



# 2013-2014 ANNUAL REPORT

CITY OF  
**Siloam Springs**  
*It's a natural.*





What a great year it has been in Siloam Springs. It has truly been my pleasure to serve the residents, businesses, and visitors as Mayor of this great City. We have much to be proud of as we look back on 2013 and many people to thank. It is remarkable the progress this City has made in the last decade, from the sale of the hospital to CHS to the progress made to beautify Sager Creek. Being born and raised in Siloam Springs, I take special pride in the accomplishments and undertakings of this town. Residents and business owners have come together to accomplish some enormous tasks. This community has been successful in venturing several public-private partnerships, something that not every City can boast. We should all be pleased with the accessibility of our leaders, and I hope that I can continue to foster resident relations.

Please allow me to state my appreciation to the Board of Directors, City Administrator and City employees. It has been an honor to serve our community alongside you. You all work extremely hard and love Siloam Springs like I do- wanting it to progress and become an even better community. It is with great sadness that we had to say goodbye to a great City leader and dear friend this year, Director James Fuller. His service to the City was remarkable and we should all strive to follow his example.

My work over the year has been incredibly satisfying. I'm proud to be working with mayors of other Northwest Arkansas cities to create an atmosphere of cooperation. It has been an honor to represent the City of Siloam Springs on the Arkansas Municipal League's advisory and resolution committees, to sit among wise leaders on the Benton County Intergovernmental Board and the Intergovernmental Cooperation Council. I also relish my role among the Chamber of Commerce Board of Directors by reporting the latest City projects and news.

As we look forward to 2014, know that the path has been laid for significant progress, improvement and project success. The addition of the Siloam Springs Whitewater Recreation Park, future south-side park and Sager Creek Soccer Complex will be excellent economic development tools. Additionally, the community will be able to enjoy these new amenities and attract tourists. We will continue to work toward connectivity with trails and sidewalks, a project that is of special importance to me.

This City's employees and leaders have always looked at agenda items in a non-biased way, always asking, "Is this the best thing for the City"? Great strides have been made in transparency of both the Board of Directors and City staff. With that in mind, we'd like to thank you for trusting your leaders to follow through with the reallocation of the one-cent sales tax. Your vote has allowed our public safety departments and street department to refocus the outlook of capital improvements. Over the next few years, some major improvements will be implemented that would not have been possible otherwise.

Thank you again for allowing me to serve the City of Siloam Springs as Mayor. It is not a title or position I take lightly and will continue to help all residents, businesses, employees and directors achieve greatness. Here's to 2014!

Sincerely,

A handwritten signature in black ink, appearing to read "John M. Lee", with a long horizontal flourish extending to the right.



**CITY OF**  
**Siloam Springs**

**CITY OF SILOAM SPRINGS – CITY HALL**

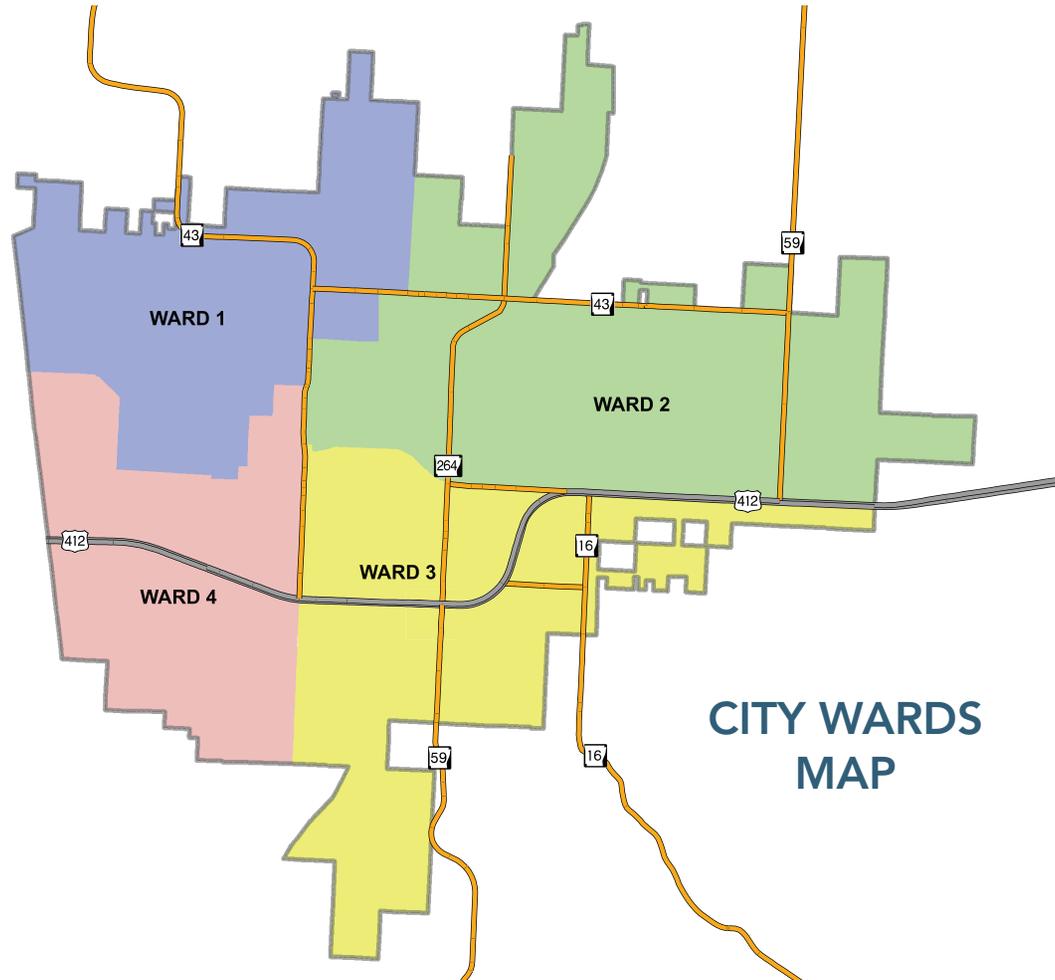
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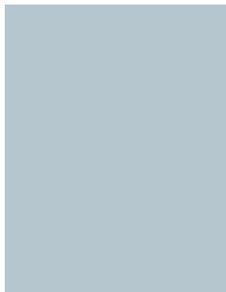
*For a complete list of departments, please  
see page 22*



