COO’s Monthly Report

To: Lesley Nalley, Chief Executive Officer
From: Linda Mayhood, Chief Operating Officer
Date: March 10, 2017
Re: COO’s Report – March 15, 2017

Public Utilities Update

- 2017 Utility Rate Study is in progress.
- MAWA is in the process of executing an Agreement for allocation of Lake Ouachita water storage with the Corps of Engineers. We expect to be reviewing and executing an agreement with MAWA for HSV’s sub-allocation of 2 MGD very soon.
- The Water Plant’s clearwell will be cleaned and inspected this week by United Diving Services. This project is part of the annual water tank 5-year inspection required by the Arkansas Department of Health.
- Kim Construction’s work has transitioned to work inside the roadway pavement and applying new internal linings inside the manholes. Over 75% of the project is completed to date and the contractor is on schedule to be finished by the end of the month. This project is funded by sewer bonds.
- Plans and specifications for the 2017 proposed improvements to both wastewater treatment plants in partnership with McClelland Engineers are nearing completion and will be going out for construction bids upon receiving plan approvals from ADEQ. This project is being funded by sewer bonds.

Public Works Department

Lakes
- Lake Balboa boat ramp re-opened March 1, 2017.
- An additional 3,000 sterile carp were added to Lake Balboa on March 6, 2017. 1,500 carp were added at the Lake Balboa ramp and 1,500 carp were added in the northern end of the lake just south of the Balboa Road bridge as requested by residents on the north end of Lake Balboa.
- Dredging in Lake Sophia is completed.
- The boat ramp on Lake Maria has been deepened and lengthened. Minor repairs to the spillway wall were completed last week.
- Re-filling of Lake Sophia and Lake Maria has begun.
- Dredging of Lake Cortez will resume when contractual arrangements have been made with a new dredging contractor. Public Works is formulating a plan to clean the remaining coves as soon as possible.

Roadways
- Bid documents for mowing of neighborhood road rights-of-way will be prepared and made available for bidders within two weeks. Contract mowing will be for 600 centerline miles of roadway.
Administration

**Village Compliance Division:** With the recent restructure of the Permitting & Inspection Department, the Village Compliance Division has issued several 30-day notice letters and assessed one fine for non-compliance.

**Granada Clubhouse Roof:** A new roof will be installed on the Granada clubhouse and driving range buildings March 15th and 16th. The roofs were damaged during a storm last year and replacement is covered by insurance. The course will be closed for aerification on those dates.

**Village Values Roundtables:** Forty-eight members participated in the first of roundtable discussions on Pickleball, Food & Beverage, and Balboa Arts Center were held on March 8th. A second session will be held from 6:30 – 8 p.m. on March 23, 2017 in the Ouachita Building at the Ponce de Leon Center.

Recreation

**Waypoint at DeSoto Marina:**
- ABC has permitted a fence to be installed at Waypoint, to expand the area in which alcohol may be sold on the premises.
- Electrical upgrades are being made on the fuel and boat docks.
- A new fishing pier is under construction.

**Lifestyle & Outdoor Recreation:**
- Pickleball courts will be ressealed in April
- Cortez Pavilion has been repainted. Work will begin on landscape beds this spring.

**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. Police Department and Fire Department metrics are included below. Other department metrics will be included in subsequent COO reports.
Fire Department

Average Response Time Year to Date

Hot Springs Village Fire Department YTD

<table>
<thead>
<tr>
<th>MAJOR INCIDENT TYPE</th>
<th># INCIDENTS</th>
<th>% of TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fires</td>
<td>0</td>
<td>8.11%</td>
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<tr>
<td>Rescue &amp; Emergency Medical Service</td>
<td>40</td>
<td>54.05%</td>
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<tr>
<td>Hazardous Condition (No Fire)</td>
<td>1</td>
<td>1.35%</td>
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<tr>
<td>Service Call</td>
<td>19</td>
<td>25.68%</td>
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<tr>
<td>Good Intent Call</td>
<td>3</td>
<td>4.03%</td>
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<tr>
<td>False Alarm &amp; False Call</td>
<td>5</td>
<td>6.76%</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>74</strong></td>
<td><strong>100.00%</strong></td>
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