



Mayor – Sandy Sanders

City Administrator – Ray Gosack

City Clerk – Sherri Gard

Board of Directors

Ward 1 – Steve Tyler

Ward 2 – Andre' Good

Ward 3 – Don Hutchings

Ward 4 – George Catsavis

At Large Position 5 – Pam Weber

At Large Position 6 – Kevin Settle

At Large Position 7 – Philip H. Merry Jr.

AGENDA

Fort Smith Board of Directors

Study Session

March 13, 2012 ~ 12:00 Noon

Fort Smith Public Library Community Room

3201 Rogers Avenue

1. Discuss customer service survey for Development Services
~ *Merry/Catsavis requested at the February 21, 2012 regular meeting* ~
2. Review preliminary agenda for the March 20, 2012 regular meeting

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Memorandum

To: Ray Gosack, City Administrator
From: Wally Bailey, Director of Development Services
Date: 3/9/2012
Re: Customer Service Surveys

The purpose of this memorandum is to provide some background regarding the past customer service survey process we conducted as well as information concerning future surveys. The last survey was conducted in 2009. A copy of the survey results and the survey cards are attached.

While surveys have their strengths and weaknesses, the benefits will allow us to receive feedback about our customer service and business practices, allow us to better address needs and expectations, and take measures to bring about improvements and address grievances.

The current survey method we use was developed with the assistance of a local marketing company. The cards are postage paid and can be returned anonymously. We structured the surveys to be anonymous as many within the construction/development industry expressed concerns about using their name when replying to the surveys. The anonymity of surveys allows people to feel more candid with their responses.

The previous surveys were sent to each contractor, design professional, planning applicants, developers or owners that had applied for or obtained a building, plumbing, electrical or mechanical permit or had made application to the planning commission for items such as rezonings, variances, home occupations, etc. The surveys were sent after a period of time allowing all on our mailing lists to have had some interaction with the city staff. To develop our mailing lists we used the licensed and registered contractors for mechanical, electrical, and plumbing; all contractors that had obtained permits, and all architects and engineers on our contact lists. It did not matter if any of them had worked in Fort Smith during a specific time frame. We wanted as much feedback as possible.

Option 1: A suggestion was made that we provide a survey after each transaction. We make numerous contacts with citizens either by telephone, in person and many via a formal application for building permits or planning commission agenda items. I have enclosed a copy of work load / demand statistics that shows the documented contacts made. This list does not reflect the many contacts made via phone calls, emails, walk in discussions, etc. The number of surveys for this option could well exceed 15,000-20,000. Also, providing a survey after each transaction would result in many citizens receiving numerous survey requests from us. We don't recommend this approach for this reason.

Option 2: Another option is to request a survey at the conclusion of a permitted project or the conclusion of any application with the planning department. For 2011 we issued 6,383 building, mechanical, plumbing and electrical permits. The planning department processed 323 planning commission applications; 703 business license applications and 29 portable sign permit applications. This approach could result in approximately 7,500 to 8,000 surveys being sent during a calendar year. Still there will be many duplications with this option as many permits and contacts are with the same individuals or companies. For example one contractor obtained 74 repair permits in 2011. Many contractors and subcontractors have multiple permits and many have daily, weekly or monthly interactions with the staff.

Option 3: Another option is to issue at annual intervals. We recommend the surveys only be sent to those that obtained a permit or made an application with the city. Previously we sent the surveys to everyone on our mailing lists. We also suggest that we continue to accept anonymous surveys so that we receive as much candid feedback as possible.

Another important issue is the cost impact of conducting the surveys. The cost per survey mailed is \$0.63 plus \$1 for each survey returned. For 2011 if we sent a survey after each permit or application the cost would have been approximately \$12,124.00 if all surveys were returned. Because of the numerous duplication of customers it will be less expensive to mail the surveys on a semi-annual or annual basis. The estimated cost to provide the surveys on a semi-annual or annual basis is \$2,483.00 if all surveys were returned. These figures do not include staff time to mail the surveys and tabulate the responses.

We have survey forms ready to be mailed that will survey all contacts for the past 2-3 years. We suggest we send these surveys which will get us information to the present from the previous survey. When this survey is finished, we recommend implementing a regular schedule for the formal surveys. Because of the cost impact and the number of duplicate surveys to citizens, we recommend implementation of an annual schedule for the formal surveys. In addition to the formal annual surveys, I am proposing letters similar to the ones attached that will be given to each permit applicant and a letter sent at the completion of each project. The letters should initiate some immediate feedback.