**CITY WARDS  
MAP**



**Dennis Brown**  
WARD ONE



*(Currently vacant)*  
WARD TWO



**Ken Krafft**  
WARD THREE



**Judy Nation**  
WARD FOUR



**Scott Jones**  
AT LARGE,  
POSITION FIVE



**Carol Smiley**  
AT LARGE,  
POSITION SIX



**Bob Coleman**  
AT LARGE,  
POSITION SEVEN

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

2013 was a year of progress and I am honored to present it to you in this year's State of the City. It brings me much pride to look back at all we have accomplished over the year. I spent much of the year building a leadership team who is skilled and trustworthy. Additionally, I want to make sure that all the City employees are willing to take risks and to challenge the status quo. The City has demonstrated this in a number of ways this year- by offering up the one cent sales tax reallocation to a vote of the people, by combining the Animal Services and Code Enforcement officers, by initiating a rural fire program membership and forming a construction crew to complete water and sewer replacements in critical areas. I am extremely proud of what we have accomplished this year.

This year we worked hard on improving and restoring much needed infrastructure. Additionally, we added investments both physical and nontangible.

- Staff closely monitored and tracked water loss. This will create a priority map of water and sewer pipes needing to be replaced.
- The Electric Department completed the Country Club Substation. Considering many cities five times our size contract this out, this project is a huge accomplishment.
- Partnered with the Arkansas Highway and Transportation Department to complete the University Street Bridge.
- Significant completion of the Sager Creek Soccer Complex.
- Completion of Sue Anglin Drive, allowing two access points for the High School.
- Kenwood Street utility relocations.
- The completion of a new Public Works building.
- Partnership with the AHTD for a potentially new Cheri Whitlock overpass.
- We purchased the USA Drug building for housing the future Police Department
- Partnered with the Walton Family in securing parks land. We continue to foster this relationship.
- Purchased property for a park for the residents south of Highway 412.
- Established a Facebook page and increased our social media presence, allowing the public to comment directly and voice their opinions.
- Acquired property to relocate the Riding Club.
- Stripped, repaired and painted the North Hill Water Tower and the Armory Water Tower.
- Partnered with Main Street for a downtown master plan and contributed \$35,000 to the project.
- Completed the demolition of the old hospital.
- Designated a library site and \$2 million in contributions towards a new building.

Despite the overwhelming progress, the year did not come without challenges. We worked diligently to recruit a new business to town, but lost out to another city at the last minute. The Board was presented with a number of early challenging legislative and operation decisions. The first was to establish legislation to address alcohol sales and the second was a tiered increase in utility rates to sustain our general fund accounts and begin work on much need improvements to our infrastructure. The City struggled greatly with the emergency notification system and the change-over to Blackboard Connect.

Nevertheless, I do believe we have made large strides in progress, demonstrating that our City operates efficiently and effectively. We have come together as a community to move forward on a myriad of projects. These public/private partnerships continue to set the standard of how we want to do business in Siloam Springs. I realize for a project to be successful, there must be public buy-in. Two projects are a shining example this year.



The Board of Directors contributed monies to help Main Street Siloam Springs lead the charge in creating a master plan for the City. This will give City leaders a direction for improvement and planning. While it is not a directive for the City, leaders will be able to see what the priorities are for downtown and beyond.

City staff is also working diligently with the Friends of the Library on future library planning. They are excited to begin their fundraising and will continue to press on to see the new building become a reality. This project has been in planning stages for several years, and 2013 saw significant headway. I am excited to see both the library and master plan come to fruition so we can all benefit from them.

We look to continue making improvements and changes over the next year. I hope to improve communications with residents, City representatives and employees.

Below are some of my priorities in 2014, both projects and planning:

- Re-opening Kenwood to Carl
- Southside Park
- Replacing water and sewer infrastructure will continue to be a key objective
- Opening the new Police Department
- Opening a new Fire Department south and west of the community
- Street mill and overlay plan
- Upgrading the southern electric loop
- Museum – future use, planning and funding
- Developing a marketing strategy for the Sager Creek Soccer Complex and Siloam Springs Whitewater Recreation Park
- Re-evaluating our subdivision regulations – hopefully providing more flexibility to staff and developers
- Moving towards a more aggressive recycling program in anticipation of a City-wide curb cart program
- Rewarding and retaining qualified staff



2014 will also be a year of noted economic development improvement. We will be evaluating the need to include an Economic Development Director to our staff. With the investments in our park systems, the City will be a more attractive destination for tourists and companies looking to relocate. The additions of the Siloam Springs Whitewater Recreation Park, the Sager Creek Soccer Complex and the upcoming south-side park will all be factors.

I would like to sincerely thank all who have made this year a success for Siloam Springs. To the residents and businesses of the City, thank you for contributing to this City. Thank you for your ideas, comments, time, hard work and foresight. For Mayor John Mark Turner, it has been a pleasure working alongside you this year and I look forward to learning more from you in 2014. To the Board of Directors, commissions and leaders of this City thank you for challenging me to be a better City Administrator. Thank you also for your commitment to this City. Thank you to the City's employees, who work tirelessly to improve Siloam Springs. I recognize that much is expected from each one of you and I truly appreciate your hard work.

With great sadness, we said good bye to long-time Director James Fuller. James loved Siloam Springs, Sager Creek, and trying his absolute best to represent his beloved Ward 2 and many others outside his Ward. His leadership, friendship, genuine community care and respect will be greatly missed.

We will continue to make Siloam Springs a safe, healthy and progressive City for all to enjoy.

