

# Annual Report

2009 – 2010



CITY OF  
**Siloam Springs**

*It's a natural.*

# *A Message from the Mayor*

*As we move into a new year, I want to express my gratitude to the Siloam Springs Board of Directors, City Administrator David Cameron and his entire team, as well as each of you for making my first year as your Mayor so enjoyable.*

*We have experienced many hurdles in the past year, but I am continually impressed with the job our city staff are doing to work through the challenges. It is no secret that we face a monumental economic crisis in this country. While it saddens me that jobs have been lost in Siloam, we are so blessed to still have a strong local economy. When I took office a year ago, I felt that keeping and growing our local business and industries would be a huge priority. This remains one of my top goals for 2010 as we work to preserve everything that makes Siloam Springs such a wonderful place to live.*

*I hope this annual report helps highlight the accomplishments of the last year and gives you a glimpse into what the future holds for this great city. Nothing defines a community more than its citizens. The level of involvement and volunteerism I see on a weekly basis is nothing short of incredible, and it makes me so very proud to call Siloam my hometown. I look forward to working with you to make this year our best ever!*

*Respectfully,*



*Mayor David E. Allen*



*The City of Siloam Springs' board members from left to right: Mark Long, James Fuller, Ken Wiles, Judy Nation, John Mark Turner, Carol Smiley, Mayor David Allen, and Danny Wasson*



*Table of Contents*

City Administrator's "State of the City 2009-2010"

City Hall

Public Works

Public Safety

Community Services

# State of the City



To the Mayor, Board of Directors, Staff, and Residents of Siloam Springs-

It is my privilege to report to you the 2009 State of the City report.

You will recall that 2009 came crashing in, delivering a crippling ice storm in January. An emergency communication locale was set up at the Police Department. A small committee of city employees met twice daily to take care of the “moment to moment” business of gaining electric power and street accessibility throughout the City. City Staff worked 24/7 to restore power promptly. The cost of the storm to the City was significant, but we were reimbursed by FEMA and the State of Arkansas for much of our expense.

The past year also presented critical financial challenges to the City. Coupled with sales tax losses were lower electric and water sales, as well as a decline in airport fuel sales. In October, 2009, our Electric and Finance Directors attended the Grand River Dam Authority (GRDA) meeting where an electric rate increase was announced, effective 1/1/2010 for residential and commercial customers. Although we regret the increase, we have no alternative but to pass along the cost to our customers that we are charged. And so,

from a revenue perspective, it's been a tough year for all of us.

Because we operate from a balanced budget, when revenue is lower than budgeted, we must reduce expenses or find ways to increase our revenue stream. First, to curb costs, the organization responded proactively, with aggressive financial management decisions and expenditure adjustments to minimize the negative impact on the City. These decisions meant cutting budgeted capital expense items, enacting a hiring freeze of new employees as well as a salary freeze for the existing staff. The only consideration with these cuts was that the services we provide you would not be diminished.

Next, we considered possible options to increase our revenue streams. In addition to the agreements that were executed in 2008 for the sale of City Lake water to Southwestern Electric Power Company (SWEPCO) as well as contracts with the City of West Siloam Springs for the sale of water, wastewater, and the provision of fire and ambulance services, this year the City completed negotiation of a new water contract at improved market rates with the City of Watts, Oklahoma. We are currently in the process of negotiating agreements for fees, or introduction of ordinances mandating fees, for various services that the City provides to other customer bases outside the City.

Through grant funding and the generosity of business and foundations, we were able to fund projects that we could not complete on our own resources alone, such as the restoration of the gazebo downtown and the JBU walking trail extension. Other larger projects, still on-going, are the expansion of Highway 412 and improvements to Sager Creek. We received news recently that a second grant has been approved for us to begin work on Phase Two of the Sager Creek Restoration Project.

