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2025 State of The City

Mayor Bart Castleberry
Conway, Arkansas



City of Conway, Arkansas
Mayor Bart Castleberry

State of the City
2025 Year End Reports
www.conwayarkansas.gov

Administration:

Community Development
Grants Department:
Human Resources
Procurement Department:

Mayor Bart Castleberry
Shawanna Rodgers, Director
Robbie Alberson, Administrator
Lisa Williams, Director
Tiffany Maddox, Manager

Conway Community Center

Jamie Brice, Director

Conway Emergency Operations Center

Sean Canady, Director

Conway Regional Airport

Jacob Briley, Director

District Court

Judge David Hogue
Judge Chris Carnahan

Finance Department

Tyler Winningham, CFO

Fire Department

Mike Winter, Chief

Information Systems & Technology

Kevin McCoy, CIO

Parks & Recreation

Andrew Thames, Director

Permits & Inspections

Cecil Corning, Director

Planning & Development

Anne Tucker, Director

Public Works & Conway Animal Services

Spencer Clawson, Director

Conway Police Department

Chris Harris, Chief

Department of Sanitation

Joseph Hopper, Director

Transportation Department

Kurt Jones, Director
Jacob Reynolds, Director

2025



End of the Year Report

Community Development
Shawanna Rodgers, Director
Felica T. Rogers, Project Manager

Community Engagement

- Attended the Annual National Community Development Association's Legislative trip to Washington.
- Attended the Arkansas Community Development Association Spring Conference in Fort Smith, AR
- Attended the National Community Development Region VI Conference in Laredo, Texas
- Attended the Downtown Partnership Annual Meeting
- Attended Hispanic Heritage Day hosted by Paloma Community Services
- Attended CEO Luncheons hosted by the Chamber of Commerce
- Attended the Chamber of Commerce Annual Meeting
- Attended the Arkansas Community Development Association Fall Conference in Hot Springs, AR
- Attended Public Hearings hosted by City Departments
- Attended the Annual Ward 2 Meeting hosted by Alderwoman Mehl and Alderman Spurgers
- Attended the monthly Toad Suck Coalition Meetings
- Attended the Annual Arkansas Balance of State meeting
- Attended the United Way Coalition Meetings
- Panelist for the Women Leadership Network (Government Session)
- Coordinated the Community Roundtable sponsored by the Diversity Advisory Council
- Coordinated the Annual Culture in the Park Event sponsored by Diversity Advisory Council
- Facilitated the Consolidated Planning Committee for the Arkansas Community Development Association

Internal Activities & Programs

- Provided nonperishable donations from the Employee Annual Christmas Party to the Sharing Fridge.
- Provided donations from the Employee Annual Christmas Party to the Sharing Fridge initiative.
- Continued collaboration with community members and partner organizations to support potential development opportunities within the city.
- Successfully maintained the Ink Recycling Program, with plans to continue the program in 2026.
- Coordinated the City of Hope Outreach Toy Drive at City Hall, supporting families in need during the holiday season.
- Supported and participated in the Community Roundtable: "Engaging the Next Generation," which experienced increased attendance and strong panel engagement.
- Assisted in organizing Culture in the Park, which was successful and is scheduled to return on September 26, 2026.
- Continued to explore and develop new opportunities and programs for City employees.
- Provided ongoing support to the Office of the Mayor, assisting with projects and additional responsibilities as assigned.
- Managed the Community Development Block Grant (CDBG) Program, including:
 - Serving as the City of Conway liaison with the U.S. Department of Housing and Urban Development (HUD)
 - Managing seven (7) subrecipients for Program Year 2025
 - Completed preparations to launch two new programs in 2026:

- Housing Rehabilitation Program
- Small Business Grant Program
- Successfully completed and submitted all required Annual Reports, Performance Reviews, Environmental Reviews, and Annual Action Plans.
- Began preparations for the upcoming Five-Year Consolidated Plan for the City of Conway.
- Provided leadership within professional organizations, serving as President of the Arkansas Community Development Association, with Felicia Rogers, Project Manager serving as Vice President.

Program Year 2025 Budget

July 1st, 2025 – June 30th, 2026

City of Conway Community Development Block Grant Allocation

\$510,478.00

Community Development Block Grant (CDBG) funds are allocated in accordance with federal regulations, with up to 20 percent used for program administration, up to 15 percent dedicated to public service activities, and the remaining funds allocated to public improvement and eligible capital projects.

Below is the 2025 Budget for the Community Development Block Grant Program

Administration **\$95,000**

CDBG administrative funds may be used to support the planning, management, and oversight of the Community Development Block Grant program. Eligible administrative activities include staff salaries and benefits, program management and monitoring, financial management and reporting, environmental reviews, compliance with HUD regulations, data collection and recordkeeping, citizen participation activities, fair housing planning, consultant services, training, and general program administration costs necessary to ensure effective and compliant implementation of the CDBG program.

Public Services: **\$76,000**

CDBG public service funds may be used to support programs that directly benefit low- and moderate-income individuals or households. Eligible activities include senior services, youth programs, health services, transportation, education, job training, emergency services, and other community support programs. These funds may also be used to cover operating costs such as staff salaries, program supplies, and other necessary expenses directly related to providing public service.

Federal regulations cap public service expenditures at 15 percent of the total annual CDBG allocation.

<u>Public Services (Maximum Amount - 15%)</u>	<u>Purpose</u>	<u>Allocation</u>	<u>Amount Spent (as of 12/30/2025)</u>
Amount Allocated - \$76,000			
Central Arkansas Radiation Therapy (CARTI)	Health Services	\$15,000.00	\$0
Independent Living Services (ILS)	Transportation	\$15,000.00	\$0
Boys & Girls Club of Faulkner County	Transportation	\$12,000.00	\$0
Faulkner County Council on Aging (FCCA)	Transportation	\$12,000.00	\$0
Community Action Program (CAPCA)	Transportation	\$10,000.00	\$0
Milestones	Transportation	\$7,000.00	\$0
Dream Foundation	Transportation	\$5,000.00	\$0
Public Services Total Amount Spent:		\$76,000.00	\$0

Public Services Award Descriptions:

- 1. Central Arkansas Radiation Therapy (CARTI)** CARTI Cancer Center has been operating since 1976 and was incorporated on that same date. CARTI is a nonprofit corporation dedicated to providing comprehensive cancer care while supporting patients’ physical, emotional, and financial needs.

Though the CDBG funded public service program, CARTI provides financial assistance exclusively for Medicare-eligible and uninsured individuals, the majority of whom are senior citizens. The program helps offset out of pocket cancer treatment costs, including chemotherapy and immunotherapy, ensuring access to critical care for low and moderate income patients.

This represents a new program and first-time funded activity that represents a new health services program supported with CDBG funding and is designed to address unmet healthcare needs among vulnerable populations within the City of Conway.

- 2. Independent Living Services (ILS)** has been a long-standing organization in the City of Conway for over 50 years. ILS provides transportation services to Conway residents 18 years of age and older who have a disability or who are economically disadvantaged.

Through the CDBG funded public service activity, ILS will provide these services to over 300 unduplicated individuals, directly supporting approximately 10 group homes that house consumers. These transportation services enable access to essential community resources, including community housing, supported living, supported employment, day programs, case management services, and medical appointments.

During the upcoming program year, ILS is expected to benefit 300 or more unduplicated consumers, with a minimum of 4,000 passenger miles provided. This is an existing and ongoing project, as ILS has successfully delivered transportation services within the City of Conway for many years.

- 3. Boys and Girls Club of Faulkner County** has been a long-standing service provider in the City of Conway for over 30 years. The mission of the organization is to enable all young people to reach their full potential as productive, caring, and responsible citizens.

Through this CDBG funded public service activity, Boys and Girls Club of Faulkner County is funding transportation for an average of 150 youth being transported daily during the school year from 15 different schools in the community. The program serves over 150 unduplicated youth annually under the transportation program.

This is an existing and ongoing service that the Boys and Girls Club of Faulkner County seek to continue providing reliable transportation to ensure youth have safe access to after-school programming and support services.

- 4. Faulkner County Council on Aging (FCCA)** has been a long-standing service provider in the City of Conway for over 47 years. FCCA provides transportation services for senior adults ages 60 years of age and older residing within the City of Conway.

The Faulkner County Council on Aging serves approximately 220 senior residents, the majority of the whom are low to moderate income. Transportation services enable seniors to access medical appointments to and from the Senior Wellness and Activity Center and participate in hot, nutritious meal programs, life-enhancing activities, wheelchair accessible transportation, and other essential destinations.

This is an existing and ongoing service and FCCA seeks to maintain these transportation services to continue supporting the health, independence, and quality of life of Conway's senior population.

- 5. Community Action Program for Central Arkansas (CAPCA)** has been a long-standing nonprofit and homeless service provider in the City of Conway for over 50 years. CAPCA provides emergency temporary housing and transportation services to individuals and families experiencing homelessness and housing instability.

On average, CAPCA serves approximately 21,000 individuals annually, including more than 2,300 individuals who are homeless. The organization focuses on meeting the needs of the community's most vulnerable populations.

Through this CDBG-funded public service activity, CAPCA operates the City of Conway's only overnight emergency shelter, providing clients with safe temporary housing, transportation assistance, and access to necessary

supportive services. This is an existing and ongoing service that CAPCA seeks to continue in order to address homelessness and critical needs within the city.

- 6. **Milestones Services, Inc.** is a long-standing service provider in the City of Conway. The mission of Milestones is to empower children and adults with developmental delays and developmental disabilities through love, respect, and individualized support, enabling them to reach their maximum potential.

Through this CDBG-funded public service activity, Milestones provides transportation services for children to access its center-based programs, where they receive developmental, physical, occupational, and speech therapy services. These services are designed to help prepare children for successful entry into school.

The transportation program serves approximately 37 low- to moderate-income children annually. This is an existing and ongoing service, and Milestones Services, Inc. is requesting continued assistance to support and maintain its transportation program.

- 7. **The Dream Foundation of Central Arkansas** is a newly established nonprofit organization that was incorporated in 2023. The purpose of the organization is to promote empowerment by implementing programs and supporting institutions that provide educational enhancement, health and nutritional awareness, leadership skills training, and financial literacy resources to underserved students and low-income families.

Through this CDBG-funded public service activity, the Dream Foundation of Central Arkansas will provide scholarships to low-income high school seniors residing in the City of Conway who plan to attend college or vocational schools. This initiative is designed to support educational advancement and expand postsecondary opportunities for eligible students.

This represents a new program and first-time funded activity, aimed at addressing educational and economic barriers faced by low-income youth within the community.

Public Improvement Projects:

CDBG public improvement and eligible capital project funds are used to support infrastructure, facility, and capital improvements that primarily benefit low- and moderate-income residents. Eligible activities include street and sidewalk improvements, water and sewer system upgrades, public facilities construction or rehabilitation, accessibility improvements, and other community infrastructure projects.

These funds may also be used for planning, engineering, and construction costs directly related to carrying out these improvements. After administrative and public service expenditures are allocated, the remainder of the annual CDBG allocation is typically used for public improvements and eligible capital projects.

Airport Park Improvement Projects	\$289,478.00
Conway Small Business Grants	\$50,000.00

Upcoming Projects

Anticipate Start Time: Summer, 2026

I. Airport Park Improvement

PY2025 funding:	\$289,478
PY2024 funding:	\$210,012

The Community Development Department proposes a park improvement project to enhance public recreational facilities in a low- and moderate-income (LMI) neighborhood by providing safe, accessible, and modern recreational amenities in Airport Park, located off 6th Avenue for community residents, particularly benefiting LMI individuals and families.

Eligible activities under CDBG funding may include:

- Construction or rehabilitation of playgrounds and outdoor recreation equipment
- Installation of accessible walking paths, ramps, and seating to meet ADA standards
- Lighting improvements to increase safety
- Restroom and drinking fountain construction or renovation
- Landscaping, drainage, and site improvements to enhance usability and safety
- Fencing, signage, and park amenities such as picnic tables or benches

Project objectives:

- Provide safe recreational spaces for residents of LMI neighborhoods
- Encourage physical activity, community engagement, and social interaction
- Revitalize existing public infrastructure and promote neighborhood revitalization

II. Conway Small Business Grants

PY2025	\$50,000
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This represents a new CDBG-funded program established by the City of Conway's Community Development Department to provide financial assistance and support to eligible small businesses, promoting economic development and job creation within low- and moderate-income areas.

Through this CDBG-funded program, grants may be used for capital improvements, equipment purchases, building rehabilitation, accessibility upgrades, or other eligible business-related expenses that help maintain or expand operations. The program is designed to strengthen local businesses, create or retain jobs, and promote economic development in alignment with CDBG objectives.

This program targets small businesses that may otherwise lack access to traditional funding, helping to ensure that economic opportunities are accessible to underserved populations within the community.

- Support Local Economic Development – Provide financial assistance to eligible small businesses to maintain, expand, or improve operations, particularly in low- and moderate-income areas.
- Promote Job Creation and Retention – Encourage the creation of new jobs and the retention of existing jobs for low- and moderate-income residents.

- Increase Access to Capital – Offer grants to small businesses that may not have access to traditional financing, enabling them to make capital improvements, purchase equipment, or rehabilitate facilities.
- Strengthen Neighborhood Business Districts – Revitalize commercial areas serving LMI communities, improving economic opportunities and local services.

III. Conway Housing Rehabilitation Program

PY2024 Funding	\$100,000
PY2024 Funding Substantial Amount	\$142,306

This is a newly established program through the City of Conway’s Community Development Department, designed to provide housing rehabilitation services to low- and moderate-income residents. The Conway Housing Rehabilitation Program provides financial assistance to low- and moderate-income homeowners within the City of Conway to repair, upgrade, or improve their homes, ensuring that housing is safe, sanitary, and accessible. Eligible improvements may include roof repairs, plumbing and electrical upgrades, accessibility modifications, energy efficiency improvements, and other essential home repairs.

This CDBG-funded program is designed to preserve and revitalize existing housing stock, prevent displacement, and enhance the overall quality of life for residents. By targeting low- and moderate-income households, the program helps ensure that vulnerable residents have access to safe and decent housing.

This is an ongoing program that supports the City’s goal of strengthening neighborhoods and maintaining affordable housing opportunities.

2025 END OF YEAR GRANTS DEPARTMENT REPORT



Office of the Mayor
1111 Main Street
Conway, AR 72032

The Grant Department's Mission is to research, apply for, and administer grant funding received from federal, state, local, private, and other sources for the City of Conway, AR. The Grant Administrator must ensure that city grants are properly administered, recorded, spent, documented, and reported to all applicable parties.

Grant Department Objectives:

- Research and communicate grant opportunities to all applicable City Departments and Office of the Mayor Staff.
- Record and track all grant activities within the City Departments and ensure deadlines are met.
- Write and submit grant applications in accordance to grant requirements of funding agencies and serve as liaison between the city and grant providers.
- Establish and ensure the maintenance of grant filing and information to monitor grants throughout the grant lifecycle.
- Conduct periodic and regular reviews of grant documentation and assist with internal and external audits.
- Assist in finding and creating opportunities to supplement local annual budget allocations through grant revenues.

2025 END OF YEAR GRANTS DEPARTMENT REPORT

Summary 2025 Grant Accomplishments

Below you will find submitted, awarded, and considered grant applications for 2025:

Submitted Grant Applications

Grant	Grant Agency	Project Title	Grant Amount	Date Submitted
AR Community Foundation Grant	ARCF	Combating Childhood Obesity through Baseball and Softball	\$1,000.00	2.14.2025
Climate Pollution Reduction Grant	EPA	Streetlight Conversion	\$1,530,456.00	2.20.2025
Community Challenge Grant	AARP	Canopy Benches along Kinley Trail	\$10,591.00	3.4.2025
Surface Transportation Block Grant	Metroplan	College Ave. Bridge Construction	\$3,620,000.00	6.6.2025
AR Community Assistance Grant	AEDC	Conway Rodeo Arena	\$1,500,000.00	7.31.2025
Best Friends	BFAS	Conway Cat Lifesaving Sustainability	\$20,000.00	9.16.2025
No Kill Excellence	BFAS	Adoption and Rescue Trailer	\$60,000.00	11.3.2025
Certified Local Government Grant	ADPHT	Staff Training and Outreach (Historic)	\$7,693.00	11.21.2025

Awarded Grant Applications

Grant	Grant Agency	Project Title	Awarded Amount
Surface Transportation Block Grant	Metroplan	College Avenue Bridge Construction	\$3,620,000.00
Climate Pollution Reduction Grant	EPA/Metroplan	Streetlight Conversion	\$1,530,456.00
Best Friends Animal Society	BFAS	Conway Cat Lifesaving Sustainability	\$20,000.00
Partner Up Challenge	BFAS	Social Media Outreach	\$1,000.00

*The information above may not include all submitted and awarded grants for 2025

Considered Grant Applications (Potential 2026 Applications)

Grant	Grant Agency	Possible Projects
PRICE	HUD	Manufactured home projects and related infrastructure
Bloomberg Art / Asphalt Art	Bloomberg	Creating art projects on roads for the community and safety
Metroplan CPRG, TAP, STBG	Metroplan	Multiple opportunities: land preservation, tree planting, trails, building energy upgrades, sidewalks, roadways
AR Community Foundation	ARCF	Projects that help food pantries, literacy, childhood activity
ARDOT TAP and RTP	ARDOT	Sidewalks and Trail Development
Blue and You Foundation	AR BCBS	Cops and Coats/AEDs/Health Improvement projects
Assistance to Firefighters Grant	FEMA	Fire Equipment, vehicles, apparatus
Staffing for Adequate Fire and Emergency Response (SAFER)	FEMA	Funding to increase or maintain the number of trained firefighters available in their communities
Firehouse Subs	Firehouse	Firefighter equipment and training
AR Matching Grant for Parks	ADPHT	Playgrounds, Park Facilities, Trails
Great Strides for Life	ADPHT	Trail focus in communities
COPS Hiring Program	DOJ	Hiring of police positions
AR Opioid Recovery Partnership	ARORP	Combating Opioid crisis through prevention, treatment, and recovery
Financial Empowerment Fund	CFE	Embedding financial empowerment in local government
Farmers Market Promotion Program	USDA	Capacity building, training, marketing and promotion

2025 END OF YEAR GRANTS DEPARTMENT REPORT

Trainings, Meetings, and Webinars

- Metroplan- Attend monthly board meetings and trainings/webinars associated with CPRG, STBG, TAP, and planning grants
- Central Arkansas Planning and Development- Attend monthly board meetings in-person or virtual and participated in Regional Stakeholders group meetings that are lead by CAPDD
- Connect Conway- Monthly team calls are held with design consultants as the project progresses along.
- Arkansas Municipal League- AML continues to lead various trainings on grants, cybersecurity, and information for cities
- Urban and Community Forestry- the city was awarded a \$250,000 grant for urban forestry planning and there were several trainings and webinars associated with the award and management of the grant. Also, interviews were conducted in July and Davey Resource Group was selected to lead the planning project.
- Road Safety Walk Audit- Participated in a safety walk audit with Metroplan and consultants evaluating Donaghey Ave. road safety issues, alternatives, and potential grant funding.
- Webinars- Webinars are great for training and information on upcoming grants. This year I participated in a wide array of webinars including but not limited to: U&CF, National League of Cities LIH, EECBG, Notice of Funding Opportunities, EEI, ARPA, AML (AEDC, Instrumentl, AI), ESPC, USDOT, OpenGov.

Public Meetings and Events

Arkansas Municipal League Winter Conference	January 15-17
UCA Aviation Academy Groundbreaking	January 27
Washington DC Fly-In with Chamber	February 4-6
Soccer Ribbon Cutting	February 24
UCA Q&A on Connect Conway with Honors Students	March 7
Chamber Annual Meeting	March 20
Connect Conway Open House Public Meeting	April 29
Ozone Action Days @ Metroplan	May 16
Arkansas Municipal League 91 st Annual Meeting	June 18-20
Diversity Panel	September 11
CDBG State Conference	September 25-26
Conway's 150 th Birthday Bash	October 3
Metroplan Benchmarking Trip	October 7-10
Conway Transit Stakeholder Meeting	November 6
SPARK Conference	November 10
Connect Conway Public Hearing	December 4

RAISE Grant (Connect Conway)

The RAISE Grant (Connect Conway) continues to be the largest project, as grant administrator, in 2025. This year consisted of coordination with Arkansas and Federal FHWA offices, design and environmental work with Crafton Tull and Garver, and federal reporting and invoicing. There were two public meetings held detailing information on design and environmental aspects of the project. Design plans are currently at 60% and approaching 90% in early 2026. ROW work is beginning and will increase in 2026. We continue to progress with Connect Conway and are hopeful in meeting the obligation deadline that is in late 2026.



City of Conway

Human Resources Department

**2025
Year End Report**

Mission Statement

The City of Conway Human Resources department's mission is to treat our fellow employees and members of the public as valued customers. We support and partner with City departments to enable the city to deliver exceptional services to City of Conway residents and visitors. We are committed to providing quality assistance, professional expertise and consulting services to employees, managers, supervisors, and job applicants in all facets of human resource administration. Further, we strive to ensure that the City has fair and equitable policies and practices, a diverse workforce, and that our interactions exhibit the highest levels of professionalism, integrity, confidentiality, and sensitivity to the needs of the customers we serve.

Staff

Cody Arnold, Human Resources Manager

Lisa Mabry-Williams, Human Resources Director

Human Resources Department Activities

During 2025 the Human Resources Department provided day to day support to the various city departments and employees in all areas of human resources and safety/loss control including but not limited to ensuring that City policies and procedures are consistently applied throughout all city departments. Position postings, new employee orientation, incident/complaint investigations, disciplinary action support, pay scale changes, back up for workers' compensation, and administration of employee benefits are all a part of the HR department activities. As of December 13, we support 702 City of Conway employees; 554 full time and 121 part time; plus 44 LOPFI retirees and 138 non-uniformed retirees.

Listed below are a few of the projects the HR department accomplished in 2025:

I. Health, Dental, and Benefits Administration

- Successfully negotiated a rate hold on the 2026 BlueCross BlueShield Health Advantage medical plan and BlueCross BlueShield dental plan with no change in benefits.

- Participated in multiple conference calls and on-site meetings with BlueCross BlueShield Health Advantage representatives regarding 2026 rates and benefits.
 - Utilized BlueCross BlueShield systems including:
 - My Blueprint
 - Blues Enroll
 - E-Bill Manager
 - Conducted 2026 electronic passive open enrollment for all benefits-eligible employees.
 - Conducted retiree open enrollment for the 2026 Arkansas BlueCross BlueShield Health Advantage and BCBS dental plans via USPS mail.
 - Encouraged increased participation in voluntary supplemental flexible spending accounts through coordination with Benefit Partners.
 - Employee meetings were conducted by Jeremy Bell.
-

II. Payroll, Department of Workforce Services, and Workers' Compensation Reporting

- Submitted final 2024 payroll to AMLWC as required by the Arkansas Workers' Compensation Commission.
 - Submitted estimated 2026 payroll data by Workers' Compensation classification codes as required.
 - Completed and submitted Arkansas New Hire Reports as required by the State of Arkansas.
 - Responded to numerous Arkansas Department of Workforce Services (ADWS) unemployment claims and wage audits.
 - Appealed ADWS decisions when necessary.
-

III. Job Descriptions, Postings, and Recruitment

- Assisted in the creation of job descriptions for newly created and revised positions across multiple city departments.
 - Created job postings reflecting updated and newly created job descriptions.
 - Received 2,656 online applications following the launch of the online application system in January 2026.
 - Delivered on-site HR support for hiring initiatives as needed.
-

IV. Hiring, Separations, and Personnel Actions

- Hired, processed paperwork, and conducted orientation for:
 - 103 full-time employees
 - 136 part-time/seasonal employees
 - Processed paperwork for 260 personnel actions, including promotions, departmental transfers, changes, and incentives.
 - Processed terminations for:
 - 89 full-time employees
 - 41 seasonal/part-time employees
 - Including 4 non-uniformed retirees and 9 LOPFI retirees
-

V. Fire Department Pay Scale and Salary Administration

- Processed 344 payroll changes related to the special mid-year Fire Department pay scale update, including:
 - 113 Fire pay changes
 - 16 Fire EMT/Medic incentives
 - 41 Fire education incentives
 - 99 Fire certificate incentives
 - 75 Fire grade level changes
 - Conducted a comprehensive firefighter salary survey to ensure compensation remained competitive and aligned with industry benchmarks.
-

VI. Pension and Retirement Administration

- Completed and processed paperwork for 52 non-uniformed pension refunds.
- Continued service as Chairman and member of the City of Conway Employees' Defined Benefit Pension Plan Administrative Committee.
 - Assisted with meetings
 - Prepared agendas and minutes
 - Processed 52 pension refunds
 - Processed 4 non-uniformed retirement requests
- Administered retiree benefits and pension-related requests, including:
 - Recordkeeping and communication with over 70 retirees
 - Setup of monthly LOPFI benefit deductions
 - Submission of monthly deduction reports to LOPFI

- Calculation of non-uniformed pension amounts
 - Setup of monthly benefit deductions in Springbrook
 - Assisted surviving beneficiaries with:
 - City Life Insurance claims
 - Pension contribution refund requests
 - Required documentation and submissions
-

VII. Civil Service Commission and Examinations

- Continued to serve as staff support for the City of Conway Civil Service Commission.
 - Supported Civil Service meetings and hearings, including participation in depositions.
 - Administered the following examinations during 2025:
 - Entry-level Police Officer examinations (as needed)
 - One (1) Fire Captain promotional examination
 - One (1) Fire Assistant Chief promotional examination
 - One (1) Fire Battalion Chief promotional examination
 - Two (2) Entry-Level Firefighter examinations
 - One (1) Police Sergeant promotional examination
 - One (1) Police Lieutenant promotional examination
 - One (1) Police Major promotional examination
-

VIII. Compliance, Audits, and Reporting

- Responded to the ARDOT Title VI Desk Audit conducted in March 2025.
 - Response was submitted and accepted by the ARDOT Civil Rights Officer.
 - Conducted the Americans with Disabilities Act (ADA) Self-Evaluation Audit of City facilities as required under Title VI.
 - Audited over 66 City facilities/buildings
 - Notified departments of deficiencies and provided compliance recommendations
 - Updated and submitted ARDOT Title VI compliance documentation
 - Completed and delivered IRS Form 1095-C for the 2024 reporting year as required under the Affordable Care Act.
-

IX. Legal, FOIA, and Risk Management

- Worked with and provided documentation to Arkansas Municipal League attorneys on various matters, including:
 - Meetings with AML staff attorneys
 - Depositions
 - Civil Service Hearings
 - Responded to numerous Freedom of Information Act (FOIA) requests.
 - Administered DOT and non-DOT random drug and alcohol testing programs.
-

X. Professional Development and External Service

- Attended Arkansas Public Employers Human Resources Association (APEHRA) quarterly training meetings.
 - Nominated and elected to continue serving as Group Manager and Board Member for the Arkansas Municipal League Workers' Compensation Board of Trustees.
 - Continued to assist one (1) District Court Judge with employee-related issues.
-

Purchasing Department 2025 End of Year Report



FEBRUARY 9, 2025

City of Conway

Authored by: Tiffany Maddox

Purchasing Department

2025 End of Year Report

Mission:

The Purchasing Department's Mission is to provide direct support to all City Departments in obtaining products and services of high quality at the lowest cost and in the time needed.