A handwritten signature in black ink, appearing to be 'D. Q. A.' followed by a horizontal line.

## TEAM BUILDING

2013 was a year of team building for the City. By putting together a strong leadership team, the Board of Directors and City Administrator David Cameron can communicate more quickly and efficiently. While operating with a lean work force, the City has also made great strides in hiring outstanding employees in each department. By hiring the best in each field, the City is able to operate a ratio of 73 residents to one City employee.

Some of the employees hired this year include:

- Airport Manager
- Animal Services Manager
- Assistant Superintendent of Solid Waste
- Building Official
- Communication Director
- Engineer
- Finance Director
- Human Resources Manager
- Traffic Signal Technician
- Water/Wastewater Director

## CITY CLERK

In 2014, Peggy Woody will retire. She has served the City of Siloam Spring since 1986. The role of City Clerk is often veiled from public view, but is vital to City operations. Mrs. Woody also serves as the City Treasurer. She has worked under several Boards, three Mayors, and three Administrators.



As City Clerk, Peggy Woody is responsible for attending Board and Commission meetings and workshops, taking minutes, and preparing Board packets. The City Clerk is the custodian of all records, and in charge of filing and maintaining the history of ordinances, resolutions and correspondence. She answers all Freedom of Information Act requests, and assists the boards, public, and employees with record location. Additionally, Mrs. Woody issues municipal and business licenses, is a signatory on bank accounts and serves as the secretary/treasurer of the Fireman's Relief and Pension Fund, Municipal Judge and Court Clerk Retirement Fund, and Illinois Water Development Corporation.

Peggy Woody has amassed awards over the years for her service. She was the first in Arkansas to receive the designation of Master Municipal Clerk.

Throughout her service of 27 years, Mrs. Woody has only missed five meetings. She particularly enjoys helping the public, board, and employees and will always fondly remember serving the City of Siloam Springs.

Mrs. Woody would like to thank the City of Siloam Springs including Boards, Mayors, Commissions,

Administrators, employees, and the residents. She also wants to thank her husband Tim for supporting her over the years, children Shannon, Joel and his wife Denise, Staci and her husband David, and Traci along with her grandchildren for their love and support.

## UTILITY BILLING

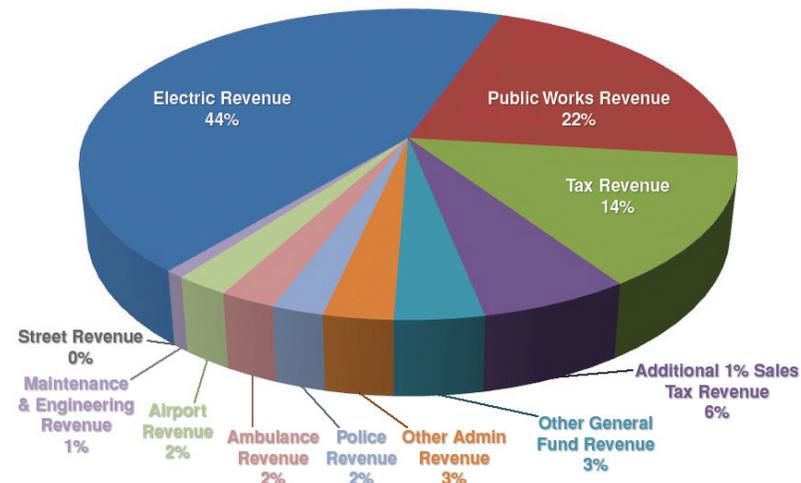
The Utility Billing Office is responsible for payments of utility bills for existing residential, commercial and industrial customers, new customers, transfers, connections and disconnects. The office is charged with preparing and sending out all bills and taking all payments. Staff routinely works with customers responding with flexibility in billing. Two meter readers perform 35 monthly routes to view and record usage for all meters. Additionally, the meter readers respond to concerned customers ensuring proper recording of usage and many times discovering customers' leaks.

## FINANCE

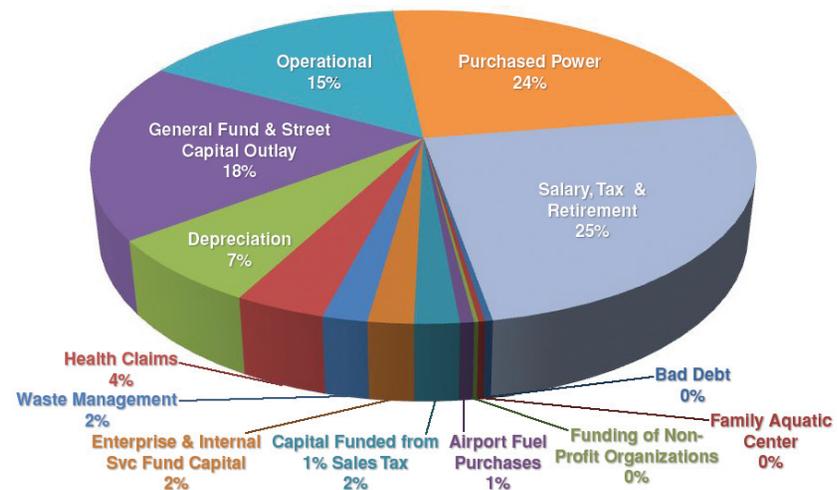
The City of Siloam Springs Finance Department records all transactions involving public funds, supervises the Utility Billing Office and payroll for City employees. In 2013 the City's main investment was in infrastructure- upgrading, replacing and adding needed infrastructure so our City can run smoothly and efficiently. An additional source of revenue was garnered this year with negotiations of reimbursement for providing EMS services to Benton County. In lieu of taking out loans to fund building projects, the Board voted to utilize monies from the hospital proceeds. The

City will replace the funds as revenue comes in from the one-cent sales tax, thus sparing the City interest on the debt.

