

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

September 18, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shoutouts & Acknowledgments:

This week's shout out goes to the **Growth Management Department** for showcasing excellent teamwork and communication skills — and a great sense of humor — by surprising **Thad Carroll** with a birthday celebration! His office was filled with balloons saying everything *but* "Happy Birthday."

While they clearly know how to have fun, let's not forget how hard they work behind the scenes — from issuing building permits and reviewing development plans to preparing agendas for planning & zoning and commission meetings, and handling code enforcement.

Great job to Thad, Becky, Lori, Denise, Malina, Christie, and Lisa! Your dedication and collaboration don't go unnoticed.

New Agenda Format:

I met with **Kathy Rosado** this week to go over her suggested changes to the agenda format, aimed at making it easier to follow. These changes will be reviewed by the Town Attorney and **Mayor Freeman** for approval.

Kathy has brought a fresh perspective to the Clerk's Office and continues to offer new ideas that enhance our operations — thank you, Kathy!

Library Planning:

I also met with **Library Director Aly Herman** on Monday to review her schedule and the delegation of authority at the library during her upcoming leave. Her proactive planning ensures everything will continue to run smoothly in her absence.

CLERK'S OFFICE (Kathy Rosado):

On Monday I met with the mayor, and we discussed updates to the agenda format and how public comments will be addressed during meetings. On Tuesday I met via Zoom with the CivicClerk Client Success Manager to review and submit the proposed changes and updates that will help create a cleaner, more transparent agenda. These updates will clarify how to

sign up for public comments to speak at meetings. Look for those changes in the upcoming agendas.

Derek Shroth, Town Attorney, and I discussed a resolution for a Public Participation Policy at meetings which he will be researching and bringing forth in the near future for commission approval.

The Monthly Department Heads Report was distributed on Wednesday after considerable time and effort went into gathering the necessary data and learning to navigate two new systems I was previously unfamiliar with. It was a challenging process, but through persistence and determination, I successfully completed it.

As Julie Andrews said, *"Perseverance is failing 19 times and succeeding the 20th."*

NextRequest Public Records Request Platform – Review in Progress

The Town of Lady Lake is currently in the process of reviewing **NextRequest**, a public records request management system that integrates with the **CivicPlus** platform. This solution comes highly recommended by several municipalities that have successfully implemented the system to enhance transparency and improve response times.

CivicPlus, with over 25 years of experience supporting local governments, is known for delivering tools that transform interactions between municipalities and their residents into positive, efficient experiences. By integrating NextRequest into our existing CivicPlus platform, Lady Lake aims to streamline how public records requests are managed.

This addition will help ensure that our processes are:

Faster and more efficient

Easier for both staff and requesters

Fully compliant with the Freedom of Information Act (FOIA)

Our goal is to better serve the community by simplifying access to public information and maintaining high standards of transparency and accountability.

The clerk's office processed 11 lien requests and 1 public records request this week.

Lastly, happy birthday to Thad! What a creative idea the department had for celebrating, thanks for inviting everyone to participate in the fun way to celebrate!

COMMUNICATIONS (Elisha Pappacoda):

Bill has mentioned the value of professional development and networking. This week, I was lucky enough to spend a little bit of time doing both.

I attended Telemundo's Public Information Officer breakfast alongside communications professionals from neighboring cities, counties and public safety departments. It was a great chance to meet the station's journalists and leadership, as well as connect with fellow communications professionals.

Susyn and I both attended the Florida Public Relations Association Lake Chapter's professional development lunchtime virtual program "Getting it Write" with presenter Adam Myrick, EPIO, CPC-PIO, from the Lexington County Sheriff's Department in South Carolina.

We learned practical tips on how to write using Associated Press Style, use conversational copy and avoid jargon. I would really love to share this training with department heads and staff who are communicating both internally and externally so we can be more consistent and polished in our messaging.

This week, we released a follow-up about a deceased body and responded to several media requests. We issued the following press release [Lady Lake Police Department warns residents about scam](#). We have already had media hits on this story, and we booked Chief on a podcast. Communications will also expand on its previous scam prevention outreach, to include a water bill insert, website landing page, and more social media posts.

I also did an interview with the Daily Sun regarding police community outreach.

We met with Parks & Recreation to create the communications plan for the Centennial. We have begun promoting the [Taste of Lady Lake Speakeasy](#), a new signature event this year which is part of the Centennial Celebration Week.

