



**Business and Government Activity Report
For the month ending: September 30th**

| Activity | 2016 | | 2015 | | Variance | | |
|--|-------------|---------------|-------------|---------------|-------------|------------|--|
| | MONTH | YTD | MONTH | YTD | Variance | Variance % | |
| Cable/Internet | | | | | | | |
| # Residential & Bulk Basic Cable | 962 | | 917 | | 45 | 4.9% | |
| # Premium Channel Residential & Bulk Subscribers | 538 | | 477 | | 61 | 12.8% | |
| # Digital Subscribers | 263 | | 285 | | (22) | -7.7% | |
| # Internet Subscribers | 1,795 | | 1,653 | | 142 | 8.6% | |
| Average # Phone Subscribers | 110 | | 90 | | 20 | 22.2% | |
| Village Court Apartments | | | | | | | |
| Occupancy Rate % | 98.20% | 98.95% | 99.55% | 95.25% | 3.70% | 3.9% | |
| # Vacated Units | 5 | 27 | 2 | 23 | 4 | 17.4% | |
| # Work Orders Completed | 40 | 327 | 41 | 329 | (2) | -0.6% | |
| # on Waiting List | 115 | | 170 | | (55) | -32.4% | |
| Public Works | | | | | | | |
| Service Calls | 346 | 3,870 | 574 | 3,454 | 416 | 12.0% | |
| Snow Fall Inches | 0 | 142 | 0 | 104 | 38 | 36.5% | |
| Snow Removal - Streets & Prkg Lots Hours | 5 | 2,005 | 0 | 1,691 | 314 | 18.6% | |
| Roadway Maintenance Hours | 646 | 2,830 | 227 | 2,390 | 441 | 18.4% | |
| Water Billed Consumption Gal. | 13,056,000 | 124,993,000 | 16,776,000 | 120,900,000 | 4,093,000 | 3.4% | |
| Sewage Treatment Gal. | 6,520,000 | 77,691,000 | 5,954,000 | 72,727,000 | 4,964,000 | 6.8% | |
| Child Development Fund | | | | | | | |
| # Infants & Toddlers Actual Occupancy | 20.33 | 193.59 | 17.67 | 173.16 | 20.43 | 11.8% | |
| # Preschoolers Actual Occupancy | 14.61 | 136.64 | 12.64 | 132.18 | 4.46 | 3.4% | |
| Transportation and Parking | | | | | | | |
| GPG (noon snapshot) | 4,248 | 42,889 | 2,888 | 21,707 | 21,182 | 97.6% | |
| GPG Parking Utilization (% of total # of spaces occupied) | 30.8% | 31.1% | 20.9% | 17.5% | 13.6% | 77.7% | |
| HPG (noon snapshot) | 899 | 12,077 | 662 | 10,691 | 1,386 | 13.0% | |
| HPG Parking Utilization (% of total # of spaces occupied) | 28.3% | 38.0% | 20.8% | 37.4% | 0.6% | 1.6% | |
| Total Parking (noon snapshot) | 7,695 | 85,805 | 5,522 | 63,570 | 22,235 | 35.0% | |
| Parking Utilization (% of total # of spaces occupied) | 31.7% | 35.4% | 22.8% | 29.1% | 6.3% | 21.6% | |
| Paid Parking Revenues | \$12,974 | \$219,573 | \$37,559 | \$295,798 | (\$76,225) | -25.8% | |
| Bus Routes # of Passengers | 6,304 | 35,867 | 5,506 | 34,202 | 1,665 | 4.9% | |
| Employee Shuttle # of Passengers | 1,285 | 11,974 | 1,573 | 14,207 | (2,233) | -15.7% | |
| Employee Shuttle Utilization Rate % | 60.8% | 52.7% | 53.0% | 53.2% | -0.50% | -0.9% | |
| Inbound (Vehicle) Traffic (Entrance) # of Cars | 67,485 | 578,591 | 68,780 | 576,309 | 2,282 | 0.4% | |
| New hires: 5 gondola operators, 1 MARRS, 1 dis golf ranger PT/YR ee's: 13 child care, 7 town council, 1 judge Terminations: 1 VCA Asst Mgr Open positions: Police Officer, VCA Asst Mgr, Seasonal gondola operators Reasons for termination: 1 non-compliance | | | | | | | |
| Human Resources | | | | | | | |
| FT Year Round Head Count | 79 | | 82 | | (3) | -3.7% | |
| Seasonal Head Count (FT & PT) | 7 | | 6 | | 1 | 16.7% | |
