To: Lesley Nalley, Chief Executive Officer
From: Linda Mayhood, Chief Operating Officer
Date: December 13, 2017
Re: COO’s Report – December 20, 2017

Public Utilities Update

Water Tank Rehab
Eagle Sand Blasting has completed 100% of the planned improvements to the standpipe tank C1 located of Peral Way and the tank was disinfected and brought back into service. The tank C1 will be emptied and have a new mixing system installed by the end of the year. 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 of HSV water storage tanks as required by the Arkansas Department of Health.

Wastewater Treatment Improvement Phase I
Equipment has been ordered. The General Contractor is scheduled to begin setting up an on-site office this month. This is the final phase of the capital improvements program being funded by sewer bonds and begins HSV’s efforts to catch up with required maintenance to sustain the treatment plant’s full available capacity. Approximately $733,000 of the $1.8 million sewer bonds will be focused on improvements to include new screens, clarifier drive replacement, digester improvements, filter replacements, and new safety features.

Public Works Department

Streets Division
- A project for sealing and filling of cracks has been completed on Balboa Rd. and Balearic Road. Results of routing and filling the cracks will be evaluated to determine how much more of this maintenance treatment should be included in the 2018 program.
- Rehabilitation of numerous pipe culverts is in progress; the contractor has completed 70% of the estimated $382,320 contract.
- Two paving projects are in process and scheduled to be complete by December 22. Various roadways will be repaired or milled and resurfaced as part of two roadway contracts. Paving at the gates will also be part of these projects.

Common Property Committee
- The urban deer hunt in Hot Springs Village began December 9 and will continue through the end of January. Arkansas Game and Fish Committee representatives will assist the
Arkansas Bow Hunters Association again this year. Hunters Feeding the Hungry collect the donated deer for distribution.

- There are 130 registered hunters in the HSV Urban Hunt and 23 deer were harvested as of December 11.

**Dams and Watersheds**

- Additional erosion measures for Lake Estrella spillway will be added to the receiving stream by December 22.
- Lake Isabella spillway work will resume after Christmas.

**Lakes Department**

Lake Coronado Dredging – Lakes Management completed the survey of the bed sediments and have prioritized the coves in order of volume of sediments to be removed. A map and list of these coves is available at the Lakes Management office. The valve was opened on November 1, the lake has reached an adequately low level and the valve has now been closed. Lake levels will continued to be monitored and adjustments made to the flow accordingly. The boat ramp has been closed.

Lake Isabella – The drainage culvert repairs on Isabella Golf Course have been completed and the lake has begun to fill. Water will be pumped into the lake until it is completely filled.

Lake Levels – Despite the recent rain, most of the lakes are still below full pool. Please use caution on the lakes. As of December 4, the lake levels were down (-) or up (+) by the following amounts:

<table>
<thead>
<tr>
<th>Lake</th>
<th>Change</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balboa</td>
<td>+4</td>
<td></td>
</tr>
<tr>
<td>Coronado</td>
<td>-77</td>
<td>Boat Ramp Closed</td>
</tr>
<tr>
<td>Cortez</td>
<td>-9.5</td>
<td></td>
</tr>
<tr>
<td>DeSoto</td>
<td>-0</td>
<td></td>
</tr>
<tr>
<td>Pineda</td>
<td>-0</td>
<td></td>
</tr>
<tr>
<td>Granada</td>
<td>-7.5</td>
<td></td>
</tr>
<tr>
<td>Sophia</td>
<td>-10</td>
<td></td>
</tr>
<tr>
<td>Maria</td>
<td>-11</td>
<td></td>
</tr>
<tr>
<td>Isabella</td>
<td>-51</td>
<td>Boat Ramp Closed</td>
</tr>
<tr>
<td>Estrella</td>
<td>-14</td>
<td></td>
</tr>
<tr>
<td>Segovia</td>
<td>-16</td>
<td></td>
</tr>
</tbody>
</table>

**Recreation Department**

**Coronado Fitness Center:**

- The pool heater has been experiencing fluctuating power surges. Repairs have been made and the heater is operational.
- The replacement pool-area doors and windows project is complete.

**Coronado Tennis Center:**

- New awnings have been installed.

**Outdoor Recreation:**

- Pocket park equipment (slide, two sets of swings, bench and trash cans) have been delivered and will be installed this spring in the Grove Park/Ponce de Leon Center area.
- New sod has been installed at Waypoint and the lawnbowling area.
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.