The sale of the City's hospital to Community Health Systems (CHS) was finalized in 2009. Utilizing a team approach with the hospital's Chief Financial Officer and staff, the hospital's asset and liability account balances were effectively transferred and recorded to the City's general ledger system. Please note that with the sale of the Hospital, the City's restricted cash reserve position is quite strong with a balance of \$10.1 million. The new location has been chosen, a sign has been erected, and the new Siloam Springs Hospital is slated to open in 2012. As you may recall, Progress Avenue opened in 2008. We believe that the street is aptly named. A new medical facility is open for business there now. We expect the new Siloam Springs High School to open in the fall of 2011. We are busy with road work there to make your travel around the new area easier and more efficient.

This year, the City's 2010 budgeted revenue is projected at \$42.3 million dollars and the 2010 budgeted expenditures from operations are projected at \$41.2 million. The budget reflects a \$1.1 million dollar surplus, with which we hope to build our unrestricted cash reserves to improved levels.

For this publication, I have asked the City's leadership to submit a brief overview of their respective departments. I hope you'll take a few minutes to read about many of the projects we have worked on this year. It is easy to take consistent, dependable City services for granted. But it is also worth noting that on-going infrastructure improvement projects, dependable utility services, essential public safety, and community services that we all enjoy keep Siloam Springs progressive and attractive, as well as a premier place to live, work, and conduct business. This past year, there has also been on-going collaboration between departments to accomplish more, with less. Larger City projects are rarely handled by just one department. More often than not, we operate as a team and collaborate on projects and our service to you.

And speaking of working together, this year has also brought many opportunities for the City to work collaboratively with the community. I was privileged to travel to Washington, D.C. with Chamber President Wayne Mays this year to visit with our legislators about a topic near and dear to me: water quality. The trip was profitable and informative, as well as important to the City's image in Northwest Arkansas.

Earlier in the year, through the partnership of City and Chamber, we were able to visit with the executives of our large industrial customers in Siloam Springs as well as visit several of their facilities. We hope to continue these visits in 2010 and strive to keep the lines of communication open.

The Census 2010 Program will launch in early spring. We ask for everyone's cooperation with the Census workers to help ensure that we obtain the most thorough count possible. You will likely see flyers and special notices in the next few weeks to help us communicate this news with the general public.

The historic downtown has come to life this year, thanks to the efforts of many of our small businesses and the Main Street organization. I hope you will visit the downtown shops often and take advantage of the benefits of shopping and dining locally.

In closing, I'd like to say a word about your Mayor and Board of Directors. The City Board members had difficult issues to decide. Some were well received by the public, while others were not. There were differing opinions; there was robust debate. But, in the end, no one can question the fact that each of these dedicated men and women want the very best for Siloam Springs. Their effort and dedication makes our city second to none.

We have much to look forward to this year, and we are excited about what the future holds. This past year, a small committee of City employees was assembled to brainstorm budget and other administrative issues. This committee will continue its work monitoring the 2010 annual budget, reviewing the City's Strategic Plan, and working to update our internal structure. We can look ahead to continued progress on projects like Sager Creek, the Highway Expansion, the new High School and Hospital, to name a few. The success of existing industry and potential new business to the area will assist job growth numbers and remain the top priority for the City's economic development plans.

In challenging economic times like these, it is more important than ever that we work together and continue to communicate our plans to you. What reports like this one can never communicate fully is the daily dedication of this City Staff to serve you well. On behalf of the 233 employees whose dedication and hard work make the City of Siloam Springs so special, we thank you and wish you every success in the New Year.

Cordially,

A handwritten signature in black ink, appearing to read 'D. Cameron', with a stylized flourish at the end.

David Cameron  
City Administrator

# City Hall

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## Finance

The Finance Director is the chief financial officer of the City. Primary responsibilities include the treasury functions of the City (bonding of debt, investment of public funds and budget management), accounting and financial reporting for all City departments and funds, payroll, purchasing and accounts payable.

The financial trend, identified in late 2008 as a decrease in sales tax growth, continued throughout the 2009 calendar year. The 2009 County sales tax revenue has decreased 7.5%, while the City sales tax revenue declined 1.7% for the same period.

