



City of Conway  
2013 End of the Year Reports  
[www.cityofconway.org](http://www.cityofconway.org)

Human Resources	Lisa Mabry Williams
District Court	Judge Susan Weaver Judge David Reynolds
Information Technology	Lloyd Hartzell, Director
Planning & Development	Bryan Patrick, Director
Finance Department	Tyler Winningham, CFO
Permits & Code Enforcement	Bart Castleberry, Director
Physical Plant	Tony Harrington, Director
Street Department	Ronnie Hall, Street Engineer
Parks & Recreation	Steve Ibbotson, Parks Director
Sanitation Department	Cheryl Harrington, Director
Fire Department	Brian Moix, Interim Fire Chief
Police Department	AJ Gary, Chief of Police



**City of Conway**

**Human Resources Department**

**2013 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 2013 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 2013:

Implemented the new pay grid on January 1, 2013 which migrated all non-uniform employees from a seven step pay grid to a one step grid; uniformed police officers were migrated from a seven step pay grid to a new grid that includes a two-step pay grid for entry level police officers and a one-step grid for all other police officer positions; uniformed firefighters were migrated from a seven step pay grid to a new grid that includes a two-step pay grid for entry level firefighters, a three step pay grid for fire captains and a one-step pay grid for all other uniformed fire positions.

Assisted in the update of job descriptions and reevaluation of an outside market salary review for 36 positions. Served as the staff person for the City Council HR Committee.

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. Responded to requests for the City of Conway Notice of Nondiscrimination statement in Braille.

Completed and submitted the 2013 EEO-4 Report for State and Local Government as required by Title VII.

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

- Hired 58 full time and 42 part time/seasonal employees
- 72 voluntary and involuntary terminations processed, 44 voluntary, 17 involuntary, 9 retirees
- Assisted the families of 2 deceased employees with documentation required to obtain benefits

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 2013:

- Entry level police officer examination
- Entry level firefighter examination
- Fire Engineer promotional examination
- Fire Captain promotional examination
- Fire Battalion Chief promotional examination

Requested proposals on the City's voluntary supplemental benefits and 457 plans. Reviewed the proposals with the HR Committee.

- Negotiated competitive life, health and dental benefits and rates for 2014
- Negotiated competitive voluntary benefits for 2014

Management of all City of Conway Workers Compensation Claims and the subsequent administration of the Workers Compensation/Safety Department. Processed and managed 97 claims in 2013 from the following city departments:

- 53 – Police
- 18 – Fire
- 15 – Sanitation
- 4 – Parks & Recreation
- 3 – Animal Welfare
- 4 – Street

Made numerous trips to the State Capital to represent the City of Conway to testify and oppose HB1481 which would have increased firefighter vacation pay from 15 days (120 hours) to 3

full weeks (21 days/168 hours) for all firefighters with 0 to 7 years of service. This would have imposed an undue financial burden on the finances of the City of Conway. Provided testimony to the House Committee on the adverse impact of this bill on cities with civil service commissions.

Responded to and successfully defended allegations contained in two EEOC charges 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.

Assisted in the development of a new design for service pins.

Assisted the two new District Court Judges with employee related issues as they implemented personnel, policy and procedural changes at District Court.

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



# District Court 2013 Year End Report

2013 was a year of many changes for District Court. There is now a Division I and Division II judge, court 5 days a week, and we do first appearances for circuit court 3 days a week. There have also been many internal changes in an effort to make our office run more efficiently. There was an increase in the number of cases handled from 2012. A large number of citizens continue to do business in our building on a daily basis from appearing in court and paying fines to filing civil and small claims cases. During the 2013 a lot of progress was made with a new filing system as well as organization of old filing. This forward momentum is something that will continue in 2014.

## District Court 2013 Stats

### Criminal and Traffic Caseload Stats:

Authority	Criminal	%LY	Traffic	%LY	Total	%LY
City	6019	116%	6340	106%	12359	111%
County/State	2517	148%	5452	115%	7969	124%
Total	8536	124%	11792	110%	20328	115%

Criminal and traffic offences filed and adjudicated brought in \$2,875,429.97, an increase of 7% over the previous year.

### Civil/ Small Claims Stats:

Department	Cases Filed	%LY
Civil	1098	85%
Small Claims	267	96%
Total	1365	87%

Civil and Small Claims receipted \$115,928.66, a decrease of 13% from the previous year.

### Warrants Stats:

Authority	Produced	Served	Outstanding
City	3527	2395	3162
County	1864	1117	2173
Total	5391	3512	5335

The outstanding warrants are from 2008 thru 2013.

# City of Conway Information Technology Department 2013 Annual Report



4605 Wescon Lane - 501.513.3521 Fax 501.513.3522  
lloyd.hartzell@cityofconway.-ar.gov - cityofconway.org

## MEMORANDUM

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

**FROM:** Lloyd Hartzell

**DATE:** January 7, 2014

**SUBJECT:** 2013 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 2013 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:** By installing our outdoor warning sirens in-house the City is saving approximately \$6,000 per siren on installation cost. The most expensive maintenance cost for our sirens are the batteries and chargers. Having an Electronic Engineer on staff has allowed us to look at the system from an engineer's perspective, allowing him to make some modifications to the charging system and the batteries, which should reduce the cost of maintenance.

**Radio Communication Maintenance:** Reduced maintenance cost on communications equipment from \$143,000 to \$112,000, a savings of \$31,000 dollars.

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

**Thin Client Vs Desktop Computer:** Looking at each department and comparing the needs of specific job duties has allowed us to take advantage of a virtual desktop environment using a Thin Client. A Thin Client, opposed to a full desktop computer, will save approximately \$500.00 per device on the initial cost. The advantages, other than cost savings, is that there are no moving parts, so there is no hard drive to fail. All the processing is done on the servers. After the initial purchase, which includes software licenses, the cost to replace a thin client for the basic user is around \$200.00.

## **Pursuit of government transparency**

**A paperless environment:** The DISC system not only allows District Court to be paperless, but also be more transparent. As the City continues to take advantage of the technology, this will allow the City to reduce the cost of printing, 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, health benefit forms each year. This does not include council agendas and supporting information, purchases orders, or other departments. The City Clerk is in the process of moving to disc. All Ordinances, Resolutions, and minutes of city meetings, council, planning, civil service, will be accessible on the web.

**City Website:** Our existing website content is outdated and does not portray the life and unique atmosphere felt throughout Conway. It does not allow interaction between the city and the public, or take advantage of current technology such as Facebook, Twitter, or the use of Content Management. We are currently in the early stages of developing a new city web page internally that 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 2013, 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 and Inspections:** Identify problems with the planning/development process. The primary goal was to reduce the planning/development time from months to a 30 day turnaround.

**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.

**Police:** Upgrade of their current records management, CAD and Mobile Data software. Quartermaster module was added.

**Web Development:** Using employee talent from various departments to accomplish a goal.

# Information Technology

## 2013 Year-end Report and Accomplishments

### Accomplishments for 2013

- **Planning permits and Inspections:** This Project was to identify problems with the planning development process. The primary goal was to reduce the planning development time from months to a 30 day turnaround. Several software packages were reviewed. Viewpoint software was selected to meet the 30 day turnaround from start to the finish. This includes planning, permits, and inspections. Implementation is based on available funds for 2014. In the interim planning is working on a process that will decrease the planning and development time.
- **DISC Imaging (District Court):** The DISC system is allowing District Court to go paperless, while at the same time becoming more transparent and allowing access to court documents on the web. Another aspect of this project will allow the City of Conway to go paperless and become more transparent.

The first phase involves the City Clerk's Office. All Ordinances, Resolutions, and minutes of city meetings, council, planning, civil service, will be accessible on the web. We will continue to work with other city departments to achieve a paperless environment as much as possible. We will need the cooperation of each department.
- **Video Conferencing (District Court):** This project allows for Judges to arraign arrested persons without having to leave the jail or District Court. The judges can remotely connect to a video system at the jail and view the person being arraigned. This project is in the decision phase, waiting on Judge Weaver and Judge Reynolds to review all the options. This will be funded using Court Automation Funds
- **Fire Suppression System at CEOC:** This project added a fire suppression system to the electronics room at the CEOC. The electronics room at the CEOC that houses the city's primary servers and communications backbone was not protected from fire other than an alarm. The electronics room is now protected by a high-tech fire suppression system that will suppress a fire without harming persons in the room or the electronics.

# Information Technology

## 2013 Year-end Report and Accomplishments

- **Lync (District Court):** Lync, a Microsoft Office messenger component, allows instant Messaging, video and audio conferencing, and sharing of desktops. With the purchase of additional licenses this technology can be used city wide. At this time it is primarily used at the administrative level at city hall and Information Technology.
- **City wide telephone system upgrade and land line migration from AT&T to Conway Corp:** This has been 18 month project upgrading the city's telephone network and changing the provider of land line and long distance service from AT&T to Conway Corp. The change should reduce the cost of telephone service local, and long distance city wide.
- **Technology upgrade** Microsoft has stated that support for the XP OS will end in April 2014. This will force everyone using XP OS to upgrade or replace their computers. We have a large number of computers city wide that will have to be replaced before April 2014. Most of the computers that are running the XP OS are between 4 and 6 years old and cannot be upgraded. Several departments have already purchased computers reducing the impact on the 2014 budget.
- **New Police Vehicles:** IT assisted the Police Department with the install of radios, modems, laptops, L3 (in car cameras) in 10 new police vehicles; and the removal of components from the older vehicles that are being taken out of service.
- **Animal Welfare Vehicles:** IT assisted the AW Department with the install of radios, modems, laptops, in 3 new vehicles; and the removal of components from the vehicles that are being taken out of service.
- **Fire department software replacement:** IT assisted the Fire Department with a major software upgrade. Their current software, Firehouse, will be replaced with Red Alert. IT will be working with the vendor to install and configure servers, desktops and mobile data laptops. This project will be a work in progress and will take approximately 18 months to complete.
- **New Fire vehicles/Mobile data:** IT assisted the fire Department with the install of radios, modems, laptops, in 14 fire trucks, and vehicles; and the removal of components from the vehicles that are being taken out of service.
- **Camera installations:** IT Installed 3 additional security cameras, 2 at Sanitation and 1 at Animal Welfare.

# Information Technology

## 2013 Year-end Report and Accomplishments

- **Outdoor warning sirens:** 2 sirens were replaced in 2013 and 2 upgraded. Siren 9 (Highway 65 @ Sinclair Station) and the peach orchard on Millpond Road. Upgrading 5 of the federal sirens will keep them from having to be completely replaced. Performing the installation in house will save approximately \$6,000 per installation. This will allow us to complete the city wide siren upgrade earlier than anticipated, given the funds are available
- **Upgrade/replace data infrastructure:** Replacing the primary and disaster recovery site is almost complete. When completed we will have a primary site at the CEOC and a Disaster Recovery Site at the Conway Police Department. In addition we will be backing up data, disc to disc at a third site, Westin Technology Building. With the upgrade of the hardware, software, technology and high 10GB fiber connections between the CEOC, City hall and, the police department all departments should see an increase in speed put. This project should be completed in early 2014.
- **City Hall:** A critical component of the city's network infrastructure is located at city hall. Fiber from the CEOC routes through city hall to the Police Department, Conway Corp, District Court, Faulkner County, Central Fire, and Physical Plant. During Toad Suck Day's city hall power loss, the UPS sustained power for the network switches and phone for approximately 20 minutes. After 20 minutes the network switches and phone system lost connection to the servers at the CEOC. Any network connections that were routed through city hall were lost at the Police Department, Conway Corp INTERNET Connection, District Court, Faulkner County, Central Fire, and Physical Plant. The current fiber at city hall capacity needs to be increased and rerouted to the Police department through their switches.
- **SpringBrook upgrade:** The SpringBrook software was upgraded the week of June 24 to the latest version, which added some enhancements to the software. The upgrade was completed including training during the upgrade.
- **City Websites:** IT is currently working to develop a new website internally. Our existing website content is outdated and does not portray the life and unique atmosphere felt throughout Conway. In addition, the current website does not have a recognizable branding representing Conway as a City of Colleges and Technology.

The current website is HTML code based and is difficult to manage. It does not allow interaction between the city and the public, or take advantage of current technology such as Facebook, Twitter, or the use of Content Management.

# Information Technology

## 2013 Year-end Report and Accomplishments

The city needs to invest in a new website that includes a recognizable branding, representing Conway as a City of Colleges and Technology, allows interaction between the city and the public, and takes advantage of current technology such as Facebook, Twitter, and Content Management.

### Needs and Future Projects:

- **Additional Staff:** IT needs 3 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 so far we have had 3 critical failures of the entire radio system without warning. All public safety had to work off the state system (AWIN). Critical radio equipment (repeaters) at the primary RF site, and the RF site itself, including the RF tower and antennas need to be replaced. The Round Mountain RF site and the microwave connection to the RF site at Guy also need to be upgraded.

With the upgrade of the RF infrastructure, the city has the option of turning over maintenance responsibility of the AWIN repeater site to the State of Arkansas, which would eliminate site maintenance costs and provide state-wide interoperability. The City's responsibility would be for maintenance costs for handheld and mobile radios that are not under warranty and infrastructure not covered by the state.

The cities of Little Rock, Fort Smith, Fayetteville, and Jacksonville are currently on the AWIN system, or in the process of becoming part of the state's system. All have signed an MOU turning over maintenance responsibility of the AWIN repeater site to the State of Arkansas.

In the past years to be compatible we had no alternative other than to purchase Motorola equipment. With FCC mandate that all radios meet P25 standard the systems can no longer be proprietary this allows more choices and promotes competition. The initial budgetary proposal for a new radio system and RF tower site from Motorola was 3.5 million for phase I system and 4 million for a phase II system. 50 of the the current Police Department Mobile radio control heads are not serviceable. All of the handheld radios are 9 years old and at their end of life.

# Information Technology

## 2013 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 2 Dodge Durango's that need to be replaced. These vehicles were passed on to IT from the Fire department. The vehicles are worn out, require regular maintenance, and are not fuel efficient.
- **City wide Communications and Technology Budget:** We have outgrown the concept that each department can determine when and what they will budget for computers, instead of IT having that responsibility to make that determination. The same situation is a problem for communication equipment, handheld and mobile radios. Allowing IT to determine when and what computers or radios need to be replaced will allow for a more efficient way of purchasing computers and radios lessening the impact on the city's budget each year by buying a few at a time rather than all at once.
- **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 connections to the Police, Central Fire, Physical Plant, District Court, Faulkner County Sheriff Department, and Information Technology. A critical component of the city's network infrastructure is located at city hall. The city's infrastructure is dependent too much on the current configuration. Fiber from the CEOC routes through city hall to the Police Department, Conway Corp, District Court, Faulkner County, Central Fire, and Physical Plant. During 2013 Toad Suck Day's city hall power loss, the UPS sustained power for the network switches and phone for approximately 20 minutes. After 20 minutes the network switches and phone system lost connection to the servers at the CEOC. Any network connections that were routed through city hall were lost.

# Information Technology

## 2013 Year-end Report and Accomplishments

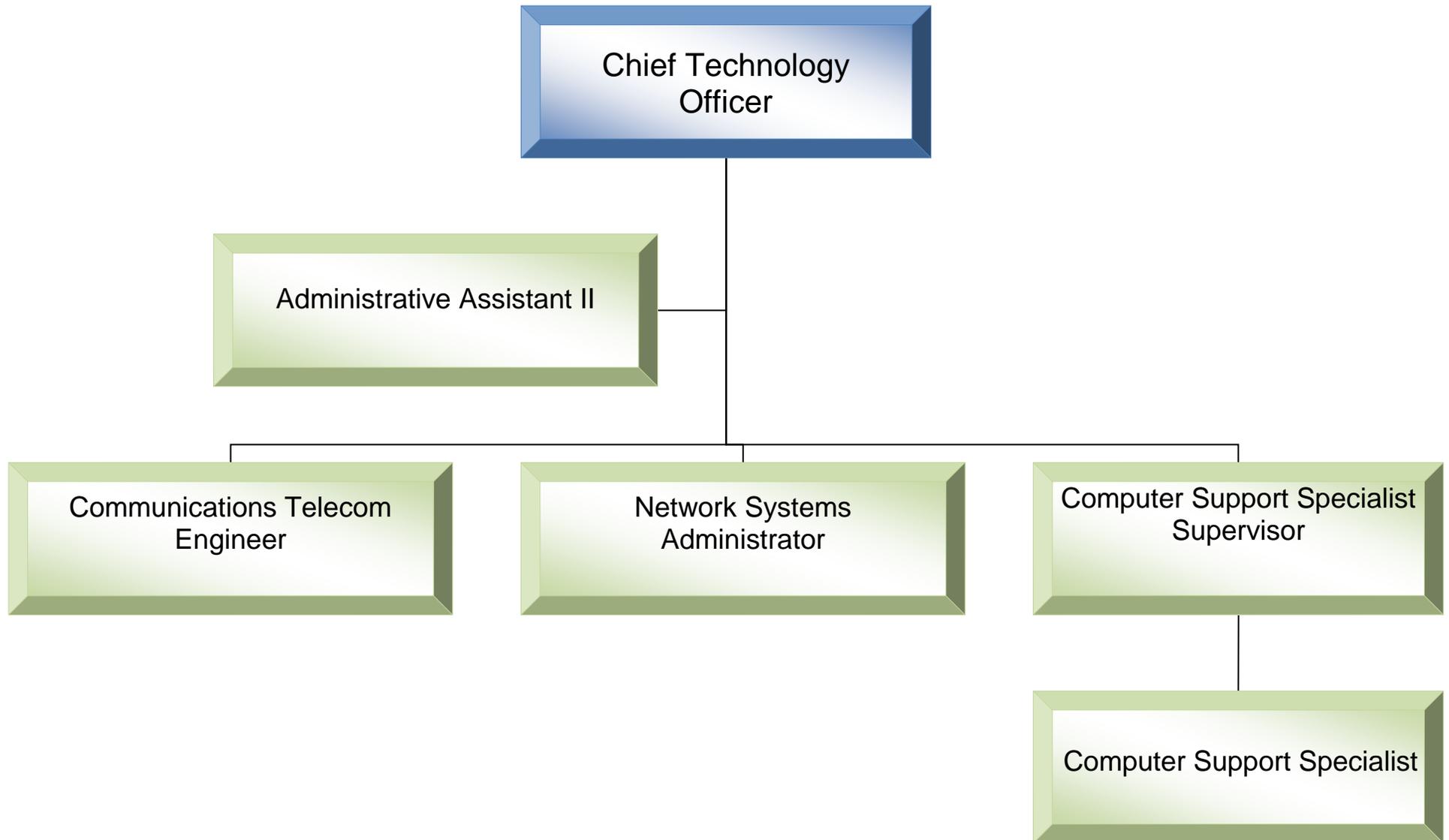
### **Funding Needs:**

- Additional Staffing: \$168,203.34
- Communications Infrastructure: 3.2 Million
- Additional Parking at IT Building: TBD
- Redundant Fiber or Microwave: TBD
- Redundant Firewall: \$56,364.00
- IT Vehicle replacement: \$21,000
- City wide Communication and Technology Budget: 135K
- Fiber Audit: \$25,000
- Re-route fiber from City Hall to the PD: \$50,000