We have scheduled nine social media posts including a video for the Town's upcoming Halloween events. We have scheduled five posts and a web story to promote the Farmers Market.

Susyn continues to manage the livestream, library digital signage and marquee signage, among other projects.

FINANCE (Joella LeDonne):

Last Thursday, September 11th, a special commission meeting was held to approve resolutions for the first and final readings for the FY25/26 Special Assessment for Fire Protection and Special Assessment for Solid Waste Collection and Disposal Services. Both special assessments were approved. The Villages provides fire protection for the Town of Lady Lake at the new rate of \$320.71. This rate will be in effect for the next four years. If the Town did not approve the rate increase proposed by The Villages, the county would have to provide fire protection for the Town. The current rate for Lake County fire protection is \$415.00. Even

though it is an increase; it is lower than the alternative. Solid Waste Collection is provided by Waste Management, which also increased to \$235.00. The Town has been very pleased, as are the residents, with the service they provide. Waste Management's contract with the Town will be in place until 9/30/29.

On Monday, September 15th, at the regular commission meeting, the adoption of the final millage rate and adoption of the operating budget for FY25/26 were approved. The millage rate, which stayed the same as last year, was approved. This is a 6.53% increase over the rollback rate. What does "rollback rate" mean? The rollback rate is the millage rate that would generate the same total amount of property tax revenue as the previous year, excluding the impact of new construction or additions. Why is rollback rate important? Property values often increase due to market appreciation, even if the actual millage rate stays the same. This can result in higher tax bills for property owners. The rollback rate is used to show what the millage rate would need to be reduced to, to avoid a tax increase due to rising property values, provide transparency to taxpayers, and determine if a tax increase is occurring.

Everyone only sees the increases by the Town but if you compare the rollback rate from FY25 which was 3.0944 to the new rollback rate for FY 26 which is 3.4273. This is an increase of 10.76%. Increases are happening everywhere.

GROWTH MANAGEMENT (Thad Carroll):

This week, staff continued work on closeout letters for four minor site plan modifications: the Chula Vista Recreation Center Pool Renovation, La Hacienda Recreation Center Game Room Addition, the P.B. Smythe Patio Addition at Spanish Springs, and the Façade Renovation of the Citrus Exchange Building at Spanish Springs. As part of the closeout process, staff conducted on-site walkthrough inspections with project representatives. Additionally, engineering and landscaping certifications were received from the design professionals for each project.

Staff is also collaborating with applicants on three site plan projects to address final review comments. Approval of the Lady Lake Warehouse project on Griffin View Drive is expected within the next few days. The La Reina Building modification and the Lady Lake Crossings expansion projects are also nearing completion.

I'd like to thank Malina for taking the initiative to begin organizing office records and preparing them for storage. Her efforts are greatly appreciated and will help ensure a smooth transition as we prepare to relocate our office to the library in the coming weeks.

The building department received a revision for the Lofts at Citrus Exchange Building permit this week, along with sixty-five other building permit applications or revisions. Thirty-seven

permits were issued, and a total of one hundred and fifty-seven inspections were conducted in the field.

This week code enforcement opened nine new cases, five of which were complaint driven, closed eleven cases, and conducted forty inspections. Thirty-seven signs were removed from the Town's rights of way.

HUMAN RESOURCES (Tamika DeLee):

No report this week.

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, and Andy) met on Tuesday to plan the completion of the Project Management and Bank Reconciliation implementation efforts. Shout out to Dawn and Andy for their efforts to prepare for this work next week, it will be a busy week.

Shout out to Patrick for his continued progress with the water infrastructure field collection. We are nearing 50% completion of this GIS work.

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

LIBRARY (Aly Herman)

The DAR Puc Puggy Chapter has set up a beautiful display in our lobby in honor of Constitution Week, September 17–23. We're so grateful to them for sharing this display with our community.



This week I've been working on updating some of our policies to align with the county's standards. As part of our interlocal agreement, certain policies—such as our Internet Access

Policy—are already required, and we're making sure everything stays consistent and up to date.

Shout out this week goes to Ruth Patterson! I recently gave her the go-ahead to start planning and booking new adult programs now that our meeting room renovation is complete—and she's already hit the ground running! Ruth has programs lined up from October through January, with some months even featuring two events. Way to go, Ruth, for your hard work and drive!