In addition to the surveys, the building safety and planning staff make attempts to be accessible to the construction and design community by attending the monthly plumbing apprenticeship meetings; attending the monthly local Electricians school and teach classes for the local electricians; attending the monthly HVACR Contractors Association meetings, attending the Fort Smith Homebuilders Association monthly meetings; attending the local AIA meetings; booths at the annual Home Show; talk radio programs; citizens academy and leadership Fort Smith presentations and distribute information, such as summaries of code changes, to communicate with the design and construction industry.

Please contact me if you have any questions.

**LETTER TO BE GIVEN TO EACH PERMIT APPLICANT
WHEN THE PERMIT IS ISSUED**

Dear _____

Thank you for obtaining a building permit. Your business is important to the City of Fort Smith and we appreciate the opportunity to help you obtain the necessary permits and inspections. As your project progresses please contact me should you have any questions or if you need assistance with any issues.

Sincerely,

Jimmie Deer
Building Official

**LETTER TO BE ISSUED AT THE CONCLUSION OF
EACH BUILDING PERMIT**

Dear _____

You recently obtained a building permit from the City of Fort Smith and now that your project is finished we want you to help us as we evaluate your contact with the City of Fort Smith building and planning departments. Later this year we will be sending a more formal survey asking you some specific questions. However, if you have anything you would like to share with us now we would like to know more about it. You can contact me at (479)784-2235 or at jdeer@fortsmithar.gov.

Interoffice Memorandum

To: Wally Bailey, Director of Development Services
From: Maggie Rice, Senior Planner
Date: March 11, 2009
RE: Customer Service Survey Results

Attached are the customer service survey results. The comments section is written verbatim from the surveys returned. The Planning and Zoning staff survey was sent to every customer who made application to the Planning Commission in 2008. Next, the Construction Inspection staff survey was sent to all contractors on file with the City. This includes commercial and residential contractors, plumbing contractors, and heating and air contractors. Finally, the plan review survey was sent to all architects and engineers on file with the City and the same list of contractors.

Also, I have attached a tangible copy of each survey; however, the statements asked are included on each of the result pages.

City of Fort Smith - Planning & Zoning Staff
Customer Service Survey

1. You are a: Design Professional Contractor Business Owner
 Property Owner/Manager Developer Other _____

2. How frequently do you work with us: first time 1-2 times a year 3 or more times a year

3. Please rate us on the following statements:

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not Applicable |
|-------------------------------------------------------------------------|----------------|-------|----------|-------------------|----------------|
| Meetings were informative and helped identify unanticipated problems. | 4 | 3 | 2 | 1 | N/A |
| Written communication was clear. | 4 | 3 | 2 | 1 | N/A |
| Verbal communication was clear. | 4 | 3 | 2 | 1 | N/A |
| The planner listened to you. | 4 | 3 | 2 | 1 | N/A |
| You were treated professionally. | 4 | 3 | 2 | 1 | N/A |
| The planner was knowledgeable of the city's codes. | 4 | 3 | 2 | 1 | N/A |
| The planner was helpful in guiding you through an application process. | 4 | 3 | 2 | 1 | N/A |
| When asked, the planner provided helpful advice to resolve code issues. | 4 | 3 | 2 | 1 | N/A |

11. **Comments**
 If you have suggestions on how we can serve you better, we'd like to hear from you. Please add your comments below or e-mail me at wbailey@fsark.com. Your comments will be kept confidential at your request.