| PT Year Round Head Count | 21 | | 19 | | 2 | 10.5% | |
| Gondola FT YR, Seasonal, PT YR Head Count | 60 | | 56 | | 4 | 7.1% | |
| Total Employees | 167 | | 163 | | 4 | 2.5% | |
| Gondola Overtime Paid Hours | 175 | 2098 | 494 | 1866 | 232 | 12.4% | |
| Other Employee Overtime Paid | 135 | 891 | 100 | 893 | (2) | -0.2% | |
| # New Hires Total New Hires | 7 | 23 | 10 | 17 | 6 | 35.3% | |
| # Terminations | 1 | 63 | 3 | 55 | 8 | 14.5% | |
| # Workmen Comp Claims | 0 | 11 | 1 | 10 | 1 | 10.0% | |
| Workmen Comp Claims Costs | \$0 | \$10,445 | \$741 | \$16,925 | (\$6,480) | -38.3% | |
| Turnover | 0.60% | 37.70% | 1.80% | 33.70% | 4.00% | 11.9% | |
| Gondola Recruiting Costs | \$525 | \$7,881 | \$253 | \$6,326 | \$1,555 | 24.6% | |
| Other Recruiting Costs | \$361 | \$7,342 | \$1,947 | \$12,419 | (\$5,077) | -40.9% | |
| Marketing & Business Development | | | | | | | |
| Total Users/Total Sessions | 6,470/8,506 | 53,329/78,027 | 3,802/4,974 | 32,067/46,928 | 21262/31099 | 66%/66% | |
| Town Hosted Meetings | 4 | 43 | 5 | 40 | 3 | 7.5% | |
| Email Correspondence Sent | 9 | 71 | 8 | 93 | (22) | -23.7% | |
| E-mail List # | 3,619 | | na | | #VALUE! | #VALUE! | |
| Wifi Subscribers | 15,564 | | na | | #VALUE! | #VALUE! | |
| Press Releases Sent | 1 | 23 | 2 | 23 | 0 | 0.0% | |
| Gondola and RETA | | | | | | | |
| <i>Current RETA revenues are unaudited</i> | | | | | | | |
| Gondola # of Passengers | 252,478 | 2,322,100 | 231,004 | 2,179,306 | 142,794 | 6.6% | |
| Chondola # of Passengers | 0 | 85,398 | 0 | 87,074 | (1,676) | -1.9% | |
| RETA fees collected by TMVOA | \$567,270 | \$3,735,628 | \$626,931 | \$3,721,641 | \$13,987 | 0.4% | |

| Activity | 2016 | | 2015 | | Variance | | |
|--|---|-----------|--|-------------|--|---------------|--|
| | MONTH | YTD | MONTH | YTD | Variance | Variance % | |
| Police | | | | | | | |
| Calls for Service | # | 430 | 3,548 | 436 | 4,343 | (795) | -18.3% |
| Investigations | # | 10 | 181 | 20 | 185 | (4) | -2.2% |
| Alarms | # | 21 | 206 | 17 | 191 | 15 | 7.9% |
| Arrests | # | 0 | 16 | 4 | 21 | (5) | -23.8% |
| Traffic Contacts | # | 17 | 172 | 8 | 177 | (5) | -2.8% |
| Traffic Tickets Written | # | 1 | 22 | 7 | 35 | (13) | -37.1% |
| Parking Tickets Written | # | 266 | 2,811 | 293 | 2,778 | 33 | 1.2% |
| Administrative Dismissals | # | 2 | 110 | 9 | 93 | 17 | 18.3% |
| Building/Planning | | | | | | | |
| Community Development Revenues | | \$37,936 | \$831,621 | \$49,874 | \$807,424 | \$24,197 | 3.0% |
| # Permits Issued | | 11 | 84 | 8 | 65 | 19 | 29.2% |
| Valuation of Building Permits Issued | | \$439,330 | \$15,808,368 | \$3,327,638 | \$25,535,403 | (\$9,727,035) | -38.1% |
| # Inspections Completed | | 385 | 2,248 | 217 | 1,818 | 430 | 23.7% |
| # Design Review/Zoning Agenda Items | | 7 | 49 | 9 | 55 | (6) | -10.9% |
| # Staff Review Approvals | | 29 | 236 | 37 | 174 | 62 | 35.6% |
| Recreation | | | | | | | |
| Mile of Trails Maintained | | 12.5 | 51.2 | 10.7 | 47.8 | 3.40 | 7.1% |
| Adventure Rock Registrations | | 248 | 1635 | 300 | 1646 | (11) | -0.7% |
| Bike Park Waivers | | 546 | 3128 | 535 | 4104 | (976) | -23.8% |
| Bike Park Trips | | 1581 | 11974 | 1821 | 10032 | 1,942 | 19.4% |
