

# WEEKLY MANAGER'S REPORT

## TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

August 28, 2025

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

#### Shoutouts & Acknowledgments:

##### Shout Out of the Week!

Congratulations to **Aly Herman, Elisha Paoocoda, John Pearl, Kristyn Evens and C.T. Eagle** for their outstanding behind-the-scenes work that helped the Police Department achieve accreditation!

Over the past few weeks, we've been focused on improving communication and teamwork, and it was truly rewarding to see this group come together to support such an important milestone. **Great job, team!**

#### Department Manager's Meeting Update

We held our Department Manager's Meeting on Tuesday morning at the Commission Chambers. During the meeting, we:

- Reviewed the agenda for the upcoming **Commission Meeting**, scheduled for **Wednesday, September 3rd at 6:00 p.m.**
- Went over the weekly report
- Discussed our weekly focus topics: **communication, being a team player, and building trust**

This session served as a valuable team-building exercise and a great opportunity for managers to learn from one another. Great work Team!

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

A big thank you to **Joella LaDonne** and **Elisha Poppacoda** for all the effort in assisting me this week and working together to get it done! This week the clerk's office was busy putting together the agendas and packets for the next several meetings including the Town Commission, Special Magistrate and the Planning and Zoning. Please note the **Town Commission meeting has been scheduled for Wednesday September 3, 2025, due to the Labor Day Holiday**. Submitted several legal advertisements for the public hearings that are

scheduled for the upcoming meetings in September. Met with Elisha to discuss ways to work together to provide the public with information on the website and freshen up the clerk's page. Scheduled a meeting with the Supervisor of Elections for Lake County to review the 2026 elections. Reviewed applications for the Staff Assistant to the Town Clerk position and submitted to HR to schedule interviews for the upcoming week. We processed 12 lien requests and 5 public records requests this week. **Reminder, we will be closed on Monday September 1st in observance of Labor Day.**

#### **COMMUNICATIONS (Elisha Pappacoda):**

This week, Communications:

- Attended the Department Manager's meeting and discussed how to improve teamwork
- Released the September newsletter
- Responded to several media requests
- Met with Clerk Kathy to better align our offices
- Took headshot of Kathy for website
- Worked on a police step and repeat backdrop design
- Discussed future project collaboration with Chief
- Prepared Communications go-bags for emergencies such as hurricanes
- Shared news of the Mayor and Mayor Pro Tem's League of Cities accolades and appointments
- Posted Coffee with a Cop on Facebook, the website, and calendar with new graphic
- Met with Amy and Aly about upcoming Centennial speakeasy plans
- Created and shared employee training video and flyer
- Trained City of Tavares staff on successful livestreaming (Thursday)
- Posted the proposed 25/26 budget to the website
- Scheduled Facebook posts every weekday through Sept. 12
- Updated the flyer box with fresh content
- Updated the website and removed old pages and links
- Met virtually with the Florida Public Relations Association regarding professional development programming

## **FINANCE (Joella LeDonne):**

Last week the TRIM notices (Truth in Millage) were mailed to all property owners. A TRIM notice is a preview of your upcoming property tax bill showing you exactly how your taxes are calculated. It is your annual property tax assessment notice that is normally mailed at the end of August. Florida law requires property appraisers to mail these notices at least 25 days before public budget hearings. Understanding your TRIM notice is crucial because it is your opportunity to verify your property information. The TRIM notice contains seven key sections that determine your property tax bill.