Major objectives:

- Ensure the City receives the best value obtainable for each tax dollar spent
- Promote free, open competition and equal opportunity for all vendors who seek to conduct business with the City
- Monitor vendor performance to ensure reliability
- Stay well-informed of current developments in the field of purchasing, prices, market conditions, and new products

Summary:

As the City of Conway continues to grow and thrive, the Purchasing Department continues to maintain a high level of professionalism and efficiency in the procurement of goods and services. To address efficiency and compliance the department is constantly evaluating operations, modernizing bid processes, updating policy, and providing high levels of customer service and training to continue to develop a top-notch Purchasing Department.

Statistics:

During 2025 the Purchasing Department

- Processed Purchase Orders
 - Total of 5,290 POs processed (an increase of 396 POs from 2024)
 - Total of \$47,816,860.55 spent (an increase of \$10,353,475.18 from 2024)
- Solicited 6 Bids
- Solicited 3 RFP/RFQs
- Drafted 4 RFP/RFQs
- Aided City Departments with projects and solicitations (See 2025 Top 10 Projects List attached)
- Reconciled and managed procurement cards
 - 15 P-Card trainings
 - Spent \$1,124,553.19 (01/01/25 – 12/29/25)
 - \$1,048,031.79 Employee Cards
 - \$76,521.40 Travel Card
 - Received about \$7,682.79 in rebates
- Managed and oversaw City Travel through 05/04/25
 - 41 travelers booked
- Managed Springbrook Vendor Maintenance
 - New Vendors 287
 - Updated Vendors 577
- Updated Procurement Policy (pending approval)
- Created Procurement Quick Guide Desktop Reference, Procurement Toolkit (operational documents), New Employee Procurement Guide
 - These are pending review and approval.

Training:

The Purchasing Department has connected with Government Procurement Officials on state and national levels through the National Institute of Government Procurement (NIGP). These connections provide a great deal of support and guidance.

Fixed Asset Management:

The Purchasing Department has worked with many departments to help procure and sell fixed assets. Most assets are sold on GovDeals. Since 2017, the City of Conway has made \$958,802.84 from selling assets on GovDeals. During 2025, the City received funds in the amount of \$59,154.00.

- Airport – 1 auction totaling \$7,900
- IT – 46 auctions totaling \$6,037
- Sanitation – 5 auctions totaling \$45,217

Project	Department	Status
2025 Mural Projects	Admin	WIP
Hybrid Electric Vehicles - Grant	Admin	Complete
Disaster Debris Services	Admin	On Hold
Runway Extension	Airport	WIP
Nutter Chapel Road Reconstruction	CDOT	WIP
Dave Ward & Hogan	CDOT	WIP
Fuel System	CDOT	WIP
Salem Road Bridge	CDOT	WIP
Prince/ Country Club RAB	CDOT	WIP
Comfort Stations MLK Square & Pompe Park	Parks	On Hold
Connect Conway	Parks	WIP
Conway Community Center	Parks	Complete
5th Ave. Pickle Ball Courts	Parks	Complete
Landfill	Sanitation	WIP



Conway Community Center

End-of-Year Report

Reporting Period: July 17, 2025 – December 5, 2025

Prepared by: Conway Community Center

Our Mission

Our mission is to provide high quality, diverse, and accessible programs, recreation, services and facilities that enhance the quality of life for all ages, abilities, and backgrounds.

In support of the mission, Conway Community Center will readily serve the community by providing:

- Leisure activities that enhance skills, health and self-esteem.
- Activities that incorporate current leisure trends and population demographics.
- Ways to stimulate growth in knowledge through leisure experiences.
- Opportunities to build sense of community.
- A network of services linking the community through collaboration and partnerships.
- Safe havens where participants feel welcome.
- Fun for all.

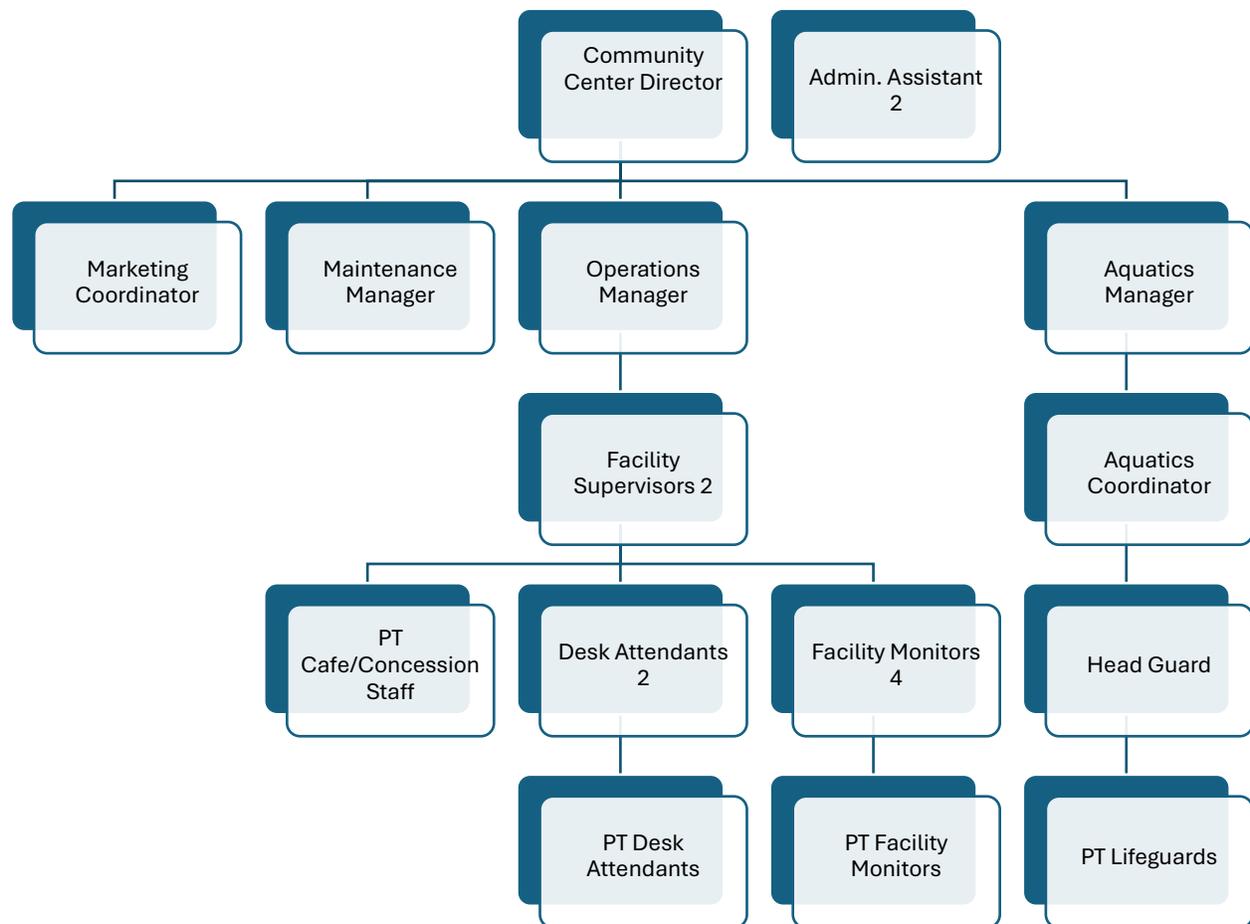
The Conway Community and Aquatic Center is envisioned to serve the public as a hub for community interaction, recreation, and activities.

The center will serve as an important nexus for community gatherings, recreation and tourism.

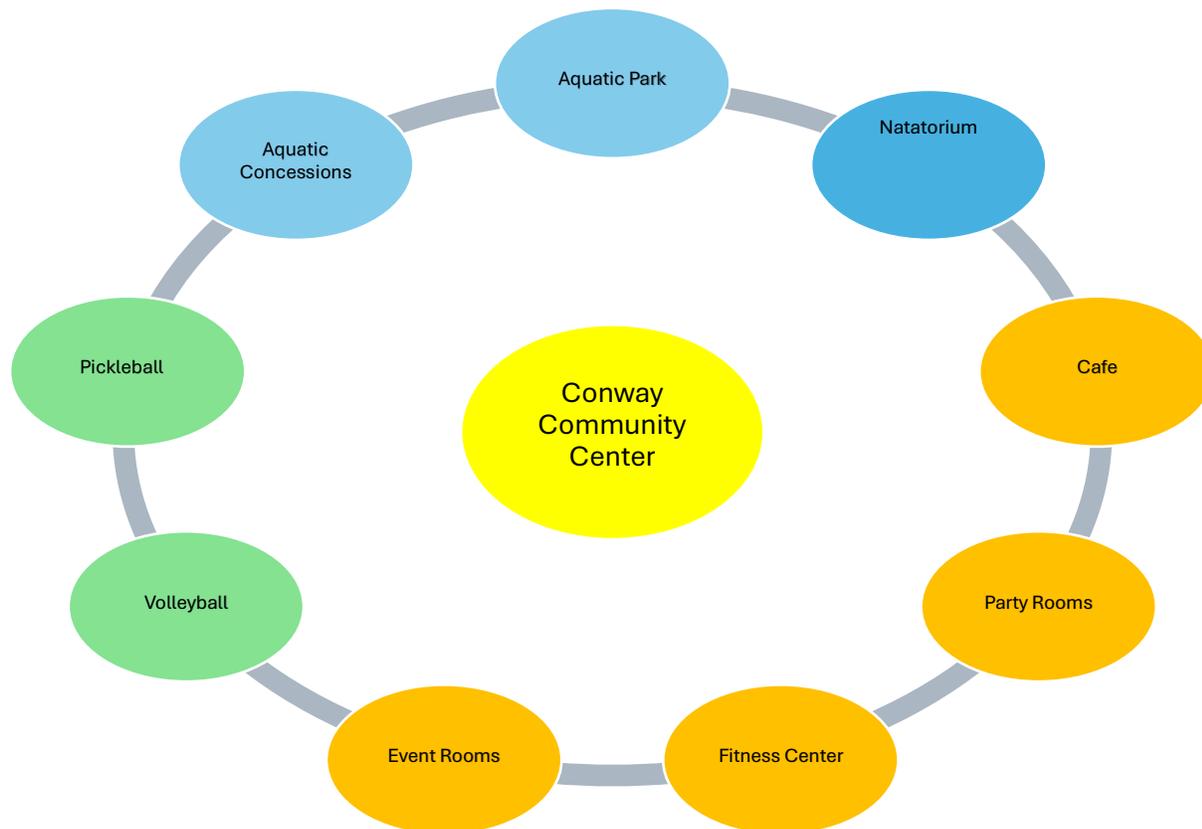
Our People

Depending on the season, our team is made up of friendly, hardworking group of 17 full-time employees, 54 part-time lifeguards and 25 part-time monitors, desk attendants, café and concession employees.

Our Organization



Our Services



Executive Summary

The Conway Community Center experienced **strong participation and steady growth** during the reporting period. Membership enrollment, daily admissions, and facility usage demonstrate the Center's new role as a vital hub for recreation, wellness, and community engagement.

Key highlights include:

- **Over 44,000 total check-ins** in less than five months.
 - **Strong resident family and senior membership participation.**
 - **High daily admission usage**, summer crowd sizes were primarily full but not crowded.
 - **Consistent demand for** party room rentals, aquatic classes and swimming lessons.
-

Membership Overview

Total Membership Distribution

Membership participation reflects a strong commitment from **Conway residents**, particularly **families and seniors**.

Notable Trends:

- **Resident Family Monthly memberships (411)** represent the single largest category
- **Resident Senior Annual memberships (194)** indicate sustained long-term engagement
- Non-resident memberships, while smaller, show interest from the surrounding region

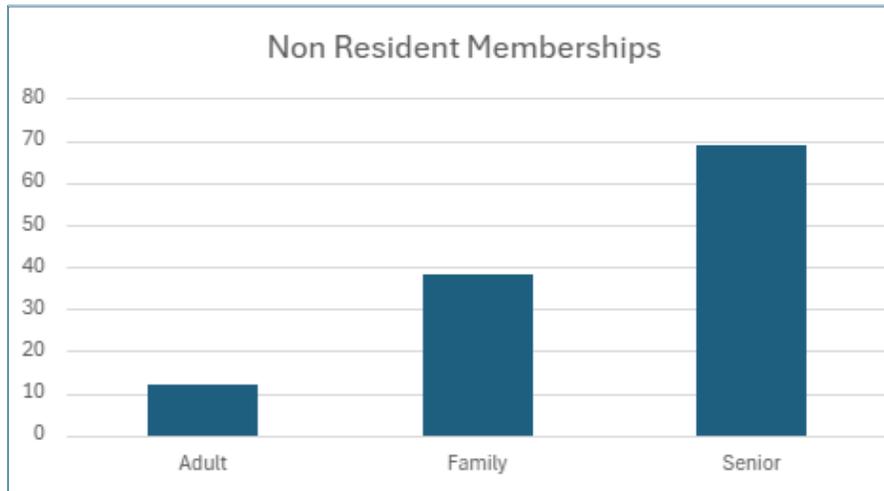
Membership Breakdown by Category

Resident Memberships



- Adult: 89 total
- Family: 632 total
- Senior: 344 total
- Youth: 4 total

Non-Resident Memberships



- Adult: 12 total
- Family: 38 total
- Senior: 69 total

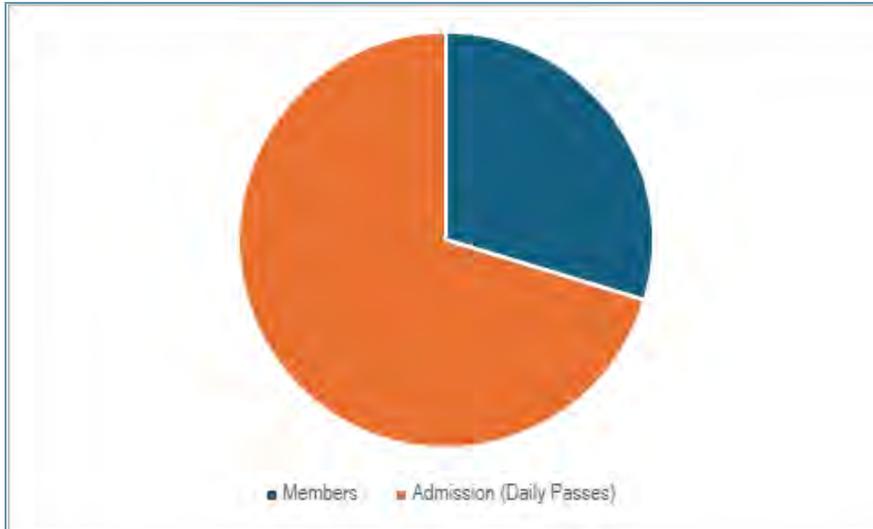
Facility Usage & Community Impact

Check-In Activity (Since July 17, 2025)

Category	Total
Member Check-Ins	13,189
Daily Pass Admissions	31,245
Total Check-Ins	44,434

Daily Pass admissions account for over 70% of total check-ins, demonstrating:

- High accessibility
- Strong interest from non-members
- Potential conversion opportunities to memberships



Challenges & Opportunities

Challenges

- Youth membership participation remains low
- Conversion of daily pass users to memberships
- Outdoor pool only open for six weeks
- Pickleball floor replacement expected Spring of 2026

Goals for the Coming Year

- Increase youth membership participation
 - Convert 10–15% of frequent daily pass users into members
 - Expand rental offerings and community partnerships
 - Continue prioritizing accessibility, affordability, and quality programming
-

Rentals & Special Events

- **Party Room Rentals: 48**

These rentals supported:

- Birthday celebrations
- Family gatherings
- Community and youth events
- Mommy and Me Classes

This continues to be a **reliable supplemental revenue source** and a valuable community service.



Aquatic SUMMARY

The Conway Community Center Aquatics Program continues to play a vital role in promoting health, safety, and inclusive recreation within the community. The facility supports **daily and weekly swimming practices** for **Conway Aqua Kids** and **Special Olympics**, providing consistent access to structured aquatic programming.

The City partnered with Conway High School to host the first swim meet this fall hosting over 500 participants and spectators.

Aquatic Classes:

Swimming Lessons

Aqua Fit

Aqua Zumba

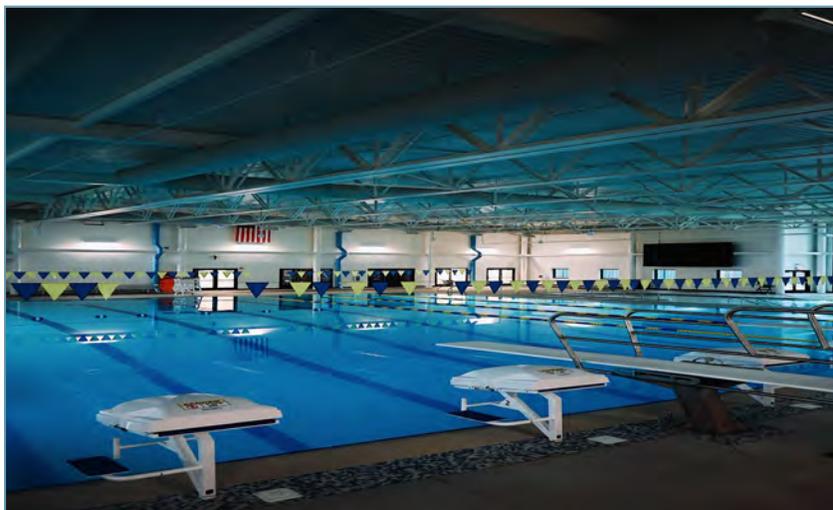
Aqua Motion

Aqua Spin

Aqua Power

Lazy Riverwalk

Throughout the review period, the Aquatics Program delivered **60 swimming lessons** and **56 aquatic fitness classes**, reinforcing the Center's commitment to water safety education, active lifestyles, and accessible programming for all ages and abilities.



Gymnasium SUMMARY

Year-End Highlights

13 total volleyball events hosted

- 2 Conway Juniors Volleyball Tryouts
- 10 Faulkner Falcon Home Volleyball Matches
- 1 Homeschool Regional Volleyball Tournament

Court Rentals & Facility Impact

- \$7,040 generated from stand-alone court rentals
- 184 total court reservations

Volleyball Partnerships

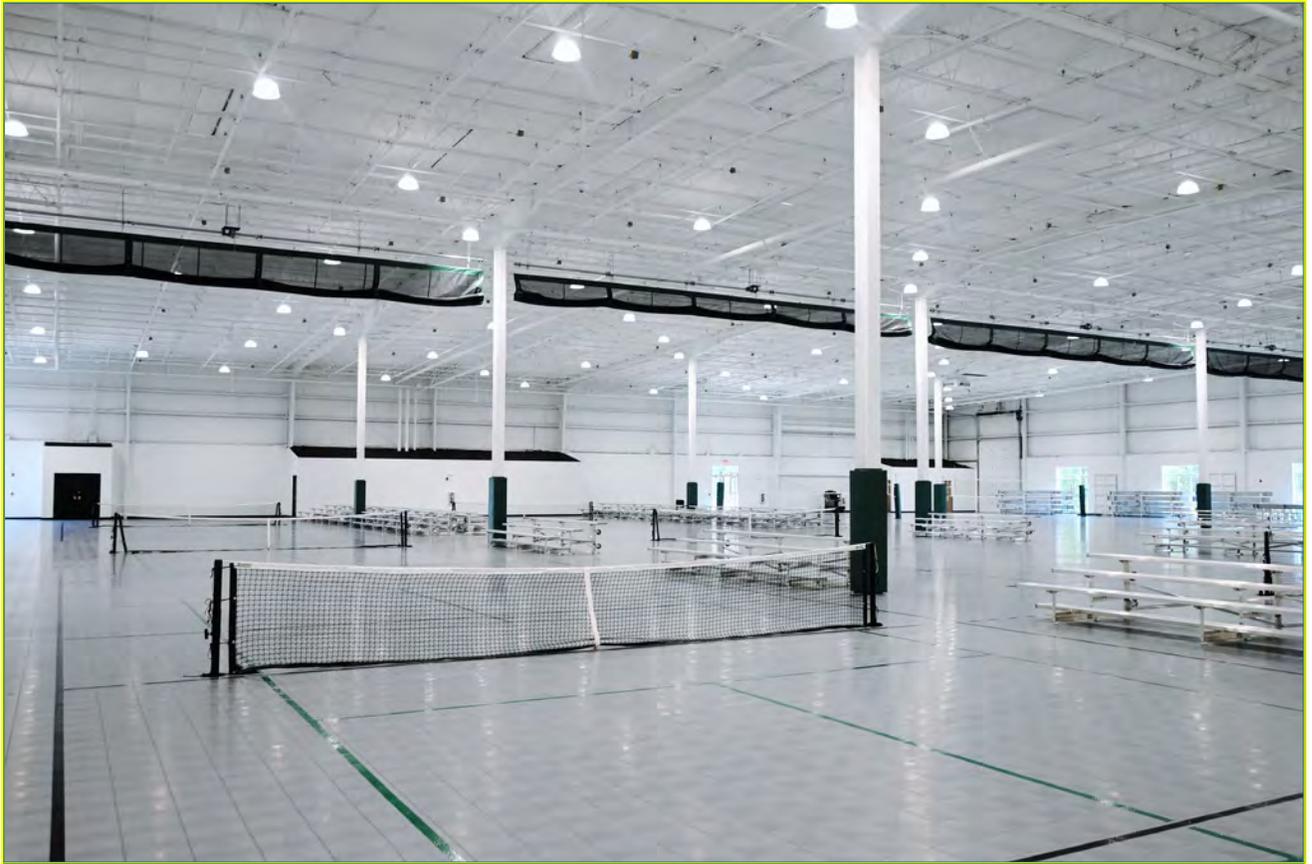
Ongoing youth & homeschool volleyball collaboration

- 3 contracted volleyball partnerships:
 - Conway Juniors
 - Hollenball Juniors
 - Homeschool Volleyball
- **Weekly team practices hosted during:**
 - September – October
 - December – April

Upcoming Volleyball Events

High-volume tournaments scheduled

- 4 Conway Juniors Power Play Tournaments
- 1 Arkansas Volleyball Power Play Tournament



Director's Closing Statement

As we conclude this reporting period, I am proud to reflect on the strong foundation the Conway Community Center has established in its first months of operation. From July through early December, the Center has clearly emerged as a welcoming hub for recreation, wellness, and community connection—serving residents of all ages while also attracting visitors from the surrounding region.

The level of participation we have seen, with more than 44,000 total check-ins in less than five months, speaks to the community's enthusiasm and trust in this facility. Our success is rooted in the dedication of our staff, the strength of our partnerships, and the continued support of city leadership and residents. Together, we have created a space where families gather, seniors stay active, youth compete and learn, and individuals of all abilities feel safe, included, and valued.

While we celebrate these accomplishments, we also recognize the opportunities ahead. Increasing youth engagement, converting frequent visitors into members, and expanding programs and partnerships will remain key priorities as we move forward. With thoughtful planning, continued investment, and community collaboration, we are confident the Conway Community Center will continue to grow in both impact and reach.

Thank you to our Council, Mayor, staff, partners, participants, and the Conway community for making this inaugural period a success. We look forward to building on this momentum in the coming year and continuing to fulfill our mission of enhancing quality of life through recreation, connection, and fun for all.



Conway Emergency Operations Center – 2025 EoY Report

To: Mayor Castleberry and Conway City Council

From: Sean Canady, 911 Communications Director *SC*

Subject: 2025 End of Year Report – Conway Emergency Operations Center

Dear Mayor Castleberry and Conway City Council,

In 2025, CEOC achieved major milestones including full PSAP consolidation, full staffing, technology upgrades, and extensive training initiatives. The center processed approximately 196,000 calls (911 and administrative combined), with 49,439 emergency calls. Key projects included the City of Conway Radio System Upgrade, CAD integration, and community outreach through the CORE Team. Looking ahead to 2026, priorities include completing the radio system implementation, filling the newly approved Public Safety Systems Technician position, and expanding tactical dispatch capabilities.

