

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

September 25, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shoutouts & Acknowledgments:

Kudos to Mike Burske, Parks and Recreation Director!

Mike recently oversaw the roof repair of the gazebo in Heritage Park, coming in **under budget and saving the town \$3,000**. The new copper-colored metal roof looks fantastic, great work, Mike!

County Road Maintenance in Lady Lake

Several weeks ago, the Commission approved **\$3,000** in funding to contribute to a study by Lake 100. This study, conducted by Dr. Richard Levey, examines potential service overlaps between the cities and Lake County.

As part of our response, I reported that the **Town of Lady Lake has been maintaining several county roads within town limits** for over 15 years. This maintenance includes mowing, trimming, edging, and litter pickup.

After sharing this information, I received a call from **County Manager Jennifer Barker**, who stated she was unaware this was occurring and committed to correcting it.

Effective October 27th, Lake County will resume maintenance of county roads within Lady Lake—with the exception of CR 466, which is covered under a separate agreement.

Roads previously maintained by the Town (totaling **7.6 miles** and costing **\$149,674 annually**) include:

- Rolling Acres Road
- Griffin Avenue
- CR 466
- Lemmon Street
- CR 25
- Griffin View Drive
- Edwards Road

- Lake Ella Road

Special thanks to **C.T. Eagle** for assisting with this data.

Insurance Renewal with Public Risk Management (PRM)

Tamika, Joella, and I met with **Josh from PRM** to review the renewal of our property and casualty insurance. Despite adding employees and increasing asset values, we secured **rate reductions**:

- **Property coverage down 5.22%**
- **Payroll coverage down 25.10%**

Excellent work, team! This is a big win for our budget and reflects the strength of our management practices.

CLERK'S OFFICE (Kathy Rosado):

This week's focus was on meeting agendas in **CivicClerk** and how to create a clear direction for public participation. I coordinated with the client success manager for CivicClerk and we made some changes to the meeting agenda template. Those changes will be seen starting on October 6, 2025, at the Town Commission Meeting.

I had a Zoom meeting with John Pearl, Elisha Pappacoda, and Bill Lawrence to discuss the NextRequest module of CivicPlus. This solution will provide efficiency, transparency, tracking and managing the workflows of the public records requests that are received by the clerk's office as well as other departments and significantly help the police department and the abundance of requests they receive. We are in discussions and will decide in the coming weeks if this product can be beneficial to our Town.

We anticipate our new employee starting soon and have been getting prepared to train her in the clerk's office.

Over the past two weeks, the clerk's office processed 13 lien requests and 5 public records requests.

Monday was the first day of fall which is my favorite season. Pumpkin Chai latte, pies, Football, Thanksgiving and the beginning of the holiday season. It doesn't get better than that!



COMMUNICATIONS (Elisha Pappacoda):

We will be issuing press releases each week starting this week regarding the Centennial. The first, [Celebrate Lady Lake's Centennial during a week of events](#), is a teaser generating interest in the weeklong celebration coming up in November.

We have also created a landing page for the Centennial, where all the information is easily accessible: [Centennial Celebration | Lady Lake, FL](#)

Last week, we issued a press release: [Lady Lake Police Department warns residents about scam](#). This week, Lady Lake Police Department detectives sat down with WKMG Investigative Reporter Louis Bolden for his show Schemes and Rip-Offs to discuss an uptick in scams targeting seniors in our community. To continue getting the word out, Susyn completed a flyer to go out with the November water bills, and we are also distributing it at Town Hall, the Library and at upcoming community events. We also created a landing page on our website as a resource for residents; [Protecting Seniors from Scams | Lady Lake, FL](#)

Here are some tips from the Federal Trade Commission

- **Block unwanted calls and text messages.** Take steps to [block unwanted calls](#) and to [filter unwanted text messages](#).
- **Don't give your personal or financial information in response to a request that you didn't expect.** Honest organizations won't call, email, or text to ask for your personal information, like your Social Security, bank account, or credit card numbers. If you get an email or text message from a company you do business with and you think it's real, it's still best not to click on any links. Instead, contact them using a website you know is trustworthy. Or look up their phone number. Don't call a number they gave you or the number from your caller ID.
- **Resist the pressure to act immediately.** Honest businesses will give you time to make a decision. Anyone who pressures you to pay or give them your personal information is a scammer.
- **Know how scammers tell you to pay.** Never pay someone who insists that you can only pay with [cryptocurrency](#), [a wire transfer service](#) like Western Union or MoneyGram, [a payment app](#), or a [gift card](#). And never deposit a [check](#) and send money back to someone.
- **Stop and talk to someone you trust.** Before you do anything else, tell someone — a friend, a family member, a neighbor — what happened. Talking about it could help you realize it's a scam.