Customer Service Survey
Planning and Zoning Staff

| Statements | Strongly Agree | Agree | Disagree | Strongly Disagree | Not Applicable |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------|----------|-------------------|----------------|
| Total Surveys Returned = 19 | | | | | |
| Meetings were informative and helped identify unanticipated problems. | 9 | 10 | | | |
| Written communication was clear | 11 | 8 | | | |
| Verbal communication was clear | 8 | 10 | 1 | | |
| The planner listened to you | 12 | 6 | | 1 | |
| You were treated professionally | 13 | 6 | | | |
| The planner was knowledgeable of the city's codes | 14 | 5 | | | |
| The planner was helpful in guiding you through an application process | 11 | 7 | | | 1 |
| When asked, the planner provided helpful advice to resolve code issues | 12 | 5 | | 1 | 1 |
| TOTALS | 90 | 57 | | 3 | 0 |
| Comments: | | | | | |
| We have had good results working with Planning, generally, but in the last year have had a couple of miscommunications when offered verbally only. We suggest all communications be followed up in writing. | | | | | |
| We appreciate the helpfulness of the gentleman that was our contact. Phone calls were returned promptly and questions answered sufficiently. It was a pleasure. | | | | | |
| Brenda Andrews and Wally Bailey were great to work with. | | | | | |
| Thank you. | | | | | |
| Everyone I dealt with was friendly, professional and knowledgeable. I did not experience any problems with this process. | | | | | |
| Wally, I appreciate your personal help. I will be in again shortly. | | | | | |
| Garry was a great help in the reclassification process. | | | | | |
| I would suggest putting quick things like conditional use permits at the beginning of meeting. | | | | | |
| Please continue to be helpful and open to discussions of possibilities. | | | | | |
| Very helpful, made it easy to work with. | | | | | |
| Service was excellent. Disagreements on low end subdivision requirements. i.e. As few as 3 lots are another issue. | | | | | |

**City of Fort Smith - Construction Inspection Staff
Customer Satisfaction Survey**

1. You are a: Design Professional Contractor Business Owner
 Property Owner/Manager Developer Other _____

2. How frequently do you work with us: first time 1-20 times a year 30 or more times a year

Please rate us on the following statements: Strongly Disagree Strongly Disagree Not
Agree Disagree Applicable

| | | | | | |
|--------------------------------------------------------------------------------------------------|---|---|---|---|-----|
| 3. On-site job meetings helped identify unanticipated problems. | 4 | 3 | 2 | 1 | N/A |
| 4. Written communication was clear. | 4 | 3 | 2 | 1 | N/A |
| 5. Verbal communication was clear. | 4 | 3 | 2 | 1 | N/A |
| 6. Construction inspection staff listened to you. | 4 | 3 | 2 | 1 | N/A |
| 7. You were treated professionally. | 4 | 3 | 2 | 1 | N/A |
| 8. Construction inspection staff was knowledgeable of the city's codes. | 4 | 3 | 2 | 1 | N/A |
| 9. When asked, the construction inspection staff provided helpful advice to resolve code issues. | 4 | 3 | 2 | 1 | N/A |

10. Comments
 If you have suggestions on how we can serve you better, we'd like to hear from you. Please add your comments below or e-mail me at wbailey@fsark.com. Your comments will be kept confidential at your request.

**Customer Service Survey
Construction Inspection**

| Statements | Strongly Agree | Agree | Disagree | Strongly Disagree | N/A |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------|-----------------|--------------------------|-------------|
| Totals Surveys Returned=50 | | | | | |
| On-site job meetings were informative and helped identify unanticipated problems. | 29 | 16 | | | 5 |
| Written communication was clear. | 19 | 24 | | 1 | 6 |
| Verbal communication was clear. | 33 | 17 | | | |
| Construction inspection staff listened to you. | 35 | 14 | | | 1 |
| You were treated professionally. | 39 | 11 | | | |
| Construction inspection staff was knowledgeable of the city's codes. | 37 | 12 | | | 1 |
| When asked, the construction inspection staff provided helpful advice to resolve code issues. | 37 | 11 | | | 1 |
| TOTALS | 229 | 105 | | 1 | 0 14 |
| Comments: | | | | | |
| No suggestions - Everyone is always helpful. They know their job- Thank you! | | | | | |
| I have worked in several city's in the state and Ft. Smith by far is to very most professional staff anywhere! | | | | | |
| We have a good staff of plumbing inspectors at this time. | | | | | |
| I think you have a very good staff at this time. | | | | | |
| At times construction inspectors lack consistency. What is ok on one job is not ok on another, even when situation is identical and no code changes have occurred. | | | | | |
| I think Larry Newman and Danny King are good inspectors and good honest men. | | | | | |
| Would like to see city ordinances published up a book form available for purchase. | | | | | |
| Good professional experience. Thanks. | | | | | |
| It may not be possible but when code changes are made if we could receive e-mail about the changes it would be great. | | | | | |
| We would like to us P.O. numbers on all invoices. | | | | | |
| I appreciate Larry Newman and Danny King. I've known them for many years, and they are good and fair. | | | | | |
| OK | | | | | |
| We love working with all of your staff, and we hope the best for Paul Baker. Hope he gets better soon. | | | | | |
| Great Job!!! Thanks | | | | | |
| Good group! Great working relationship! | | | | | |
| We are able to lean on the electrical inspectors. They are always willing to help and are a good reflection for the City of Fort Smith. | | | | | |
| You need to give them a hefty raise. | | | | | |
| They do great! | | | | | |
| I have worked for 25 yrs. In plumbing in the Ft. Smith area. The Ft. Smith inspectors are as professional as you can get. They are second to none in my opinion. I have worked in other places & I have never had such respect as I do for the men in this area. | | | | | |