Respectfully,

Sean Canady
911 Communications Director

Year in Review

Q1 Highlights

- Full PSAP consolidation between Conway and Faulkner County
- Installed new Watson Dispatch Consoles (expanded positions from 8 to 12 + 2 supervisor consoles)
- Integrated RapidSOS Unite for enhanced situational awareness
- Transitioned volunteer fire departments to digital VHF
- Launched CORE Team for community outreach and recruitment

Q2 Highlights

- Achieved full staffing
- Conway City Council recognized telecommunicators as first responders
- 360 hours of training completed; external courses on leadership, de-escalation, active shooter response
- 4 staff certified as Child Passenger Safety Technicians
- CORE Team participated in Toad Suck Daze and Child Safety Fair

Q3 Highlights

- Began City of Conway Radio System Upgrade Project (Detailed Design Review phase)
- Staffing: 1 open position pending reclassification to Public Safety Systems Technician
- Extensive training: APCO Conference, leadership training, emergency management conferences, Active Attack training, ThisGen 911 rollout
- CORE Team at Faulkner County Fair

Q4 Highlights

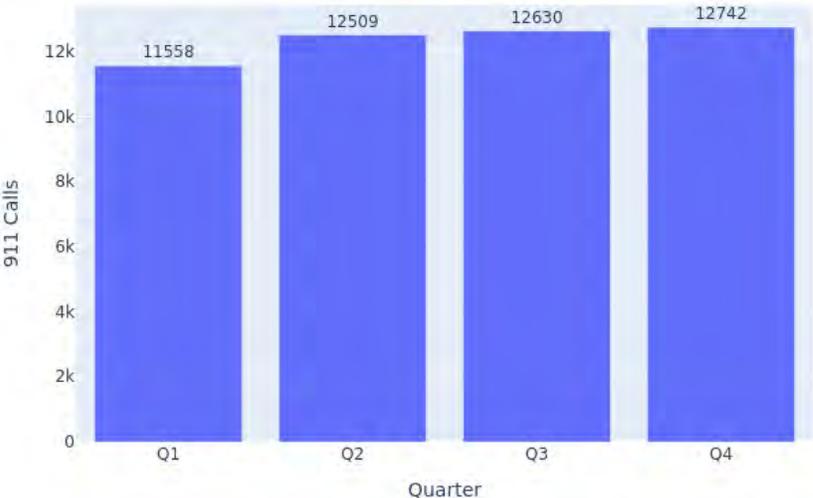
- PSST position approved; hiring planned for Q1 2026
- 911 Calls: 12,742; Total calls in 2025: ~196,000
- Training & QA Section facilitated 357+ hours of training, including leadership courses, conferences, certifications, and RapidSOS training
- Completed overhaul of 184 call guides and integrated them into CAD
- Awarded RapidSOS Roadside Hero Certificate

Performance Metrics

Total 911 Calls: 49439

Total Calls (911 + Administrative): 196000

911 Calls per Quarter (2025)



Staffing

- Full staffing achieved in Q2
- PSST position approved in Q4; hiring planned for Q1 2026

Training & QA

Q4 Training Highlights:

- Leadership Development Course: 32 hours
- Southern Software Conference: 48 hours
- Arkansas APCO Conference: 112 hours
- Gold Flames Conference: 40 hours
- Basic Telecommunicator Course: 80 hours
- Virtual Academy Training: 30 hours
- ThisGen AI 911 Training Calls: 15 hours
- Total Training Hours Facilitated: 357+

Goals for 2026

- Complete radio system upgrade implementation
- Fill PSST position
- Expand Tactical Dispatch Team
- Continue training and outreach



Conway Regional Airport Cantrell Field

*Jake Briley
Airport Director*

2025 Annual Report

Throughout 2025, the airport experienced full occupancy of all City-owned hangars in addition, there are 74 individuals on the waiting list for individual T-hangars. The total based aircraft count is approximately 93 aircraft, encompassing aircraft stored in both City-owned and privately owned hangars. 25 Jets, 73 General aviation airplanes.

Our 2025/2026 FAA project involved a runway extension, taking the runway to 6005 ft. This project will allow our based jets to take on more fuel and have larger planes land in Conway.

In 2025, the airport employed six full-time staff and two part-time. We didn't have any turnover among employees this year, and we are building a very strong team. The UCA flying academy is off to a great start. We have continued our great partnership and have enjoyed seeing all the students around the airport. There is another flying club operating at the airport, bringing with them access to private, instrument, commercial, and multi-engine flight instruction in approximately eight different aircraft.

Our team had a great year in 2025, with no accidents for our staff or local planes. I am looking forward to another successful year in 2026.

Thank you all for what you do for our city.

2024 Fuel Sales vs. 2025 Fuel Sales

- 351,686 gallons of Jet A and 62,769 gallons of 100LL Avgas were sold in 2024
- 416,428 gallons of Jet A and 64,019 gallons of 100LL Avgas were sold in 2025

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

Total airport operations (take-offs and landings) for 2025: 22,388



**NINTH JUDICIAL DISTRICT
FAULKNER COUNTY DISTRICT COURT
CONWAY DEPARTMENT**

*The Russell L. "Jack" Roberts District Court Building
810 Parkway St | Conway, Arkansas 72034
Telephone: (501) 450-6112 | FAX: (501) 450-6184*

Chris R. Carnahan
District Judge – Div I

David R. Hogue
District Judge – Div II

Jaime Hamerlinck
Head Clerk Div I

Jennifer Reams
Head Clerk Div II

District Court
2025 Year End Report

Judge Chris Carnahan, Division 1
Judge David Hogue, Division 2

2025 has been a year of changes for District Court. While we have had some personnel changes, our role in the normal business of the court system has been handled effectively in the light of the increased caseload and an upcoming request to take on additional responsibilities for the Circuit Court.

The growth and changes in District Court are reflected by the attached report. This reflects our increasing caseload as well as the increase in revenue generated by the Court over the past 3 years.

Finally, we, the Judges, hope that the City Council will see fit to use these revenues to adequately compensate the District Court Staff, whose hard work and dedication makes the system operate fairly and efficiently for the benefit of the citizens of the City and Faulkner County.

Hopefully, this report along with the attached report will provide the information required by the City officials to prepare for the coming year. If more information is needed, please feel free to contact the Court.

A blue ink signature of Judge David Hogue, written in a cursive style.

Judge David Hogue

District Court 2025 Stats

Criminal and Traffic Caseload Stats per CZRSTAT Report:

Year Authority	Criminal	Traffic	Total	
2024 City	3,291	3,836	7,127	
2025 City	4,666	3,754	8,420	As of 12-8-25
2024 County	1,853	4,150	6,003	
2025 County	2,476	3,400	5,876	As of 12-8-25

Criminal and Traffic Adjudicated Receipts per CZRRCPT Report:

Year	Amount	
2024	2,191,046.66	
2025	2,385,257.00	As of 12-8-25

Total 4,576,303.66

Criminal and Traffic Debt Set Off Revenue Return (from seizure of Arkansas State Income Tax Refunds for adjudicated debt owed to the court) per Setoff Disbursement Summary

Year	Debt setoff	
2024	283,350.36	
2025	71,995.18	As of 11-30-25

Total 355,345.54

Warrant Stats per CWRWARR Report:

Year Authority	Produced	Served	Outstanding	
2024 City	1,826	1,516	3,107	
2025 City	3,479	1,672	5,416	As of 12-8-25
2024 County	1,034	792	2,239	
2025 County	1,782	779	3,457	As of 12-8-25

Circuit Court First Appearance Stats per Circuit Court Schedule Report

Year	Felony Cases	
2024	1524	
2025	1634	As of 12-8-25

Civil and Small Claims Stats per CZRSTAT Report:

Year Authority	Total	
2024 Civil	2,672	
2025 Civil	1,988	As of 12-8-25
2024 Small Claims	54	
2025 Small Claims	65	As of 12-8-25

Civil and Small Claims Receipts per CZRRCPT Report:

Year	Amount	
2024	250,019.44	
2025	199,178.85	As of 12-8-25
Total	449,198.29	

Finance Department City of Conway, Arkansas FY 2025 End of Year Report

Financing Activity and Highlights

- The City is in compliance with all bond requirements and is current on all debt service obligations.
- Sales tax collections for the year were up 1.9% over 2024. In dollars the increase was \$742,000.
- Two new sales taxes were approved by voters on November 18, 2025. One for 1/8 cent for streets and drainage projects, and one for 1/4 cent for public safety capital projects. Both taxes will become effective April 1, 2026.

Financial Volume – Citywide

- Vendor disbursements totaled \$62,099,125 during 2025. The city has a vendor database of over 6,000 different vendors, and it generated over 5,000 checks during the year for the purchase of goods and services.

Annual Financial Report and Budget Activity

- The CPA firm Forvis Mazars, LLP issued the audit for fiscal year 2024 on September 26, 2025. The audit was clean with no material findings.
- The 2026 Budget was approved by City Council on December 9, 2025.

Finance Staff

- Tyler Winningham, Chief Financial Officer
- Wesley Reynolds, Finance Manager
- Michelle Collins, Payroll Officer
- Mandy Gottsponer, Accounts Payable Accountant

Prepared by: Tyler Winningham, CFO
12/29/2025

Introduction

By

Fire Chief Mike Winter

I am pleased to present to you the 2025 End of Year report for the Conway Fire Department (CFD). Conway's Bravest is comprised of 112 uniformed personnel serving out of 7 stations with 10 front-line apparatus. The CFD houses four divisions: Operations, Training, EMS, and Fire Prevention/Public Education. Each division is responsible for providing the best quality and professional service to the City of Conway and its citizens.

We hold as our core values Excellence, Honor, Safety, and Serving. The values are exemplified through our mission statement to "Exceed our own expectations through the delivery of excellence in emergency response, life safety, and community support." We serve proudly as a cornerstone of Conway.

The following pages highlight the activities of the CFD throughout 2025. It also serves as an insight into this department as we close out the year with over 11,500 emergency responses and over 11,000 additional calls for service with an average emergency response time of 3:31.



CFD Training Division

The Conway Fire Department Training Division oversees fire training within the CFD, from entry level to officer development to continuing education. This division is headed by Assistant Chief John Skinner and includes Captain Chad Upton and Engineer Kenny Hartness. All training is certified at either the State or National level of compliance. In 2025 the CFD logged over 70,000 training hours to include, but not limited to:

- Special Operations Training
- Dive Team Training
- Haz-Mat Training
- Company Training
- Physical Agility Test twice per year
- Entry Level Testing twice per year
- Engineer Promotional Exams
- 2 Firefighter Standards Courses (8 new hires)
- Journeyman Program
- Acting Engineer Program
- Truck Journeyman Program
- Training at donated structures
- Crawl Drag and Squirt (April)
- Assist Fire Marshals with Fire Prevention Month (October)
- Emergency Vehicle Driving Course for Department
- Active Attack integrated Response (AAIR)
- Assisted numerous other Fire Departments with Assessment Centers
- Joint Training Sessions with other Fire Departments



CFD Fire Marshal Division

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

- Plan reviews 109
- Inspections 973
- Pre-plan Inspections 5,050
- Hydrant Inspections 2,773



Assistant Chief Kenny Wiedower

In addition to life and safety codes, the Marshals have the responsibility of public education. Numerous areas of public education are taught by our Fire Marshals from fire extinguisher demonstrations to fire watch, and even crawling low in smoke is taught year around. Every October the Fire Marshals, assisted by other members of the CFD, teach at every elementary school in Conway. Puppet shows, classroom lectures, and the Smokehouse are all avenues through which fire safety is communicated and taught to the children of Conway. We distributed over 6,000 fire safety education materials to the elementary schools to be passed out by each teacher.

Every fire is investigated to determine a cause.

- Fire calls 2,379
- Total fire loss \$2,797,625



Conway Fire Department – EMS Division

During 2025, the Conway Fire Department EMS Division continued to meet increasing service demands while maintaining a high standard of clinical care, training, and operational readiness. The division demonstrated strong performance in advanced life support delivery, personnel development, and community outreach. Strategic investments in training and internal certification programs strengthened system resilience and ensured CFD EMS remains positioned to meet the needs of the community.



Captain Randel Green

Throughout 2025, the EMS Division continued to meet increasing service demands driven by community growth and rising utilization of emergency medical services. CFD consistently maintained dependable response capabilities despite a sustained operational tempo and frequent concurrent incidents. Many responses involved high-acuity medical emergencies, traumatic injuries, and cardiac events, requiring rapid assessment and advanced clinical decision-making.



Captain Rick Stapleton

CFD EMS Division continued to strengthen relationships with regional hospitals, law enforcement agencies, mutual-aid partners, and allied public safety organizations to ensure seamless patient care and operational coordination. These partnerships enhanced communication, improved patient handoff processes, and supported efficient multi-agency responses during high-acuity and complex incidents. In addition, the CFD EMS Division supported community-focused initiatives through public education, CPR and First Aid training, and cooperative planning efforts, reinforcing the department's commitment to both emergency response and proactive community engagement. These collaborative efforts remain essential to maintaining system reliability and delivering high-quality emergency medical care to the citizens of Conway.

Training and professional development remained central to CFD EMS operations in 2025, with a sustained focus on clinical excellence, firefighter safety, and system readiness. The EMS



Division provided more than 5,000 individual training hours to its personnel while also conducting two initial in-house EMT training programs during the year. These academies maintained an impressive 100 percent pass rate and successfully certified seven new EMTs. Further strengthening advanced life support capacity, one firefighter completed paramedic education and achieved licensure at the highest level of pre-hospital care.

The Conway Fire Department EMS Division continues to demonstrate professionalism, adaptability, and a strong commitment to clinical excellence. Through disciplined training, internal workforce development, and consistent delivery of advanced life support services, CFD EMS remains a critical component of the department's mission.



Conway Fire Department Bomb Squad

Captain Danny Collins serves as the Commander of the Conway Fire Department (CFD) Bomb Squad. The Conway Bomb Squad continues to meet all equipment, training, and operational requirements established by the National Bomb Squad Commanders Advisory Board (NBSCAB) and maintains its designation as an FBI-accredited bomb squad. The Conway Bomb Squad is one of only six accredited bomb squads in the State of Arkansas and operates with assistance from the FBI and ATF as part of the Arkansas Render Safe Task Force.

Mission and Area of Responsibility

The mission of the Conway Bomb Squad is the prevention, mitigation, response, and recovery involving hazardous devices. The squad provides primary response coverage for seven counties while maintaining statewide mutual aid agreements that allow for deployment anywhere within Arkansas and nationally when requested.

Staffing and Capabilities

The Conway Bomb Squad currently consists of:

- 3 certified bomb technicians
- 4 support personnel

Operational Activity

During 2025, the Conway Bomb Squad responded to 23 call-outs, including:

- Suspicious packages
- Unexploded ordnance
- Improvised explosive devices (IEDs)
- Incendiary devices

The squad also provided manpower and specialized equipment assistance to partner agencies across the state, including:

- Arkansas State Police
- Federal Bureau of Investigation (FBI)
- Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
- Faulkner County Sheriff's Office
- Conway Police Department

Training and Accreditation

To maintain FBI accreditation and individual bomb technician certification, squad members are required to complete 288 hours of training annually, including at least 40 hours of external training or conference participation.

Training completed during the reporting period included:

- Radiological detection
- IED hand-entry training
- Military ordnance recognition
- Incident stabilization exercises
- IABTI International Conference
- Statewide joint training with all six Arkansas bomb squads, FBI, and U.S. Air Force EOD
- Robotic operations against IEDs
- Joint training with the 61st Civil Support Team
- Stabilization and containment operations

Equipment and Funding

The Conway Bomb Squad receives annual Homeland Security Grant Program (HSGP) funding to support equipment purchases, equipment upgrades, repairs, and limited external training opportunities.

- FY24 Funding Received: \$336,000
- FY25 Funding Requested: \$267,500

Recent purchases and upgrades included:

- New bomb suits
- Repairs and maintenance for robotic platforms
- Maintenance and upgrades of existing equipment

Conclusion

The Conway Fire Department Bomb Squad remains a highly trained, fully accredited, and mission-ready unit that plays a critical role in public safety both locally and statewide. Through continued training, equipment investment, and interagency cooperation, the squad maintains its ability to respond effectively to hazardous device incidents and support partner agencies across Arkansas and beyond.

Special Operations Rescue Team

The Conway Fire Department Special Operations Rescue Team (SORT) consists of 28 technically trained personnel. SORT personnel maintain specialties in each of the five disciplines:

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

Type	Date	Location	Objective
Water Rescue	1-17-2025	5499 Hwy 319 W	Rescue 2 persons / boat recovery
Water Rescue	1-31-2025	Arkansas River, Toad Suck	Rescue 3 persons / boat recovery
Water Rescue	4-6-2025	Cadron Creek, Springfield	Rescue 1 person / vehicle recovery
Water Rescue	6-28-2025	Cadron Settlement Park	Rescue 2 persons / boat recovery
Missing Person	7-17-2025	Conway / Mayflower	Silver Alert search for missing
Water Rescue	9-23-2025	Arkansas River	Rescue 2 persons / boat recovery
Dive Recovery	12-12-2025	Hwy 89, Mayflower	Assist ASP with evidence recovery



New Hires

Last Name	First Name	Date
Battles	William	26-Jan
Delgado	Dominic	26-Jan
Fuqua	Landon	26-Jan
Jones	Kyler	26-Jan
Hamilton	Landon	18-Jun
Rice	Spencer	18-Jun
Yanes	Kevin	18-Jun
Snyder	Anthony	23-Jun

Retirements/Resignations/Let Go

Last Name	First Name	Date
Cardin	Todd	1-Feb
Linn	Darren	1-Feb
Tilley	Adam	31-Mar
Hurst	Brandon	3-Jun
Gregg	Glenn	27-Jun
Harvey	Asa	9/17/25

Incident Type Report (Summary)

Conway Fire Department

Date Range: From 01/01/2025 to 12/30/2025
 Company: All Companies

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
1 Fire				
100 Fire, other	1	0.01%	\$0	0.00%
111 Building fire	36	0.34%	\$2,494,000	88.92%
112 Fires in structure other than in a building	1	0.01%	\$0	0.00%
113 Cooking fire, confined to container	10	0.09%	\$6,000	0.21%
114 Chimney or flue fire, confined to chimney or flue	2	0.02%	\$5,000	0.18%
115 Incinerator overload or malfunction, fire confined	1	0.01%	\$1,500	0.05%
117 Commercial Compactor fire, confined to rubbish	3	0.03%	\$750	0.03%
118 Trash or rubbish fire, contained	10	0.09%	\$5,075	0.18%
123 Fire in portable building, fixed location	1	0.01%	\$0	0.00%
130 Mobile property (vehicle) fire, other	3	0.03%	\$0	0.00%
131 Passenger vehicle fire	29	0.27%	\$143,000	5.10%
132 Road freight or transport vehicle fire	4	0.04%	\$130,000	4.63%
137 Camper or recreational vehicle (RV) fire	1	0.01%	\$6,000	0.21%
138 Off-road vehicle or heavy equipment fire	2	0.02%	\$0	0.00%
141 Forest, woods or wildland fire	5	0.05%	\$0	0.00%
142 Brush or brush-and-grass mixture fire	12	0.11%	\$0	0.00%
143 Grass fire	25	0.24%	\$200	0.01%
150 Outside rubbish fire, other	10	0.09%	\$5,000	0.18%
151 Outside rubbish, trash or waste fire	23	0.22%	\$1,000	0.04%
152 Garbage dump or sanitary landfill fire	3	0.03%	\$0	0.00%
154 Dumpster or other outside trash receptacle fire	16	0.15%	\$0	0.00%
162 Outside equipment fire	6	0.06%	\$100	0.00%
Totals	204	1.92%	\$2,797,625	99.75%
2 Overpressure Rupture, Explosion, Overheat(no fire)				
223 Air or gas rupture of pressure or process vessel	2	0.02%	\$0	0.00%
231 Chemical reaction rupture of process vessel	1	0.01%	\$0	0.00%
251 Excessive heat, scorch burns with no ignition	16	0.15%	\$4,850	0.17%
Totals	19	0.18%	\$4,850	0.17%
3 Rescue & Emergency Medical Service Incident				
311 Medical assist, assist EMS crew	107	1.01%	\$0	0.00%
320 Emergency medical service incident, other	12	0.11%	\$0	0.00%
321 EMS call, excluding vehicle accident with injury	7,206	67.85%	\$0	0.00%
322 Motor vehicle accident with injuries	301	2.83%	\$0	0.00%
323 Motor vehicle/pedestrian accident (MV Ped)	26	0.24%	\$0	0.00%
324 Motor vehicle accident with no injuries.	240	2.26%	\$0	0.00%
341 Search for person on land	1	0.01%	\$0	0.00%
350 Extrication, rescue, other	1	0.01%	\$0	0.00%
352 Extrication of victim(s) from vehicle	3	0.03%	\$0	0.00%
353 Removal of victim(s) from stalled elevator	3	0.03%	\$0	0.00%
357 Extrication of victim(s) from machinery	1	0.01%	\$0	0.00%
360 Water & ice-related rescue, other	1	0.01%	\$0	0.00%
363 Swift water rescue	1	0.01%	\$0	0.00%
364 Surf rescue	1	0.01%	\$0	0.00%
365 Watercraft rescue	4	0.04%	\$0	0.00%
381 Rescue or EMS standby	15	0.14%	\$0	0.00%
Totals	7,923	74.60%	\$0	0.00%
4 Hazardous Condition (No Fire)				
400 Hazardous condition, other	1	0.01%	\$0	0.00%
410 Combustible/flammable gas/liquid condition, other	1	0.01%	\$0	0.00%

Incident Type Report (Summary)

Conway Fire Department

Date Range: From 01/01/2025 to 12/30/2025
 Company: All Companies

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
411 Gasoline or other flammable liquid spill	8	0.08%	\$0	0.00%
4112 Gas Leak (natural or LPG)	11	0.10%	\$0	0.00%
412 Gas leak (natural gas or LPG)	72	0.68%	\$0	0.00%
413 Oil or other combustible liquid spill	6	0.06%	\$0	0.00%
421 Chemical hazard (no spill or leak)	2	0.02%	\$0	0.00%
422 Chemical spill or leak	6	0.06%	\$0	0.00%
424 Carbon monoxide incident	24	0.23%	\$0	0.00%
440 Electrical wiring/equipment problem, other	4	0.04%	\$300	0.01%
441 Heat from short circuit (wiring), defective/worn	8	0.08%	\$0	0.00%
442 Overheated motor	7	0.07%	\$2,000	0.07%
443 Breakdown of light ballast	2	0.02%	\$0	0.00%
444 Power line down	25	0.24%	\$0	0.00%
445 Arcing, shorted electrical equipment	15	0.14%	\$0	0.00%
461 Building or structure weakened or collapsed	9	0.08%	\$0	0.00%
463 Vehicle accident, general cleanup	3	0.03%	\$0	0.00%
471 Explosive, bomb removal (for bomb scare, use 721)	4	0.04%	\$0	0.00%
480 Attempted burning, illegal action, other	16	0.15%	\$0	0.00%
Totals	224	2.11%	\$2,300	0.08%
5 Service Call				
500 Service Call, other	14	0.13%	\$0	0.00%
510 Person in distress, other	33	0.31%	\$0	0.00%
511 Lock-out	8	0.08%	\$0	0.00%
512 Ring or jewelry removal	3	0.03%	\$0	0.00%
520 Water problem, other	5	0.05%	\$0	0.00%
522 Water or steam leak	16	0.15%	\$0	0.00%
531 Smoke or odor removal	52	0.49%	\$0	0.00%
541 Animal problem	1	0.01%	\$0	0.00%
542 Animal rescue	3	0.03%	\$0	0.00%
550 Public service assistance, other	8	0.08%	\$0	0.00%
5503 Public service assistance, Other - Fire/Arson Inv.	2	0.02%	\$0	0.00%
5508 Public service assistance, Other - crawl, drag, sq	2	0.02%	\$0	0.00%
551 Assist police or other governmental agency	38	0.36%	\$0	0.00%
552 Police matter	7	0.07%	\$0	0.00%
553 Public service	109	1.03%	\$0	0.00%
5532 Public service - Fire/Building Inspections	1	0.01%	\$0	0.00%
5534 Public service - Hydrant Maint. and Insp.	1	0.01%	\$0	0.00%
5535 Public service - Smoke Detector Program	3	0.03%	\$0	0.00%
5536 Public service - Stand by/ Special Events	13	0.12%	\$0	0.00%
5537 Public service - Fire Prevention Program	1	0.01%	\$0	0.00%
5538 Public service - Public Education	2	0.02%	\$0	0.00%
554 Assist invalid	163	1.53%	\$0	0.00%
555 Defective elevator, no occupants	1	0.01%	\$0	0.00%
561 Unauthorized burning	77	0.73%	\$0	0.00%
571 Cover assignment, standby, moveup	1	0.01%	\$0	0.00%
Totals	564	5.31%	\$0	0.00%
6 Good Intent Call				
600 Good intent call, other	8	0.08%	\$0	0.00%
611 Dispatched & canceled en route	537	5.06%	\$0	0.00%
621 Wrong location	3	0.03%	\$0	0.00%
622 No incident found on arrival at dispatch address	135	1.27%	\$0	0.00%
631 Authorized controlled burning	24	0.23%	\$0	0.00%

Incident Type Report (Summary)