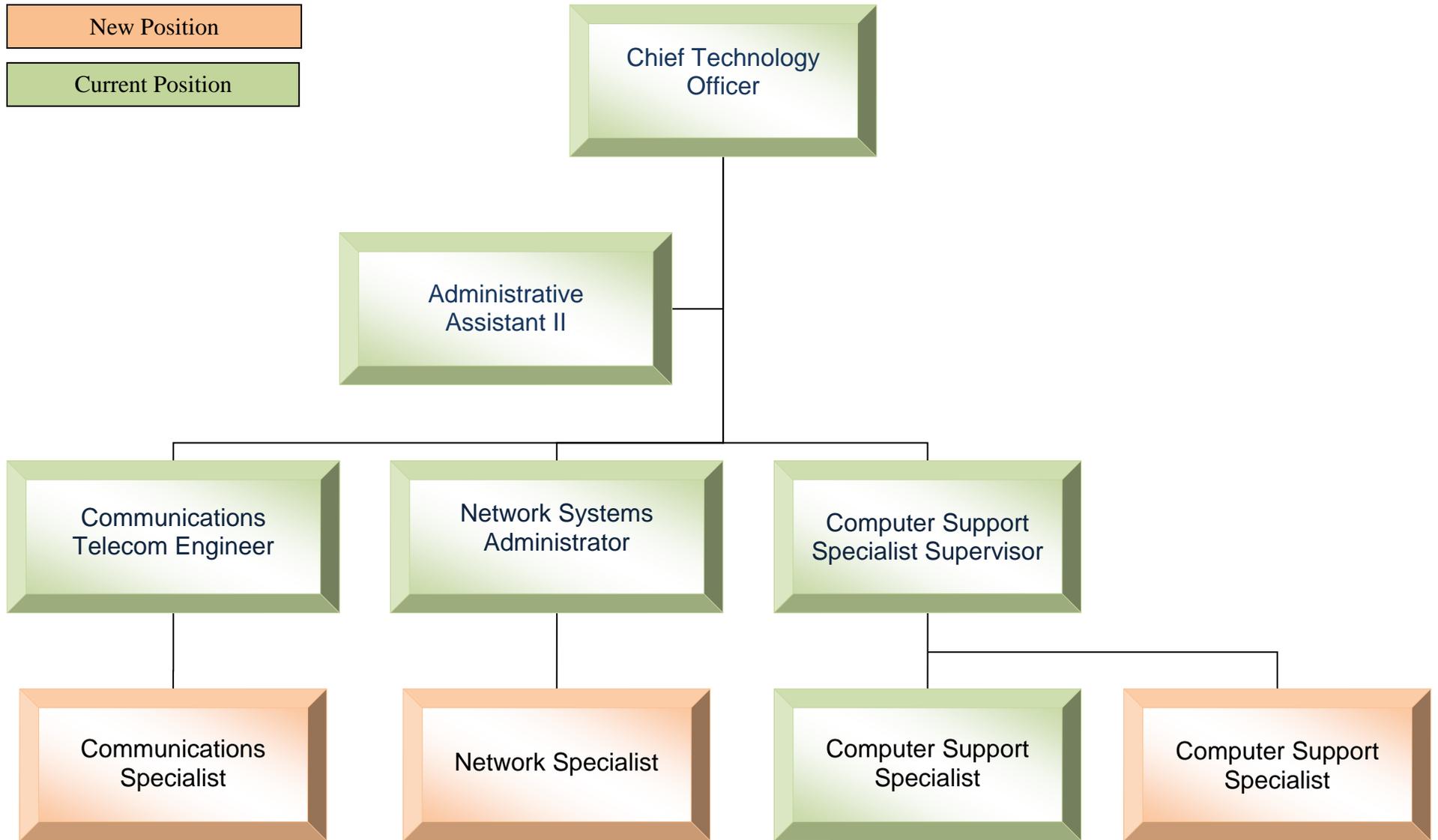
# INFORMATION TECHNOLOGY DEPARTMENT

## 2013 Organizational Chart with Current Positions

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# INFORMATION TECHNOLOGY DEPARTMENT 2014 Purposed Organizational Chart



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.



City of Conway Arkansas  
Planning and Development

# **2013 Conway Planning and Development Department**

YEAR END REPORT

# Planning and Development

## **Staff**

Director - Bryan Patrick, AICP

### **Planning Division**

Deputy Director of Planning - Wes Craiglow, AICP

Planner - Christy Sutherland

Planning Technician - Lileha Rhea

GIS Coordinator/Planner - Jason Lyon

In February 2013, the Building Permits and Inspections and Code Enforcement Divisions were split from the Planning and Development Department.

# PLANNING DIVISION ACTIVITIES

## Planning Commission

Planning Division 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	MF-1 to MF-3	20	Approved
	R-2 to MF-3	2	Approved
	A-1 to O-1	5.45	Approved
February	A-1 to R-1	3.6	Approved
March	R-2A to R-2	0.15	Approved
April	R-2A to MF-1	0.75	Approved
May	A-1 to I-3	8.84	Approved
	A-1 to R-1	1	Approved
	I-1 to I-3	1.86	Approved
	R-2 to RU-1	2.55	Approved
June	O-3 to C-2	0.55	Approved
July	A-1 to R-1	44.44	Approved
	RU-1 to MF-3	1.43	Approved
	R-1 to O-2	1.05	Denied
August	R-1 to HR	0.66	Approved
September	R-1 to PUD	3.94	Approved
October	R-2A to S-1	0.76	Approved
November	A-1 to R-1	9.46	Approved
	O1, O-3, R-1 to C-2	1.78	Denied
December	None	NA	NA

### Conditional Use Permits

Month	Use	Acreage	Action
January	Public stable, Restaurant, and Event Center	5.45	Approved
February	Nursing Home	2.74	Approved
	School / Day Care	0.52	Approved
March	None	NA	NA
April	Religious Facility	0.43	Approved
	Religious Facility	2.03	Approved
May	General Retail, Commercial Amusement Facility, and Veterinarian	2.55	Approved
June	Religious Activities	0.73	Approved
	MF-1 Density in R-2	0.49	Approved
July	Electric Substation	10.8	Approved
	Fuel Center (Gas Pumps)	2.38	Denied
	General Retail	1.09	Denied
	Restricted Retail	0.477	Approved
August	None	NA	NA
September	Transmission Tower	0.12	Approved
	Transmission Tower	0.12	Approved
	Transmission Tower	0.12	Approved
October	Drive Through Window	1.69	Approved
November	Religious Activities	1.39	Approved
	Fuel Pumps in C-2	NA	Denied
December	None	NA	NA

## PUD Implementation Status

*August:* The Planning Commission conducted a review of the implementation status of the Scherman Heights Planned Unit Development in regards to landscaping, building materials, and number of building stories at 575 Club Lane. The Planning Commission forwarded the request for review to the City Council. The Council reviewed the status and decided that the PUD was in compliance and no correcting action was required by the occupants and/or owner of 575 Club Lane.

## Ordinances/Amendments

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

*June:* An ordinance amending the Zoning Ordinance to better define and allow transmission towers in all zoning districts by conditional use permit.

*August:* The existing New Cantrell Field Overlay Ordinance was amended adding design development regulations. The Zoning Ordinance development review section was also amended adding airport facility design standards.

*September:* Northeast Old Conway Design Overlay Amendment. The NEOCA plan was amended to allow transitional housing on specific lots on Jersey Street and Shannon Circle.

### **Subdivision Ordinance Amendments**

None

### **Sign Variance Appeal/Ordinance Amendments**

No sign variance appeals were made in 2013. The City Council was asked to review of the prohibition of electronic message boards in October. Various regulation changes were presented to the Council in November. A more specific list of possible sign ordinance amendments is currently being created and will be presented to the Council in January or February 2014.

## Subdivision/Replat

### **Subdivision**

Thirteen (13) subdivisions were reviewed by the Planning Commission and within the Planning Department. Of these Thirteen (13), Four (4) were filed in 2013. Three (3) Subdivisions that were submitted in 2012 were filed in 2013 for a total of Seven (7) subdivisions filed in 2013. City Planner Christy Sutherland completed staff review of these subdivisions.

### **Replat**

Eighteen (18) Replats were reviewed by the Planning Commission and within the Planning Department. Of these Eighteen (18), Twelve (12) were filed in 2013. Five (5) replats submitted in 2012 were filed in 2013 for a total of Seventeen (17) replats filed in 2013. City Planner Christy Sutherland completed staff review of these replats.

### **Expired Subdivision / Replat**

Four (4) subdivisions and/or replats expired in 2013 due to inactivity.

### **Withdrawn Subdivision / Replat**

One (1) subdivision and/or replat was withdrawn in 2013. This subdivision was resubmitted in a different configuration.

### **Lot Creation**

One hundred twenty-three (123) new residential units, including single and multi-family, were created through the subdivision/replat process. These residential units included Forty-six (46) single family lots.

Three (3) commercial lots, One (1) Agricultural lot, One (1) Industrial lot and One (1) Institutional lot were created through the subdivision/replat process.

The PUD process created an additional One (1) commercial lot, and One (1) residential lot.

Year	# Lots Created	# Of Building Permits
2003	567	645
2004	246	502
2005	502	488
2006	266 (+154 County)	407
2007	483 (+140 County)	314
2008	80	189
2009	192	261
2010	91	247
2011	41	152
2012	162	186
2013	46	147

**Single Family Lot Creation vs. Number of Single Family Building Permits Last 10 Years**

### Annexation / City Limit Square Mileage

2013 saw 2 annexation actions; the old City-owned landfill (102 acres) and Toadsuck Ferry Park (13.26 acres). The old landfill annexation was completed. The Ferry Park annexation is pending Army Corps of Engineer approval. These annexations increased the square mileage of the city from 45.63 to 45.89 square miles.

### Board of Zoning Adjustment

In January 2012, the Planning Commission became the zoning variance review authority as the Board of Zoning Adjustment. Planning Division 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
January	Setback variance for Conway Gardens 2740 Prince Street - Approved
February	Correction of setback variance for Conway Gardens 2740 Prince Street - Approved
June	Lot area variance - 702 Third St & 727 Fourth St
July	Allow a hospital driveway onto a non-collector street

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

The Planning Division prepared numerous reports and information for the City Council in 2013 including street and alley closing requests, impact fee credits, franchise agreements, street name changes, bicycle and pedestrian paths, etc. The Planning Director, due to past audio experience, helped the Mayor's Office select and oversee installation of a new sound system for the District Court Building.

### Development Review

2013 marked the sixth 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. 14 development reviews were conducted by City Planner Wes Craiglow. There were 23 development reviews in 2011.

Type	Number	Acreage	Square Footage	Fees
Institutional	4	29.04	278,847	\$7,150
Commercial	4	15.86	56,315	\$6,354
Multi-Family	3	3	77,140	\$3,843
Office	3	4.84	25,734	\$3,106
TOTAL	14	52.74	438,036	\$20,453

### Development Review Survey and Proposed Changes

Throughout 2013, a number of administrative and procedural changes took place in an effort to better support our local development community and ensure that a high level of service was being offered throughout the permitting and inspection processes. As part of these efforts, a comprehensive survey was conducted to provide insights into how well we were serving that development community. The results were clear: to stay competitive with peer cities, the City of Conway must streamline its review and approval process for all permitting activity. In 2014, the Planning Department will finally move away from antiquated paper document circulation, and 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.

### Conway Brownfields Program

After a successful \$230,000 assessment grant application in 2013, there was no Brownfields additional activity. Once the City takes ownership of the Spencer/Markham Street scrapyard in 2014, a Brownfields \$200,000 remediation grant application will be made.

### Small Area Planning

No new small area plans were conducted in 2013. However, a collaborative effort led by Scott Grummar in Conway Community Development, Metroplan, and the Planning Department has been launched to study the Markham Street Corridor in greater detail.

### Markham Street Area Plan

Building upon the regional Imagine Central Arkansas initiative and supported by a \$180,000 grant awarded through Metroplan's JumpStart program, the Markham Street Area Plan process is a strong collaborative effort between the Planning Department and the Mayor's Office for Community Development. Personnel from both city agencies have come together to ensure every opportunity is capitalized upon and the area's full potential is met. The process began with the purchase contract for Conway Scrapmetals, which demonstrated the city's commitment to revitalizing the neighborhood, and continued with a successful grant application to support the hiring of planning consultants from Dallas, TX. The public visioning and planning process will continue throughout 2014 with a series of workshops and stakeholder meetings, culminating with the release and adoption of a master plan and implementation strategy for the area.

### Imagine Conway

Imagine Conway is a collaborative planning effort started in 2013 between Planning and Community Development. Imagine Conway is an effort to provide residents and business owners a deeper look into current planning and development initiatives, as well as the ability to engage directly through the use of social media and other interactive mediums. It will

facilitate greater transparency and accessibility to city projects and programs, allowing for faster access to issues and greater depth of engagement.

### **Sidewalk Master Plan**

Throughout early to mid-2013, 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. The Plan is targeted for final revision and approval no later than summer 2014.

### **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 finished report will communicate both the traffic levels and densities at terminus points necessary to support a bus line, as well as a clear demand for the service by potential riders. The next steps for the study include identifying regional funding sources and likely operational partnerships. Work will continue between relevant city and county agencies, the Central Arkansas Transit Authority, and Metroplan throughout 2014.

### **Bicycle and Pedestrian Advisory Board**

The department has finished its second full year as staff to the Board. Through leadership provided by the Department, the Safe Routes to School Committee formally joined forces with the Board in an effort to maintain maximum efficiency. In doing so, the full Board became the guiding light for current Safe Routes To School grant balances and future applications, ensuring a broader range of voices could be heard and a more comprehensive vision could be applied. In addition, the Board moved beyond a strict focus on bicycling, and incorporated advocacy and policy recommendations for pedestrian needs, as well. With assistance from our Department, the Board applied for and was awarded a \$115,000 grant for bicycle and pedestrian infrastructure needs in vicinity of K-8 schools. The Department is preparing a Sidewalk Master Plan for the City of Conway, which will be used to assist city leaders with decisions regarding sidewalk revenues, placement, construction, and maintenance. The Board has been a strong partner in this effort and will be certain to remain involved throughout the process. Finally, the Board will be applying for Walk Friendly Community status in 2013.

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

Mr. Jason Lyon as Conway GIS Coordinator and Addressing Administrator has maintained the City map is and its many layers of information including, street, zoning, and address information.

Mr. Lyon continues as a sub-steward for the USGS working on the National Hydrography Dataset (NHD) run under ADEQ. In 2013 Mr. Lyon finished a yearlong project of updating Bayou Meto watershed and was issued a grant for \$25000.00 for the work done. Also Mr. Lyon is the continued Census contact for the City and County providing updates yearly for new annexations to assist the Census in population calculations for the City and County.

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 the 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 \$14000 for 2013 was used to upgrade 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 2014.

In March 2013 the Exxon Pegasus Pipeline ruptured in Mayflower and during response various maps and data was created and disseminated to the County and other contractors helping with clean-up of the spill. 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 Wooster, Conway Fire, and others.

Grant Money received in 2013 was also used to purchase ArcServer Enterprise allowing more flexibility to increase GIS usage amongst city departments. The upgrade was facilitated knowing various departments upgrading systems that will allow GIS usage, in particular is the ongoing Fire Department upgrade to allow mapping within their apparatuses. Continued assistance with Conway PD on dispatch mapping Collaborating with the Faulkner County Assessor's Office and Conway Corporation additional imagery was flown in 1Q 2013 and had been of great help viewing growth within the city and county areas. Continued membership in URISA allows more networking of GIS contacts for city as well as participation in the URISA/NENA Workshops in May and November in St Louis has helped in a better understanding of 911 Addressing and other areas of GIS usage for addressing. A trip the ESRI International Users Conference in San Diego was done in July 2013 and allowed further networking with regional cohorts and also see new development within the GIS Software. The trip was less expensive due to a complimentary pass from ESRI due to ArcServer Purchase, for 2014 and on the City now has 2 free passes for the Conference on a yearly basis valued at \$1600 per pass.

There has been continued work on web mapping to help the City and its citizens find information. Additional maps include; Map Tour for the Markham Street Jump Start Project (Imagine Conway) <http://www.conwayplanning.org/GIS/Markham/>, Bike Routes for the Bicycle Advisory Board: <http://www.conwayplanning.org/GIS/conwaymaps/bikeroutes/>, Planning Commission Map: <http://www.conwayplanning.org/GIS/conwaymaps/PCMAPS/>  
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.

## **Planning Workshops and Conferences**

Mr. Patrick attended the National Trust for Historic Preservation Conference in Indianapolis, IN in October and two Arkansas Historic Preservation Program CLG training workshops; in March (Little Rock) and November (Eureka Springs).

## **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 / Web Site**

Planning Technician Lileha Rhea maintained the City of Conway and Planning Department websites. These sites provided valuable city information 24/7.

## **Presentations**

Mr. Patrick and Mr. Craiglow were guest lecturers at several UCA classes. Mr. Patrick presented to the Old Conway Preservation Society in August.

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

The Planning Division provided assistance to Kami Marsh, City Staff for the Conway Tree Board. The November Arbor Day 2013 Celebration had a record attendance with the adoption of over 300 trees. Conway Corporation was the principal sponsor for the Arbor Day Celebration. The Planning Division maintained the Tree Board website and provided additional support as needed.

## **Conway Historic District Commission**

The Planning Division acted as City staff for the Conway Historic District Commission. As HDC Staff, Mr. Patrick created monthly reports for the HDC. There were 10 Old Conway Design Overlay District and 2 Robinson Historic District reviews. \$8700 in CLG grant money was awarded the Conway HDC by the Arkansas State Historic Preservation Program. This grant was is for staff/commission training and an architectural survey to possibly expand the Robinson Historic District. Mr. Patrick 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.

The Department, in coordination with the Mayor's Office and the Parks Department, continued work with with UCA's PhD in Leadership Studies Director, Rhonda McClellan, to develop a parks master plan for the city of Conway.

## **Interns**

There were no internships in the Planning Division in 2013.



Finance Department  
City of Conway, Arkansas

FY 2013 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.
- During 2013, sales tax revenue provided \$3,201,457 for pay as you go activities. The activities funded were thirteen vehicles and equipment for the Police Department, and major street projects such as Prince Street improvements and work on the Western Loop.
- General Fund Sales tax collections for the year were \$17,360,005, 0.04% below 2012. It is the first year since 2009 that collections were less than the previous year.
- The Arkansas Division of Legislative Audit completed an audit of the year ended December 31, 2011 on October 23. There were no major findings in the audit report.

## **Financial Volume – Citywide**

- Vendor disbursements totaled \$48,334,095 during 2013. The city has a vendor database of over 6,000 different vendors, and it generated over 10,000 check disbursements during the year for the purchase of goods and services.
- Total payroll expense for 2013 was \$29,362,619. Benefits paid through payroll totaled \$7,959,532.

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

- The 2011 audit was submitted to the Audit Committee and City Council in October.