| Disc Golf Registrations | | 387 | 1873 | 372 | 2298 | (425) | -18.5% |
| Platform Tennis Registrations | | 70 | 343 | 252 | 498 | (155) | -31.1% |
| Due to the timing of the packet, trash diversion rates are for the previous month. | | | | | | | |
| Plaza Services | | | | | | | |
| Snow Removal Plaza | Hours | 0 | 1,283 | 0 | 820 | 463 | 56.5% |
| Plaza Maintenance | Hours | 244 | 2,450 | 273.75 | 2413 | 37 | 1.5% |
| Lawn Care | Hours | 187 | 1,219 | 231.35 | 1356 | (137) | -10.1% |
| Plant Care | Hours | 568 | 2,594 | 369.25 | 2465 | 129 | 5.2% |
| Irrigation | Hours | 80 | 532 | 80.5 | 489 | 43 | 8.7% |
| TMV Trash Collection | Hours | 119 | 996 | 113.75 | 953 | 43 | 4.5% |
| Christmas Decorations | Hours | 9 | 529 | 0 | 539 | (10) | -1.8% |
| Residential Trash | Pound | 21,300 | 188,700 | 27,750 | 139,950 | 48,750 | 34.8% |
| Residential Recycle | Pound | 20,439 | 169,150 | 18,576 | 107,752 | 61,398 | 57.0% |
| Diversion Rate | % | 48.97% | 47.27% | 40.10% | 43.50% | 3.77% | 8.7% |
| Vehicle Maintenance | | | | | | | |
| # Preventive Maintenance Performed | | 18 | 159 | 10 | 167 | (8) | -4.8% |
| # Repairs Completed | | 27 | 221 | 32 | 249 | (28) | -11.2% |
| Special Projects | | 1 | 29 | 2 | 35 | (6) | -17.1% |
| # Roadside Assists | | 1 | 2 | 2 | 5 | (3) | -60.0% |
| Finance | | | | | | | |
| # Employee Based Business Licenses Issued | | 13 | 742 | 16 | 652 | 90 | 13.8% |
| # Privately Licensed Rentals | | 3 | 82 | 3 | 62 | 20 | 32.3% |
| # Property Management Licensed Rentals | | 6 | 357 | 3 | 338 | 19 | 5.6% |
| # VRBO Listings for MV | | 396 | | 355 | | 41 | 11.5% |
| # Paperless Billing Accts (YTD is total paperless customers) | | 5 | 586 | 11 | 508 | 78 | 15.4% |
| # of TMV AR Bills Processed | | 2,066 | 18,742 | 2,049 | 18,100 | 642 | 3.5% |
| Accounts Receivable - Total Bad Debt Reserve/Allowance: \$20,034 | | | | | | | |
| Current 30+ Days 60+ Days 90+ Days over 120 days Total | TMV Operating Receivables (includes Gondola funding) | | Utilities - Cable and Water/Sewer | | VCA - Village Court Apartments | | General Fund Investment Activity Change in Value (\$248,822) Ending Balance \$4,253,976 Investment Income \$9,150 Portfolio Yield 0.96% |
| | \$ 392,361 | 89.8% | \$ 309,678 | 82.9% | \$ (27,329) | 132.9% | |
| | 1,870 | 0.4% | 43,673 | 11.7% | 2,481 | -12.1% | |
| | 6,047 | 1.4% | 14,550 | 3.9% | - | 0.0% | |
| | 1,057 | 0.2% | 5,158 | 1.4% | 4,280 | -20.8% | |
| | 35,831 | 8.2% | 410 | 0.1% | - | 0.0% | |
| | \$ 437,167 | 100.0% | \$ 373,468 | 100.0% | \$ (20,568) | 100.0% | |
| Current 30+ Days 60+ Days 90+ Days over 120 days Total | Other Billings - CDF, Construction Parking, Commercial Trash | | Total All AR | | Change Since Last Month - Increase (Decrease) in AR | | Other Statistics Population (estimated) 1,395 Registered Voters 1,412 Property Valuation 294,538,840 |
| | \$ 14,429 | 55.1% | \$ 689,139 | 84.4% | \$ (585,465) | 98.8% | |
| | 7,365 | 28.1% | 55,390 | 6.8% | (11,074) | 1.9% | |
| | 3,672 | 14.0% | 24,268 | 3.0% | 8,529 | -1.4% | |
| | - | 0.0% | 10,495 | 1.3% | 2,043 | -0.3% | |
| | 740 | 2.8% | 36,981 | 4.5% | (6,380) | 1.1% | |
| | \$ 26,205 | 100.0% | \$ 816,272 | 100.0% | \$ (592,347) | 100.0% | |