GASB-45, a new Governmental Accounting Standards Board standard applicable to the City's audited financial statements for the year ending December 31, 2008, was implemented this year. The new standard requires the recognition and accounting for post employment benefits that the City provides to employees.

This year, a strategically important project will be the continued development of a long-term City Financial Plan. Although this project is daunting, its development would help the City further protect its assets and continue to improve services to our stakeholders.

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## City Clerk / Human Resources

The City Clerk is responsible to provide accountability and stewardship for the City's public records, documents and ordinances in response to the needs of citizens, the City Board and City Departments.

In 2009, our Human Resources Department processed 801 employment applications, organized four safety training programs for employees, and implemented a new employee performance software program.

We processed 766 business licenses this year, published 60 news articles, and provided taxi service to 1,838 customers.

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## Information Systems

Our Information Systems department keeps computer equipment operational for the staff. In the past year, 800 work orders were processed and resolved.

## Marketing / Website

Since the website's unveiling three years ago, monthly website visits have increased to more than 7,000 per month. To communicate the seasonal beauty of the City to our website visitors, we added a flash photography feature to the home page this year. The site is updated daily. Currently, we accept credit card payments on-line for utility services only. We hope to install a similar credit card feature for other departments in the spring of 2010. We will also be launching a social media option soon, so that in the event of a power outage, cell phone users will be able to receive communications from the City. We continue to partner with the community through our active service on the Chamber's Economic Development Board and the Main Street Board. Print advertising is an on-going, collaborative effort, in both national business and regional tourism publications.

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## City Attorney

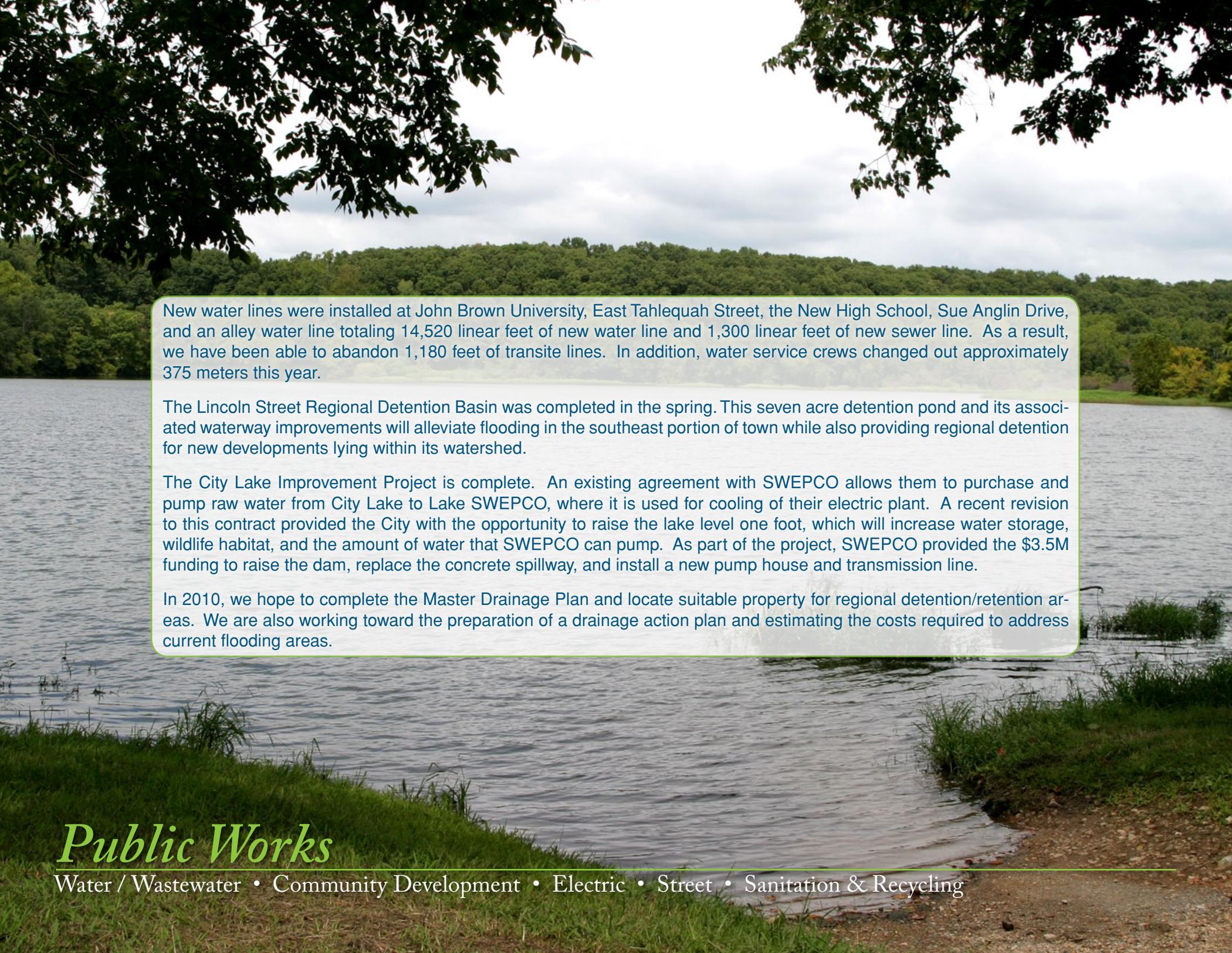
Approximately 30 ordinances and 40 resolutions were prepared this year. Numerous contracts, bid specs, deeds, easements, leases and similar documents were reviewed, written and revised. We have worked to fine-tune the attorney review process.