- The CPA firm BKD, LLP is currently in the process of auditing the City's 2012 financial records.
- The 2011 audit was clean with the exception of one minor finding with regards to cash balances in a District Court checking account. The staff at District Court is in the process of working with the State Administrative Office of the Courts to resolve this issue.
- The FY 2014 Budget was approved by Council on December 23, 2013 as follows:

* General Fund	\$29,094,586
* Street Fund	\$ 5,376,296
* Sanitation Enterprise Fund	\$ 9,715,000

- Final Revised Budgets for FY 2013 were as follows:

* General Fund	\$30,086,411
* Street Fund	\$ 5,111,900
* Sanitation Enterprise Fund	\$ 8,140,734

## **Finance Staff**

- Tyler Winningham, Chief Financial Officer
- Perry Faulkner, Finance Manager
- Jamie Brice, Accounting Manager
- Brenda Yarbrough, Accounts Payable Accountant
- Alisha Jett, Budget Analyst

Prepared by: Tyler Winningham, CFO  
1/8/14



# Permits & Code Enforcement Department 2013 Year End Report

## **STAFF**

Director – Bart Castleberry

Assistant Director – Lynn Hicks

Administrative Assistant – Barbara McElroy

Administrative Assistant – Missy Schrag

Building Inspector – Ken Eckert

Electrical Inspector – Zach Castleberry

Plumbing Inspector – Lee Hill

Mechanical Inspector – Cecil Corning

Code Enforcement Officer – Tim Wells

Building Inspector – Paul Young (retired in 2013)

Code Enforcement Officer – Grant Tomlin (resigned in 2013)

Code Enforcement Officer – Bill Haynes (resigned in 2013)

# Building Permits

The Planning Department had a departmental reorganization occur in 2013 splitting the Planning, Permits & Code Enforcement into a separate department with Bart Castleberry being appointed as Director of Permits & Code Enforcement. The two vacant code enforcement positions were replaced with building inspectors.

## Single Family Home Permits

2013 = 147, down approximately 22% from 2012 (186)

## Construction Related Permits

A total of 2307 construction related permits were issued in 2013 compared with 2474 construction related permits in 2012. The breakdown into types of construction permits follows:

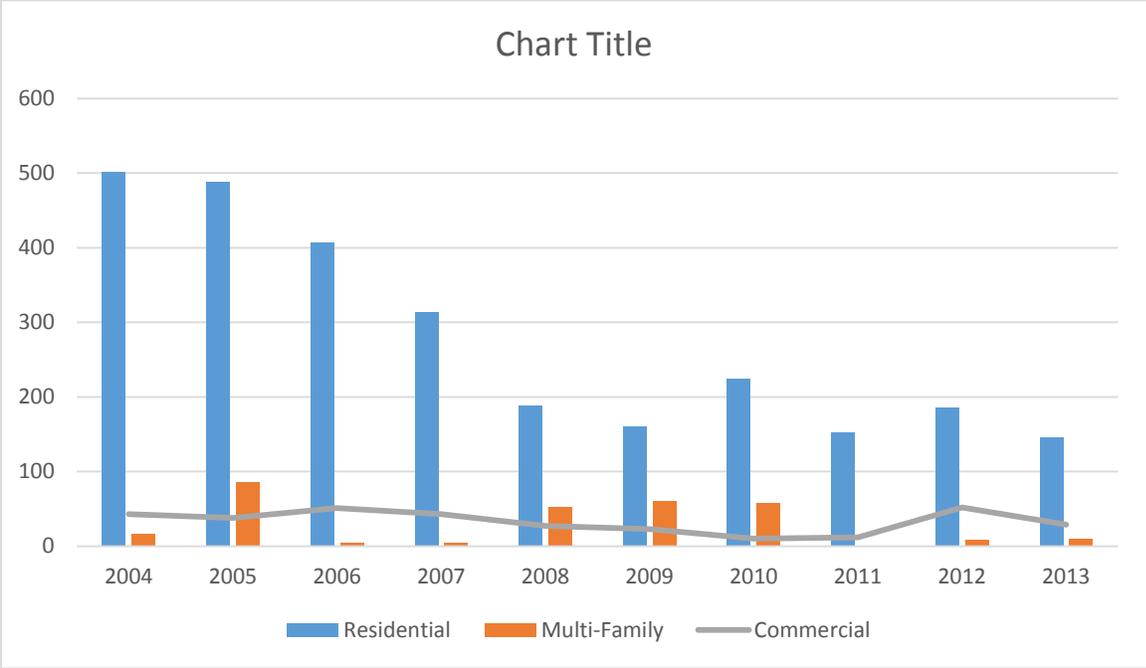
509	Building Permits (down 85 from 2012)	-586
487	Electrical Permits (down 37 from 2012)	-523
365	Plumbing Permits (down 37 from 2012)	-401
593	Mechanical Permits (down 16 from 2012)	-609
203	Gas Permits (down 5 from 2012)	-208
5	Parking Lot Permits (down 4 from 2012)	-9
145	Sign Permits (up 7 from 2012)	-138
<hr/>		
2307	Total (down 170 from 2012)	-2474

Permits	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Single Family	502	488	407	314	189	161	224	152	186	147
Duplex	7	12	27	45	30	14	29	1	16	7
Multi-Family	16	86	5	4	53	60	58	1	9	10
Acc/Res	92	96	65	90	76	56	61	48	77	75
Add/Res	56	62	45	46	47	40	45	29	39	54
Rem/Res	44	47	55	47	63	43	49	54	53	40
Add/Duplex		1	1							
Rem/Duplex	5	1	5	1	1	2	1	2	6	1
Acc/Multi-Family	1	8	7		20	6	19	2		4
Rem/Multi-Family						1			2	1
Temp. Bldgs.	6	6	9	8	12	9	7	6	9	6
Add/Acc		1	3		1	2		1	1	
Rem/Acc				2	2	2	1			
Commercial	43	38	51	43	27	23	10	12	52	29
Acc/Com	5	3	5	4	5	5	4	6	4	12
Add/Com	14	16	9	15	2	5	11	14	13	8
Rem/Com	93	85	67	63	78	53	83	71	75	68
Institutional *	5	5	2	5	5	2		2		
Industrial *		1	4		15	2	7	3		
Rem/Inst. *	9	9	4	12	13	8	3	1		
Add/Inst. *	3	4	3	1	2	1	1	2		
Add/Indust. *	3	1	8	1	3		7	3		
Acc/Inst. *				3	4	2	1	1		
Acc/Indust *								1		
Demolition **							41	20	39	47
Footing & Foundations ***								3		

The 509 building permits issued in 2013 were valued at \$ (\$105,284,445) as estimates given by the builder. This is a decrease of approximately 29% from 2012 (\$146,985,453).

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

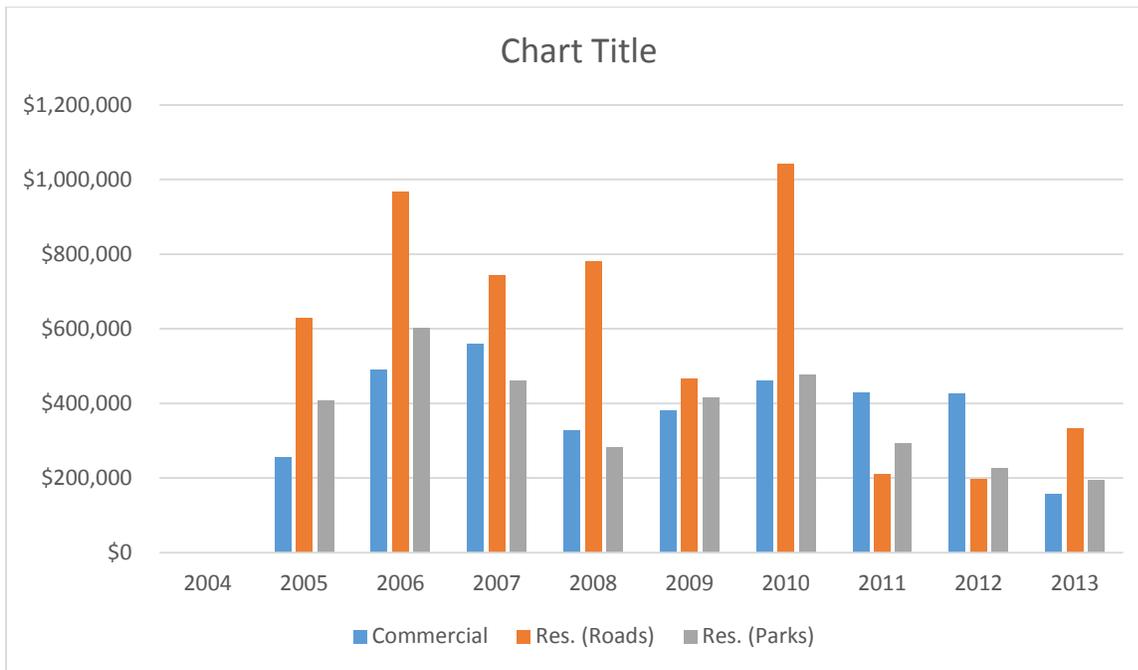
# Building Permits issued by type 2004-2013



# Construction Cost as estimated by builders on All Permits issued 2004-2013

Year	Construction Cost
2004	\$141,306,685
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

# Impact Fees 2004-2013



2004 is not included as 2003 saw an unusual increase in permit activity to avoid Impact Fees in 2004.

# of Permits	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Com.	18	33	57	35	68	78	82	12	24	17
Res.	291	436	421	345	234	273	241	152	209	162
Total	309	469	478	380	302	351	323	164	233	178

There was a 24% decrease in the number of permits issued with impact fees going towards street and park improvements.

## Presentations and Newsletters

Three Builder Bulletin Notices were provided to the contracting community during the course of the year. Issues addressed were the bath vent discharge and the 2012 code changes. Lynn Hicks educated the Faulkner County Homebuilders Association with the upcoming code changes while Zack Castleberry gave a presentation at the Conway High School regarding the 2011 NEC Residential changes.

### **Building Code Appeals Board**

There were two hearings by the building Code Appeals Board in 2013. An appeal was granted for Polk Stanley Wilcox Architects for the acceptance of glass corridor walls with sprinkler protection and gasketed frames, as an acceptable equivalent alternative to the required .5-hour fire rated corridors, in the Hendrix Village Dormitory Building.

The second appeal for Antioch Baptist Church was withdrawn.

### **Commercial Plans Review**

There were 113 commercial plan reviews in 2013. This review fee generated \$21,466.71 in 2013.

### **Temporary Certificate of Occupancy**

A total of 31 Temporary Certificate of Occupancies were issued in 2013. The fee generated \$15,650.00 in 2013.

### **Inspections**

The total number of inspections conducted in 2013 was 4184 compared to 3826 in 2012. The 4184 inspections for the year equate to an average of 16.10 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 158 training hours of code workshops, conferences and training sessions and 12 hours with the Central Arkansas Code Discussion Group.

## **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  
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  
IAEI Member, 7062341

### **Lynn Hicks- Inspector**

Certified Building Official, CABO #1817 and ICC #5215917-CB  
Chief Building Code Analysis, SBCCI #226  
Building Plans Examiner, SBCCI #226 and ICC #5215917-B3  
Building Inspector, SBCCI #4105 and ICC #5215917-B5  
Building Inspector and Fire Inspector, State of TN #0013  
Fire Inspector I, SBCCI #785 and ICC #5215917-66  
Zoning & Property Standards Inspector, SBCCI #172  
Zoning Inspector, ICC No. 521-5917-75  
Housing Rehab Inspector, SBCCI #1037  
Housing Rehab Code Enforcement Officer, SBCCI #071  
Property Maintenance and Housing Insp., ICC #5215917-64  
HVAC Inspector, State of Arkansas #1356500  
Plumbing Inspector, State of Arkansas #P102166

### **Zack Castleberry – Inspector**

Plumbing Inspector, State of Arkansas P103234  
Electrical Apprentice, State of Arkansas EA-10625  
IAEI Member #21616170  
NES/Lift #76754

### **Cecil Corning - Inspector**

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

# CODE ENFORCEMENT

## Violation Count / Neighborhood Report

<b>Violation Type</b>	<b>Total</b>
Abandoned Vehicles	75
Appliance/Furniture	412
Dilapidated Structures	44
Grass	890
Illegal Drainage	6
Illegal Dumping in drainage ditch	5
Recreational/Commercial Vehicle	5
Rubbish, trash, unsanitary matter	480
Sediment in road	5
Sign Ordinance	58
Stagnate Water	6
Tire Ordinance	21
Trailer Ordinance	11
Trash cans	78
Zoning Ordinance	46



2013 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***  
***STREET AND ENGINEERING DEPARTMENT***  
***2013 YEAR END REPORT***

***PREPARED BY***  
***Ronnie D. Hall, P.E.***  
***CITY ENGINEER***

**CITY OF CONWAY  
STREET AND ENGINEERING DEPARTMENT**

**2013 YEAR END REPORT**

**A. GENERAL DESCRIPTION OF DEPARTMENT:**

The primary functions of the Conway Street 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 2013 Conway Street Department's staff included 34 full time positions, 2 part time positions and 1 contract employee. Our staff can be placed in the following general categories:

- Administration 2
- Engineering 3
- Equipment Maintenance 1
- Traffic Signal Maintenance 2
- Street and Drainage Construction 13
- Maintenance (Street, Drainage & ROW) 12
- Signs & Stripping 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 2013 year's work was provide by 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 2013:*

Arterial and Collector Street Rehab or Overlay	-	175,000 feet
Residential Street Rehab or Overlay	-	7,800 feet
Sidewalks	-	20,000 feet
Bike Lanes	-	13,000 feet
Multi Use Pathway	-	2,800 feet

*Major street reconstruction and rehabilitation projects undertaken by street department construction forces are as follows:*

- Complete the roundabout at Washington and Fleming as utilities are relocated.
- Construct 3 miles of new street generally along Sand Gap Road connecting the new airport entrance to Lollie Road north and south of the Airport. The project provided for bikes lanes on the northern portion of the project.
- Reconstruct south side of Main Street between Court and Harkirder to provided angle parking and add about 15 parking spaces.
- Reconstruct Middle Road from Amity Road to Southerland Road to provided 36’ curbed street with sidewalk.
- Reconstruct Washington Avenue from Fleming to Winfield to provide a 36 foot street with bike lanes and sidewalk.
- Commence Reconstruction of Lexington in Jefferson Place. (to be completed in 2014).
- Reconstruct Oak Street from Court to Harkrider to add additional west bound lane and provided decorative street scape along the perimeter of Rogers Plaza. (to be completed in 2014).
- Reconstruct Griffin Street (formerly worst street in Conway) – Bruce to McKay
- Lower Ridge Road Intersection improvements at U.S. 65 was funded in 2011 and work was approximately 40% complete by the end of 2012. (to be completed in 2014)
- Provide for Sidewalk Improvements as follows:
  - Padget Road – Sanson to Woodrow Cummins School
  - Timber Peg, Bruce and Shasta in Timberpeg Sub. – Canceled because of residents opposition.
  - South German Ln. – Robins to Dave Ward

- Siebenmorgen Rd. – Courtway to Museum.
- Provide for overlay of the following streets:
  - Pipenpost Streets
  - Farris Road – Bruce to College
  - Marlesgate
  - Sherman Oaks

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

- **Prince Street Improvements** – Western to Salem Road – Prepare plans for four lane Median Divided Roadway. Prepare Construction Plans and Specifications, take bids and manage contract award and construction quality assurance. Prepare Right of Way acquisition documents. JCI Construction Co. is Contractor. Construction began in September 2011 and was approximately 50% complete by January 1, 2013. Project was about 95% completed by December 31, 2013.
- **Tucker Creek Pathway – Phase V (Prince to Adamsbrook)**. Prepare construction Plans and descriptions needed for easements. Provided construction management for project started in July 2013 and substantially completed by December 31, 2013. JCI Construction Co is Contractor.
- **Stone Dam Creek Pathway – (Oak Meadows to Dave Ward)**. Prepare construction Plans and descriptions needed for easements. Project started in 2013 after delays due to easement problems in 2012. F.P. Bivens Construction CO., is contractor.
- **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 specification 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 resident’s opposition.
  - South German Ln. – Robins to Dave Ward

- Siebenmorgen Rd. – Courtway to Museum.
- 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 Museum Road and Oak Street to accommodate the Museum Road Improvements for Oak to Halter.
- 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 on site 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 provide 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.



# 2013 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

The Conway Parks Department facilities continue to play host to various sporting events as well as community events. The 2013 revenues for the department saw an increase of almost one hundred thousand dollars over those of 2012. The department continues to evaluate its programs and fees in relationship to other municipalities and venues.

Most adult programs in 2013 saw a small decrease in participation with the exception of adult volleyball and kickball. We anticipate participation to increase in the adult programs and have already seen an increase in the 2014 adult basketball program which holds registration in December but does not begin play until January.

With the exception of summer baseball, which declined by 27 participants, all youth programs saw an increase in participation. This past year was the first year for the department to offer girls fast pitch softball and it was very successful. We anticipate an increase in participation in all youth programs this coming year.

The McGee Center and Sports Center continue to serve an ever increasing number of patrons with 219,150 visits. Although the 2013 daily visits for the McGee Center were down by almost two thousand the Sports Center saw an increase of almost ten thousand visits. These numbers do not include all the visits by league play, tournament play or rentals for tournaments.

The Conway Expo Center and Fairgrounds played host to 48 events in 2013. The venue continues to be well received and again showed an increase in revenue. In 2011 which was the first full year of operation the revenue generated was \$123,784 while revenue for 2013 was \$166,900.

Beaverfork permits and daily fees were down in 2013. The unusually cold and wet spring is believed to have contributed to the lower numbers.

The department is in the process of building new restroom facilities at Beaverfork Lake, Gatlin Park, and Laurel Park. At Beaverfork Lake a new disc golf course was finished in 2013 and played host to the first ever Susan G Komen "Chains for the Cure". The department also played host to the High School All Stars.

The department hosts various sports tournaments throughout the year and continues to see an increase in baseball teams wanting to come to Conway Station Park. In 2012 Conway Station Park hosted 827 visiting teams which generated 5,456 nights in hotel rooms. In 2013 Conway Station Park hosted 1,228 visiting teams which generated 7,531 nights in hotel rooms. As you can imagine with all the teams visiting Conway for all the various sports tournaments that our facilities host this creates a significant boost to our local economy.

We are looking forward to 2014 and to the opportunities that we can provide to our residents and local businesses.