## 2014 REVENUE BUDGET



## 2014 EXPENSE BUDGET



## SALES TAX REALLOCATION

In September of 2013, residents of Siloam Springs voted to reallocate the existing one-cent sales tax. The reallocation is now 40% Streets, 40% Public Safety (Police and Fire Departments) and 20% remaining in Administration. One cent of sales tax generates approximately \$2,900,000 for the City annually. This reallocation has relieved pressure from the general fund. With the addition of public safety to this allocation the Police and Fire Departments will be able to add much needed capital improvements. For 2014 these will include the new Police Department at the corner of Mt. Olive and Highway 412, a new Fire Station 3, and the beginning of fleet and equipment replacement.

This year, the City's first Construction Crew was also formed. This crew will allow us to internally work on water and sewer lines for street projects as opposed to bidding out these tasks. The crew completed their first project, the utility relocation on Kenwood Street \$325,000 under budget. In 2014 equipment will be purchased so that they can mill and overlay streets. This crew will also alleviate stress of the current street crew, which will be able to focus on maintenance and projects depending on the season.

## FIRE DEPARTMENT

The Siloam Springs Fire Department celebrated many successes over the year. By implementing a rural fire membership program, county residents could elect to cover their property if the Fire Department responded



to their fire call. The City Administrator and Fire Chief negotiated reimbursement from Benton County for rural EMS calls and we continued our agreement with the City of Gentry. Staff purchased three new ambulances from the hospital proceeds and re-hired an EMS collections clerk to increase claim collections. SSFD increased our hazardous materials and swift water rescue response capabilities through outsourced training and increased our presence in the community by teaching an Emergency Medical Responder course in the High School along with a CPR and first aid class at John Brown University. Staff also increased our regional presence by becoming the only state certified agency to teach Tactical Combat Casualty Care.

There was no shortage of large scale and or high risk incidents in 2013. Crews squelched a near disastrous fire at the PipeLife warehouse, crews removed victims

at the carbon dioxide poisoning at the Hampton Inn and brought order to the incident at Simmons Foods that resulted in the transport of over 30 people to the hospital. Other significant incidents include the arson fire on Hefton Court and crews were ever present at our City's power outages and weather related incidents.

The successful reallocation of the penny portion will present a number of opportunities for 2014 and beyond, including the relocation of Stations 2 and 3, and the continuation of our equipment and fleet replacements.



## POLICE DEPARTMENT

The Siloam Springs Police Department employs 55 and maintains above a 90% solve rate for all major crimes. In partnership with the Siloam Springs School District, two new School Resource Officers were added.

This ensures an officer presence in the elementary, intermediate, middle and high schools. Thanks to the generosity of Simmons Foods, the Siloam Springs Police Force added a K-9 unit. Fado, the new K-9 officer, is certified in the detection of narcotics, will assist with subject apprehension, tracking of lost or missing persons, and building and article searches.

This year, the Siloam Springs Police Department has also focused on training and leadership. Two sergeants attended the Criminal Justice Institute School of Law Enforcement Supervision. This training encompasses major aspects of police supervision, management and leadership. Additional training this year includes:

- Annual Weapons Requirements
- Arrest Warrant Operations
- Emergency Vehicle Operation (Defensive and Pursuit Training)
- Missing and Abducted Persons Response
- Police K-9 Operations
- Racial Profiling
- Responding to and dealing with PTSD and emotionally unstable persons
- Response to Resistance

2014 will bring big changes as the Police Department moves into the new location. Staff will be able to work more efficiently in a new building that will provide updated and secure storage, additional space and necessary logistic improvements.



## STREET PROGRESS

2013 has been a busy year of street projects- creating better thoroughfares, wider turning radiuses, completing bridges and better drainage. Here's a short list of projects City crews have worked on this year:

- Sue Anglin Street extension from the High School to Tahlequah- this completion gives students another access point to campus. The City's street crew was utilized for all stages of the project minus paving and striping.
- University Street Bridge- this bridge was in

conjunction with the Arkansas Highway and Transportation Department with the City investing \$668,111 and AHTD investing \$1,000,000. The newly re-opened bridge gives better access between the west side of town and the downtown area.

- Tulsa to Jefferson drainage- City crews completed this project in 2013 with a savings of \$231,052. During the bidding process, the low bid was \$500,000- the City's street crew completed the project with a cost of only \$268,948.

- Holly Street- the widened street and intersection was upgraded due to increase traffic flow. While the budget for the project was \$225,000, the City's street crew completed it at a cost of \$101,269-\$123,731 in savings.
- Kenwood- another joint project with AHTD, this project is the first official project of the City's newly formed Construction Crew. The City portion of the project is to relocate all utility lines. During the bidding process, only one qualified bid was given at \$675,000. The City's Construction Crew of six expects to complete the relocation at a cost of approximately \$350,000.

## ELECTRIC DEPARTMENT

The City of Siloam Springs Electric Department is one of only fifteen publicly owned power sources in the state serving 6,084 residential, 827 commercial and 186 industrial customers.

