; electronic submission is not yet available. The City's telephone systems are being replaced with a centralized system located at the Police Department. This will allow for seamless transferring of customer calls throughout city departments.

**Vision:** Customers are able to complete nearly every in person service via the Internet. Payments will be accepted using a variety of options including automatic transfer (ACH) and credit card payment.

Focus Area 3. Communications Infrastructure Current State: The infrastructure is near capacity and nearing its end of life. Critical radio equipment at the primary RF site, and the RF site itself, including the RF tower and antennas need to be replaced and relocated. The Round Mountain RF site and the microwave connection to the RF site at Guy also need to be upgraded. All of the Fire Department handheld and mobile radios were replaced. Radios that were serviceable were re-purposed to other city departments, replacing old, unserviceable radios. Now 90% of all city department radios are P25 compliant and can be upgraded to work with the new system. The radios will also be compatible with the State's AWIN system.

Focus Area 4. Technology Infrastructure Current State: The overall infrastructure in the City of Conway is good. Significant network improvements have been made in several buildings allowing for capacity growth while ensuring future compatibility with new systems. The city is developing a Continuity of Operation Plan (COOP). Each department will be required to complete their individual COOP using the states LDRPS software which is integrated into the city's COOP.

Vision: A scalable and modular infrastructure that is disaster tolerant and capable of storing data offsite, in addition, an alternate hot site in a central and common repository.

Focus Area 5. Cost Effective Solutions Current State: Information Technology has improved the economic impact on the City by lowering internal costs. By engineering creative technological solutions, Information Technology has lessened the need for additional Information Technology staff. Information Technology has also deployed a server virtualization system. This allows for many "virtual" servers to exist on a single piece of hardware thus reducing heat and electrical requirements while reducing the overall server count. Several standards have been adopted for system purchases. This ensures that systems utilize standard languages and data types to reduce the need for expensive resources that specialize in proprietary services.

Vision: Lower City operating costs through the use of technology.

#### **4. Information Technology Management Strategies**

The City's information technology management practices must continue to improve in order to effectively deploy and manage new technology solutions. Improvements will result from a process that starts with guiding principles aligned with the Focus Areas. Staff and organizational development activities are then identified to achieve specific goals and objectives. These activities should occur in parallel to developing new technology projects as an on-going continued improvement process. Additionally, formal procedures and standards will continue to be adopted to provide quality assurance. The Information Technology department will continue to align its operations with best practices in the private and public sector.

##### **Management Parameters**

Effective growth in the use of Information Technology requires a set of parameters that guide management methods, selection and enforcement of technical standards, and Information Technology organizational oversight. The mission conveys the overall direction and method of achievement from the management level.

### *Mission*

Provide top-level technical support and cost-saving technology solutions for the needs of the City of Conway while providing city wide guidance and leadership. Additionally, in the pursuit of government transparency technology will enable the City to communicate with all stakeholders.

Responsibilities assist in the articulation of the Information Technology department's role in the organization.

### *Key Information Technology Responsibilities*

- *Support the City of Conway's growth through technology*
- *Customer service – Day to day upkeep and training*
- *Maintenance of City Information Technology infrastructure*
- *Advise departments of new and appropriate technologies*
- *Support departmental and municipal technology goals*
- *Oversight and enforcement of consistent data structures across all City applications*
- *Provide secure and functional access to City data*

Principles set the framework within which operational decisions are made to ensure efficient development of improved City services through information technology investments. Three guiding principles have been identified as key to achieving the visionary state of the Focus Areas.

### *Guiding Principals*

- *Through talented and dedicated staff, Information Technology will provide best effort support of all technologies approved through the Conway Information Technology Department.*
- *Staff will provide decisions and leadership based on experience and training to guide departments in technological development and enhancements*
- *Staff is held to a higher standard due to universal and unrestricted access to data*
- *Staff will utilize critical thinking and basic logic to guide personal time management, prioritization and task-based decisions.*

## **5. Governance**

Recommendations for support of the strategic plan in the annual budget process will occur through the Information Technology budget request process facilitated by the CIO. The review will consider other technology related requests and final recommendations for funding will be made to the Mayor's office. Information Technology is the responsibility of the CIO to periodically report to the Information Technology Committee and Mayor on the progress against the plan.

Finance Department  
City of Conway, Arkansas

FY 2014 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. A major event of 2014 was the Securities and Exchange Commission's (SEC) rollout of their Municipal Continuing Disclosure Cooperation (MCDC) initiative. With this, the SEC sought to identify municipal bond issuers that have not been in substantial compliance with their continuing disclosure agreements at any time over the past five years. Conway, along with Conway Corporation, had five bond issues that were reported as having materially inaccurate certifications on compliance. Three of the five were Conway Corporation issues, and two were City issues. Punishment for these inaccuracies falls on the Bond underwriters, therefore neither the City nor Conway Corporation should expect to see any negative result from this.
- During 2014, sales tax revenue provided \$3,225,677 for pay as you go activities. The activities funded were twelve vehicles and equipment for the Police Department, and major street projects such as Prince Street improvements and work on the South Interchange of the Western Loop.
- General Fund Sales tax collections for the year were \$17,466,055, up \$106,050 over 2013.
- BKD, LLP completed an audit of the year ended December 31, 2012 on November 14. There was one official finding, which has since been discussed with the auditors and we are taking steps suggested by them to improve.

## **Financial Volume – Citywide**

- Vendor disbursements totaled \$53,117,635 during 2014. The city has a vendor database of over 6,000 different vendors, and it generated slightly less than 10,000 check disbursements during the year for the purchase of goods and services.

- Total payroll expense for 2014 was \$30,713,805. Benefits paid through payroll totaled \$8,844,515.

## Annual Financial Report and Budget Activity

- The 2012 audit was submitted to the Audit Committee and City Council on November 21, 2014 and accepted at the November 25 council meeting.
- The CPA firm BKD, LLP plans to begin concurrent audit of the years 2013 and 2014 on January 26, 2015, with expected report dates of June 30, 2015 for both years' reports.
- The FY 2015 Budget was approved by Council on December 23, 2014 as follows:

* General Fund	\$29,586,242
* Street Fund	\$ 5,587,931
* Sanitation Enterprise Fund	\$ 9,320,381

- Final Revised Budgets for FY 2014 were as follows:

* General Fund	\$34,272,147
* Street Fund	\$ 5,744,225
* Sanitation Enterprise Fund	\$10,109,888

## Finance Staff

- Tyler Winningham, Chief Financial Officer
- Perry Faulkner, Finance Manager
- Jamie Brice, Accounting Manager
- Brenda Yarbrough, Accounts Payable Accountant (Retired 12/31/14)
- Alisha Jett, Budget Analyst

Prepared by: Tyler Winningham, CFO



# Permit & Code Enforcement Department 2014 Year End Report

## **STAFF**

Director – Bart Castleberry

Assistant Director –Vacant

Permit & Inspections Administrative Assistant – Barbara McElroy

Building Inspector – Ken Eckert

Electrical Inspector – Zach Castleberry

Plumbing Inspector – Lee Hill

Mechanical Inspector – Cecil Corning

Code Enforcement Administrative Assistant – Missy Lovelady

Code Enforcement Officer – Kim Beard

# Building Permits

## Single Family Home Permits

2014 = 119, down approximately 24% from 2013 (147)

## Construction Related Permits

A total of 2176 construction related permits were issued in 2014 compared with 2307 construction related permits in 2013. The breakdown into types of construction permits follows:

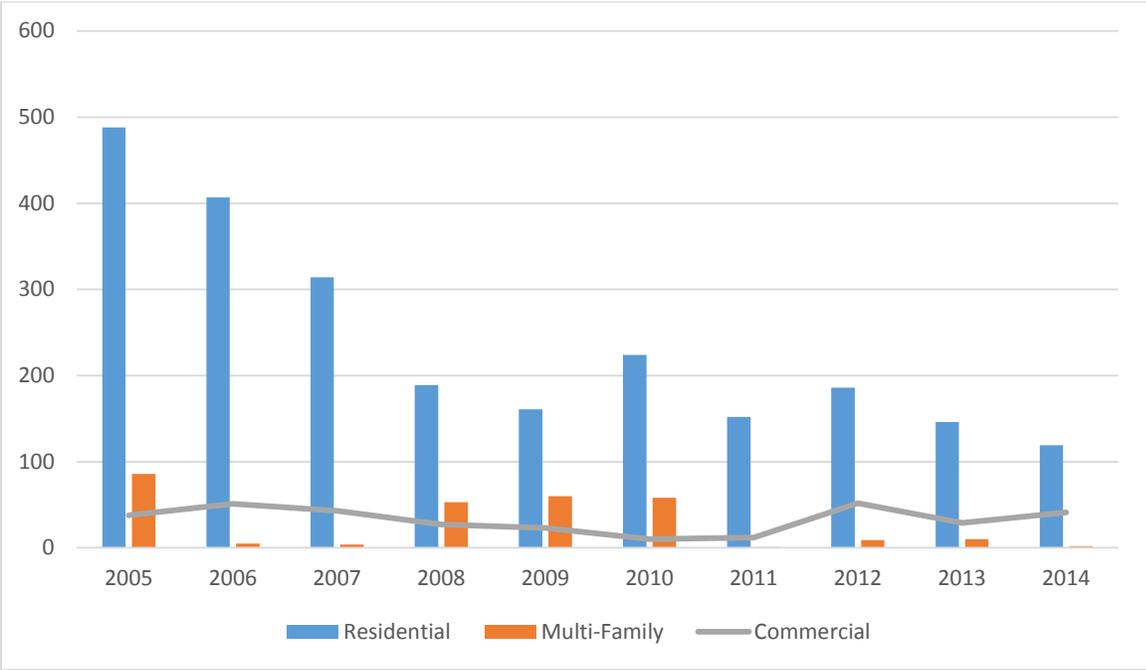
466	Building Permits (down 85 from 2012)	-586
449	Electrical Permits (down 37 from 2012)	-523
351	Plumbing Permits (down 37 from 2012)	-401
555	Mechanical Permits (down 16 from 2012)	-609
179	Gas Permits (down 5 from 2012)	-208
5	Parking Lot Permits (down 4 from 2012)	-9
171	Sign Permits (up 7 from 2012)	-138
<hr/>		
2176	Total (down 131 from 2013)	-2307

Permits	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Single Family	488	407	314	189	161	224	152	186	147	119
Duplex	12	27	45	30	14	29	1	16	7	8
Multi-Family	86	5	4	53	60	58	1	9	10	2
Acc/Res	96	65	90	76	56	61	48	77	75	62
Add/Res	62	45	46	47	40	45	29	39	54	43
Rem/Res	47	55	47	63	43	49	54	53	40	63
Add/Duplex	1	1								
Rem/Duplex	1	5	1	1	2	1	2	6	1	2
Acc/Multi-Family	8	7		20	6	19	2		4	4
Rem/Multi-Family					1			2	1	1
Temp. Bldgs.	6	9	8	12	9	7	6	9	6	19
Add/Acc	1	3		1	2		1	1		4
Rem/Acc			2	2	2	1				1
Commercial	38	51	43	27	23	10	12	52	29	41
Acc/Com	3	5	4	5	5	4	6	4	12	2
Add/Com	16	9	15	2	5	11	14	13	8	10
Rem/Com	85	67	63	78	53	83	71	75	68	68
Institutional *	5	2	5	5	2		2			
Industrial *	1	4		15	2	7	3			
Rem/Inst. *	9	4	12	13	8	3	1			
Add/Inst. *	4	3	1	2	1	1	2			
Add/Indust. *	1	8	1	3		7	3			
Acc/Inst. *			3	4	2	1	1			
Acc/Indust *							1			
Demolition **						41	20	39	47	22
Footing & Foundations ***							3			

The 471 building permits issued in 2014 were valued at \$ (\$140,385,501) as estimates given by the builder. This is an increase of approximately 25% from 2013 (\$105,284,445).

\*Added to Commercial in 2012 \*\* Permit began in 2010 \*\*\* Permit began in 2011.

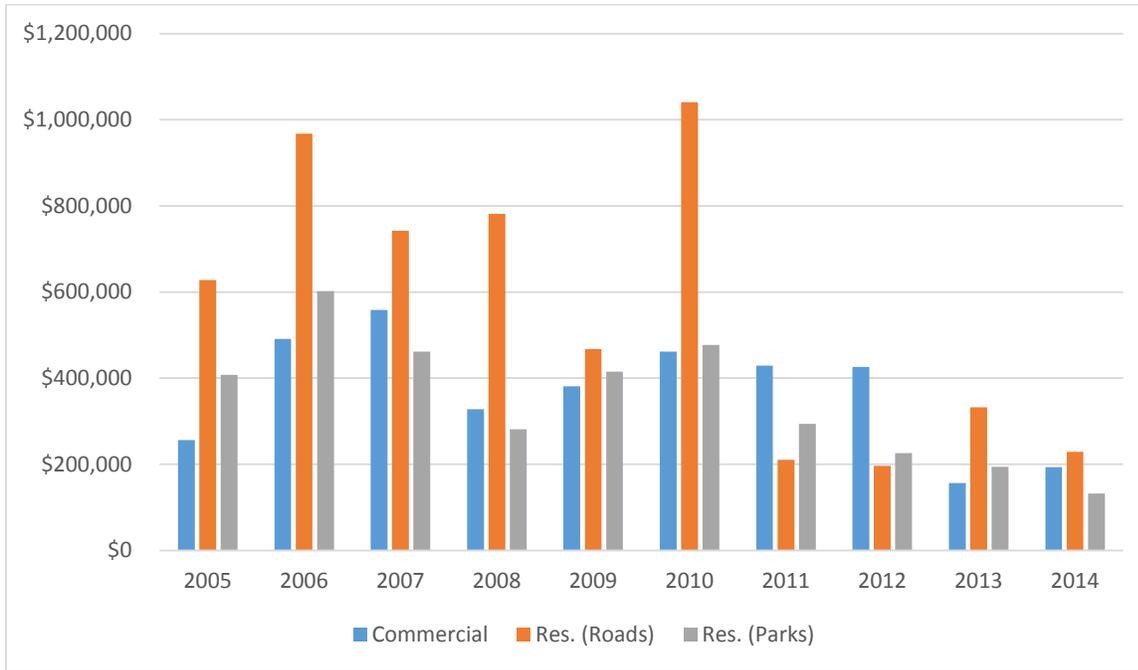
# Building Permits issued by type 2005-2014



# Construction Cost as estimated by builders on All Permits issued 2005-2014

Year	Construction Cost
2005	\$198,545,106
2006	158,592,893
2007	\$119,924,087
2008	\$135,577,432
2009	\$145,004,934
2010	\$169,048,618
2011	\$128,967,240
2012	\$146,985,453
2013	\$105,284,445
2014	\$140,385,501

## Impact Fees 2005-2014



# of Permits	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Com.	33	57	35	68	78	82	12	24	17	25
Res.	436	421	345	234	273	241	152	209	162	122
Total	469	478	380	302	351	323	164	233	178	147

There was a 21% decrease in the number of permits issued with impact fees going towards street and park improvements.

### Commercial Plans Review

There were 128 commercial plan reviews in 2014. This review fee generated \$34,098.15 in 2014.

### Temporary Certificate of Occupancy

A total of 33 Temporary Certificate of Occupancies were issued in 2014. The fee generated \$17,025.00 in 2014.

## **Inspections**

The total number of inspections conducted in 2014 was 3867 compared to 4184 in 2013. The 3867 inspections for the year equate to an average of 10.60 inspections per work day.

## **Code Workshops and Conferences**

Continuing education is required for maintenance of state inspector licensing and code certifications. The Building Department Staff attended a total of 160 training hours of code workshops, conferences and training sessions.

## **Memberships & Licenses**

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

### **Lee Hill- Inspector**

Plumbing Inspector, State of Arkansas #P102191  
HVACR Inspector, State of Arkansas #1454550  
Electrical Inspector, State of Arkansas # E1-1129  
Building Inspector, ICBO/ICC #5077290-10  
Plumbing Inspector, ICBO/ICC #5077290-34  
Electrical Inspector, ICBO/ICC #5077290-E5  
Mechanical Inspector, IAPMO #090430  
Plumbing Inspector, IAPMO #098228

### **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  
NES/Lift #76754

### **Cecil Corning – Inspector**

Plumbing Inspector, State of Arkansas # P103255  
HVAC Inspector, State of Arkansas # 1209360  
Electrical Inspector, State of Arkansas # E1-1131  
Master Electrical License #M-8624  
Class A HVACR License #0134501  
High Pressure Boiler #HP22130  
EPA Type 1 & 2

### **Ken Eckert – Inspector**

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

# CODE ENFORCEMENT

## Violation County/Neighborhood Report

<b>Violation Type</b>	<b>Total</b>
Abandoned Vehicles	55
Appliance/Furniture	235
Dilapidated Structures	16
Grass	172
Drainage-Sewer	8
Recreational/Commercial Vehicle	1
Rubbish, trash, unsanitary matter	254
Stagnate Water	11
Sign Ordinance	13
Stagnate Water	1
Tire Ordinance	5
Trailer Ordinance	27
Trash cans	12
Zoning Ordinance	3
Door Hangers Left on property	450



2014 Year End Report  
Physical Plant  
822 Locust Street  
Conway, AR 72032  
501.450.6124  
[www.cityofconway.org](http://www.cityofconway.org)

Director: Tony Harrington  
Assistant Director: Glenn Berry

Outlined below is a list of projects completed and/or assisted by the Physical Plant.

**Projects:**

**Flowerbeds:**

- The Physical Plant maintained flowerbeds throughout the downtown area to include the pruning, watering, de-weeding and removal of trash and debris. This would include the two (2) "Welcome to Conway" signs located along the interstate.

**Roundabouts and Sidewalks:**

- The Physical Plant maintained roundabouts and various sidewalks throughout the city to include mowing, weed-eating and the removal of trash and other debris. This would also include the railroad tracks from Mill St. to St. Joe.

**Buildings:**

- The Physical Plant performed general maintenance, grounds keeping and janitorial services for city buildings. This would include the stripping, waxing and buffing of floors as well as plumbing and electrical that was within our limits.

**Other Activities:**

- Assisted the Toadsuck Daze Committee and festival by putting out barricades and tape for volunteers to use in blocking off the streets. Transported and setup picnic tables for the food court as well as tables and chairs provided by Virco for the vendors use. Responsible for the continuous trash pickup during the festival as well as assisting the Sanitation Dept. in the cleanup effort after the festivities ended Sunday evening.
- Assisted the Faulkner County Parade and Christmas Parade committee's by putting out barricades to block streets for the parades. Delivered bleachers for the CHDC's use as well as organized and managed the cleanup effort of the parade routes after their completion.