A lawsuit alleging improper use of a taser by the Police Department was brought and dismissed, while lawsuits concerning title to property in Oklahoma and operation of the jail continue.

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## Utility Billing

The Utility Billing office identified opportunities to improve processes that resulted in a reduction in required man hours to execute daily cash receipts and deposit transactions, and meter reading man hours. These process improvements reduced City operating cost in the utility billing function by an equivalent of one full time employee. In addition to cost savings, these improvements enhanced the timing of City cash flow and the quality of our meter reading service. All residential and business customers are invoiced monthly. Invoices may be paid on-line, via mail, or in person at the utility counter at City Hall.



New water lines were installed at John Brown University, East Tahlequah Street, the New High School, Sue Anglin Drive, and an alley water line totaling 14,520 linear feet of new water line and 1,300 linear feet of new sewer line. As a result, we have been able to abandon 1,180 feet of transite lines. In addition, water service crews changed out approximately 375 meters this year.

The Lincoln Street Regional Detention Basin was completed in the spring. This seven acre detention pond and its associated waterway improvements will alleviate flooding in the southeast portion of town while also providing regional detention for new developments lying within its watershed.

The City Lake Improvement Project is complete. An existing agreement with SWEPCO allows them to purchase and pump raw water from City Lake to Lake SWEPCO, where it is used for cooling of their electric plant. A recent revision to this contract provided the City with the opportunity to raise the lake level one foot, which will increase water storage, wildlife habitat, and the amount of water that SWEPCO can pump. As part of the project, SWEPCO provided the \$3.5M funding to raise the dam, replace the concrete spillway, and install a new pump house and transmission line.

In 2010, we hope to complete the Master Drainage Plan and locate suitable property for regional detention/retention areas. We are also working toward the preparation of a drainage action plan and estimating the costs required to address current flooding areas.

## *Public Works*

Water / Wastewater • Community Development • Electric • Street • Sanitation & Recycling

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## Wastewater

The \$24 million expansion and upgrade of our wastewater treatment plant began February 27th of last year and is expected to be completed in the spring of 2011. New state regulations limiting phosphorus discharges in the Illinois River basin mandated this project.