### 2013 accomplishments:

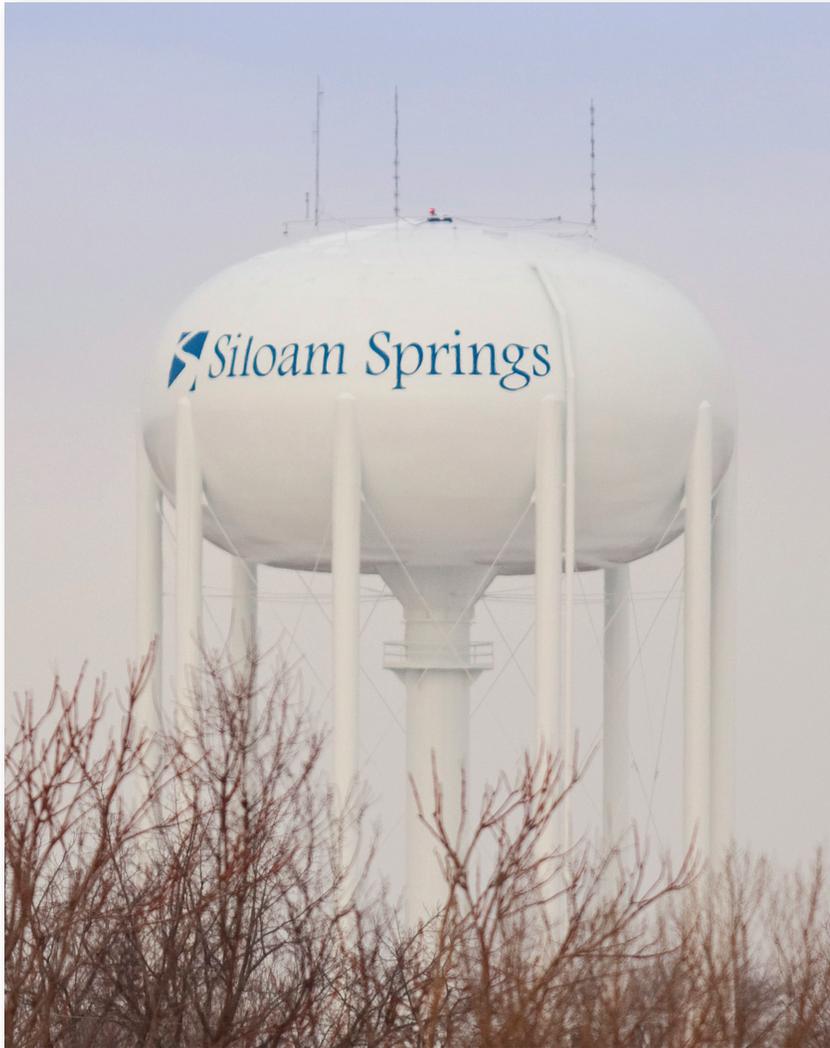
- Completed work on the Country Club Substation
- Installed fiber to the new Public Works building
- Hired a traffic technician who is devoted to monitoring, maintaining and repairing traffic signals
- Installed solar lights at the Siloam Springs Whitewater Recreation Park

- Managed and assisted with power needs for the Dogwood Festival, Christmas Lights and lights for La-Z-Boy Softball Complex
- Progressively worked to relocate the downtown area's lines underground
- Relocated lines for the West Kenwood road expansion project
- Upgraded the transmission loop

### How does the Department save the City money?

- By building the Country Club Substation internally, the department saved \$846,951. This was a massive project.
- Our crews "build" the traffic lights. Staff does everything to make the signal work minus the actual traffic signal pole.
- Most cities up to five times our size contract out feeder lines, building traffic signals, substations and transformers. Our staff completes all these projects, thus saving contractor fees.





## WATER / WASTEWATER

Water Service and Street crews have been enjoying a new Public Works Building located at 1000 E. Ashley. The new building is able to house equipment inside during weather events so they are more accessible and crews are able to respond more effectively. Additionally, having both crews under one roof allows for better

project compatibility and efficiency on coordinating projects.

The Water Service crew replaced 821 water meters this year, ensuring a more accurate residential, commercial and industrial water usage. Additionally, crews have been smoke testing the sewer lines so that staff can determine pipes that need to be replaced. By identifying problem areas, we will be able to reduce the amount of rain water entering the sanitary sewer system by upgrading the infrastructure.

At the Water and Wastewater Treatment Plants, staff continually conduct internal energy and chemical usage audits to minimize operational costs. The Wastewater Treatment plant has recently met all design and operational requirements following one year of operation following construction completion.

The City contracted a specialty company to paint both the Armory and Hill Street water towers in 2013. Contractors removed lead based paint and rust at the Hill Street side, making it more environmentally friendly and stable for years to come.

## SANITATION

The Sanitation Department is comprised of Solid Waste and Recycling. Solid Waste is responsible for twice a week garbage collection, industry roll-off containers and dumpsters. The Recycling side of the Sanitation Department does all curbside recycling and cardboard trailers- which the City collects and bales. Glass is transported to Kansas City for recycling and

the City works with the Adult Development Center to bale plastic recyclables. The City works hard to ensure the highest rate for recyclable materials, if necessary storing it so we can get the best market value.

This year, the Sanitation Department received a grant to construct a building with two horizontal balers for future recycling needs. This facility will increase productivity of materials baled and sold.

- \$76,108 in revenue from recycling
- 43,839 pounds of e-waste
- 28,044 tons of trash hauled to the landfill

The Solid Waste Department serves approximately 5,074 residential customers, 744 commercial customers, and 40 industrial customers.

## COURTS

The Benton County District Court- Siloam Springs Division continues to serve residents of Siloam Springs by becoming as customer-friendly as possible. The credit/debit card online payment option is working successfully and is an important asset to those who live out of town. Revenues are substantially up due to enhanced collection efforts this year with no increase in citation numbers. This year the Court Department strengthened ties with several elementary and high school classes by letting students conduct their own “mock trials” utilizing the courtroom facilities for further education about the judicial branch of government. Judge Stephen S. Thomas has served this jurisdiction since 1985.

## MAINTENANCE SHOP

The City’s Maintenance Shop does maintenance and repairs to all city equipment. By utilizing internal manpower, the City doesn’t need to outsource general and major repairs of tractors, backhoes, paving machines and other equipment. The staff of three mechanics with over 45 years combined mechanical service also maintains the City’s fleet including public safety vehicles- police cruisers, fire trucks and ambulances.



## PARKS & RECREATION

Throughout the year, Parks and Recreation works to host special events and activities, maintain the parks, walking trails and facilities, and offer sports for adults. Activity has increased in the Parks and Recreation Department over 2013. The City expects a busy upcoming season with the addition of over \$2 million into the parks system including the Siloam Springs Whitewater Recreation Park, the Sager Creek Soccer Complex and the south-side park. Additionally, staff

has worked hard over 2013 to become more efficient through tracking data to confirm visitors and usage.