1. Verify your property owner information – If you find any errors, contact your property appraiser's office immediately.
2. Understating millage rate – what you are paying. Millage rates are how your tax is calculated. One mill equals \$1 of tax for every \$1,000 of taxable value. Your TRIM notice shows separate rates for county, city, school district and special districts. You can attend public hearings to challenge proposed millage rate increases. All dates and times are listed on your TRIM notice.
3. How your property's market value is determined – your property value is assessed January 1st each year. Property appraisers use comparable sales, replacement costs, and income to determine what your property would sell for in the current market. If your market value seems too high, you have the right to appeal. The Value Adjustment Board (VAB) process allows you to challenge your assessment, but it is time sensitive. It must be filed within 25 days of receiving your TRIM notice.
4. Save Our Homes – your 3% annual increase cap – Save Our Homes (SOH) is Florida's constitutional protection that limits annual increases in your homestead property's assessed value to 3% or the inflation rate, whichever is lower. This creates a significant difference between market value and assessed value for long-term homeowners. SOH only applies to homestead properties. Investment properties don't receive this protection.
5. Exemptions you have or missing – there is a section on your TRIM notice that list all your all your exemptions applied to your property. Exemptions directly reduce your taxable value, which means immediate tax savings. Two important exemptions are the homestead and additional senior exemptions.
6. From taxable value to your tax bill – This is where everything comes together. Your taxable value is your assessed value minus exemptions. This final number is multiplied by the millage rates to calculate your actual tax bill.
7. How to challenge your assessment or millage rates – on your TRIM notice it includes information about all public hearings where you can challenge proposed millage rate

increases. You also have the right to appeal your property's assessed value through the VAB process. You must file your appeal within 25 days of the TRIM notice date, or you lose the right to challenge your assessment for the year.

**GROWTH MANAGEMENT (Thad Carroll):**

This week, the development order was issued for the bathroom addition at the Church of Christ, located at 1421 Oak Street. The project received approval from the Town Commission on Monday, August 18, 2025. The plans include the construction of a new bathroom and a covered entryway on the west side of the existing church building. An additional ADA-compliant parking space will also be added as part of the project.

Staff also posted public notification signs on several properties in preparation for the upcoming Planning and Zoning Board meeting scheduled for September 8th. In accordance with the notification process, letters were mailed to all property owners within 150 feet of the subject properties.

The final plat was approved for Hammock Oaks Commercial Plaza Phase 1. This phase includes three lots: one designated for the development of a Walmart Neighborhood Market, one for a proposed Florida Credit Union (site plan under review), and a third lot for which no site plan applications have been submitted at this time. Additionally, the final plat for Reserves at Hammock Oaks Phase 2A was approved. This phase consists of 72 single-family attached lots on 16.86 acres. Once the plats are officially recorded with the Lake County Clerk of Courts, the individual lots will be created and available for sale, should the owner choose to do so.

Finally, staff sent the review comments for Reserves at Hammock Oaks Phase 4A improvement plat to the engineer of record. This phase includes 163 lots on 34.727 acres.

The building department received a permit application and plans for a construction trailer for the Walmart Neighborhood Walmart 1220 Highway 466. A permit was issued for the demolition of the existing Paradise Recreation Center located at 1403 Paradise Drive. Also issued was the permit for the restroom addition at the Church of Christ at 1421 Oak Street.

During the week, the department received seventy building permit applications or revisions and issued thirty-six permits. A total of one hundred and seventy inspections were conducted in the field.

This week code enforcement opened sixteen new cases, nine of which were complaint driven, closed eight cases, and conducted forty-one inspections. And six signs were removed from the Town's right-of-way. The Code Enforcement Officers also continued preparation of their cases for Thursday's Special Magistrate Meeting.

**HUMAN RESOURCES (Tamika DeLee):**

There is no report.

**INFORMATION TECHNOLOGY (John Pearl):**

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

The Enterprise Resource Planning (ERP) Implementation Team (Joella, Brandi, Debbie, Dawn, Michelle, and Andy) began discovery efforts this week with vendor Springbrook for the implementation of the next module of the new software. The project continues on schedule.

**LIBRARY (Aly Herman)**

This week, the rug that Nicole and Kourtney picked out for our new Storytime Room finally arrived—and we couldn't be more excited! Our little ones were so used to the colorful rug in the old room, and now this new rug makes the larger space feel just as bright and welcoming. The kids absolutely love it! The rug was purchased with the County Impact Fee grant.