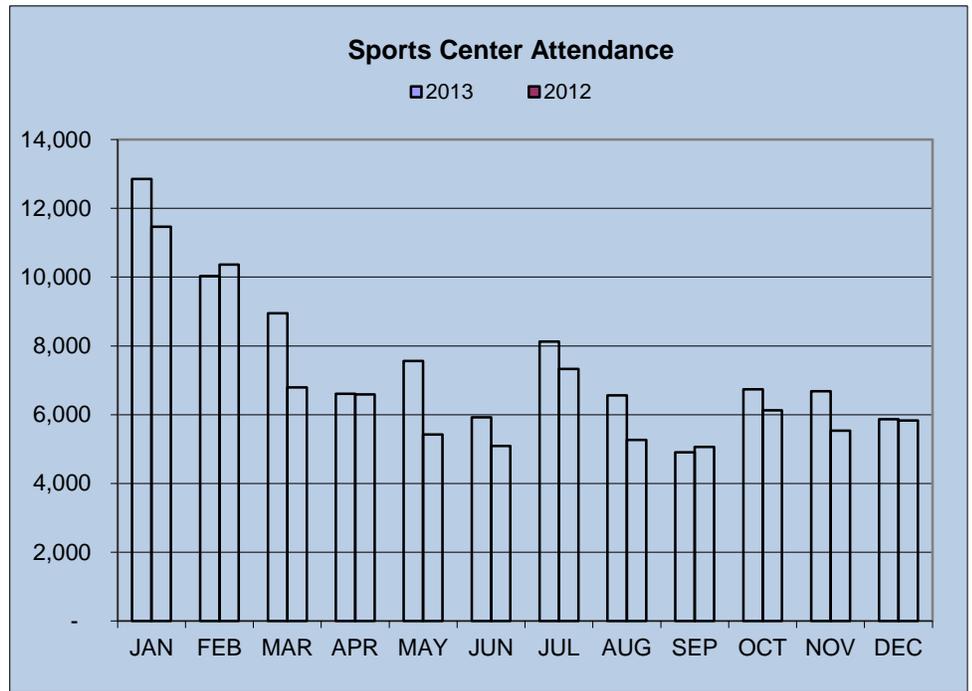
## Conway Sports Center

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 2013 the Sports Center was used for the following significant events-

- Fatchmo Volleyball Association (8)
- Arkansas Volleyball Association (5)
- Get Smart Sport Basketball Tournament (2)
- Elite Sports Events Basketball Tournament (2)
- Faulkner County Homeschool Volleyball
- Future 150 Basketball Camp
- Bethlehem House 3 on 3 Benefit Basketball Tournament
- Arkansas Mavericks Top Performance Academy
- Delta Volleyball Bid Qualifier
- Conway Kings Basketball Tournament
- YIPS 3 on 3 Basketball Tournament
- Central Arkansas Volleyball Association



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.

	<b>2013</b>	<b>2012</b>
Jan	12,856	11,467
Feb	10,035	10,366
Mar	8,946	6,789
Apr	6,608	6,588
May	7,561	5,420
Jun	5,924	5,087
Jul	8,126	7,325
Aug	6,565	5,266
Sep	4,901	5,062
Oct	6,735	6,126
Nov	6,677	5,533
Dec	5,866	5,828
<b>TOTAL</b>	<b>90,800</b>	<b>80,857</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.

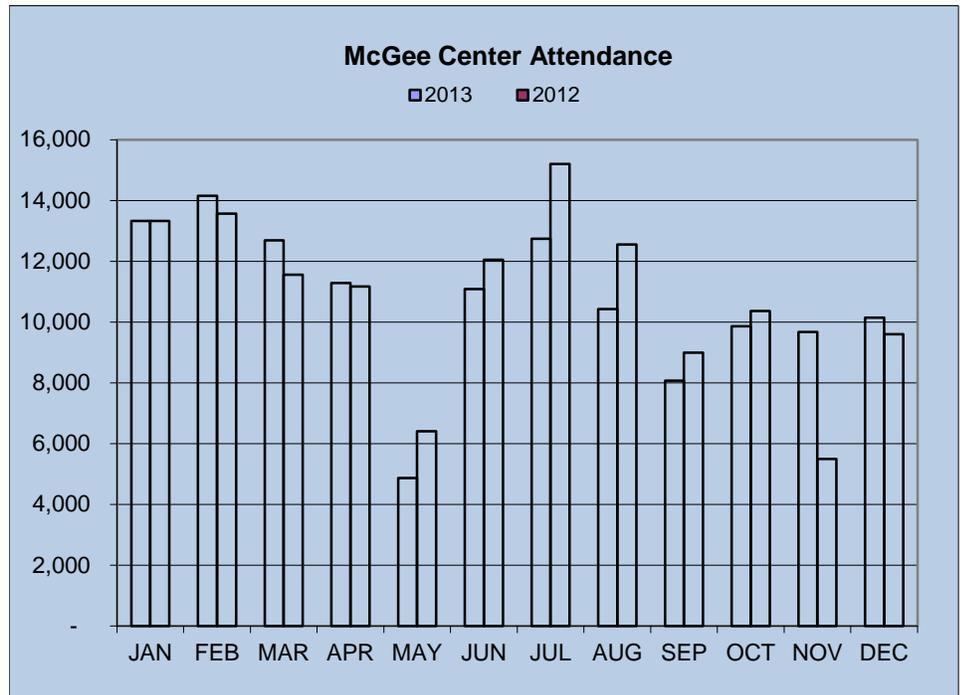
It is equipped with three basketball courts, one 1/8 mile walking track, three racquetball courts and one wallyball court. The racquetball / wallyball courts can be reserved and cost \$2 per hour. Rackets, goggles and balls can be rented for \$2 per racket. Everything else is free to the public. Hours 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 2013 the McGee Center was used for the following significant events-

- Fatchmo Volleyball Association (3)
- Elite Sports Events Basketball Tournament (3)
- Arkansas Hoops Basketball Tournament
- Quick Handle Camp
- Delta Volleyball Bid Qualifier
- Faulkner Co. Falcons State Tournament
- Faulkner County Flu Shot Clinic
- Soaring with Wings Half Marathon



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 McGee Center was closed to the public for annual floor maintenance for 2 weeks in May*

	2013	2012
Jan	13,327	13,329
Feb	14,159	13,570
Mar	12,693	11,555
Apr	11,289	11,172
* May	4,870	6,407
Jun	11,089	12,048
Jul	12,739	15,201
Aug	10,424	12,551
Sep	8,074	8,996
Oct	9,863	10,363
Nov	9,677	5,497
Dec	10,146	9,606
<b>Total</b>	<b>128,350</b>	<b>130,295</b>

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## Beaverfork Lake

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

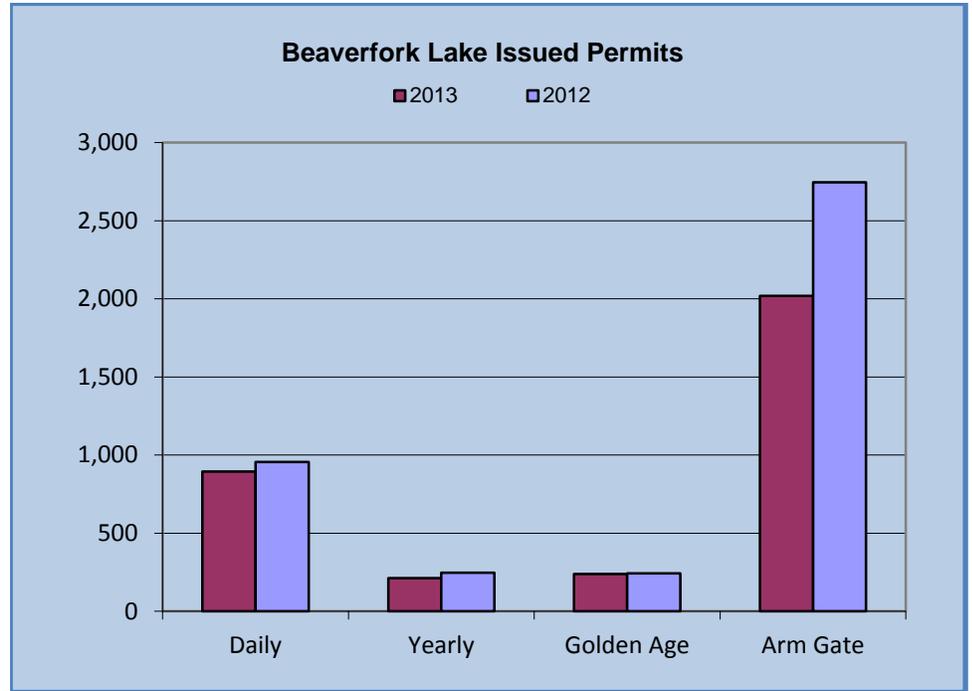
Beaverfork Lake has areas for swimming, boating and fishing. It also has slips for annual rent.

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, one office, three large bathrooms, one lighted baseball field, a large area that is used for radio control airplanes, three large parking areas and a NEW 18 hole disc golf course.

In 2013 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 some in 2013 due to the rainy weather and cold early spring.

	<b>2013</b>	<b>2012</b>
Daily	895	955
Yearly	212	247
Golden Age	239	243
Arm Gate	2,018	2,745
	<b>3,364</b>	<b>4,190</b>

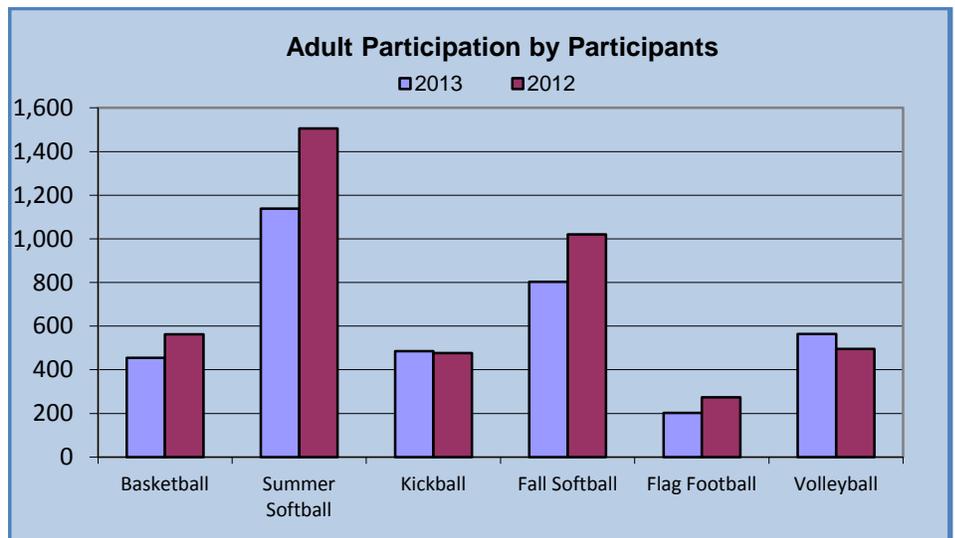
## Programs

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

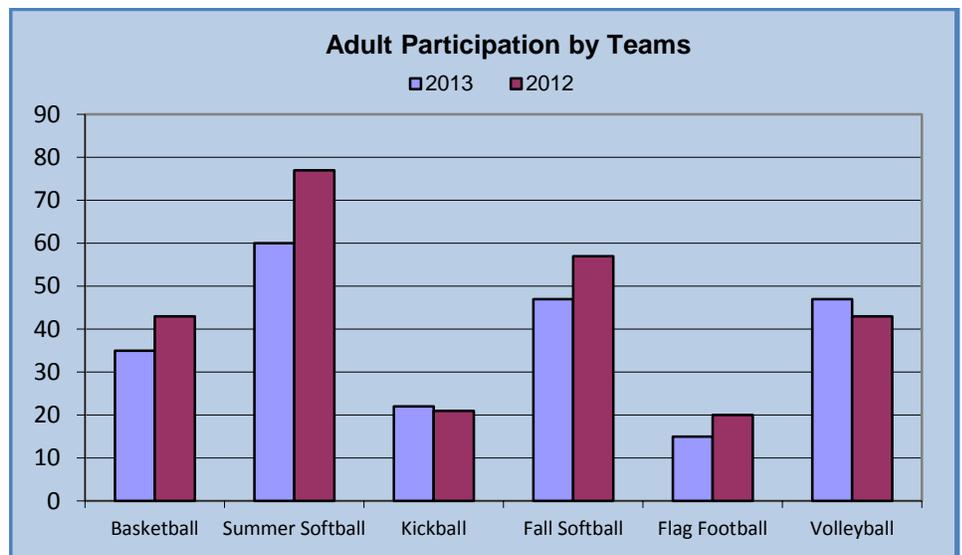
Adult Programs are held at the Conway Sports Center, Don Owen Softball Complex, Fifth Avenue Park and City of Colleges Park.

Adult Programs offered are-

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



	2013	2012
Basketball	455	562
Summer Softball	1,138	1,506
Kickball	485	476
Fall Softball	803	1,020
Flag Football	203	274
Volleyball	564	495
<b>Total Participants</b>	<b>3,648</b>	<b>4,333</b>



	2013	2012
Basketball	35	43
Summer Softball	60	77
Kickball	22	21
Fall Softball	47	57
Flag Football	15	20
Volleyball	47	43
<b>Total Teams</b>	<b>226</b>	<b>261</b>

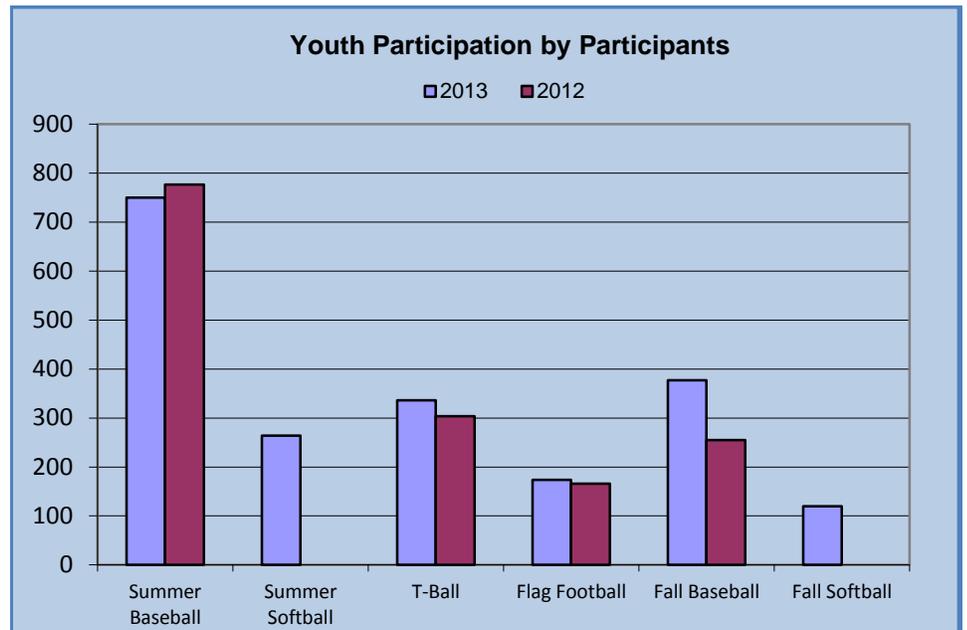
## Programs

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.

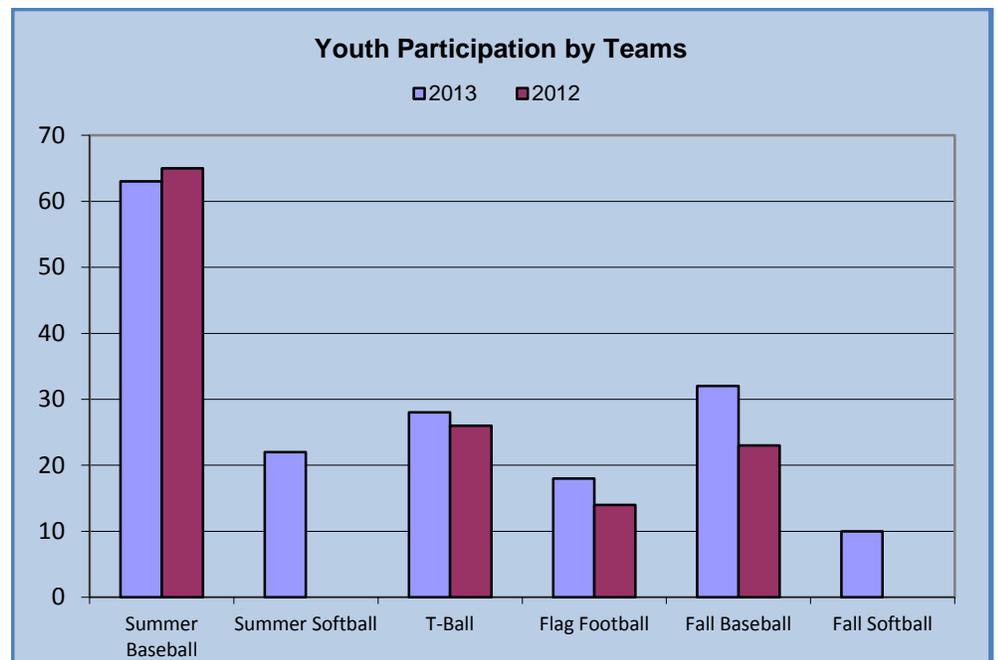
2013 was the first year that Girls Softball was offered by the Conway Parks and Recreation Department.

Youth Programs offered are-

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



	2013	2012
Summer Baseball	750	777
Summer Softball	264	-
T-Ball	336	304
Flag Football	174	166
Fall Baseball	377	255
Fall Softball	120	-
<b>Total Participants</b>	<b>2,021</b>	<b>1,502</b>



	2013	2012
Summer Baseball	63	65
Summer Softball	22	-
T-Ball	28	26
Flag Football	18	14
Fall Baseball	32	23
Fall Softball	10	-
<b>Total Teams</b>	<b>173</b>	<b>128</b>

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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 2013

### January

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

### February

- Beast Feast
- Conway Home & Garden Expo
- Arkansas FCCLA Star Event
- Conway Bridal Show
- Rhea Lana's

### March

- Career Development Event
- G&S Gun Show
- Central Arkansas Ag Expo
- Arkansas One Call

### April

- Fite Nite
- Spring Fever
- Cheer Banquet
- Expo After Party

### May

- SWN Energy
- Arkansas Career Expo
- Antique Alley Arkansas
- Circus Pages

### June

- G&S Gun Show
- Ladies Nite Out
- Child Safety Fair
- Relay for Life

### July

- Livestock Jackpot
- HP Event
- Car Show
- Arkansas Outdoor Expo
- Jenifer's Antiques Inc.

### August

- Toad Suck Car Show
- G&S Gun Show
- Buck Masters
- Rhea Lana's

### September

- Faulkner County Fair
- Senior Olympics
- ATA Blackbelt Tournament

### October

- Life Choices Annual Gala
- Business Expo / Taste of Conway
- Jenifer's Antiques Inc.
- ACE Expo
- ADEM Emergency Class

### November

- HP Sales Kickoff
- Circle of Friends Charity Benefit
- Memphis Flea Market
- Silver Moon Cinema
- Dazzle Daze

### December

- Women in Business Luncheon
- SWN Christmas Banquet

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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 2013 City of Colleges Park was used for the following significant tournaments-

- FASA Fall State Tournament
- Central Arkansas Sports Management Baseball Tournaments (7)
- St. Joseph Memorial Softball Tournament
- USSSA Fast Pitch Border Battles II Tournament

### Conway Station Park

In 2013 Conway Station Park was used for the following significant tournaments-

- Central Arkansas Sports Management Baseball Tournaments (18)

**Curtis Walker Park** is the home field for St. Joseph Baseball, American Legion Baseball and the Optimist Pee Wee Football Program.

In 2013 Curtis Walker Park was used for the following significant tournaments-

- Central Arkansas Sports Management Baseball Tournaments (9)

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

In 2013 Don Owen Softball Complex and 5<sup>th</sup> Avenue Park were used for the following significant tournaments-

- Gobble Day Food Drive Co-Ed Softball Tournament
- USSSA Softball Tournament
- Dudley Thunder Series
- Randy Liddell Softball Tournament
- Arkansas National Guard Softball Tournament
- Conway Shootout 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.

