To: Lesley Nalley, Chief Executive Officer  
From: Linda Mayhood, Chief Operating Officer  
Date: March 14, 2018  
Re: COO’s Report – March 21, 2018

**Public Utilities Update**

*Wastewater Treatment Improvement Phase I*

New aluminum handrailing for the Mill Creek Wastewater Treatment Plant (WWTP) and a new clarifier drive for the Cedar Creek WWTP are scheduled to arrive the week of March 12th.

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 is focused on improvements at the wastewater treatment plants to include new screens, clarifier drive replacement, digester improvements, filter replacements, and new safety features.

**Public Works Department**

*Streets Division*

- Upon Board approval, a milling and asphalt overlay project for DeSoto Blvd. will begin by mid-April. The roadway west of Minorca Rd. to Sierra will be the target area for the selection of sections to rehabilitate.
- Various roadways with depressions at culvert crossings will be repaired by milling and asphalt replacement. Additional paving at the East gate and Cortez gate will also be part of this project. This project will be advertised for bidding in early April.
- A project for Pavement markings and reflectors is being prepared for contractors to bid. Work will begin in late April to allow for the paving projects to be completed.
- An RFQ for crack routing and sealing project is being prepared for bid.
- Public Works personnel are aggressively working to reduce the backlog of potholes from the winter weather and water main repairs.
- Barcelona Rd. remains closed between Meteoro and Pulpo Pl. Consultants are working on a proposal for realigning the roadway and a timetable for completion of the overall project.

**Deer Hunt Survey**

The deer herd will be evaluated in the first two weeks of April to determine whether another hunt is justified from surveys or census of the deer in Hot Springs Village.

**Lakes Department**

Heavy rains caused Lake Coronado to fill prematurely prior to the last scheduled week of the drawdown. As such, some owners were not able to complete their projects. For this reason, POA
extended the drawdown through March 16, at which time the valve was closed. The mechanical
dredging on Lake Coronado has been completed and the RFP process for selecting a contractor for
hydraulic dredging has begun.

**Food & Beverage**
The POA executed a lease agreement with Marc Owen, owner of Melinda’s Coffee Corner Inc., for
the operation of Isabella Grill. He will be doing business at this location as Saint at Isabella. Alanna
Hernandez will manage and operate this property for Mr. Owen. They plan to be fully operational by
the first week of April 2018.

**Recreation Department**

*Coronado Fitness Center*
- The dehumidifier is on order and will be delivered within the next couple of months.
- The steam room generator has gone out and a new one is on order.

*Coronado Tennis Center*
- The inside of the Tennis Center has been painted.

*Desoto Marina*
- A pump for an irrigation system is now operational. Grass seed and sod have been installed.
- The bait house will be completed by the end of March.

*Outdoor Recreation*
- Fencing at the dog park will be moved this month to increase the available parking at the dog-park
  level.

*Recreation Maintenance*
- Pool deconstruction is complete. Shaping will begin when the location dries out.
- The Coronado boat slips have been returned to the Coronado Center 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, Golf, IT, Lakes
Department, Police Department, Public Utilities, Public Works, and Vehicle Maintenance metrics are
included below.
Buildings & Grounds
YTD thru February 2018
Work Orders

WORK ORDERS YTD

Golf Department

February Rounds

February Playable Days
Fire Department
2018 YTD

**Average Response Time Year to Date**

[Chart showing average response time, with data point at 6:57.]

**Breakdown by Major Incident Types for Date Range**
Zone(s): All Zones | Start Date: 01/01/2018 | End Date: 02/28/2018

[Pie chart showing incident types: Rescue & Emergency Medical Service 43.59%, Service Call 30.77%, Good Intent Call 5.13%, Overpressure rupture... 0.85%, Hazardous Condition (No Fire) 2.56%, Fires 0.55%, False Alarm & False Call 5.55%]
**Animal Control February 27 YTD 2018**

- Animal Call Outs: 139
- Animal Control Intake: 87
- Animal Control Transferred: 51
- Animals Remaining: 36

Total Miles Driven: 2,742 Accident Free

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**Compliance Division January - February YTD 2018**

- Open Complaints: 95
- Closed Complaints: 38
- Unresolved Complaints: 57

Total Miles Driven: 875 Accident Free

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**Compliance Division January-February YTD 2018**

- Exterior Property &.: 42
- Other Infractions: 18
- Parking Infractions: 22
- Signs Infractions: 5
- Tree Infractions: 7
- Common Property.: 4
Average Response Time: 6 Min. 29 Sec. Total Miles Driven: 61,538
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.
Vehicle Maintenance
2018 YTD

WORK ORDERS

- REQUESTED: 229
- COMPLETED (IN-HOUSE): 225
- OUTSOURCED: 2
- PENDING/WIP: 2

WORK ORDERS