

# WEEKLY MANAGER'S REPORT

## TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

September 4, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

### Shoutouts & Acknowledgments:

#### Shout Out of the Week!

This week's shout out goes to **Andy Crogan**, who has been doing an outstanding job juggling responsibilities in his former role as System Administrator and Systems Analyst, while also stepping into his new position supporting staff with the Springbrook Software program.

Andy's behind-the-scenes work often flies under the radar—until something goes wrong with your phone or computer! His dedication, technical skill, and quiet commitment keep everything running smoothly.

**Great job, Andy—your efforts are truly appreciated!**

#### Meeting with Commissioner Tim Morris

On Wednesday morning, I had the pleasure of meeting with **Lake County Commissioner Tim Morris**. We discussed the upcoming legislative delegation meeting and shared thoughts on key infrastructure issues in Lake County, including county roads, annexation, growth, and wastewater capacity. I always appreciate our engaging and thoughtful conversations.

#### IT Department Meeting

I met with John Pearl and his team at the IT offices on Thursday morning. John shared their goals and upcoming projects for the next fiscal year. As always, he sets ambitious targets for his department, and I was impressed by the scope and vision of their plans.

#### Lake County Manager's Meeting Update

The Lake County Manager's Meeting was held on Thursday in Leesburg, featuring an open and productive discussion. Key topics included the **ongoing County-wide Joint Planning Agreement (JPA) and funding for road infrastructure**.

These collaborative efforts are vital to ensuring responsible growth and development across the county.

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

I second the big shout out to Andy Crogan who has been here over the past several weeks installing and setting up my computer and other devices. Also, thanks to John Pearl for his assistance in providing me the technology needed. Your team is awesome! Thank you for being patient with me!

I had the pleasure of meeting with Steve Hines, Assistant Supervisor of Elections over at Lake County Elections to review the process and was given a tour of the elections warehouse. It's quite impressive and I look forward to working with the entire office staff next year during Lady Lake's elections.

The clerk's office processed 8 lien requests and 7 public records requests this week. In addition, we submitted 2 legal ads for publishing and posted and distributed 2 meeting agenda packets.

Interviews took place on 4 candidates for the staff assistant to the town clerk's position and a selection will be made next week.

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

Here are some highlights from Communications Monthly Report for August:

- We went from 25.2% to 43.7% Lady Lake residents as Facebook followers. This is a huge jump, which tells me we are reaching our target demographic. Having a lot of followers is great, but having the RIGHT followers is better. Plus, 44% of people engaging with us are not even followers, but spectators. Hopefully, we win them over.
- For the first time that I can recall, the top demographic age of our Facebook followers changed from women ages 55-64 (previously 17.8%) to women ages 35-44 (22.4%). This is not very surprising as we see our demographics change in town as new families move in and as we increase our family-friendly events. Knowing these analytics will help us better tailor our messaging.
- 184 people view our 4 livestreamed meetings in August – proving we maintain a consistent viewership online and showing the value of this service!

Hats off to Susyn for holding down the fort while I was out of town and taking initiative on several projects. She assisted with training Tavares in livestreaming, completed a [dog park promo video](#), is working on a directional map to assist residents who visit the front desk with a variety of questions, and gathered content of the Police Department's Defensive Tactics training. She is currently working with Utilities Billing on a water bill explainer video.

Two weeks ago, I shared a LinkedIn post I wrote. I am happy to report it resonated with some. Here is a post from Gabrielle Moore, Program Specialist with the Lake County Library System:

“I have to give a shout-out to Elisha Pappacoda for being a real one. She recently wrote an insightful post about the benefits of branching out in your socials that really spoke to me.

My library system's demographic is on the older side, so I've shied away from memes, reels, and pop culture references for the last 4+ months. They just weren't getting a great engagement rate, so what's the point?

Then I saw Elisha's post about being brave and trying new things to expand reach, and it lit a fire under me. So, I whipped up a Taylor Swift-themed post, wrote some fun copy, and hit "Schedule".

Y'all, this post absolutely slayed for us! An almost 12% engagement rate, and hundreds more impressions than anything else that week.

So, thank you, Elisha, for reminding me to be bold and try new things. I appreciate you!”

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

Out with the old, in with the new is what's going to happen sooner than we think. October 1<sup>st</sup>, the start of a new fiscal year, is right around the corner. September is a very busy month for agenda items to be approved. Before the budget can be approved, the tentative millage rate must be approved. On Wednesday, September 3<sup>rd</sup>, the first and final reading of the adoption of the tentative millage rate of 3.6510 mills for Fiscal Year 25/26 was approved. This is a 6.53% increase over the roll back rate of 3.4273. Town Commission did not increase the mill rate at the meeting. The second public hearing on September 15<sup>th</sup> will be the final reading, and no increases can be approved. Also, at Wednesday night's meeting was first reading of the adoption of the Fiscal Year 25/26 Budget. The fiscal impact will be \$37,116,027. The final reading for the adoption of the budget will be read after the final reading of the millage rate on September 15<sup>th</sup>. On September 11<sup>th</sup>, a special meeting will be held at 5:30pm to adopt the Solid Waste Assessment and Fire Assessment resolutions.