In 2013 Centennial Soccer Park was used for the following significant tournaments-

- Bryant Soccer Club ASL Games
  - Arkansas State Soccer Association Spring Jamboree
  - Hendrix Ultimate Frisbee Tournament
- 
-



# CONWAY

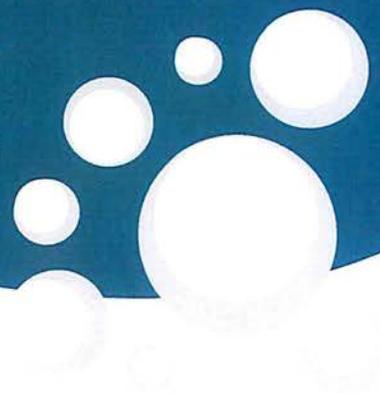
## *Sanitation Department*



Cheryl Harrington, Director

**2013**

***Annual Report***



# Landfill

The landfill input of materials totaled 71,970.35 tons in 2013. This intake included 20,383 tons of construction debris (703.01 tons of shingles alone), 6,271.08 tons of yard waste.

These figures equate to 130,855 cubic yards being consumed in 2013.

We used 16 rolls of the 7mil intermittent plastic daily cover material. This coupled with the 5,083.95 tons of chipped/mulched materials that ADEQ permitted use of, saved that same amount of dirt we had to dig and transport to the landfill from the borrow area. Moving dirt from the borrow area to the landfill costs the Department just over \$2,300.00 per day! Needless to say the revenue saved utilizing this method of covering far outweighs our selling the chipped/ mulched materials and we will continue this practice for as long as we are allowed to do so.

Below is a summary of the airspace and site for the Landfill.

#### **From 2012 Annual Engineering Inspection Report (by Ronnie Hall)**

3.1 years –Life remaining over existing liner at current utilization rate of 108,350 cubic yards per year.

16.6 years –Life remaining for entire landfill at current utilization rate of 108,350 cubic yards per year.

#### **After Vertical Modification**

=10 years –Life remaining over existing liner at current utilization rate.

52.5 years –Life remaining after vertical expansion for entire landfill at current utilization rate of 108,350 cubic yards per year.



## 2013 Landfill Input (Tons)

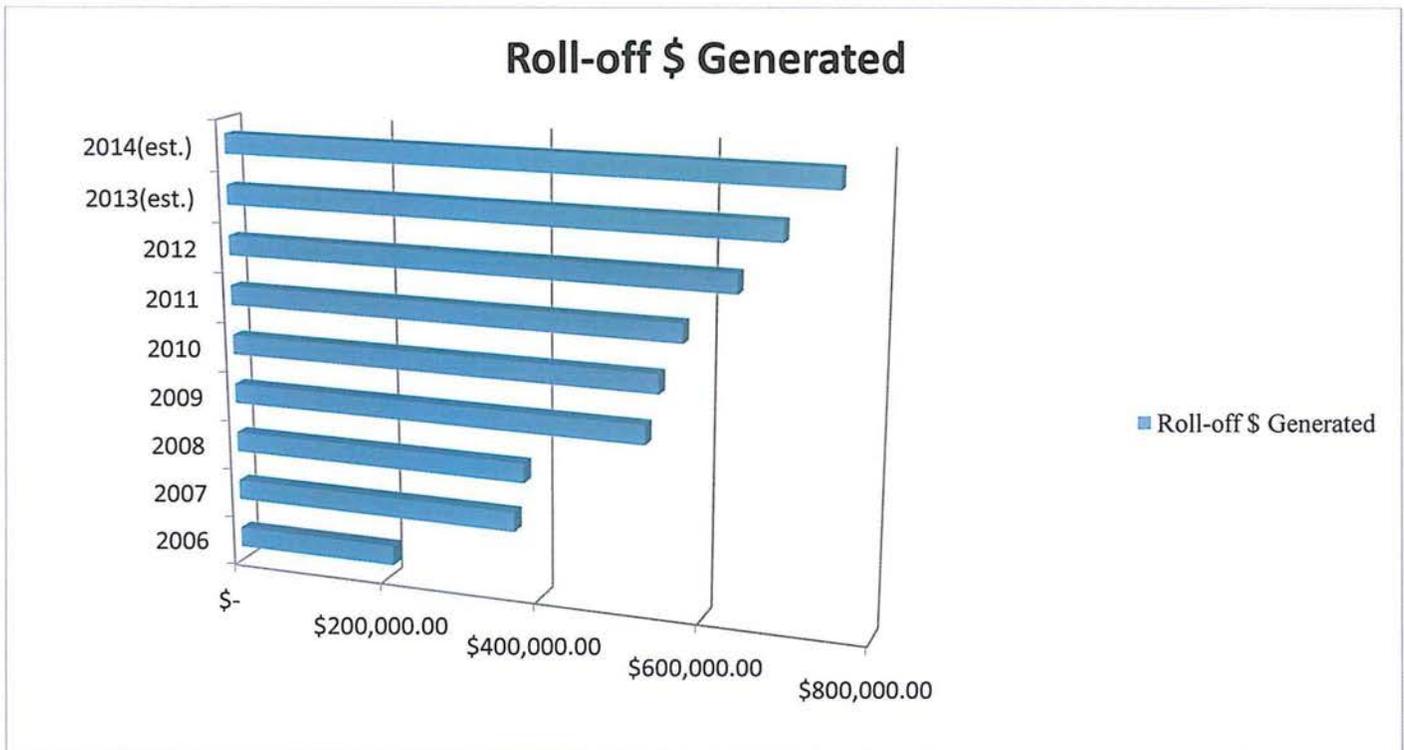


This Chart allows us to visualize what portion of month to month input our landfill would have had if it were used solely by Conway Sanitation at **49,560.21 tons** or 68.8% of the **71,970.35 tons** deposited. Outside sources input totaled **22,410.14 tons** (31.1%).

During 2013 we purchased a John Deere N 6 Dozer for \$100,000.00 that we had rented for an extended amount of time. The vendor was very good to us by allowing the money spent on renting to be applied toward the purchase amount.

The landfill had **6,271.08 tons** of yard waste deposited in the Mulch Area for processing in addition to the previous weights.

# Roll-Off



Tab 2

We purchased a new 2014 International/Ampli-Roll combination allowing us to officially retire a Freightliner/Galbreath unit that was purchased in 2004 and was bound to the Sanitation Department grounds due to dilapidation beyond reasonable repair. The new truck also includes a Roll-Rite tarp system that allows the driver to tarp the load from inside the cab, a first for us.

Additionally, we purchased 4 – 30 yard compactor/receiver box combos for large volume waste generators and 8 - 30 yard receiver boxes to accommodate businesses that are already established and possess the compacting ram. Several of these folks have been doing business in Conway for years and were using a provider other than us. We were successful in changing most of those companies over to using our services rather than outside vendors during the year. We will continue to pursue these entities to comply with the standards set forth by our Mayor and Conway City Council as opportunity presents itself.



Our roll-off trucks carried 10,096.21 tons of materials to our landfill. This included 7,773.64 tons of construction materials.

# Commercial



The commercial routes were responsible for bringing 18,034.67 tons into the landfill, of that 13,233.83 tons were brought by frontloads and 4,800.84 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 #149 used solely for collecting corrugated cardboard for recycling purposes by commercial customers. This truck collected 1,032.69 tons of cardboard during the course of the year.

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 634.96 tons of recycling into the facility this year.

During the spring of 2013 we purchased two (2) 2013 Freightliner/LoadMaster combination trucks. We traded in two (2) Freightliner/Heil units that were purchased back in 2006. The units we traded were

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 route's.

The two new units are surprisingly quiet while operating thus helping to reduce noise pollution in and about our city. This may be the only occasion where getting "less bang for our buck" is a positive.

The new units are sort of the culmination of the things we have learned during the past couple years in that this combination holds up very well and should hold their value better than any other combo we have owned. Previously, we had moved away from the LoadMaster bodies due to issues concerning local repair facilities but these issues have been resolved.



Pictured above is the "Little Truck" #116

# Residential



Pictured above is not only our first CNG one arm bandit but the first CNG one arm waste truck in Arkansas. The truck was purchased, delivered and put into use during 2013. Our residential garbage/recycling fleet consists of 8 diesel and 1 CNG one arms.

Residential routes were responsible week in and week out for the collection of waste and recycling of more than 26,250 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 15,276.48 tons of waste and 1,873.15 tons of recycling.

We conducted a self-audit of recycling carts in 2013 and upon completion of our residential recycling survey we found we had 9,544 containers at residences or 34.6% homes recycled at the time of the audit. Of those, roughly 6% of materials contained in an average cart is not acceptable as recycling. Oddly, the same percentage (6%) of carts as whole were found to contain contaminants not attached to a recycling item. Multiple carts at single dwellings occurred 123 times and of those 123 we searched 17 and found only 2 contained two or more items deemed unacceptable (wrong type of container not in bottle form, a plastic dowel rod from a paper roll dispenser or something minor).

A topic for discussion and one we may wind up having to have is that carts containing materials such as yard waste be assessed a fee after a certain number of occurrences.

## **Fuel Usage**

Our fuel consumption in 2013 was 180,000 + gallons of diesel. Month to month the fuel usage remained very steady as we averaged 15,010 gallons per month with the greatest usage occurring in April (16,762 gal.) and the least being February (13,454). The fuel consumed in 2014 will be interesting to see as we have put our first C.N.G. truck into use in late 2013.

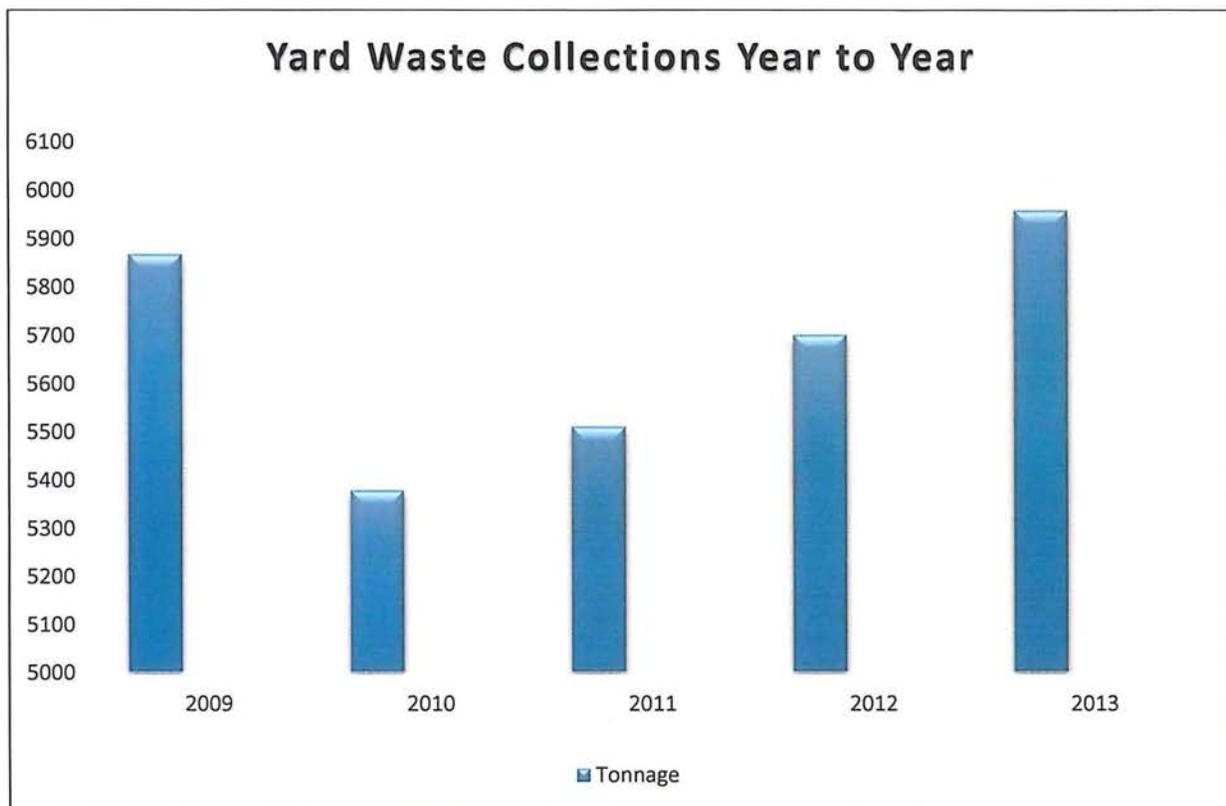
# Yard Waste



Tab 5

Yard Waste routes inherited two (2) new to them trucks to collect materials in 2013. Trucks #157 and #159 were moved from the commercial collections and put to use. We retired two (2) trucks #150 and #153 that were purchased six (6) years ago. These trucks were used as trade in against the purchase of the new commercial trucks.

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.



2013 saw the largest increase in yard waste we collected in quite some time.

Increases/declines in yard waste are most often due to inclement weather conditions 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.

# Recycling



Sales from recycling materials suffered during 2013 as markets slumped for nearly the entire year.

The Material Recovery Facility was very busy during the course of the year. The input was tremendous at 17,038.28 tons. We have slightly more than 5,700 tons of various materials currently waiting to be processed and the 2013 throughput was 11,309.32 tons, a very impressive number. The last quarter of 2013 found the facility near its' holding capacity as the holiday season was unusually heavy.

Some materials baled and ready for shipment set stagnant inside the MRF the last fraction of 2013, save the odd load being shipped. The mills are either full or experiencing the traditional holiday shutdown. In either case we eagerly await for the plants to begin accepting materials to make much needed space. Additionally, we are unable to receive credit for the weight of materials processed and lying in wait for shipping. In past years we shipped every bale possible prior to the years end but it was not to be this year.

We performed a city-wide residential recycling audit during 2013 that showed at that time, we had 9,705 homes currently recycling utilizing the blue containers. The audit took several weeks to conclude as some recyclers do not set out their containers weekly. Since that time we have placed some 100 additional carts at homes and businesses.

**Glass Recycling** really increased for the past year as we shipped 198,100 lbs. to the mill. The company, Ripple Glass, reported back to us that materials sent to them equated to 395,440 individual bottles, saved 39,544,000 Watts of energy (42,839 hours a TV can run) and avoided 16 tons of Carbon Dioxide (CO<sub>2</sub>) emissions.

We set many carts out at homes, most of which recycle glass about every 3 weeks.

**E Waste Recycling** netted 56.58 tons this year.

A bulb recycling unit was purchased and put into use. This unit crushes/catches the glass and separates materials like mercury or halogen and stores it for proper disposal.



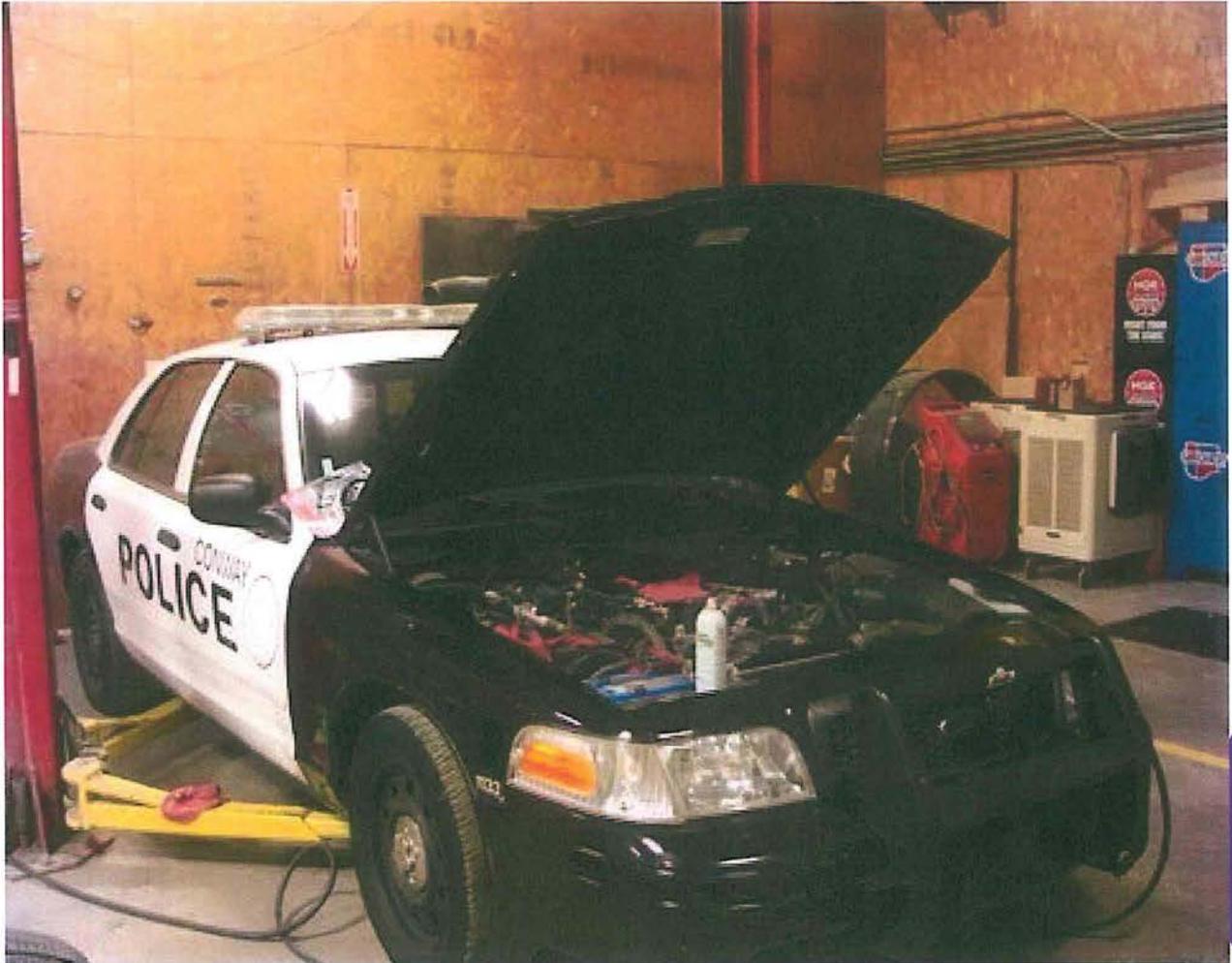
# Reuse Center



Tab 7

The Reuse Center diverted 60,262.55 lbs. from entering the landfill in 2013. Additionally, the personnel maintained the department uniforms saving us nearly \$62,000.00 from the annual expense. The facility is very well kept and the citizens of Faulkner County enjoy their shopping experience of new or gently used items.

# Shop/Fleet Maintenance



Tab 8

The Fleet Maintenance maintained the city vehicles throughout 2013 with what seemed like great ease. The mechanics were busy at least 98% of the time but only got behind once during the year and that was early on. The 2 mechanics work well together and have little difficulty both staying busy and getting vehicles in and out.

The Diesel Shop has also been busy during 2013. We have had several issues with the trucks going into de-rate mode (failing to burn off the exhaust particulates) causing many trips back and forth to the dealer shop to correct. Multiple tasks were accomplished throughout the year from performing preventive maintenance on the trucks including regularly scheduled oil changes to many, many tire replacements and keeping the equipment in both the landfill and MRF operating. The successes of one accomplishment are soon forgotten and it's on to the next.

The shop must continue to improve making updates as are afforded. Replacing certain items like hydraulic jacks and large expensive impacts is essential but continued improvement must occur due to the rapidly changing world that is.

