

# WEEKLY MANAGER'S REPORT

## TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

August 21, 2025

### DEPARTMENT MANAGER'S REPORT (William Lawrence):

#### Shoutouts & Acknowledgments:

##### Shout Out of the Week!

A big shout out goes to **C.T. Eagle** for representing the Town of Lady Lake with distinction! C.T. met with Senator Truenow to discuss critical topics including wastewater expansion and legislative appropriations. He described the meeting as productive and is now moving forward with the funding processes. Additionally, C.T. led a valuable training session with his team and provided support to Mike Burske for Parks and Recreation training. Truly great teamwork all around

##### Congressman Randy Fine Meeting

Mayor Freeman, Chief Hunt, and I had a productive meeting with Congressman Randy Fine and his staff on Tuesday at noon in the Commission Chambers. After introductions, we discussed key issues facing Lady Lake and explored ways to collaborate effectively. Following the meeting, we provided the Congressman with a tour of Lady Lake and talked through growth challenges and opportunities.

##### Lady Lake Police Re-accreditation Process Underway

The Lady Lake Police Department's re-accreditation process began on Tuesday, a rigorous evaluation that takes place every three years. Mayor Freeman, Commissioner Sage, and several department managers met with the delegation of auditors to show their support for the Police Department. This demanding two-day process thoroughly reviews the department's operations and standards. A big thanks to Lt. Rob Tempesta, who dedicates significant effort every day to preparing for these important audits.

I attended the exit interview with the three auditors at 5:00 p.m., and I'm proud to share that the Lady Lake Police Department has officially passed their accreditation. Even more impressively, they received one of the highest compliments I've ever heard during an accreditation process. One of the auditors stated that *if they had a daughter who wanted to*

*enter law enforcement, there are only three agencies in the entire State of Florida they would recommend — and the Lady Lake Police Department is one of them.*

Outstanding work by Lt. Rob Tempest and everyone who contributed to this achievement. Congratulations on a job exceptionally well done!

**CLERK'S OFFICE (Kathy Rosado):**

Wow! It was a busy week for me in the Clerk's office. I had the pleasure of meeting the Mayor and Town Commissioners and attended my first Town Commission meeting. A big Thank you to C. T. Eagle for taking me on a tour of this beautiful town. If anyone knows Lady Lake, it's definitely C.T. The newly reconstructed library is quite impressive, and I can't wait to see it when the construction is done. I updated the online Code of Ordinances and Land Development Code books officials page to reflect the current officials. In addition, I will be reviewing the ordinances and resolutions to ensure that all recently adopted items have been sent to Municode for codification. I had several meetings with staff to review best practices and my role as town clerk here in Lady Lake. We said goodbye to Jackie Schilling this week as she accepted another position as office manager. I have received 26 applications for the Staff Assistant to the Town Clerk opening and will be reviewing and setting up interviews soon. I am scheduling a meeting with the Assistant Supervisor of Elections to review the 2026 election process. A big thank you to Public Works and the IT departments for handling my requests and getting my office space organized. Also, a big thanks to Carol for continuing to show me how things work here and keeping me informed!

**COMMUNICATIONS (Elisha Pappacoda):**

This week, I am going to share a post I wrote for LinkedIn.

Our social media content can sometimes be dry. But every now and then, we dip our toe in the trend pool to see if the posts resonate. And to be honest, I don't know if people always \*get\* it, but I do know that we have cultivated a sense of community - a community of ambassadors who love the town and appreciate their public servants.

So, whether people understand the Taylor Swift reference or memes popular with "extremely online" Gen Z'ers, they are going to like the post, nonetheless. They are going to comment "hello" to our town manager and say "thanks" to our Public Works employees.



In July, our "Labubus Take Lady Lake" photo series was our most popular post of the month. Was it the Labubus or was it the engaging and fun photos of familiar landmarks in town? Does it matter? People enjoyed and interacted the content in a positive way.

Our numbers may not be explosive, but we already know we have a dedicated following of engaged users. In fact, this week we got a message from Facebook that was new to me. It said: "You're reaching a wider audience. We increased your distribution because you've consistently posted high-quality content."

Now that I've written what was on my own mind, I asked Chat GPT why it's worth taking risks in government social media. Below is what AI has to say on this topic.