- Hung and maintained the flower baskets throughout the downtown area as well as maintaining the flower pots placed along with the baskets.
- Continued to procure all janitorial supplies for city use via the bid process.
- Maintained the fence around the airport by continuing to keep it clear of vines and trees as well as making repairs when needed.
- Continued the testing and maintaining of all city owned RPZA backflow devices, this would exclude and devices that operated a fire sprinkler system.
- Hung, lit and maintained Christmas lights throughout the downtown area. We also assisted in the setup and assembly of the Christmas tree located at Rogers Plaza.
- Worked with other departments within the city to help those departments' complete their special projects.
- Continued to assist the Code Enforcement by mowing, bush hogging and debris removal on various properties.



City of Conway Arkansas  
Planning and Development

# **2014 Conway Planning and Development Department**

YEAR END REPORT

# Planning and Development

## **Planning and Development Staff**

Director - Bryan Patrick, AICP

Deputy Director of Planning - Wes Craiglow, AICP

Planning - Christy Sutherland

GIS Coordinator/Planner - Jason Lyon

Planning Technician - Beth Sketoe

# PLANNING AND DEVELOPMENT ACTIVITIES

## Planning Commission

Planning Department staff provided support for the Planning Commission, including the coordination of monthly meetings. Planning Commission activities and reports were coordinated by Mr. Patrick. Analyses were presented to the Planning Commission concerning:

### Rezoning

Month	Zone Change	Acreage	Action
January	R-2 to C-3	0.29	Approved
	R-2 to O-2	0.29	Approved
	R-2 to MF-3	0.19	Approved
February	O-2,O-3, R-1 to C-2	2.03	Denied
	A-1 to R-1	1.67	Approved
	C-4 to O-1	37.5	Approved
March	A-1 to MF-3	0.48	Denied
April	I-3 to C-3	61.51	Approved
May	A-1 to R-1	3.32	Approved
	R-1 to R-2A	0.74	Denied
June	R-1 to PUD	7.48	Denied
July	A-1 to R-1	3.0	Approved
	MF-3 to S-1	2.16	Approved
August	R-2 to O-3	0.42	Approved
	R-2A to O-2	0.52	Approved
	O-1 to RU-1	1.85	Denied
	R-1 to PUD	5.37	Approved
	I-3 to PUD	221.8	Approved
September	C-4 to C-3	8.78	Approved
October	R-1 to O-2	2.0	Approved
November	A-1 to R-1	0.71	Approved
December	C-3 to PUD	6.7	Approved

### Conditional Use Permits

Month	Use	Acreage	Action
January	Columbarium	N/A	Approved
	In-home Child Care	0.13	Approved
	MF-1 density in R-2A	0.83	Approved
	Religious Activities	1.84	Withdrawn by Applicant
February	MF-1 density in R-2	0.68	Approved
	MF-1 density in R-2A	0.58	Approved
March	Fuel Pumps	2.03	Withdrawn by Applicant after Rezoning failure
	Religious Activities	0.23	Approved
	Child Care Center	0.48	Approved
April	Adult Day Care	1600 SF	Approved
	Religious Activities; Child Care Center	4.3	Approved
	Restricted Office	0.43	Approved
May	Auto Body Shop	0.39	Approved
July	Transmission Tower	0.13	Approved
	In-home Child Care	0.3	Approved
August	Temporary Banking Facility	0.52	Approved
	Mini Storage and General Retail	1.85	Denied
October	MF-1 density in R-2A	0.35	Approved
November	Clinical Treatment Services	0.44	Approved
	Restricted Retail	0.58	Approved
	Tattoo Studio	0.15	Approved
December	Pet Lodge and Grooming Services	3.0	Approved

## Ordinance/Resolution Amendments

### **Zoning Ordinance Amendments, Sign Ordinance Amendments, Overlay District Amendments, Etc.**

*January:* The Zoning Ordinance amendment notification requirements were changed in respect to notification letters. The USPS mailing notification requirement to abutting property owners within 200 feet was changed from to Certified Mail to a Certificate of Mailing.

*January:* The Zoning Ordinance was amended to require a conditional use permit for child care in all office zones. Prior to this amendment, child care was allowed by right in the O-2 and O-1 zones.

### **Subdivision Ordinance Amendments**

*February:* The Subdivision Ordinance was amended to require the dedication of additional right of way for roundabouts at intersections including a street classified as a collector or above.

### **Master Street Plan Amendment**

*February:* The Master Street Plan text was amended to require the dedication of additional right of way for roundabouts at intersections including a street classified as a collector or above.

The Master Street Plan was also amended in the area of Old Cantrell Field. This revision was necessary to insure proper street rights of way and routes through and around the redeveloping airfield.

### **Sign Ordinance Amendments**

*March:* The City Council was asked to review an amendment to the City of Conway Sign Ordinance that would prohibit billboards or alternatively, reduce the current cap on billboards from 33 to 32. City Council chose to continue to allow billboards in the Interstate zone but reduce the cap to 32 billboards.

## Subdivision/Replat

### **Subdivision**

Thirteen (13) subdivisions were reviewed by the Planning Commission and within the Planning Department. Of these thirteen (13), six (6) were filed in 2014. Seven (7) subdivisions that were submitted in 2012-2013 were also filed in 2014 for a total of thirteen (13) subdivisions filed in 2014. City Planner, Christy Sutherland, completed staff review of these subdivisions.

### **Replat**

Twenty-seven (27) replats were reviewed by the Planning Commission and within the Planning Department. Of these twenty-seven (27), twenty (20) were filed in 2014. Six (6) replats submitted in 2013 were filed in 2014 for a total of twenty-six (26) replats filed in 2014. City Planner Christy Sutherland completed staff review of these replats.

### **Expired Subdivision/Replat**

One (1) subdivision and one (1) replat expired in 2014 due to inactivity.

### **Withdrawn Subdivision/Replat**

Two (2) subdivisions and two (2) replats were withdrawn in 2014. One (1) subdivision and one (1) replat were resubmitted in different configurations.

### **Lot Creation**

Including the three (3) new PUDs that were created in 2014, there were a total of ninety-seven (97) new single-family lots created.

Year	Single-Family Lots Created
2004	246
2005	502
2006	266 (+154 County)
2007	483 (+140 County)
2008	80
2009	192
2010	91
2011	41
2012	162
2013	46
2014	97

In addition, seven (7) new office lots, Twelve (12) multi-family lots, Fifteen (15) commercial, Six (6) mixed-use (commercial and residential) lots, one (1) industrial, and one (1) institutional lot were created through the subdivision/replat process.

### Annexation/City Limit Square Mileage

2014 saw one (1) annexation action, the Collins Round Mountain Orchard (146.73 acres) which was completed. This annexation increased the square mileage of the city from 45.89 to **46.21** square miles.

### Board of Zoning Adjustment

Since 2012, the Planning Commission has acted as the zoning variance review authority as the Board of Zoning Adjustment. Planning Department staff provided support for the Planning Commission/Board of Zoning Adjustment. Board of Zoning Adjustment activities and reports were coordinated by Mr. Patrick. Analyses were presented to the Planning Commission/Board of Zoning Adjustment concerning:

Month	Request	Action
March	Setback variance for El Acapulco Restaurant	Approved
May	Setback (25') and lot depth (92') variance for 1601 Greenwood Circle	Approved (lot depth only)
	Corner lot width and side setback variance for 1721 Prince Street	Approved
June	Lot street frontage variance for 3480 Irby Drive	Approved

### Planning Department Reviews for the Mayor and City Council

The Planning Department prepared numerous reports and information for the City Council in 2014 including four street and alley closing requests, four easement closings, impact fee credits, franchise agreements, street name changes, bicycle and pedestrian paths, etc. Notable Council reviews included:

*February:* Phoenix Recovery, 6 month review. In September, 2013 a condition requiring a 6 month review of the Phoenix Recovery permit conditions was required. In February, the Council examined any outstanding conditions. The Council gave final sign off to the conditional use in May when the Habitat for Humanity residence in the area was acquired by Phoenix Recovery.

*July:* The Council approved an urban sidewalk landscaping design that will be applied to development projects along Oak and Harkrider Streets in the Old Conway Overlay as the area redevelops. The design includes wide sidewalks, lighting, and tree wells with irrigation to promote traditional pedestrian friendly street frontages. This design was applied to 3 projects; CVS Pharmacy, MedExpress, and Arvest Bank. The Engineering/Street Department is credited with creating the technical documents.

## Development Review

2014 marked the seventh full year of development review standards. These standards include requirements for greater trees and landscaping, buffering of adjacent properties, cross access, joint access, reduction of curb cuts, architectural materials, etc. Eighteen (18) development reviews were conducted by Deputy Director of Planning, Wes Craiglow. There were 14 development reviews in 2013.

Type	Number	Acreage	Square Footage	Fees
Institutional	5	44.13	275,930	\$9,801.18
Commercial	10	12.03	103,536	\$7,802.62
Multi-Family	0	00.00	0	\$00,000
Office	3	2.36	9,912	\$1,588.16
TOTAL	18	58.52	389,378	\$19,191.96

## Development Review Survey and Proposed Changes

In an effort to move away from antiquated paper document circulation, in 2014, the Planning Department published an RFP for software proposals to implement a much more efficient and accountable digital method. This will result in a higher level of service, productivity, and cost and time savings to both developers and city staff.

## Brownfields Cleanup Grant

The City of Conway successfully acquired the land formerly occupied by Conway Scrap Metals in July of 2014. An EPA Brownfield Cleanup Grant Application was completed in December 2014 to assist in funding the environmental cleanup of this site. Results of this grant application is expected to be communicated in March of 2015 by EPA, and if successful, funding is expected to be available in late 2015, after which cleanup activities will be initiated. This project is expected to be the seed project to spur the revitalization of the Markham Street Corridor.

## Small Area Planning

No new small area plans were conducted in 2014. However, a collaborative effort, led by Scott Grummer, Program Manager - Community Development, Metroplan, and the Planning Department, in conjunction with Gateway Planners of Dallas continued to study and further define the Markham Street Corridor.

## Markham Street Area Plan

The Jump Start Initiative for the Markham Street Corridor, which began in the fall of 2013, was completed in December of 2014. Funded by a \$200,000 grant from HUD, and facilitated by the regional planning agency, Metroplan, this initiative produced designs and updates to the regulating plan for the Markham Street area. The goal of the plan was to design and create implementation strategies to achieve stronger connections between Downtown, Hendrix College and Hendrix Village, leading to revitalization for the area. Designs and Plans were completed and transmitted to the City in late December 2014, and will be reviewed, communicated and hopefully adopted by the community and council in 2015.

## Imagine Conway

The Imagine Conway website was successful in 2014 in our Community Outreach efforts for the Jump Start Initiative, and is funded through 2015 in order to continue these outreach efforts with updates to the former Scrap Metals Yard Brownfields Cleanup Project, as well as redevelopment efforts in the Markham Street and Pine Street Neighborhoods, with hopes of extending this outreach to other areas of development around the City.

## **Sidewalk Master Plan**

Beginning in 2013 and continuing through 2014, the Planning Department prepared the foundation for the forthcoming Sidewalk Master Plan by assessing and categorizing the existing conditions of Conway's pedestrian network. We examined data about pedestrian traffic generators and attractors, compiled data about vehicle traffic and land uses, and gathered broad public input through surveys and interviews. The first draft of the Sidewalk Master Plan will be presented to the City Council and public for review.

## **Metroplan LR/Conway Commuter Bus Study**

The Planning and Development Department played a key role in Metroplan's 2013 Little Rock/Conway Express (Commuter) Bus Study. The research included quantitative data in the form of traffic volumes and patterns, land use density, and scheduling. Qualitative data was gathered from public surveys and social media interaction about what commuters would most desire in an express bus line operating at peak demand hours. The report was finalized in the Summer of 2014. The study indicated a small but relevant level of ridership. To move forward, regional funding sources and operational partnerships would need to be identified and an action plan put into play.

## **Bicycle and Pedestrian Advisory Board**

In 2014, The Bicycle and Pedestrian Advisory Board started the year with eleven members, each of whom was appointed by the Mayor and confirmed by the City Council. The Board met on the third Thursday of each month, excluding December. New last year was an objective setting meeting held in January to outline the focus for the board in 2014. Those objectives included preparing for resubmission of the City of Conway Bicycle Friendly application to the League of American Bicyclists; updating the Bike Master Plan; proposing line item funding for Bike Infrastructure, Sidewalks, & Trails; updating the Trail Network map; formally recommending Streets Projects for the following year to the Streets Department and City Council; and, renewing focus on Safe Routes to School. Significant headway or completion was achieved on each of these objectives prior to the end of the year.

## **Geographic Information System (GIS)**

In 2008, Mr. Jason Lyon became the Conway GIS Coordinator and Addressing Administrator. The city map is now up to date and maintains many layers of information including, street, zoning, and address information. Also in 2014, webmapping was greatly enhanced for the city with many maps now available to the general public including Zoning, CAGIS Monuments, Bicycle Routes (<http://www.cityofconway.org/pages/gis/>) and many maps provided privately to City Departments such as a Sanitation Live Tracking Map (<http://gis.conwayplanning.org/Sanitation/>)

Mr. Lyon continues as a sub-steward for the USGS working on the National Hydrography Dataset (NHD) run under ADEQ. Also, Mr. Lyon continues to be the Census contact for the City and County providing annual updates for new annexations to assist the Census in population calculations for the City and County. Starting in 2015, he will be a part of NAPSG Tornado Work Group, recommended by Shelby Johnson, Director of AGIO.

Mr. Lyon has taken over the GIS functions for the county and provides updates to the Office of Emergency Management and Roads Department as requested. The agreement also allows the City and County continued collaboration while allowing a single GIS Dataset that may be used for the City and County operations. This cooperation provides the City Planning Department more monies to purchase software upgrades and upgrade equipment. In 2012, these monies allowed the Planning Department to purchase a new HP Plotter which has allowed for easier printing of large scale documents and signs for Planning Commission hearings/appeals. The County Contract with the City has continued and the \$14,000 for 2014 was used to upgrade the server as well to include a Microsoft SQL license to allow more in-depth GIS and eventually allow better data access for many department via relational databases. Continued upgrades of web mapping and development skills will continue into 2015.

In April 2014 an EF-4 Tornado hit the towns of Vilonia and Mayflower. During response, various maps and data were created and disseminated to the County and other contractors helping with clean-up of debris. Further maps have been produced for other smaller incidents as requested by various departments and entities such as the County Judge, Office of Emergency Management, City of Vilonia Fire, County Roads, City of Mayflower, FEMA, ADEQ, Conway Fire, and others.

County Grant Money received in 2014 was also used to purchase additional upgrades to the GIS Server and Network, allowing other departments to utilize GIS Layers and software outside of the Planning Department. Continued refinement of web maps has made it easier for citizens, Planning Commissioners, and City Council Members follow decisions for land use cases starting at the Staff Level and advancing to City Council (<http://gis.conwayplanning.org/PlanningCommission/>). The Planning Map, created in September, now allows City Council and Planning Commissioners to see preliminary maps and documents related to projects for the upcoming month prior to the official staff report being distributed.

Currently working on updating web maps to allow citizens to see plats, rezoning ordinances, and conditional use permits with a click of the mouse on an area. In 2015, it is anticipated that new imagery will become available in cooperation with the Faulkner County Assessor Office and Conway Corporation.

### **Planning Workshops and Conferences**

Mr. Patrick, Mr. Craiglow attended the Arkansas American Planning Association Spring Conference in Fayetteville in April. Mr. Patrick, Mr. Craiglow, and Ms. Sutherland attended the Arkansas American Planning Association Fall Conference in Little Rock in September. Through an AHPP grant, Mr. Patrick attended the National Trust for Historic Preservation Conference in Savannah, GA in November.

### **Memberships**

Planning Department staff retained membership in the American Planning Association and the Arkansas Chapter of the American Planning Association. Mr. Patrick and Mr. Craiglow retained membership in the American Institute of Certified Planners. Mr. Patrick retained membership in the National Trust for Historic Preservation Forum, National Alliance of Preservation Commissions, and the Historic Preservation Alliance of Arkansas. Mr. Lyon retained membership in URISA (Urban and Regional Information Systems Association).

### **Internet/Website**

In late 2014, the Information Technology department launched a redesigned City of Conway website. The Planning Department coordinated with Edward Briggler, the contract agent retained to build the site, to redevelop the Planning & Development section/child page of the parent site. Work is on-going to further develop and populate this new child-page.

Planning Director, Bryan Patrick, and Planning Technician, Beth Sketoe, maintained the Planning Department's website. These sites provided valuable city information 24/7.

### **Presentations**

Mr. Patrick and Mr. Craiglow presented to the public at the Ward 2 in August. Mr. Patrick spoke with the homeowners of Summerbrook Subdivision on two occasions in July and August. Mr. Patrick presented to the Faulkner County Leadership Institute in May.

### **Tree Board/Tree City USA**

The Planning Department provided assistance to Kami Marsh, City Staff for the Conway Tree Board. The 2014 Arbor Day Celebration, held Saturday, November 1, 2014 at Laurel Park, hosted a crowd estimated at over 600 participants and saw over 500 trees adopted.

### **Conway Historic District Commission**

The Planning Department acted as City staff for the Conway Historic District Commission (HDC). As HDC staff, Mr. Patrick created monthly reports for the HDC. There were 17 Old Conway Design Overlay District and 3 Robinson Historic District reviews. \$6,000 in CLG grant money was awarded to the Conway HDC by the Arkansas State Historic Preservation Program for staff/commission training. An architectural survey to possibly expand the Robinson Historic District was conducted and finished in 2014. Sandra Taylor Smith was hired through the 2013 AHPP grant to conduct the survey. The survey has been submitted to the State for review and approval. Once accepted by the State, a nomination to the National Register can proceed. The Council could then examine this National Register area for inclusion into the Robinson Historic District. Mr. Patrick and several members of the HDC attended preservation workshops and conferences as noted earlier in this report.

### **Other Activities**

Planning staff have also worked with the Conway Public Art Committee in support of the ongoing City Hall arts display and Artsfest. Staff also provided materials for Conway Ecofest.

### **Interns**

There were no internships in the Planning Department in 2014.

### **Personnel**

Lileha Rhea, Planning Technician retired in October. Beth Sketoe became Planning Technician in October.



# 2014 Annual Report

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

Steve Ibbotson  
Director

[www.conwayparks.com](http://www.conwayparks.com)



Steve Ibbotson  
Parks Director

As the end of 2014 approaches I am glad to report on many positive accomplishments and opportunities for the citizens of our great city.

Construction and completion of three (3) restroom facilities located at Laurel, Gatlin and Beaverfork Parks. We are also thrilled with the community effort in establishing Braves Field, the city's first handicap accessible field and playground.