**City of Fort Smith - Plan Review Staff
Customer Service Survey**

1. You are at: Design Professional Contractor Business Owner
 Property Owner/Manager Developer Other _____

2. How frequently do you work with us: first time 1-2 times a year 3 or more times a year

Please rate us on the following statements:

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Not Applicable |
|---------------------------------------------------------------------------------------------|-------------------|-------|----------|----------------------|-------------------|
| 3. Preliminary review meetings were informative and helped identify unanticipated problems. | 4 | 3 | 2 | 1 | N/A |
| 4. Written communication was clear. | 4 | 3 | 2 | 1 | N/A |
| 5. Verbal communication was clear. | 4 | 3 | 2 | 1 | N/A |
| 6. The plans examiner listened to you. | 4 | 3 | 2 | 1 | N/A |
| 7. You were treated professionally. | 4 | 3 | 2 | 1 | N/A |
| 8. The plans examiner was knowledgeable of the city's codes. | 4 | 3 | 2 | 1 | N/A |
| 9. The plans examiner was helpful in guiding you through an application process. | 4 | 3 | 2 | 1 | N/A |
| 10. When asked, the plans examiner provided helpful advice to resolve code issues. | 4 | 3 | 2 | 1 | N/A |
| 11. The plans examiner facilitated the review of your plans with other departments. | 4 | 3 | 2 | 1 | N/A |

12. **Comments**
 If you have suggestions on how we can serve you better, we'd like to hear from you. Please add your comments below or e-mail me at wbailey@fsark.com. Your comments will be kept confidential at your request.

Customer Service Survey
Plan Review Staff

| Statements | Strongly Agree | Agree | Disagree | Strongly Disagree | N/A |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------|----------|-------------------|-----|
| Total Surveys Returned=7 | | | | | |
| Preliminary review meetings were informative and helped identify unanticipated problems. | 5 | 1 | | | 1 |
| Written communication was clear. | 5 | 2 | | | |
| Verbal communication was clear. | 5 | 2 | | | |
| The plans examiner listened to you. | 5 | 2 | | | |
| You were treated professionally. | 5 | 2 | | | |
| The plans examiner was knowledgeable of the city's codes. | 5 | 2 | | | |
| The plans examiner was helpful in guiding you through an application process. | 5 | 1 | | 1 | |
| When asked, the plans examiner provided helpful advice to resolve code issues. | 5 | | | 2 | |
| The plans examiners facilitated the review of your plans with other departments. | 5 | 2 | | | |
| TOTALS | 45 | 14 | | 3 | 1 |
| Comments: | | | | | |
| We work with Planning on subdivision & site plans. The pre-design meetings arranged by Wally or Brenda are extremely helpful and much appreciated, as is everything else you do. The Development Process is expedited when Planning takes the lead role. Thanks. | | | | | |
| Names of person writing the review comments should be on the review. | | | | | |
| Code interpretation is often to black and white when the public interest can be served just as well in the gray areas. | | | | | |
| I believe the plan review process is the best it has ever been @ City of FS. | | | | | |



February 28, 2012

Dear (Electrician) (Mechanical) (Plumbing) Contractors

As the Building Official I am responsible for the supervision of the Building Safety Division of the Development Services Department. I have the responsibility for seeing that the Building Safety Division runs as efficiently and effectively as possible.

Recently we have heard that some have concerns about the inspections process or procedures of the Building Safety Division. I would like to let you know or remind you that as the supervisor of the Building Safety Division that I welcome you to contact me with any complaints or concerns you have about anything regarding the policies, procedures or actions of the department or the inspectors.