"In government communications, it can feel safer to stick with strictly formal or traditional posts—but thoughtfully taking risks with trends on social media has real value. Here's why it's worth it:

1. Humanizes government.

Trends—whether memes, popular audio clips, or cultural references—help residents see the people behind government accounts. They show that staff are tuned in, approachable, and not just faceless institutions.

2. Expands reach.

Trendy posts often get boosted by algorithms, which means a local government can reach beyond its usual audience and engage younger or less civically engaged residents who may not otherwise follow municipal updates.

3. Builds trust and relatability.

When people laugh at a clever post or recognize a reference they enjoy, it creates a sense of

connection. That “light” engagement builds goodwill, which can make residents more receptive to serious messages later.

4. Makes important information stick.

If a public safety reminder or event promotion is tied to a current trend, people are more likely to stop scrolling, watch, and remember it. Trends grab attention in a crowded digital space.

5. Shows adaptability and relevance.

Residents notice when their local government participates in cultural moments—it signals that the organization is modern, flexible, and willing to communicate on residents’ terms.

6. Low-cost experimentation.

Trends don’t usually require big budgets—just creativity. If one doesn’t land, it fades quickly; if it does, it can create outsized impact with minimal resources.

The key, of course, is balance: choosing trends that fit the tone of the organization, avoiding anything that undermines credibility, and always connecting back to the government’s mission of serving the community.”

**FINANCE (Joella LeDonne):**

As we are approaching the end of the fiscal year, we are all trying to make sure everything that was budgeted for in this fiscal year has been ordered/purchased and hopefully invoiced no later than the second week of October. An email was sent out to all Department Heads last week pertaining to the deadline for any new purchase orders and other purchases. The dates are approaching quickly so this is another reminder. If you need a copy of the blanket PO list, please send me or Michelle an email. Budget to Actuals will also be provided with the list of your department’s open POs on Thursday, August 28<sup>th</sup>.

**GROWTH MANAGEMENT (Thad Carroll):**

This week, a resubmittal was received for the minor site plan modification of the La Reina Apartments located at the Spanish Springs Town Square. This project consists of parking lot changes to allow for a swimming pool.

Staff also received an application and plans for the PB Smythe Apartments second floor demolition and renovation located at 1121 Main Street.

On Monday, the Town Commission voted 5-0 to approve the Church of Christ bathroom addition, a Major Site Plan Modification referenced as MJM 01/24-001. The improvements proposed include a 430 square-foot bathroom and 120 square foot covered entry way addition to the existing church building on 2.67 acres located at 1421 Oak Street.

On Wednesday, Town Staff held a preconstruction meeting with the site work contractors for the Walmart Neighborhood Market. Although the site has already been graded, and tree protection barriers have been in place for some time now, commencement of the utility construction and horizontal improvements is set to resume within the next two weeks. The Walmart Neighborhood Market is one of two developments currently committed to occupying commercial parcels within the Hammock Oaks Planned Unit Development. The site plan for the other occupant, Florida Credit Union, is currently under review.

During the week, the department received fifty-seven building permit applications or revisions and issued twenty-nine permits. A total of one hundred and fifty-nine inspections were conducted in the field.

This week code enforcement opened four new cases, closed ten cases, and conducted fifty-one inspections. The Code Enforcement Officers also began to prepare their cases for Special Magistrate which will occur on Thursday, August 28, 2025, at 10:30 a.m.

Special thanks this week to Malina Wright, our Growth Management Development Coordinator, for her contributions to the Town Employee Safety Fair which was held on Wednesday at the Community Building. Malina was able to utilize some of her creative talent, and step away from her planning duties for a brief period, to help coordinate a few challenges for our Town employees which were enjoyed by all. Thanks again, you are greatly appreciated.

**HUMAN RESOURCES (Tamika DeLee):**

No weekly report this week.

**INFORMATION TECHNOLOGY (John Pearl):**

Staff are involved in multiple ongoing enterprise software, infrastructure and information security projects.

Ken participated with Susyn, Elisha, Amy and vendor TeerAV in training for operating the Brightsign Digital Signage players installed at the library.

Susyn has begun pushing media to these signs. They look great.

Andy, John, and Kristyn participated in System Administrator interviews on Wednesday.

**LIBRARY (Aly Herman):**

On Monday, I attended a virtual meeting to learn more about the new digital signs in the library and how to use them to promote our programs. I want to give a big shout-out to Susyn for already creating screens for our library programs. We've already received positive feedback from patrons about them!