Here are the youth program stats for this week:

- Little Sprouts: 8
- Lego Master: 13
- Craft Corner: 30
- Tiny Tots: 34
- Family Crafting: 10
- Storytime : 44
- Reading with Scarlett: 12

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

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

The Parks and Recreation Department has been performing the daily tasks of mowing and facilities maintenance. Vicky and Sam have been working to paint the sign in front of the Log Cabin while treating insects on the soccer fields. Brad has been adding gravel on the road to the Dog Park to curb erosion. His efforts appear to have paid off! Thomas and Scott have been mowing and working on the soccer scoreboards. We found that the boards are in poor shape in the most recent pre-season inspection. We will be requesting to fix them for the year and ask for new boards next year.



Scott working to get all of the lights up before the games start!

The permit challenge continues with the 466 Landscaping Project. The county kicked back the latest work-zone plan for the project. This appears to be the last hurdle in getting this project up and going.

Amy has been working to get all the details ready for the Father Daughter Dance on September 13<sup>th</sup>. You will once again find that the dance will be one of the nicest in the area. We have submitted the paperwork for the November 8th centennial fireworks show. This performance will be the best that our area has ever seen. Keep an eye out for a week of festivities.

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

### **Scam Alert from the Lady Lake Police Department**

We are saddened by the increasing number of scams affecting members of our community. Each week, we investigate new cases — and too often, it's already too late.

#### **If someone contacts you and:**

- Asks you to **move money** from your existing bank account,

- Requests **payment in cryptocurrency or gold bricks**,
- Claims to be from law enforcement or government agencies and demands payment to avoid arrest,
- Says a loved one (often a grandchild) is in **trouble and needs bail**,
- Promises to **triple your investment** through a new "opportunity" (often met through a dating site or social media)...

 **STOP! YOU ARE BEING SCAMMED.** 

Please do **not** withdraw your hard-earned money based on a **phone call, text message, email**, or even a **video call**. Scammers are using sophisticated methods to deceive — including fake voices, spoofed caller IDs, and impersonated government officials.

#### **Red Flags of a Scam:**

- You are told to **keep it a secret**.
- You're **pressured to act immediately**.
- You're **threatened** with arrest or legal trouble.

You're asked to make unusual payments (Bitcoin, wire transfers, gift cards, gold bars).

If anything feels off — **disengage immediately**. Don't reply, don't send money, and don't give out personal information.

 **Call a trusted friend, a family member, or our department directly.** We are here to help and would rather answer a dozen "false alarm" calls than see one more person lose their savings.

Lady Lake is a community full of **kind, compassionate, and trusting** people — and that's exactly why scammers target us. Let's stand together and **protect each other**.

Please share this message widely. Together, we can keep the wolves at bay.

— Your friends at the **Lady Lake Police Department**

**PUBLIC WORKS/UTILITIES DEPARTMENT (C.T. Eagle and Peggy Smith – Admin. Assistant to Director):**

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. Pulled end of fiscal year purchase orders.

**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 Del Mar Dr, Sierra Blanca Ct, and Amarillo PL., Edged all of the curbing in Oak Grove.

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

Staff completed multiple work orders at Town facilities. Installed new bulletin board in the Clerk's Office, moved furniture in Town Hall. Moved boxes from the Finance Department to the old Animal Control Offices for storage. Installed two new bulletin boards, paper towel dispenser, and TV at the Library.

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):**

Shout out goes to Mary Levesque, Robert Barnes, and Brandi Carson for the work they have done and are doing on Hammock Oaks and other projects currently under construction. Verifying that the numerous new accounts are properly inspected, verifying the information is correct when entered into the billing system, and then billed correctly. This is and will be an on-going coordinated Team Effort that also includes Customer Service Dept and the Building Dept. Much Thanks and Respect to all the involved Towns Staff members for the time and effort spent coordinating these Projects.

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 Arlington Ave and Lakeview St. Issued Boil Water Notice to affected residents. 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 Plants submitted THM's and HAA5's sampling reports to F.D.E.P for Water System.

Wastewater Plants completed required compliance, submitted D.M.R's to F.D.E.P.

Running process control samples, making necessary plant adjustments.



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.