Just a couple of the many improvements that have been made during 2013 is 9 new tool boxes and complete tool sets were purchased and put into use by the mechanics, 2 in Fleet and 7 for the Diesel Shop. This allows for every mechanic to have what they need without having to borrow from one another and it makes each mechanic responsible for his own issued toolbox and tools. A diagnostic computer was purchased although items like this are almost automatically obsolete or in severe need of an update no sooner than bought.

A small addition to the shop was made to house truck tires both prior to and after use. This was needed to comply with a city ordinance concerning tires and the pests that make breeding areas out of them such as mosquitos.

# Education/Event Coordination

During 2013, The City of Conway Sanitation Department Recycling Education Program has hosted a total of **28** education events for **3,038** people in addition to the individuals reached at while hosting educational booths at area festivals (EcoFEST, Arbor Day, etc...). A total of **62** hours were spent during the year hosting recycling education programs for residents of Conway, hundreds more hours were spent in preparation of holding these events.

2013 recycling education events included:

Campus assemblies utilizing our recycling education robot;

Tours of the City of Conway Recycling Center, Compost and Landfill;

Classroom presentations and activities in our "Recycle City" classroom located adjacent to the Sanitation Office;

Classroom activities and presentations at area public and private school campuses;

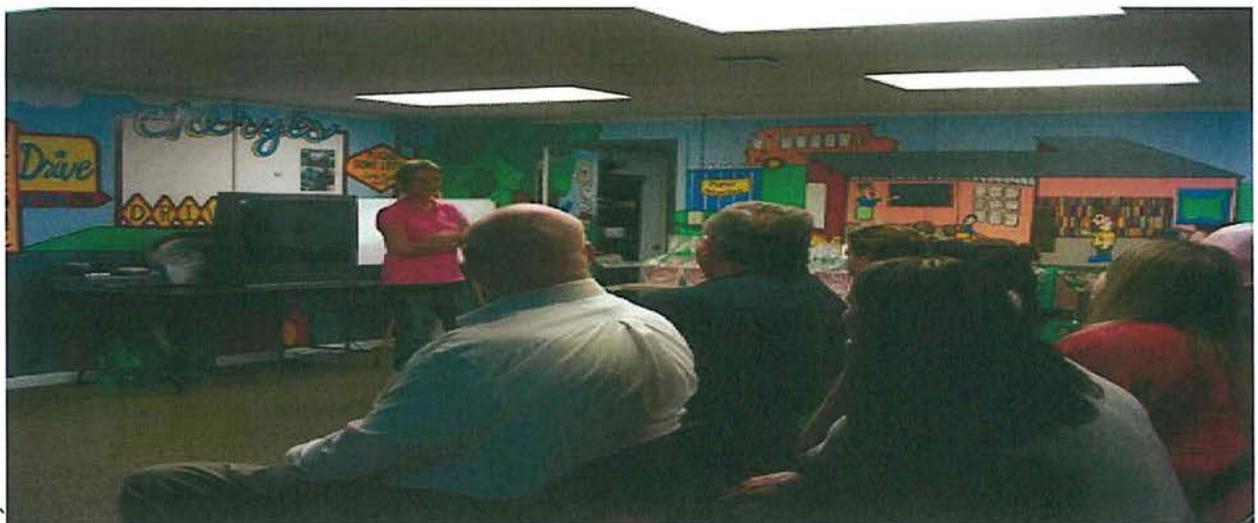
Presentations to representatives/dignitaries of sister cities inquiring about our recycling program;

Recycling Booths setup and hosted at various community events including EcoFEST and Arbor Day;

The Annual sponsorship of the Conway Area Chamber of Commerce Teacher Breakfast Fair;

Hosting a city/county-wide Toad Suck Daze Recycle Bin contest for area school children;

Hosting a Teacher Training Workshop for area teachers and Master Gardeners in conjunction with ADEQ on Composting, providing area teachers/Master Gardeners with continuing education credits.



Education for all ages.



An interview with Channel 7



Spending a day @ Eco-Fest



Teaching the Teachers



Big Bellies are very popular downtown.

# Conway Fire Department

## 2013 Annual Report



The mission of the Conway Fire Department is to protect the lives and property of the people of Conway from fires, natural disasters, and hazardous materials incidents; to save lives by providing emergency medical services; to prevent fires through prevention and education programs; and to provide a work environment that values cultural diversity and is free of harassment and discrimination.



CONWAY FIRE DEPARTMENT  
ASSISTANT FIRE CHIEF  
2013 REPORT



Transitioning into 2013 was, yet again, a progressive year for the Conway Fire Department with the retirement of Chief Castleberry in July. The acceptance of two new apparatus and purchasing of 2 additional along with operating software and roof replacements were a few of our major projects. Homeland security grant money was also awarded to offset equipment costs for the bomb squad.

Early 2013 saw the arrival of two new firefighting apparatus. Engine 6 was placed in service replacing the former 1996 Engine 6. The new Truck 1 was also placed in service replacing its counterpart from 1996. We traded in the old engine providing a price reduction of the new Engine 6. We maintained possession of the 1996 aerial truck to use as a reserve.

A new order was placed for another aerial apparatus along with an engine. These two new units will replace current aging apparatus that will be traded in. We expect arrival of these units during the 2<sup>nd</sup> quarter of 2014.

Our current operational software, Firehouse, is being replaced with Red Alert from Alpine. Substantial progress was made throughout 2013 in the development and design of this new software. We anticipate going live with this system in early 2014.

The nationally accredited bomb squad received two Homeland Security Grants in 2013. Through a competitive grant process the squad received approximately \$180,000 that was used to maintain/upgrade current equipment and purchase new equipment to maintain the standard set forth.

2013 continued to add sustainability and sustenance to the overall direction and vision of the Conway Fire Department. This progress 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.

Brian Moix  
Interim Fire Chief

Mike Winter  
Assistant Chief

Conway Fire Department  
Additional Information

PERSONNEL STAFFING

*Uniformed – 107*  
*Non-Uniformed – 2*  
*Total Department – 109*

ISO Public Protection Classification Rating: Class II



EMERGENCY OPERATIONS

*Total Runs – 6058*  
*Most Active Apparatus – Engine 4 with 1466 runs*  
*– Engine 1 with 1403 runs*  
*– Engine 7 with 810 runs*

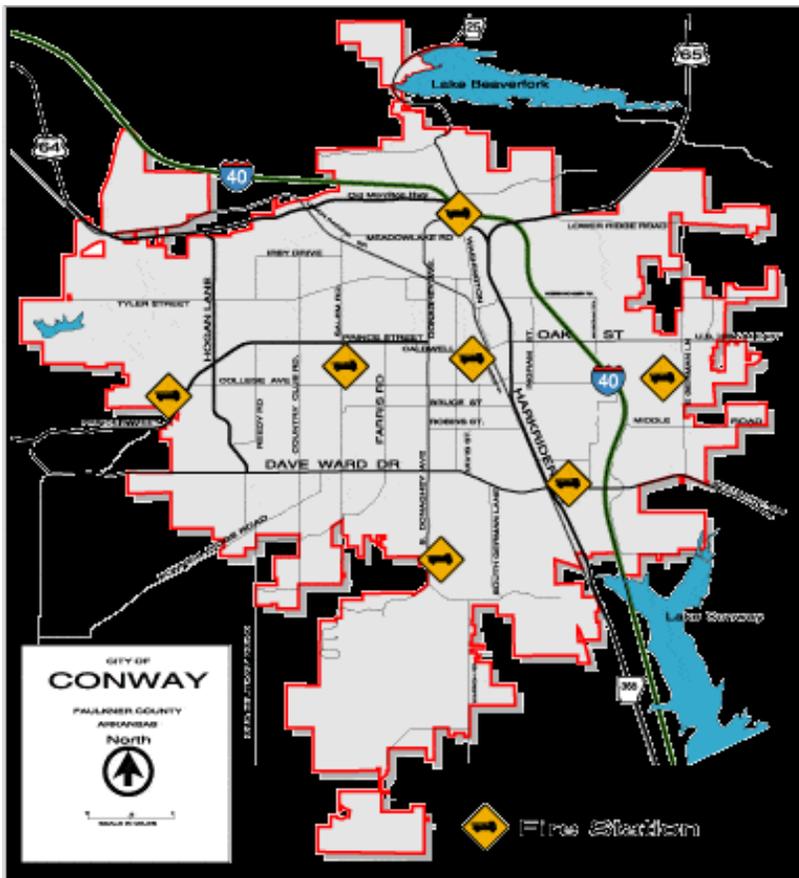
FIRE INVESTIGATION

*Civilian Fire Fatalities – 0*

\*\*Includes overtime pay, group insurance, Medicare, unemployment insurance, pension, and workers compensation costs.

## Conway Fire Department Fire Stations

- Central Station      1401 Caldwell St.      Conway, AR 72034
- Station 2            725 East German Lane      Conway, AR 72032
- Station 3            875 Enterprise Avenue      Conway, AR 72032
- Station 4            622 Salem Road      Conway, AR 72034
- Station 5            4655 Wescon Lane      Conway, AR 72034
- Station 6            1835 South Donaghey      Conway, AR 72034
- Station 7            1810 Hwy 64 West      Conway, AR 72034



Conway Fire Department  
Fire Equipment

Engine Companies	7
Truck	2
Rescue Units	2
Technical Rescue Unit (SORT)	1
Hazardous Material Unit (Haz Mat)	1
Rescue / Firefighting Boat	1
Rescue Boat	1
Command Unit	1
Foam Trailer	1
SORT Trailer	1

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Maintenance Unit	1
Reserve Pumpers	3
Chief Vehicles (Battalion)	2
Chief Vehicles (Staff)	5
Captain Vehicles (Staff)	3

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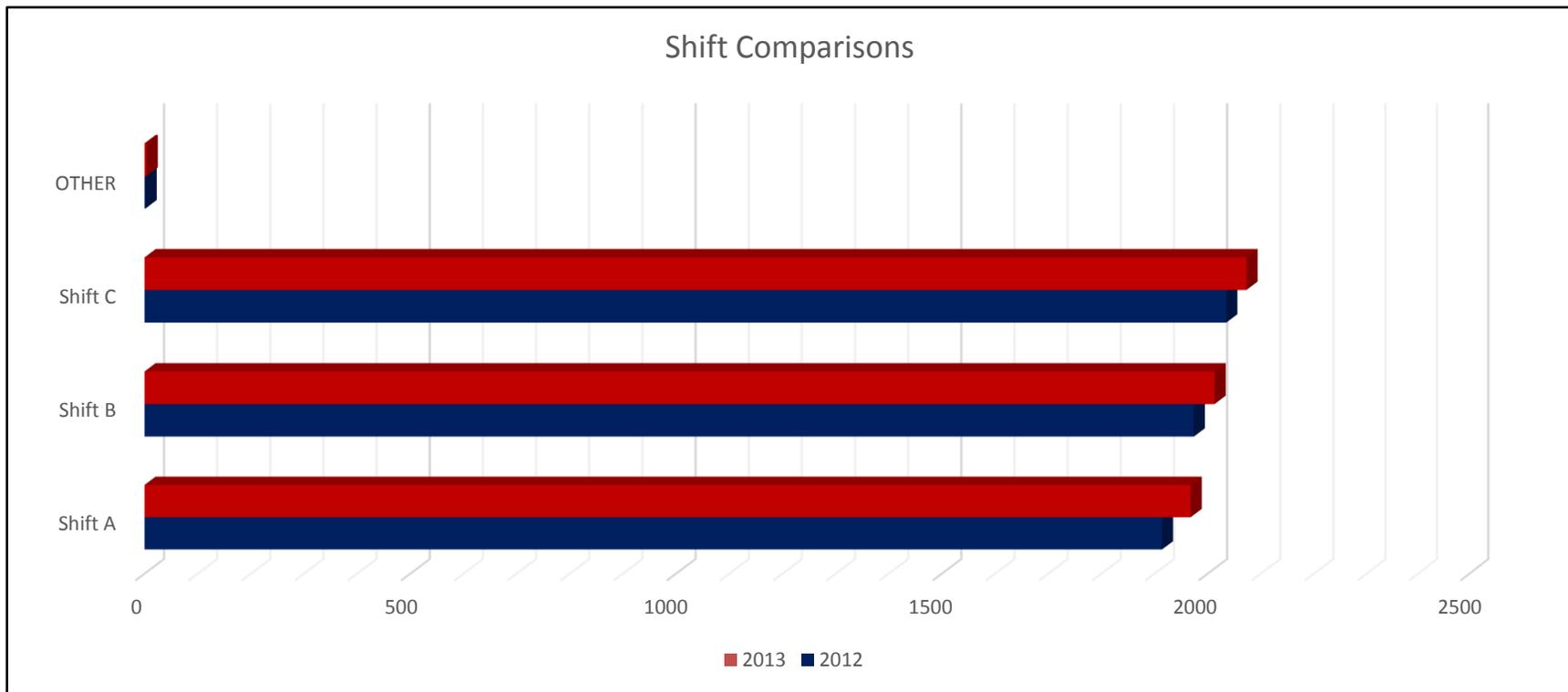
Bomb Truck	2
Total Containment Vessel (TCV)	1



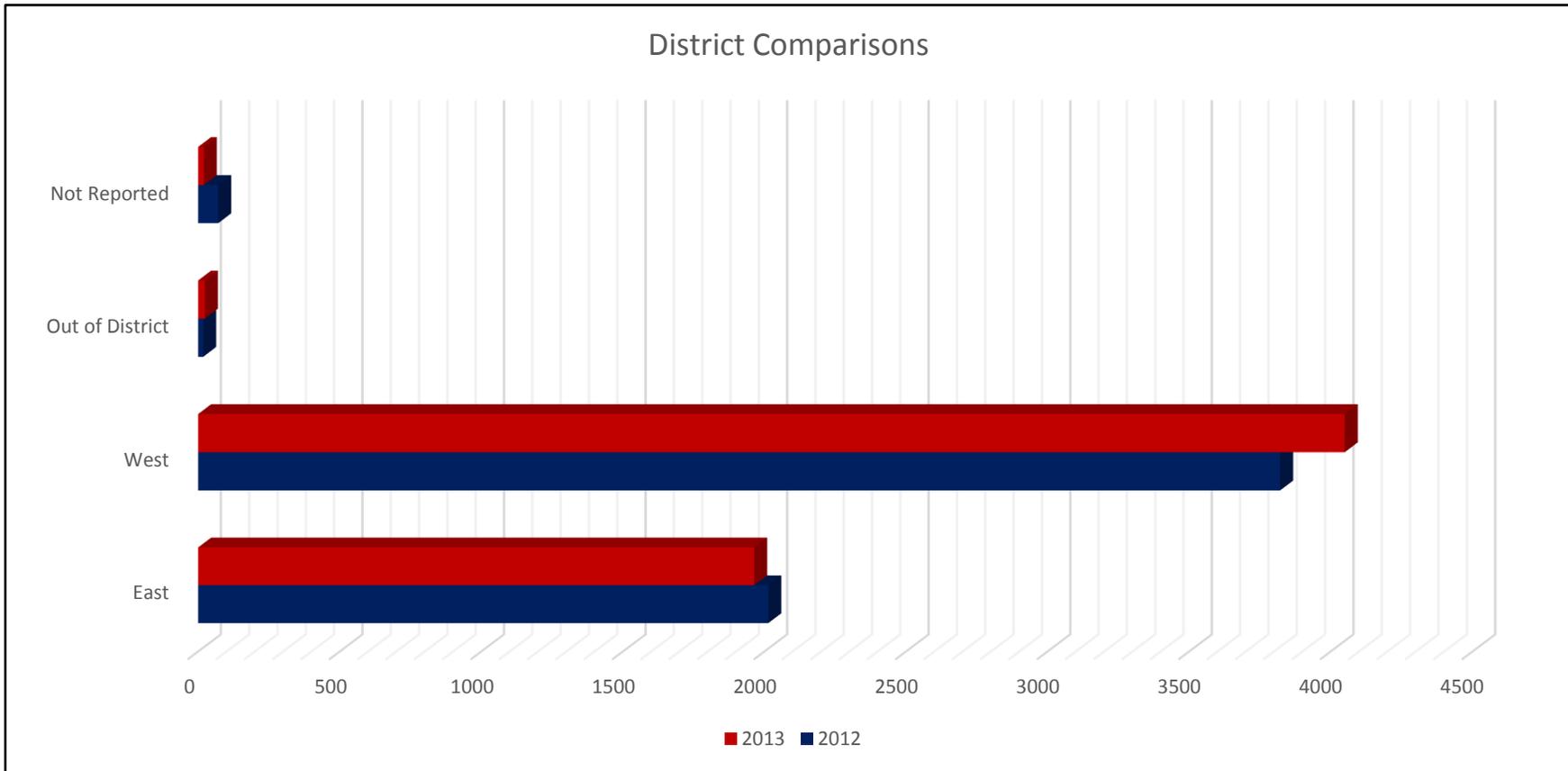
Conway Fire Department  
2013 Monthly Report  
by Attendance

	January	February	March	April	May	June	July	August	September	October	November	December	YTD
SHIFT A	158	138	166	149	164	163	179	175	168	157	177	174	1968
SHIFT B	173	135	181	153	181	174	195	189	156	162	154	160	2013
SHIFT C	193	139	168	191	194	190	161	171	151	193	138	184	2073
Individual Teams	0	0	1	0	0	1	0	0	0	0	0	0	2
Administrative Staff	0	0	0	0	1	0	0	0	0	1	0	0	2
NO SHIFT SPECIFIED	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL RUNS</b>	<b>524</b>	<b>412</b>	<b>516</b>	<b>493</b>	<b>540</b>	<b>528</b>	<b>535</b>	<b>535</b>	<b>475</b>	<b>513</b>	<b>469</b>	<b>518</b>	<b>6058</b>
EAST	164	138	163	164	155	167	187	198	162	151	143	172	1964
WEST	356	273	348	324	382	359	343	335	308	358	323	341	4050
OUT OF DIST.	4	1	4	4	3	0	2	0	2	2	1	1	24
NOT REPORTED	0	0	1	1	0	2	3	2	3	2	2	4	20
<b>TOTAL RUNS</b>	<b>524</b>	<b>412</b>	<b>516</b>	<b>493</b>	<b>540</b>	<b>528</b>	<b>535</b>	<b>535</b>	<b>475</b>	<b>513</b>	<b>469</b>	<b>518</b>	<b>6058</b>

SHIFT	2012	2013	Increase/Decrease
Shift A	1914	1968	54
Shift B	1974	2013	39
Shift C	2035	2073	38
OTHER	2	4	2
<b>TOTAL</b>	<b>5925</b>	<b>6058</b>	<b>133</b>

