To: Lesley Nalley, Chief Executive Officer
From: Linda Mayhood, Chief Operating Officer
Date: August 09, 2017
Re: COO’s Report – August 16, 2017

Public Utilities Update
2017 Utility Rate Study
The 2017 Utility Rate Study by the Public Utility Department (PUD) for water and wastewater utilities held a preliminary review August 9, 2017, with management. Final adjustments are being made for a presentation to the Board at the September meeting. The goal is to determine the amount of funding needed to support the needed improvements necessary to maintain the existing capacity of the water and wastewater systems in a proactive mode.

Water Tank Rehab Project
Eagle Sand Blasting has completed the repainting of the Spheroid (Ball) Tank located on Mesero and will begin the disinfection process. The tank should be back on line within two (2) weeks. The standpipe tank C1 located of Peral Way will be completed in October. GARNAT engineering provided the design and will be providing the construction phase services for the project. HSV is in the fourth year of a 5-year cycle to drain, inspect, and repair, as needed, all HSV water storage tanks as required by the Arkansas Department of Health (ADH).

Public Works Department
Streets Division
Maintenance crews continue working on potholes and patching of asphalt cuts.

Mowing of primary roadways continues throughout the Village. Neighborhood mowing, Phase 2, is scheduled to begin prior to August 28.

The 2017 Pavement Marking project is under contract to freshen white and yellow markings in addition to yellow raised pavement markers.

Public Works has initiated a project for sealing and filling of cracking in select roadways and invited contractors to submit bids for the completion of the work.

The 2017 Road Paving program is being developed for solicitation of bids.
Compliance Division
Investigations of infractions related to parking or storing of vehicles and property violations continue to be the leading categories for the Compliance Division. No fines were issued in the month of July as a result of the cooperation being received from the residents of Hot Springs Village.

Common Property and Forest Committee
The mandatory orientation for the urban deer hunt in Hot Springs Village is scheduled for August 26, 2017. Arkansas Game and Fish Committee representatives will assist the Arkansas Bow Hunters Association again this year in preparations for a December 9, 2017 through January 31, 2018 hunt.

Dams and Watersheds
Correction of Lake Estrella spillway has been completed. Additional erosion measures will be added to the receiving stream at a later date.

Lake Isabella spillway and drainage problems along the dam are currently being addressed. Inspection of the drain pipe through the dam is needed to evaluate the condition of the pipe.

The mowing of the lake dams will be completed by August 18, weather permitting.

Lakes Department
Hydrilla: The second hydripla treatment on Lake Balboa was completed on July 25 and 26. Herbicide concentrations were taken prior to the application for analysis (results were good). The third and final application is tentatively scheduled for August 22 and 23, weather dependent. Hydrilla has not been found growing since the treatment process began.

Boat stickers – All lakes except Lakes Coronado and DeSoto have been surveyed for boat sticker compliance. Visual compliance still remains very low (about 30%) across all lakes surveyed. Information for surveyed lakes has been turned over to the Compliance Department.

The Lakes Department attended an Aquatic Macrophyte Identification seminar in Little Rock. There we reviewed almost 500 different aquatic plants that occur in Arkansas, most of which are native. Special emphasis was put on nuisance species and contacts were made if future identification of species is required.

Fish habitats continue to be added to the lakes, with help from the fishing clubs. A Fisheries subcommittee is being formed to help organize the ventures between the clubs and schedule work days through the upcoming months.

Recreation Department
Coronado Fitness Center: The Fitness Center will be closed August 21 through August 25 for annual maintenance.

Pool window replacement bids are being reviewed. Work to be completed by fall.

Coronado Community Center: Staff is beginning their annual cleaning and sprucing up of the facility. Carpet cleaning, painting, and deep cleaning will be taking place throughout the month.

Coronado Tennis: The tennis center will be hosting the Senior Olympics September 29 through October 1.

Outdoor Recreation: Work continues to clean underbrush and provide for drainage at the RV Park.
The irrigation system at Grove Park has been installed. When ground conditions permit, crews will remove some trees, add top soil and seed, and should be in great condition for the Fall Festival in October.

Phase two of the Cortez Pavilion renovation is complete with the installation of new picnic tables. Phase one, painting, was completed earlier this year. The final phase, landscape beds, will be completed this fall.

**Performance Metrics:** HSVPOA uses performance metrics to measure and report organizational performance based on benchmarks that support strategic business goals and best practices. These metrics will be included in the COO report each month. Building & Grounds, Fire Department, Lakes Department, Police Department, Public Utilities, Public Works, Recreation and Vehicle Maintenance metrics are included below.
Fire Department
January 1 – July 31, 2017

Average Response Time Year to Date

![Graph showing average response time]

<table>
<thead>
<tr>
<th>MAJOR INCIDENT TYPE</th>
<th># INCIDENTS</th>
<th>% of TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fires</td>
<td>14</td>
<td>5.65%</td>
</tr>
<tr>
<td>Rescue &amp; Emergency Medical Service</td>
<td>124</td>
<td>50.00%</td>
</tr>
<tr>
<td>Hazardous Condition (No Fire)</td>
<td>7</td>
<td>2.82%</td>
</tr>
<tr>
<td>Service Call</td>
<td>62</td>
<td>25.00%</td>
</tr>
<tr>
<td>Good Intent Call</td>
<td>16</td>
<td>6.45%</td>
</tr>
<tr>
<td>False Alarm &amp; False Call</td>
<td>20</td>
<td>8.06%</td>
</tr>
<tr>
<td>Severe Weather &amp; Natural Disaster</td>
<td>5</td>
<td>2.02%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>248</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>
Lakes Dept. Work Orders
YTD Thru July 2017

Work Orders, 235
Completed, 220
WIP, 15

POLICE DEPT. JULY 27 YTD 2017

Cases Total to Date: 2388
Cases Resolved: 2372
Cases Under Investigation: 16

Average Response Time: 6 Min. 13 Sec. Total Miles Driven: 139,762 Patrol Accidents: Accident Free
Public Utilities
2017 YTD thru July

LIFT STATIONS AT FULL CAPACITY

THE PUBLIC UTILITY DEPARTMENT MAINTAINS 66 LIFT STATIONS THAT USE TWO PUMPS OR MORE TO OPERATE. WHEN ALL OF THE COMPONENTS ARE OPERATING, THE LIFT STATION IS RATED AT FULL CAPACITY. THE GOAL IS TO HAVE ALL 66 LIFT STATIONS AT FULL CAPACITY WITHIN TWO (2) YEARS.

PUBLIC WORKS DEPARTMENT
VILLAGE COMPLIANCE DIVISION
VIOLATION REPORT (JAN - JULY 2017)

VIOLATIONS ISSUED

VIOLATIONS NOTICE ISSUED

VIOLATIONS RESOLVED

VIOLATIONS TOTAL 2017
Year to Date the Fitness Center has had 1,434 classes with 12.1 students per class.
VEHICLE MAINTENANCE DEPT
YTD thru July 2017
Work Orders

REQUESTED: 329
COMPLETED (IN-HOUSE): 323
OUTSOURCED: 4
PENDING/WIP: 2

WORK ORDERS