



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

| Activity  | 2017      |             | 2016      |             | Variance    |            |
|---|-----------|-------------|-----------|-------------|-------------|------------|
|   | MONTH     | YTD         | MONTH     | YTD         | Variance    | Variance % |
| <b>Cable/Internet</b>   |           |             |           |             |             |            |
| # Residential & Bulk Basic Cable  | 905       |             | 879       |             | 26          | 3.0%       |
| # Premium Channel Residential & Bulk Subscribers  | 550       |             | 500       |             | 50          | 10.0%      |
| # Digital Subscribers   | 265       |             | 280       |             | (15)        | -5.4%      |
| # Internet Subscribers  | 1,887     |             | 1,725     |             | 162         | 9.4%       |
| Average # Phone Subscribers   | 109       |             | 102       |             | 7           | 6.9%       |
| <b>Village Court Apartments</b>   |           |             |           |             |             |            |
| Occupancy Rate %  | 94.12%    | 95.36%      | 97.29%    | 98.42%      | -3.06%      | -3.1%      |
| # Vacated Units   | 8         | 23          | 3         | 8           | 15          | 187.5%     |
| # Work Orders Completed   | 43        | 158         | 30        | 134         | 24          | 17.9%      |
| # on Waiting List   | 57        |             | 67        |             | (10)        | -14.9%     |
| <b>Public Works</b>   |           |             |           |             |             |            |
| Service Calls   | 258       | 873         | 439       | 1,666       | (793)       | -47.6%     |
| Snow Fall Inches  | 13        | 105         | 10        | 127         | (22)        | -17.3%     |
| Snow Removal - Streets & Prkg Lots Hours  | 74        | 1,171       | 26        | 1,973       | (803)       | -40.7%     |
| Roadway Maintenance Hours   | 153       | 159         | 324       | 501         | (342)       | -68.3%     |
| Water Billed Consumption Gal.   | 5,333,000 | 48,276,000  | 5,708,000 | 47,134,000  | 1,142,000   | 2.4%       |
| Sewage Treatment Gal.   | 6,011,000 | 32,941,000  | 6,472,000 | 35,501,000  | (2,560,000) | -7.2%      |
| <b>Child Development Fund</b>   |           |             |           |             |             |            |
| # Infants & Toddlers Actual Occupancy   | 19.89     | 86.49       | 22.01     | 87.61       | (1.12)      | -1.3%      |
| # Preschoolers Actual Occupancy   | 15.62     | 58.71       | 15.41     | 59.97       | (1.26)      | -2.1%      |
| <b>Transportation and Parking</b>   |           |             |           |             |             |            |
| GPG (noon snapshot)   | 959       | 23,027      | 1,501     | 23,161      | (134)       | -0.6%      |
| GPG Parking Utilization (% of total # of spaces occupied)   | 6.9%      | 41.7%       | 10.9%     | 42.0%       | -0.3%       | -0.7%      |
| HPG (noon snapshot)   | 360       | 6,186       | 535       | 7,517       | (1,331)     | -17.7%     |
| HPG Parking Utilization (% of total # of spaces occupied)   | 11.3%     | 48.6%       | 16.8%     | 59.1%       | -10.5%      | -17.8%     |
| Total Parking (noon snapshot)   | 3,158     | 45,342      | 3,685     | 46,110      | (768)       | -1.7%      |
| Parking Utilization (% of total # of spaces occupied)   | 13.0%     | 46.7%       | 15.2%     | 47.5%       | -0.8%       | -1.7%      |
| Paid Parking Revenues   | \$4,065   | \$105,719   | \$2,445   | \$69,963    | \$35,756    | 51.1%      |
| Bus Routes # of Passengers  | 3,056     | 3,056       | 2,810     | 3,670       | (614)       | -16.7%     |
| Employee Shuttle # of Passengers  | 851       | 5,062       | 1,133     | 5,785       | (723)       | -12.5%     |
| Employee Shuttle Utilization Rate %   | 43.1%     | 49.6%       | 51.2%     | 49.5%       | 0.10%       | 0.2%       |
| Inbound (Vehicle) Traffic (Entrance) # of Cars  | 70,710    | 271,687     | 37,338    | 240,696     | 30,991      | 12.9%      |
| TEMPORARY: police officers, 1 clerk, 1 VCA maintenance PART TIME: 7 council, 1 judge, 11 child care, 1 planning admin asst SEASONAL: 3 drivers NEW HIRES: 2 drivers, 1 gond maint, 1 equip operator TERMS: 1 vehicle mech, 1 child care, 1 horticulturalist, 1 equip operator, 18 gondola operators |           |             |           |             |             |            |
| <b>Human Resources</b>  |           |             |           |             |             |            |