Conway Fire Department

Date Range: From 01/01/2025 to 12/30/2025
 Company: All Companies

Incident Type	Count	Pct of Incidents	Total Est Loss	Total Est Loss
650 Steam, other gas mistaken for smoke, other	2	0.02%	\$0	0.00%
651 Smoke scare, odor of smoke	40	0.38%	\$0	0.00%
652 Steam, vapor, fog or dust thought to be smoke	11	0.10%	\$0	0.00%
653 Smoke from barbecue, tar kettle	2	0.02%	\$0	0.00%
661 EMS call, party transported by non-fire agency	8	0.08%	\$0	0.00%
671 HazMat release investigation w/no HazMat	12	0.11%	\$0	0.00%
Totals	782	7.36%	\$0	0.00%
7 False Alarm & False Call				
700 False alarm or false call, other	66	0.62%	\$0	0.00%
710 Malicious, mischievous false call, other	2	0.02%	\$0	0.00%
711 Municipal alarm system, malicious false alarm	23	0.22%	\$0	0.00%
713 Telephone, malicious false alarm	2	0.02%	\$0	0.00%
715 Local alarm system, malicious false alarm	4	0.04%	\$0	0.00%
721 Bomb scare - no bomb	11	0.10%	\$0	0.00%
730 System malfunction, other	10	0.09%	\$0	0.00%
731 Sprinkler activation due to malfunction	6	0.06%	\$0	0.00%
733 Smoke detector activation due to malfunction	79	0.74%	\$0	0.00%
735 Alarm system sounded due to malfunction	60	0.56%	\$0	0.00%
736 CO detector activation due to malfunction	18	0.17%	\$0	0.00%
740 Unintentional transmission of alarm, other	7	0.07%	\$0	0.00%
741 Sprinkler activation, no fire - unintentional	6	0.06%	\$0	0.00%
742 Extinguishing system activation	1	0.01%	\$0	0.00%
743 Smoke detector activation, no fire - unintentional	131	1.23%	\$0	0.00%
744 Detector activation, no fire - unintentional	74	0.70%	\$0	0.00%
745 Alarm system activation, no fire - unintentional	320	3.01%	\$0	0.00%
746 Carbon monoxide detector activation, no CO	4	0.04%	\$0	0.00%
7461 Alarm System activation, no fire - unintentional	9	0.08%	\$0	0.00%
Totals	833	7.84%	\$0	0.00%
8 Severe Weather & Natural Disaster				
800 Severe weather or natural disaster, other	17	0.16%	\$0	0.00%
812 Flood assessment	8	0.08%	\$0	0.00%
813 Wind storm, tornado/hurricane assessment	30	0.28%	\$0	0.00%
814 Lightning strike (no fire)	4	0.04%	\$0	0.00%
815 Severe weather or natural disaster standby	7	0.07%	\$0	0.00%
Totals	66	0.62%	\$0	0.00%
9 Special Incident Type				
900 Special type of incident, other	3	0.03%	\$0	0.00%
911 Citizen complaint	2	0.02%	\$0	0.00%
Totals	5	0.05%	\$0	0.00%
Totals	10,620		\$2,804,775	

NFIRS Mutual Aid Summary Report

Conway Fire Department

Date Range: From 01/01/2025 to 12/30/2025

Sorted by: Not selected

FDID	Date	Incident#	### Address	Occupant	Type	# App	MA Agency	Mutual Aid Type
23300	02/10/2025	2025-001328	133 I40WB	I40 WEST MM	Passenger vehicle fire	2	23002	Mutual aid given
23300	09/11/2025	2025-007817	650 S HARKRIDER DR		Mobile property (vehicle) fire, other	2	23002	Mutual aid given
23300	03/19/2025	2025-002510	24 PINEY DR		Unauthorized burning	2	23002	Mutual aid given
23300	09/22/2025	2025-008109	280 HIGHWAY 64 E	STEVES AUTO	Motor vehicle accident with no injuries.	2		Automatic aid given
23300	07/17/2025	2025-006307	650 S HARKRIDER DR		Search for person on land	2	23002	Mutual aid given
23300	02/27/2025	2025-001874	18 HAZELWOOD ROAD		EMS call, excluding vehicle accident with injury	1		Mutual aid given
23300	05/20/2025	2025-004451	138 I40WB	I40 WEST MM	Motor vehicle accident with injuries	4	23002	Mutual aid given
23300	04/14/2025	2025-003350	24 RIDGEDALE CIR		Forest, woods or wildland fire	1	23009	Mutual aid given
23300	03/09/2025	2025-002161	8 VIRGINIA DR		Building fire	2	23009	Mutual aid given
23300	02/16/2025	2025-001534	28 THIRD CIR		Building fire	2	23002	Mutual aid given
23300	03/22/2025	2025-002622	354 CADRON CREEK RD		Building fire	2		Mutual aid given
23300	02/28/2025	2025-001899	23 HENDERSON LN		Grass fire	2	23002	Mutual aid given
23300	07/24/2025	2025-006522	135 I40WB	I40 WEST MM	Authorized controlled burning	2	23002	Mutual aid given
23300	06/04/2025	2025-004918	133 I40EB	I40 EAST MM	Dispatched & canceled en route	3	23002	Automatic aid given
23300	01/15/2025	2025-000468	1 SHORT RD		Building fire	2	23002	Mutual aid given
23300	04/14/2025	2025-003351	24 RIDGEDALE CIR		Forest, woods or wildland fire	2		Mutual aid given
23300	03/19/2025	2025-002501	1 AIRPORT RD		Brush or brush-and-grass mixture fire	1	23002	Mutual aid given

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

Mutual aid received	0	Mutual aid given	15
Automatic aid received	0	Automatic aid given	2
		Other aid given	0
<hr/>			
Total Aid Received	0	Total Aid Given	17



DEPARTMENT OF
INFORMATION SYSTEMS
AND TECHNOLOGY

CITY OF CONWAY, ARKANSAS

2025 END OF YEAR REPORT



MISSION

Our mission is to advance Conway and support its citizenry by deploying innovative solutions, enhancing security, and providing exceptional support for City employees including the technology, systems, and services that they use every day.

STRATEGIC OBJECTIVES

- Upgrade the City's technology infrastructure
- Increase the City's technology security posture and better protect our users and systems while sustaining efficiency and productivity
- Advance the City by implementing innovative technology solutions

Continued Focus on Information Security:

In 2025, cyber threats intensified compared to 2024, driven by more sophisticated AI-powered attacks, supply chain compromises, and escalating nation-state espionage, while ransomware remained a top menace.

The City's IT department continues to prioritize cybersecurity and has implemented changes to reinforce our stance in 2025. City users now receive monthly cyber security awareness training vs bulk annual training. This is comprised of approximately 6 minutes per month of video training coupled with infographics to reinforce the training module concepts. 55% of enrolled users completed all 18 training modules this year. In addition, our simulated phishing email exercises continued to bring awareness to methods used by thread actors.

We have worked throughout 2025 with a technology policy coaching firm to develop a comprehensive catalog of technology and cyber security related policies for the City of Conway. In addition, our Information Security Manager organized a Cyber Security Committee comprised of key stakeholders throughout critical city departments, including the mayoral/administrative staff, finance, city attorney, and HR.

We continue to implement a next-generation Manager EDR (Endpoint Detection and Response) solution that has helped protect our systems and users from malicious activity.

Projects:

2025 was a year of several large-scale projects that took a considerable amount of our IT department bandwidth. Here are some of the notable accomplishments:

- Resolved over 1,890 support requests excluding the Police Department which has their own ticket queue. This is a nearly 18% decrease from 2024. This is in large part due to

efficiencies, automation, and improvements in new user system deployments, along with continuing our user system lease program ensuring a hardware refresh every three years. These improvements show our dedication to continue to grow and mature as an organization.

- Completed a project to provide City email to every Fire Department employee. This ensures their staff, which operate on diverse schedules, are able to safely and effectively communicate. This also allows the Fire Department staff to be included in the monthly Cybersecurity Awareness Training. In conjunction with these improvements, all computers at the fire stations were updated to a more secure management platform allowing better enforcement of computer security policies and requiring each firefighter to login with their unique account/credentials.
- Rewired and installed new computer systems at the Emergency Operations Center after the PSAP consolidation and deployment of new desks for the dispatchers.
- Installed new network cabinet and equipment and setup and VPN connection to the new Police Department Narcotics division that move to a lease space annex a few blocks from PD.
- Facilitated and completed a complete upfit and move of the Transportation department to their new location at 800 S. Harkrider (at the old Conway Corp Service Center). New network switches, wireless access points, security cameras, door access control, along with new video conferencing equipment was installed at the new campus. Set up and configured user systems at the new offices.
- Facilitated and completed the installation of technology at the new Community Center ensuring a successful grand opening of the facility. This was our biggest project of the year, requiring a substantial presence from the IT department on site at the Community Center, particularly the last two months before opening. IT staff accomplished the following throughout this project:
 - Configured and aimed over 85 security cameras
 - Dedeveloped 20 wireless access points
 - Configured and deployed 9 48-port network switches
 - Set up and deployed 13 computers and several printers for staff and POS (Point of Sale) systems
 - Configured door access control equipment for some 28 doors throughout the facility.

- Facilitated initial setup, training, and knowledge transfer related to digital signage/menu board technology and assisted in setup and testing of the building-wide P.A. (Public Address) and audio/video system.
- Launched the new City website and mobile app. The City's IT staff worked closely with our 3rd party contractor, mayoral staff, and others to plan, host, and publish a new website for the City of Conway. This was the first major website refresh since 2017/2018. All content is completely moved to the new site as of EOY with the exception of the Police Department site, of which content is being actively moved. Calls for Service, one of the primary drivers to the PD website has been reengineered and reimaged for the new site. It can also be seen on the new 'CityofConwayAR' mobile app.
- Launched a new online permits application wizard, Decision Engine. The IT department assisted in the implementation and deployment of Decision Engine which complements our Permit's customer portal, including a wizard which walks citizens through the process of selecting the correction application type.
- Launched a new online permits application wizard, Decision Engine. The IT department assisted in the implementation and deployment of Decision Engine which complements our Permit's customer portal, including a wizard which walks citizens through the process of selecting the correction application type.
- We have completed the technology upfit and install at the new Code Enforcement and Public Works office to 696 Enterprise Ave, including internet, networking, wireless, door access control and security cameras. All the technology is fully up and running at their new location awaiting their move.
- Completed the installation and configuration of new network hardware at the traffic intersection down the Dave Ward Drive corridor following the installation of a fiber optic network ring provided by Conway Corp. This should improve network latency and network stability helping with the adaptive signal system performance.
- Completed the first two phases of the datacenter equipment refresh at the Conway Corporation datacenter. New core networking, server, and storage gear has been installed at the Conway Corp datacenter, and all dedicated fiber optic network/internet connectivity to all city facilities has been fully moved over to the new core networking equipment. The next and final phase will be configuring the servers and storage, and begin migrating our virtualized server environment to the new hardware.



Parks and Recreation

Annual Report 2025



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



Andrew Thames
Parks Director

Parks and Recreation saw a very successful 2025. Recreationally, the department saw tremendous growth within our soccer programs. During the first spring season, we had over 800 participants ranging from our Little Kickers Program through our older recreational programs and competitive teams. Likewise, our T-ball, baseball and softball programs remain strong and continue to serve thousands of participants in the spring and fall. Completed in September, the four new, lit pickleball courts at 5th Ave have been extremely popular with the community. A few other projects to note are the completion of the sidewalks at the soccer complex, new roof on the Curtis Walker pavilion, and maintained erosion control along Tucker Creek.

We continued our marketing efforts as we brought numerous high-quality tournaments and events to Conway this past year. We hosted numerous state and national tournaments over the past year in a variety of different sports including the 2025 USSSA Global World Series. These tournaments and events brought in teams from across the country to enjoy our city and its top-notch facilities.

Department Facts for 2025:

Hosted Characters in the Park in May at Laurel, Lights Over the Lake at Beaverfork in July and SantaLand at Conway in December

McGee Center hosted 8 events

Sports Center hosted 17 events

Conway Expo and Event Center hosted 91 events

Conway Tennis Center hosted 11 events

Lake Beaverfork hosted 15 including water safety training and Police K-9 Training

Conway Station Park and City of Colleges Park hosted 52 events

Curtis Walker and Don Owen hosted 28 events

The parks staff continues to do a wonderful job of keeping our city parks in pristine condition for the enjoyment of our citizens and the visitors that come to our great city. We look forward to continuing to provide these services to the citizens of Conway and soliciting high quality events that will help our local businesses in 2026.

Beaverfork Lake

Beaverfork Lake is located off Highway 25 in North Conway.

Beaverfork Lake has a large swimming area, as well as recreational boating, kayaking and fishing opportunities.

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

The park also includes a sand volleyball court, two large restrooms, one office/restroom facility, one lighted baseball field, a large open area used for a variety of activities, three large parking areas and an 18-hole disc golf course.

In 2025 Beaverfork Lake was used for the following significant events-

- Lights Over the Lake Firework Show
- UCA Cross Country
- Police Dog Training
- Beaverfork Bass Fishing Club (Weekly)
- Battle at the Fork Disc Golf Tournament
- Throwing for Kids at the Lake Disc Golf Tournament
- Grill N Chill
- Burgers at Beaverfork
- RC Plane Event
- City in the Dark
- Slip N Slide
- Juneteenth Picnic
- Arkansas High School Bassers Classic
- Water Safety Saturday
- UCA Nerf Club



2025

Daily Passes	1360
Yearly Permits	165
Golden Age Permits	300
Arm Gate Tickets	2,347
Barge Slip Rentals	9

4,181

Programs

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

Adult Programs are held at the Conway Sports Center and Don Owen Softball Complex.

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

Youth Participation

	Participants	Teams
Summer T-Ball	224	20
Braves Baseball	86	2
Summer Softball	274	29
Summer Baseball	501	47
Flag Football	160	16
Fall Baseball	418	39
Fall Softball	184	18
Fall T-Ball	155	14
Fall Braves Baseball	35	2
Spring Fishing Derby	60	
Fall Fishing Derby	30	
Total Participants	2127	187



Adult Participation		
	Participants	Teams
Summer Disc Golf	16	
Summer Softball	270	27
Fall Softball	250	25
Volleyball	96	14
Total Participants	632	105



Conway Expo and Event Center

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

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

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

In 2025, the Conway Expo and Event Center maintained its momentum and growth trend, hosting 91 events and meetings, an 18.2% increase from the 77 events held the previous year, and up 18.6% in days used from 204 in 2024 to 242 days in 2025. Activities included multi-day expos, community programs, safety trainings, corporate meetings, specialty markets, and youth-oriented events, contributing to strong utilization of both the Expo Center and Event Center facilities. Plans remain underway to continue enhancing mid-week usage of the Expo and Event Center, reflecting the ongoing commitment to growth, accessibility, and community engagement.

2025 Events

January

Antique Alley Antique Show / Tokusen USA Meeting / G&S Gun Show / Asplundh ULCS Safety Training / Tacos for Life FMSC MobilePack / City of Conway Car Seat Safety Inspection / Pat Smith's Battle for the Rock Wrestling Tournament / First Convenience Bank Frontline Training / Conway Chamber of Commerce & Tokusen USA Job Fair

February

American Grappling Federation 2025 Arkansas State Championship / Bass Nation Quarterly Directors Meeting / Beast Feast / First Arkansas Bank & Trust Meeting / Central Arkansas Classic FFA CDE Contest / Trainer J's Collect-O-Conway / Rhea Lana's Children's Consignment

March

Conway Home Show / First Arkansas Bank & Trust Meeting / G&S Gun Show / Arkansas Cattleman's Association Conference / Enchanted! Metaphysics & Mystics Market

April

Build My Future Central Arkansas / ABKC Hog Wild Bully Bash / Arkansas Mission of Mercy Dental Clinic / Faulkner County Farm Round-Up / City of Conway Police Badge Pinning Ceremony / Smurfit Westrock Company Picnic / Fire Department Entry Level Testing / Bella Rustina Vintage Market

May

Bumper to Bumper Car Show / Bass Nation Quarterly Directors Meeting / SCTE Razorback Chapter Vendor Day / Master Gardeners Plant Sale / Franklin Co. Emergency Management Lithium Battery Training / Snap-On Training Video Shoot / Saline Co. Kennel Club Dog Show / Fire Department Practical Testing / Clayton Homes Leadership Training / Department of Sanitation Solid Waste Training Course / Jurassic Quest

June

Senior Queen AHCA/AALA District Queen Pageant / City of Conway Car Seat Safety Class / City of Conway Child Safety Fair / Police Department Retirement Celebration / Arkansas School Nurse Association 2025 Summer Conference / G&S Gun Show / ULCS Asplundh Training Seminar / Parks & Recreation Soccer Draft / Enchanted! Metaphysics & Mystics Market / Arkansas Rural Water Operators Expo / American Grappling Federation 2025 Open

July

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

August

ULCS Asplundh Training Seminar / Antioch Church 100 yr. Celebration / G&S Gun Show / SWANA Annual Membership Meeting / Bass Nation Quarterly Directors Meeting / Parks and Rec. Youth Baseball Draft / Rail & Sprue Train and Hobby Show / First Arkansas Bank & Trust Meeting / Arkansas Special Education Professionals 2025 Conference / Trainer J's Collet-O-Conway

September

Bella Rustina Vintage Market / Fire Department Written Promotional Testing / Fire Department Practical Promotional Exam / Faulkner Co. Fair / Arkansas Commissioner of State Lands Auction / Conway Corp. Company Picnic

October

Douglas Companies Passport to Adventure Seminar / Rural Fire Show & Training / Fire Department Entry Level Written Fire Exam / Conway Business Expo / Retro Fest Arkansas / Local Police and Fire Retirement System Meeting / Arkansas 811 One-Call Expo / Faulkner Co. E-Waste Drive / District 1 Senior Olympics / G&S Gun Show

November

NABCO Company Picnic / Launch Conway / ULCS Asplundh Training Seminar / Enchanted! Metaphysics & Mystics Market / Bella Rustina Vintage Market

December

G&S Gun Show / Bass Nation Quarterly Directors Meeting / First Arkansas Bank & Trust Meeting / Kimberly Clark Meeting / ULCS Asplundh Training Seminar / Parks and Rec. Staff Meeting / City of Conway Employee Appreciation Party

City of Conway Parks and Sports Complexes

Conway Parks and Recreation maintains 600 acres of park land and 1000 acres of water at Beaverfork Lake.

Our Parks include-

Airport Park, Bainbridge Park, Beaverfork Park, Cadron Settlement Park, Centennial Soccer Park, City of Colleges Park, Conway Station Park, Curtis Walker Park, Don Owen Sports Complex, Fifth Avenue Park, Gatling Park, Laurel Park, Pine Street Park, Pompe Park, Simon Park and Tucker Creek Walking / Bike Trail

Curtis Walker Park

Is the home field for St. Joseph Baseball, the Optimist Pee Wee Football Program, and the Braves Handicap Accessible Field and Playground.

In 2025 Curtis Walker Park was used for the following significant tournaments-

- AHSFA (1)
- Hiland
- SAU
- Sheridan High School (2)



Conway Station Park

In 2025 Conway Station Park was used for the following significant tournaments and the Conway Parks and Recreation Sport Leagues-

- CASE Baseball Tournament (14)
- USSSA State Tournament
- USSSA All-Star State Tournament
- USSSA Global World Series
- USSSA Fall State Tournament
- Firefighters Memorial Benefit Tournament
- Law Enforcement Memorial Global
- PAS Fast-Pitch Tournament (3)
- FASA Fast-Pitch Tournament (2)
- USFA Fast-Pitch Tournament
- Hiland Dairy Classic



Don Owen Softball Complex

In 2025 Don Owen Softball Complex was used for the following significant tournaments and the Conway Parks and Recreation Sport Leagues-

- CASE Baseball Tournament (10)
- Joe Fitts Memorial Scholarship Tournament
- USSSA Adult Softball Tournament
- USSSA All-Star State Tournament
- USSSA Global World Series
- USSSA Fall State Tournament
- CTS Tournaments (8)



City of Colleges Park

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

In 2025 City of Colleges Park was used for the following significant tournaments and Conway Parks and Recreation Sport Leagues-

- CASE Baseball Tournament (4)
- FASA
- CBC Mustang Invitational (6)
- PAS (4)
- CTS Tournaments (2)
- USFA
- USSSA (2)
- Base (6)



Conway Tennis Center

Conway was again allowed to play their local matches with the Little Rock Central league, with matches hosted at the Conway Tennis Center. This gave our local players a better competitive edge, and a knowledge of where they stood in league play.



Listed below are the teams Conway Tennis Center formed, number of players, and results.

Level	No. of Players
Men's 2.5 18 and Over	10
State Champions	
Women's 2.5 18 and Over	9
Women's 3.0 40 and Over	15
Men's 3.5 40 and Over	13
Women's 3.5 40 and Over	16
Women's 4.0 40 and Over	17
Women's 3.0 55 and Over	13
State Champions	
Women's 3.5 55 and Over	14
Women's 2.5/3.0/3.5 Tri-Level 18 and Over	12
Women's 2.5/3.0/3.5 Tri-Level 18 and Over	15
Women's 3.5/4.0/4.5 Tri-Level 18 and Over	13
Local League Champion	
State Champion	
Women's 2.5/3.0/3.5 Tri-Level 40 and Over	15
State Finalist	
Women's 3.0/3.5/4.0 Tri-Level 40 and Over	15

Court Usage

- Daily Reservations – 2,442 (this includes online reservations)
- Conway Tennis Center League – 108 players
- Conway Tennis Center Adult Events – 234 players
- Adult Sanctioned Tournaments - 73 players
- Lessons – 1,827.75

Junior

Junior Tennis Program	696 Players
Junior Sanctioned Tournament	267 Players
High School State Tournament	84 Players
Conway High School Practices and Matches	1400 Players

Calendar of Events

March

- SEC Calcutta Championships
- Snowman Slam Junior Tournament
- Spring Junior Program
- Men's Tuesday Evening League
- Men's Wednesday Evening League
- Ladies Thursday Evening League

April

- Spring Junior Program
- Ladies' Tuesday Evening League
- Ladies' Thursday Evening League
- Men's Thursday Evening League

May

- Toad Suck Junior Championships
- Spring Junior Program
- Ladies' Tuesday Evening League
- Ladies' Thursday Evening League
- Men's Wednesday Evening League

June

- Summer Junior Camps and Classes
- Ladies' Tuesday Evening League
- Ladies' Thursday Evening League
- Men's Wednesday Evening League

July

- CATA Conway Regional Classic
- CATA High School Team Challenge
- Summer Junior Camps and Classes

August

- Back to School Bash Junior Tournament

September

- Fall Junior Program begins
- Ladies' Tuesday Evening League
- Ladies' Thursday Evening League
- Men's Wednesday Evening League

October

- City of Hope Outreach Playday
- High School 3A State Championships
- Fall Junior Program
- Ladies' Tuesday Evening League
- Ladies' Thursday Evening League
- Men's Wednesday Evening League

November

- Junior Spooktacular Junior Tournament
- Fall Junior Program
- Ladies' Tuesday Evening League ends
- Ladies' Thursday Evening League ends
- Men's Wednesday Evening League
- Men's Poker Tennis Social

December

- Ladies' Santa Claus Mixer
- Winter Junior Program

Flag Football

The Conway Youth Flag Football program experienced a successful and exciting summer season. A major highlight of 2025 was the introduction of the **5th-6th grade division**, which expanded opportunities for older athletes and strengthened overall program participation.

This year, Conway Flag Football also partnered with **NFL FLAG** for player jerseys. The new, high-quality NFL-branded uniforms were a major hit with players and parents and elevated the overall experience for teams across all divisions.

Summer Youth Participation

	Participants	Teams
1 st – 2 nd Grade	80	8
3 rd – 4 th Grade	82	8
5 th – 6 th Grade	49	6
Total Participants	211	22





Soccer

The Conway Youth Flag Football program experienced a successful and exciting summer season. A major The Conway Soccer Program celebrated a landmark year with the opening of the new **Conway Soccer Complex**. The facility has been met with overwhelming praise from players, families, coaches, and visiting teams. Its high-quality fields and amenities helped position Conway as a premier soccer destination in Arkansas and the region.

Programs offered are:

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

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

Spring Participation

	Participants	Teams
Conway Kickers	101	N/A
Micro Soccer	310	36
Recreational	292	20
Competitive	N/A	N/A
Total Participants	703	51

Fall Participation

	Participants	Teams
Conway Kickers	90	N/A
Micro Soccer	302	36
Recreational	354	26
Competitive	105	7
Adult	84	6
Total Participants	935	75



Building Permits & Inspections Department

2025 Year End Report

STAFF

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

Memberships & Licenses

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

Code Workshops and Conferences

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

Cecil Corning – Director & Mechanical Inspections

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

Zach Castleberry – Inspector

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

Ken Eckert – Inspector

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

Paul Jones—Inspector

Plumbing Inspector, State of Arkansas #P103466

Master Plumber License-MP3908

Repair Technician-RT0051

HVAC Inspector, State of Arkansas #2927420

Electrical Inspector, State of Arkansas #EI-1802

Jason Dycuy – Inspector

Plumbing Inspector, State of Arkansas #PI04424

Building Permit Totals are as follows:

Permits Type	YTD Totals 2022	YTD Totals 2023	YTD Totals 2024	YTD Totals 2025
Residential (New)	294	201	165	152
Res (Accessory)	55	49	64	45
Res (Addition)	35	26	38	31
Res (Remodel)	43	44	42	40
Multi-family	12	18	28	15
Commercial (New)	79	39	34	19
Com (Accessory)	4	10	5	25
Com (Addition)	8	9	4	2
Com (Remodel)	62	50	48	48
Demolition	34	24	19	19
Mechanical	693	504	467	382
Electrical	778	633	558	507
Plumbing	479	348	309	274
Gas	205	234	193	153
Total				

Estimated cost of construction based on Builders valuation.

(Commercial & Residential – sub permits not included within these totals)

YEAR	COST OF CONSTRUCTION	TOTAL FEES PAID
2025	\$188,797,684.33	\$837,388.04
2024	\$222,000,440.15	\$1,002,384.89
2023	\$316,998,020.45	\$1,113,148.95
2022	\$266,946,572.59	\$1,737,446.63



PLANNING & DEVELOPMENT 2025 YEAR END REPORT

PLANNING AND DEVELOPMENT DEPARTMENT STAFF

The following staff served the Planning and Development Department in 2025.

