To: Lesley Nalley, Chief Executive Officer
From: Linda Mayhood, Chief Operating Officer
Date: October 11, 2017
Re: COO’s Report -October 18, 2017

Public Utilities Update

Water Tank Rehab
Eagle Sand Blasting has completed the repainting of the Spheron (Ball) Tank located on Mesero and it is now back in service. 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 of HSV water storage tanks as required by the Arkansas Department of Health.

Wastewater Treatment Improvement Phase I
Contracts are executed and equipment and materials are being ordered. 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
- Culvert repairs on Turbion Lane have been completed. Full settlement of the repair section will be followed by paving.
- The 2017 Pavement Marking project is under contract to freshen white and yellow markings in addition to yellow raised pavement markers.
- A project for sealing and filling of cracking in select roadways has begun. Work will be concentrating on Balboa and Balearic Roads.
- Rehabilitation of numerous pipe culverts is in process. Contractor has mobilized and are working on DeSoto Boulevard.

Common Property Committee
The Urban Deer Hunt will be held December 9, 2017 through January 31, 2018. 122 hunters registered to participate in the hunt, 33 of which are Hot Springs Village residents.
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.

Dams and Watersheds
- Additional erosion measures for Lake Estrella spillway will be added to the receiving stream by November 15th.
- Lake Isabella spillway work will resume the week of October 23.
- A project to inspect the drain pipes through the dams to evaluate the condition of the pipes is being discussed with multiple companies, with closed circuit camera skills, in order to finalize a project for bidding.
- Public Works Streets Division will continue mowing the dams when the roadway mowing is complete by the end of October. Small trees will also be removed from erosion control areas.

Lakes Department
Hydrilla – Several surveys have been conducted around Balboa Lake; no hydrilla has not been found.

Lake Coronado Dredging – Planning has begun for dredging of Lake Coronado. Each cove will be visited and surveyed for sediment volume. These figures will allow us to prioritize the coves for sediments. Finalized map of coves in order of dredging will be provided at the end of October.

Recreation Department
Coronado Fitness Center: Installation of windows began on October 16, 2017. Installation is not expected to close the pool.

Coronado Community Center: Basketball, table tennis, and badminton play will begin in November.

Outdoor Recreation: Construction has begun on the electrical upgrades at Grove Park.

Program Updates:

Recreation Maintenance and Project Construction: The extension of the Balboa Spillway Trail to Ponce de Leon Drive and DeSoto Boulevard has been completed. Bill Staggs, Director of Public Works will be providing crossing recommendations this month.

All trails have been blown, graded, and rolled.

New benches have been built and installed at Coronado Center and along the DeSoto Trail.

Food & Beverage Department
The kitchen at Granada Grill will be closed on Mondays. The Bar will be open serving cold cut sandwiches, salads and snacks.

The centralized food service distribution at Balboa Club is being finalized and stocked this week.
**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.

![Bar Chart](chart.png)

**BUILDINGS & GROUNDS MAINTENANCE DEPT.**
**YTD thru SEPTEMBER 2017**
**Work Orders**

- Submitted: 804
- Completed: 800
- Pending/WIP: 4
Breakdown by Major Incident Types for Date Range
Zone(s): All Zones | Start Date: 01/01/2017 | End Date: 09/30/2017

<table>
<thead>
<tr>
<th>MAJOR INCIDENT TYPE</th>
<th># INCIDENTS</th>
<th>% of TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fires</td>
<td>22</td>
<td>7.17%</td>
</tr>
<tr>
<td>Rescue &amp; Emergency Medical Service</td>
<td>149</td>
<td>49.53%</td>
</tr>
<tr>
<td>Hazardous Condition (No Fire)</td>
<td>8</td>
<td>2.61%</td>
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<tr>
<td>Service Call</td>
<td>73</td>
<td>23.78%</td>
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<tr>
<td>Good Intent Call</td>
<td>19</td>
<td>6.19%</td>
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<tr>
<td>False Alarm &amp; False Call</td>
<td>30</td>
<td>9.77%</td>
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<tr>
<td>Severe Weather &amp; Natural Disaster</td>
<td>6</td>
<td>1.95%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>307</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
POLICE DEPT. SEPTEMBER 27 YTD 2017

Average Response Time: 6 Min. 46 Sec. Total Miles Driven: 188,146 Patrol Accidents: Accident Free

Public Utilities

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.