| FT Year Round Head Count  | 79        |             | 78        |             | 1           | 1.3%       |
| Seasonal Head Count (FT & PT)   | 3         |             | 0         |             | 3           | #DIV/0!    |
| PT Year Round Head Count  | 20        |             | 30        |             | (10)        | -33.3%     |
| Gondola FT YR, Seasonal, PT YR Head Count   | 39        |             | 38        |             | 1           | 2.6%       |
| Total Employees   | 141       |             | 146       |             | (5)         | -3.4%      |
| Gondola Overtime Paid Hours   | 91        | 497         | 386       | 1101        | (604)       | -54.9%     |
| Other Employee Overtime Paid  | 67        | 258         | 80        | 413         | (155)       | -37.5%     |
| # New Hires Total New Hires   | 4         | 24          | 4         | 20          | 4           | 20.0%      |
| # Terminations  | 22        | 40          | 16        | 32          | 8           | 25.0%      |
| # Workmen Comp Claims   | 0         | 2           | 0         | 6           | (4)         | -66.7%     |
| Workmen Comp Claims Costs   | \$204     | \$5,754     | \$1,322   | \$8,219     | (\$2,465)   | -30.0%     |
| <b>Marketing &amp; Business Development</b>   |           |             |           |             |             |            |
| Town Hosted Meetings  | 4         | 17          | 5         | 23          | (6)         | -26.1%     |
| Email Correspondence Sent   | 4         | 19          | 6         | 21          | (2)         | -9.5%      |
| E-mail List #   | 4,174     |             | na        |             | #VALUE!     | #VALUE!    |
| Wifi Subscribers  | 17,908    |             | na        |             | #VALUE!     | #VALUE!    |
| Press Releases Sent   | 0         | 3           | 3         | 6           | (3)         | -50.0%     |
| <b>Gondola and RETA</b>   |           |             |           |             |             |            |
| <i>Current RETA revenues are unaudited</i>  |           |             |           |             |             |            |
| Gondola # of Passengers   | 20,884    | 1,018,909   | 26,583    | 1,001,802   | 17,107      | 1.7%       |
| Chondola # of Passengers  | 1,531     | 92,368      | 1,899     | 85,398      | 6,970       | 8.2%       |
| RETA fees collected by TMVOA  | \$615,867 | \$2,682,859 | \$245,886 | \$1,306,860 | \$1,375,999 | 105.3%     |

| Activity  | 2017  |   | 2016         |  | Variance    |  |             |   |        |                            |             |
|---|-------|---|--------------|--|-------------|--|-------------|---|--------|----------------------------|-------------|
|   | MONTH | YTD   | MONTH        | YTD                                      | Variance    | Variance %   |             |   |        |                            |             |
| <b>Police</b>   |       |   |              |  |             |  |             |   |        |                            |             |
| Calls for Service   | #     | 287   | 1,519        | 207                                      | 1,505       | 14   | 0.9%        |   |        |                            |             |
| Investigations  | #     | 18  | 93           | 12                                       | 86          | 7  | 8.1%        |   |        |                            |             |
| Alarms  | #     | 19  | 87           | 15                                       | 112         | (25)   | -22.3%      |   |        |                            |             |
| Arrests   | #     | 1   | 4            | 2  | 9           | (5)  | -55.6%      |   |        |                            |             |
| Traffic Contacts  | #     | 49  | 104          | 22                                       | 55          | 49   | 89.1%       |   |        |                            |             |
| Traffic Tickets Written   | #     | 3   | 23           | 4  | 7           | 16   | 228.6%      |   |        |                            |             |
| Parking Tickets Written   | #     | 135   | 1,222        | 153                                      | 1,434       | (212)  | -14.8%      |   |        |                            |             |
| Administrative Dismissals   | #     | 5   | 17           | 8  | 50          | (33)   | -66.0%      |   |        |                            |             |
| <b>Building/Planning</b>  |       |   |              |  |             |  |             |   |        |                            |             |