Director of Planning and Development – Anne Tucker
 Assistant Director of Planning and Development – Tara Jackson
 Planner II – Lauren Hoffman
 Planner I – Rebecca Alexander
 GIS Manager – Matt Anderson

PLANNING COMMISSION

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

Rezonings

18 rezoning requests were reviewed by the Planning Commission and the Planning & Development Department. 17 were approved as requested and 1 failed at Planning Commission. A total of 210.48 acres were reviewed to be rezoned in 2025, excluding the failed item.

Month	Location	Requested Zone Change	Acreage	Action
Jan	Approximately 300ft east of SE corner of Lower Ridge Rd and East German Ln intersection Miller's Creek Subdivision	R-1 to R-2	0.07	Approved
Mar	1375 S Harkrider St	A-1 to C-3	29.13	Approved
Mar	708 S Baridon St	R-2 to O-3	0.41	Approved
Mar	3455 Dave Ward Dr	A-1 to O-1	0.86	Failed
Mar	Approximately 640ft west of the roundabout at Museum Rd and E Siebenmorgen Rd	R-1 to R-2	3.36	Approved
Mar	643 Reedy Rd	A-1 to O-3	0.73	Approved
Apr	Northeast of intersection of Lollie Rd and Donnell Ridge Rd	A-1 to I-3	160	Approved
Apr	Approximately 120ft south of the intersection of Donnell Ridge Rd and Old Military Rd	R-1 to R-2	6.96	Approved
Apr	2011 Meadowlake Rd	R-1 & C-2 to R-2	1.35	Approved
May	1 Laura Ln	R-1 to R-2	0.44	Approved
June	332 S East German Ln	A-1 to S-1	0.40	Approved
Jul	1020 & 1102 Gum St	C-3 to R-2	0.34	Approved
Aug	1979 Blackberry Ln	R-1 to A-1	3.25	Approved
Aug	603 Polk St	R-2A to R-2	0.20	Approved
Aug	959 Farris Rd	R-1 to O-1	0.57	Approved

Month	Location	Requested Zone Change	Acreage	Action
Sep	124, 130, 136 Conway Blvd	S-1 to R-2A	1.03	Approved
Oct	554 Ingram St	R-2 A to R-2	0.20	Approved
Dec	3910 & 3920 Tyler St	A-1 to R-2	2.04	Approved

Conditional Use Permits

11 conditional use permit requests were reviewed by the Planning Commission and the Planning & Development Department in 2025. 10 requests were approved; one request failed/was not heard by the Planning Commission because the prerequisite rezoning did not pass. A total of 35.18 acres obtained condition use permit approval.

Month	Location	Requested Conditional Use	Zone	Acreage	Action
Jan	1550 E Dave Ward Dr	Mini-warehouse (self-storage facility)	RU-1	3.94	Approved
Mar	3455 Dave Ward Dr	Up to 12 dwelling units per acre	O-1	0.86	Not heard; prerequisite rezone failed
Mar	643 Reedy Rd	Childcare Facility	O-3	0.73	Approved
Apr	9 Water Oak Dr	Home Occupation – Beauty Salon	R-1	0.33	Approved
Jul	225 Tilk Rd	Private School	I-3	2.62	Approved
Jul	306 Salem Rd	Beauty Salon	O-3	2.00	Approved
Jul	4959 Prince St	Religious Activities	O-2	2.08	Approved
Sep	124, 130, & 136 Conway Blvd	Up to 12 dwelling units per acre	R-2A	1.03	Approved
Sep	2285 Moix Blvd	Mobile food vendor	O-1	1.98	Approved
Oct	2760 Garden Grove Dr	Up to 24 dwelling units per acre	C-3	2.13	Approved
Nov	700 S German Ln	Religious Activities and Retail – General	I-3	16.45	Approved
Nov	2555 Prince St	Retail – General	O-1	1.89	Approved

Annexation

4 petitions for annexation were reviewed by the Planning Commission, the Planning & Development Department, and other City agencies. This totals 444.36 acres annexed into the City of Conway in 2025.

Month	Location	Zoning upon annexation	Acreage	Action
Jan	226 Sturgis Rd	R-1	43.05	Approved
Jan	3208 Nutters Chapel Rd	R-1	67.52	Approved
Apr	Approximately 1,320ft west of Lollie Rd and 947ft south of Cooper Ln	I-3	39.05	Approved
Apr	Approximately 2,684ft east of Lollie Rd	I-3	294.74	Approved

While annexation is often viewed in a positive manner, it comes with costs related to providing services for the annexed area. On the flipside, annexation can help aide city growth. Growth by annexation should not outstrip growth within the city's existing core to ensure Conway remains financially healthy. It is important to track

annexation's impact on the city's overall density to ensure it is not occurring too rapidly, lest the city bear expensive burdens. A good measure of this health is population density. In general, Conway's population density has continued to climb as land inside the city is developed to the exclusion of relying solely on annexed lands for growth. The city had 1,092 people per square mile in 1990. This figure increase to 1,112 in 2000, 1,294 in 2010, and 1,372 in 2020. Regional peer cities such as Fayetteville, Rogers, Bentonville, and Little Rock all have higher population densities ranging from 1,687-1,797 people per square mile. At such densities, Conway could be home to 79,000-84,000 people and these additional people could help share the burdens of paying for the city's infrastructure and administration.

Board of Zoning Adjustment

The Conway Planning Commission acts as the zoning variance review authority, the Board of Zoning Adjustment. 6 requests for zoning variance were reviewed by the Planning Commission and the Planning & Development Department. A total of 6.35 acres were reviewed in 2025.

Month	Location	Variance Requested	Zone	Acreage	Action
Apr	1403/1405 Clifton St	Reduced lot width	MF-3	0.44	Approved
Apr	515 Center St	Reduced setback for existing accessory structure	R-2A	0.53	Approved
Apr	511 Center St	Reduced setback for existing accessory structure	R-2A	0.24	Approved
Apr	2090 Old Morrilton Hwy	Reduced setback for existing dwelling	MF-1	0.57	Approved
Aug	332 East German Ln	Reduced side setback for existing building	S-1	0.40	Approved
Nov	2085 Old Morrilton Hwy	Reduced setback for existing accessory structures on Lot 2	R-2	4.17	Approved

Administratively Approved Zoning Variance Applications

With the passage of O-23-11, Article 7 [Board of Zoning Adjustment] allows for small special exceptions and enhanced review criteria for variances to be administered by the Planning & Development Department. There were 2 administratively approved zoning variances in 2025.

Month	Location	Closure Requested	Zone	Action
Mar	Maxwell Villas (previously Willow Ridge) Subdivision	Reduced required lot depth for lots 1, 6, 7, 9, and 10	R-2	Granted
Dec	575 5 th Ave	Reduced setbacks for existing buildings along south property line; and northeast corner of existing building encroachment into drainage easement	MF-1	Granted

Vacation of Rights-of-Way and Easements

1 street, alley, and/or easement vacation was reviewed by the City Council in 2025.

Month	Location	Closure Requested	Zone	Action
Aug	1500 S Amity Rd	A portion of a drainage easement on Block 5, Conway Industrial Park East	I-3	Approved

SUBDIVISION/REPLATS

Subdivision

Approximately 46 plats were submitted for review in 2025. 5 were preliminary major subdivisions requiring Planning Commission review, 35 were minor subdivisions or replats that did not require Planning Commission review (2 of these 35 were withdrawn by the applicant), and 1 was a minor subdivision or replat which required Planning Commission review due to the request for a waiver. 5 final plats were filed.

Lot Creation

The total number of lots created from plats filed in 2025 (including lots created from plats submitted for review in previous years) is approximately 58 residential lots and 14 mixed used/non-residential lots (including multi-family lots). This data takes into consideration the loss of total number of lots, such as in cases of lot merges.

DEVELOPMENT REVIEW

Development review consists of the evaluation of non-one- or two-family site plans against city land use regulations. 23 development reviews were approved by staff (including reviews submitted in 2024). Approximately 12 developments are currently active in review. A total of 25 development review applications were submitted in 2025, 5 of which were post-approval reviews for changes made to previously approved SDR plans.

Development Review Appeals heard by Planning Commission

There were no development review appeals heard by Planning Commission in 2025.

CODE AND PLAN AMENDMENTS

Zoning Code

Planning Staff have continued their audit of the Zoning Code, Comprehensive Growth Plan, and Subdivision Ordinance with the goal of formulating a comprehensive update to facilitate efficiency with contemporary standards. Through partnership with Garver Engineering and a select group of Conway citizens, we have gotten approval from City Council to amend the Article X Design Standards for Commercial Development and cleaned up some of the language in Article IX and Article IV. Those changes to the Code will take effect on January 1, 2026.

The audit will focus next on the remaining language in the Zoning Code to alleviate conflicting language and inconsistencies. This portion will not require input from the steering committee as no actual changes to the code will be made; just clearer language.

In the Spring or early Summer of 2026, we will start reviewing the Subdivision Code and, with input from the committee, will bring that portion up to modern standards. It is our intention to follow that with updates to the Sign Code.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

The City's GIS division within the Planning and Development Department is responsible for all applications and maintenance of the City's GIS system and is the primary GIS Census contact for the City of Conway. The division provides annual updates of new annexations to the Census to assist in population calculations and manages the city's addressing systems, coordinating new and updated addresses with Conway Corp, USPS, Faulkner OEM and the Assessor's office. Web maps are created and maintained to easily share information with the public and other city departments.

Enterprise Permitting & Licensing Software (EPL)

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

TCO Application

The Planning Department and Information Technology Department worked alongside the Permits and Inspections Department to improve the Temporary Certificate of Occupancy application and renewal process. This updated application will allow customers to more easily apply for, monitor, and renew their TCOs and will help Permits staff maintain more accurate and up-to-date records of current and previous TCOs.

City Clerk

The Planning Department continued to work alongside the City Clerk to implement applications from Enterprise Permitting & Licensing for the Office of the City Clerk. The Supplemental Beverage Permit was fully implemented in November 2025 and is now in use by the City Clerk staff. Advertising & Promotion permits and a Short Term Rental permit are in the early stages of implementation and may be live by Q2 2026.

Transportation Department Permits

No Transportation Department applications have been implemented into Enterprise Permitting & Licensing, but a meeting was held in December to discuss intention to begin adding all Transportation permits in 2026.

OTHER PLANNING DEPARTMENT ACTIVITIES

Sign Permits Issued

The Planning & Development Department reviews applications and issues sign permits. A total of 117 sign permits were issued in 2025, 10 of which were for temporary (banner) signs.

Small Cell Permits Issued

A total of 0 small cell permits were issued in 2025.

OTHER BOARDS & COMMISSIONS

Historic District Commission

The Planning Department acts as City staff for the Conway Historic District Commission (HDC). Planning staff reviewed 25 total HDC applications: 7 Robinson Historic District requests and 18 Old Conway Design Overlay District requests. Planning staff also reviewed 3 Markham Street Plan applications.

Month	Location	Request	Zone	Acreage	Action
Jan	2125 Robinson Ave	Convert temporary structure to permanent for CRMC.	OCDOD	2.64	Approved
Jan	344 Conway Blvd	Construct new garage as addition to existing home.	OCDOD	0.36	Approved
Jan	1157 Parkway St	Revisions to previously approved design of warehouse building.	OCDOD	0.45	Approved
Feb	346 Ash St	New single-family dwelling.	OCDOD	0.17	Approved

Month	Location	Request	Zone	Acreage	Action
Feb	1140 Harkrider St	Construct new office building and associated parking area.	OCDOD	3.19	Approved
Mar	1904 Robinson Ave	Installation of brick privacy fencing.	RHD	0.40	Approved
Mar*	2125 Hickory St	Convert garage into living space.	OCDOD	0.26	Administratively Approved*
Apr*	2127 Duncan St	Remove and re-do faulty addition on existing dwelling.	OCDOD	0.36	Administratively Approved*
June	931 Faulkner St	Remodel existing building and construct new structure for multi-family residences.	RHD	0.63	Denied
Jun	1365 Bruce St	New single-family dwelling.	OCDOD	0.14	Approved
Jun	2003 Caldwell St	Tree removal.	RHD	0.39	Approved
Jul	611 Walnut St	New single-family dwelling.	OCDOD	0.15	Approved
Aug	413 Center St	Tree removal.	OCDOD	0.27	Approved
Aug	931 Faulkner St	Remodel existing building and construct new structure for multi-family residences.	RHD	0.63	Approved
Aug	900 Locust Ave	Remodel and construct addition for existing commercial building.	OCDOD	0.18	Approved
Sep	1703 Caldwell St	Installation of privacy fence; coming into conformance for installation w/o HDC approval.	RHD	0.13	Approved
Sep	346 Ash St	Revisions to previously approved plans; change from detached garage to detached accessory dwelling.	OCDOD	0.17	Approved
Sep	2125 Duncan St	New single-family dwelling.	OCDOD	0.16	Approved
Sep	1145 Lincoln St	Construction of new equipment shop building.	OCDOD	1.88	Approved
Oct	1837 Robinson Ave	Convert existing detached garage to living space (not dwelling), adding windows and doors.	RHD	0.29	Approved
Oct	1814 Robinson Ave	Stain brick.	RHD	0.48	Withdrawn
Oct	1605 College Ave	Tree removal.	OCDOD	0.48	Approved
Nov	714 Harkrider St	Revisions to previously approved plans; another addition to existing commercial structure.	OCDOD	0.44	Approved
Dec	614 Faulker St	Demolition of existing structure (required due to CUP conditions).	OCDOD	0.34	Approved
Dec	713 1 st St	Construction of accessory structure, and approval for accessory structure installed without HDC approval and Permits approval.	OCDOD	0.30	Tabled

CONWAY TREE BOARD

2025 Year-End Summary (provided by Skylor Swope)

- 2025 marked Conway's 19th year as a Tree City USA community, reflecting our continued commitment to urban forestry and environmental stewardship.
- Highlights from 2025 include:
- Distributed 1,200 free trees during the Spring Tree Giveaway.

- Planted 30 fruit trees (pear, mulberry, persimmon, and fig) at the McGee Center through a \$2,000 Fruit Tree Grant from Interfaith Power & Light.
- Introduced the Bradford Pear Tree Bounty Program, scheduled to launch in 2026.
- Participated in the Master Gardeners Plant Sale on May 10.
- Hosted the 19th Annual Arbor Day Celebration on November 1, featuring:
 - 100 free trees
 - The annual Poet-Tree Contest
- Began collaboration with the Davey Group to implement a \$250,000 Urban & Community Forestry Planning Grant from the Arkansas Department of Agriculture – Forestry Division, including the start of citywide tree inventory data collection.

MISCELLANEOUS

Planning Department Staff

In October of 2025, Ryan Robeson was removed as Assistant Director and assumed the position of Planner II. He ultimately left the city leaving room to promote the remaining staff.

Tara Jackson – Assistant Planning Director

Lauren Hoffman – Planner II

Rebecca Alexander – Planner I

Matt Anderson remains the GIS coordinator.

Courtney Morris was hired as the Planning Technician and will begin employment effective January 5, 2026. Courtney brings with her an interest in the Geographical Information Systems and will, in addition to the Planning Tech duties, act as a backup to our GIS office, as time allows.



Department of Public Works

2025 Year End Report

Director – Spencer Clawson
Administrative Assistant – Lily Couch

CODE ENFORCEMENT

The City of Conway Code Enforcement Department has 3 Code Officers and 1 administrative support person. They are trained to respond to a variety of complaints within 24 hours of the complaint being received. If the complaint is safety sensitive that complaint will be prioritized to be addressed immediately.

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

2025 marked a major shift in Conway's code enforcement practices. Starting in late spring we implemented a new approach that has proven to be a win for both the citizens and for the Department. We are now a "Citizen Driven" Code Enforcement department. Our new system was at first an experiment that I had been wanting to implement for a while, but when the spending freeze led me to reevaluate services, I felt the time was right.

A *brief* explanation of the changes:

Old way: Code officers proactively drove around looking for violations of the Nuisance Abatement Code. They would write up violations that were discovered. They would also respond to any complaints that came into the office via phone, online, etc. The old way worked well but was an inefficient use of time and resources. It also perpetuated the “bully” label that code enforcement departments nationwide deal with. I believe that we had developed issues with exercising discretion in the face of this “go see what you can find” approach. This old method had no requirement to contact the complainant about the processes leading to a disconnection with the public.

New way: When a citizen makes a complaint that complaint is assigned to an officer. The officer is now required to contact the complainant. During this contact the officer can find out more about the nature of the complaint. They can explain our process and answer any questions the complainant may have. Sometimes they must explain that the complaint has no ordinance to back any action. Other times they can get clarity on the expectations of the complainant.

Once the case has been investigated, opened and worked, the officer contacts the complainant again to let them know the case is being closed. This gives the officer a chance to let the citizen know that they have been heard.

Each month officers now are limited to 2 residential violations and 2 commercial violations that are discovered without a complaint. The officers continue to take immediate action on any violation that would impact public safety.

This new method allows us to establish positive contact with citizens and to become more in sync with the community’s expectations and concerns.

Our Citizen Driven model has been a great success. It does, understandably, reflect fewer open cases comparing 2025 to previous years. Although the data is a marker of activity it is not a marker of success. I know that overtime this model will prove to be a more positive method.

We have always prioritized education over enforcement believing that most ordinance violations were a result of lack of awareness and not a blatant disregard for the adopted ordinances. Our department is committed to avoiding any punitive measure to gain compliance. We work with citizens to establish reasonable timelines for gaining the level of compliance necessary to ensure public safety and uphold public expectations.

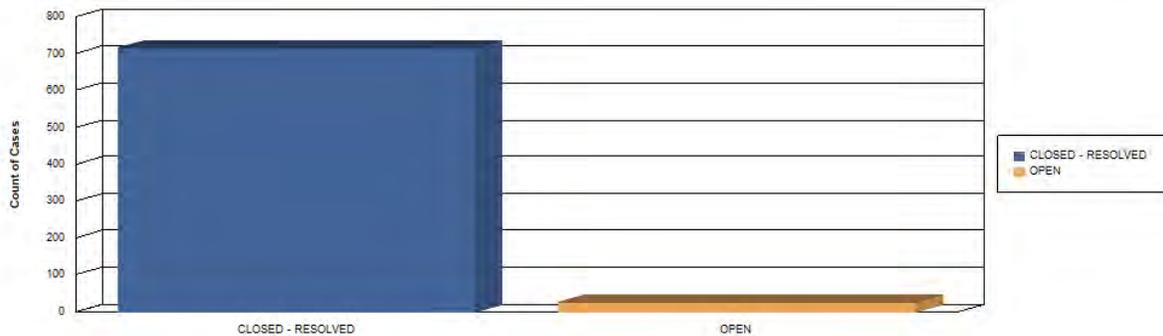
This year has been an incredibly busy year for our Code Officers. You’ll find below a recap of Code Enforcement activity.

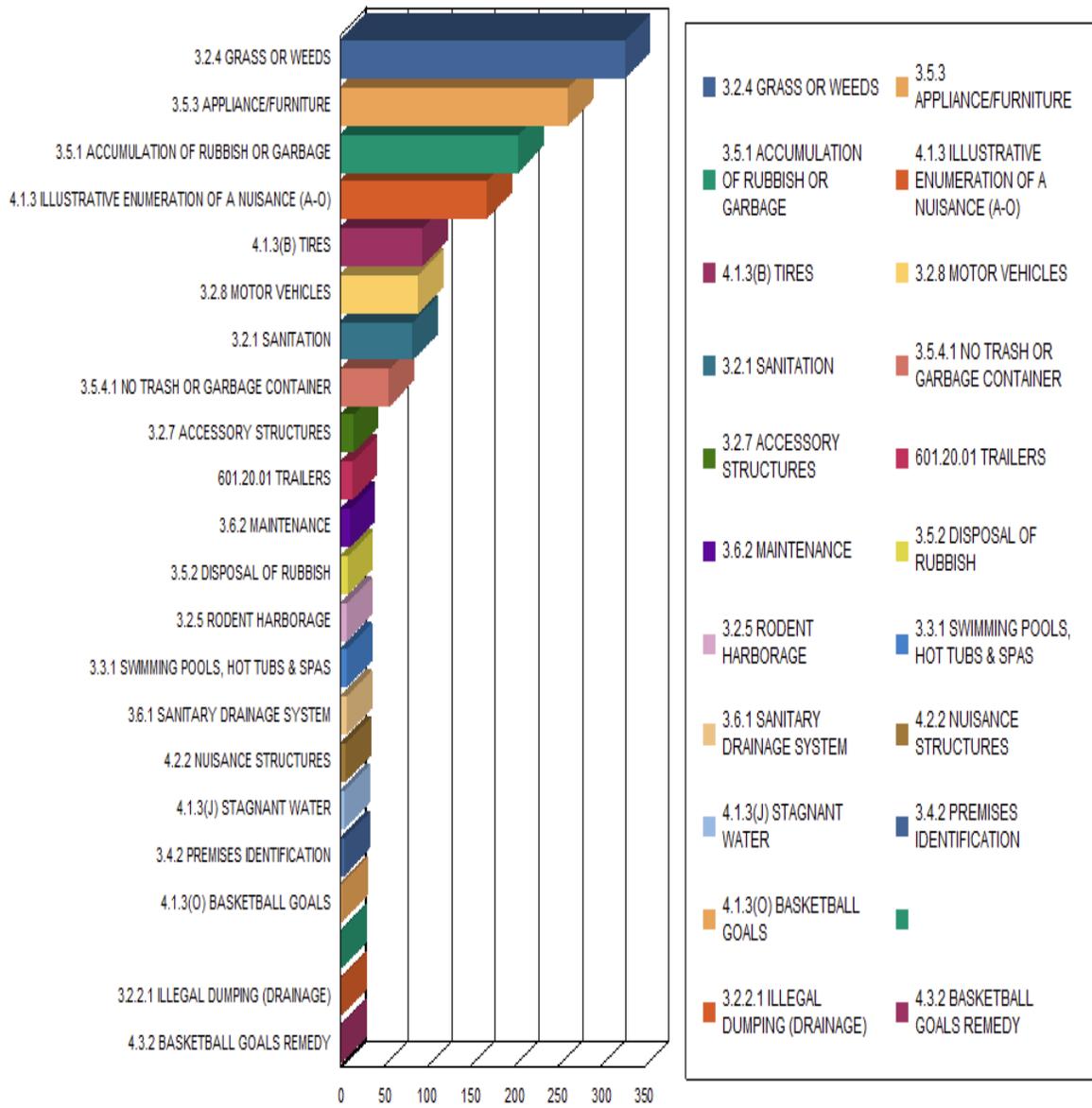
Violation Report

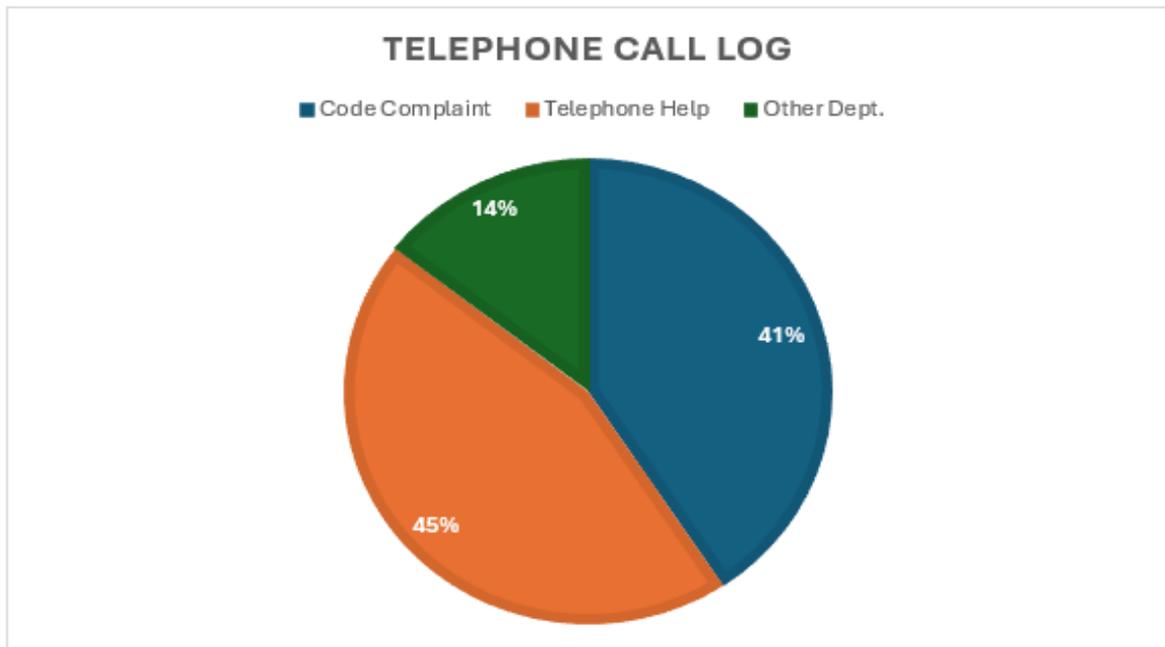
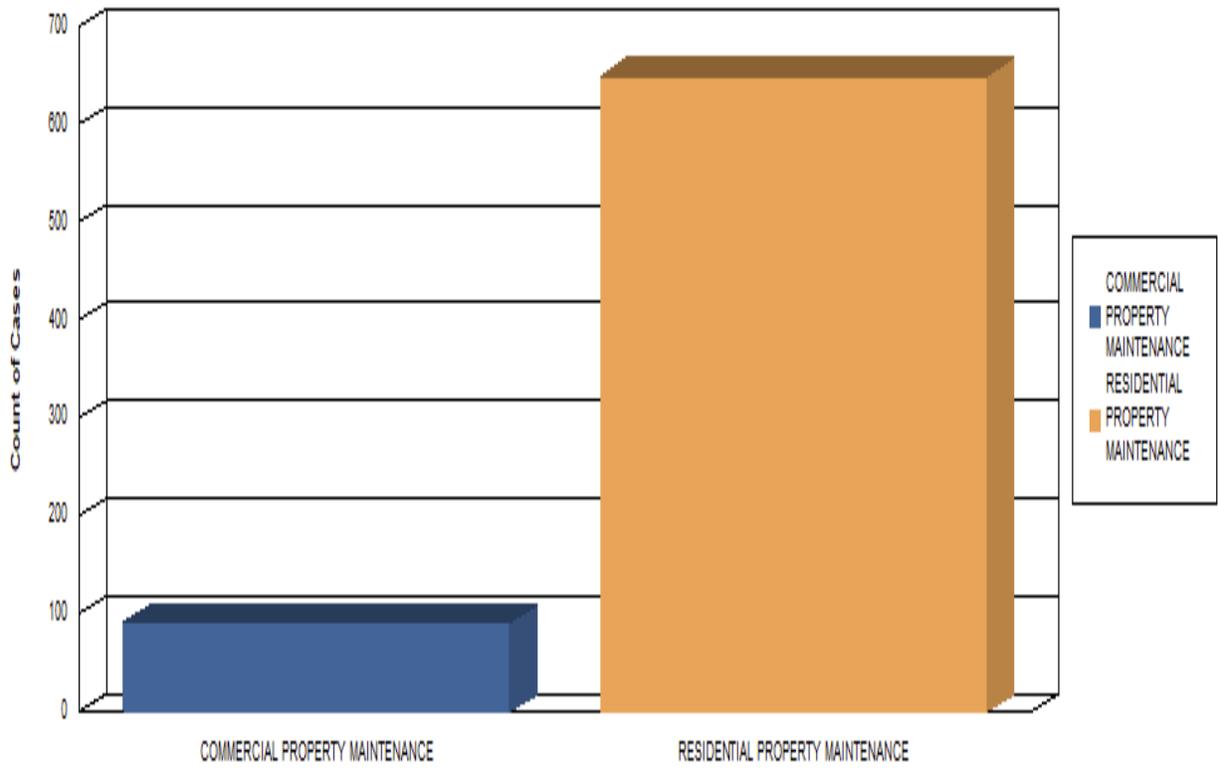
Year End Totals	2022	2023	2024	2025
Total Courtesy Notices	1366	1306	1815	1009
Total Violations written	888	1306	1815	1009
Total Code Citations	56	33	14	12
Total A&P Citations			6	12
Total A&P notices served			236	72
City Street Restrictions (sidewalk flyer)	120	145	135	73
Online Complaints	330	246	293	228
Total Scheduled City Cleanups	21	18	22	4
Total Homeless Camp Cleanups			17	12
Total Code Complaint Calls				279
Total Other Depart. Transfer				99
Total Telephone Help				308
Total Community Service Workers				46