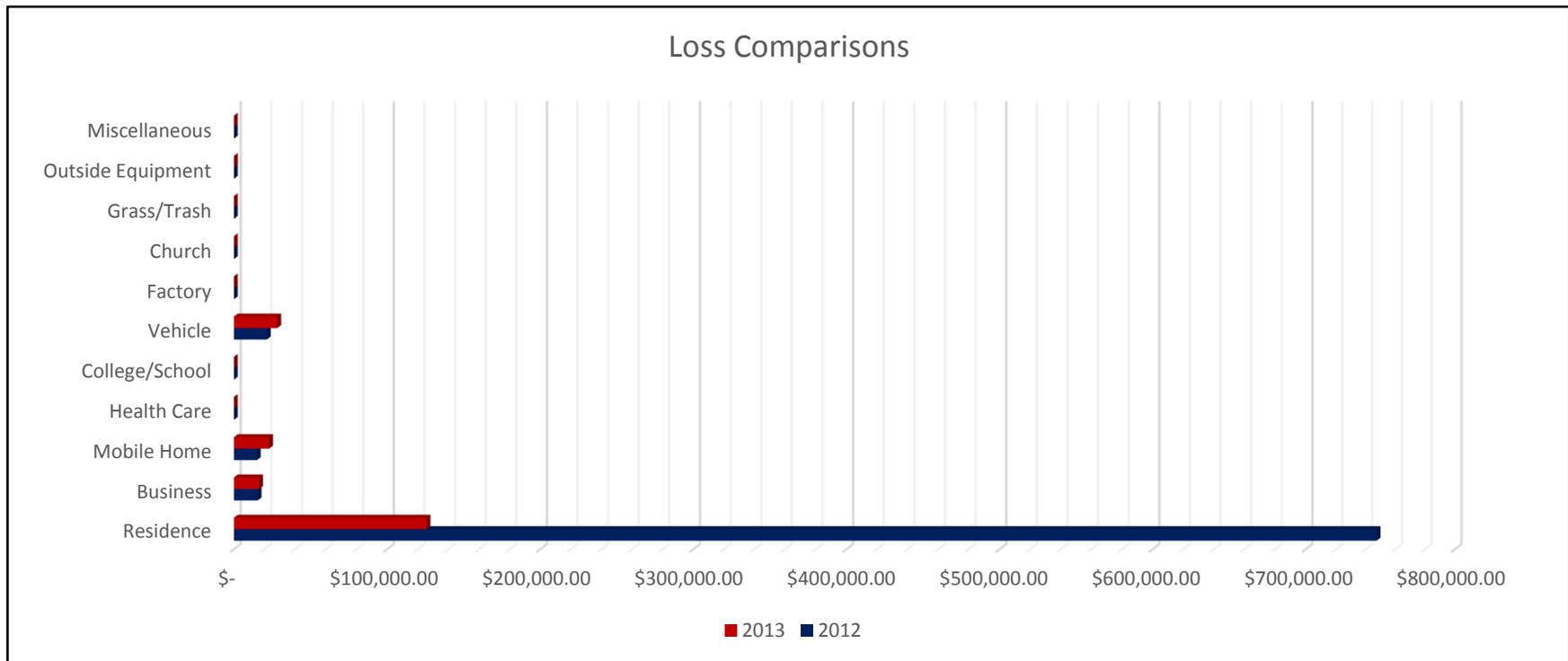


DISTRICT	2012	2013	Increase/Decrease
East	2014	1964	-50
West	3822	4050	228
Out of District	18	24	6
Not Reported	71	20	-51
<b>TOTAL</b>	<b>5925</b>	<b>6058</b>	<b>133</b>



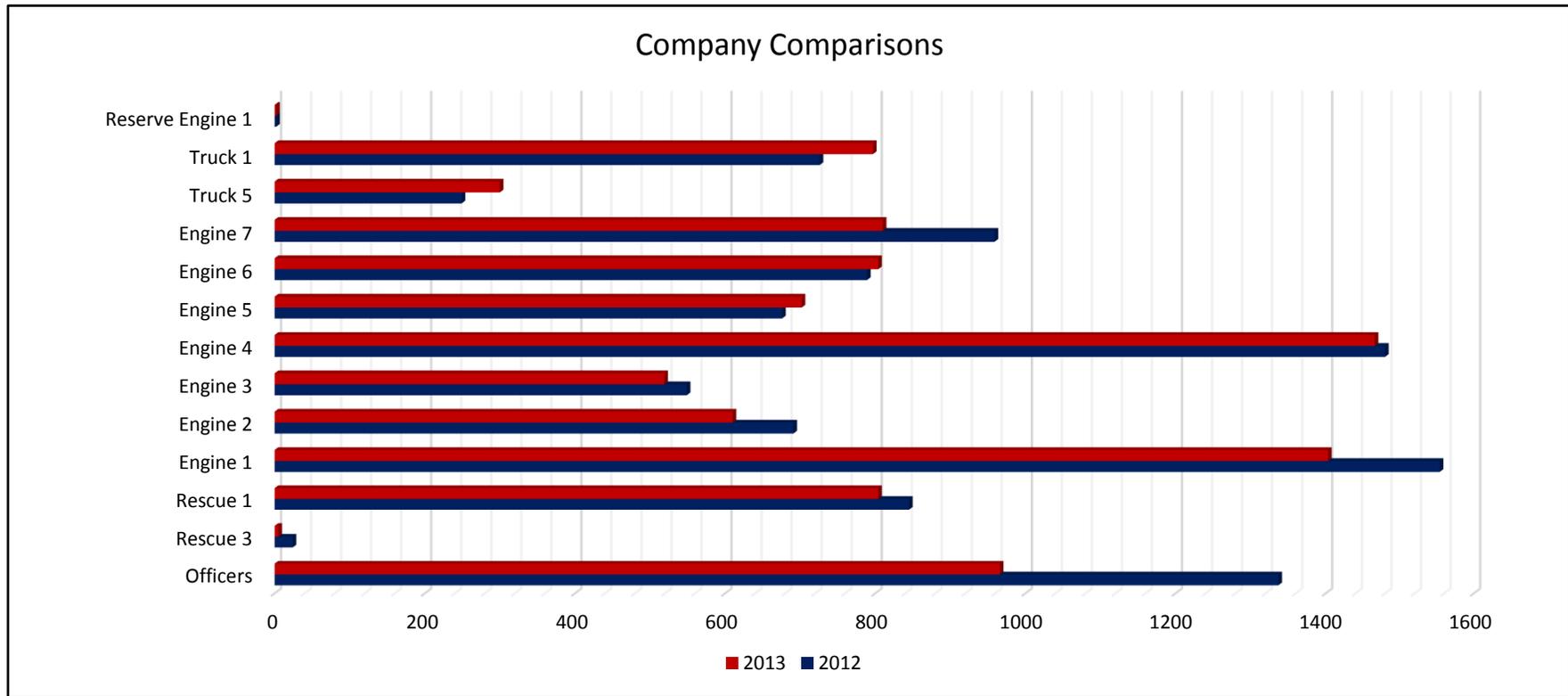
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD
Residence	\$70,000	\$7,000	\$0	\$0	\$15	\$6,000	\$20,000	\$0	\$0	\$10,000	\$2,800	\$10,000	\$125,815
Business	\$0	\$0	\$0	\$0	\$0	\$0	\$1,000	\$15,500	\$0	\$0	\$0	\$0	\$16,500
Mobile Home	\$0	\$0	\$1,000	\$0	\$0	\$0	\$22,000	\$0	\$0	\$0	\$0	\$0	\$23,000
Health Care	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
College/School	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Vehicle	\$10,000	\$0	\$16,350	\$0	\$2,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$28,350
Factory	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FALSE	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Church	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Grass/Trash	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Outside Equip.	\$0	\$0	\$0	\$0	\$0	\$60	\$0	\$0	\$0	\$0	\$0	\$0	\$60
Road Freight	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Miscellaneous	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
													\$0
<b>TOTAL</b>	<b>\$80,000</b>	<b>\$7,000</b>	<b>\$17,350</b>	<b>\$0</b>	<b>\$2,015</b>	<b>\$6,060</b>	<b>\$43,000</b>	<b>\$15,500</b>	<b>\$0</b>	<b>\$10,000</b>	<b>\$2,800</b>	<b>\$10,000</b>	<b>\$193,725</b>
<b>YTD TOTAL</b>	<b>\$80,000</b>	<b>\$87,000</b>	<b>\$104,350</b>	<b>\$104,350</b>	<b>\$106,365</b>	<b>\$112,425</b>	<b>\$155,425</b>	<b>\$170,925</b>	<b>\$170,925</b>	<b>\$180,925</b>	<b>\$183,725</b>	<b>\$193,725</b>	
<b>2012 YTD TOTALS</b>	<b>\$30,500</b>	<b>\$116,000</b>	<b>\$202,000</b>	<b>\$212,000</b>	<b>\$447,500</b>	<b>\$474,500</b>	<b>\$562,500</b>	<b>\$594,000</b>	<b>\$594,000</b>	<b>\$696,500</b>	<b>\$789,500</b>	<b>\$799,500</b>	<b>\$799,500</b>

	2012	2013	Increase/Decrease
Residence	\$ 747,500.00	\$ 125,815.00	\$ (621,685.00)
Business	\$ 15,500.00	\$ 16,500.00	\$ 1,000.00
Mobile Home	\$ 15,000.00	\$ 23,000.00	\$ 8,000.00
Health Care	\$ -	\$ -	\$ -
College/School	\$ -	\$ -	\$ -
Vehicle	\$ 21,500.00	\$ 28,350.00	\$ 6,850.00
Factory	\$ -	\$ -	\$ -
Church	\$ -	\$ -	\$ -
Grass/Trash	\$ -	\$ -	\$ -
Outside Equipment	\$ -	\$ 60.00	\$ 60.00
Miscellaneous	\$ -	\$ -	\$ -
<b>TOTAL</b>	<b>\$ 799,500.00</b>	<b>\$ 193,725.00</b>	<b>\$ (605,775.00)</b>



UNIT	Jan	Feb	Mar	Apr	May	June	July	August	Sept	Oct	Nov	Dec	YTD
BAT 2 (east)	33	43	36	49	54	26	32	32	32	34	26	40	437
BAT 5 (west)	67	43	59	78	70	32	48	40	25	29	23	15	529
R-3	0	0	0	0	0	0	0	0	0	0	0	5	5
R-1	75	57	60	70	73	55	76	84	62	72	61	59	804
E-1	118	104	126	137	134	127	133	116	103	104	87	114	1403
E-2	55	43	55	52	47	48	61	57	50	37	45	60	610
E-3	44	32	37	48	53	46	52	49	41	41	45	31	519
E-4	134	98	119	131	124	111	116	113	108	154	138	120	1466
E-5	66	46	68	52	62	74	63	54	62	61	37	57	702
E-6	70	71	77	73	75	70	59	60	53	71	69	56	804
E-7	83	57	87	71	89	61	75	83	62	22	53	67	810
T-5	18	11	20	16	37	31	46	26	26	22	21	26	300
T-1	51	46	64	76	78	63	94	58	73	93	51	50	797
Reserve Engine 1	1	0	0	1	0	0	0	0	0	0	0	0	2
<b>RUNS</b>	<b>815</b>	<b>651</b>	<b>808</b>	<b>854</b>	<b>896</b>	<b>744</b>	<b>855</b>	<b>772</b>	<b>697</b>	<b>740</b>	<b>656</b>	<b>700</b>	<b>9188</b>
<b>2012 Runs</b>	<b>737</b>	<b>831</b>	<b>899</b>	<b>672</b>	<b>755</b>	<b>894</b>	<b>799</b>	<b>971</b>	<b>823</b>	<b>821</b>	<b>844</b>	<b>835</b>	<b>9881</b>
<b>2013 YTD RUNS</b>	<b>815</b>	<b>1466</b>	<b>2274</b>	<b>3128</b>	<b>4024</b>	<b>4768</b>	<b>5623</b>	<b>6395</b>	<b>7092</b>	<b>7832</b>	<b>8488</b>	<b>9188</b>	
<b>2012 YTD RUNS</b>	<b>737</b>	<b>1568</b>	<b>2467</b>	<b>3139</b>	<b>3894</b>	<b>4788</b>	<b>5587</b>	<b>6558</b>	<b>7381</b>	<b>8202</b>	<b>9046</b>	<b>9881</b>	

COMPANY	2012	2013	Increase/Decrease
Officers	1337	966	-371
Rescue 3	24	5	-19
Rescue 1	845	804	-41
Engine 1	1554	1403	-151
Engine 2	691	610	-81
Engine 3	549	519	-30
Engine 4	1480	1466	-14
Engine 5	676	702	26
Engine 6	789	804	15
Engine 7	959	810	-149
Truck 5	249	300	51
Truck 1	726	797	71
Reserve Engine 1	2	2	0
<b>TOTAL</b>	<b>9881</b>	<b>9188</b>	<b>-693</b>





Conway Fire Department  
2013 Incident Type Report

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD
<b>Rescue &amp; EMS</b>													
Rescue	366	293	375	299	353	364	335	349	317	316	319	362	4048
Medical Assist	0	0	0	0	0	1	0	0	2	1	0	0	4
MVA w/Injuries	24	22	16	26	22	20	24	34	20	23	18	18	267
MVA/Pedestrian Accident	0	2	0	1	2	0	1	0	1	1	2	1	11
MVA w/Out Injuries	10	5	11	10	10	11	7	13	10	15	12	14	128
Extrication	0	0	0	0	1	0	0	0	1	0	0	0	2
Removal of Victim(s) from Stalled Elevator	2	1	0	1	2	0	0	1	0	0	1	1	9
Extrication of victim(s) from Aircraft	0	0	0	0	0	0	0	0	1	0	0	0	1
Swimming/Recreational Water Rescue	1	0	0	0	0	0	0	0	0	0	0	0	1
Swiftwater Rescue	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL RUNS</b>	<b>403</b>	<b>323</b>	<b>402</b>	<b>337</b>	<b>390</b>	<b>396</b>	<b>367</b>	<b>397</b>	<b>352</b>	<b>356</b>	<b>352</b>	<b>396</b>	<b>4671</b>
<b>Hazardous Condition (NO Fire)</b>													
Gas or Other Flammable Liquid Spill	0	0	0	0	1	0	0	1	0	1	0	0	3
Washdown	1	1	1	2	2	1	0	1	0	1	0	1	11
Gas Leak	8	7	3	9	9	0	12	9	6	6	6	7	82
Chemical Spill or Leak	0	1	3	0	2	0	1	1	0	0	0	1	9
No Chemical Spill or Leak	0	0	0	0	0	0	0	0	0	0	0	1	1
Carbon Monoxide	3	0	0	2	0	1	0	0	0	1	0	1	8
Electrical/Equipment	1	0	4	0	3	2	7	4	2	1	3	1	28
Breakdown of Light Ballast	1	0	0	0	0	0	0	0	0	0	0	0	1
Overheated Motor	0	0	0	0	1	0	0	0	1	0	0	0	2
Power Line Down	0	0	1	0	1	0	4	0	0	0	1	0	7
Arcing, Shorted Electrical	0	0	2	1	0	0	1	1	0	0	0	0	5
Vehicle Accident, General Cleanup	0	0	0	0	0	0	0	0	0	0	0	0	0
Explosive Removal	2	0	1	0	1	2	0	0	0	1	0	1	8
Attempted Burning, Illegal	0	0	0	0	0	0	1	1	0	0	0	0	2
<b>TOTAL RUNS</b>	<b>16</b>	<b>9</b>	<b>15</b>	<b>14</b>	<b>20</b>	<b>6</b>	<b>26</b>	<b>18</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>167</b>

Conway Fire Department  
2013 Incident Type Report

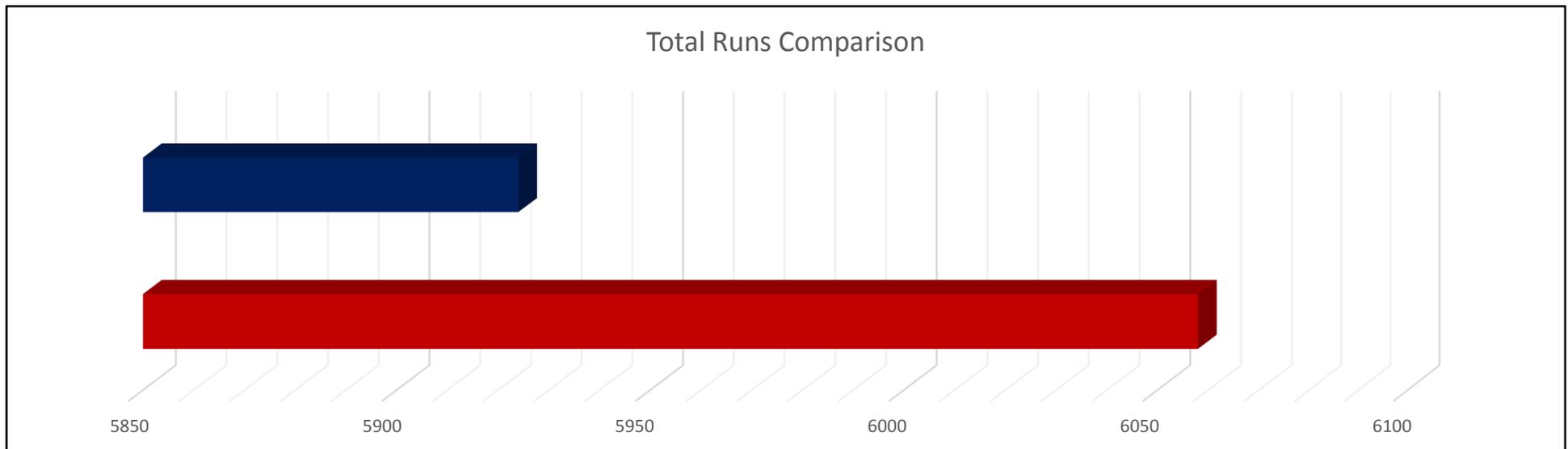
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD
<b>Service Call</b>													
Service Call	3	1	6	5	3	4	2	3	4	3	3	7	44
Smoke or Odor Removal	3	0	0	2	0	5	0	0	1	3	1	0	15
Person in Distress	0	0	0	0	0	0	0	1	0	0	1	0	2
Public Service Assistance	11	12	13	23	22	14	14	19	14	16	11	24	193
Assist Police/Other Agency	1	1	1	6	6	3	1	3	3	1	2	2	30
Public Service	0	0	0	2	0	0	0	0	0	0	0	0	2
Assist Invalid	0	1	0	0	0	1	1	0	0	0	1	1	5
Public Service - Education	0	0	0	0	0	0	0	0	0	0	0	0	0
Unauthorized Burning	6	6	5	9	7	6	6	4	7	8	10	7	81
<b>TOTAL RUNS</b>	<b>24</b>	<b>21</b>	<b>25</b>	<b>47</b>	<b>38</b>	<b>33</b>	<b>24</b>	<b>30</b>	<b>29</b>	<b>31</b>	<b>29</b>	<b>41</b>	<b>372</b>
<b>Good Intent Call</b>													
Good Intent Call	0	0	0	0	0	0	0	0	0	1	0	0	1
Cancelled En Route	9	3	3	3	5	3	2	1	3	4	1	1	38
No Incident Found on Arrival	0	0	0	0	0	0	0	0	0	0	0	1	
Authorized Controlled Burn	1	2	4	5	1	4	0	1	1	2	6	1	28
Steam, Mistaken for Smoke	0	0	0	1	1	0	0	0	0	0	0	0	2
Smoke Scare	2	1	2	0	2	0	2	3	3	2	1	0	18
Steam, Vapor, Fog, etc.	3	2	0	0	2	0	0	1	0	2	0	1	11
Smoke from Barbecue	0	1	0	0	0	0	0	0	0	1	0	1	3
<b>TOTAL RUNS</b>	<b>15</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>12</b>	<b>8</b>	<b>5</b>	<b>551</b>
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD
<b>False Alarm and False Call</b>													
False Alarm or Call	8	3	5	13	13	13	11	7	12	16	6	12	119
Malicious	0	0	0	1	0	0	0	0	0	0	0	1	2
Bomb Scare - No Bomb	1	1	1	3	2	5	1	4	0	2	1	2	23
Spinkler Activation	0	0	0	0	0	0	1	0	0	0	1	0	2
Smoke Detector Activation	1	1	1	4	3	3	2	2	1	7	4	2	31
Alarm System Sounded Due to Malfunction	3	0	0	0	1	0	0	0	0	0	0	0	4
Alarm System Activation (NO Fire)	32	30	39	52	42	47	72	53	46	62	35	35	545
CO Detector Activation	0	4	0	2	0	0	3	3	2	1	4	1	20
<b>TOTAL RUNS</b>	<b>45</b>	<b>39</b>	<b>46</b>	<b>75</b>	<b>61</b>	<b>68</b>	<b>90</b>	<b>69</b>	<b>61</b>	<b>88</b>	<b>51</b>	<b>53</b>	<b>746</b>