| Community Development Revenues  |       | \$154,241   | \$250,687    | \$303,798                                | \$408,939   | (\$158,252)  | -38.7%      |   |        |                            |             |
| # Permits Issued  |       | 16  | 31           | 12                                       | 29          | 2  | 6.9%        |   |        |                            |             |
| Valuation of Building Permits Issued  |       | \$8,220,854   | \$10,522,079 | \$4,396,032                              | \$7,007,855 | \$3,514,224  | 50.1%       |   |        |                            |             |
| # Inspections Completed   |       | 184   | 793          | 140                                      | 534         | 259  | 48.5%       |   |        |                            |             |
| # Design Review/Zoning Agenda Items   |       | 4   | 37           | 0  | 7           | 30   | 428.6%      |   |        |                            |             |
| # Staff Review Approvals  |       | 48  | 103          | 30                                       | 85          | 18   | 21.2%       |   |        |                            |             |
| <b>Recreation</b>   |       |   |              |  |             |  |             |   |        |                            |             |
| Mile of Trails Maintained   |       | 7.0   | 51.1         | 7.0                                      | 51.1        | 0.00   | 0.0%        |   |        |                            |             |
| Platform Tennis Registrations   |       | 12  | 240          | 8  | 169         | 71   | 42.0%       |   |        |                            |             |
| Ice Rink Skaters  |       | 0   | 1526         | 0  | 1740        | (214)  | -12.3%      |   |        |                            |             |
| Snow Cat Hours  |       | 0   | 358          | 0  | 243         | 115  | 47.2%       |   |        |                            |             |
| <b>Plaza Services</b> <span style="float:right">Due to the timing of the packet, trash diversion rates are for the previous month.</span> |       |   |              |  |             |  |             |   |        |                            |             |
| Snow Removal Plaza  | Hours | 38  | 1,621        | 29                                       | 1260        | 362  | 28.7%       |   |        |                            |             |
| Plaza Maintenance   | Hours | 270   | 1,467        | 258.25                                   | 1336        | 131  | 9.8%        |   |        |                            |             |
| Lawn Care   | Hours | 140   | 160          | 28.5                                     | 87          | 74   | 85.3%       |   |        |                            |             |
| Plant Care  | Hours | 150   | 314          | 146.25                                   | 228         | 86   | 37.8%       |   |        |                            |             |
| Irrigation  | Hours | 42  | 46           | 37                                       | 55          | (9)  | -16.5%      |   |        |                            |             |
| TMV Trash Collection  | Hours | 39  | 341          | 60.5                                     | 414         | (73)   | -17.6%      |   |        |                            |             |
| Christmas Decorations   | Hours | 71  | 601          | 175.25                                   | 513         | 88   | 17.2%       |   |        |                            |             |
| Residential Trash   | Pound | 18,900  | 58,650       | 21,450                                   | 54,900      | 3,750  | 6.8%        |   |        |                            |             |
| Residential Recycle   | Pound | 26,000  | 76,830       | 16,746                                   | 53,236      | 23,594   | 44.3%       |   |        |                            |             |
| Diversion Rate  | %     | 57.91%  | 56.71%       | 43.84%                                   | 49.23%      | 7.48%  | 15.2%       |   |        |                            |             |
| <b>Vehicle Maintenance</b>  |       |   |              |  |             |  |             |   |        |                            |             |
| # Preventive Maintenance Performed  |       | 24  | 68           | 9  | 72          | (4)  | -5.6%       |   |        |                            |             |
| # Repairs Completed   |       | 25  | 81           | 19                                       | 110         | (29)   | -26.4%      |   |        |                            |             |