The project will be completed in two separate construction phases. In the first phase, a new 5.5 million gallon basin will be constructed to maximize the removal of phosphorus and other contaminants while also eliminating odor issues. Plant capacity will be increased by 25% during this phase.

The second construction phase, which begins later this year, will further increase the plant's efficiency by improving and upgrading many of the existing facilities. This will also eliminate issues with filter flies and other insects. Finally, both phases will increase the effectiveness of solids handling and removal from the plant.

This project, funded with the passage of the City sales tax in 2006, is dedicated to the retirement of wastewater treatment plant bonds (approximately \$20 million) issued in 2007. This year, we received additional funding of \$4 million from the American Reinvestment & Recovery Act.



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## Community Development

Perhaps you've visited a city where buildings spring up sporadically, with no vision of the whole. That's why this department is vital to Siloam Springs' future. Planners help to create a "sense of place" that is efficient, attractive, and enjoyable. Siloam Springs provides residents and business owners with a professional staff to enforce the City's municipal code, issue permits, and perform inspections for construction purposes. In 2009, 139 building permits were issued and 94.07 acres were reviewed for development.

This year we adopted two sets of changes to the H-1 Code for downtown and historic residential areas. Major revisions to the subdivision regulations are now complete, and significant progress has been made to the Master Street Plan. Several months were needed to coordinate relocation of commercial business signs along Highway 412 from Stateline Road to Washington Street in preparation for the highway widening.

Many customers make use of the department's web page for internal checklists and applications. We have included all forms in the new Development Procedures Manual, now available online.

With the declining economy, we have also seen increased responsibilities in facilitating the clean up of foreclosed properties. During the past year, 35 properties were brought back to code.

## Electric

The City's Electric Department is one of 2,000 electric utilities across the country, known as public power systems. The utility operates as a "not for profit" hometown enterprise. Our service area covers 24 square miles, with four substations. In addition to providing electrical service, we also design and maintain the City's traffic signals in-house. Each intersection installed saves the City \$100,000. Currently, we maintain thirteen intersections. The department also cares for the City's entire fiber optic network. To date, just over six miles of cable have been installed. We assist the school district and industrial customers with their fiber optic projects, as needed.

We received news in the fall from our power provider, Grand River Dam Authority (GRDA) that a power cost increase would be inevitable in 2010. The increase at this particular time, while unfortunate, is necessary. It is the City's fiscal responsibility to pass along increases when we incur them.

Due to the Highway 412 Expansion Project, the department worked to relocate main feeder lines from Stateline Road to Washington Street. We also installed underground services for businesses. Plans to install new roadway lighting should be underway in 2011, allowing time for highway construction to be completed.

Other projects include: a traffic signal at East Main and Lincoln Street; land purchase for an additional substation; electrical lines for Tahlequah Street, SWEPCO pump station, Siloam Springs High School, Anderson Street Waste Water Plant, and several new commercial customers. Many of these projects are made possible with a small portion of the \$.01 city sales tax, approved July 2006. With this funding and our staff, we are able to enhance our service to you and save money.

In the past year, we have upgraded 2,000 residential electric meters to the new ERT type, allowing for remote meter reading. We are currently in the process of replacing seven outdated feeder relays in North and Southwest substations. These new relays improve functionality and will add enhanced communication ability for the future. In the next two years, we hope to finish the upgrade for residential meters.

To provide a more reliable power supply for the future, the preliminary design of the new transmission line has been completed and reviewed by

Staff. Soon the final design required will be complete and construction will begin in late spring 2010.

### 2009 Electric Department totals:

Work Orders	2,661
Line Locates	1,443
Light Repairs	1,883
New Street Lights Installed	130
New Rental Lights Installed	37
Meter Changes	2,112
Substation Inspections	240
Traffic Signal Inspections	164
Electrical Inspections	2,648



*Your City sales tax  
dollars at work*

## Street

The Street Department has completed North Carl Street. The \$1.5M street bond project greatly increased traffic service, drainage, and pedestrian safety. New infrastructure included street widening, the installation of a new bridge, concrete curb and gutter, underground storm water control, and sidewalks.