This week, I began meeting with staff for their yearly reviews and to discuss the goals they'd like to accomplish in the upcoming fiscal year. I may be a little biased, but I truly believe I have the best staff in the Town of Lady Lake. I'm extremely lucky to work alongside such a talented team—each of them brings unique strengths that make our library one of the very best!

On Wednesday, staff who attended the Safety Event in the community building had the chance to take part in an escape room activity. A big thank-you to the Safety Committee for organizing such a fun and engaging experience!

Last Thursday afternoon, Sam hosted her Adult BINGO program in our new meeting room. Everyone loved the larger space, and many commented on how nice it was to hear her clearly with the microphone and see her on the projector—even from the back of the room. We're excited for many more events to come in this beautiful new space!

Miranda has only been with us for a week, and she's already planned a fantastic new teen program for September! She'll be hosting a **Teen Anime Film Festival** on Mondays from September 8 through September 22. To make it even more fun, she's created movie-style tickets that teens can pick up ahead of time for the event.

Here are the youth program stats for this week:

- Little Sprout: 10
- Video: 10
- Craft Corner: 30
- Tiny Tots: 30
- Family Crafting: 11
- Storytime: 57
- Reading with Scarlett: 10

[www.facebook.com/lakelakelibrary225](http://www.facebook.com/lakelakelibrary225)

#### **PARKS AND RECREATION (Mike Burske):**

The Parks and Recreation Department has been performing routine maintenance this week with the maintenance crew mowing and performing daily duties. We are working avidly to get the soccer fields in shape for the beginning of the season. As we had construction on the fields this summer, we were not able to water. This left us unable to properly treat and fertilize, which has left some bald areas that we are not thrilled about. The fence is being reinstalled at the soccer fields this morning and this will fully complete the lighting project. The photo below shows the new signs being installed on the depot. These are in the spirit of the original

signs that were on the depot. This completes my goal of putting the depot back to its original look.



**Brad and Sam installing original period looking signs on the depot. This will give it the original look.**

Looks like we will see the permit finally be cleared for the 466-landscaping project. Ted was able to get with the landscapers and the county to come together for an acceptable design which varies slightly from the original proposed design. We should see this kick off in the near future. Keep in mind that I submitted the permit application in March and we are now only getting back the approval.

#### **POLICE DEPARTMENT (Chief Steve Hunt):**

I'm proud to share two significant accomplishments that reflect the hard work, dedication, and professionalism of our team:

##### **1. FIBRS Reporting Certification**

Our Records Division received a congratulatory letter from the Florida Department of Law Enforcement (FDLE) for successfully demonstrating the ability to submit data for Uniform Crime Reports via the Florida Incident-Based Reporting System (FIBRS). This achievement marks the culmination of a long and complex process, and we commend **Mary** and **Elvira** for their perseverance and commitment throughout. Their efforts have positioned us for greater accuracy and efficiency in crime reporting. Outstanding work!

##### **2. Third Certificate of Reaccreditation**

This week, the Commission for Florida Law Enforcement Accreditation completed its comprehensive two-day assessment of our department's policies, equipment, and operations. We are pleased to announce that we have been approved to receive **our third Certificate of Reaccreditation**, with the formal presentation scheduled for October.

A special acknowledgment goes to **Lt. Robert Tempesta**, our Accreditation Manager, who has led this three-year process with exceptional diligence. His continuous oversight ensures our compliance and the meticulous upkeep of required documentation. Rob—your leadership and dedication are deeply appreciated. Congratulations on this well-deserved recognition!

This reaccreditation would not have been possible without the support of many across the Town:

**Public Works: Mark, Justin, and Phil**

**IT Team: Andy, Howard, and John**

**Finance and Human Resources departments**

**Town Leadership:** Thank you to Mayor Freeman, Commissioner Sage, the Town Manager, and all department heads who made time to greet the Assessors.

A heartfelt thank-you to everyone in the department who participated in interviews, assisted with the static display, and helped ensure our facilities looked their best.

Our department first achieved accredited status in 2016, and this latest reaccreditation affirms our unwavering commitment to **excellence, transparency, and continuous improvement**.

These assessments not only showcase the dedication of our team but also provide valuable feedback that helps us grow stronger as an organization.

