Public Utilities Update

- MAWA is developing an Agreement for allocation of Lake Ouachita water storage with the Corps of Engineers for HSV's sub-allocation of 2 MGD.
- The Water Plant’s clearwell is 50% complete. This project is part of the annual water tank 5-year inspection required by the Arkansas Department of Health.
- Kim Construction’s work is 100% complete with the original scope of work on time and in budget. This project was funded by sewer bonds. Kim Construction was retained to do some additional rehab work in two manholes located at Mill Creek Wastewater Treatment Plant and one lift station located on Minoreca Rd.
- Plans and specifications for the 2017 proposed improvements to both wastewater treatment plants in partnership with McClelland Engineers are in review by staff and will be going out for construction bids upon receiving plan approvals from ADEQ. This project will be funded by sewer bonds.

Public Works Department

Streets And Drainage Division

- Pavement markings, as part of the 2016 contract have been completed.
- 2017 pavement markings will be a part of the 2017 Roadway Improvement Plan, which will be presented to the Board at the May meeting.
- Thermoplastic stop bars were installed on Balearic Rd. at the Balboa Rd. intersection. These are for evaluation of this product as an upgrade to the use of painted stop bars and markings. The thermoplastic markings offer increased durability, reflectivity, and effectiveness.
- Asphalt patching is underway, weather permitting. Backlog requests will be completed in the next few weeks.

Village Compliance Division

- Progress continues in the development of procedures for inspection and notification of violations of Village covenants and policies.

Common Property Committee

- Deer survey currently underway with assistance and coordination with the Arkansas Game & Fish Commission Deer Program Coordinator. Number of deer will be the prerequisite to determine if an annual urban bow hunt will be held in fall 2017.

Recreation

Coronado Community Center:
- The Escape Room response has been extremely positive. The next room will be set up and ready for June.

Waypoint at DeSoto Marina:
- Installation of electrical upgrades for the fuel and boat docks is in final stages.
- The landscape plan and fishing pier are complete.

Lifestyle & Outdoor Recreation:
- An expansion of the Balboa Beach area is planned this spring.
- A new surface has been put in at the Dog Park. Plans are also in place for signage replacement this spring.
- The DeSoto Family Recreation Area landscaping plan will be implemented by the end of April.
• The RV Park has a new social area with picnic tables and grills. A permit request for a fire pit has been requested of the Hot Springs Village Fire Department. A kayak launch site is planned for later this year.

**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 and Public Works metrics are included below. Other department metrics will be included in subsequent COO reports.

![Police Dept. YTD 2017 March Report](image)

- **AVERAGE RESPONSE TIME:** 6 MIN. 11 SEC.
- **TOTAL MILES DRIVEN:** 53,619
- **PATROL ACCIDENTS:** ACCIDENT FREE
Breakdown by Major Incident Types for Date Range
Zone(s): All Zones | Start Date: 01/01/2017 | End Date: 03/31/2017

<table>
<thead>
<tr>
<th>MAJOR INCIDENT TYPE</th>
<th># INCIDENTS</th>
<th>% of TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fires</td>
<td>7</td>
<td>6.48%</td>
</tr>
<tr>
<td>Rescue &amp; Emergency Medical Service</td>
<td>60</td>
<td>55.56%</td>
</tr>
<tr>
<td>Hazardous Condition (No Fire)</td>
<td>2</td>
<td>1.85%</td>
</tr>
<tr>
<td>Service Call</td>
<td>24</td>
<td>22.22%</td>
</tr>
<tr>
<td>Good Intent Call</td>
<td>6</td>
<td>5.56%</td>
</tr>
<tr>
<td>False Alarm &amp; False Call</td>
<td>9</td>
<td>8.33%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>108</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>
VEHICLE MAINTENANCE DEPT.
Year To Date-Work Orders 2017 thru March

BUILDINGS & GROUNDS MAINTENANCE DEPT.
Year To Date-Work Orders 2017 thru March
PUBLIC WORKS DEPARTMENT
VILLAGE COMPLIANCE ACTIVITY
YTD INFRACTIONS FOR 2017 THRU MARCH

ASSESSED FINES
4

INFRACTIONS
30-DAY ACTIVE
46

INFRACTIONS
RESOLVED
83

INFRACTIONS
TOTAL 2017
129

2017 Public Utilities year-to-Date

LIFT STATIONS AT FULL CAPACITY

66 LIFT STATIONS

LIFT STATIONS
70
60
50
40
30
20
10
0
JAN
FEB
MAR
APR
MAY
JUNE
JULY
AUG
SEPT
OCT
NOV
DEC
2017
NO. OF LIFT STATIONS AT FULL CAPACITY
GOAL (ALL LIFT STATIONS)

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.