To: Lesley Nalley, Chief Executive Officer  
From: Linda Mayhood, Chief Operating Officer  
Date: September 13, 2017  
Re: COO’s Report –September 20, 2017

Public Utilities Update

2017 Utility Rate Study
The 2017 Utility Rate Study by the Public Utility Department (PUD) for water and wastewater utilities was presented Tuesday, September 5, 2017, to the Board of Directors. The proposed rates will support the funding for improvements necessary to maintain the existing capacity of the water and wastewater systems in a proactive mode with more staff and equipment, and to fund the PUD Reserve Fund at $326,000 annually for the next 5 years and to reimburse the POA Building Reserve Fund $500,000 annually until 2023. Dan Jackson of the Willdan Group (formally Economists.com) provided the updated rate analysis and will be present to answer questions at the September 20, 2017 board meeting.

Water Tank Rehab
Eagle Sand Blasting has completed the repainting of the Spheroid (Ball) Tank located on Mesero and is in the disinfection process. The standpipe tank C1 located on 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 were executed and a Pre-Construction Meeting was held on September 14th to start this 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
• The 2017 Culvert Rehabilitation project is scheduled to commence October 1, 2017.
• The 2017 Crack Routing and Sealing project is scheduled to commence October 1, 2017.
• Bids are being solicited for milling and paving of minor roadways.

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.
Lakes Department

Hydrilla – The third and final application of SonarOne was applied on August 28 and 29. Despite several calls and surveys, hydrilla has not been found growing since the treatment process began.

Boat stickers – All lakes have been surveyed for compliance. Visual compliance was approximately 36% averaged across all the lakes. Letters have been mailed by the Compliance Department.

Fish habitat – Fish habitats are being added to the lakes, with help from the fishing clubs. A fisheries subcommittee is being developed to help organize the ventures between the clubs and schedule work days through the upcoming months.

Lake Coronado drawdown will begin November 1, 2017. Lowering the lake 6-8 feet will allow maintenance and silt removal to improve shore line access and water quality of the lake. A letter to lake-front owners is being sent this month.

Coronado Fishing Pier – With assistance from the Angler’s and Baitcaster’s Clubs, Lakes Management renovated the Coronado Fishing Pier.

Recreation Department

Coronado Fitness Center: The Coronado Fitness Center was closed August 21 through August 25 for annual maintenance. Replacement windows will be installed before mid-October.

DeSoto Marina: Top soil and winter grass seed was completed last week. An irrigation system for the point is planned for this fall, and will be followed with grass seed once completed.

Coronado Community Center:
- Patio shade sails have been installed.
- Basketball open play will begin in October.

Ponce de Leon Center/Woodlands: Woodlands Auditorium is kicking off its season opening this month. The facility has created a new seating chart to offer less expensive seats. The new seating charge provides for three price structures to accommodate such requests from show presenters.

Outdoor Recreation:
- New agility stations at the Dog Park have been positively received.
- A new HVAC unit has been installed at the DeSoto Multipurpose Hall.
- Trees have been removed from Grove Park. Irrigation lines have been installed, top soil delivered and spread, and grass seed planted in preparation for the Fall Festival in October.

Recreation Maintenance and Project Construction:
- Staff is working to complete the extension of the Balboa Spillway Trail to Ponce de Leon Drive and DeSoto Boulevard.
- Staff is cleaning underbrush to open up the path from the Ponce de Leon Center to Grove Park.

Technical Division: A new sound system has been installed at the Balboa Club.

Food & Beverage Department
A centralized Food & Beverage distribution center will be established at the Balboa Club in early October. This will facilitate consolidation of inventory purchasing for all POA operated restaurants, thus reducing operational expense and enhance efficiency.
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.
Breakdown by Major Incident Types for Date Range
Zone(s): All Zones | Start Date: 01/01/2017 | End Date: 08/31/2017

<table>
<thead>
<tr>
<th>MAJOR INCIDENT TYPE</th>
<th># INCIDENTS</th>
<th>% of TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fires</td>
<td>16</td>
<td>5.80%</td>
</tr>
<tr>
<td>Rescue &amp; Emergency Medical Service</td>
<td>135</td>
<td>48.91%</td>
</tr>
<tr>
<td>Hazardous Condition (No Fire)</td>
<td>7</td>
<td>2.54%</td>
</tr>
<tr>
<td>Service Call</td>
<td>68</td>
<td>24.64%</td>
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<tr>
<td>Good Intent Call</td>
<td>18</td>
<td>6.52%</td>
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<tr>
<td>False Alarm &amp; False Call</td>
<td>26</td>
<td>9.42%</td>
</tr>
<tr>
<td>Severe Weather &amp; Natural Disaster</td>
<td>6</td>
<td>2.17%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>276</td>
<td>100.00%</td>
</tr>
</tbody>
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Average Response Time: 6 Min. 15 Sec. Total Miles Driven: 162,165
Patrol Accidents: Accident Free
PUBLIC WORKS DEPARTMENT
VILLAGE COMPLIANCE DIVISION
VIOLATION REPORT (JAN - AUG 2017)

FINES ISSUED 6
INFRACtIONS NOTICE ISSUED 58
INFRACtIONS RESOLVED 439
INFRACtIONS TOTAL 2017 497
Year to Date the Fitness Center has had 1,620 classes with 12.2 students per class.
Vehicle Maintenance Dept
YTD thru August 2017
Work Orders

- Requested: 466
- Completed (in-house): 460
- Outsourced: 4
- Pending/WIP: 2

Work Orders