| Special Projects  |       | 5   | 9            | 7  | 15          | (6)  | -40.0%      |   |        |                            |             |
| # Roadside Assists  |       | 0   | 3            | 0  | 1           | 2  | 200.0%      |   |        |                            |             |
| <b>Finance</b>  |       |   |              |  |             |  |             |   |        |                            |             |
| # Employee Based Business Licenses Issued   |       | 17  | 713          | 14                                       | 661         | 52   | 7.9%        |   |        |                            |             |
| # Privately Licensed Rentals  |       | 0   | 67           | 0  | 72          | (5)  | -6.9%       |   |        |                            |             |
| # Property Management Licensed Rentals  |       | 6   | 403          | 3  | 341         | 62   | 18.2%       |   |        |                            |             |
| # VRBO Listings for MV  |       | 450   |              | 398                                      |             | 52   | 13.1%       |   |        |                            |             |
| # Paperless Billing Accts (YTD is total paperless customers)  |       | 12  | 703          | 9  | 582         | 121  | 20.8%       |   |        |                            |             |
| # of TMV AR Bills Processed   |       | 2,114   | 8,528        | 2,011                                    | 8,309       | 219  | 2.6%        |   |        |                            |             |
| <b>Accounts Receivable - Total Bad Debt Reserve/Allowance: \$12,819</b>   |       |   |              |  |             |  |             |   |        |                            |             |
|   |       | <b>TMV Operating Receivables (includes Gondola funding)</b>         |              | <b>Utilities - Cable and Water/Sewer</b> |             | <b>VCA - Village Court Apartments</b>                      |             | <b>General Fund Investment Activity</b> |        |                            |             |
|   |       | Current   | \$ 691,797   | 93.3%                                    | \$ 183,910  | 92.8%  | \$ (28,774) |   | 104.4% | Change in Value            | (\$247,906) |
|   |       | 30+ Days  | 15,079       | 2.0%                                     | 9,776       | 4.9%   | 811         |   | -2.9%  | Ending Balance             | \$3,745,203 |
|   |       | 60+ Days  | 2,442        | 0.3%                                     | 2,676       | 1.4%   | 29          |   | -0.1%  | Investment Income          | \$2,500     |
|   |       | 90+ Days  | -            | 0.0%                                     | 1,369       | 0.7%   | 378         |   | -1.4%  | Portfolio Yield            | 1.03%       |
|   |       | over 120 days   | 31,786       | 4.3%                                     | 354         | 0.2%   | -           |   | 0.0%   |                            |             |
|   |       | Total   | \$ 741,103   | 100.0%                                   | \$ 198,086  | 100.0%   | \$ (27,556) |   | 100.0% |                            |             |
|   |       | <b>Other Billings - CDF, Construction Parking, Commercial Trash</b> |              | <b>Total All AR</b>                      |             | <b>Change Since Last Month - Increase (Decrease) in AR</b> |             | <b>Other Statistics</b>                 |        |                            |             |
|   |       | Current   | \$ 39,782    | 59.9%                                    | \$ 886,715  | 90.7%  | \$ 70,469   |   | 107.4% | Population (estimated)     | 1,393       |
|   |       | 30+ Days  | 7,958        | 12.0%                                    | 33,624      | 3.4%   | (5,080)     |   | -7.7%  | (Active) Registered Voters | 821         |
|   |       | 60+ Days  | 5,207        | 7.8%                                     | 10,355      | 1.1%   | 1,138       |   | 1.7%   | Property Valuation         | 294,011,170 |
|   |       | 90+ Days  | 820          | 1.2%                                     | 2,567       | 0.3%   | (21,421)    |   | -32.6% |                            |             |
|   |       | over 120 days   | 12,650       | 19.0%                                    | 44,790      | 4.6%   | 20,520      |   | 31.3%  |                            |             |
|   |       | Total   | \$ 66,418    | 100.0%                                   | \$ 978,051  | 100.0%   | \$ 65,626   |   | 100.0% |                            |             |