Conway Expo and Fairgrounds continues to provide a positive operational revenue stream and continues to bring visitors into our community. We believe we could expand this revenue stream and economic impact with the completion of the Event Center.

Numbers for participation in both youth and adult programs remained about the same while daily attendance at the Conway Sports and McGee Centers were slightly down. Although the daily attendance was down both facilities continue to host numerous tournaments that don't reflect in the daily attendance numbers.

Lake Beaverfork revenues were down due to continued failure of the arm gate and the inability for the provider to keep it operational. This is a great revenue source and we will be bidding out a new access system to increase the revenues at the lake in 2015.

A&P revenues were a bright spot in 2014. Conway continues to be a destination for a variety of sports tournaments. We are looking forward to 2015 with great anticipation as our calendar for events continues to increase.

When looking at the available A&P funds it is time for us to look at not just our immediate needs but what the future could hold for our growing city. We have completed the payment of a five year note on the Expo and now is the time to look to the future while still addressing the current needs of the department.

The Conway Parks Department looks forward to the coming year and our staff is excited about the opportunities that are on the horizon. We look forward to serving our citizens in the most cost effective manner possible and helping our local businesses to prosper.

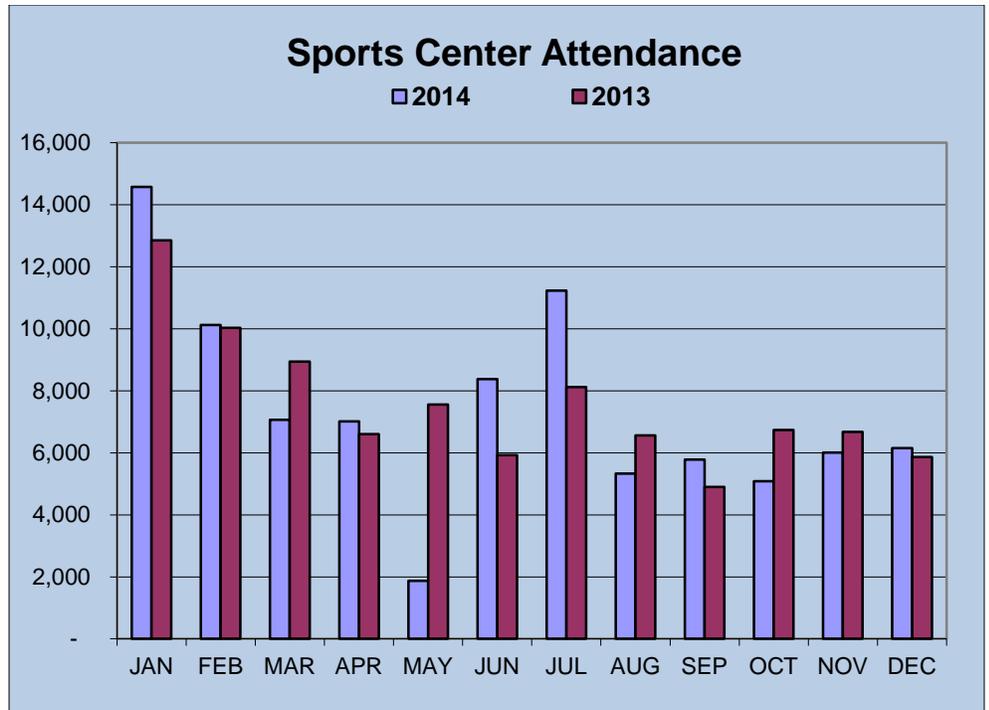
## Conway Sports Center

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

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

In 2014 the Sports Center was used for the following significant events-

- Fatchmo Volleyball Association (7)
- Arkansas Volleyball Association (3)
- Get Smart Sport Basketball Tournament (3)
- Elite Sports Events Basketball Tournament (3)
- Faulkner County Homeschool Volleyball
- Future 150 Basketball Camp
- Delta Volleyball Bid Qualifier
- Central Arkansas Volleyball Association (3)
- UCA Volleyball Camps (3)



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

*Note- The Sports Center was closed to the public for the Rubicon Team that was here for tornado relief in May*

	2014	2013
Jan	14,578	12,856
Feb	10,124	10,035
Mar	7,070	8,946
Apr	7,018	6,608
May	1,874	7,561
Jun	8,378	5,924
Jul	11,229	8,126
Aug	5,333	6,565
Sep	5,786	4,901
Oct	5,087	6,735
Nov	6,012	6,677
Dec	6,147	5,866
<b>Total</b>	<b>88,636</b>	<b>90,800</b>

## McGee Center

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

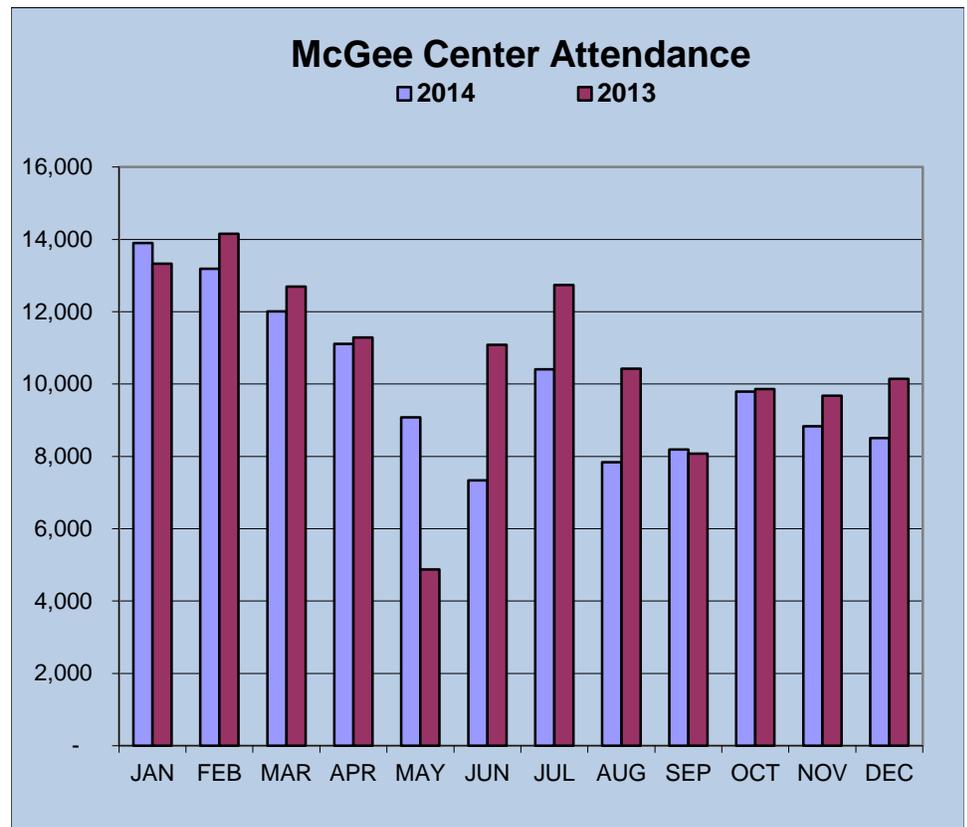
It is equipped with three basketball courts, one 1/8 mile walking track, three racquetball courts and one wallyball court. The racquetball / wallyball courts can be reserved and cost \$2 per hour. Rackets, goggles and balls can be rented for \$2 per racket. Everything else is free to the public. Hours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

The McGee Center is used as a Cold Weather Shelter when needed.

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

In 2014 the McGee Center was used for the following significant events-

- Fatchmo Volleyball Association (3)
- Elite Sports Events Basketball Tournament (3)
- Quick Handle Camp
- Delta Volleyball Bid Qualifier
- Faulkner Co. Falcons State Tournament
- Soaring with Wings Half Marathon
- Boys & Girls Club Basketball



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

	2014	2013
Jan	13,899	13,327
Feb	13,192	14,159
Mar	12,012	12,693
Apr	11,111	11,289
May	9,081	4,870
Jun	7,339	11,089
Jul	10,409	12,739
Aug	7,840	10,424
Sep	8,188	8,074
Oct	9,794	9,863
Nov	8,833	9,677
Dec	8,507	10,146
<b>Total</b>	<b>120,205</b>	<b>128,350</b>

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## Beaverfork Lake

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

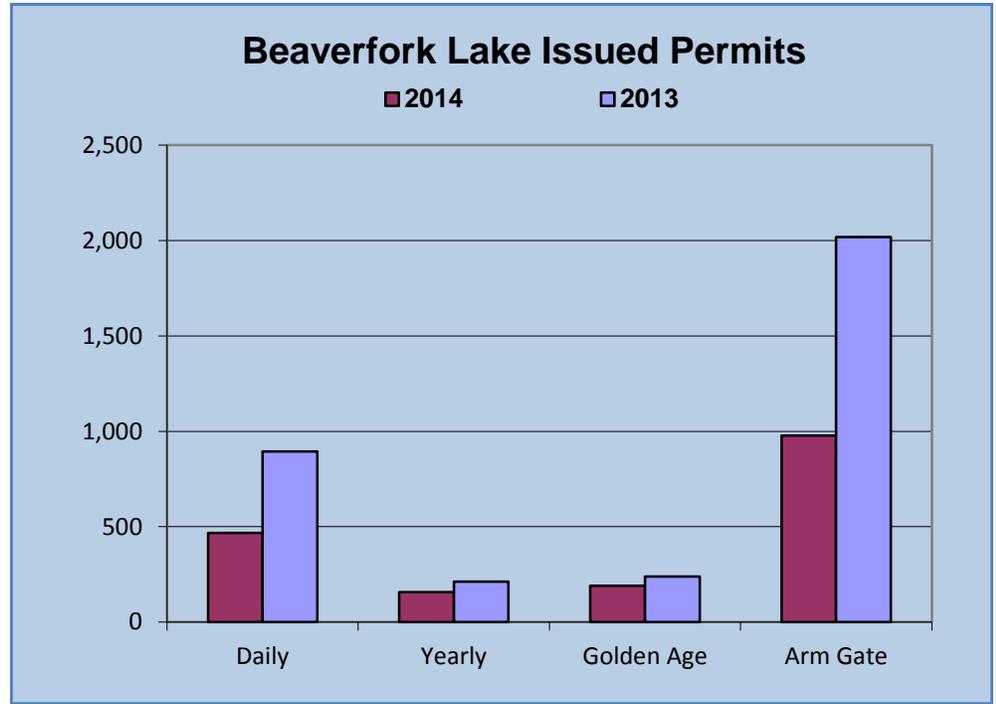
Beaverfork Lake has areas for swimming, boating and fishing. It also has slips for annual rent.

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

The park also includes two sanded volleyball courts, two large bathrooms, one NEW bathroom that is open year round, one NEW office, one lighted baseball field, a large area that is used for radio control airplanes, three large parking areas and an 18 hole disc golf course.

In 2014 Beaverfork Lake was used for the following significant events-

- Annual Toad Suck Triathlon
- State High School Cross Country Meet
- Susan G Komen Chains for the Cure Disc Golf Tournament



Permits issued for the lake were down significantly in 2014 due to weather, (2) outbreaks of E.coli and numerous arm gate issues.

	<b>2014</b>	<b>2013</b>
Daily	467	895
Yearly	157	212
Golden Age	190	239
Arm Gate	978	2,018
	<b>1,792</b>	<b>3,364</b>

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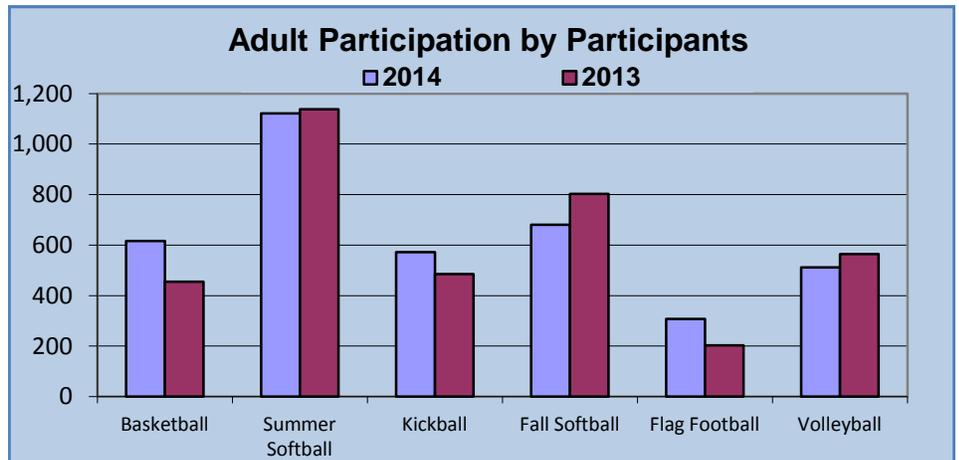
## Programs

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

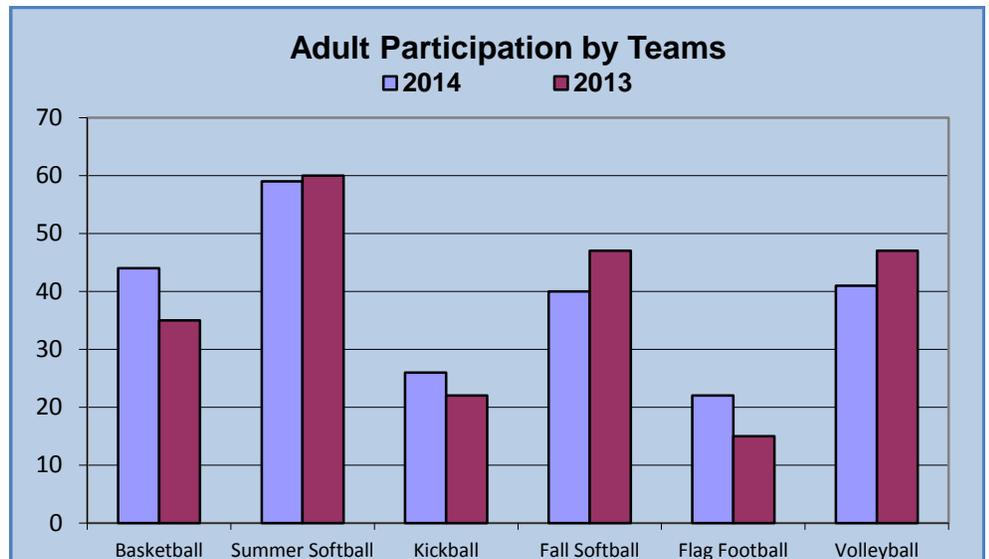
Adult Programs are held at the Conway Sports Center, Don Owen Softball Complex, and Fifth Avenue Park.

Adult Programs offered are-

- Basketball
- Summer Softball
- Kickball
- Fall Softball
- Flag Football
- Volleyball



	2014	2013
Basketball	616	455
Summer Softball	1,121	1,138
Kickball	572	485
Fall Softball	680	803
Flag Football	308	203
Volleyball	512	564
<b>Total Participants</b>	<b>3,809</b>	<b>3,648</b>



	2014	2013
Basketball	44	35
Summer Softball	59	60
Kickball	26	22
Fall Softball	40	47
Flag Football	22	15
Volleyball	41	47
<b>Total Teams</b>	<b>232</b>	<b>226</b>

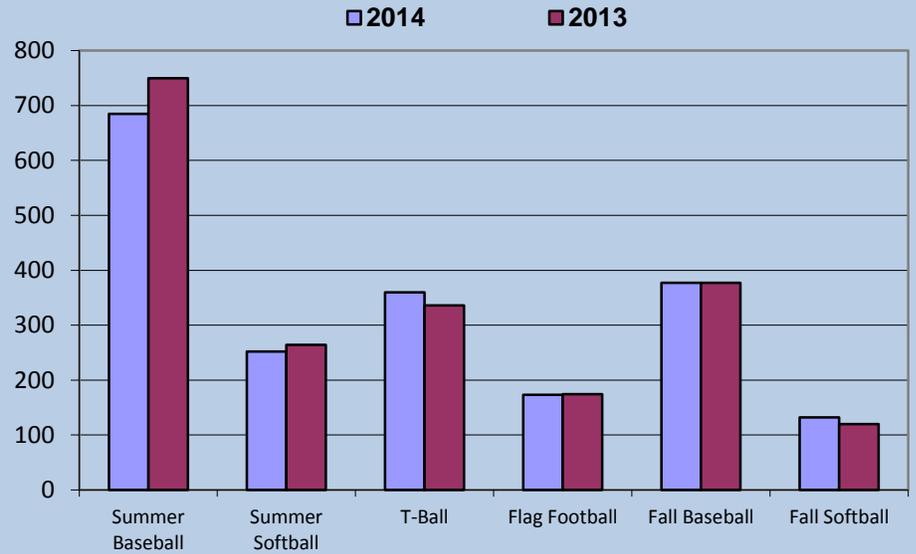
## Programs

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

Youth Programs offered are-

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

## Youth Participation by Participants

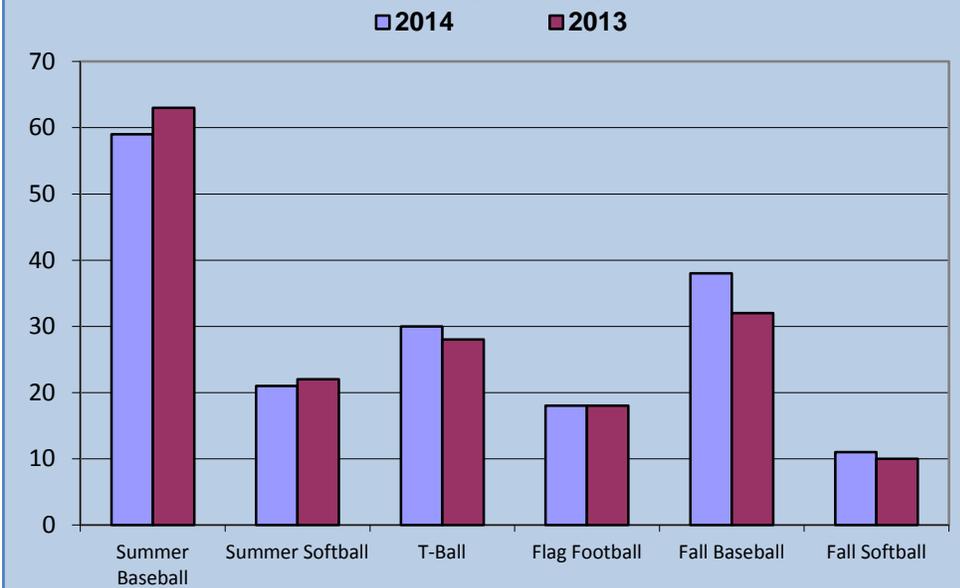


**2014 2013**

Summer Baseball	685	750
Summer Softball	252	264
T-Ball	360	336
Flag Football	173	174
Fall Baseball	435	377
Fall Softball	132	120

**Total Participants 2,037 2,021**

## Youth Participation by Teams



**2014 2013**

Summer Baseball	59	63
Summer Softball	21	22
T-Ball	30	28
Flag Football	18	18
Fall Baseball	38	32
Fall Softball	11	10

**Total Teams 177 173**

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## Conway Expo Center and Fairgrounds

The Conway Expo Center and Fairgrounds is located off of Highway 64 and opened in 2010. It is 40,780 usable sq. ft. and can hold a capacity of 2,719 people. The building is heated and cooled. There are 10 overhead doors with 12' clearance, restrooms and ticket booth. Alcohol is not allowed in the building but outside catering is.