A big shout out to **Rhonda Hernandez** and **Susyn Stecchi** working together to produce a video for our Utilities area on the water bill. It highlights key points of when to pay, how to pay and how to avoid disconnect.

You can find the video on our website here: [Utility Customer Service | Lady Lake, FL](#). I look forward to much more collaboration between the Communication and Finance departments.

## **GROWTH MANAGEMENT (Thad Carroll):**

This week, plan review comments were sent to the engineer of record for the Lady Lake Warehouse site plan project. This project is located at the intersection of Griffin View Drive and Old Dixie Highway.

The building department received permit applications for two residential buildings and the clubhouse for the multi-family project within the Hammock Oaks development. In total, the project has 10 three-story residential buildings – four with 24 units and six with 36 units.

On Wednesday evening, the Town Commission approved the contract for building inspection, building plan review, and building official services with M.T. Causley, LLC. The contracted services will begin on October 1st. M.T. Causley, LLC will be replacing the Town's current service provider, Charles Abbott Associates, Inc.

The department received sixty-three building permit applications or revisions and issued thirty-eight permits. A total of one hundred and thirty-two inspections were conducted in the field.

This week code enforcement opened one new case, which was also complaint driven, closed five cases, and conducted thirty-one inspections. Seven cases were also presented at the Special Magistrate Hearing on August 28, 2025.

## **HUMAN RESOURCES (Tamika DeLee):**

### **Recruitment & Staffing Update**

- **Staff Assistant to Town Clerk**
  - Interviews were conducted on Monday, September 3rd and Thursday, September 4th.
  - A total of four candidates participated in the interview process.
- **Police Officer**
  - Interviews are scheduled for Tuesday, September 9th.
- **Administrative Assistant to Public Works Director**
  - Human Resources is currently working on scheduling interviews.
- **Permitting Technician**
  - Background check has been completed.

- **Mechanic & Staff Assistant to the Police Department**
  - The new mechanic will start on September 8<sup>th</sup>.
  - The new staff assistant to police department will start on September 8<sup>th</sup>.
- **Open Enrollment**
  - Now closed.
  - New rates will take effect on October 1st.
  - For any questions regarding benefits, please contact Human Resources.
- **Holiday Schedule**
  - The new holiday schedule will now include:
    - Christmas Eve
    - Juneteenth

#### **INFORMATION TECHNOLOGY (John Pearl):**

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

Howard attended a Florida Department of Law Enforcement (FDLE) Local Agency Security Officer (LASO) training seminar on Wednesday.

The Enterprise Resource Planning (ERP) Implementation Team (Joella, Brandi, Debbie, Dawn, Michelle, and Andy) met on Tuesday and Wednesday afternoons to complete the Project Management discovery task and to begin the Bank Reconciliation module implementation. The group will be meeting again this afternoon to make some decisions regarding various configurations of the new software.

John and Andy met with Bill this morning to begin review of the current IT Project Plan.

#### **LIBRARY (Aly Herman)**

September is "Library Card Sign-Up Month," the perfect time to welcome new faces into the library and showcase all the wonderful resources we offer. A library card opens the door to so much more than books, it's your key to endless opportunities, programs, and services. Here are just a few things your library card gets you.

- Printed books, magazines, and newspapers.
- Audiobooks, DVDs, and learning tablets.
- 24/7 online access to e-books, audiobooks, and more!

- Internet access, printer, copier, scanner, and notary.
- Programs for all ages!
- In-house databases and at-home databases.
- And so much more!

Kourtney recently launched a new baby program called *Little Sprouts!* Designed for babies ages 0–18 months, the program transforms the Storytime room into a fun, welcoming space filled with toys and creative play activities for little ones to explore. It's not only a wonderful opportunity for babies to learn and play, but also for parents to connect and make new friends. Last week, 20 participants joined in, and everyone had such a great time that they're already looking forward to the next session!

Here are the youth program stats for this week:

- Little Sprouts: 20
- Video Games: 163
- Craft Corner: 30
- Tiny Tots: 35
- Family Crafting: 12
- Storytime : 47
- Reading with Scarlett: 14

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

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

The Parks and recreation Maintenance Crew has had an aggressive short week. We have seen Scot and Thomas continue their work on the scoreboards for the soccer fields. We will have new boards in next year's budget as the ones that we have in place are 22 years old and are getting to the point of not being serviceable any longer. We are doing our best to make them work for a couple more seasons. Brad has done an excellent job in spreading new rock to the road leading to the Dog Park and the parking lot itself. We saw huge amounts of water erode the parking lot at the Dog Park and the new rock appears to have taken care of this issue.



**Vicky and Sam paint and detail the sign at the Log Cabin!**

The permit challenge continues with the 466 Landscaping Project. The county kicked back the latest maintenance of traffic plan (MOT) for the project. This appears to be the last hurdle in getting this project up and going. The landscaping company is putting together another proposal for the MOT standards, and I predict we will get a permit soon.

Amy has been working to get all the details ready for the Father Daughter Dance on September 13th. You will once again find that the dance will be one of the nicest in the area. We are having slow ticket sales for the dance and hope that we will see sales improve next week and at the door.

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

No report this week.

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

No report this week.