Additionally, I want to remind you that the Board of Directors has appointed an Electrical Code Appeals Board, Plumbing Advisory Board and Mechanical Board of Adjustments and Appeals board's. The board's meet on call and is in place for the purpose of assisting when there is disagreement of the codes or a need to develop a local interpretation of a particular code requirement.

You can contact me at (479) 784-2206 or at jdeer@fortsmithar.gov.

Sincerely,

A handwritten signature in black ink that reads "Jimmie Deer".

Jimmie Deer;
Building Official

623 Garrison Avenue
P.O. Box 1908
Fort Smith, Arkansas 72902
(501) 785-2801
Administrative Offices FAX (501) 784-2407



January 17, 2012

Dear Electrical Contractor:

The Fort Smith City is in the process of updating the Electrical Code to the 2011 NEC. The purpose of updating to the 2011 NEC is to comply the Arkansas State Electrical code which was adopted on November 15, 2011 by the Rules and Regulations Committee. The 2011 NEC went into effect State wide on December 15, 2011.

If you have a project under contract or bid that was designed and bid by you under the existing 2008 NEC the city will recognize the 2008 NEC for those situations after the date that the City adopts the 2011 NEC if you can give us documentation at that time that indicates you have given a legitimate bid or executed a contract before notification of the updated changes in the codes.

Attached are some of the changes from the 2008 NEC to the 2011 NEC as adopted by the State of Arkansas.

Please contact me if you have questions about this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Deer".

Jimmie Deer;
Building Official

623 Garrison Avenue
P.O. Box 1908
Fort Smith, Arkansas 72902
(501) 785-2801
Administrative Offices FAX (501) 784-2407

**DEVELOPMENT DEPARTMENT
WORKLOAD/DEMAND STATISTICS**

| | <u>ACTUAL FY10</u> | <u>BUDGET FY11</u> | <u>ESTIMATED FY11</u> | <u>BUDGET FY12</u> |
|---------------------------------------------------------------------------------|------------------------|------------------------|---------------------------|------------------------|
| Master Land Use Plan Amendments | 3 | 15 | 15 | 15 |
| Rezoning Cases | 26 | 35 | 30 | 35 |
| Home Occupation Applications | 13 | 45 | 30 | 45 |
| Conditional Use Applications | 26 | 45 | 40 | 45 |
| Zoning Ordinance Variances | 35 | 50 | 50 | 55 |
| Subdivision Variances | 2 | 4 | 4 | 4 |
| Minor Plats Filed | 43 | 40 | 40 | 40 |
| Major Plats Filed | 6 | 5 | 5 | 5 |
| Minor Subdivision Plats Reviewed | 46 | 45 | 45 | 45 |
| Street/Alley/Easement Closings | 3 | 3 | 3 | 3 |
| Business Registration Applications | 723 | 1,000 | 1,000 | 1,000 |
| Temporary Revocable License | 7 | 7 | 7 | 7 |
| Residential Accessory Use Applications | 95 | 140 | 140 | 140 |
| Sign Permits Reviewed | 100 | 250 | 250 | 250 |
| Zoning/Subdivision Ordinance Amendment | 2 | 10 | 8 | 10 |
| Planning Commission, Board of Director, and Special Meetings | 61 | 80 | 80 | 80 |
| Planning Commission Agendas Prepared | 13 | 12 | 12 | 12 |
| Public Hearings/Meetings | 12 | 25 | 15 | 15 |
| CDBG & HOME Applications | 22 | 20 | 20 | 20 |
| Fair Housing Activities | 0 | 1 | 1 | 1 |
| Sub-Recipient Monitoring | 13 | 12 | 12 | 12 |
| Contract Administration | 46 | 65 | 65 | 50 |
| Housing Rehab Projects | 8 | 4 | 4 | 8 |
| Rehab Full/Emergency Apps | 54 | 80 | 85 | 80 |
| Emergency Housing Rehab | 38 | 60 | 55 | 60 |
| Home Projects | 14 | 12 | 10 | 10 |
| Agency Rehab Projects | 1 | 1 | 1 | 1 |
| Public Service Projects | 10 | 10 | 10 | 10 |
| Homeless Projects | 1 | 1 | 1 | 2 |
| Neighborhood Development Projects | 4 | 4 | 4 | 4 |
| Good Neighbors Day Projects | 13 | 15 | 15 | 15 |
| Historic District Meetings | 16 | 24 | 24 | 24 |
| Certificates of Appropriateness | 27 | 30 | 30 | 30 |
| Substandard Building Complaints Worked | 50 | 55 | 55 | 55 |
| Substandard Buildings Demolished by City | 7 | 10 | 10 | 10 |
| Substandard Buildings Demolished or Repaired by Property Owners | 16 | 25 | 25 | 25 |
| Environmental Complaints Received | 7,792 | 8,500 | 8,500 | 8500 |
| Warnings Issued | 7,212 | 7,500 | 7,500 | 7500 |
| Properties Cleared by Contractor | 943 | 750 | 750 | 750 |
| Commercial, Industrial, Multifamily Plans Submitted and Reviewed for Permits | 230 | 350 | 350 | 350 |
| Residential Plans Submitted and Reviewed for Permits | 408 | 450 | 450 | 450 |
| Inspections Requested and Conducted | 12,674 | 14,500 | 14,500 | 14,500 |
| Total Building Permits | 2,570 | 2,700 | 2,700 | 2,700 |