**CODE CASES OPENED BY STATUS (01/01/2025 TO 12/22/2025)
FOR CITY OF CONWAY**







PHYSICAL PLANT

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

Buildings

- ✓ The Physical Plant performed general maintenance, grounds keeping and janitorial services for the city buildings. This includes the cleaning, stripping, waxing, and buffing of floors, and minimal plumbing and electrical tasks that were within our limits.
- ✓ Generator maintenance at City Hall
- ✓ Rogers Plaza fountain maintenance
- ✓ Cleaned gutters for city buildings
- ✓ Pressure washed airport
- ✓ Ice melt at city buildings
- ✓ Moved furniture at CEOC
- ✓ Set up Transportation Dept new building with new Janitorial supplies
- ✓ Painted benches
- ✓ Conway Animal Service tree clean up
- ✓ Cleaned container at Conway Animal Service
- ✓ Remodeled our new Public Works Building
- ✓ Backflow testing and repairs

Community

- ✓ 12 Home camp clean ups
- ✓ Code Enforcement clean ups
- ✓ Hanging flower baskets
- ✓ Intersection and traffic circle debris clean up
- ✓ Ditch and intersection poisoning
- ✓ Toad Suck Daze setup, litter control, breakdown
- ✓ Flags put out Downtown Conway
- ✓ Flags/barricades for Conway's sidewalk events
- ✓ Provided Community Service hours to 46 citizens
- ✓ Prepped city for Christmas holiday
- ✓ Sidewalk pressure washing, debris removal, litter control
- ✓ Shopping cart returns
- ✓ Providing safety barriers for local 5K races
- ✓ Crape Myrtles maintained (trimming, grate reductions, weed barriers installed)
- ✓ Maintained 78 flower pots and 8 large planters for Downtown Partnership
- ✓ Removed graffiti
- ✓ Snipe sign removal

Backflows for City Property

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

Education

- ✓ Jon Bach and Dustin Smith completed certifications for RPZ testing and repair from the state
- ✓ Jon Bach, Dustin Smith & Dylan Mattingly attended an ISA Certified Arborist Exam Prep & Tree Care Workshop

Additional Activities

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

Special acknowledgement:

The Physical Plant has spent most of the year remodeling our future location at 695 Enterprise Avenue. We did this in concert with all our regular duties. It has been a huge challenge and provided opportunities to brush up on new skills making the Physical Plant even more capable of taking on the maintenance needs of the buildings in our care. We are extremely proud of our new building and look forward to being moved in by February 2nd, 2026.

CONWAY ANIMAL SERVICES

In 2025 Conway Animal Services implemented strategic, data-driven operational changes that have significantly improved animal welfare outcomes, community engagement, and overall shelter performance. Many of these initiatives began in mid-2024 and reached full impact in 2025.

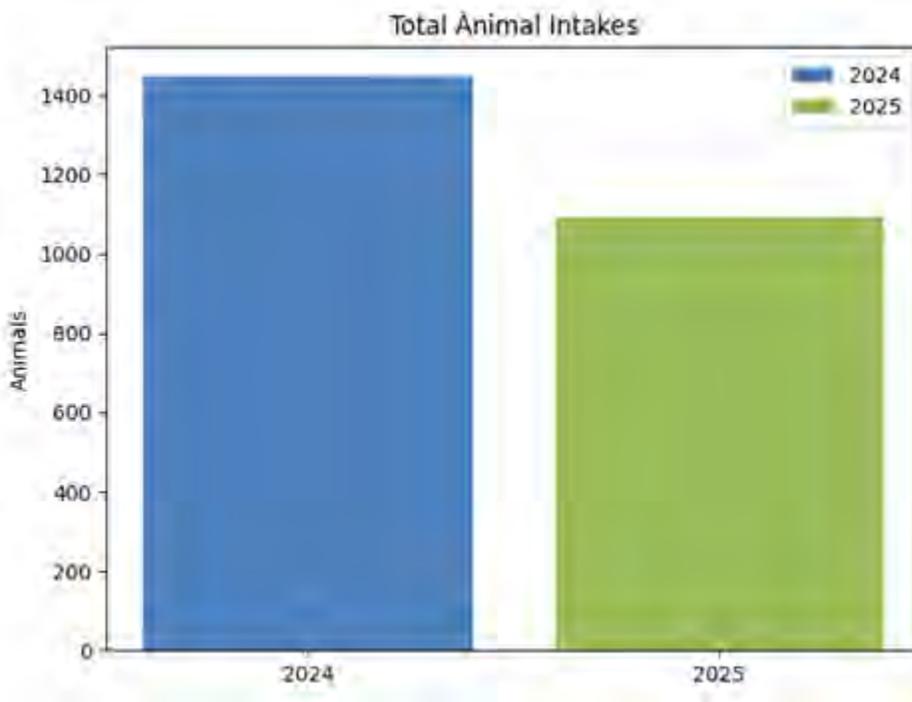


Figure 1. Total animal intakes declined by 24.5% from 2024 to 2025, reducing operational strain and allowing staff to focus resources on improved care, enrichment, and lifesaving outcomes.

A cornerstone of this progress has been the establishment and rapid expansion of a foster program. As rescue transport opportunities decreased in 2025, the foster program provided essential capacity relief within the shelter, allowing the department to continue saving lives without expanding the facility.

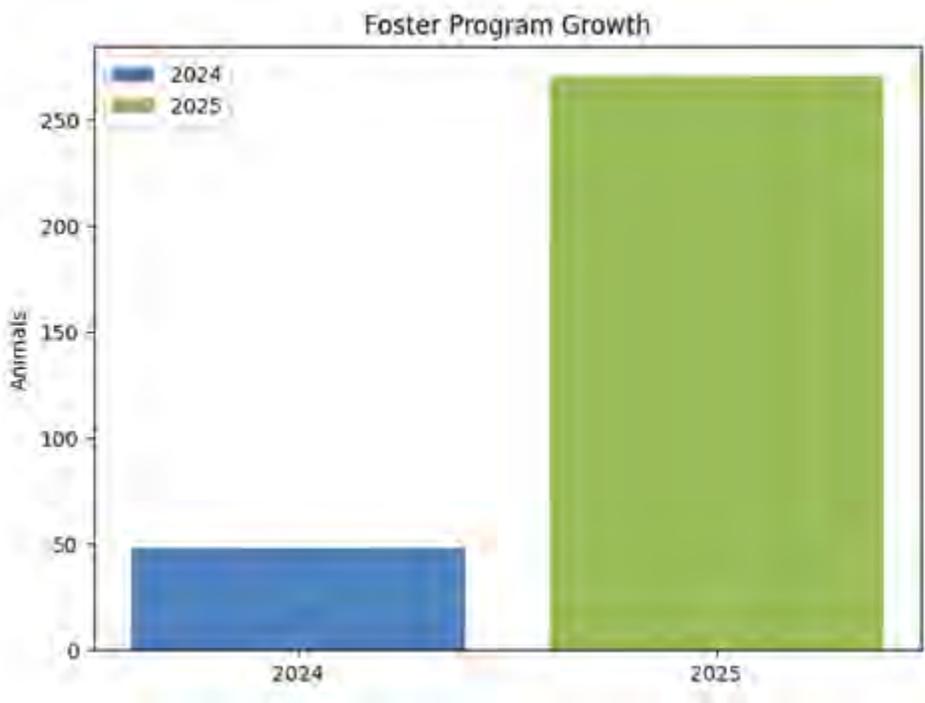
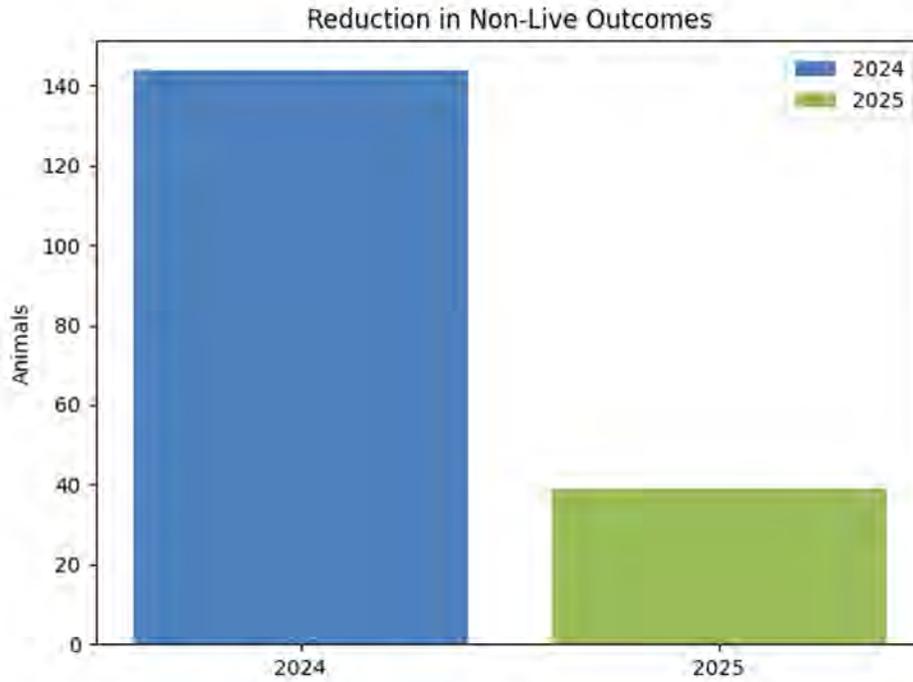


Figure 2. Foster placements increased more than fivefold in one year, significantly expanding lifesaving capacity and reducing reliance on external rescue transfers.

As a result of these combined efforts, Conway Animal Services achieved the lowest non-live outcome numbers since the department's founding, representing a major milestone in advancing the City's no-kill mission.

Figure 3. Non-live outcomes decreased by approximately 73%, marking the lowest euthanasia rate in the department's history.



While average length of stay increased slightly, this change is consistent with no-kill best practices and has been proactively addressed through daily enrichment and group play programs that reduce kennel stress and improve adoption matching.

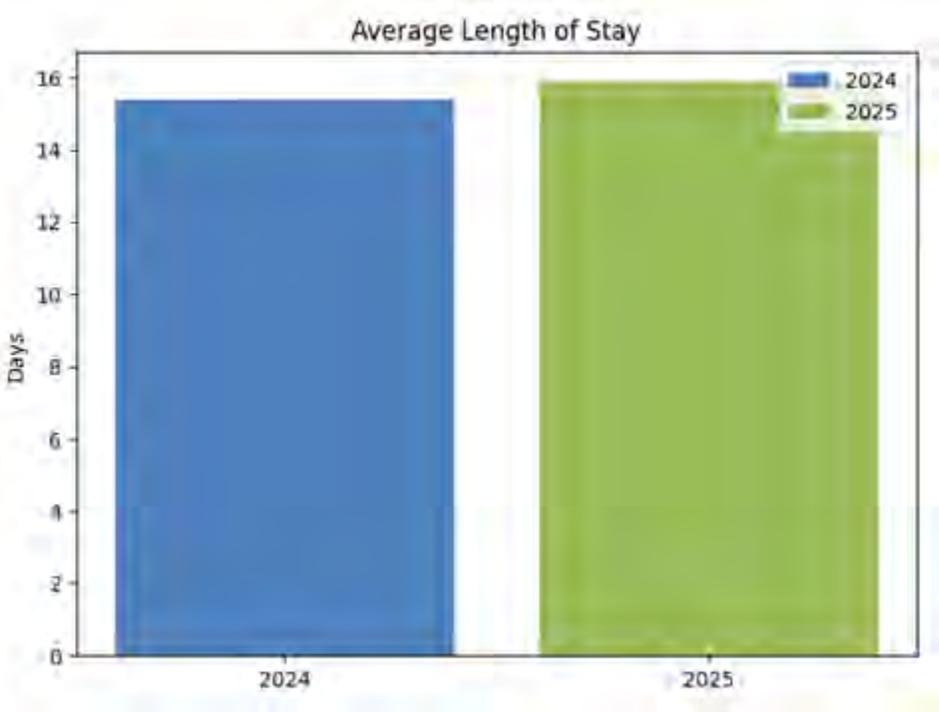


Figure 4. A modest increase in average length of stay reflects intentional no-kill practices and is supported by enhanced enrichment and behavioral assessment programs.

Grant Money

Conway Animal Services received \$22,000 in grant money in 2025

Community-Based Strategies Driving Intake Reduction and Lifesaving

Several targeted, community-based initiatives have played a critical role in reducing shelter intakes while simultaneously increasing lifesaving outcomes. One of the most impactful strategies has been the implementation of a rehoming service that provides pet owners with tools and guidance to responsibly rehome their pets. This program offers owners a pathway into the shelter only after they have been given appropriate time and support to explore community-based solutions. As a result, many pets are successfully placed into new homes without ever entering the shelter, freeing valuable space and resources for stray, abandoned, and at-risk animals.

Expanded and consistent social media efforts have significantly increased the department's visibility and public engagement in a positive way. This increased reach has directly contributed to growth in volunteer participation and foster recruitment, both of which have enhanced the shelter's enrichment capabilities. Greater community involvement has allowed staff to provide more individualized care, behavioral support, and adoption readiness for animals.

Field operations have also been a major contributor to lifesaving success. Animal Services Officers have made a deliberate push to increase return-to-owner outcomes directly in the field whenever possible. These efforts not only reduce shelter intake but also reinforce public trust by demonstrating a strong commitment to reuniting lost pets with their families quickly and humanely.

In addition, Conway Animal Services has increased its presence in the community through frequent adoption events, often held on a weekly basis. Utilizing the adoption trailer and deploying staff offsite allows the department to meet residents where they are, showcase adoptable animals, and visibly demonstrate the care and dedication given to pets in the City's care. These events have strengthened community relationships and contributed to increased adoptions and positive public perception.

Social Media Impact

In 2025, Conway Animal Services recorded 5,562,318 social media views, 514 community conversations (221% increase), 96,099 interactions (41% increase), and 1,834 net new followers (29% increase).

Volunteers and Partnerships

Volunteers contributed 2,500 logged hours in addition to hundreds of community service hours, assisting with animal care, cleaning, clerical duties, surgery assistance, and social media content creation.

Appendix A: 2024–2025 Operational Metrics

Metric	2024	2025	Key Takeaway
Total Intakes	1,448	1,093	Significant intake reduction
Adoptions	561	523	Stable adoption performance
Return to Owner	229	270	Increased field reunifications
Rescue Transfers	357	237	Reduced dependency on transport
Animals in Foster	48	271	Major capacity expansion
Foster Adoptions	28	232	Foster as adoption pathway
Non-Live Outcomes	144	39	Lowest in department history
Average Length of Stay (Days)	15.4	15.9	Managed no-kill increase

As this report reflects, Conway Public Works has had a tremendous 2025!

Key takeaways from this report:

- Conway Animal Services' (CAS) inclusion to Public Works has been a huge success for the community, the department and for the animals.
- Code Enforcement's adoption of a new "Citizen Driven" model is working to build positive relationships in the community while focusing on citizens' concerns.
- Physical Plant happily works outside the scope of typical maintenance workers and groundskeepers to the benefit of the city employees and community.



2025

CONWAY POLICE DEPARTMENT ANNUAL REPORT



City of Conway Arkansas

1-02-25



Conway Police Department – 2025 Annual Report

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CHIEF'S COMMENTS

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

This document is a report of not only crime statistics, but activities and services conducted by the police department in the protection and service to the citizens of this community. While this is a comprehensive report on services required, it does not include the many incidents of police personnel assisting members of the community that did not result in a report filed or arrest made. This report reflects the ever-increasing demand for police services by a growing community. These statistics are reflective of calendar year January 01 to December 31, 2025.

- Special Operations worked forty-two (42) special events resulting in 834.5 total man-hours.
- SWAT reported being utilized eighteen (18) times during 2025. Three (3) utilizations were for arrest/search warrants for the Criminal Investigation Division. Twelve (12) utilizations were for Narcotic's operations. One (1) utilization was for barricaded subjects that were all resolved peacefully. Two (2) utilizations were for federal agencies (DEA, Postal Service), in furtherance of their cases.
- The Criminal Investigation section worked on a total of 2103 cases, a 13.4% increase from 2024.
- The Narcotics section worked 522 cases, a 6.54% increase from 2024.
- Department wide, there were 4,207 adult arrests and 419 juvenile arrests made in 2025. This is a 7.27% increase in adult arrests and a 6.5% decrease in Juvenile arrests when compared to the previous year.
- Conway Emergency Operations Center processed 85,802 for the City of Conway. 2025 is the first full year of consolidation which concluded with strong operational performance, exceptional responsiveness, and continued dedication to serving the residents of Conway. EOC averaged 235 calls per day. There were 29,661 Emergency 911 calls received and 56,141 non-emergency calls. This is an overall increase of 8.2%.
- There was a total of 17,205 hours of training for officers in 2025; these hours included Basic Police Academy Training, K9, SWAT, Field Training as well as De-escalation, Crisis intervention Training, and Duty to Intervene.

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

Chief Chris Harris



Conway Police Department – 2025 Annual Report

CRIME INFORMATION

Violent Crimes, overall, experienced an 8% decrease in 2025 compared to 2024. There were 270 violent crimes reported in 2025 versus 293 violent crimes reported in 2024. The violent crimes in Conway for 2025 are broken down as follows:

- There was a 50% increase in Murders with 3 reported in 2025 and 2 reported in 2024.
- There was an 8% increase in Rapes with 28 in 2025 and 26 reported in 2024.
- There was a 16% decrease in Robberies with 21 in 2025 and 25 reported in 2024.
- There was a 9% decrease in Aggravated Assaults with 218 in 2025 and 240 reported in 2024.

Property Crimes, overall, experienced an 8% decrease in 2025 compared to 2024. There were 1,272 property crimes reported in 2025 versus 1,386 property crimes reported in 2024. The Property Crimes in Conway for 2025 are broken down as follows:

- There was a 14% decrease in Burglaries with 103 in 2025 and 120 reported in 2024.
- There was an 8% decrease in Thefts with 1,084 in 2025 and 1,182 reported in 2024.
- There was a 1% decrease in Motor Vehicle Thefts with 80 in 2025 and 81 reported in 2024.
- There was a 67% increase in Arsons, with 5 in 2025 and 3 reported in 2024.

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

	2019	2020	2021	2022	2023	2024	2025
Murder	2	3	0	7	4	2	3
Rape	37	45	38	31	23	26	28
Robbery	51	30	33	16	29	25	21
Burglary	175	158	175	168	127	120	103
Theft	1,413	1,607	1523	1473	1,380	1,182	1084
Motor Vehicle Theft	100	122	140	112	121	81	80
Estimated Population			64,134	67,828	67,828	69,580	70,711*

<https://worldpopulationreview.com/us-cities/arkansas/conway>



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CONWAY POLICE DEPARTMENT DIVISIONS

Office of the Chief

The Administration Division consists of 7 sworn positions and 3 non-sworn positions. These positions include Chief Chris Harris, the Assistant Chief, the Office of Professional Responsibility supervisor, Public Information Officer, Community Crisis Response Team (CCRT) supervisor and two CCRT officers. During 2025, one Major was promoted to the rank of Assistant Chief, and two Lieutenants were promoted to the rank of Major.

Office of Professional Responsibility

On March 19th, 2025, The Conway Police Department achieved its 7th national certification from the Commission on Accreditation for Law Enforcement Agencies. The certification is awarded every four years to an agency for demonstrating law enforcement excellence and having exemplified the best professional practices as recommended by the commission.

Six Administrative Inquiries were conducted, compared to 13 in 2024. There were 1017 Freedom of Information requests processed, compared to 444 in 2024.

Public Information Office

The Conway Police Department works closely with the University of Central Arkansas through its Police and Society program. CPD officers engage with students who are interested in law enforcement careers by providing instruction, sharing information about department divisions, facilitating ride-a-longs, guiding students through the department's physical training course, and supporting program events. This partnership continues to benefit both the university and the department, with several program alumni now serving as CPD officers.

Community safety outreach extends beyond schools and universities, as CPD participates in numerous safety-focused events hosted by local businesses and organizations, including Lowe's, Home Depot, Tractor Supply, various daycares, and area churches. These events offer families opportunities to meet officers, explore equipment, and learn about safety practices in a friendly and approachable setting.

A popular addition to these events has been Safety Pup, our department's child-focused safety mascot. The mascot suit appears at school functions, safety fairs, and outreach events to promote positive interactions with children. This year, CPD also debuted a miniature remote control Safety Pup vehicle (purchased through the National Child Safety Council NCFC) which made its first appearance at the Faulkner County Sheriff's Office Halloween event. The National Child Safety Council is a key partner in helping CPD provide educational materials, giveaway items, and safety-focused resources for children throughout the community.

CPD also supports several major programs that assist children and families in need. Through initiatives such as the Cops with Coats for Children, back-to-school backpack drives, and the FOP's shoe program and Shop with a



Conway Police Department – 2025 Annual Report

Cop, thousands of Conway children receive clothing, school supplies, and essential items each year. These partnerships ensure that families facing financial hardship have access to the resources necessary to help their children thrive.

The department maintains a long-standing commitment to Special Olympics Arkansas by volunteering time at events such as Carrying the Torch, Tip-a-Cop, the Cold Plunge, and various competitions. Officers contribute through fundraising, event operations, and direct engagement with athletes, reflecting CPD's dedication to serving the community in meaningful ways outside traditional law enforcement duties. In 2025, members of the Conway Police Department proudly supported Special Olympic Athletes by attending and participating in 14 community events. These efforts helped raise funds and awareness for an incredible cause, demonstrating our commitment to inclusion and service beyond the badge.

Additionally, CPD partners with the Our Blood Institute to host multiple blood drives annually, including Battle of the Badges and Faith & Blue. These drives unite officers, staff, and community members to donate gallons of blood that directly support local hospitals and save lives, underscoring CPD's investment in the overall well-being of Conway's residents.

While the department assists the city with large public gatherings by helping with security and traffic coordination, CPD's most direct and hands-on community involvement comes through its outreach, education, volunteer programs, and ongoing safety initiatives.

Collectively, these efforts reflect the Conway Police Department's commitment to building a strong, connected, and supportive community. A significant part of coordinating and sustaining these outreach opportunities is made possible through the work of the department's Public Information Office, who plays a vital role in organizing participation, scheduling officers, budgeting/inventory for NCSC and ensuring CPD maintains a consistent and positive presence throughout Conway. Whether through safety education, youth engagement, community partnerships, or volunteer service, our officers continue to invest their time, energy, and care for the people we serve.