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

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

The completion of the Event Center is proposed for a later date.

The Conway Expo Center and Fairgrounds also plays host to the Faulkner County Fair each year.

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The Conway Expo Center and Fairgrounds hosted the following events in 2014

### January

- G&S Gun Show
- Antique Alley Arkansas
- CBC Wrestling Tournament
- Beast Feast 2014

### February

- Rhea Lana's
- FCCLA Star Event
- Conway Bridal Show

### March

- StuffMart USA
- Career Development Event
- G&S Gun Show
- Chamber of Commerce's Annual Meeting
- Conway Classic Show

### April

- Antique Alley Arkansas
- Cheer Banquet
- Spring Vendor Forum
- OBA Event
- Relay for Life
- Entergy Arkansas

### May

- Toad Suck Car Show
- Master Gardeners Plant Sale
- Rhea Lana's
- Circus Pages
- Memphis Flea Market

### June

- Ladies Nite Out
- G&S Gun Show
- MSA Car Show

### July

- Sizzlin Spectacular Livestock Jackpot
- SWN Vendor Forum
- Natural State Throw Down II
- Arkansas Outdoor Expo
- Miss America Ambassador Fundraiser
- Rhea Lana's

### August

- Buck Masters
- Epic Events

### September

- Faulkner County Fair
- Toad Suck Car Show
- Great Escape
- ATA Conway Regional Tournament
- Life Choices Annual Gala

### October

- SWN Event
- Outdoor Addiction Hunter's Expo
- Business Expo / Taste of Conway
- Senior Olympics
- G&S Gun Show

### November

- Memphis Flea Market
- Antique Alley Arkansas
- Dazzle Daze

### December

- G&S Gun Show
- Women's Business Luncheon
- SWN Christmas Party

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## 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.

For information on any of our parks you can go to our website at [www.conwayparks.com](http://www.conwayparks.com)

- Airport Park
- Bainbridge Park
- Beaverfork Lake
- Cadron Settlement Park
- Centennial Soccer Park
- City of Colleges Park
- Conway Station Park
- Curtis Walker Park
- Don Owen Sports Complex
- Fifth Avenue Park
- Gatlin Park
- George W. Sammons Park
- Laurel Park
- Pine Street
- Pompe Park
- Simon Park
- Tucker Creek Walking / Bike Trail

Pavilion rental is available at several of our parks for \$25. To check availability of a pavilion at Laurel Park or 5<sup>th</sup> Avenue Park you can call the Conway Sports Center and for Beaverfork Park or Cadron Settlement Park by calling Beaverfork Lake Office.

**City of Colleges Park** is the home field for St. Joseph, Conway Christian and Central Baptist College softball teams.

In 2014 City of Colleges Park was used for the following significant tournaments-

- FASA Fall State Tournament
- Central Arkansas Sports Management Baseball Tournaments (6)
- USSSA Fast Pitch Border Battles II Tournament
- CBC Softball Tournaments (3)
- 7A State Softball Tournament
- Provided Temporary Facilities for the City of Vilonia due to tornado disaster

### Conway Station Park

In 2014 Conway Station Park was used for the following significant tournaments-

- Central Arkansas Sports Management Baseball Tournaments (21)

**Curtis Walker Park** is the home field for St. Joseph Baseball, American Legion Baseball, the Optimist Pee Wee Football Program and the *NEW* Braves Handicap Accessible Field and Playground.

In 2014 Curtis Walker Park was used for the following significant tournaments-

- Central Arkansas Sports Management Baseball Tournaments (10)

### Don Owen Softball Complex / 5<sup>th</sup> Avenue

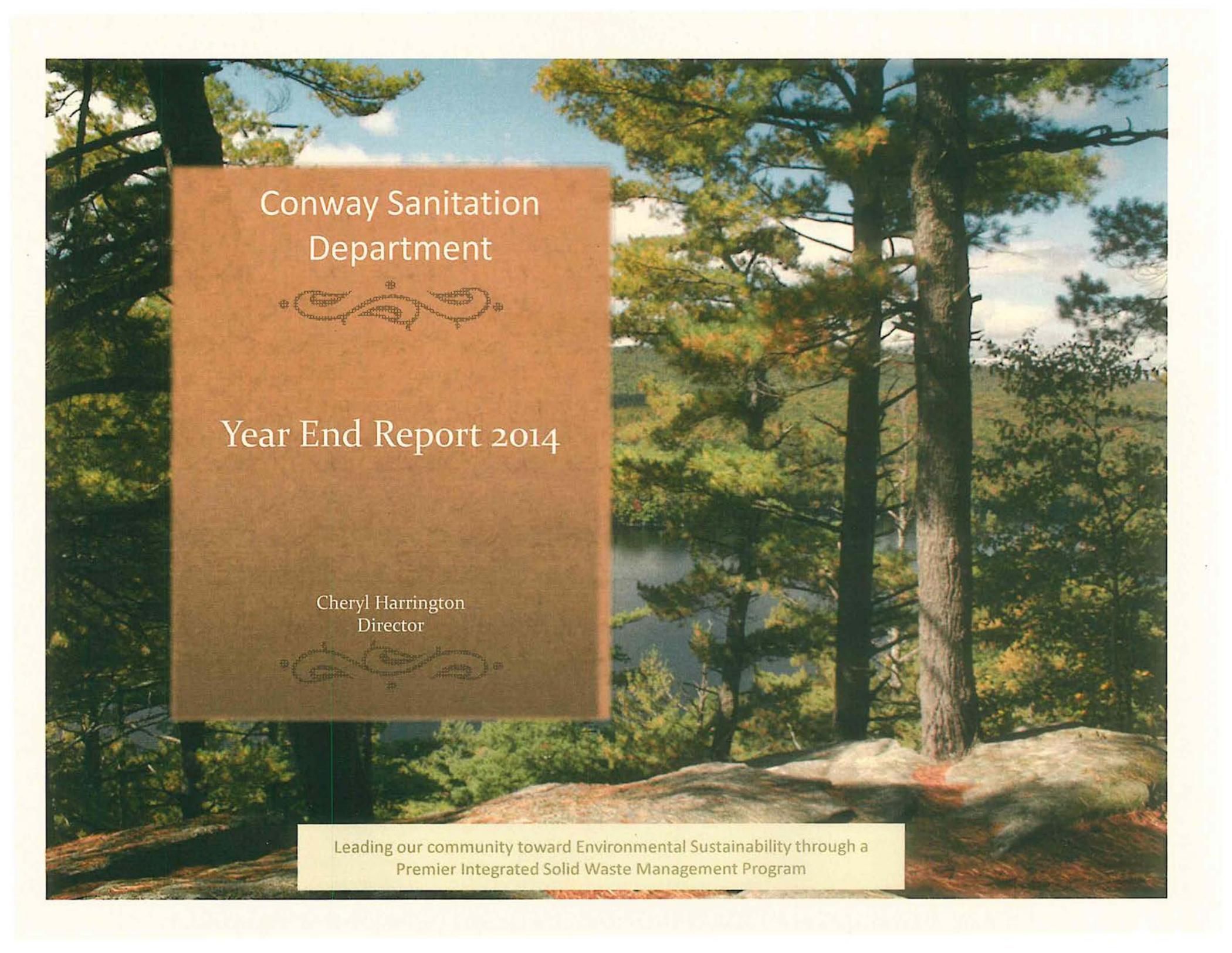
In 2014 Don Owen Softball Complex and 5<sup>th</sup> Avenue Park were used for the following significant tournaments-

- Randy Liddell Softball Tournament
- Arkansas National Guard Softball Tournament
- USSSA Fast Pitch Border Battles II Tournament
- Toad Suck Invitational Softball Tournament
- Conway Classic Softball Tournament

**Centennial Soccer Park** is the home field for Central Baptist College and St. Joseph soccer teams as well as Arkansas United Soccer and Arkansas Rush Soccer Clubs.

In 2014 Centennial Soccer Park was used for the following significant tournaments-

- Arkansas State Soccer Association Spring Jamboree
  - Hendrix Ultimate Frisbee Tournament
  - Rush and Arkansas United Soccer Games
- 
-



Conway Sanitation  
Department



Year End Report 2014

Cheryl Harrington  
Director



Leading our community toward Environmental Sustainability through a  
Premier Integrated Solid Waste Management Program

# Content:

Commercial

Residential

Roll-Off

Recycling Center

Education

Reuse Center

Yard Waste

Glass

Mulch

Landfill

Shop/Fleet Shop/Yard Care

# Commercial

The commercial routes were responsible for bringing 18,392.97 tons into the landfill. 13,943.6 tons via frontloads and 4,449.37 tons from the rear loads.

Commercial garbage is collected by utilizing three (3) front load and two (2) rear load trucks daily. The front load trucks are manned solely by a driver while the rear loads require a driver and two (2) collectors to operate efficiently.

Commercial routes also include truck #157 used solely for collecting corrugated cardboard for recycling purposes by commercial customers.

Truck #116 is our smaller 13 yard "little truck". It collects a host of materials (white/ledger paper, magazines, cardboard, aluminum cans, various plastic grades, etc.) from our commercial customers and schools. Commercial recycling is gratis for our patrons and is an area we intend to strongly concentrate on during the coming year. This little truck brought 560.77 tons of recycling into the facility this year.

During the spring of 2014 we purchased one (1) 2014 CNG Freightliner/Load Master combination truck. We traded in one (1) Freightliner/Load Master unit that was purchased back in 2008. The unit we traded was nice from afar but far from nice as they served the city for three (3) years on yard waste routes after serving 3 years on the garbage routers.

The new unit are surprisingly quiet while operating thus helping to reduce noise pollution in and about our city.



# Residential



Pictured above is our second CNG one arm bandit. This truck was purchased and put into service in 2014

Residential routes were responsible week in and week out for the collection of waste and recycling of more than 26,200 homes in Conway. Currently our trucks must travel up one side and back down the other, twice each week to gather the contents of the many carts.

The residential trucks collected 12,831.3 tons of waste and 2016.25 tons of recycling.

# Roll-Off

The roll-off department had an extremely good year with the addition of a new driver at the end of March. They were able to set and attend to 290 temporary containers as well as over 115 permanent containers not including the containers at the residential drop off site at our facility or the MRF. The total weight of material hauled through the roll-offs was in excess of 11,597 tons. Which translates to @\$836,821 of revenue, our best year ever.

We purchased five 30yd containers, four 20yd containers, and one 40yd container. This purchase greatly helped address the shortages due to the increase of residential use. The plan is to purchase 10 more containers as well as replacing our oldest truck with a new CNG truck.



# RECYCLING CENTER

This has been an exciting year in the MRF. We have made many changes in an attempt to improve our safety, efficiency, profitability, and reduce the amount of waste we send to the landfill.

1. Recycling started to reprocess the trash pile that we generated from out of the paper line. The reason for this is that much of the material that makes it to the paper line isn't trash, as it was formerly referred to. In fact most of it was recyclable product that the machine didn't properly separate. This not only gives us opportunity to reduce the amount of waste we send to the landfill, it also allows us to capture more recycling. The benefit of this is the more recycling we capture the more material we have available to sell.
2. We've also started to collect Styrofoam at the first station on our line. This doesn't make a huge impact, because it takes a long time to generate enough Styrofoam, but every little bit helps. I think this will help us to generate a truckload of Styrofoam much faster than we have in the past. This also helps us to reduce more waste than we have in the past.
3. The staff started pulling glass off of the line at the first station, and from the trash line. This helps us in multiple ways. First the more glass we can keep off the line, the safer it is for our collectors to sort through the rest of our process. Glass is one of the main worries for us on our line, because it always breaks into several sharp pieces causing a risk for the collectors to cut themselves. Also this is a product that doesn't break down very well in the landfill. Finally it is more product we have available to generate revenue.
4. Recycling is now collecting 3-7 plastics. This will be huge for us, because the amount of plastic we will be able to keep out of the landfill. Right now we are able to collect a 40 yard roll-off full every week. Each roll-off will make just over 2 bales of plastic. It will take roughly 30 to 35 bales to make a truckload, so we should be able to send out a load every 17 weeks or less. This also gives us the opportunity to recycle the wheels off of our old trash carts. Before we had just been throwing them away. We have also been able to station a collector on the trash compactor line to collect any plastics, steel, or aluminum that makes it through the system and does not get captured. This station is where much of our 3-7 plastics gets collected from. This has helped us

tremendously, because before we would have to empty the compactor back onto the pile and reprocess it. We had to do this due to the amount of recycling that was getting past our system. This would cost us about 2 hours of work every 3 to 4 days. We are now able to run 2 months without having to empty the compactor.

5. We are started collecting scrap metal, and aluminum off the line. This was already being done, but most of it was getting thrown away. Now we have started collecting it so that it can be put in with the rest of the scrap metal at the wall. This will help to generate more revenue.
6. The recycling building has been in a position to accept more recycling from other communities like Heber Springs, and Cabot. This is a wonderful opportunity for us to sort through more recycling, and generate extra revenue.
7. Recycling has increased the amount of plastic film we have been collecting. We now have a buyer who will take a mixture of plastic film. This allows us to keep a lot more plastic film out of the landfill. Before we started this we were making a bale of plastic film every 2 to 2 ½ weeks, now we are making a more than 1 bale every week. This over doubled our output for plastic film.



8. Conway Sanitation a NEW baler, the new baler has reduced the amount of down time we have, by hours each week, increased the morale of the operators, and increased the amount of bales we are able to put out each day. Before we could only get out 32 bales at the most, now we are able to put out over 40 bales depending on the product we are running. With the new baler we have built an awning over the hydraulics that run the baler. This will help to keep the hydraulics in the machine cleaner, and increase the life of the baler. This also keeps the mess from piling up on the hydraulic unit where it is difficult to clean it off.
9. A team of 3 people to begin work 2 hours before everyone else to do nothing but bale. This gives us an opportunity to keep the baling caught up. They mainly bale cardboard. We now are able to get all of the cardboard out every day, where before there was always a large pile of cardboard by the back door. This gives a larger area to work, it improves the cleanliness of the building, and creates a safer work environment.
10. Conway Sanitation has been working on replacing some of the trench covers that are in the MRF. This helps to keep the trenches cleaner. This also makes the area safer to walk through. The trench covers we are now getting are much more durable, and can handle the heavy equipment traffic that drives over them daily.



11. The Sanitation Dept. is using the new JCB loader. The JCB loader has helped us to be more efficient, and allowed us to keep the line running when we would have had to shut down, or slowdown in the past. The JCB loader also has a larger bucket, so we can move more material faster.
12. Recycling has sold or re run all of the old comingled paper and plastic bales that were taking up valuable space in the building. This has allowed us to organize the products in the building, and create more open working space. This makes the building look much more organized, and safer for the employees. This has also given us the space to store the added products we have been collecting.
13. With the addition of added some new brokers to our Bid list. This helps to keep the market for our products more competitive, and also move the product faster to keep our working space as open as possible.
14. We are using the staff in different spots on the line, so that we are able to utilize their strengths, and sort through the recycling as efficiently as possible.
15. There has been some turnover, but for the most part the turnover we have had has helped to boost morale in the facility. We are working hard to staff any open positions with positive hard working people who have the same goal in mind as we do, to preform our jobs every day as safe and efficiently as possible, and who understand the privilege it is to have a stable job with the excellent benefits that the City Of Conway provides for us.



Lee Danner--Supervisor

Adam Robinson--Manager

## 2014 MRF Numbers Compared To 2013

	2013	2014	Difference
County Recycling Intake	970.930tn.	731.640tn	-239.29 tn. Refer to 1. 2.
City Recycling Intake	4,171.960 tn.	4,492.670 tn.	+320.71 tn.
Roll-off Recycling	408.770 tn.	458.420 tn.	+49.65 tn.
Total Recycling	5,551.66 tn.	5,682.73 tn.	+131.07 tn.

1. The reason for the reduction in county recycling is the reduction of drop trailers in the county. Some of the trailers have been removed due to the amount of trash found in the trailer upon pickup.
2. Another reason for reduction in county recycling is one customer that dropped off recycling stopped coming. This customer accounted for much of the loss of recycling in the county.

The numbers on this chart only reflect the first three quarters of each year.

Material Sold	2013	2014	Weight Difference	Money Difference
Mixed Paper	2,256.266 tn. \$57,693.37	2,925.3815 tn. \$123,741.93	+669.1155 tn.	+\$66,048.56
OCC	989.005 tn. \$44,097.90	1,595.63 tn. \$154,605.54	+606.625 tn.	+\$110,507.64
Steel	252.825 tn. \$37,491.25	332.495 tn. \$58,745.08	+79.67 tn.	+\$21,253.83
Aluminum	41.09 tn. \$25,772.60	20.72 tn. \$29,644	-20.37 tn.	+\$3,871.40
PETE	75.173 tn. \$8,641.32	138.56 tn. \$28,584.27	+63.387 tn.	+\$37,225.59
HDPE	87.8215 tn. \$10,147.50	133.74tn. \$23,541.46	+45.9185 tn.	-\$12,393.93
		<b>Totals</b>	<b>+1,444.406 tn.</b>	<b>+\$252,300.95</b>



## Reuse Center Totals

	2013 Through Third Quarter	2014 Through Third Quarter	Difference
Weight	30.131 tn.	15.0915 tn.	-15.0395 tn.
Revenue	\$21,897.56	\$16,820.33	-\$5,077.23



E-Waste totals for 2014 were 45.34 tons, compared to 2013 – 56.58 tons



Glass totals for 2014 were 159.91 tons, compared to 2013 – 99.05 tons.



Mulch totals for 2014 were 13,350.63 tons, compared to 2013 – 7,420.59 tons.