Nicole and Kourtney will be starting their monthly outreach today with Little Blessings Daycare, they will be doing Storytime for 5 different classes. Doing outreach is a great way to get involved in the community and talk about all the libraries offer.

Here are the youth program stats for this week:

- Little Sprouts: 2

- Video Games:12

- Craft Corner: 30

- Teen Anime Film: 4

- Tiny Tots: 31

- Family Crafting: 10

- Storytime: 48

- Reading with Scarlett: 8

www.facebook.com/lakelakelibrary225

PARKS AND RECREATION (Mike Burske):

- **Father–Daughter Dance:**

Amy did an outstanding job coordinating last Saturday's Father–Daughter Dance. The event was well attended, smoothly run, and received excellent feedback from participants. Her organization and attention to detail made the evening a real highlight.

- **Baseball Fields:**

Brad has been putting in strong work maintaining and preparing the baseball fields. His efforts are keeping the facilities in top shape for the upcoming season and ensuring teams have the best possible playing conditions.

- **Rolling Acres Sports Complex Lights:**

Van and I conducted tests on the new field lighting system at Rolling Acres. The lights are performing as expected, with excellent visibility on the fields and no light pollution spilling into the surrounding neighborhood.

- **Heritage Park Gazebo:**

The new gazebo project at Heritage Park has been completed and came in substantially under the approved budget, providing both a great community amenity and strong value for the department.

- **Summary:**

This week highlights strong team efforts across events, facilities, and infrastructure projects. From Amy's leadership on a successful community event to the department's cost savings on capital improvements, the department continues to deliver quality programs and services.

POLICE DEPARTMENT (Chief Steve Hunt):

- **Taser Training:** Officers completed a four-block Taser training course, which included a comprehensive review of department policy, instruction on best practices, and hands-on practical use exercises.
- **West Central Florida Police Chief's Meeting:** I attended the quarterly meeting of the West Central Florida Police Chiefs, which provided valuable opportunities for regional collaboration and information sharing.
- **Media Relations:** We worked closely with Communications Director Elisha Pappacoda in responding to multiple media requests and inquiries. Elisha and her team continue to be a tremendous asset to the department. Through our collaboration, we are able to disseminate information in a thoughtful, timely, and professional manner.
- **Death Investigation:** Our team conducted a thorough death scene investigation with assistance from the Lake County Sheriff's Office Crime Scene Unit, the State Medical Examiner's Office, and the State Attorney's Office. While the investigation remains ongoing, preliminary findings indicate that the death does not appear to be the result of criminal activity.
- **Fraud Investigations:** The department investigated two significant fraud scams involving substantial financial losses. A Media Bulletin was issued to inform the public and raise awareness about the scams. Additional advisories are in development to further educate and protect our community.

- **Community Watch Update:** I'd like to share a recent incident that highlights the strong partnership between our department and the Village's Community Watch team. Last week, a Community Watch member observed two individuals removing items from a secure fenced-in construction site within Spanish Springs. Acting quickly and professionally, they maintained a safe position to monitor the situation while immediately contacting our department. Upon our arrival, Community Watch continued to assist by helping us connect with representatives from the construction company. As a result of this coordinated effort, two individuals were arrested at the scene. This is yet another example of the valuable collaboration we share with the Village's Community Watch team. Their vigilance and commitment to community safety make a real difference.

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

Held multiple interviews for the Administrative Assistant to the Public Works Director position.

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):

Attended interviews for the PW Administrative Assistant open position.

Performed driveway apron inspections.

Met with residents regarding stormwater issues and tree trimming concerns.

Set up carpet cleaning services for Town Hall and PW.

Inspected new streets in the Boulevard Oaks Subdivision.

Checked streets in the Villages area for bad utility road cuts and repairs.

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 way.

Monitored retention ponds after rain events.

Trimmed trees on CR 466, St Andrews, W Schwartz Blvd, Lady Lake Blvd, Neil Court, and Monterey Ln.

Moved furniture in PW and Town Hall for carpet cleaning.

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

Staff completed multiple work orders at Town facilities. Replaced Stop Sign at the Library. Sprayed and removed wasp nest around the Library. Replaced bad lights in the Town Hall parking lot. Replaced lock on the Utilities Drop Box at the Library.

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

Motor Pool (Billy Kohler - Lead Mechanic, and Jim Richards - 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):

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.

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

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.)

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 soon be presented to the Town Commission for consideration of approval.

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.