

# General Manager's Report

## January 7, 2009

By Dave Johnston, General Manager

### Collection of Annual Fees:

Below is a table of annual fees collected through December 31, 2008 compared with the three previous years sales at this same date.

	<u>12/31/05</u>	<u>12/31/06</u>	<u>12/31/07</u>	<u>12/31/08</u>
GREEN FEES	544	608	695	547
CART LEASE	402	439	423	378
TEETIME/INTERNET	3024	3330	3402	
HANDICAP	1261	1857	1838	1760
PRIVATE CART DAILY	381	370	361	353
PRIVATE CART ANNUAL UNLIMITED	247	272	293	311
CORONADO FITNESS CENTER	628	804	978	988
DESOTO POOL	n/a	64	48	21
CORONADO TENNIS	162	171	170	189
DESOTO TENNIS	n/a	6	1	0
PICKLE, BOCCE & LAWN BOWLING			109	148
LAWN BOWLING	48	45		
BOCCE BALL	61	56		
MOTORIZED BOATS	1070	1167	1205	1210
NON-MOTORIZED BOATS	311	348	474	515
PET REGISTRATIONS	100	100	410	699

### Ambulance Statistics

During last month's meeting with Mr. John Gray owner of the Howard County Ambulance Service, providing ambulance service in Hot Springs Village, the POA was provided monthly statistical reports through November 30, 2008. A compilation of each of the first eleven months of ambulance statistics for 2008 is attached.

The following statistics have been extrapolated from the attached compilation.

- 91% of the total trips were of an emergency nature
- 24% of all trips were outside the gates
- An average of 32 "callouts" per month were "dry runs"
- The following is a percentage of calls originating from each of the three ambulance stations in the Village:

<u>Station</u>	<u>Percent</u>
Calella	40
Cortez	33
Balboa	27

The following percentage of reasons for calls are based on the first nine months of reports since the last two months are in a different format:

<u>Type of Calls Responded to</u>	<u>Percent</u>
Medical	51
Cardiac	15
Falls	11
Respiratory	10
Motor Vehicle	5
Stroke	5
Other	3
TOTAL	100

The contract calls for response time to be less than 8 minutes 59 seconds on 90% of all ambulance calls. The monthly statistical reports submitted by Mr. Gray through September merely reports average response times while the reports for the months of October and November provided more detail in a different format and identified the percent of calls that exceeded eight minutes.