# Overall Recycling Totals

## Including All Recycled/Reused Materials

	2013 Through Third Quarter	2014 Through Third Quarter	Difference
Weight	11,309.32 tn.	18,717.97 tn.	+7,408.655 tn.
Money	\$206,096.68	\$435,996.37	+\$229,899.69

# EDUCATION

01/17/14;

Central Arkansas Christian Academy

90 children ages 1-4; 10 adults; 100 Total

Topics: Introduced concept of Recycling and taking old to make new. Talked about items that can be recycled and what they are made from; related that to tangible examples (i.e. cardboard comes from trees; birds live in trees; recycling cardboard saves trees therefore saves birds homes. Introduced concept of Landfills (where trash goes; different from "dumps". Visited about blue bin being for recycling and green for trash.

01/31/14;

Greenbrier Eastside 4<sup>th</sup> graders

120 students, teachers, parents

Topics: Toured MRF and visited about where materials are brokered to, process of sorting the comingled recycling, and logistics of collection. Toured the ReUse Center and visited about the operation and how relates to integrated solid waste management plan; Hosted guided tour of Class 1 Landfill and Compost area. Explained how a Class 1 Landfill operates and cost of responsible waste disposal. Visited about a municipal composting operation and the importance of keeping yard waste out of the Landfill

02/10/14 – 4/23/14

TOAD SUCK RECYCLE BIN COMMUNITY CONTEST EVENTS

Total reach: 21 CLASSES

Brief Synopsis of Contest Activities: Created TSD Contest Flyers, Advertisements; Coordinated with Log Cabin Democrat & Chamber of Commerce for publicity; Created individual trophies and (2) traveling trophies for category winners; Designed T-shirt graphic for winning students/teachers T-shirts; Took bins to campuses; retrieved decorated bins from campuses; gathered and organized bins for contest judging; notified winners and wrote article regarding contest and winners for submission to Log Cabin Democrat; Gathered all winners T-shirt sizes to order shirts for winners; Organized Pizza Parties and trophy presentation for winning classes; Organized local dignitary trophy presentation ceremony with County Judge



Greenbrier Eastside Super Recyclers Mrs. Courtney Williams

03/07/14;

Central Christian Academy Greenbrier

80 children ages 1-4; 7 adults; 87 Total

Topics: Introduced concept of Recycling and taking old to make new. Talked about items that can be recycled and what they are made from; related that to tangible examples (i.e. cardboard comes from trees; birds live in trees; recycling cardboard saves trees therefore saves birds homes. Introduced concept of Landfills (where trash goes; different from "dumps". Visited about blue bin being for recycling and green for trash.

03/14/14;

First United Methodist Preschool

120 children ages 2-5; 10 adults; 130 Total

Topics: Introduced concept of Recycling and taking old to make new. Talked about items that can be recycled and what they are made from; related that to tangible examples (i.e. cardboard comes from trees; birds live in trees; recycling cardboard saves trees therefore saves birds homes. Introduced concept of Landfills (where trash goes; different from "dumps". Visited about blue bin being for recycling and green for trash.

4/25/14;

E-Waste Drive (Businesses)

Pounds of E-scrap collected for recycling: 133,944 lbs.

04/26/14;

E-Waste Drive (Residents)

Pounds of E-scrap collected for recycling: 133,944 lbs.



05/12/14;

Responsible UCA Committee Meeting

10 Committee Members

Topics: Discussed recycling practices at campus summer camps and how to contact the various camp leaders to inquire about getting them proper recycling bins and collection schedules

05/13/14;

Greenbrier Eastside Elementary Super Recyclers

30 children upper elementary/middle school ages; 3 adults; 33 Total

Topics: Presentation of trophies for winning division of TSD Recycle Bin decorating contest, presentation of pizza party and T-shirts; Visited about recycling practices at GB Eastside and how that positively impacts entire community

05/19/14;

Conway Campus Boys and Girls Club

150 children upper elementary/middle school ages; 15 adults; 165 Total

Topics: Presentation of trophies for winning division of TSD Recycle Bin decorating contest, presentation of pizza party and T-shirts; Visited about recycling practices at Boys and Girls Club and how that positively impacts entire community

03/14/14;

First United Methodist Preschool

120 children ages 2-5; 10 adults; 130 Total

Topics: Introduced concept of Recycling and taking old to make new. Talked about items that can be recycled and what they are made from; related that to tangible examples (i.e. cardboard comes from trees; birds live in trees; recycling cardboard saves trees therefore saves birds homes. Introduced concept of Landfills (where trash goes; different from "dumps". Visited about blue bin being for recycling and green for trash.

05/27/14;

Responsible UCA Committee Meeting

10 Committee Members

Topics: Discussed recycling practices at UCA special events (track meets, BB games, etc...) and what opportunities could be increased at these venues.

06/14/14;

Keep Arkansas Beautiful Annual Retreat

40 affiliate representatives

Attended Conference/Retreat and was part of grant writing workshop/roundtable discussion helping other affiliates with grant writing best practices through our experiences.

06/17/14;

Responsible UCA Committee Meeting

10 Committee Members

Topics: Discussed energy conservation on campus and the CNG fueling station as well as recycling bin placement in offices and throughout campus.

06/28/14

Arkansas' Governor's School (Mark Elrod at Hendrix College contact)

40 attendees

Topics: Conway's Innovative Recycling Program

07/02/14;

Conway Montessori

40 students/teachers/staff; 3-7 yrs. old children

Topics: How and why to recycle in our community; the specifics of Styrofoam and Glass recycling; PET pack plastics hands on display of what #1 plastic can be recycled into.

07/22/14

BASICS of RECYCLING WORKSHOP at UCA hosted in conjunction with ADEQ (Michelle Gillham and Betsy Spetich)

Topics: preschool and early elementary educators workshop for teaching recycling/good waste management practices in a classroom setting; provided various door prizes for attendees and gave them information and contact information regarding setting up tours and classroom visits to our facility for their students during the school year

07/30/14

Arkansas State University Tour (contact Ellen McCoy)

Topics: Hosted tour and informational meeting for representatives from ASU recycling department to help them with best practices from our experiences

09/12/14

St. Joseph Preschool

100 students/faculty/teachers/staff; children ages 2-5 yrs

Topics: Introduced concept of Recycling and taking old to make new. Talked about items that can be recycled and what they are made from; related that to tangible examples (i.e. cardboard comes from trees; birds live in trees; recycling cardboard saves trees therefore saves birds homes. Introduced concept of Landfills (where trash goes; different from "dumps". Visited about blue bin being for recycling and green for trash.

10/23/14

Pediatrics Plus Preschool Classes

120 students/faculty/teachers/staff

Topics: Introduced concept of Recycling and taking old to make new. Talked about items that can be recycled and what they are made from; related that to tangible examples (i.e. cardboard comes from trees; birds live in trees; recycling cardboard saves trees therefore saves birds homes. Introduced concept of Landfills (where trash goes; different from "dumps". Visited about blue bin being for recycling and green for trash.

10/24/14

Conway Christian School

450 students/teachers/faculty

Topics: Hosted school-wide recycling assembly for K-12<sup>th</sup> graders explaining recycling program in general and how their participating makes impact for entire community. Visited about innovative program including Styrofoam recycling and glass recycling. Showed examples of plastic #1 recycling through PET pack

11/04/14;

Responsible UCA Committee Meeting

10 Committee Members

Topics: Discussed the use of desktop printers and going to a more streamlined printing process and shift from paper printing to scanning documents internally.

11/07/14;

Vilonia Jr High School Special Needs Classes (Donna Young contact)

50 students/faculty/teachers/parents

Topics: How and why to recycle in our community; the specifics of Styrofoam and Glass recycling; PET pack plastics hands on display of what #1 plastic can be recycled into.

11/21/14;

Vilonia Jr High School Service Learning Classes (Marla Baker contact)

40 students/faculty/teachers/principal

Topics: How and why to recycle in our community; the specifics of Styrofoam and Glass recycling; PET pack plastics hands on display of what #1 plastic can be recycled into. Also visited with Ms. Baker about grant opportunities for the "Big Belly" solar powered self-containment recycling and trash receptacles for campus to reduce the amount of trailer space materials are occupying.

12/05/14

Greenbrier Eastside 4<sup>th</sup> grade classes (Mr. Holt contact)

95 students/faculty/teachers/parents

Topics: Toured the MRF, Landfill, ReUse Center. Visited with the students about where materials go once they leave their recycling bin in the classroom or curbside at residences. Visited with them about the economics of recycling and about the cost of Landfilling materials not recycled. Visited with them about the Electronics and glass recycling program as well as the cost of tipping fees and credits issued by ADEQ to and from our facility



## Reuse Center Totals

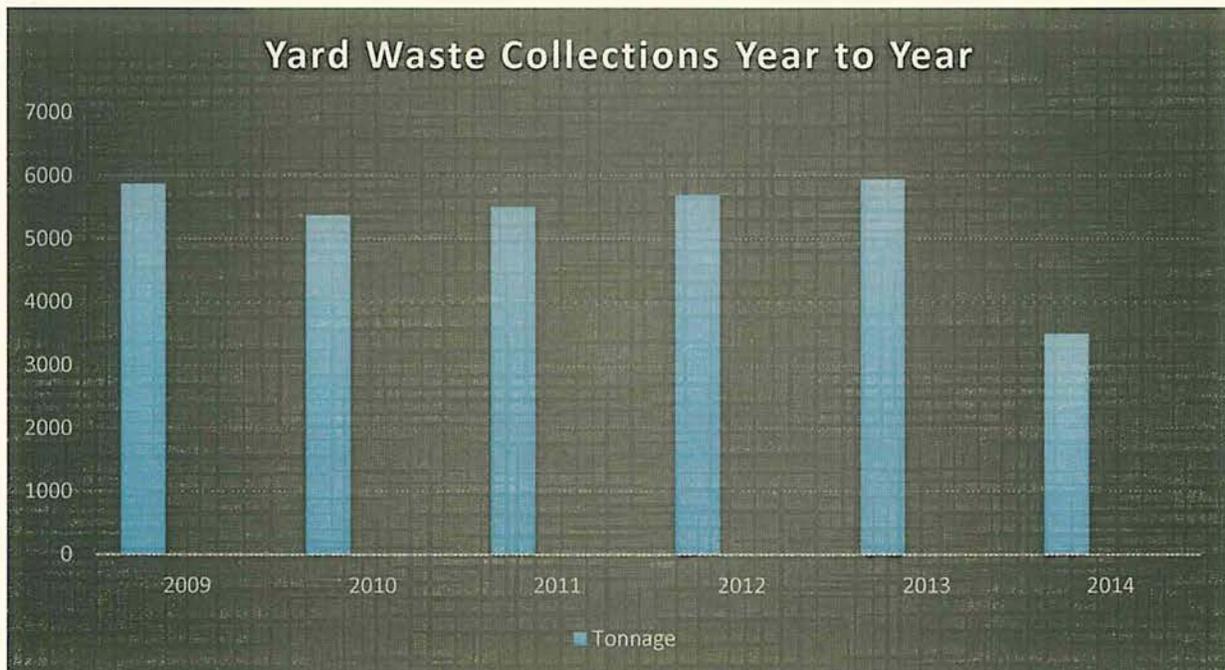
	2013 Through Third Quarter	2014 Through Third Quarter	Difference
Weight	26.3 tn	11.43 tn	-14.87
Revenue	\$18,060.60	\$13,759.97	-\$4,300.63



# Yard Waste

Yard Waste routes inherited one (1) new to them truck to collect materials in 2014. Trucks # 151 was moved from the commercial collections and put to use. We retired one (1) truck #157 that was purchased six (6) years ago. This truck was used as trade in against the purchase of the new commercial truck.

The following graph shows how drastically the amount of yard waste collected (5,958.42 tons by our trucks in 2013) is up and down when compared year to year.



Increases/declines in yard waste are most often due to which area of the city has had growth less inclement weather during one year or another than previous years.

Unfortunate for the department, declines do not necessarily equate to lessening in expenditure by the same measure as each and every street must still be ran whether the street contains materials for collection or not.

If this trend remains on an upward climb we will need to make adjustments to the routing, the number of service vehicles used and realign our personnel as well.

The yard waste trucks and crews also assist in collecting the recycling on Mondays. Without their assistance the recycling collections would take far longer as we send them out to some of the farthest reaches of the city, freeing up the one arms to concentrate in the larger neighborhoods.



## Glass Recycling

Glass Recycling really increased for the past year as we collected 110.6 tons. We set many carts out at homes. Glass is collected by a pick-up and trailer. In 2014 we replaced the original diesel truck to a CNG powered truck. In total we now have more than 2500 glass bins in the city.



## **Curbside Glass Recycling: A Smashing Success in Conway, Arkansas!**

Cheryl Harrington, Director of the Faulkner County Solid Waste District, is always looking for ways to expand services for her constituents. Nearly two years ago, she began working with Ripple Glass. Prior to working with Ripple, glass was accepted by the waste district, but residents were required to remove labels and lids from their glass prior to recycling. This requirement allowed for the glass to be crushed locally and used for road bed.

Working with Ripple Glass opened up new possibilities for the area, as all colors were collected, and lids and labels no longer had to be removed. Residents were more willing to recycle their glass if it was easy. This new demand for glass recycling allowed Cheryl and her team to start curbside collection for glass, and after nearly two years in operation, the program can safely be considered a success.

Currently only available for residents in Conway, nearly 2,400 households and businesses now participate. Residents can request an 18-gallon bin free of charge. These bins can be filled with food and beverage glass, and then put on the curb on their normal trash day. A glass-only truck picks up the glass using a bumper pool trailer that is labeled "Even Glass Deserves a Second Chance."

After two years, the curbside route is collecting around 100 tons of glass each year, and participation continues to grow.

Way to go Faulkner County Solid Waste District, for taking the leap to make glass recycling convenient for residents and businesses in Conway!



# MULCH

Conway Sanitation loads the mulch on Mondays & Fridays free of charge to the Public.



# Landfill

In the 2014 calendar year, the City of Conway landfill efficiently disposed of over 65,390 tons (this total was achieved by estimating the tonnage for the month of December) of municipal solid waste, a decrease of 9% over 2013. The county disposed of 1,024 tons which is an increase of 134 tons from 2013, this increase was due to the major tornado damage in Faulkner County.

1585 truckloads of clay was used to cover trash, this is a great reduction in dirt used in our covering operations since it is not necessary for us to use dirt until lift grade is achieved instead we use alternate cover which takes up less dirt and allows for vertical movement of liquid there for decreasing the number of leachate leaks. Alternate daily cover takes up less room and increases overall life expectancy of the landfill by reducing the amount of dirt in the landfill that is taking up space that trash should occupy. 365 loads of rock and shell were also used for accessing the working face inside the limits of the landfill.

Access roads to and from the landfill continued to be a high priority in 2014. Roads were improved and maintained by the use of over 1,530 tons of gravel. An old fire truck, donated by the city fire department, was converted into a water truck, we used 441,000 gallons of water to control the dust.

Our department purchased a new 5100E John Deere tractor. This tractor will be utilized in mowing, seeding, minor road repairs as well as keeping the surface of the landfill level.



In 2014 the sanitation department received 5,515 tons of yard waste. Which was promptly mulched and used as alternate daily cover and as well as reused by residents in flower beds and soil improvement.

After the permitting stages in 2013 for both EPI plastic and mulch, in 2014 the sanitation saw a decrease in the amount of plastic used from 12 rolls in 2013 to 8 rolls in 2014. This decrease was due to the use of 11,300 tons of mulch as alternate daily cover on Fridays as well as for days that weather would not allow for the use of plastic. 1,358 tons of yard waste was reused in the form of mulch by residents.



# Conway to drill under landfill for methane



Submitted by [THV 11 News Staff](#)

Tuesday, September 23rd, 2014, 8:40pm



CONWAY, Ark. (KTHV) - Leaders in Conway voted to spend \$100,000 to drill under the city's landfill in search of an underground fuel source.

On Monday, the Conway city council voted to drill pilot wells in the landfill to see if enough methane gas is there, and could be used as an alternate fuel source.

They say if there is gas under the landfill and it's of the right quality, the city can use it for their garbage trucks and their new police vehicles.

"So that old thing that no one ever considered an asset on the outskirts of town looks like it has a chance of performing a great service for the city and being a source of alternative renewable energy, which burns cleaner than gasoline," said Tab Townsell, Conway Mayor.

The city's Sanitation Director says it would cost an estimated \$1.7 million to collect methane from the landfill, purify and use it as a fuel source.

# Conway eyes alternative fuel source for trucks



Submitted by [THV 11 News Staff](#)

Tuesday, September 23rd, 2014, 4:51am



CONWAY, Ark. (AP) - Leaders in Conway are deciding whether to drill test wells in the city's landfill to see if enough methane exists underground to use as a fuel source.

The Conway City Council is set to vote Tuesday night on whether to spend \$100,000 to drill pilot wells in the landfill. If enough methane is present in the landfill, it could be used to fuel the city's garbage trucks or as a heating source.

Conway Sanitation Director Cheryl Harrington [tells the Log Cabin Democrat](#) that it'd cost an estimated \$1.7 million to collect methane from the landfill, purify and use it as a fuel source. She says her department now spends about \$900,000 annually on diesel fuel.

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# Shop/Fleet Shop/Yard Care

In addition to the heavy trucks, we have also replaced four ½ ton pick-ups with CNG powered ¾ ton crew cab 4 wheeled drive pick-ups. These trucks will see a variety of duties but are much better equipped to handle the stress than the ½ tons. The fuel savings is another benefit of having these trucks.



Out in the shop we've replaced some worn equipment; on the fleet side we've replaced a transmission jack as well as a floor jack. The heavy side we've replaced a 20 ton jack, impact gun, battery charger, and a floor creeper. We have also added some hand tool to the city tool boxes as well as some specialty tools for the shop use. Our goal is to continually add tools to broaden our capabilities to work on "anything" that comes into the shop.

Fleet Shop received a NEW Transmission Jack



The biggest asset added to the yard care crew was the addition of a Gravely commercial mower. This has ensured the grass is maintained at all times. A few smaller pieces of equipment were also replaced such as weed eaters, and small hand tools.



# Conway Fire Department

2014  
Year End Report



To exceed our own expectations through the delivery of excellence in emergency response, life safety, and community support.



## Fire Chief Report 2014



The Conway Fire Department transitioned into 2014 with change. The appointment to Fire Chief was established in February followed by the re-organization of the Assistant Chiefs positions. We replaced two firefighting apparatus and ordered three additional. Homeland security grant money was also awarded to offset equipment costs for the bomb squad and hazardous materials team.

A new aerial apparatus and engine were placed into service in 2014. We replaced two of our aging units with a new 100' aerial ladder truck and a state of the art engine which included a compressed air foam system (CAFS).

