To: Lesley Nalley, Chief Executive Officer
From: Linda Mayhood, Chief Operating Officer
Date: June 14, 2017
Re: COO’s Report – June 21, 2017

Public Utilities Update

2017 Utility Rate Study
The 2017 Utility Rate Study by the Public Utility Department (PUD) for water and wastewater utilities is on-going to determine the amount of funding needed to support the needed improvements necessary to maintain the existing capacity of the water and wastewater systems.

Wastewater Treatment Improvement Plans
Plans and specifications for the 2017 proposed improvements to both wastewater treatment plants in partnership with McClelland Engineers have been approved by the Arkansas Department of Health engineering department and will be going out for construction bids this month. This project is 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 $750,000 of the $1.8 million sewer bonds will be focused on improvements to include new screens and grit removal equipment at the headworks, clarifier drives replacement, digester improvements, and filter replacements.

Public Works Department

Streets Division
- DeSoto Blvd. and Barcelona Rd. repairs are complete.
- Turbion Lane storm damage will be repaired this week.
- Mowing of primary roadways and neighborhood streets continues throughout the Village. Primary routes will receive a second mowing prior to the July 4th Holiday.

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.
- Residents have cooperated at a high level in complying within the ten-day grace period for correcting infractions.

Common Property Committee
- An urban deer hunt in Hot Springs Village is scheduled for December 9, 2017 through January 31, 2018. The orientation will be held August 26, 2017. Arkansas Game and Fish Committee representatives will assist the Arkansas Bow Hunters Association again this year with preparations for the hunt.

Dams And Watersheds:
- Correction of Lake Estrella and Lake Isabella erosion issues downstream of the spillways will begin on June 23, 2017. Work is anticipated to take 7 to 10 working days to complete and is weather dependent as zero flow is needed in the spillway section to perform the work.

Lakes Department
- Weekly lake-wide inspections have been conducted on Lake Balboa and no hydrilla has been located.
- Lakes Management has completed the treatment of naiad on Lake Pineda.
• Dredging on Lake Cortez has been completed. Six coves that were not completed during the winter 2016 dredging were dredged during this time, providing depth and greater lake access for shoreliners in the selected areas.

**Recreation Department**

*Coronado Fitness Center:*
  • A new sauna has been installed.

*Lifestyle & Outdoor Recreation:*
  • Beach Patrol began its summer program in mid-May.
  • The DeSoto Family Recreation Area landscaping is complete. Thank you to Boomers Rock Club for power washing, cleaning, and weeding the mini golf course.

*Recreation Maintenance and Project Construction:*
  • The fountain structure at the Ponce de Leon Center has been sanded and painted. Work has also been completed on the pool and pumps.
  • All trails have been repaired from the storm damage in April and May. Trails will be rolled when equipment becomes available. The Nature Conservancy Trail has been mowed and is walkable at this time.

**Food & Beverage Department**

*Granada Grill:* Granada Grill is officially open and ready to serve members and guests.
*Magellan Deli:* The building has been painted, and new awnings installed.
*Ponce de Leon Club House:* A sun shade sail is being installed on the patio.

*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, Fire Department, Vehicle Maintenance, Buildings and Grounds, Public Utilities, Public Works and Recreation metrics are included below.

![POLICE DEPT. MAY 27 YTD 2017](image)

*Ave. Response Time: 7 Min. 20 Sec. Total Miles Driven: 102,439 Patrol Accidents: Accident Free*
Fire Department
January 1 – May 31, 2017

Average Response Time Year to Date

Average year to date

<table>
<thead>
<tr>
<th>MAJOR INCIDENT TYPE</th>
<th># INCIDENTS</th>
<th>% of TOTAL</th>
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</thead>
<tbody>
<tr>
<td>Fires</td>
<td>11</td>
<td>5.88%</td>
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<tr>
<td>Rescue &amp; Emergency Medical Service</td>
<td>97</td>
<td>51.87%</td>
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<tr>
<td>Hazardous Condition (No Fire)</td>
<td>3</td>
<td>1.60%</td>
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<tr>
<td>Service Call</td>
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<td>24.60%</td>
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<tr>
<td>Good Intent Call</td>
<td>12</td>
<td>6.42%</td>
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<tr>
<td>False Alarm &amp; False Call</td>
<td>13</td>
<td>6.95%</td>
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<tr>
<td>Severe Weather &amp; Natural Disaster</td>
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<td>2.67%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>187</td>
<td>100.00%</td>
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Public Utilities
2017 YTD thru May

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.

PUBLIC WORKS DEPARTMENT
VILLAGE COMPLIANCE DIVISION
VIOLATION REPORT (JAN - MAY 2017)
Ponce de Leon Center
YTD Per Event

PdL Expense per Event $648.08
PdL Revenue per Event $346.19

YTD Total # Events
- OAB 88
- Woodlands 42

Ponce de Leon Center
YTD Per Attendee

PdL Expense per Attendee $5.27
PdL Revenue per Attendee $2.82

YTD Total # Attendees
- OAB 4,241
- Woodlands 11,735

Coronado Center
YTD Per Event

CCC Expense per Event $246.89
CCC Revenue per Event $130.62

YTD Total # Events
- CCC 591

Coronado Center
YTD Per Attendee

CCC Expense per Attendee $8.75
CCC Revenue per Attendee $4.63

YTD Total # Attendees
- CCC 16,678

Coronado Tennis Center
YTD Per Visit

Expense per Tennis Visit $6.63
Revenue per Tennis Visit $4.68

YTD Total # Visits
- Tennis Center 7,258

Coronado Fitness Center
YTD Per Visit

Expense per Fitness Visit $5.10
Revenue per Fitness Visit $4.47

YTD Total # Visits
- Fitness Center 53,282

Year to Date the Fitness Center has had 809 classes with 12.6 students per class.