**PUBLIC WORKS/UTILITIES DEPARTMENT (C.T. Eagle):**

**Administration (C.T. Eagle – Director and Peggy Smith – Admin. Assistant to Director):**

CT met with State Senator, Keith Truenow in Tavares this week to discuss possible appropriation funds for the Engineering and Construction of a new Wastewater Treatment Plant. The meeting went well and was well received by the Senator. More updates to follow as the appropriation request process progresses.

The annual road resurfacing project was completed this week.

Updated information regarding the FDOT US 27/441 Road Widening Project can be found here: <https://www.cflroads.com/project/238395-5>. Questions and concerns can also be submitted via the website.

We have multiple positions open here at Public Works; open positions can be found here: <https://www.ladylakefl.gov/210/Human-Resources>

Information regarding current Town Projects can be found here: <https://www.ladylakefl.gov/167/Town-Projects>

**Maintenance Department (Ted Williams, Supervisor):**

Performed driveway apron inspections.

Met with residents regarding stormwater issues and tree trimming concerns.

Set up professional floor cleaning at the PD and Town Hall.

Inspected completed road resurfacing by the contractor.

**Streets (Kon Scott, Travis Lacey, and Justin Wallace - Lead Operators; Todd Foster – Operator II):**

Performed litter pickup along roadways in Town. Continued cleaning or replacing street and stop signs townwide. Cleaned storm drains. Patched potholes and road cuts. Mowed Town maintained rights of ways.

Monitored retention ponds after rain events.

Trimmed trees on Loma Paseo Dr, Mariano Ln, Sevilla Pl, Ventura Dr, Cortez Ave, and Tores Pl.

Take down and cleaned up after the Safety Committee event at the Community Building.

**Facilities Maintenance (Mark Walls - Lead Operator, Joshua Fitchpatrick - Operator II, and Phillip Perna – Operator I):**

Staff completed multiple work orders at Town facilities. Replaced damaged ceiling tiles, pressure washed the sally port and sidewalks, moved furniture for floor stripping, waxing, and carpet cleaning at the PD. Repaired HVAC unit in the Library. Assisted with setting up the Safety Committed Event at the Community Building. Measured the HR area for new furniture setup.

Continued performing groundskeeping at Town Hall, PD, and the Library.

**Motor Pool (Billy Kohler - Lead Mechanic):**

Ongoing repair and maintenance on Town Vehicles and Equipment.

**Utilities – Water and Sewer (Thomas “Butch” Goodman – Supervisor, and Mary Levesque - Staff Assistant to Supervisor):**

Completed annual staff evaluations.

Completed Open Enrollment for staff, shout out and thank Kristyn in HR for the assistance!

Coordinated with multiple contractors, engineers, vendors, developers, and other departments regarding future and current in process projects going on around Town.

Current project coordination with Hammock Oaks (Multiple Phases), Boulevard Oaks, Lake Ella Estates, and Green Key Village phases 5 and 6.

Attended lift station start-ups and performed project walk throughs.

**Distribution and Collection Systems Field Operations (Robert Barnes, Lead Operator):**

Repaired broken main water line and service line on Fourth Ave in Milou Estates. Issued Boil Water Notice to affected residents.



Completed new main line tap, new service line, and meter installation on East Hermosa.



Responded to customer concern calls.

Coordinate and complete various work orders, working on new accounts, meter reading, meter replacements, non-pay disconnects, and re-reads.

Completed 811 dig ticket location requests. Coordinating new fiber optic line locations.

Completed FDEP submittals, Water/Sewer/Reuse physical availability requests, Utility Quotes, CO inspection requests, and required back-flow device verification audits.

Performed weekly fueling and testing of emergency equipment, pumps, vehicles, and generators.

**Water and Wastewater Treatment Plants (Daniel Myklejord – Lead Water Plant Operator, Darryl Flanders – Lead Wastewater Plant Operator, and Steve Pfouts – Treatment Plants Operations Manager.)**

Working on Lead and Copper sampling plan for the water system.

Water, Wastewater, and Reuse Systems Master Planning Project and newly approved Water Facilities Plan Project, required for SRF funding, are in process by the Town Engineer, Jason Shepler with Mittauer-CPH. The results and recommended infrastructure projects will be presented to the Town Commission for consideration of approval this fiscal year.

Consumptive Use Permit (CUP) renewal project with St. Johns River Water Management District (SJRWMD), is nearing the submittal phase to the regulatory agency for review. Projected completion of renewal is by the end of this year or early 2026.