Special Weapons and Tactics (SWAT)

SWAT reported being utilized eighteen (18) times during 2025. Two (2) utilizations were for federal agencies (Drug Enforcement Administration and United States Postal Inspection Office) in furtherance of their cases. Three (3) utilizations were search warrants/arrest warrants for the Criminal Investigation Division. Twelve (12) utilizations were search warrants for the Criminal Investigation Division – Narcotics Unit. One (1) utilization was for a barricaded subject, who voluntarily surrendered without incident upon operators of the SWAT team arriving on scene. Each SWAT officer averaged 361 hours of training per operator. The SWAT team cumulatively received 5,048 total hours of training in the calendar year of 2025.



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PATROL DIVISION

The Patrol Division currently has 82 sworn officers and 1 non-sworn Administrative Assistant. The following statistics were reported for 2025:

- The Patrol Division has 16 pillars of training that each officer must complete. As of the end of 2025, the Patrol Division is maintaining a 100% completion ratio for the 16 training courses which include Naloxone Training, Basic Crime Scene Processing, Emergency Vehicle Operations, Standardized Field Sobriety, and Diffusion/De-escalation.
- There were 4,207 adult arrests made in 2025 in comparison to 3,922 in 2024, a 7.27% increase. There were 419 juvenile arrests in 2025 in comparison to 446 juvenile arrests in 2024 resulting in a 6.5% decrease.
- Patrol reported 22 police pursuits, down from 32 in 2024, a 31.25% decrease. We responded to 2,499 accidents on the roadway and 892 Private Property Accidents, resulting in a total of 3,391 accidents worked. This represented a 2.66% increase from 2024.
- 132 DWI/DUI arrests were made in 2025 in comparison to 116 in 2024; an 8.7% increase. There were 49 No Seat Belt citations and 183 warnings issued in 2025, a 30% increase from the 14 issued in 2024. There were 21 No Child Passenger Restraint citations and 11 warnings issued in 2024, an 86% decrease from the 54 issued in 2024.
- The K9 Unit currently consists of 4 teams. Currently, three K9 teams are assigned to patrol teams, one K9 team is assigned to Conway Public Schools as an SRO. During 2025, the K9 Unit was utilized 1377 times for vehicle searches, building searches, narcotics searches, and tracking. This is a 446.03% increase from 2025. (Note, 930 were in the schools) The street value of illegal drugs seized by the K9 Unit is estimated at \$934,879. This is a 563.18% increase from 2025. The K9 Unit also performs demonstrations during the year at schools, civic groups, and other community events.
- Warrant officers served 1,596 warrants in 2025, a 27% decrease from 2024. They also spent 387
- hours (125% increase) conducting prisoner transport throughout the state with 15,535 total miles driven (128% increase). Warrant officers to 50 sets of fingerprints (34% decrease) and processed 110 recalled warrants (41% decrease). The total number of warrants served by the Conway Police Department was 3,016 (13% decrease). There were 3,784 new warrants issued in 2025, a 9% increase.



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Field Force Team

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

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

Key training milestones for the year include:

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

These efforts reflect the Field Force Team's dedication to professional development and readiness. While 2025 did not present operational challenges requiring deployment, the training and certifications achieved this year have positioned our team to respond effectively to any potential incidents in the future.

Crime Suppression Unit

The Crime Suppression Unit (CSU) consists of 4 officers, riding in pairs, and one sergeant. The primary responsibility of CSU is to target those areas of the city to experience the most criminal activity at the current time. CSU also assists various divisions by furthering investigations via strategic enforcement efforts. Over the course of 2025, CSU has:

- Completed or supplemented 484 reports. Compared to 534 in 2024.
- Made 231 felony arrest. Compared to 253 in 2024. 81 misdemeanor arrests, compared to 146 in 2024. And served 164 active warrants. Compared to 163 in 2024.
- 8 stolen vehicles. Compared to 5 in 2024.
- Seized 25 illegal firearms. Compared to 26 in 2024.



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INVESTIGATIONS DIVISION

The Criminal Investigations Division (CID) of the Conway Police Department consists of 23 sworn officers and 3 non-sworn personnel, assigned to specialized units including Investigations, Narcotics, School Resource, Sex Offender Compliance, Internet Crimes Against Children (ICAC), Victim Services, the National Integrated Ballistic Information Network (NIBIN), and the FBI through the TFO program.

Criminal Investigations

- Cases Handled: 2,103 cases in 2025, reflecting an increase of 13.4% from 2024 (1,854 cases) School Resource Officers (SRO's)

- Reports Generated: 302 reports.
- Assistance Provided: Supplemented or assisted in an additional 37 cases.

Sex Offender Compliance

- Offenders Managed: 68 registered sex offenders within Conway, up 3% from 66 in 2024.
- Compliance Cases: Investigated 32 compliance-related cases, leading to 28 arrests for non-compliance with sex offender registration requirements.

Victim Advocacy

- Victim Outreach: Contact was made with 1080 victims to assist with their cases, expanding support services and advocacy for those affected by crime.
- Internet Crimes Against Children (ICAC)
- 2025 Cybertips (City Limits): 8 tips were received for investigation within the Conway city limits.
- Arrests: 2 arrests were made in 2025 for the possession of child sexually abusive material.
- External Cybertips: 8 additional tips were investigated and determined to be outside the Conway city limits. And were forwarded to appropriate agencies for further investigation.
- 5 additional Cybertips are still being investigated, and the location is unknown at the time of this report.
- 6 Cybertips were investigated and determined to be unfounded.

Victim Services Coordinator

Victim Services Coordinator provides direct, compassionate, and individualized support to members of the City of Conway community who have been impacted by crime. Serving as a liaison between victims and the police department, the coordinator helps ensure clear communication, answers questions, and offers guidance throughout the investigative process. This role emphasizes respectful, inclusive, and trauma-informed support, connecting victims with the appropriate community resources and services while maintaining strong partnerships with organizations that serve victims. This role also assists victims with navigating the warrant process for misdemeanor



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offenses and supports follow-up care for victims of violent crime and their families, strengthening trust, understanding, and connection between the community and law enforcement.

School Resource Officer Program

In coordination with the Conway School District, two School Resource Officer (SRO) positions are being added for 2025. One of these positions will be a Sergeant's position. These additions will increase the SRO team from one supervisor and nine officers to two supervisors and ten School Resource Officers. As of 12/31/2025, this goal has not been met. Currently, SRO staffing sits at 2 supervisors and 7 officers.



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SUPPORT DIVISION

The Support Division consists of 5 sworn officers and 11 non-sworn who are assigned to the following sections: Training, Evidence, Quartermaster, Records, Information Technology and Fleet Maintenance, and Building Maintenance. The following Support Division statistics were reported for 2025:

- The Training Unit reported a total of 16,990 total hours of training in 2025. These hours included new officers attending Basic Police Academy training and field training, as well as current officers completing regular in-service training through PowerDMS modules, firearms training, and continuing education hours through the Criminal Justice Institute. All officers completed annual training in Bias-Based Policing and Duty to Intervene, and many completed specialty classes such as Crime Scene Technician, School of Law Enforcement Supervision, Accident Crash Investigations, and Instructor Development.
- The Network Systems Administrator successfully replaced fourteen (14) Dell desktop computers, fourteen (14) Dell laptops, fourteen (14) Dell laptop docks, and fourteen (14) Dell monitors throughout the police department. In October there were twenty-four (24) Windows 10 laptops that were replaced with new Dell Windows 11 laptops in the CPD Mobile Fleet. The 2nd floor network room went through a complete network equipment refresh, the first refresh since the PD was built in 2009. Four new 48-port switches were installed (replacing a single large switch) allowing faster network connections and better power delivery to devices that need it over the network. The L3 in-car camera system was migrated to a cloud-based solution in April, allowing for more reliable uploading of videos from 43 vehicles with the L3 in-car camera system. Three exterior cameras at the Police Department were upgraded to give better coverage and better picture. There were 282 logged HelpDesk requests completed for 2025. This number is a 23% reduction from 2024, which is largely attributable to Conway Animal Services and Emergency Operations Center being moved away from the Police Department in Jan 2025.
- Evidence and Property received 3,356 items in 2025, of which 952 were submitted to the Arkansas State Crime Lab for processing. There were 652.5 pounds of prescription drugs taken in for disposal during drug take-back events and at the drug deposit box at the Police Department. We disposed of 3027 items in total. These included items destroyed by court order after case disposition, found property and items taken for safekeeping returned to owners, and items deemed to no longer have evidentiary value. This included 2,310 pounds of narcotics taken to El Dorado for incineration. We also donated 5 unclaimed bicycles to a local charity per Arkansas statute.
- The Records Section processed 9191 incident reports (an increase of 5% from 2024). They also processed 3,358 collision reports (888 private property collision reports processed in RMS and 2,470 highway/road collision reports processed in eCrash).
- The Police Department Fleet acquired 10 new vehicles in 2025. These included 7 Patrol Tahoes, 2 Chevrolet Silverados, and 1 Dodge Durango. While 3 vehicles were total losses in 2024, we had no vehicles that were total losses in 2025. A new position for the role of Fleet Maintenance Technician was added, taking our total technicians from 1 to 2. A new 2-post lift was installed at the fleet maintenance shop. This should greatly decrease turnaround time for vehicle maintenance and repairs in 2026.



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PROGRAMS

Health and Wellness Program

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

The Wellness Program was able to add 4 new Peer Counselors in 2025. Peer Counselors are specially trained officers that provide informal “counseling” to other officers. Peer Counselors are trained to assist officers with any crisis or mental health related issue, provide guidance and feedback to the officer, and assist the officer in obtaining outside help, if needed. Peer Counselors are also used as part of the debriefing process after critical incidents.

At the beginning of this year, Act 398, which was passed by the Arkansas legislature, went into effect requiring first responder agencies to continue to pay for counseling for officers and firefighters that have been a part of, or exposed to, critical incidents. This was an amendment to Act 537 of 2023 and expanded the coverage of counseling sessions from 12 per year to 18 per year. Through this, CPD has covered the cost for 7 officers to attend counseling sessions with licensed therapists in 2025.

The new officer and new supervisor Mentor program continued this year. This program provides an established officer or supervisor as a mentor for new officers or supervisors. These programs have assisted numerous officers since inception and will continue in 2026.

The Chaplain program continued this year with 4 Chaplains remaining active throughout the year. Sadly, CPD lost Chaplain Don Bingham this year and continue to wish his family the best.

The Crisis Intervention Team (CIT) and Community Crisis Response Team (CCRT) programs continued development this year. One CIT training was conducted in 2025 with more planned for 2026. The goal of the CIT program is to provide a 40-hour week of training to all officers to allow officers to better serve individuals with mental illness. The training centers around education of officers on mental illness, education on de-escalating individuals with mental illness, and opportunities to practice de-escalation techniques.

Two CCRT teams were implemented and fully trained in 2023 and continued to operate on a full time basis in 2025. In conjunction with Arisa Health, CPD paired one officer with one social worker to create the first full time true co-response teams in the state of Arkansas. The goals of the program are to reduce the high burden of mental health related calls on the Patrol Division, reduce the instances of individuals with significant mental health issues being arrested for behavior related to their mental illness, reduce the burden on EMS and local ER’s having to handle mentally ill individuals, and attempt to alleviate homelessness and reduce the burden of the homeless population on local resources.



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The CCRT teams respond to calls made to dispatch involving any individual in crisis and specifically focus on mental health-related calls. The team then attempts to de-escalate the situation, assess the needs of the individual or situation, and then assist individuals in accessing resources to address those needs. The teams completed nearly 100 hours of training and responded to over 1500 calls for service in 2024. Since inception, the CCRT program has responded to over 4500 calls and made over 4000 referrals for service to outside resources. Additionally, CCRT has had over 150 jail diversions and over 300 medical diversions since the program started. CCRT also remains active in community relations as well as educating the public on mental health related issues and police response to mental health crises.

The CCRT program was funded through a grant from the federal Department of Justice and saved the city approximately \$3,000,000 through the lifetime of the grant. This grant funding for the program ended in March of 2025. The city recognized the need for this program to continue and with the help of Arisa Health has absorbed the cost of continuing the program.

In November of 2025 CPD applied for a grant from the State to continue partial funding of the CCRT program. This grant will also allow CPD to expand the program by adding a third team. Adding a third will help to relieve the burden of a high call volume for the current two teams as well as allow CPD to expand the operational hours of the program. Additionally, CPD partnered with the University of Arkansas Little Rock in this grant application. Through this partnership, UALR will be granted access to CPD data for the CCRT teams and will conduct research to determine the efficacy of the program, the efficacy of the training provided to the teams, and to establish standards of training for co-response teams across the state.

Drug Take Back Program

The Conway Police Department maintains a permanent drop box for citizens to dispose of their unused prescription drugs. In 2025, 868.5 lbs. of prescription medications were collected and disposed of safely through this program.



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Drone Team

Effectiveness of sUAS:

In the year 2025, the program fully came online in May and remained online through December. Due to staffing, not all patrol shifts have pilots. Plans to rectify this in 2026 are being made. In addition to assisting in a general patrol function, an sUAS has been utilized in nineteen (19) incidents (May – 4, June – 2, August – 5, September – 1, October – 4, November – 3, and December - 4) that resulted in the following:

May: a missing juvenile being located, the arrest of a barricaded subject, evidence collection for the Criminal Investigations Division, and the arrest of a suspect fleeing on foot.

June: Faulkner County was assisted in locating a suspect fleeing on foot and a trespasser was located at Old Ferry Landing.

August: Suspect in a domestic that fled on foot was located, assisted in the arrest of four (4) individuals that fled from a traffic stop, locating two (2) missing juveniles, locating a vehicle that attempted to allude law enforcement, and the arrest of a suspect fleeing on foot.

September: A woman was heard yelling in a thickly wooded area and was ultimately located by the sUAS.

October: locating individuals suspected of breaking into vehicles, providing overwatch on a residence that lead to an arrest, collecting photos for an accident reconstruction, and located a suspect following a foot pursuit.

November: Vilonia PD had a pursuit that entered Conway and driver was located after fleeing on foot, Domestic occurred and over watch was provided until he was arrested (occurred on the second floor of an apartment), and a child was located after they broke into a school.

December: Evidence collection in three (3) instances for traffic (accident reconstruction) and assisting as overwatch on a residence (suspect ultimately arrested).

Safety concerns:

Lost link issues have remained a concern. There have been issues where the sUAS has performed in unexplained ways that have been determined to be related to the connection between the sUAS and controller. The sUAS continues to perform as planned otherwise and returns to the launch location. Concerns are primarily regarding officer safety but ultimately include the potential loss of connection that could result in damage to equipment in the event the pilot is unable to navigate it back to safety.

Equipment Concerns:

An upgrade from wireless to 5G connection is advisable to prevent future lost links and interruptions in flight missions. This has been added as a request in the 2026 budget. There are currently no other concerns regarding equipment.



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CONWAY POLICE DEPARTMENT SWORN TURNOVER RATE 2019-2025

Year	Auth. Sworn Officers	Officer Departure	Officer Turnover Rate
2019	127	11	9%
2020	127	21	16.5%
2021	127	17	13.3%
2022	131	21	16%
2023	131	9	7%
2024	136	8	6%
2025	132	18	13%

SWORN MANPOWER DISTRIBUTION BY RACE-GENDER-RANK

	Chief	Asst	Major	Lieutenant	Sergeant	Officer	Total	Percentage
WM	1	1	2	9	14	71	98	74
WF				1	1	13	15	11
BM			1		1	13	15	11
BF								
NAM								
NAF								
HM						3	3	3
HF						1	1	1
Vacant							6	4
TOTAL	1	1	3	10	16	101	138	100



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NON-SWORN MANPOWER DISTRIBUTION BY RACE-GENDER

	Full Time Employees	Percentage
WM	6	33%
WF	11	61%
BM		
BF		
NAM		
NAF		
HM		
HF	1	6%
Vacant	1	
TOTAL	19	100%

The Conway Police Department does not employ any part-time positions.



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PERSONNEL STRENGTH CHART

Effective 12/31/2025

PART I--SWORN-FT

Authorized Sworn	138
On Hand (authorized minus vacancies)	132
Physically Available for Duty @ CPD (authorized minus vacancies and activated officers)	131

PART II--NON-SWORN-FT

Authorized non-sworn	19
On Hand (Vacancies- Fleet Maintenance-1)	18

PART III--Non-Sworn-PT

Authorized Non-Sworn-PT	0
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PART IV--TOTAL STAFF-ALL (F/T & P/T) CATEGORIES

Authorized	157
On Hand	150

PART V--CURRENT VACANCIES

Sworn positions	6
Non-Sworn positions	1

PART VI--ACTIVATED OFFICERS

1

City of Conway, Arkansas DEPARTMENT OF SANITATION

2025 Year-End Report

(Please note that all 2025 figures are current or projected as of 12/30/2025.)

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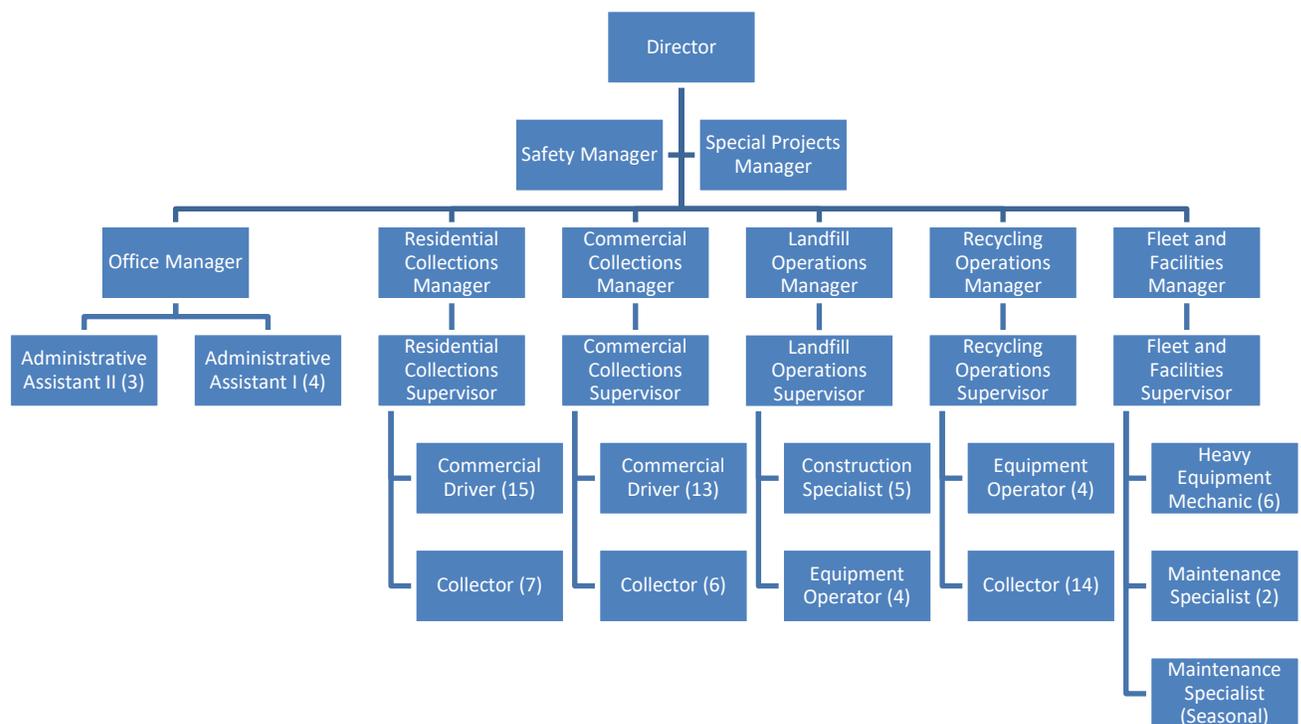
Our Mission

It is the mission of the Conway Department of Sanitation to make Conway an environmentally friendly and attractive place to live and work, protect natural resources, provide the highest quality of service, continue to improve efficiency and effectiveness, and to be the professional department that is expected and deserved by the citizens of Conway.

Our People

The Conway Department of Sanitation is made up of a friendly, hardworking, and knowledgeable group of 97 full-time employees with a commitment to provide quality of life service to the community.

Our Organization



ADMINISTRATION

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

Customer Care

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

In 2025, office staff processed approximately 2,561 payables and provided customer service to approximately 51,523 citizens via phone this year. Scale attendants entered and processed roughly 150 transactions per day. Industrial dispatch organized delivery of (on average) 24 containers per month with an additional average of 640 roll-off pick-up and returns each month.

Assisting those citizens with strict mobility/medical needs, the department's tote out service—where the carts and glass bin are collected from closer to the home—aided 82 residential homes on a weekly basis. A letter from the resident's medical provider is required for program consideration.

Community Outreach

Recycling & Waste Education

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

- [Facebook](#)
"Followers" increased from 6,186 to 6,646 (7.0%).
- [X](#)
"Followers" decreased from 697 to 673 (-4.4%).
- [Website](#)
Received more than 78,650 page views throughout the year by more than 32,815 users.
- [Recycle Coach App](#)
A total of 1421 users interacted with the mobile and/or web-based app services more than 103,630 times in 2025. There were 206 new subscribers registered.
- [Google Business](#)
Users "Googled" the department for more than 36,600 searches for calls, directions, website clicks, and profile interactions. The current rating is 3.3 out of 5 stars, with 43 user reviews



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

- Toad Suck Daze (May)
- Arbor Day Event (November)
- Ida Burns Enrichment Day (May)
- 12 school visits and tours with interactions with over 2,968 individuals.

Litter Prevention

The Conway Department of Sanitation continues to oversee the city's litter prevention and control efforts. This programming includes a department staffed litter abatement crew (see Facility Operations-Recycling) and the Conway Adopt-A-Street initiative.

Crews have collected...

- Department Crew / 16,400 lbs
- Adopt-A-Street / 140 lbs



There are 69 participating groups in the Adopt-A-Street Program.

Additionally, the Conway Department of Sanitation is an active participant in the Arkansas Department of Transportation's Adopt-A-Highway program. In 2025, department staff picked up 210 total bags for more than 1,300 lbs of litter along Old Morrilton Highway (U.S. 64).

Safety Programming

The Conway Department of Sanitation is committed to conducting operations in a manner that protects the health and safety of the Department employees, contractors, vendors, the public, and the environment. The department is committed to conducting business in accordance with all applicable regulatory requirements while striving to continuously improve safety and environmental performance.

Employee Training

Employees receive job specific training as well as periodic training covering various health, safety, and environmental topics. Throughout the year, 60 regular monthly safety meetings were completed for employees from 5 different departments including MRF Facility, Fleet and Grounds, Landfill and Citizens Convenience Center, Residential Collections, and Commercial Collections. Monthly training topics included: heat and cold stress training, fall protection training, powerline safety, railroad crossing safety, tornado preparedness and response, proper use of fire extinguishers, complacency training, and the dangers of the solid waste industry.

Incident/Accident Reporting

Incident and accident reporting is an important tool utilized to share information, hazards, and experiences. The information is very useful in investigating root cause and implementing best practices or safeguards to prevent reoccurrence. There were 55 total incidents for the 2025 calendar year. Incidents include property damage, police department reports, near misses, and injury reports. There were 7 vehicle accidents, 4 of which were not the fault of our drivers. There were 9 injury reports that required treatment of first aid or greater.

Staffing Trends

The Conway Department of Sanitation is comprised of a friendly, hardworking, and knowledgeable group of drivers, collectors, operators, and communicators. The Department of Sanitation operates with the city's third largest department staff.

The following Conway Department of Sanitation employees retired in 2025:

- Regan Murphy, Heavy Equipment Mechanic, 20 Years
- Michael Burnham, Residential Sanitation Driver, 13 years

Recruitment

The department has seen an improvement in turnover in 2025. Overall, there was a 23.9% turnover rate in 2025, which was a 1.5% decrease from the previous year. We participated in sponsored Indeed job postings, utilized targeted social media posts and city website postings for recruitment in 2025.

FACILITY OPERATIONS



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

Collections

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

Residential Collections

In 2025, residential collection crews collected 45,364 tons of garbage and 4,393 tons of recyclable material from more than 23,000 households in Conway.

Yard Waste

Yard waste collection decreased in 2025. Rear load, knuckle boom, and roll-off crews collected 5,291 tons of yard waste. Staff currently utilize both rear load and knuckle boom trucks to provide daily curbside yard waste collection. Employing both rear load and knuckle boom methods of collection for yard waste is highly effective.



Glass Recycling

Currently, we collect glass 4 days per week, utilizing glass bins contained on yard waste trucks which are already in neighborhoods. We have approximately 5,821 glass bins distributed throughout the city. Department personnel collected 139.14 tons of glass during the year, a 37% decrease from 2024. Gross revenue from the collection of glass is estimated at \$614.

Bulky Item

Bulky item collection services are very popular throughout the city. Residents simply call or make an online service request to schedule a pickup of household items, such as furniture, appliances, rugs, and other household items that often clutter garages, yards, and neighborhoods. With 955 completed service requests, bulky item collection yielded 126.4 tons in 2025. The bulky item service utilizes knuckle boom trucks. These trucks create a contingency for major storm events.

Citywide/Countywide Cleanup

The Conway Department of Sanitation participated in the Faulkner County Solid Waste Management District's countywide cleanup on October 17th and 18th, 2025. Cleanups are provided to enhance the beauty of the community by allowing residents an opportunity to dispose of household items such as furniture, appliances, carpet, toys, and other household debris. The 2025 cleanup yielded 35.96 tons which were delivered to our Conway facility.

Commercial Collections

The commercial collections program is responsible for the efficient and timely collection of commercial refuse and recyclables from the businesses of Conway. Commercial garbage is collected 5 days per week, utilizing 5 front load and 4 rear load trucks. The front load trucks are operated solely by a driver, while the rear loads require a driver and 2 collectors to operate efficiently. Commercial collection crews collected 20599.61 tons of garbage and 413.54 tons of source-separated corrugated cardboard in 2025.