| | | | | |
|-----------------------------------------------|-------|-------|-------|-------|
| Significant Permit Categories | | | | |
| New Single Family | 237 | 220 | 220 | 220 |
| New Multifamily | 42 | 45 | 45 | 45 |
| New Commercial & Industrial | 41 | 55 | 55 | 55 |
| Residential Additions/Alterations | 1,463 | 1,400 | 1,400 | 1,400 |
| Commercial/Industrial Additions & Alterations | 330 | 360 | 360 | 360 |
| Properties Cleared by Property Owner | 6,269 | 6,000 | 6,000 | 6,000 |
| Property Housing Cases (Active) | 229 | 350 | 350 | 350 |
| Property Housing Inspections | 3,452 | 3,500 | 3,500 | 3,500 |
| Housing Court Cases (Active) | 76 | 50 | 50 | 50 |
| Overcrowding Complaints | 5 | 20 | 20 | 20 |
| Commercial Vehicle Complaints | 65 | 55 | 55 | 55 |
| Recreation & Utility Vehicle Complaints | 150 | 150 | 150 | 150 |
| General Residential Parking Complaints | 192 | 250 | 250 | 250 |

**MINUTES OF AIRPORT COMMISSION REGULAR MEETING
TUESDAY – JANUARY 24, 2012
FORT SMITH REGIONAL AIRPORT CONFERENCE ROOM**

The regular meeting of the Fort Smith Airport Commission was called to order at 5:30 p.m. by Chairman Deramus, presiding. Commissioners Archer, Deramus, Devero, McGhee, Nordin and Schiffner were present. Commissioner Haver was absent. Also present were John Parker, Airport Director and Kathey Boze, Director of Administration.

ADOPTION OF MINUTES

On a motion by Commissioner McGhee and second by Devero, the Commission approved the Minutes of the Regular Meeting of December 20, 2011. Voting aye: Archer, Deramus, Devero, McGhee, Nordin and Schiffner. Voting nay: none.

On a motion by Commissioner Archer and second by Nordin, the Commission approved the Minutes of the Study Session of January 17, 2012. Voting aye: Archer, Deramus, Devero, McGhee, Nordin and Schiffner. Voting nay: none.

FINANCIAL STATEMENT

Staff presented an overview and answered questions regarding the financials for the period ending December 31, 2011.

ITEMS OF BUSINESS

1. Bids for the West Corporate Area Drainage Improvements: Construction bids were taken for drainage work in the area south of Hangar 14. This project will tie into the current FAA AIP 40 Project which places a 30 inch drain pipe under Taxiway A West. This area has been designated for future hangar construction once it is drained.

Seven firms provided bids with two rejected as incomplete bids. Steve Beam Construction submitted the low bid of \$107,292.85. The bid tabs were discussed by the Commission with Greg Shipley of Morrison Shipley.

A grant application will be submitted to the Arkansas Department of Aeronautics for \$123,383.56, which is 90% of the total project and it will go before the Aeronautics Commission for approval in February. Total project cost is \$137,092.85 which leaves the airport's share at \$13,709.29.

As recommended by staff, a motion was made by Commissioner Nordin and second by Schiffner to accept the Steve Beam Construction bid for \$107,292.85, contingent on receiving the grant from the Arkansas Aeronautics Commission. Voting aye: Archer, Deramus, Devero, McGhee, Nordin and Schiffner. Voting nay: none.