This year's sports included basketball, softball, golf, sand volleyball and indoor volleyball leagues for adults, the kids' triathlon and "iddy biddy" soccer and basketball for three and four year old children. Ninety-seven teams participated in adult sports and nearly 200 kids joined in the children's sporting events. Additionally, 400 runners participated in the Dogwood 5k and the Turkey Trot 5k. The City offered Zumba classes for the



first time this year and averaged 160 participants each week.

There was an abundance of events this year as well. Over 100 people trekked out for family game night; the daddy/daughter dance has grown in popularity with about 700 participants and mother/son bowling hosted over 100. The gardening workshop attracted 50, the kid's fishing derby saw 150 kids fishing Sager Creek, and "Chalk it Up" had around 150 participants. Over the summer months nearly one-thousand residents enjoyed music in the park, movies in the park and the "dive-in" movie. Parks and Rec staff also coordinates six camps for kids to choose from.

The community also enjoyed the use of facilities space in 2013. Hundreds rented the Community Building, park pavilions, gazebos and amenities.

Staff was especially busy once the Family Aquatic Center opened. Visitors hit an all-time high with over 19,000 enjoying the pool during the season. With hard work, staff was able to locate a leak in the system and saved over 1,000,000 gallons of water and more than \$7,000.

## SILOAM SPRINGS PUBLIC LIBRARY

The Siloam Springs Public Library has had an active year. With over 83,000 total check outs, more than 11,700 patrons with library cards in 2013, and more than 80,000 people coming into the library, the library is always busy spot. Library staff continues to add items to the collection including e-books, movies and music,

magazines, books and more.

Now more compatible with technology, the library has Wi-Fi availability and new library software- Polaris. This software allows users to search online using keywords, title and phrases. Patrons are also able to place holds, check their account, and create lists. Computer usage at the library is also increasing.

Throughout the year, programming is available for all ages. Summer Reading provided forty two programs and there were 121 programs in addition to the Summer Reading program. We are pleased to announce that over 4,435 people have enjoyed programs throughout the year. Some popular events included movie matinees, story time, after school programs, special national musical and performing artists and much more. The City encourages residents of all ages to use the library.

Additionally, 2013 has brought much movement in the building of the future library. This public/private partnership is a coordination of the City and the nonprofit organization- Friends of the Siloam Springs Library Foundation. The library building project was approved in February with the stipulations of a \$4 million budget, and the project would be substantially completed by February, 2017. Since the approval of this project, a community assessment was released and the City hosted a community meeting with an initial concept presented. A design committee has met numerous times to discuss the vision and give ideas for the outside look of the building. The community, Friends of the Library, design committee and City staff continue to communicate about the design and usage.



## SILOAM SPRINGS WHITEWATER RECREATION PARK

Thanks to a generous donation from the Walton Family Foundation, the Siloam Springs Whitewater Recreation Park opens in 2014. Positioned along the Illinois River near the Fisher Ford Bridge, the park features 700 feet of engineered river, including class two and three rapids, providing fun for beginners and advanced kayakers. With approximately thirty five acres and 1000 feet of improved shoreline, the Parks and Recreation Department will utilize the Siloam Springs Whitewater Recreation Park for programming.

The Siloam Springs Whitewater Recreation Park also has specially designed riverbank access so that families can enjoy the beautiful waters of the Illinois River. In addition to the river features, there is a climbing boulder, picnic benches, a nature trail, rain garden, changing area, and restrooms. There is also an ADA accessible trail that runs through the park and provides access to the river.

City employees and contractors worked closely with the Illinois River Watershed Partnership to keep environmental impact to a minimum. Located at 19253 Fisher Ford Road, the park will be open seven days a week from one hour before sunrise to one hour after sunset and have free admittance.

## SAGER CREEK SOCCER COMPLEX

The new Sager Creek Soccer Complex holds three regulation size soccer fields and over 160 parking spaces on twenty acres of land. Complete with environmentally sound drainage and top grade sod, this complex will be a source of fun for Siloam Springs residents and visitors alike. The City invested nearly \$800,000 for the complex.

Parks and Recreation will utilize the fields for programs starting fall 2014 and will also help in hosting supplemental competitive soccer tournaments. The department will also head up maintenance for the complex ensuring years of future use.



## MUNICIPAL AIRPORT

The Siloam Springs Municipal Airport provides high quality aviation services and facilities to our corporate and individual customers. Annual fuel sales exceed \$300,000, approximately 1,350 planes have landed and departed from the airport, and forty-two aircraft are currently based at the field. Staff continues to look into ways to cut costs and add services for new revenue to the City.

Airport staff is currently working on the first design phase to upgrade the taxiway. This capital improvement is possible because of state and federal aviation grants. Construction should begin in 2014.

## OAK HILL CEMETERY

Oak Hill Cemetery, established in 1880, spans 34 acres of City property. It is a beautiful space to quietly reflect on the lives of loved ones.

In 2013, the crew of three was able to acquire ground penetration radar for the purpose of finding unmarked and unoccupied graves. This radar is being used to research early sections of the cemetery and to date; staff has reclaimed over 130 upright monument spaces. These additional spaces will give patrons a larger choice in locations than previously available.

Approximately seven acres of land have yet to be platted within Oak Hill Cemetery, which means the residents of Siloam Springs will be able to lay loved ones to rest for years to come.



## PLANNING & BUILDING

Our Building division services our community through overseeing construction and offering inspections through the permitting process, and our Planning division regulates development and land use in the community. Both of these divisions are taking action to become more efficient and customer-oriented. In an effort to increase efficiency, the Building department initiated a paperless option for both plumbing and building permits by making them available online. Our Planning division is also displaying progress; this year marks a 32% increase in issued permits from 2011, which demonstrates an upward trend in permitting.

## ANIMAL SERVICES & CODE ENFORCEMENT

Code Enforcement and Animal Control merged earlier this year and now share several similar responsibilities. By cross training and working together, Code Enforcement and Animal Control officers are able to work more efficiently.