We anticipate Tahlequah, Phase I to be completed in early 2010, weather permitting. This \$1.75M street bond project will provide a 4000' long, three-lane thoroughfare from Country Club Road to Progress Avenue. Not only will the street assist access into and out of the new Siloam Springs High School, it is also expected to stimulate growth along the Progress Avenue corridor. Tahlequah, Phase II is now under construction and is projected to be completed by late spring, 2010. This \$2.25M project will complete a five-lane street from Progress to Highway 59. The new street will provide excellent access to the site of the new hospital, as well as stimulate economic growth in the northeast corner of the city.



*Carl Street*



*Progress of bridge construction*



## Sanitation & Recycling

The Solid Waste Department sent 26,717 tons of trash and debris to the landfill in 2009, for a total cost of \$972,172.50. By transporting a portion of this refuse ourselves, we saved \$16,319.10 this year.

The Recycling Department collected, processed, and baled 1,460,537.2 lbs of material in 2009. That's 730.27 tons of newspaper, cardboard, glass, plastic bottles, aluminum, tin, and scrap metal. The City's dedication to recycling saved natural resources and space in our landfill for non-recyclable items. We were also able to save \$7,728.96 in landfill fees in addition to the revenue made by selling the materials.

When most people think of the "Three R's" in education, the first thing that comes to mind are "Reading, wRiting, and aRithmetic."

A new Recycling Education Program was launched this fall and students learned about the three R's of waste management: reduce, reuse, and recycle. Staff began training parent volunteers to teach monthly lessons to each of the kindergarten classes. In the spring, we will meet with the Elementary School. The lessons cover recycling, reusing and reducing litter and other environmental concerns. We plan to continue to add grades each year until we have included the entire school district. Our goals are increased recycling, reduction in litter, and expanded awareness of our city and environment.

### Street Department Brush Hauling totals:

LOADS OF BRUSH	
2008	673
2009	945
TONS OF BRUSH	
2008	1,346
2009	1,890

(Due to the January 2009 ice storm, brush totals increased dramatically from the prior year).

# Public Safety

## Fire Department



EMS Calls	1,832
Engine Company Medical Assistance	238
Fire / Rescue	693
<b>Total</b>	<b>2,763</b>

This year we were able to update and approve the City's Emergency Operation Plan. In the event of a power outage (such as the winter storm in January), it is vital that all departments are able to address the emergency and have the ability to communicate with each other. Our City Plan was disseminated to all City departments. In coordination with that effort, the radio trunking system was also completed and is now operational.

Classes were conducted for each City department on the proper use of fire extinguishers. Yet another fire safety project was to test all 896 fire hydrants in town to ensure they were working properly.

We are pleased to report that all fire and EMS mandatory reporting is now completed on the department's primary software, Firehouse. The Ambulance Billing Clerk works out of our main station offices. We are now able to electronically bill 75% of all ambulance billing.

Continuing education and training is ongoing at the Fire Department. This year, the department reports 2,236 training hours logged. Five team members began their paramedic training, and three paramedic students completed their courses and exams.

## Police Department

The Police Department re-established their Drug Team in September of 2008. Through their efforts, five meth labs, 12 vehicles, five pounds of marijuana, twelve ounces of methamphetamine, and nearly \$10,000 currency were seized. The drug team made 60 felony drug arrests as well as providing active support to the Benton County Department of Narcotics, Arkansas State Police, U.S. Drug Enforcement Agency, and the Carroll County Sheriff's Office. Training was completed in clandestine lab re-certification training and narcotics officer certification programs.

The Criminal Investigative Division (CID) of the Police Department is an active member of the Northwest Arkansas Violent Crime and Sex Offender Task Force. Two division officers are deputized as U.S. Marshals. Training this year included: sex offender management, P2P on-line internet crimes, protecting children on-line, and advanced interviews and interrogations.

