



**Wednesday, May 17, 2017, Minutes**  
**11:30 AM – 1:00 PM**  
**Centre at University Park**

At 11:38 AM the eighteenth meeting of the LR CENT Committee was called to order by Dr. Sybil Jordan Hampton, co-chair.

Committee Members present during the meeting were: Dr. Sybil Hampton, Peter McKinney O'Connor, Denise Jones Ennett, June Matheny, Musheerah Tharpe, Donald Shellabarger, and Kristi Lambert, Troy Laha.

Committee Members Not Present were: Steve Strickland, Kenneth Gill, and Rep. Charles Blake.

Also present were: City Manager Bruce Moore, LR CENT staff member Scott Whiteley Carter, and other City Staff.

**Approval of Minutes:**

The minutes from the February 22, 2017, meeting were approved. Motion was made by Mr. Shellabarger, seconded by Mr. O'Connor.

**General Financial Report**

Sara Lenehan, Finance Director presented the General Financial Report. The first figures for 2017 have been reported by the state. While January was slightly higher, February was lower than expected. Overall, year to date, the city is 2.14% below the same time in 2016.

Ms. Lenehan reminded the committee that the General Assembly did not take action on either of the bills which would have allowed for the collection of sales tax on online sales by entities without a presence in Arkansas. While Amazon did announce it would start voluntary collection on March 1, 2017, those figures have not yet been reported by the state due to the two month lag which exists. Ms. Lenehan further reminded the committee that the tax was only for items bought directly from Amazon. No tax is being collected for sales by third-party vendors.

### **311 Service Center Update**

Jameson Dehner, 311 Service Center Manager for the City, provided an update on 311. In 2016, the 311 Service Center was relocated to the City Manager's Office; it had previously been under 911 within the Police Department.

The 311 center has fielded 46,818 phone calls in 2017 year to date, which averages to 503 phone calls a day. In 2107, there have been a total of 46,143 service requests generated by either a citizen call in, mobile app entry, web intake, or entered by a city employee.

Public Works is the department which receives the most calls for service (83,168 in 2016). High Grass and Weeds and Special Pickups are the two most requested services.

In 2016, there were 3,138 pick ups in Ward One, which is more than the other six wards combined. Last year, September saw the highest volume of requests for pick ups, while December saw the fewest.

There were nearly 30,000 requests for Bulky Item pick up in 2016. Again, September had the most. Ward One had the most requests for Bulky Item pick up with wards Six, Seven and Two next in quantity.

Regarding Missed Garbage. There are approximately 58,747 households paying a monthly solid waste fee. Over a 52 week period, that equates to around 3,054,844 garbage container pick-ups in a year. There were 9,604 missed garbage pick-ups in 2016. That is 0.3% of pickups having been missed.

In summary, the 311 center has seen an 11% increase in phone calls from 2014-2015 and a 25% increase from 2015-2016. It is a well utilized service by the citizens of Little Rock which allows residents to use a three digit number to quickly access virtually any city service.

### **Department of Community Programs**

Dana Dossett, Director of Community Programs made the presentation. Since October 1, 2015, over 800 Little Rock residents have enrolled in the reentry program. In addition, over 200 citizens from other municipalities have stopped by for guidance in finding resources in their areas. By default, Little Rock is becoming a reentry clearing house.

The City currently employs re-entry participants in Fleet Services, the Zoo, Housing and Neighborhood Programs, Police, Public Works, and Human Resources. They are working with Fire, Finance, Information Technology and Planning to create positions.

### **Housing and Neighborhood Programs Department**

Victor Turner, Director of Housing and Neighborhood Programs, updated the committee. Currently 28 of 38 authorized code officer positions are filled. The Department has completed interviews and is in the process of making job offers to 10 candidates.

Animal Services has six (6) out of seven (7) officer positions currently filled. The last position has been approved and will be filled in June.

He then spoke about the new CodeStat program that has been developed involving Housing Code Enforcement, 311, and the new Program and Innovation Coordination program. City Manager Bruce Moore introduced Melissa Bridges, who leads that effort. She gave a brief overview of the mapping and open data capabilities of the City.

### **Little Rock Police Department**

Police Chief Kenton Buckner reported that Recruit School #86 began February 20 with eighteen (18) recruits. A new COAT (Certified Officer Accelerated Training) School # 87 scheduled to commence June 12, 2017 with 6 members. Recruit School #88 scheduled for August 21, 2017 while Recruit School #89 scheduled for November 2017. Enrollment is currently open for a February 2018 Recruit School.

The LRPD is currently recruiting for 17 vacant 911 positions. A new pay structure for Communications Call Takers, Dispatchers, Shift Supervisors, and Training Staff was implemented beginning April 1, 2017. These positions were restructured in order to assist in the retention of existing employees and the hiring of new employees.

Each year, on an employee's anniversary date, he or she will receive a 4% step increase up until the employee's attainment of Step 10, at which time the employee will receive any cost of living adjustment (COLA) that the City provides.

### **Department of Public Works**

Civil Engineering Manager Mike Hood reported for Public Works. As of May 16, 2017, the in-house Sidewalk Program crew has completed 153,914 square feet (approximately 30,783 linear feet) of new sidewalks since July 2012. Sidewalk constructed by contractor with Sidewalk Program funds totals 58,466 square feet (11,693 linear feet) since September 2015. A total of 212,380 square feet (42,476 linear feet) of sidewalk reconstruction

All of the second phase projects are proceeding to the design phase. The department has started the right-of-way acquisition necessary. All design work is scheduled to be complete in 2017.

The 2016 Street Resurfacing Program is also funded by the sales tax issue. The 2016 Street Resurfacing Program has completed asphalt resurfacing on 15,885 linear feet of City streets.

### **Little Rock Zoo**

Zoo Director Susan Altrui updated the Committee. The Colobus/Serval Exhibit is scheduled to open in the Summer of 2018. The upgrades to the lion exhibit are expected to be constructed during the Summer of 2017.

The Zoo is working with the Finance Department on a point-of-sale system that will be comprehensive. Because this is more involved than originally planned, it is taking longer to implement.

Upgrades to the tunnel exhibits are necessary to bring exhibits into compliance with AZA accreditation, USDA and OSHA requirements. Fences, gates, pools, landscaping and animal holding areas are being renovated for Somali Wild Asses, Maned Wolves, Yellow Back Duikers and Sarus Cranes. Renovations complete except for anteater and crane pools which will be completed in-house this summer.

### **Other**

In response to a question, Truman Tolefree, Director of Parks and Recreation, discussed efforts his crews were undertaking in light of the recent flooding in various parks in April and May. Crews are continuing to assess the situation to take steps to avoid flooding in the future.

City Manager Moore noted that this was the final LR CENT meeting for Tony Bozynski (Planning & Development Director) and Mr. Tolefree, since they were both retiring at the end of June. He expressed his appreciation to each of them. The Committee echoed its approval for their leadership. Mr. Moore noted he had hired their replacements and would introduce them at the August 2017 meeting.

The meeting was adjourned at 12:53 pm.