Code Enforcement maintains nuisance codes such as the parking of inoperative vehicles, tall grass or brush, improper signage and illegal dumping. In 2013, officers responded to 94 calls and initiated 853 conversations with those in code violation.

The Animal Shelter was responsible for 261 adoptions and rescuing 202 family pets. Our animal shelter also partners with external organizations and out-of-state shelters to provide homes for animals in need.

## EMERGENCY MANAGEMENT

The City's emergency response team and protocol were tested this year with a number of major weather events and power outages. 2013 makes the first year of CitySafe- a program to coordinate emergency preparedness for residents and businesses. Residents also increased the usage of Blackboard Connect- the City's emergency notification system.

The City's Emergency Operation Center (EOC) is the gathering place for key team members during a crisis. Staff continues to make improvements to the Emergency Management Plan, thus reducing the response and



recovery time for residents and businesses.

The EOC is also where the City's weather radar equipment is located- it was upgraded to a new program which allows staff to look deeper into a storm cell. This equipment factors into when staff decides to sound off tornado sirens and emergency Blackboard Connect messaging. Both HAM operators and storm spotters have increased, giving the City a larger network of information on which to base decisions during emergency events. The volunteers who form the Department of Emergency Management also play a vital role during large City events and emergency events. Besides weather spotting and damage assessment, 1,060 volunteer hours were logged manning events including the Dogwood Festival, Rodeo, Homecoming, Cross Country Jamboree, the Christmas Parade and directing traffic during outages.

## EMERGENCY MANAGEMENT

The City of Siloam Springs encourages all residents to utilize the City's alert system. It can be accessed via the City webpage at [www.siloamsprings.com](http://www.siloamsprings.com). This system can send messages in both emergency and non-emergency situations. Emergency situations can be either natural or man-made disasters and can range from ice accumulation to hazardous materials release.

Those who have signed up can choose to receive messages via home phone, email or text. Additionally, the system can be used to notify residents of non-emergency occurrences such as a water main repair or construction affecting a specific neighborhood.

This alert system serves to keep all residents apprised of information related to Siloam Springs.

Each year we are all impacted by severe weather. This area can get extreme rains and flash flooding, high winds and tornadoes, ice and snow accumulation and power outages. The best way to protect you and your family is to plan ahead. If you live or work in a home or other structure that does not provide adequate protection from high winds or other severe weather, make arrangements to seek shelter with family, friends or neighbors anytime severe weather is forecasted. Avoid waiting until a severe weather event to decide where you and your family will go.

If you have children, involve them in the planning- let them be a part of the process. Teach children how and when to dial 911. Discuss where to meet, the possibility of needing to evacuate and sheltering in place. Write

down contact information that may be helpful in an emergency.

## EMERGENCY SUPPLIES CHECKLIST

- A three-day water supply (one gallon per person per day)
- A three-day food supply that won't spoil and a way to open it
- One change of clothing and shoes per person
- One blanket or sleeping bag per person
- A first aid kit that includes family prescriptions, eyeglasses, contacts, etc.
- Emergency tools
- Extra set of car keys
- Toiletries and moist towelettes
- Flashlight and extra batteries
- Special items for infants, elderly or disabled family members
- Battery-powered radio
- Pet transport carrier, leash and pet food for three days
- Cash
- Cellphones and chargers
- Weather radio and batteries

**JANUARY**

- Fri. 10 – Family Game Night
- Mon. 13 – Adult Reading Group

**FEBRUARY**

- Fri. 7 – Daddy/Daughter Dance (4th grade & younger)
- Sat. 8 – Daddy/Daughter Dance (5th & older)
- Mon. 10 – Alternative Book Club

**MARCH**

- Sat. 1 – Mother/Son Bowling
- Mon. 10 – Adult Reading Group
- Sat. 15 – Gardening 101 Workshop
- Thurs. 20 – Girls' Night Out (Downtown)

**APRIL**

- Sat. 12 – Kite Day @ Airport  
– Pouring Cats & Dogs (wine/beer event) Tailwaggers
- Mon. 14 – Alternative Book Club
- Sat. 19 – Farmer's Market Opens (Tuesday & Saturday Mornings)
- Fri. - Sun. 25-27 – Dogwood Festival!
- Sat. 26 – Dogwood Festival Bed Races, Dogwood 5k Run, and Dogwood 3 on 3 Basketball Tournament

**MAY**

- Sat. 10 – Kids Day @ Farmer's Market  
– Music in the Park
- Mon. 12 – Adult Reading Group
- Sat. 31 – Poker Run (Tailwaggers)

**JUNE**

- Mon. 2 – Summer Reading Kickoff
- Sat. 7 – Wellfest @ the Bob Henry Park
- Mon. 9 – Alternative Book Club
- Fri. 13 – Movie in the park
- Sat. 14 – Kid's Fishing Derby  
– Kids Day @ Farmer's Market  
– Music in the Park
- Wed. 18 – Rodeo Street Dance
- Thurs. 19. Girls' Night Out (Downtown)
- Thurs. – Sat. 19-21 – 56th annual rodeo

- Fri. 20 – Special Kids Rodeo
- Sat. 21 – Pancake Breakfast & Rodeo Parade
- Sat. 28 – 9th Annual Siloam Springs Heritage Festival

**JULY**

- Fri. 4 – Fire in the Sky (Fireworks Show)
- Fri. 11 – Movie in the Park
- Sat. 12 – Kids Triathlon at the Aquatic Center  
– Kids Day @ Farmer's Market  
– Music in the Park
- Mon. 14 – Adult Reading Group

**AUGUST**

- Sat. 2 – 6th Annual Dog Days of Summer Festival
- Fri. 8 – Dive-In Movie @ SS Aquatic Center
- Sat. 9 – Kids Day @ Farmer's Market  
– Music in the Park
- Mon. 11 – Alternative Book Club

**SEPTEMBER**

- Mon. 8 – Adult Reading Group
- Sat. 13 – Kids Day @ Farmer's Market
- Thurs. 18 – Girls' Night Out (Downtown)
- Sat. 20 – Chalk It Up
- Sat. 27 – 5k @ Bob Henry park