The Patrol Division completed their reconfiguration of patrol zones in the City. DWI holiday selective enforcement was implemented during the year. Training included highway drug investigation for patrol officers, advanced contraband and concealment, officer survival, and mid-level management.

The Records Division processes all reports and accepts payments. The bond window is open Monday through Friday, 8:00 am– 4:00 p.m.

Both Fire and Police Departments coordinate their efforts on all 9-1-1 calls from the Police Dispatch Center. Four dispatchers completed their training in public safety dispatch as well as ACIC, Level 1 and 2.

### 2009 Police Department statistics:

9-1-1 Calls	7,048
Arrests	1,276
Vehicle Accidents	336
Traffic Stops	8,907
Offenses Investigated	2,880



## District Court

As he has done since 1985, the Honorable Stephen S. Thomas continues his service as District Judge. The District Court continues to operate with four full-time employees.

Court is in session each Monday and Tuesday, and certain Wednesdays, as needed. Criminal misdemeanor and traffic violation totals from the City Police, Benton County Sheriff's Office and various State agencies equaled 4,455 with 1,221 warrants issued for failure to appear in court or delinquent payments. The civil branch of the court opened 553 civil/small claims cases this year.

The fourth Thursday of each even month, from 9:00 a.m. to 12 noon, the public may visit with a representative of the Social Security Administration in the courtroom. Scheduled appointments in advance are not necessary.



*The Twin Springs fountain project was a collaborative effort of the City and community*

## *Community Services*

Parks & Recreation • Public Library • Oak Hill Cemetery • Siloam Springs Municipal Airport • Animal Services

## Parks & Recreation

It was a great year for Parks and Recreation. Attendance was up in all of the adult sports leagues (basketball, softball, and volleyball). This year we added women's basketball as well as co-ed golf at the Siloam Springs Country Club.

Special Events saw increased attendance as well. There were more than 250 attendees at the Community Building for the Daddy-Daughter Dance. Four "Movies in the Park" evenings brought more than 200 people and "Chalk It Up" saw the biggest growth with more than 300. The Adventures in Exploration summer camps were a big hit this year. In addition to the annual programming, we added two new additions, Horse Camp and Acting Out at the Sager Creek Arts Center.

A major milestone was the JBU addition to the Dogwood Springs Trail. This project was made possible through JBU's donation of a trail easement, a \$313,775 funding donation by the Walton Family Foundation, and design and construction assistance of several City departments. Approximately 5000' of the 7800' long, 8' wide recreational trail will follow Sager Creek before surrounding the JBU campus. City crews cleared the trail through the wooded area and will be placing the trail lighting, while independent contractors performed the paving portions of the project. The finishing touches are being made to the trail and we're pleased with another opportunity for residents to explore another beautiful part of the town.

The department completed certification to test and repair Reduced Pressure Zone (RPZ) backflow preventers. By training and completing this vital work "in house," the City will save about \$7,500 each year. Repairs completed by staff to the Aquatic Center resulted in a \$20,000 savings this past summer. We're looking into additional programming options for the Aquatic Center in 2010.



### *New JBU addition to the Dogwood Springs Trail*



### *Kids' Fishing Derby*

## Public Library

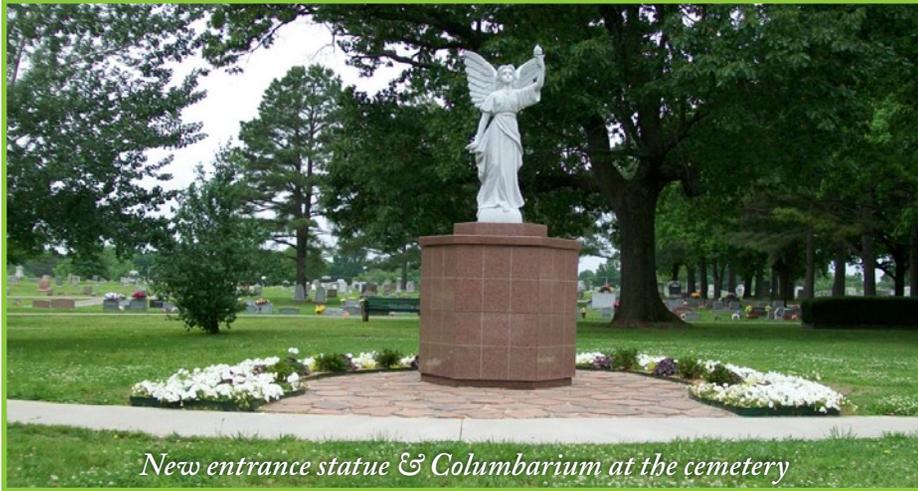
Your Public Library has never been busier! Currently, we have 13,105 patrons, eleven computers available for public use, two card catalogs, and this year we were able to offer wireless Internet to all visitors.