We were notified that the bond issuance of 2012 for firefighting equipment would expire early 2015. We focused the remaining bond monies on the replacement of a 1996 and 1998 engine. The remainder will be used to replace our 2004 heavy rescue. All three apparatus were ordered in 2014 with expected delivery in late 2015.

The nationally accredited bomb squad received a Homeland Security Grant in 2014. Through a competitive grant process the squad received approximately \$194,000 that will be used to maintain/upgrade current equipment and purchase new equipment to maintain the standard set forth. The grant will also be used to purchase new monitoring equipment for the hazardous material team.

2014 brought change and continued sustainability and sustenance to the overall direction and vision of the Conway Fire Department. This process reinforces the vital services provided to the City of Conway and the citizens we serve by the dedicated men and women of the Conway Fire Department.

Michael Winter  
Fire Chief  
Conway Fire Department

# Incident Type Report (Summary)

## Conway Fire Department

Date Range: From 01/01/2014 to 12/31/2014

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
<b>1 Fire</b>				
100 Fire, other	17	0.31%	\$37,000	4.84%
111 Building fire	25	0.45%	\$689,000	90.04%
112 Fires in structure other than in a building	2	0.04%	\$0	0.00%
113 Cooking fire, confined to container	14	0.25%	\$0	0.00%
114 Chimney or flue fire, confined to chimney or flue	1	0.02%	\$0	0.00%
117 Commercial Compactor fire, confined to rubbish	1	0.02%	\$0	0.00%
118 Trash or rubbish fire, contained	1	0.02%	\$0	0.00%
121 Fire in mobile home used as fixed residence	3	0.05%	\$39,000	5.10%
130 Mobile property (vehicle) fire, other	3	0.05%	\$0	0.00%
131 Passenger vehicle fire	20	0.36%	\$0	0.00%
134 Water vehicle fire	1	0.02%	\$0	0.00%
138 Off-road vehicle or heavy equipment fire	1	0.02%	\$0	0.00%
140 Natural vegetation fire, other	13	0.24%	\$0	0.00%
141 Forest, woods or wildland fire	6	0.11%	\$0	0.00%
142 Brush or brush-and-grass mixture fire	12	0.22%	\$0	0.00%
143 Grass fire	22	0.40%	\$0	0.00%
150 Outside rubbish fire, other	15	0.27%	\$0	0.00%
151 Outside rubbish, trash or waste fire	9	0.16%	\$0	0.00%
153 Construction or demolition landfill fire	3	0.05%	\$0	0.00%
154 Dumpster or other outside trash receptacle fire	12	0.22%	\$0	0.00%
160 Special outside fire, other	7	0.13%	\$200	0.03%
162 Outside equipment fire	2	0.04%	\$0	0.00%
<b>Totals</b>	<b>190</b>	<b>3.45%</b>	<b>\$765,200</b>	<b>100.00%</b>
<b>2 Overpressure Rupture, Explosion, Overheat(no fire)</b>				
200 Overpressure rupture, explosion, overheat other	3	0.05%	\$0	0.00%
210 Overpressure rupture from steam, other	1	0.02%	\$0	0.00%
221 Overpressure rupture of air or gas pipe/pipeline	1	0.02%	\$0	0.00%
240 Explosion (no fire), other	1	0.02%	\$0	0.00%
251 Excessive heat, scorch burns with no ignition	15	0.27%	\$0	0.00%
<b>Totals</b>	<b>21</b>	<b>0.38%</b>	<b>\$0</b>	<b>0.00%</b>
<b>3 Rescue &amp; Emergency Medical Service Incident</b>				
300 Rescue, EMS incident, other	2,676	48.61%	\$0	0.00%
311 Medical assist, assist EMS crew	856	15.55%	\$0	0.00%
320 Emergency medical service incident, other	126	2.29%	\$0	0.00%
321 EMS call, excluding vehicle accident with injury	175	3.18%	\$0	0.00%
322 Motor vehicle accident with injuries	155	2.82%	\$0	0.00%
323 Motor vehicle/pedestrian accident (MV Ped)	11	0.20%	\$0	0.00%
324 Motor vehicle accident with no injuries.	106	1.93%	\$0	0.00%
342 Search for person in water	1	0.02%	\$0	0.00%
350 Extrication, rescue, other	1	0.02%	\$0	0.00%
351 Extrication of victim(s) from building/structure	1	0.02%	\$0	0.00%
352 Extrication of victim(s) from vehicle	4	0.07%	\$0	0.00%
353 Removal of victim(s) from stalled elevator	3	0.05%	\$0	0.00%
360 Water & ice-related rescue, other	2	0.04%	\$0	0.00%
381 Rescue or EMS standby	1	0.02%	\$0	0.00%
<b>Totals</b>	<b>4,118</b>	<b>74.80%</b>	<b>\$0</b>	<b>0.00%</b>
<b>4 Hazardous Condition (No Fire)</b>				
400 Hazardous condition, other	9	0.16%	\$0	0.00%
410 Combustible/flammable gas/liquid condition, other	5	0.09%	\$0	0.00%

# Incident Type Report (Summary)

## Conway Fire Department

Date Range: From 01/01/2014 to 12/31/2014

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
411 Gasoline or other flammable liquid spill	8	0.15%	\$0	0.00%
412 Gas leak (natural gas or LPG)	37	0.67%	\$0	0.00%
413 Oil or other combustible liquid spill	4	0.07%	\$0	0.00%
420 Toxic condition, other	1	0.02%	\$0	0.00%
422 Chemical spill or leak	1	0.02%	\$0	0.00%
424 Carbon monoxide incident	3	0.05%	\$0	0.00%
440 Electrical wiring/equipment problem, other	12	0.22%	\$0	0.00%
441 Heat from short circuit (wiring), defective/worn	1	0.02%	\$0	0.00%
442 Overheated motor	2	0.04%	\$0	0.00%
444 Power line down	2	0.04%	\$0	0.00%
445 Arcing, shorted electrical equipment	9	0.16%	\$0	0.00%
460 Accident, potential accident, other	3	0.05%	\$0	0.00%
463 Vehicle accident, general cleanup	6	0.11%	\$0	0.00%
471 Explosive, bomb removal (for bomb scare, use 721)	3	0.05%	\$0	0.00%
480 Attempted burning, illegal action, other	1	0.02%	\$0	0.00%
<b>Totals</b>	<b>107</b>	<b>1.94%</b>	<b>\$0</b>	<b>0.00%</b>
<b>5 Service Call</b>				
500 Service Call, other	30	0.54%	\$0	0.00%
510 Person in distress, other	41	0.74%	\$0	0.00%
511 Lock-out	1	0.02%	\$0	0.00%
520 Water problem, other	1	0.02%	\$0	0.00%
522 Water or steam leak	1	0.02%	\$0	0.00%
531 Smoke or odor removal	35	0.64%	\$0	0.00%
542 Animal rescue	1	0.02%	\$0	0.00%
550 Public service assistance, other	31	0.56%	\$0	0.00%
551 Assist police or other governmental agency	11	0.20%	\$0	0.00%
552 Police matter	1	0.02%	\$0	0.00%
553 Public service	5	0.09%	\$0	0.00%
554 Assist invalid	36	0.65%	\$0	0.00%
561 Unauthorized burning	51	0.93%	\$0	0.00%
<b>Totals</b>	<b>245</b>	<b>4.45%</b>	<b>\$0</b>	<b>0.00%</b>
<b>6 Good Intent Call</b>				
600 Good intent call, other	25	0.45%	\$0	0.00%
611 Dispatched & canceled en route	41	0.74%	\$0	0.00%
622 No incident found on arrival at dispatch address	9	0.16%	\$0	0.00%
631 Authorized controlled burning	14	0.25%	\$0	0.00%
641 Vicinity alarm (incident in other location)	1	0.02%	\$0	0.00%
650 Steam, other gas mistaken for smoke, other	1	0.02%	\$0	0.00%
651 Smoke scare, odor of smoke	3	0.05%	\$0	0.00%
652 Steam, vapor, fog or dust thought to be smoke	4	0.07%	\$0	0.00%
661 EMS call, party transported by non-fire agency	1	0.02%	\$0	0.00%
671 HazMat release investigation w/no HazMat	5	0.09%	\$0	0.00%
<b>Totals</b>	<b>104</b>	<b>1.89%</b>	<b>\$0</b>	<b>0.00%</b>
<b>7 False Alarm &amp; False Call</b>				
700 False alarm or false call, other	422	7.67%	\$0	0.00%
710 Malicious, mischievous false call, other	8	0.15%	\$0	0.00%
711 Municipal alarm system, malicious false alarm	1	0.02%	\$0	0.00%
715 Local alarm system, malicious false alarm	1	0.02%	\$0	0.00%
721 Bomb scare - no bomb	7	0.13%	\$0	0.00%
730 System malfunction, other	22	0.40%	\$0	0.00%

# Incident Type Report (Summary)

## Conway Fire Department

Date Range: From 01/01/2014 to 12/31/2014

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
731 Sprinkler activation due to malfunction	4	0.07%	\$0	0.00%
733 Smoke detector activation due to malfunction	22	0.40%	\$0	0.00%
735 Alarm system sounded due to malfunction	13	0.24%	\$0	0.00%
736 CO detector activation due to malfunction	2	0.04%	\$0	0.00%
740 Unintentional transmission of alarm, other	19	0.35%	\$0	0.00%
741 Sprinkler activation, no fire - unintentional	5	0.09%	\$0	0.00%
743 Smoke detector activation, no fire - unintentional	75	1.36%	\$0	0.00%
744 Detector activation, no fire - unintentional	21	0.38%	\$0	0.00%
745 Alarm system activation, no fire - unintentional	55	1.00%	\$0	0.00%
746 Carbon monoxide detector activation, no CO	1	0.02%	\$0	0.00%
<b>Totals</b>	<b>678</b>	<b>12.32%</b>	<b>\$0</b>	<b>0.00%</b>
<b>8 Severe Weather &amp; Natural Disaster</b>				
800 Severe weather or natural disaster, other	5	0.09%	\$0	0.00%
813 Wind storm, tornado/hurricane assessment	5	0.09%	\$0	0.00%
814 Lightning strike (no fire)	2	0.04%	\$0	0.00%
<b>Totals</b>	<b>12</b>	<b>0.22%</b>	<b>\$0</b>	<b>0.00%</b>
<b>9 Special Incident Type</b>				
900 Special type of incident, other	19	0.35%	\$0	0.00%
911 Citizen complaint	11	0.20%	\$0	0.00%
<b>Totals</b>	<b>30</b>	<b>0.54%</b>	<b>\$0</b>	<b>0.00%</b>
<b>Totals</b>	<b>5,505</b>		<b>\$765,200</b>	

# Alarms by Month of Year

Conway Fire Department

Time Period From 01/01/2014 to 12/31/2014

Month	Totals
January	10
Febuary	456
March	556
April	542
May	505
June	483
July	504
August	582
September	567
October	582
November	435
December	361
No Date	0
Total Calls	5,583

# Incident Type Report by District

Conway Fire Department

Period From 01/01/2014 to 12/31/2014

Incident Type	Count	E	OUT	W
<b>1 Fire</b>				
100 Fire, other	17	4	0	13
111 Building fire	25	10	3	12
112 Fires in structure other than in a building	2	2	0	0
113 Cooking fire, confined to container	14	6	0	8
114 Chimney or flue fire, confined to chimney or flue	1	1	0	0
117 Commercial Compactor fire, confined to rubbish	1	1	0	0
118 Trash or rubbish fire, contained	1	1	0	0
121 Fire in mobile home used as fixed residence	3	3	0	0
130 Mobile property (vehicle) fire, other	3	2	0	1
131 Passenger vehicle fire	20	10	1	9
134 Water vehicle fire	1	1	0	0
138 Off-road vehicle or heavy equipment fire	1	0	0	1
140 Natural vegetation fire, other	13	6	0	7
141 Forest, woods or wildland fire	6	3	0	3
142 Brush or brush-and-grass mixture fire	12	6	0	6
143 Grass fire	22	8	1	13
150 Outside rubbish fire, other	15	3	0	12
151 Outside rubbish, trash or waste fire	9	2	0	7
153 Construction or demolition landfill fire	3	1	0	2
154 Dumpster or other outside trash receptacle fire	12	8	0	4
160 Special outside fire, other	7	3	0	4
162 Outside equipment fire	2	2	0	0
<b>Total</b>	<b>190</b>	<b>83</b>	<b>5</b>	<b>102</b>
<b>2 Overpressure Rupture, Explosion, Overheat(no fire)</b>				
200 Overpressure rupture, explosion, overheat other	3	2	0	1
210 Overpressure rupture from steam, other	1	0	0	1
221 Overpressure rupture of air or gas pipe/pipeline	1	1	0	0
240 Explosion (no fire), other	1	1	0	0
251 Excessive heat, scorch burns with no ignition	15	1	1	13
<b>Total</b>	<b>21</b>	<b>5</b>	<b>1</b>	<b>15</b>
<b>3 Rescue &amp; Emergency Medical Service Incident</b>				
300 Rescue, EMS incident, other	2,675	815	0	1,860
311 Medical assist, assist EMS crew	856	196	1	659
320 Emergency medical service incident, other	126	73	0	53
321 EMS call, excluding vehicle accident with injury	175	123	0	52
322 Motor vehicle accident with injuries	155	89	0	66
323 Motor vehicle/pedestrian accident (MV Ped)	11	7	0	4
324 Motor vehicle accident with no injuries.	106	56	1	49
342 Search for person in water	1	1	0	0
350 Extrication, rescue, other	1	1	0	0
351 Extrication of victim(s) from building/structure	1	1	0	0
352 Extrication of victim(s) from vehicle	4	2	1	1
353 Removal of victim(s) from stalled elevator	3	1	0	2
360 Water & ice-related rescue, other	2	0	2	0
381 Rescue or EMS standby	1	1	0	0
<b>Total</b>	<b>4,117</b>	<b>1,366</b>	<b>5</b>	<b>2,746</b>
<b>4 Hazardous Condition (No Fire)</b>				
400 Hazardous condition, other	9	5	0	4
410 Combustible/flammable gas/liquid condition, other	5	4	0	1
411 Gasoline or other flammable liquid spill	8	3	0	5

# Incident Type Report by District

Conway Fire Department

Period From 01/01/2014 to 12/31/2014

Incident Type	Count	E	OUT	W
412 Gas leak (natural gas or LPG)	37	14	0	23
413 Oil or other combustible liquid spill	4	3	0	1
420 Toxic condition, other	1	0	1	0
422 Chemical spill or leak	1	0	0	1
424 Carbon monoxide incident	3	0	0	3
440 Electrical wiring/equipment problem, other	12	5	0	7
441 Heat from short circuit (wiring), defective/worn	1	0	0	1
442 Overheated motor	2	2	0	0
444 Power line down	2	1	0	1
445 Arcing, shorted electrical equipment	9	2	0	7
460 Accident, potential accident, other	3	2	0	1
463 Vehicle accident, general cleanup	6	5	0	1
471 Explosive, bomb removal (for bomb scare, use 721)	3	1	0	2
480 Attempted burning, illegal action, other	1	0	0	1
<b>Total</b>	<b>107</b>	<b>47</b>	<b>1</b>	<b>59</b>
<b>5 Service Call</b>				
500 Service Call, other	30	4	0	26
510 Person in distress, other	41	16	0	25
511 Lock-out	1	0	0	1
520 Water problem, other	1	0	0	1
522 Water or steam leak	1	0	0	1
531 Smoke or odor removal	35	5	0	30
542 Animal rescue	1	0	0	1
550 Public service assistance, other	31	10	0	21
551 Assist police or other governmental agency	11	3	3	5
552 Police matter	1	1	0	0
553 Public service	5	2	0	3
554 Assist invalid	36	4	0	32
561 Unauthorized burning	51	10	0	41
<b>Total</b>	<b>245</b>	<b>55</b>	<b>3</b>	<b>187</b>
<b>6 Good Intent Call</b>				
600 Good intent call, other	25	5	0	20
611 Dispatched & canceled en route	41	14	0	27
622 No incident found on arrival at dispatch address	9	6	0	3
631 Authorized controlled burning	14	2	0	12
641 Vicinity alarm (incident in other location)	1	0	1	0
650 Steam, other gas mistaken for smoke, other	1	1	0	0
651 Smoke scare, odor of smoke	3	1	0	2
652 Steam, vapor, fog or dust thought to be smoke	4	1	0	3
661 EMS call, party transported by non-fire agency	1	0	0	1
671 HazMat release investigation w/no HazMat	5	2	0	3
<b>Total</b>	<b>104</b>	<b>32</b>	<b>1</b>	<b>71</b>
<b>7 False Alarm &amp; False Call</b>				
700 False alarm or false call, other	422	122	0	300
710 Malicious, mischievous false call, other	8	2	0	6
711 Municipal alarm system, malicious false alarm	1	0	0	1
715 Local alarm system, malicious false alarm	1	0	0	1
721 Bomb scare - no bomb	7	2	1	4
730 System malfunction, other	22	10	0	12
731 Sprinkler activation due to malfunction	4	3	0	1
733 Smoke detector activation due to malfunction	22	9	0	13

# Incident Type Report by District

Conway Fire Department

Period From 01/01/2014 to 12/31/2014

Incident Type	Count	E	OUT	W
735 Alarm system sounded due to malfunction	13	8	0	5
736 CO detector activation due to malfunction	2	1	0	1
740 Unintentional transmission of alarm, other	19	3	0	16
741 Sprinkler activation, no fire - unintentional	5	2	0	3
743 Smoke detector activation, no fire - unintentional	75	9	0	66
744 Detector activation, no fire - unintentional	21	5	0	16
745 Alarm system activation, no fire - unintentional	55	24	1	30
746 Carbon monoxide detector activation, no CO	1	0	0	1
<b>Total</b>	<b>678</b>	<b>200</b>	<b>2</b>	<b>476</b>
8 Severe Weather & Natural Disaster				
800 Severe weather or natural disaster, other	5	2	1	2
813 Wind storm, tornado/hurricane assessment	5	0	0	5
814 Lightning strike (no fire)	2	0	0	2
<b>Total</b>	<b>12</b>	<b>2</b>	<b>1</b>	<b>9</b>
9 Special Incident Type				
900 Special type of incident, other	19	1	0	18
911 Citizen complaint	11	2	0	9
<b>Total</b>	<b>30</b>	<b>3</b>	<b>0</b>	<b>27</b>
<b>Total</b>	<b>5,504</b>	<b>1,793</b>	<b>19</b>	<b>3,692</b>

## **FIRE MARSHAL DIVISION** **2014 REPORT**

The Fire Marshal Division has enjoyed another great year. We have implemented our fire permit process as well as initiated inspection of all the restaurants in town. Our fire investigations are down again this year, and we are accrediting this to our stellar and cutting edge fire prevention programs. We had another great year from the schools with our new smoke house. What a great training tool it has proven to be. We also felt the positive impact of the new position in the Fire Marshal Division. Our goal is to keep the safety of the citizens of Conway and the safety of our personnel as our number one priority.