Conway Fire Department  
2013 Incident Type Report

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD
Severe Weather & Natural Disaster													
Severe Weather or Natural Disaster	0	0	0	0	2	1	0	0	0	0	0	0	3
Flood Assessment	0	0	0	0	6	0	0	0	0	0	0	0	
<b>TOTAL RUNS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD
Special Incident Type													
Special Type of Incident	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL RUNS</b>	<b>0</b>												

<b>2013 TOTAL RUNS</b>	524	412	516	493	540	528	535	535	475	513	469	518	6058
2012 TOTAL RUNS	431	478	546	426	473	517	474	546	517	503	480	533	5924





Conway Fire Department  
Training Division  
2013 Report



**Breakdown of Training**

<b><u>Training Subject</u></b>	<b><u>Training Hours</u></b>
<b>Bomb</b>	<b>1996</b>
<b>Firefighting Related Training</b>	<b>13597.5</b>
<b>Fire Office Training</b>	<b>4745</b>
<i>(In-house training – 4183 and Individual Monthly – 562)</i>	
<b>Emergency Medical Training</b>	<b>2052</b>
<b>Special Operations Rescue</b>	<b>861</b>
<b>Hazardous Materials Training</b>	<b>2743</b>
<b>Driver Training</b>	<b>3869</b>
<i>(In-house training – 1509 and Individual Monthly – 2360)</i>	
<b>Physical Fitness Training</b>	<b>5075</b>
<i>(Extreme Fitness – 5075)</i>	
<b>Recruit Training</b>	<b>4309.5</b>
<i>(In-house training – 3268 and Individual Monthly – 1041.5)</i>	
<b>Individual Monthly Training</b>	
<b>Fire Related</b>	<b>22263.5</b>
<b>EMS Related</b>	<b>6109.5</b>
<b><u>Total Man Hours for 2013</u></b>	<b><u>67621</u></b>

*Company Drill Training*            5838  
*Multi- Company Drill Training*    8231.5



## Conway Fire Department FIRE MARSHAL DIVISION 2013 REPORT



The Fire Marshall Division has enjoyed a great year. We've implemented our fire permit process and initiated inspecting all the restaurants in town. Our fire runs are down again this year and we are accrediting this to our stellar and cutting edge fire prevention programs. We had a great response from the schools with our new smoke house. What a great training tool.

The pre-fire planning and fire hydrant maintenance records along with scanned maps are being installed on the Firehouse Software. As of this date all businesses, industries, and institutions have been entered in the Firehouse Software Database along with all hydrant locations in the city limits of Conway. All prefire plan 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 2013 we completed 4,882 pre-plan inspections and 4,616 hydrant inspections.

We are still waiting for the new software program to apply to our division that will greatly improve our information system for firefighters at the scene of an incident by having onboard computer systems. It will also benefit us as investigators and inspectors by having the capabilities to do our reports on scene.

Fire losses for the year 2013 decreased substantially to \$193,725.00 compared to year \$799,500 in 2012.

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

Fire code inspections and plan review have nearly doubled over the year. Just in plan reviews alone we had approximately 105 plans come in to be reviewed. In addition to that we had 22 sprinkler plans that were reviewed as well.

In the year 2013 final inspections, due to new construction, are on the increase. The Fire Marshal Divisions responsibilities will continue to grow as a result of code enforcement, fire prevention, and plan reviews as the City of Conway grows. We look forward to implementing the new 2012 Arkansas Fire Prevention codes for the upcoming year.

Thank you for your continued support in the fire marshal division!

Division Chief Kenny Wiedower  
Fire Marshal  
City of Conway

## Public Fire Prevention/Education/Fire Losses



Throughout the year we offer local businesses, schools, and organizations a training opportunity that is like none other. We do hands on instruction class on how to operate a fire extinguisher. For the year 2013 we had the opportunity to do 110 classes.



In conjunction with the fire extinguisher training we also offer lectures throughout the year. For the year 2013 we held 120 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 2013 we had approximately 4300 children that got to participate in this event. The new Smoke House was a hit.



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. For the year 2013 we inspected 39 Day Cares, 22 Hotel/Motels, 100+ college facilities, 120 city property facilities, 46 School facilities. Also in part with plan reviews come inspections throughout the building process. For the year 2013 we had 118 pre-inspection meetings, 47 sprinkler inspections, and issued 75 certificates to occupy.



## Conway Fire Department Bomb Squad Report 2013 Report



The Bomb squad ended the year with 27 responses, 22 of those being in the city of Conway. This number is down from 2012, but this is trending with other squads in the state. The state had a total of 171 responses from 6 squads. We were the 3<sup>rd</sup> busiest squad in the state behind Little Rock with 61 responses and Bentonville with 31 total responses. I expect our numbers to remain the same for 2014 due to the fact that State Police will be adding 7 new members in 2014. These new members will be placed in northeast Arkansas and will take any responses that we may have had from that area.

Training for 2013 was within federal guidelines of 16 hours a month and 40 hours a year. We had approximately 1800 hours of training for the year. We were able to train twice a month and attend several classes hosted by other squads. Danny Collins and Mark McEntire were sworn in as U.S. Deputy Marshals for the first time along with all the other members. We had several members attend two separate, advanced electronics classes conducted with grant funds from ADEM. We taught and assisted the FBI with several classes throughout the year and have begun training with the Conway SWAT team. I feel this will help us in the event we are called to assist them with a device and also give them a better understanding of our capabilities. We also had three techs attend a required 40 hour class for recertification in Huntsville, AL.

The squad received three grants in 2013 totaling approximately \$180,000.00 with this money we purchased a new x-ray system, Chevrolet Tahoe response vehicle, upgrade our F6a robot, Remote firing devices, purchase a wireless system for our I-cor robot and we are also waiting on purchase orders for a new Dodge sprinter van and Bomb suit. I believe we will also be able to purchase an additional bomb suit with leftover funds. I will continue to seek grant funding for 2014 however this will become increasingly difficult due to reduced funding and more competitive application processes.

Due to budget constraints in 2014 we are modifying our training to include one squad training per month for the entire squad and one on a shift day per month. This training will be done by on duty personnel. For 2014 we will host the state quarterly meeting in March and also send four techs to recertification class.

Commander Todd Cardin





## Conway Fire Department Hazardous Materials 2013 Report



We had a few small events in 2013, but the most significant event was the pipe line incident in Mayflower that we assisted Faulkner County Office of Emergency Management with. We acted in support of operations providing man power and equipment. Some valuable lessons were learned at this incident, showing us how prepared we could be if a similar incident was to occur in Conway.

We have over 80 certified haz-mat techs on the Conway Fire Department with 12 persons of various ranks serving on a unit with additional training in monitoring. We have added two single gas monitors as HNC Hydrogen Cyanide and Natural gas monitor which also picks up any other LEL. Along with CO monitors on every apparatus, we have two Multi-Rae machine with PID and four gas monitors with photo ionization. The CO and Multi-Rae units are still functional but are not serviceable any longer; they have been in service for 5-7 years now. We are at a cross roads and need to update our technology. With new technology comes the need for additional training on use and maintenance of equipment as well.

We have several training events lined up for this year for the 12 person unit to be better prepared and able to act in support of any incidents we may be called out to. With a new airport, crude oil shipments by rails are increasing from 10,000 tankers to 400,000, the river, and road being a main corridor for radiological waste and weapons. The chances for an event increase each year.

Battalion Chief Charles Prout



## Conway Police Department – 2013 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 2013, we experienced a 4% turnover rate in sworn officers and a 14% turnover rate in the Conway Emergency Operations Center.

Special Operations worked sixty one special events resulting in one thousand seven hundred eighty seven (1,787) total man-hours. This is a 38% increase in special events worked compared to 2012 and a 7% increase in man hours required to work special events compared to 2012. The hours worked on special events in the city pulled officers from their normal enforcement duties. Patrol Officers established 3 new Neighborhood Watch Programs and continued to meet with other Neighborhood Watches throughout the year. SWAT reported being utilized twenty eight (28) times in 2013 for incidents ranging from narcotics search warrants to barricaded suspects. Investigations Division worked a total of 2,159 cases, a 3.9% increase from 2012. Department wide, there were 5,011 adult arrests and 358 juvenile arrests made in 2013. This is a 5.3% increase in total arrests when compared to 2012. Conway Emergency Operations Center reported 63,380 calls for service. At the time of this report, the number of 911 calls for 2013 has not been made available by AT&T. Animal Welfare Unit reported a total intake of 1,957 animals, a total of 803 adoptions and rescues, and 3,146 licenses issued. There was a 2% decrease in euthanized animals in 2013 and 1,272 citations and warnings were issued. There was a total of 15,747 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, the Drug Take Back Program, the implementation of Compressed Natural Gas (CNG) conversion kits to 10 patrol and Animal Welfare vehicles, the purchase and use of a Firearms simulator for police officers and the purchase and use of a CAD simulator for our communications personnel.

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 2012 to 2013. There were 226 violent crimes reported in 2013 versus 218 violent crimes reported in 2012. The percentage of clearance for Violent Crimes in 2013 is 38% versus 37% for 2012. The Violent Crimes in Conway for 2013 are broken down as follows:

- There was a 100% increase in Murders with one reported in 2013 and 0 in 2012.
- There was a 15% decrease in Rapes with 23 reported in 2013 and 27 in 2012.
- There was a 36% decrease in Robberies with 51 reported in 2013 and 80 in 2012.
- There was a 36% increase in Aggravated Assaults with 151 reported in 2013 and 111 in 2012.

**Property Crimes**, overall, experienced an increase from 2012 to 2013 with 2,721 property crimes reported in 2013 versus 2,346 property crimes reported in 2012. The percentage of clearance for Property Crimes in 2013 is 44% versus 20% clearance rate for 2012. The Property Crimes in Conway for 2013 are broken down as follows:

- There was a 6% decrease in Burglaries with 371 reported in 2013 and 395 in 2012.
- There was a 21% increase in Thefts with 2,242 reported in 2013 and 1,849 in 2012.
- There was a 9% increase in Motor Vehicle Thefts with 102 reported in 2013 and 94 in 2012.
- There was a 25% decrease in Arsons with 6 reported in 2013 and 8 in 2012.

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 2006 through 2013

	2006	2007	2008	2009	2010	2011	2012	2013
Murder	3	2	0	2	4	3	0	1
Rape	35	39	29	24	19	20	27	23
Robbery	61	64	61	59	48	82	80	51
Burglary	393	465	418	451	446	397	395	371
Theft	1843	1681	2399	1980	2012	2108	1849	2,242
Motor Vehicle Theft	184	173	128	125	95	105	94	102
Estimated Population	54,199	55,970	57,741	58,512	59,881	60,881	62,430	63,500

## ADMINISTRATION DIVISION

The Administration Division consists of 8 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 8 new, Chevrolet Tahoe police vehicles and 6 new Dodge Avengers for Admin and CID use. All eight 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 Animal Welfare Unit also received two new vehicles and both were equipped with CNG systems. 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 1,547 items in 2013, of which 893 were transported to the Arkansas State Crime Laboratory for processing. 830 items were destroyed per court order and 157 items were processed and released to the owner. 554 pounds of prescription drugs were taken in for disposal.
- The Training Section reported a total of 15,747 hours of training in 2013; these hours included basic police training, K-9, SWAT and Field Officer Training. CPD instructors provided 368 hours of instruction. Eight officers were certified as firearms instructors and sixteen officers were certified as law enforcement instructors.
- The Records Section processed 11,087 incident reports, 3,277 collision reports, 6,351 citations and 6,765 warnings for 2013. Records Section also entered 566 citations issued by the UCA Police Department.
- The Conway Emergency Operations Center received a total of 63,680 calls for service during 2013. This averages out to 174 phone calls daily. This is a 1% increase in calls for service when compared to 2012. At the time of this report, the number of 911 calls for 2013 has not been made available by AT&T.
- Warrants reported a total of 2,306 warrants served, spent 988 hours conducting prisoner transports throughout the state. Warrant Officers spent 176 hours acting as Conway District Court bailiffs; Warrant Section personnel conducted 217 applicant fingerprints, processed 542 recalled warrants. Total number of warrants processed through the CPD warrant section was 5,360 warrants.
- Animal Welfare impounded 1,957 animals in 2013 as compared to 1,954 in 2012. Dogs/Cats adopted/placed in rescue during 2013 were 803, a 6% increase over 2012's 754 adoptions. Conway residents purchased 3,146 dog and cat licenses during 2013, a decline of 11% from 3,382 licenses the year before. These licenses brought in \$44,781 in 2013 as compared to \$45,931 in 2012. The euthanasia rate for dogs/cats brought into the Conway AWU was 42% in 2013, a decline of 2% from the 2012 euthanasia rate. This % rate is well below the national % rate of 65%. The adoption rate for dogs/cats brought into the AWU in 2013 was 41% as compared to 39% in 2012. The national adoption rate is 20%. AWU officers issued 1,272

warnings and citations in 2013, a 16% increase over 2012. Calls for Service increased by 27% in 2013 (3,402) from 2012 (2,679).

### Program Highlights

- A “Shoot / Don’t Shoot” firearms simulator was purchased and installed at CPD. This equipment allows officers to train in high risk, scenario based situations in which the decision is made to shoot or not shoot. This tool is beneficial in preparing officers for real life situations in which that split second decision needs to be made.
- A CAD simulator was also purchased and installed at CEOC for initial and skill maintenance training. This allows our communications personnel to train for high stress situations in a training environment to better prepare them for the real calls they receive on a daily basis.
- The first Compressed Natural Gas (CNG) equipped Animal Welfare Unit vehicles were added to the fleet this year along with 8 additional CNG conversions for our Patrol Tahoes. The cost of CNG at this time is \$1.50 a gallon compared to gasoline at \$3.10 a gallon. This is sure to save money in the annual fuel budget.

### PATROL DIVISION

The Patrol Division consists of 81 sworn officers and 2 non-sworn who are assigned to Patrol, Traffic and Special events. The following Patrol Division statistics were reported for 2013:

- District established 3 new Neighborhood Watch Programs.
- Patrol Division has 14 Pillars of Training that each officer must complete. As of 2013, Patrol Division as a whole has completed 92% 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 17 police pursuits, a 26% decrease compared to 2012; 3,275 accidents were worked, a 2% decrease compared to 2012; 200 DWI/DUI arrests were made, a 16% decrease compared to 2012; 910 “no seat belt” citations were issued, an 11% increase compared to 2012; and 68 “no child restraint” citations were issued, a 19% decrease compared to 2012.
- The K9 unit was utilized 97 times throughout the year reporting \$126,280 street value of seized drugs.
- SWAT reported being utilized twenty eight (28) times in 2013 for incidents ranging from narcotics search warrants to barricaded suspects. Each SWAT officer completed, on average, 184 hours training throughout the year. SWAT officers attended additional training to include the National Tactical Officers Association, FBI SWAT School as well as conducting mutual training session with the Conway Bomb Squad.

### Program Highlights

The Traffic Divisions taught the “Collision Avoidance Training” program (CAT) to 20 teenage drivers this year. CAT is an advanced vehicle control and defensive driving program designed for teenage drivers. The objective of the program is to enhance young drivers’ awareness of the complex task of operating an automobile and to create and practice skills that will prepare them to anticipate and handle the hazards that occur during normal driving conditions. This is an advanced hands-on, behind-the-wheel training program.

## **INVESTIGATIONS DIVISION**

The Conway Police Department Criminal Investigation Division consists of 26 sworn officers and 1 non-sworn who are assigned to Investigations, Narcotics, School Resource Officers and COMPSTAT. The following CID statistics were reported for 2013:

- Investigations worked a total of 2,159 cases, a 3.9% increase from 2012.
- Narcotics reported 526 cases opened, a 21% increase compared to 2012; \$2,492,823 worth of illegal drugs seized, a 417% increase compared to 2012; 67 search warrants served, a 91% increase compared to 2012 and; one (1) meth lab seized which was equivalent to the number from 2012.
- There were 5,011 adult arrests made and 358 juvenile arrests made, department wide, in 2013, a 5.3% 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 152 tips in 2013 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.

#### ❖ Drug Take Back Program

Conway Police Department installed a permanent drop box for citizens to dispose of their unused prescription drugs. In 2013, 554 lbs of prescription medications were collected and disposed of safely. This is a 4.8% decrease compared to 2012.



**Conway Police Department  
Sworn Turnover Rate 2008-2013**

<b>Year</b>	<b>Auth. Sworn Officers</b>	<b>Officer Departures</b>	<b>Officer Turnover Rate</b>
2008	107	6	6%
2009	112	3	3%
2010	112	6	5%
2011	112	10	11%
2012	114	8	7%
2013	114	5	4%



**Conway Communications Center  
Turnover Rate 2008-2013**

<b>Year</b>	<b>Auth. Sworn Dispatchers</b>	<b>Departures</b>	<b>Dispatch Turnover Rate</b>
2008	22	9	41%
2009	22	5	23%
2010	22	7	32%
2011	22	16	73%
2012	22	10	46%
2013	22	3	14%



**SWORN MANPOWER DISTRIBUTION  
BY RACE-GENDER-RANK**

	Chief	Major	Lieutenant	Sergeant	Officer	Total	% of Dept.
WM	1	3	9	13	72	99	86%
WF		1		1	8	10	8%
BM					4	4	4%
BF							
NAM					1	1	1%
NAF							
HM					1	1	1%
HF							
Vacant							
<b>TOTAL</b>	<b>1</b>	<b>4</b>	<b>9</b>	<b>14</b>	<b>86</b>	<b>114</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	1	0	1	2%
BF	6	0	6	13%
NAM	0	0	0	
NAF	0	0	0	
HM	0	0	0	
HF	0	0	0	
Vacant	8	1	9	19%
<b>TOTAL</b>	<b>45</b>	<b>2</b>	<b>47</b>	<b>100%</b>

**PERSONNEL STRENGTH CHART**  
**Effective 12/31/2013**

**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

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

Authorized Non Sworn (CPD-16, AWU-7, CEOC-22)	45
On Hand	45

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

Authorized Non Sworn-PT	2
On Hand	2

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

Authorized	164
On Hand	161

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**PART V--CURRENT VACANCIES**

Sworn positions	3
Non Sworn positions	0

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**PART VI--ACTIVATED OFFICERS**

<b>Charles Hartwick</b>	<b>Oct-13</b>
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Changes in staffing levels reflect the numbers from the Finance Department April 2012