We are open to the public six days a week (excluding certain holidays) and house more than 50,000 items of material in our collection. In 2009, we launched a book search on-line from the library page of the City's website. Users may check to see if a book is available at any time, day or night.

The library offers a community gathering place for all who share a common love of books, fun, and learning. Programs like the following promote camaraderie, reading for enjoyment and success, as well as a love for the public library itself: preschool and after school programs, bilingual programs, summer/fall reading programs, Second Saturday Movie Time for families, and an adult book club.

Much of the work we do and many of the programs we are able to offer would not be possible without the help and financial support of various businesses and organizations throughout the region. We could not report to you without extending our gratitude to them!

## Oak Hill Cemetery



*New entrance statue & Columbarium at the cemetery*

The new entrance feature at Oak Hill Cemetery serves a new and practical function in cemetery services. The base of this angel statue is actually a 72-niche columbarium that will hold a maximum of 144 cremation urns. This past year, cremations have averaged nearly 25% of all burials. The cemetery now offers numerous options for the burial of ashes. A new tri-fold cemetery brochure was designed by cemetery staff this year. It will assist in answering questions regarding burial and monument options.

The Oak Hill Cemetery Association funded the project pictured above, while employees from several City departments provided labor and other requirements, including the lighting that provides protection and enhancement of the statue and columbarium. The Cemetery Association also made upgrades and repairs to the Chapel, also located on the cemetery grounds.

Projects for 2010 include an informative compilation of "Who's Who in Oak Hill Cemetery?" The project will feature historic and colorful information regarding the cemetery.

## Siloam Springs Municipal Airport

The airport averages 1,800 operations per year. With monies received from our grant application, new hangars are slated for completion in April, 2010. The Airport continues to host the City's annual 4th of July "Fire in the Sky" event.

## Animal Services

The past year brought progress to several aspects of the Animal Services department. One that we are particularly pleased to announce is our collaborative effort with a group called "Save Our Strays." Because some states have mandatory spay and neuter laws, domestic animals available for adoption in those areas are scarce. The "Save our Strays" organization has visited our facility to pick up some of our adoptable animals and transport them to Minnesota and Illinois. We also continue our loyal partnership with "Second Chance Kitties," an organization devoted to saving our feline friends.

We also collaborate with a group called "Tailwaggers." This non-profit organization has received grants on behalf of our shelter to assist prospective adoptions through our facility by offering a reduction in spay and neuter fees.

Our Animal Services Manager is now a certified animal cruelty investigator. In July, 2009, the State of Arkansas made animal cruelty crimes a felony offense. We have made presentations to the local high school on this topic and will continue the effort in 2010. We have updated our city ordinance regarding dangerous and vicious dogs to protect and serve our residents.

This year our office received 2,263 calls for service. We were pleased to receive 2,359 visitors to our newly-renovated facility. We rescued 181 animals, and were able to find loving homes for 236 animals (meet two of our "happy tail" adoptees pictured below):



*"Georgia"*



*"Ball Cap"*

We will be stepping up community education this year regarding animal-related ordinances, as well as the general health, care, and safety of animals. We are beginning preliminary research on a dog park near our offices. Watch for upcoming events on our website!

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