**OCTOBER**

- Sat. 4 – Family Golf Scramble
- Sat. 11 – Kids Day @ Farmer's Market
- Mon. 13 – Alternative Book Club
- Fri. 31 – Trick or Treat Downtown

**NOVEMBER**

- Sun. 2 – Holiday Open House (Downtown)
- Mon. 10 – Adult Reading Group
- Fri. 14 – Bake Auction
- Sat. 22 – Turkey Trot 5K

**DECEMBER**

- Sat. 6 – Light Up Siloam Springs Celebration and Christmas Parade
- Mon. 8 – Alternative Book Club

## CHAMBER OF COMMERCE

[www.siloamchamber.com](http://www.siloamchamber.com)  
(479) 524-6466

The Siloam Springs Chamber of Commerce is a non-profit membership organization that advocates the interests of businesses within our City. It provides a voice to the business community, thereby creating economic development and a higher quality of life for residents of Siloam Springs.

## MAIN STREET SILOAM SPRINGS

[www.mainstreetsiloam.com](http://www.mainstreetsiloam.com)  
(479) 524-4556

Main Street Siloam Springs is a non-profit organization that endeavors to preserve our City's downtown while making it a viable commercial area for our future as well. By preserving its past and promoting its future, Main Street leads the community in creating a beautiful downtown for all to enjoy.

## RIDING CLUB

[www.siloamspringsrodeo.org](http://www.siloamspringsrodeo.org)  
(479) 524-3398

The Siloam Springs Riding Club is a family-oriented organization that encourages family connection through a mutual love of horses. They offer a variety of events that encourage multi-generational interaction, catering to youth as well as adults. By focusing on fun, sport, and events for all ages; the Riding club truly provides a family atmosphere for the whole family to enjoy.

## MUSEUM

[www.siloamspringsmuseum.com](http://www.siloamspringsmuseum.com)  
(479) 524-4011

The Siloam Springs Museum exists to further the public's knowledge of our City's rich past. The museum promotes educational programs for children and adults alike, including field trips and special heritage events. The museum also archives photographs and documents that provide context for residents and visitors looking to do research on our City or its past.

## TAILWAGGERS

[www.nwatailwaggers.org](http://www.nwatailwaggers.org)  
(479) 238-3612

Tailwaggers is a volunteer-based organization devoted to the promotion of animal care. With a strong emphasis on education, Tailwaggers reaches out to residents with information regarding responsible pet care, interactions with feral animals, and general animal population control.

## BRIDGES TO WELLNESS

[www.bridgestowellness.org](http://www.bridgestowellness.org)  
(479) 549-3143

Bridges to Wellness is a non-profit organization that endeavors to ensure healthier futures for children, families, and the community. Through advocating family events that inspire physical activity and providing a comprehensive approach to sharing wellness information, Bridges to Wellness actively pursues healthier futures for the residents of Siloam Springs.

**CITY HALL / ADMINISTRATION**

CityAdmin@siloamsprings.com  
400 N. Broadway  
(479) 524-5136

**AIRPORT**

Airport@siloamsprings.com  
20610 Smith Field Drive  
(479) 524-4103

**ANIMAL SERVICES**

AnimalControl@siloamsprings.com  
1300 E. Ashley  
(479) 524-6535

**BUILDING & PLANNING**

City Hall / 400 N. Broadway  
(479) 524-5136

**CITY CLERK**

CityClerk@siloamsprings.com  
City Hall / 400 N. Broadway  
(479) 524-5136

**CEMETERY**

Cemetery@siloamsprings.com  
2122 W. University  
(479) 524-3332

**COMMUNICATIONS**

CityComm@siloamsprings.com  
City Hall / 400 N. Broadway  
(479) 524-5136

**COMMUNITY DEVELOPMENT**

Development@siloamsprings.com  
City Hall / 400 N. Broadway  
(479) 524-5136

**COURTS**

Court@siloamsprings.com  
410 N. Broadway  
(479) 524-4947

**ELECTRIC DEPARTMENT**

ElectricDept@siloamsprings.com  
1600 West Quarter Road  
(479) 524-3777

**ENGINEERING DEPARTMENT**

Engineer@siloamsprings.com  
City Hall / 400 N. Broadway  
(479) 524-5136

**FINANCE**

Finance@siloamsprings.com  
City Hall / 400 N. Broadway  
(479) 524-5136

**FIRE DEPARTMENT**

FireDepartment@siloamsprings.com  
Station #1 - 1450 Cheri Whitlock  
Station #2 - 100 S. Mt. Olive  
Station #3 - 2001 S. Lincoln  
(479) 524-3103

**HUMAN RESOURCES**

HumanResources@siloamsprings.com  
City Hall / 400 N. Broadway  
(479) 524-5136

**LIBRARY**

Library@siloamsprings.com  
401 W. University  
(479) 524-4236

**MARKETING**

Marketing@siloamsprings.com  
City Hall / 400 N. Broadway  
(479) 524-5136

**PARKS & RECREATION DEPARTMENT**

Parks@siloamsprings.com  
120 S. Mt. Olive.  
(479) 524-5779

**POLICE DEPARTMENT & DISPATCH**

PoliceDept@siloamsprings.com  
410 N. Broadway Street / P.O. Box 80  
(479) 524-4118

**PUBLIC WORKS DEPARTMENT**

City Hall / 400 N. Broadway  
(479) 524-45136

**SANITATION & STREET DEPARTMENTS**

PublicWorks@siloamsprings.com  
1108 E. Ashley  
(479) 524-8512

**UTILITY BILLING**

City Hall / 400 N. Broadway  
(479) 524-5136

**WATER / WASTEWATER DEPARTMENTS**

Water@siloamsprings.com  
City Hall / 400 N. Broadway  
(479) 524-5136

**EN ESPAÑOL**

Interprete@siloamsprings.com  
(479) 524-6700





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