The pre-fire planning and fire hydrant maintenance records along with scanned maps are being installed on the new Red Alert Software. As of this date all businesses, industries, and institutions have been entered in the Red Alert Software Database along with all hydrant locations in the city limits of Conway. All prefire plans and hydrants are inspected twice a year, in compliance with ISO Rules & Regulations, which is a major accomplishment for the Fire Marshal Division. For the year 2014 we completed 4,686 pre-plan inspections and 4,616 hydrant inspections.

Fire losses for the year 2014 decreased to \$765,200 compared to \$773,500 in the year 2013.

Fire prevention has been a growing program over the past years. Showing fire engines, puppet show demonstrations, Patches & Pumper, fire safety house and many one on one firefighter presentations, we feel, has reduced the number of fire related deaths each year.

Fire code inspections and plan reviews have continued to rise over the year. Just in plan reviews alone we had approximately 111 plans come in to be reviewed. In addition to that we had 23 sprinkler plans that were reviewed as well. These are both record numbers for us.

In the year 2014 final inspections, due to new construction, are on the increase. The Fire Marshal Division's responsibilities will continue to grow as a result of code enforcement, fire prevention, and plan reviews as the City of Conway grows. We implemented the new 2012 fire code this year and it was received fairly well by the contractors.

We have been working with UCA for the past three years to get a plan for evacuation on all of their buildings for multiple scenarios. In 2014 this came to fruition by us assisting with approximately 80 fire drill evaluations. This was a great accomplishment for not only us but for the University.

# **FIRE MARSHAL DIVISION** **2014 REPORT**

## Public Fire Prevention/Education



Throughout the year we offer local businesses, schools, and organizations a training opportunity that is like no other. We do hands on instruction classes on how to operate a fire extinguisher. For the year 2014 we had the opportunity to conduct over 100 classes.



In conjunction with the fire extinguisher training, we also offer lectures throughout the year. For the year 2014 we held over 100 lectures.



The month of October is designated Fire Prevention month. Here in Conway we take this opportunity to get into the schools and teach fire prevention. We have 12 schools in Conway (K-4) that participate in this fun filled experience. We offer puppet shows, smoke house demonstrations, lectures and are able to leave fire safety materials for all students. For the year 2014 we had approximately 4500 children that got to participate in this event. The Smoke House was a hit again this year.



Our inspection tasks have almost doubled as the size of our city continues to grow. We have added some inspections to our ever growing list this past year that included our local colleges, hotels/motels and our city buildings. In addition to these inspections we also added all restaurants to the inspection list. For the year 2014 we inspected 33 Day Cares, 23 Hotel/Motels, 123 college facilities, 81 city property facilities, 46 School facilities, and 158 restaurants. Also in part with plan reviews come inspections throughout the building process. For the year 2014 we had 120 pre-inspection meetings, 141 sprinkler inspections, and issued 93 certificates to occupy. We also implemented a permitting process for new construction that required Fire Suppression and Fire Alarms. We issued 40 of these for the 2014 year

Thank you for your continued support in the Fire Marshal Division!

Assistant Chief Kenny Wiedower  
Fire Marshal  
City of Conway

# Incident Log with Damage Cost and Values

Conway Fire Department

Date Range: From 01/01/2014 to 12/31/2014

Company: All Companies

Sorted by: Not selected

Incident#	Date	###	Address	Occupant	Situation Found	Pre-Incident Value			Losses		
						Contents	Property	Total	Contents	Property	Total
2014-001301	03/13/2014	340	PADGETT RD	Pigee	Building fire	10,000	75,000	85,000	10,000	75,000	85,000
2014-001304	03/13/2014	2840	DAVE WARD DR		Special outside fire,	0	1,000	1,000	0	200	200
2014-002138	04/28/2014	160	PEACH ST	Freeman	Building fire	40,000	120,000	160,000	20,000	50,000	70,000
2014-002312	05/07/2014	475	ROBINS ST	Halcrombe	Fire in mobile home	10,000	20,000	30,000	10,000	20,000	30,000
2014-002659	05/29/2014	2288	HAIRSTON AV	Edwards	Building fire	30,000	70,000	100,000	20,000	50,000	70,000
2014-003066	06/24/2014	5370	LOVETTE CV	Thoelke	Building fire	75,000	230,000	305,000	50,000	100,000	150,000
2014-003286	07/09/2014	2104	HARKRIDER ST	Zheng	Building fire	150,000	500,000	650,000	10,000	30,000	40,000
2014-003660	07/31/2014	1967	ROBINS ST	Meeks	Fire, other	5,000	25,000	30,000	1,000	1,000	2,000
2014-003765	08/06/2014	3737	CALICO LN	Jackson	Building fire	1,000	70,000	71,000	1,000	70,000	71,000
2014-003995	08/18/2014	1332	ROBINS ST	Ferrell	Building fire	20,000	75,000	95,000	20,000	75,000	95,000
2014-004183	08/28/2014	1306	TRAILS EDGE DR		Building fire	75,000	175,000	250,000	5,000	20,000	25,000
2014-004237	08/30/2014	255	S MITCHELL ST	Johnson	Building fire	15,000	60,000	75,000	10,000	30,000	40,000
2014-005011	10/10/2014	1039	CLIFTON ST	Powell	Fire, other	50,000	120,000	170,000	5,000	30,000	35,000
2014-005215	10/20/2014	314	ELIZABETH ST	Brannon	Building fire	15,000	75,000	90,000	5,000	10,000	15,000
2014-005605	11/12/2014	1205	SUMMER CIR	Criswell	Building fire	5,000	55,000	60,000	1,000	15,000	16,000
2014-005946	12/10/2014	450	ROBINS ST	Hernandez	Building fire	2,000	20,000	22,000	2,000	10,000	12,000
2014-005992	12/14/2014	6	AZALEA LP	Goff	Fire in mobile home	5,000	25,000	30,000	1,000	8,000	9,000
Total Number of Incidents:					17	508,000	1,716,000	2,224,000	171,000	594,200	765,200

# CONWAY FIRE DEPARTMENT TRAINING DIVISION 2014 REPORT

## Breakdown of Training

<u>Training Subject</u>	<u>Training Hours</u>
<b>Bomb</b>	922
<b>Firefighting Related Training</b>	10351.5
<b>Fire Office Training</b>	2594.5
<i>(In-house training – 1853 and Individual Monthly – 741.5)</i>	
<b>Emergency Medical Training</b>	2549
<b>Special Operations Rescue</b>	870
<b>Hazardous Materials Training</b>	547
<b>Driver Training</b>	2871.5
<i>(In-house training – 89 and Individual Monthly – 2782.5)</i>	
<b>Physical Fitness Training</b>	4672
<i>(In-house training – 264 and Extreme Fitness – 4408)</i>	
<b>Recruit Training</b>	1607
<i>(In-house training – 820 and Individual Monthly – 787)</i>	
<b>Individual Monthly Training</b>	
<b>Fire Related</b>	21628
<b>EMS Related</b>	6362.5
 <b><u>Total Man Hours for 2014</u></b>	 <b><u>54975</u></b>

<i>Company Drill Training</i>	7362.5
<i>Multi- Company Drill Training</i>	2722



# Conway Police Department Annual Report 2014



Conway, Arkansas





## Conway Police Department – 2014 Annual Report

This document is a report of not only crime statistics but activities and services conducted by the police department in the protection and service to the citizens of this community. While this is a comprehensive report of services required, it does not include the many incidents of police personnel assisting members of the community that did not result in a report filed or arrest made. This report is encouraging considering the ever increasing demand on police services by a growing community and the high turnover rate experienced in the Communications Center and Patrol Division. In 2014, we experienced an 8% turnover rate in sworn officers and a 14% turnover rate in the Conway Emergency Operations Center.

Special Operations worked sixty seven special events resulting in one thousand six hundred twenty nine (1,629) total man-hours. This is a 9.8% increase in special events worked compared to 2013 and a 8.9% decrease in man hours required to work special events compared to 2013. The hours worked on special events in the city pulled officers from their normal enforcement duties. Patrol Officers established 12 new Neighborhood Watch Programs and continued to meet with other Neighborhood Watches throughout the year. SWAT reported being utilized twenty (20) times in 2014 for incidents ranging from narcotics search warrants to barricaded suspects. Investigations Division worked a total of 2,399 cases, a 11.1% increase from 2013. Department wide, there were 5,302 adult arrests and 343 juvenile arrests made in 2013. This is a 5.1% increase in total arrests when compared to 2013. Conway Emergency Operations Center reported 66,308 calls for service and 40,819 911 calls received. Animal Welfare Unit reported a total intake of 1,853 animals, a total of 841 adoptions and rescues, and 3008 licenses issued. There was a 6% decrease in euthanized animals in 2014 and 1,245 citations and warnings were issued. There was a total of 18,571 hours of training for officers in 2013; these hours included basic police training, K9, SWAT and Field Training. Program highlights include the continuation of the Text-A-Tip program, Underage Drinking Alcohol Compliance Check, the Drug Take Back Program, the continuation of Compressed Natural Gas (CNG) conversion kits being added to 7 patrol vehicles.

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

Chief A. J. Gary

**Violent Crimes**, overall, experienced a slight increase from 2013 to 2014. There were 232 violent crimes reported in 2014 versus 226 violent crimes reported in 2013. The percentage of clearance for Violent Crimes in 2014 is 35% versus 38% for 2013. The Violent Crimes in Conway for 2014 are broken down as follows:

- There was a 0% change in Murders with one reported in 2014 and one reported in 2013.
- There was a 13% increase in Rapes with 26 in 2014 and 23 reported in 2013.
- There was a 21% increase in Robberies with 62 in 2014 and 51 reported in 2013.
- There was a 5.3% decrease in Aggravated Assaults with 143 in 2014 and 151 reported in 2013.

**Property Crimes**, overall, experienced a 4.7% increase from 2013 to 2014 with 2,850 property crimes reported in 2014 versus 2,721 property crimes reported in 2013. The percentage of clearance for Property Crimes in 2014 is 19% versus 44% clearance rate for 2013. The Property Crimes in Conway for 2014 are broken down as follows:

- There was a 6.5% increase in Burglaries with 395 in 2014 and 371 reported in 2013.
- There was a 3% increase in Thefts with 2,311 in 2014 and 2,242 reported in 2013.
- There was a 38% increase in Motor Vehicle Thefts with 141 in 2014 and 102 reported in 2013.
- There was a 50% decrease in Arsons with 3 in 2014 and 6 reported in 2013.

The below table depicts reported incidents over the past eight years. This reflects that while the population in Conway has risen significantly, there has been no significant rise in crime. It should also be noted that in 2008 changes in national reporting requirements resulted in the inclusion of certain crimes that were previously not counted.

Crime Statistic’s Comparison for 2007 through 2014

	2007	2008	2009	2010	2011	2012	2013	2014
Murder	2	0	2	4	3	0	1	1
Rape	39	29	24	19	20	27	23	26
Robbery	64	61	59	48	82	80	51	62
Burglary	465	418	451	446	397	395	371	395
Theft	1,681	2,399	1,980	2,012	2,108	1,849	2,242	2,311
Motor Vehicle Theft	173	128	125	95	105	94	102	141
Estimated Population	55,970	57,741	58,512	59,881	60,881	62,430	63,500	65,800

## ADMINISTRATION DIVISION

The Administration Division consists of 7 sworn officers and 39 non-sworn who are assigned to the following sections: Warrants, Records, Fleet Maintenance, Communications Center, Property and Evidence, Training and the Animal Welfare Unit. The following Administration Division statistics were reported for 2013:

- Fleet Maintenance Section received 7 new Chevrolet Tahoe police vehicles and 2 new Ford Fusions for CID use. All seven of the Tahoe police vehicles were outfitted with CNG (compressed natural gas) conversion kits that will allow the City of Conway to take advantage of lower fuel cost. The Warrants section also received 1 new Ford F-150 that is equipped with CNG Bi-fuel system. One Chevrolet Sonic was purchased for use by the Parking Enforcement Officer. A 4700 International box truck was transferred to the Police Department from the Fire Department for use as a Command Post Vehicle. In addition, the Fleet Maintenance Section removed from service and auctioned off several vehicles that were no longer serviceable due to excess mileage or use.
- Evidence and Property received 1,727 items in 2014, of which 896 were transported to the Arkansas State Crime Laboratory for processing. 1,896 items were destroyed per court order and 245 items were processed and released to the owner. 547 pounds of prescription drugs were taken in for disposal, while 1,125 pounds of drugs and illegal paraphernalia were destroyed.
- The Training Section reported a total of 18,751 hours of training in 2014; these hours included basic police training, K-9, SWAT and Field Officer Training. CPD instructors provided 465 hours of instruction.
- The Records Section processed 11,434 incident reports, 3,437 collision reports, 6,350 citations and 7,275 warnings for 2014. Records Section also entered 408 citations issued by the UCA Police Department.
- The Conway Emergency Operations Center received a total of 66,308 calls for service during 2014. This averages out to 181 phone calls daily. This is a 4% increase in calls for service when compared to 2013. There were 40,819 911 calls made which averages out to be 111, 911 calls per day, which is an 18% increase compared to 2013.
- Warrant Officers reported a total of: 1,613 warrants served, 962 hours conducting prisoner transports throughout the state, 175 hours acting as Conway District Court bailiffs, 295 fingerprints, processed and 1,041 recalled warrants. Total number of warrants processed through the CPD warrant section was 5,640 warrants.
- Animal Welfare impounded 1,853 animals in 2014 as compared to 1,957 in 2013. Dogs/Cats adopted/placed in rescue during 2014 were 841, a 4.7% increase over 2013's 803 adoptions. Conway residents purchased 3,008 dog and cat licenses during 2014, a decline of 4.4% from 3,146 licenses the year before. These licenses brought in \$41,747 in 2014 as compared to \$44,781 in 2013. The euthanasia rate for dogs/cats brought into the Conway AWU was 36% in

2014, a decline of 6% from the 2013 euthanasia rate. This % rate is well below the national % rate of 65%. The adoption rate for dogs/cats brought into the AWU in 2014 was 45% as compared to 41% in 2013. The national adoption rate is 20%. AWU officers issued 1,261 warnings and citations in 2014, a 1% decrease over 2013. Calls for Service increased by 4.75% in 2014 with 3,261 compared to 3,113 in 2013.

### **PATROL DIVISION**

The Patrol Division consists of 78 sworn officers and 2 non-sworn who are assigned to Patrol, Traffic and Special events. The following Patrol Division statistics were reported for 2014:

- District officers established 12 new Neighborhood Watch Programs compared to 3, in 2013.
- Patrol Division has 14 Pillars of Training that each officer must complete. As of 2014, Patrol Division as a whole has completed 95.8% of the 14 training courses. This training includes courses such as Basic Crime Scene Processing, Emergency Vehicle Operations, Radar and Standardized Field Sobriety Test and Taser training.
- Patrol reported 28 police pursuits, a 50% increase compared to 2013; 3,440 accidents were worked, a 5% increase compared to 2013; 175 DWI/DUI arrests were made, a 12.5% decrease compared to 2013; 754 “no seat belt” citations were issued, a 17% decrease compared to 2013; and 51 “no child restraint” citations were issued, a 25% decrease compared to 2013.
- SWAT reported being utilized twenty (20) times in 2014 for incidents ranging from narcotics search warrants to barricaded suspects. Each SWAT officer completed, on average, 184 hours training throughout the year. Four team members attended Sniper School that totaled 80 hours for each member. Two new members attended basic SWAT School and one member attended Tactical EVOC training.

### **INVESTIGATIONS DIVISION**

The Conway Police Department Criminal Investigation Division consists of 28 sworn officers and 1 non-sworn who are assigned to Investigations, Narcotics, K9's, School Resource Officers and COMPSTAT. The following CID statistics were reported for 2014:

- Investigations worked a total of 2,399 cases, a 11.1% increase from 2013. Narcotics reported 515 cases opened, a 2.1% decrease compared to 2013; \$2,828,799.75 worth of illegal drugs seized, a 13.5% increase compared to 2013; 52 search warrants served, a 22.4% decrease compared to the 67 search warrants served in 2013.
- The K9 Unit was utilized 111 times throughout the year for vehicle searches, building searches and narcotic searches. The Unit seized a street value of \$201,821.02 in illegal narcotics in 2014. They also performed 31 public demonstrations throughout the year for schools, civic groups and other community events.

- There were 5,302 adult arrests made and 343 juvenile arrests made, department wide, in 2014, a 5.1% increase in total arrests.

### Program Highlights

#### ❖ Text A Tip

Due to the enormous popularity of text messaging the Conway Police Department began utilizing state of the art technology to receive crime tips via text message and through WebTips. This service is 100% anonymous. The technology routes messages through a server that encrypts cell phone numbers before they get to police. The technology also allows investigators to securely reply back to the cell phone without compromising the tipster's identity.

Some of the advantages of text messaging includes being able to communicate in real time with texters. It also allows people to notify police when calling may not be feasible or safe. Texting a tip is easy. We received 136 tips in 2014 regarding drug activity, suspect identification and numerous other items of interest to our department. The system has been a success and we hope to continue to use it as a tool for fighting crime during this next year.

#### ❖ Restaurant Alcohol Compliance Checks

The Narcotics Section of the Conway Police Department conducted 101 alcohol compliance checks at 41 local restaurants throughout 2014. This operation is to ensure that restaurants are properly checking identification of its patrons and are not selling to underage customers. Of the 101 checks that were made, 78 checks passed while 23 failed for a success rate of 77.23%. In 2014, 82 reports were filed with that State of Arkansas Alcohol Beverage Control Division. Those reports consisted of disorderly conduct, public intoxication, battery and serving minors.

#### ❖ Drug Take Back Program

Conway Police Department installed a permanent drop box for citizens to dispose of their unused prescription drugs. In 2014, 547 lbs of prescription medications were collected and disposed of safely. This is a 1.2% decrease compared to 2013.

#### ❖ School Resource Officer K9

The Conway Police Department, in cooperation with the Conway Public School District, received a trained police dog that is being utilized in the Conway schools. K9 Chip, a black Labrador Retriever, is trained in the detection of narcotics and firearms. He is utilized for narcotic / firearm searches in the schools to help deter or detect the presence of illegal items on school property. He also travels to all the elementary schools and does K9 demonstrations and speaking engagements with kids in an effort to prevent juvenile delinquency through close contact and by creating positive relationships with students.