BUILDINGS & GROUNDS MAINTENANCE DEPT.
YTD thru OCTOBER 2017
Work Orders
Jan – Nov 2017

YTD WORK ORDERS

<table>
<thead>
<tr>
<th></th>
<th>Submitted 958</th>
<th>Completed 951</th>
<th>Pending/WIP 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>YTD WORK ORDERS</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Fire Department
January 1 – November 30, 2017

Average Response Time Year to Date

Average year to date
Hot Springs Village Fire
Hot Springs Village, AR
This report was generated on 12/4/2017 7:59:28 AM

Breakdown by Major Incident Types for Date Range
Zone(s): All Zones | Start Date: 01/01/2017 | End Date: 11/30/2017

### Major Incident Type

<table>
<thead>
<tr>
<th>Incident Type</th>
<th># Incidents</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fires</td>
<td>397</td>
<td>100.00%</td>
</tr>
<tr>
<td>Rescue &amp; Emergency Medical Service</td>
<td>102</td>
<td>49.61%</td>
</tr>
<tr>
<td>Hazardous Condition (No Fire)</td>
<td>9</td>
<td>2.33%</td>
</tr>
<tr>
<td>Service Call</td>
<td>92</td>
<td>23.77%</td>
</tr>
<tr>
<td>Good Intent Call</td>
<td>6</td>
<td>1.55%</td>
</tr>
<tr>
<td>False Alarm &amp; False Call</td>
<td>27</td>
<td>6.86%</td>
</tr>
<tr>
<td>Severe Weather &amp; Natural Disaster</td>
<td>6</td>
<td>1.55%</td>
</tr>
<tr>
<td>Fires</td>
<td>29</td>
<td>7.24%</td>
</tr>
</tbody>
</table>

### Lakes Dept. Contacts
YTD Thru October 2017
Calls, 731  Resolved, 729

WIP, 2
Lakes Dept. Work Orders
YTD Thru October 2017

Work Orders, 429
Completed, 418

WIP, 11

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.
Recreation
2017 YTD

Ponce de Leon Center
YTD Per Event

PdL Expense per Event $285.59
PdL Revenue per Event $152.56

YTD Total # Events
OAB 200
Woodlands 95

Ponce de Leon Center
YTD Per Attendee

PdL Expense per Attendee $2.58
PdL Revenue per Attendee $1.38

YTD Total # Attendees
OAB 8,463
Woodlands 24,141

Coronado Center
YTD Per Event

CCC Expense per Event $284.28
CCC Revenue per Event $122.78

YTD Total # Events
CCC 1,085

Coronado Center
YTD Per Attendee

CCC Expense per Attendee $8.40
CCC Revenue per Attendee $3.63

YTD Total # Attendees
CCC 36,717

Coronado Tennis Center
YTD Per Visit

Expense per Tennis Visit $6.67
Revenue per Tennis Visit $4.54

YTD Total # Visits
Tennis Center 17,499

Coronado Fitness Center
YTD Per Visit

Expense per Fitness Visit $5.35
Revenue per Fitness Visit $4.26

YTD Total # Visits
Fitness Center 111,992

Year to Date the Fitness Center has had 2,276 classes with 12.0 students per class.
Coronado Community Center

$9.00
$8.00
$7.00
$6.00
$5.00
$4.00
$3.00
$2.00
$1.00
$-

YTD

CCC Revenue per Attendee
CCC Expense per Attendee

Ponce de Leon Center

$3.00
$2.50
$2.00
$1.50
$1.00
$0.50
$-

YTD

PRL Revenue per Attendee
PRL Expense per Attendee

Coronado Tennis Center

$8.00
$7.00
$6.00
$5.00
$4.00
$3.00
$2.00
$1.00
$-

YTD

Revenue per Tennis Visit
Expense per Tennis Visit

Coronado Fitness Center

$6.00
$5.00
$4.00
$3.00
$2.00
$1.00
$-

YTD

Revenue per Fitness Visit
Expense per Fitness Visit

VEHICLE MAINTENANCE DEPT
YTD THRU NOVEMBER 2017

WORK ORDERS

REQUESTED
703

COMPLETED
(IN-HOUSE)
694

OUTSOURCED PENDING/WIP
6

3

WORK ORDERS