Industrial Collections

The industrial collections division is responsible for the collection of large volumes of solid waste and recyclables from industrial complexes, businesses, and construction sites throughout Conway. Industrial collections hauled 413.5 tons of cardboard from 20 "permanent" roll-off cardboard containers in 2025. "Permanent" roll-off containers were utilized for garbage collection at 96 businesses throughout the city. Throughout the year, 277 customers utilized "temporary" containers at construction sites accounting for 13,696 tons of the total solid waste stream. The industrial collections division hauled and sold 358.3 tons of scrap metal to local markets.

Landfill



The sanitary landfill division is responsible for the operation of 630-acres with 93-acres of disposal area as a state permitted Class 1 sanitary landfill. Zones 20, 21 and 22 were constructed in 2025, bringing the total open area to 74 acres. The landfill also operates a yard waste processing site and customer convenience center, internally known as “The Wall.” The landfill processed a total of 74,115.6 tons of solid waste in 2025, an increase of 18% from 2024.

In 2025, equipment operators in the landfill division hauled 1,808 loads of dirt for use as cover on the landfill working face. Operators also excavated and hauled 270 loads of rock and shale to build and maintain roads within the permitted landfill site, providing access to the working face. Approximately 750,000 gallons of water and 1,142 tons of gravel were applied to access roads, providing “all weather” access to the landfill and to assist with dust control as required by state regulations.

The Conway Department of Sanitation received 6,991 tons of yard waste in 2025, a 29% increase from 2024. This material was ground or mulched and used as alternate daily cover on the landfill working face. Soil deficits at landfill sites are a common problem nationwide. We were able to use less dirt and save valuable landfill airspace by utilizing the processed yard waste and/or state approved plastic film. The landfill was also approved to utilize a tarp system as additional alternative daily cover, furthering the saving of space by reducing cover materials needed throughout the week. This also helped to reduce operational costs for excavation and hauling of soil.

Environmental Monitoring

It is important to manage stormwater runoff to prevent contamination of rivers, streams, and tributaries. Quarterly inspections are performed and documented to identify and strengthen stormwater protection measures. Stormwater monitoring consists of collecting, analyzing, and reporting stormwater effluent values for regulatory review. Monthly discharge reports were consistently filed, and quarterly comprehensive inspections were performed in accordance with EPA regulations. Additional environmental monitoring such as air and groundwater monitoring is performed by 3rd party consultants to ensure compliance with all applicable permit requirements.

Recycling

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

Revenue

Recycling revenues for 2025 were lower than 2024. Much of the decrease can be attributed to the lower prices of materials that are used in packaging of consumer products, as increases in weight of those materials were observed throughout the year.

Materials

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

Litter Abatement

Two collector positions, specific to the duties of litter abatement, are included in the operations of the recycling division. The team’s goal is weekly litter collection for the entirety of Conway. In 2025, these staff members removed more than 16,400 lbs. of litter from the streets of Conway.



Total Projected Revenue from the Sale of Recyclables

Type of Material Sold	2023 (actual)	2024 (actual)	2025 (projected)	Net Inc/(Dec)
Mixed Paper	\$ 28,212.10	\$ 85,075.90	\$ 42,154.45	\$ (42,921.45)
Old Corrugated Cardboard (OCC)	240,210.00	360,070.44	235,183.76	(124,886.68)
Steel	41,442.36	38,037.65	43,740.18	5,702.53
Glass	152.73	258.24	614.00	355.76
Polyethylene Terephthalate (PET, #1)	24,794.65	45,777.73	29,683.56	(16,094.17)
High-Density Polyethylene (HDPE, #2)	38,885.15	35,780.22	13,433.42	(22,346.80)
PP #5	-	-	9,503.55	9,503.55
Plastic Film	-	-	-	-
Aluminum	65,804.04	40,916.25	89,889.10	48,972.85
Reuse	-	-	-	-
Batteries	214.80	551.60	581.60	30.00
	\$ 439,715.83	\$ 606,468.03	\$ 464,783.62	\$ (141,684.41)

Total Recyclables sold by Weight (in tons)

Type of Material Sold	2023 (actual)	2024 (actual)	2025 (projected)	Net Inc/(Dec)
Mixed Paper	1153.9	1093.9	1144.1	50.20
Old Corrugated Cardboard (OCC)	2568	2447.3	2508.8	61.50
Steel	356.4	355.5	401.5	46.00
Glass	152.1	174.3	122.8	(51.50)
Polyethylene Terephthalate (PET, #1)	111.8	152.8	110.4	(42.40)
High-Density Polyethylene (HDPE, #2)	87.7	152.8	86.7	(66.10)
PP #5	0	0	22.1	22.10
Plastic Film	0	0	0	0.00
Aluminum	44.9	22.4	43.8	21.40
Reuse	0	0	0	0.00
Batteries	1.4	2	2.5	0.30
Totals	4476.2	4401	4442.7	41.50

Diverted Materials by Source and Weight (in pounds)

Source of Recyclables	2023 (actual)	2024 (actual)	2025 (projected)	Net Inc/(Dec)
MRF/wall Recyclables	4535.2	4405.5	4442.7	37.20
Yard Waste/Mulch	7044.2	5454.7	6564.61	1,109.91
Electronic Waste (E-waste)	59.2	68.1	17.73	(50.37)

The fleet and facilities division are responsible for the maintenance and repairs of all Conway Department of Sanitation vehicles, containers, and equipment. Additionally, this operational area is responsible for lawn care, facility litter control, and building maintenance in and around the campus. The Conway Department of Sanitation fleet includes 36 heavy trucks, 19 fleet vehicles, 26 heavy landfill and MRF equipment machines. Mechanics performed 914 jobs for sanitation vehicles/equipment of which 244 were preventative maintenance.





City of Conway Transportation Department



ANNUAL REPORT

FY 2025

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GENERAL DESCRIPTION

General Description

MISSION STATEMENT

To provide professional, courteous services to the citizens of Conway, and bring value, efficiency, and quality to municipal operations through precision, discernment, and dedication.

VISION STATEMENT

To provide the safest, most efficient transportation and storm water infrastructure systems in the state to every resident and visitor of Conway.

PRIMARY FUNCTIONS

The City of Conway Transportation Department is solely responsible for maintaining over 365 miles of local roadways and approximately 60 traffic signals. In addition, the department provides engineering and construction inspection services for other departments within the City of Conway.

STAFF

50 positions (forty-nine full-time, one part-time) were authorized for the Transportation Department for the subject year. An organizational chart is provided on the following page. These positions were categorized into the following sections:

DEPARTMENTAL DIVISIONS

DIVISION	# OF EMPLOYEES
Administration	5
Engineering	6
Traffic	6
Construction	14
Maintenance	19

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

STREET FUND

Street Fund

REVENUE

Below is a summary of revenue for the subject fiscal year as of the date of publication of this report. For more information, please contact the Finance Department.

REVENUE		
SOURCE	BUDGETED	ACTUAL
Ad Valorem Tax	\$1,800,000.00	\$1,902,178.53
Sales Tax	\$420,000.00	\$389,333.40
State Tax Turnback – Gasoline	\$4,800,000.00	\$4,504,429.44
State Tax Turnback – Sales	\$80,000	\$0.00
State Tax Turnback – Wholesale	\$400,000.00	\$389,755.00
Severance Tax	\$100,000.00	\$91,989.29
Payments in Lieu of Tax	\$10,000.00	\$0.00
Licenses and Permits	\$0.00	\$0.00
Sign Permits	\$0.00	\$0.00
Engineering Fees	\$10,000.00	\$12,100.00
Interest Income	\$200,000.00	\$223,807.76
Fees for Street Cuts	\$0.00	\$90,215.00
Transfers from other funds	\$0.00	\$0.00
Insurance Proceeds	\$0.00	\$7,230.74
Fund Balance Appropriation	\$970,506.00	\$0.00
Federal Grant Revenues	\$0.00	\$0.00
Proceeds from Sale of Assets	\$0.00	\$0.00
Miscellaneous Revenues	\$0.00	\$2,371.34
TOTAL	\$8,790,506.00	\$7,613,581.50

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

MAJOR PROJECT FUNDING

Major Project Funding

STREET SALES AND USE TAX

The summary below reflects total revenue, expenditures, and budget of the Street Sales and Use tax for the subject fiscal year as of the publication date of this report.

SUMMARY

REVENUE	EXPENDITURES	BUDGET
0.00	\$3,551,482.83	\$0.00

During the subject fiscal year, the Street Sales and Use Tax funded the Salem Rd bridge reconstruction project. Remaining revenue will be carried forward to fund the continuation of the Donaghey Avenue improvements, Salem Road Bridge north parking lot, Salem Road Phase 2 Improvements, and commitments to ARDOT for the Harkrider Street improvements, and Dave Ward Drive improvements.

PAY AS YOU GO SALES TAX

The summary below reflects all revenues and expenditures processed during the subject fiscal year as of the date of publication of this report.

SUMMARY

REVENUE	EXPENDITURES	BUDGET
\$5,122,807.72	\$2,998,628.44	\$5,500,000.00

During the subject fiscal year, the Pay-As-You-Go sales tax funded the Hogan and Hwy 64 roundabout, Chestnut streetscape project, Prince Street overlay and the Nutter Chapel reconstruction project. Remaining revenue will be carried forward to fund commitments to ARDOT for the improvement of the Harkrider and Robins traffic signal, the Court street alley improvements, College bridge at tucker creek and the Oak and E. German signal improvements. For a detailed accounting of the Pay-As-You-Go account, please contact the Finance Department.

MAJOR PROJECT FUNDING

IMPACT FEE

The summary below reflects total revenues, expenditures, and balance of the Impact Fee account for the subject fiscal year as of the publication date of this report.

SUMMARY

REVENUE	EXPENDITURES	BALANCE
\$520,000	\$1,063,909.33	\$1,747,214.69

The Impact Fee fund is generally used to fund intersection improvements such as converting signalized intersections to roundabout operation. The Prince and Country Club roundabout was completed in 2025. The Salem and Meadowlake roundabout is scheduled for construction in 2026. For more information, please contact the Finance Department.

SIDEWALK FUND

The summary below reflects the revenue, expenditures, and balance of the in-lieu sidewalk fund as of the date of publication of this report.

SUMMARY

REVENUE	EXPENDITURES	BALANCE
\$25,000.00	\$0.00	\$0.00

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

CONSTRUCTION PROJECTS

Construction Projects

Below is a list of City of Conway Transportation Department construction projects completed in 2025:

- **Chestnut street scape (Oak to Deer)** - Total approx.. cost of this project was \$500,000.00
- **Salem Bridge over Tucker Creek**- Total approx.. cost of this project was \$8,500,000.00
- **Prince and Country Club roundabout**- Total approx.. cost this project was \$1,100,000.00
- **Hogan and Hwy 64 roundabout**- Total approx. cost of this project was \$3,000,000.00

MAINTENANCE ACTIVITIES

Maintenance Activities

ROADWAY MAINTENANCE

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

ASPHALT OVERLAYS

Asphalt overlays are an effective method of prolonging the life a roadway. The preparation of streets for asphalt paving required milling of the existing pavement prior to the placement of new pavement. An annual asphalt milling and paving contract was secured for the subject fiscal year with Rogers Group, and the work was supervised by the Transportation Department. The total amount billed by Rogers Group for the subject fiscal year for asphalt overlays was \$2,057,098.82.

ASPHALT/CONCRETE REPAIR

A three-man asphalt patching crew, as well as a two-man concrete crew worked full time, removing and replacing pavement failures, filling potholes, repairing broken curbs, repairing storm drain inlets and assisting the Conway Corporation with street cut repairs.

RIGHT OF WAY MAINTENANCE

Street department personnel address maintenance issues within the street right of way on an as-needed basis as time allows. Common maintenance issues include tree trimming, debris removal, and minor drainage issues.

Trees are trimmed by department personnel to ensure proper lines of sight with signs and other vehicles if possible. If a dead tree within the street right of way poses a safety risk, a contract is secured with a tree cutting service for removal.

STREET CUT PERMITS

Beginning January 1, 2024, the Transportation department implemented a street cut permit fee. Utility contractors are now being charged for the damage done to the city streets caused by excavation. The department in 2025 issued approx. 300 permits and has collected \$90,215.00

MAINTENANCE ACTIVITIES

SIDEWALK MAINTENANCE

Beginning in 2019 the Transportation department began devoting significant attention to the repair of the sidewalks in the Old Conway area. Labor was provided by JCI Construction, Inc. Materials were provided by Mallard Ready Mix. Sidewalks along the following streets were repaired or replaced in 2024. The cost for sidewalk repairs in 2025 was approx. \$200,000.00.

- **Lee Avenue**
- **Factory Street**
- **Mitchell Street**
- **Caldwell Street**
- **Farve Lane**

EMERGENCY RESPONSE

Utilizing three snowplows, two sand spreaders, and a motor grader, the street department personnel responded to emergency call out duties when a winter weather event created hazardous driving conditions on City Streets. The snowplows were utilized to remove the snow and slush from arterials and collectors to speed the clearing of the material from the roadway. The spreaders distributed sand and salt on steep hills and major intersections to enhance traction and speed melting.

Street department personnel also respond when severe weather causes tree limbs or other debris to fall in the roadway. Generally, the debris is cut into manageable pieces using chainsaws, stacked on the side of the road, and retrieved the following day.

TRAFFIC SIGNS AND PAVEMENT MARKINGS

The traffic division utilized sign making equipment to make and install street marker signs in new subdivisions as well as replacement warning and regulatory signs as they are stolen, faded, or destroyed. A contract was secured with Contractor Specialty Service to provide pavement markings associated with asphalt overlays and construction projects. At a cost of \$138,981.72.

MOWING STREET RIGHT OF WAY

While much of the street right of way within the city is maintained by adjacent landowners, there are still many miles of undeveloped land in town that must be mowed by the city to prevent accumulation of vegetation and maintain adequate lines of sight. Most of the mowing performed by the street department is on open ditch roadways in rural or undeveloped areas. Two men operating bush hogs dedicated themselves full time to mowing these areas.

A contract was secured with Olive Branch Landscape Management to maintain roundabout central islands, roadway medians, and sidewalk buffers at a cost of \$242,101.72.

MAINTENANCE ACTIVITIES

STREET SWEEPING

For most of the year two street sweepers were operating full-time. One sweeper was primarily dedicated to keeping bike lanes free of debris, while the other one focused on the rest of the city. Sweepers were run overtime from September until December to aid in the removal of accumulated leaves and grass from roadway gutters.

The department maintains two different types of street sweepers, a mechanical broom model, and a regenerative air model. The first excels at removing large debris, while the second cleans smaller and lighter debris with less mess.

DRAINAGE MAINTENANCE

Cleaning and repairing drainage ditches are essential to prevent blockages and upstream flooding problems. The most common request received from Conway's residents is for additional drainage maintenance. Unfortunately, there are several factors that prevent the department from adequately responding to these requests. First, personnel were only intermittently available for this type of maintenance when weather or other factors prevented them from working on construction projects. Additionally, much of this work is along narrow concrete or earthen channels between back yards, which significantly slows progress. Furthermore, many of the drainage ditches that require the most maintenance reside in drainage easements that are not part of the road right of way. As a result, maintenance of these easements is not a legitimate street fund expense according to state law. An alternate funding source, such as a drainage utility, is desperately needed to provide the necessary personnel and equipment necessary to adequately maintain the city's drainage easements.

Beginning in 2018, mulching of vegetation along major streams and waterways within the city began to decrease the potential for flooding. After an area is mulched by the Transportation Department crews, the vegetation is kept at bay by means of chemical weed control. For the subject fiscal year, Arkansas Weed & Brush was contracted to provide this service at a cost of \$56,780.00.

Engineering Services

DESIGN, CONSTRUCTION ENGINEERING, UTILITY COORDINATION, ROW ACQUISITION, ETC.

Design, project management, construction engineering, right-of-way acquisition, utility coordination and quality control were provided for all projects constructed by Transportation Department work crews. For transportation and drainage projects let to private contractors, project management, contract administration, utility coordination, right-of-way acquisition, and review of project quantities and pay estimates were generally provided. Additionally, civil design, including plans, specifications, and bid documents as well as construction engineering, were generally provided for all projects except those that included federal funding.

Approximately 25 miles of state highways are located within Conway's city limits. As a result, coordination with the Arkansas Department of Transportation is necessary regarding any updates to the state highway system. In addition, the City Engineer represents the city on Metroplan's Technical Coordinating Committee. Coordination with Metroplan, Central Arkansas' metropolitan planning organization, is essential regarding any projects receiving federal funds. Utility coordination with the Conway Corporation as well as other utility companies is also required on many projects to ensure that conflicts are avoided wherever possible. Lastly, coordination with property owners is often required when acquiring right-of way for improvements.

Engineering services as described were provided for the projects listed below during the subject fiscal year:

- **Prince and Country Club Roundabout – Roundabout** – Design was completed in 2023 and the project was bid in late 2024. Construction was completed in 2025.
- **2025 Pavement Marking Program**
- **2025 Sidewalk Repairs – Sidewalks** – Consists of sidewalk repair to various areas throughout the city.
- **College Bridge over Tucker Creek – Bridge Replacement** – A grant was secured for design of a new bridge structure that will improve drainage and eliminate the at-grade crossing of Kinley Trail at College Avenue. Design is anticipated to be completed in early 2025 with construction beginning in mid 2026.
- **College & Padgett – Intersection Improvements** – Design was completed in 2023 for improvements to the intersection of College and Padgett to correct a sight distance issue
- **Highway 286 Widening – ARDOT Improvement Project** – This is a partnering project with ARDOT that will continue the widening of East Dave Ward Drive from Thomas G Wilson Drive to East German Lane and includes intersection improvements to East Dave Ward Drive and East German Lane. ARDOT currently has the project scheduled to be bid in 2026.
- **2025 Pavement Management – Overlay** – \$2,000,000 has been budgeted for street overlays in 2024.
- **Harkrider & Robins – Intersection Improvement** – ARDOT signal improvement partnering project. ARDOT currently has this project scheduled to be bid in 2026.

ENGINEERING SERVICES

- **Hogan & Hwy 64 – Intersection Improvement** – ARDOT partnering project. This project is currently under construction and expected to be completed in late 2025.
- **Donaghey Avenue Improvements – Prince to Dave Ward** – Construction of phase 1, Dave Ward to College, completed in 2022 - Phase 2 began with the construction of the Pince and Donaghey roundabout completed in 2023 and the Caldwell and Donaghey roundabout completed in 2024. The remainder of the project will be completed once Conway Corporation has completed utility relocations for the corridor.
- **Salem Road Bridge – Tucker Creek** – A \$3,000,000 Metroplan grant was awarded in late 2020. Construction began in 2024 and is expected to be completed in 2025.
- **Salem Road Improvements – College to Dave Ward** – Design is nearing completion. Construction will likely begin in 2026.
- **Nutters Chapel Road Improvements – Wineberry to TJ** – Construction began in 2025 and will be completed in early 2026.
- **Oak & Parkway – Locust to RR & Oak to Main** – Engineering began 2021. Construction will be scheduled once utility relocation is completed.
- **Meadowlake and Salem Roundabout** – Design began in 2023. The project will be bid after the completion of the Hogan and Hwy. 64 roundabout.
- **East German and Oak Street Intersection Improvements** – Design began in 2024 and will be completed in 2025. Construction will begin in early 2026.
- **West Tyler Street Improvements (Padgett to Sena)** – Design began in 2024, which includes curb and gutter and drainage improvements. Construction will begin once funding is available.
- **S. Country Club (Stermer to Dave Ward)** – Design began in 2024. Construction will begin once funding is available.
- **Stermer Road (Salem to Country Club)** - Design began in 2024. Construction will begin once funding is available.
- **Meadowlake Road (Donaghey to Washington)** – Design began in 2025. Construction will begin once funding is available.

ENGINEERING SERVICES

DEVELOPMENT REVIEW SERVICES

Engineering review services were provided to the planning department for the review of all preliminary plats, final plats, and development plans to ensure compliance with federal, state, and local requirements as well as sound engineering design. Design review was completed for the following projects during the subject fiscal year:

- **Rotolos Restaurant**
- **U.S. Storage**
- **The Estates at Conway**
- **Tyler Street PUD**
- **Dunkin Donuts**
- **Wholesale Electric**
- **McDonalds (East Oak Location)**
- **Nabholz Campus**
- **Lewis Ranch Shoppes**
- **Reedy Townhomes**
- **Summit Church**
- **Townplace Suites**
- **SunAuto Tire and Auto**
- **The Estates Phase I**
- **Langford Subdivision**
- **Gold Creek Falls Subdivision**
- **Parker Subdivision**
- **Ruby Court Subdivision**
- **Chanley Court Subdivision**
- **The Orchard – Phase II**
- **Fox Ridge Subdivision**
- **Oak Grove Subdivision**
- **Conway Christian Daycare**
- **Ryder Hanger**
- **Compass Academy**
- **Jeffersons Learning**
- **Birds Nest Phase II Final Plat**
- **Uptown Village**
- **Faulkner Subdivision**

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

SUBDIVISION CONSTRUCTION INSPECTION

Construction inspection and observation was provided for all subdivisions developed by private developers ensure that all required improvements were completed in accordance with plans and specifications as approved by the planning and engineering departments. These services were provided for the majority of the projects listed in the development review list above, as well as some projects from the previous year.

ENGINEERING SERVICES

STORM WATER POLLUTION PREVENTION

Engineering services as required by the Arkansas Department of Environmental Quality's NDPES Small MS4 General Permit No ARR040000 were provided by the engineering department. This permit authorizes the city to discharge storm water into approved receiving waters of the state. Requirements of this permit include:

- Annual Reporting
- Construction site inspection to monitor storm water runoff
- Maintain pollution prevention best practices for municipal operations

Storm Water Pollution Prevention Plans were developed and submitted to ADEQ for major construction projects within the city in compliance with this permit. In addition, assistance was provided to the Code Enforcement Department regarding properties that were in violation of this permit.

FLOODPLAIN MANAGEMENT

The engineering staff provides Floodplain Management services as required by the city's Floodplain Development Ordinance and FEMA. These services included consideration of floodplain development permits and responding to public inquiries regarding information provided on floodplain maps. In addition, engineering staff monitors development in an effort to prevent unpermitted development within the floodplain.

TRAFFIC SERVICES

Inspection and maintenance of the approximately 60 signalized intersections in Conway were provided by three full-time employees with oversight from the city engineer. This effort involves the repair or replacement of electrical components as required as well as routine updating of signal timing parameters. In addition, these employees provided routine maintenance of all signage and pavement marking within the city.

TRAFFIC CALMING

Upon receiving a completed resident application, traffic counting equipment was placed and reports were produced indicating traffic volume and speed at various locations where traffic calming was being considered throughout the city.

ALTERNATIVE TRANSPORTATION

Providing or encouraging alternate forms of transportation is an important goal for both the City of Conway and this department. To this end, the city engineer serves as an ex officio member on the Bicycle and Pedestrian Advisory Board, which serves to advise the city on ways to remain an official bicycle-friendly, become an official walk-friendly community, and seek to achieve the federal and state goals of the safe routes to school program.

IMPROVEMENT PROGRAM UPDATE SUMMARY

Improvement Program Update Summary

STREET SALES TAX PROJECTS

- **Donaghey Avenue Improvements** – *Prince to Dave Ward* – Phase 1 roadway construction was completed in 2021. Phase 2 began in 2023 with the construction of the Prince and Donaghey roundabout. Phase 2 will continue once utility relocation work is complete.
- **Salem Road Bridge** – *College to Dave Ward* – Construction began in mid-2024 is expected to be completed in late 2025.
- **Salem Road Improvements** – *College to Dave Ward* – Design, which is funded by a Metroplan grant. Design is nearing completion and construction is expected to begin in 2026.
- **Dave Ward Improvements** – *Harkrider to I-40* – ARDOT began a traffic Study in 2018. Design is underway and the project is scheduled to let (by ARDOT) in 2026.
- **Harkrider Improvements** – *Oak to Bruce* – Design began in 2021. Utility relocation work is underway, and construction is currently scheduled to begin in 2026.

STREET FUND PROJECTS

- **2025 Overlay Program**- Rogers Group was able to complete \$2,057,098.82 worth of overlays in 2025 for the city in various locations.

IMPACT FEE PROJECTS

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

PAY AS YOU GO PROJECTS

- **Harkrider & Robins** – *Intersection Improvement* – ARDOT design began in 2020. Design and utility relocation work is complete and construction is scheduled to begin in 2026.
- **Hogan & Hwy 64** – *Intersection Improvement* – ARDOT design began in 2020. Construction began in 2024 and will be completed in late 2025.
- **College Bridge over Tucker Creek** – Design, which is funded by a Metroplan grant, began in 2023 and is nearing completion. Construction is expected to begin in 2026.
- **East German and Oak Street Intersection Improvements** – Design began in 2024 and will be completed in 2025. Construction will begin in early 2026.
- **West Tyler Street Improvements (Padgett to Sena)** – Design began in 2024, which includes curb and gutter and drainage improvements. Construction will begin once funding is available.

IMPROVEMENT PROGRAM UPDATE SUMMARY

- **S. Country Club (Stermer to Dave Ward)** – Design began in 2024. Construction will begin once funding is available.
- **Stermer Road (Salem to Country Club)** - Design began in 2024. Construction will begin once funding is available.
- **Meadowlake Road (Donaghey to Washington)** – Design began in 2025. Construction will begin once funding is available.

OTHER

- **Connect Conway** – The Connect Conway project, which includes approximately 15 miles of trail system with other amenities, is being funded through a RAISE Grant in the amount of \$24.6 million. Design is currently underway and construction is expected to begin in late 2026.
- **Department Relocation** - The Conway Transportation Department relocated to a new facility at 800 S. Harkrider in the spring of 2025.

CONTACT INFORMATION

Contact Information

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