**Conway Police Department  
Sworn Turnover Rate 2010-2014**

<b>Year</b>	<b>Auth. Sworn Officers</b>	<b>Officer Departures</b>	<b>Officer Turnover Rate</b>
2010	112	6	5%
2011	112	10	11%
2012	114	8	7%
2013	114	5	4%
2014	117	9	8%



**Conway Communications Center  
Turnover Rate 2010-2014**

<b>Year</b>	<b>Auth. Sworn Dispatchers</b>	<b>Departures</b>	<b>Dispatch Turnover Rate</b>
2010	22	7	32%
2011	22	16	73%
2012	22	10	46%
2013	22	3	14%
2014	22	3	14%



## SWORN MANPOWER DISTRIBUTION BY RACE-GENDER-RANK

	Chief	Major	Lieutenant	Sergeant	Officer	Total	% of Dept.
WM	1	3	9	12	71	96	82%
WF		1		1	9	11	9%
BM				1	3	4	3%
BF					1	1	1%
NAM					1	1	1%
NAF							
HM					1	1	1%
HF							
Vacant					3	3	3%
<b>TOTAL</b>	<b>1</b>	<b>4</b>	<b>9</b>	<b>14</b>	<b>89</b>	<b>117</b>	<b>100%</b>



## NON-SWORN MANPOWER DISTRIBUTION POLICE & ANIMAL WELFARE



	FT	PT	Total	% of Dept.
WM	8	1	9	19%
WF	30	1	31	66%
BM	0	0	0	0%
BF	5	0	5	11%
NAM	0	0	0	
NAF	0	0	0	
HM	1	0	1	2%
HF	0	0	0	
Vacant	1	0	1	2%
<b>TOTAL</b>	<b>45</b>	<b>2</b>	<b>47</b>	<b>100%</b>

**PERSONNEL STRENGTH CHART**  
**Effective 12/31/2014**

**PART I--SWORN-FT**

Authorized Sworn	117
On Hand (authorized minus vacancies)	114
Physically Available for Duty @ CPD (authorized minus vacancies and activated officers)	114

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

Authorized Non Sworn (CPD-16, AWU-6, CEOC-22)	45
On Hand (CPD-1, AWU-0, CEOC-4)	44

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

Authorized Non Sworn-PT	2
On Hand	2

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

Authorized	162
On Hand	160

**PART V--CURRENT VACANCIES**

Sworn positions	3
Non Sworn positions	3

**PART VI--ACTIVATED OFFICERS**

**CITY OF CONWAY**

**STREET AND ENGINEERING DEPARTMENT**

**2014 YEAR END REPORT**

**PREPARED BY**  
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**CITY ENGINEER**

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**2014 YEAR END REPORT**

**A. GENERAL DESCRIPTION OF DEPARTMENT:**

The primary functions of the Conway Street & Engineering Department are to provide for the maintenance and repair of city streets as well as manage the Engineering Services for the City of Conway.

The 2014 Conway Street Department's staff included 34 full time positions, 4 part time positions and 1 contract employee. Our staff can be placed in the following general categories:

• Administration	3
• Engineering	3
• Equipment Maintenance	1
• Traffic Signal Maintenance	3
• Street and Drainage Construction	13
• Maintenance (Street, Drainage & ROW)	13
• Signage & Striping	2

Currently, the city has approximately 300 miles of city maintained streets (in addition, approximately 25 miles of state maintained roadways are within the Conway City Limits).

Street Department Funding for the 2014 year was provided by the street fund portion of the state motor fuel tax turnback (\$2,800,000) (includes added \$300,000 for 3 months AHTD ½ Cent Sales Tax) and by 50% of the 3 mil road tax collected inside the city limits (\$1,350,000). In addition, sales tax in accordance with the 1/4 cent sales tax passed in 2001 for salary adjustments (\$245,000) is included in the street fund. A Special Natural Gas Severance Tax provides approximately \$175,000 to the city's Street Fund. The State law identifying the projects that may be funded for fuel tax turnback and county road tax was modified in 2013. Revised law provides for "maintenance and repair of street, it also allows funds to be expended on a number of "Transportation" projects (including sidewalks).

The revised rules significantly modify the original intent of these funds, which was to provide continuous funding for local street system. The availability of these funds for other uses may likely reduce the ability of cities to maintain the street system. Thus, it becomes very important for the City council to avoid reducing the current minimal effort to maintain streets and secondly to focus the maintenances and repairs on the locations where pavement failures are developing and not just to improve the appearance of the streets.

The expenditures from the 2013 street fund can be generally allocated as follows:

Personnel Cost	\$2,032,138
General operating materials & supplies	\$935,800
Outside professional services	\$35,000
Equipment & Vehicles Purchased	\$165,000
Traffic Signal Maintenance (equipment & supplies)	\$150,000
“Public” Transportation Services (Sr. Citz, Boys & Girls)	\$105,000
Sidewalk Projects	\$131,600
Materials for Street Maintenance & Rehab Projects	<u>\$1,526,620</u>
TOTAL	\$5,081,158

The above total exceeds the 2013 revenue by approximately \$400,000. This amount was rolled over from the 2012 budget. In addition, the construction (approx. \$1,500,000) of the new airport access road was funded out of “pay as you go” Sales Tax.

**B. SUMMARY OF 2013 MAJOR ACTIVITIES:**

**The following categories of street uses were included in the projects completed in 2014:**

Arterial and Collector Street Improvement	-	9,250 feet
Residential Street Reconstruction	-	3,500 feet
Residential Street Overlay	-	3,850 feet
Sidewalks	-	?????? feet
<del>Bike Lanes</del>	<del>-</del>	<del>13,000 feet</del>
Multi Use Pathways	-	350 feet
Intersection Modifications	-	4

**Major street reconstruction and rehabilitation projects undertaken by street department construction forces during the 2014 calendar year are as follows:**

- Completion of the City portion of the Lollie Road Reconstruction project.
- Construction of approximately ½ mile of new road connecting two section of Lollie Road south of the airport property as promised to local property owners.
- Completion of the Lower Ridge Road intersection improvements at Highway 65 to provide improved turning radii, decreased grade, and improved safety.
- Completion of the Oak Street Widening and improvement of the intersection at Oak Street and Harkrider Street.
- Construction of a roundabout at Donaghey Avenue and Favre Lane.
- Reconstruction of Westport Circle, Red Oak Drive, and Lexington Drive to remove broken concrete and replace with asphalt.
- Widening of Padgett Road to provide a left turn lane in front of Woodrow Cummins Elementary.
- SOME ALLEY??
- Provide for overlay of the following streets:
  - Jaci Lane
  - Nathan Lane
  - Autumnwood Drive

- Hubbard Road

**Projects and studies managed by City Engineer with funding, from the Sales Tax fund or other funds are as follows:**

- **6<sup>th</sup> Street Improvements** – 1<sup>st</sup> Avenue to Interstate 40 – Design commenced for plans to improve the roadway to a four lane Median Divided Roadway with bike lanes. Plans and Specifications are expected to be completed in early 2015.
- **Bruce Street Improvements** – Harkrider Street to 1<sup>st</sup> Avenue – Design commenced for plans to improve the roadway to a two lane Median Divided Roadway with bike lanes. Plans and Specifications are expected to be completed in early 2015.
- **Donaghey and Favre Roundabout** – Prepared construction plans and acquired necessary right-of-way. Project was completed in 2014 by city crews.
- **Padgett Road** – Prepared construction plans. Project completed in 2014 by city crews.
- **Old Military Road – McNutt Road Realignment at Donnell Ridge Road** - Prepare plans for four lane Median Divided Roadway. Prepare Construction Plans and Specifications, take bids and manage contract award and construction quality assurance. A & B Dirt Movers is Contractor. Complete Project started in 2012.
- **Farris Road Bruce to Dave Ward** - Prepare plans specification and contract documents along with contract management and construction quality assurance for this project. Paladino-Nash, Inc. is Contractor. Complete project started in 2012.
- **Old Military Road (Donnell Ridge to New School) and Nutter Chapel (Greens at Nutter Chapel to Old Military Road) Reconstruction** – Prepare construction plans for street reconstruction to accommodate access to new elementary school on Old Military Road. J's Construction Company Contractor. Complete work started in 2012.
- **Museum Road - Oak Street to Halter Ave** - Prepare plans specification and contract documents along with contract management and construction quality assurance for this project. Paladino-Nash, Inc. is Contractor.
- **Sidewalks Projects** --- Prepare plans, specifications, and contract documents along with contract management and construction quality assurance for these sidewalk projects. The projects are as follows:
  - Padget Road – Sanson to Woodrow Cummins School
  - Timberpeg, Bruce and Shasta in Timberpeg Sub. – Canceled because of residents opposition.
- Sanitary Landfill Annual Report.
- Western Loop South Interchange and connection to Sturgis Road. Design Engineering Phase and Right of Way Acquisition (Garver Engineers).
- Relocated Conway Airport – (Garver Engineers).

- Redevelopment Plan for Cantrell Field after relocation of Airport.
- Provide plans and contract management for Traffic Signal modifications at Oak Street and Harkrider Street to accommodate the widening of Oaks Street from Harkrider Street to Court Street.
- Traffic Signal System – review, update and revise traffic signal timing plans.

**C. DESCRIPTION OF STREET DEPARTMENT:**

**Engineering** services for street and drainage improvement projects are provided thru the City Engineer and 3 staff engineers. This work includes the following:

- Preparation of plans and specifications for city funded street, drainage and sidewalk construction projects.
- Floodplain Management services associated with duties of the City’s Floodplain Administrator.
- Storm water management and reporting requirements required in conjunctions with the city’s MS4 Storm Water Pollution Prevention requirements.
- Engineering services are provided to Sanitation Department for annual landfill engineering report and other engineering support.

**Construction management and quality control** are provided by the City Engineer’s staff for the street and drainage improvement projects. The onsite inspection services were provided by a contract employee (Mike Jetton. P.E.). In addition, plans for new subdivision street and drainage system are reviewed to assure the plans conform to the requirements of the city ordinances and sound engineering. The construction management work includes the inspection of construction projects for new subdivisions as well as city street & drainage improvement projects to confirm compliance with the plans and specifications. For city construction projects we also compute the various quantities of work properly completed and prepare pay estimates for payments to the contractors.

**Major Street Reconstruction Funding** is provided by impact fees and by Major Corridor Street Funds. A special Corridor Street improvement fund (approx. \$2,500,000 per year) was provided by from the “pay as you go” portion of the ¼ cent sales tax made available by the 2006 refinancing of the capital bonds. In addition, the street impact fee is utilized for construction of major street projects. Typically this fee has provided about \$600,000 in 2013 for street construction. These funding sources have been has been utilized for the following:

- **Prince Street Reconstruction – Western to Shady Lane**
- **Old Military Road/McNutt Road Realignment at Donnell Ridge Road.**
- **Old Military Road Reconstruction from Donnell Ridge to the Carlyon Lewis Elementary School.**
- **Nutter Chapel Road Reconstruction from Pebble Beach Drive to Old Military Road**
- **Museum Road Reconstruction from Oak Street to Halter Drive**
- **Western Loop – South Interstate 40 Interchange – Design Engineering,**

### **Right of Way Acquisition and Utility Adjustment.**

- **Farris Road Reconstruction – Bruce to Dave Ward**
- **Airport Entrance Road**

### **Street and Drainage Maintenance**

In an effort to address the street improvement projects assigned by the city council (funded by street fund budget) in 2013, very little personnel and equipment were available for routine street maintenance. Only asphalt patching, mowing of street right of way and sweeping activities were performed on a daily basis. All other equipment and personnel were engaged full time on the designated street reconstruction projects listed in Section B of this report.

The maintenance and repair of the existing street and related storm drainage system is one of the primary responsibilities of the street department. This work generally involves the work required to maintain and restore the pavement surface to a suitable roadway surface along with cleaning and repairing the storm drainage system related to the street adequate to properly remove storm water from the streets. This work includes patching and minor construction needed to accomplish these goals. The public often is of the opinion that our efforts should extend to their private property drainage issues. However, our level of funding and policy does not extend our work efforts to private issues.

Our duties and responsibilities could easily justify several additional positions and additional equipment. However, it has been our practice to hold the staff to a minimum and reserve the maximum funds to address street reconstruction and street paving. Presently we have only the basic staff to address each of the components of our responsibility. Operating with a lean staff creates a situation where we may not be able to address the repair and maintenance needs immediately. Typically, we maintain a “list” of needed work and address the work in an orderly manner rather than being able to react immediately to a citizen complaint or concern. Again, this practice results in reserving the maximum amount of available funds for street rehabilitation projects.

- D. STREET OVERLAYS** – The preparation of streets for asphalt paving required milling of the existing pavement along the curb and gutter by city forces. This work required two employees full time between March and May. The asphalt paving work was performed by the Red Stone. The following streets were repaved with asphalt in 2013:
- Phippenpost Streets
  - Farris Road – Bruce to College
  - Marlesgate
  - Sherman Oaks
- E. STREET RECONSTRUCTION** – Utilizing Street Department personnel, the following street reconstruction projects were undertaken in 2013. The work generally included removal of the existing pavement, preparing a stable subgrade, placement of crushed

stone base course and establishing proper drainage.

- Main Street South Side between Court Street and Harkrider. Modified to provided angle parking on with Street Scape sidewalk.
- Pin Oak Drive (remove and reconstruct broken up concrete pavement) in Oak Forrest between Shady Lane and Water Oak. (Project began in 2012)
- Lower Ridge Road Intersection improvements at U.S. 65 was funded in 2011 and work was approximately 40% complete by the end of 2012.
- Airport Entrance Road construction involving the reconstruction of Sand Gap Road to Connect to Lollie Road north of the Airport and extend approximately 3 miles to connect to Lollie Road about ¼ mile north of Tupelo Bayou.
- Reconstruct Middle Road to provide a 36 foot curbed street from Amity Road to Southerland Road.
- Reconstruct Griffith Street between Bruce Street and McKay Street to eliminate broken up and displace concrete surface.

**F. DITCH MAINTENANCE** - Keep drainage ditches free of obstructions and blockages. Much of this work is along narrow concrete or earthen channels thru back yards. Much of this work must be performed by manual labor. City forces utilize county work release people and community service personnel to assist in this maintenance work.

**G. STREET REPAIR** - Daily repair of pot holes and utility street cuts in asphalt streets and repair of concrete street failures. Considerable time was devoted to repair of street cuts made by Conway Corporation.

A three man asphalt patching crew works full time patching failed areas in the streets, patching street cuts made by utilities companies and filling pot holes.

**H. GENERAL STREET RIGHT OF WAY MAINTENANCE (TREE REMOVAL, TREE TRIMMING)** – Contract with tree cutting service to cut down dead trees in street right of way with street department personnel removing the brush and cut up trees.

Trim limbs as needed to avoid signs becoming hidden by vegetation.

Street department personnel also address non-street maintenance items, reported by the public. This work is typically addressed as personnel are available from priority maintenance and repair work. This type work includes broken curbs, broken sidewalks, water ponding in gutter and other aesthetic and single homeowner nuisance. Due to the need keep our limited personnel on their primary duties of keeping the streets safe and open to the thousands of traveling public and drainage system open, minimal time is available to address this type work. Hopefully, an additional funding source can be developed to address some of these much needed and frequently requested drainage maintenance items.

I. **SNOW REMOVAL** - Utilize the three snow plows and two sand spreaders, the street department personnel respond to emergency call out duties when a winter weather event creates hazardous driving conditions on the City Streets. The snow plows are utilized to remove the snow and slush from the arterial and collector class streets to speed the clearing of the material from the roadway. The sand spreaders distribute sand on the roadways where the hills are steeper and at major intersections to enhance traction.

J. **TRAFFIC SIGNS AND PAVEMENT MARKINGS** - Utilize sign making equipment to make street marker signs in new subdivisions and replacement signs as they are stolen or destroyed.

Speed Limit, No Parking and other warning and regulatory signs are installed and maintained by the street department personnel. In addition, a contract was managed by the street department for bike lanes markings and ‘sharrow’ markings were placed along the designated share the road and bike lane routes.

K. **MOWING STREET RIGHT OF WAYS** - Mow street right of ways that are not maintained by landowners in May thru September.

L. **STREET SWEEPING** - Sweep streets to remove accumulated leaves and grass from streets primarily in the September thru December period. Two sweepers are typically operating full time. One sweeper is primarily dedicated to the sweeping the streets with bike lanes to keep the bike lanes free of debris.

M. **TRAFFIC SIGNALS** – Provide personnel, and equipment to maintenance the 65 signalized intersections in Conway. This effort involves replacement and upgrading of the electrical components as required. The following major work items were undertaken in 2013:

- Monitor the traffic signals thru a Master Controller at the street Department using a Virtual Private Network (VPN) thru the Conway Corp. Cable system.
- The Traffic Management personnel continually respond to citizen complaints regarding traffic signals and modify, correct and update timing plans as required.
- Conduct intersection traffic counts as needed to modify and update intersection timing plans.

N. **TRAFFIC CALMING** – Place traffic counting equipment and develop reports indicating traffic volume and speed at locations traffic calming being considered.

Provide for the installation of traffic calming structures, signage and pavement marking as approved by the traffic calming committee.

O. **ENGINEERING SERVICES** – Provide professional engineering services and construction inspection services for the projects itemized below and listed in Section B of this report:

**NEW AIRPORT** – Coordinate engineering and construction efforts for new airport in the Lollie Bottoms area. Detailed engineering services and contract

and construction management is provided by Garver Engineers. The city engineer coordinates the engineering work with the FAA staff and City department and manages the Airport Grant and FAA issues.

**SANITARY LANDFILL:**

Provide technical assistance to Landfill Manager as requested.

Provide Annual Landfill Engineering Report required by ADEQ.

**NEW SUBDIVISIONS:**

Review and approve constructions plans for street and drainage construction in new subdivisions.

Provide construction observation and inspection services to assure proper construction and confirm that all the required improvements are completed in accordance with the Subdivision Requirements and approved plans.

**SITE PLANS:**

Review proposed site plans to determine if drainage improvements are needed in conjunction with the site work to avoid creating drainage problems on adjacent properties.

- P. STORM WATER POLLUTION PREVENTION** – Complete the necessary Annual Reports and responses as required to conform to the Arkansas Department of Environmental Quality’s NDPES General Permit No ARR040000. This MS4 permit provides coverage for the City of Conway while a comprehensive Storm Water Pollution Prevention Plan is being developed.
  
- Q. FLOODPLAIN MANAGEMENT** – The engineering staff provides the Floodplain Management services required by the city’s Floodplain Development Ordinance and FEMA. These services included consideration of Floodplain Development Permits and responding to public inquires regarding information presented on the Floodplain Maps. The staff also tries to monitor development to assure that no floodplain development occurs that is not permitted.