2. Wildlife Hazard Assessment Presentation: FAA requires all Part 139 airports to have a Wildlife Hazard Assessment. Cody Baciуска and John Watterson, Loomacres representatives, presented their findings and recommendations. Mr. Baciуска acknowledged the staff of the Fort Smith Airport and the 188th Fighter Wing for being cooperative and very proactive toward wildlife management. Mr. Watterson gave a slide presentation with explanation of the data gathered for consideration in a wildlife

Minutes of F.S.A.C. Regular Meeting

January 24, 2012

Page 2

management program. The draft report will be reviewed by Loomacres and then sent to the FAA for their review and acceptance. After FAA approval, the grant for this project will be closed. The final report will be good for a five year period.

3. Airport Activities/Projects

- A. AIP 40, Construction of Taxiway A West Phase 1 is progressing well. Taxiway G concrete is complete and three pours still remain to fill the first island. Sodding, installing lights, joint sealing, and replacing the taxiway markings will make Taxiway A into a straight taxiway that intersects with Taxiway B.
- B. West Corporate Taxiway project, a state 80/20 grant is complete. Final payment was made today and close out documents will be filed with the Arkansas Department of Aeronautics to receive payment of 80% of our costs. Original project cost was budgeted at \$421,838 with the state portion at \$388,842. The project completed below budget at \$337,471 with the state portion at \$311,038, which reduced the state grant by \$26,433.
- C. Security fence project is near completion with most of the security fence/wall installed. Barbed wire elements and clean up remain to be done. This project is funded by the Commission with reimbursement through our current PFC program.
- D. BKD staff members are onsite for the annual audit. They have been observing, discussing and reviewing accounting procedures with Kathey and Janet.
- E. Arkansas Aero Summit will be held at the Fort Smith Convention Center January 25-26. Staff and some of the commission members will be attending and the Commission is a bronze sponsor at the event.
- F. The airport infrastructure has benefited significantly from the sale of the 2001 Chevrolet SUV to TAC Air. The TAC staff members bring the fuel truck to the airport in the morning and return in the evening to pick it up. TAC uses the SUV purchased from the airport to make multiple trips during the day. This action alone saves repairs to the surface of the perimeter roads caused by repeated trips in a large vehicle.
- G. Risk assessment inspection of the airport was conducted by the property insurance carrier and in the report the staff was complimented on how well the airport facilities are maintained and the accident prevention is utilized.

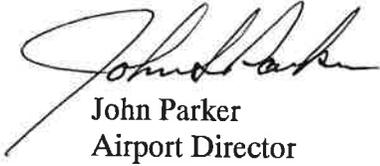
NEXT COMMISSION MEETING

The next regularly scheduled meeting of the Fort Smith Airport Commission will be Tuesday, February 28, 2012 at 5:30 p.m. in the Fort Smith Regional Airport Conference Room.

ADJOURNMENT

On a motion by Commissioner McGhee and second by Devero the meeting adjourned at 6:35 p.m.

Respectfully submitted,



John Parker
Airport Director



Mayor – Sandy Sanders

City Administrator – Ray Gosack

City Clerk – Sherri Gard

Board of Directors

Ward 1 – Steve Tyler

Ward 2 – Andre' Good

Ward 3 – Don Hutchings

Ward 4 – George Catsavis

At Large Position 5 – Pam Weber

At Large Position 6 – Kevin Settle

At Large Position 7 – Philip H. Merry Jr.

AGENDA ~*Summary*
Fort Smith Board of Directors
Study Session
March 13, 2012 ~ 12:00 Noon
Fort Smith Public Library Community Room
3201 Rogers Avenue

1. Discuss customer service survey for Development Services
~ *Merry/Catsavis requested at the February 21, 2012 regular meeting ~*
No change in existing survey, except to include that the name is "optional". The Board also conveyed no objection to an electronic survey.
2. Review preliminary agenda for the March 20, 2012 regular meeting

OTHER

Director Catsavis

RE: Requested an update regarding private individuals providing funds to televise regular meetings.

Administrator Gosack advised an individual has requested to discuss the issue; therefore, a meeting has been scheduled for Thursday, March 15. He further noted discussion regarding reinstating televised meetings is scheduled for the April 10 study session, whereby Director Good requested the city attorney be in attendance.

Director Weber

Re: Requested a brief explanation of when a point of order can be called at regular meetings.

Administrator Gosack provided the explanation with no further discussion.