To: Lesley Nalley, Chief Executive Officer
From: Linda Mayhood, Chief Operating Officer
Date: June 20, 2018
Re: COO’s Report

Public Utilities Update
2018 Water Tank Rehab
The water tank rehab program was started in 2015 to drain, inspect, and repair, as needed, all of HSV water storage tanks as required by the Arkansas Department of Health. Scope of work for the 2018 Tank Rehab Program includes cleaning, installing a mixing system, and painting Standpipe E1 located on Barcelona Way. Tanks A2 and A3 will be cleaned and have a new mixing system installed. The project was awarded to Eagle Sand Blasting.

Tank A2 and A3 have their new mixing systems installed, both have been disinfected, and are back on line. Tank E1 improvements will be completed this month and will complete the 2018 contract.

Water/Wastewater Treatment
- The water treatment plant produced 73.78 mgd of water in May, with an average daily water usage of 2.38 million gallons per day.
- Combined, Mill Creek and Cedar Creek wastewater treatment plants treated 346.9Mil gallons of wastewater in May.

Public Works Department
Streets And Drainage Division
- The crack seal contractor estimates completion of 60,000 feet of sealing this week.
- The culvert rehab project began on June 18. There are 13 culverts totaling 915 lineal feet located on Balearic, Camino, and Cortez Roads are included in this project.
- Striping of roads and painting of stop bars and crossing is completed.
- The contractor mowing residential street rights of way has completed most of the area north of DeSoto Blvd. and is working in an east to west direction. POA crews have mowed approximately 60 percent of the main roads.

Lakes Department
- The hydraulic dredging has been completed on Lake Coronado. Geotextile bags are located in strategic locations, some of which will be removed later.
- The replacement boat dock on Lake Balboa has been completed. Fishing piers will be installed on Lake Balboa between Balboa Beach and the spillway and on Lake Cortez off of Cortez Road.
between Baiza Way and Delavega Circle before August 1, 2018. New boards and dock edging have been installed by Lakes Department staff on most of the remaining docks and all will be completed in June.

- Lakes Management has begun treatment of the aquatic vegetation on Lakes Maria and Sophia. The selected herbicide has no watering, swimming, or fishing restrictions. The initial application was made on May 15 and the second on June 14. Herbicide concentration has been monitored multiple times since the initial application, and concentrations are maintaining well during the process. Another concentration sample will be taken on June 26 to ensure concentrations are maintaining well. The final application is scheduled for August 12.

**Buildings & Grounds Department**  
The DeSoto Club and the Vehicle Maintenance building re-roofing projects are completed.

**Recreation Department**  
Coronado Fitness Center – The dehumidifier for the whirlpool room is scheduled for installation this week. Pickleball Project - The contract has been signed and the contractor is onsite. Trees have been removed, materials salvaged where possible, and asphalt removal has begun. Construction is expected to be complete by September 1, 2018, weather permitting.

**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 are included in the COO report each month. Building & Grounds, Fire Department, Golf, IT, Lakes Department, Police Department, Public Utilities, Public Works, and Vehicle Maintenance metrics are included below.
Fire Department
2018 YTD thru May

Average Response Time Year to Date

Breakdown by Major Incident Types for Date Range
Zone(s): All Zones | Start Date: 01/01/2018 | End Date: 05/31/2018

- Rescue & Emergency Medical Service: 49.81%
- Fires: 9.20%
- Hazardous Condition (No Fire): 2.30%
- Overpressure rupture: 0.38%
- Good Intent Call: 6.13%
- Service Call: 26.82%
- False Alarm & False Call: 5.36%
IT Department

YTD WORK ORDERS
Through 5/31/18

Lakes Department

2018 Lakes YTD Contacts
Thru May
Police Department

ANIMAL CONTROL 2018 YTD THRU MAY

- Animal Call Outs: 401
- Animal Control Intake: 197
- Animal Control Transferred: 177
- Animals Remaining: 20

Total Miles Driven: 5,748 Accident free
COMPLIANCE DIVISION 2018 YTD THRU MAY

Total Miles Driven: 4,209 Accident free
Average Response Time: 6 Min. 01 Sec. Total Miles Driven: 127,927
Patrol Accidents: 1

Public Utilities Department

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 by the end of 2019.
Public Works Department

Public Works - Sanitation 2018 YTD
Residential

13,120 Accident Free Miles Driven

Public Works - Sanitation 2018 YTD
Commercial

3,840 Accident Free Miles Driven
Vehicle Maintenance
2018 YTD thru May

WORK ORDERS

- REQUESTED: 627
- COMPLETED (IN-HOUSE): 621
- OUTSOURCED: 3
- PENDING/WIP: 3

WORK ORDERS