Susyn and I will be sworn in Wednesday evening on the board of the Florida Public Relations Association Lake Chapter – I as past president and she as treasurer.

FINANCE (Joella LeDonne):

No report this week.

GROWTH MANAGEMENT (Thad Carroll):

The building permit was approved this week for the interior and exterior remodel of the three-story La Reina Building located at 1000 Main Street at Spanish Springs. A permit was received for a revision of the jobsite office trailer being placed to oversee the construction of the Walmart Neighborhood Market located at 1220 Highway 466.

Revised building plans were also received for Verdant Apartments, building five and building six, located on Augustine Way. The Verdant Apartments will be constructed just north of the Hammock Oaks Subdivision and will be accessed from Hammock Oaks Boulevard heading south from Highway 466 just east of the first roundabout.

A letter of approval was issued for the minor site plan modification for the La Reina Building. This project proposes the addition of a pool as well as parking lot and landscaping modifications.

The building department received fifty-five building permit applications or revisions this week, and thirty permits were issued. A total of one hundred and seventeen inspections were conducted in the field.

This week code enforcement opened seven new cases, five of which were complaint driven, closed fifteen cases, and conducted thirty-one inspections. Code Enforcement also prepared their cases for the Special Magistrate Hearing scheduled for Thursday, September 25, 2025.

The Growth Management Department welcomed Emily Estep to the team this week as our newly hired Growth Management Technician. Emily began work on Monday and will assist in supporting Planning and Zoning, Building Services, and Code Enforcement activities. Welcome aboard Emily.

HUMAN RESOURCES (Tamika DeLee):

Human Resources attended the Lake Sumter SHRM monthly meeting for the month of September. The featured presenter was Charlene Li, a recognized expert in business transformation strategy and disruptive leadership. She is also a New York Times bestselling author of six books, including her latest, *The Disruption Mindset*. Topic: The AI-Enabled HR Leader: Driving Workforce Transformation in an Era of Disruption. Charlene provided valuable insights on what it takes to be an AI-enabled HR leader, offering strategies for embracing

innovation, driving meaningful change, and positioning HR at the forefront of workforce transformation.

We're excited to kick off the Town of Lady Lake's 2025–2026 Wellness Program, beginning October 1, 2025! This year's program offers a great opportunity to prioritize your well-being and earn rewards along the way. By participating in wellness activities throughout the fiscal year, employees can accumulate wellness points—and those who meet the requirements will be eligible to earn up to two wellness days off!

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 continue efforts to complete the Project Management module implementation. The team plans to meet again this afternoon.

LIBRARY (Aly Herman)

On Monday, Nicole, Kourtney, and I attended the monthly Friends of the Library meeting. The Friends generously support the library in many ways—providing supplies for children's and adult crafts, funding programs, and helping with outreach events. We are so grateful for all they do! If you'd like to volunteer in the bookstore or assist with donations, they would love the extra help.

On Wednesday, I held a staff meeting. I try to have these quarterly, and it's always a great opportunity for us to come together, review important updates, and address any concerns as a team.

Today, Lisa is hosting her Fall Wreath class with a full group of 14 participants—and we even have 12 more on the waiting list. We have a full lineup of programs for all ages coming up from October through January. Be sure to check the calendar for all the details at www.ladylakefl.gov/211/Library.

Here are the youth program stats for this week:

- Little Sprouts: 27
- Lego Masters :22
- Craft Corner: 30
- Teen Anime Film: 4
- Tiny Tots: 35

- Family Crafting: 7

- Storytime: 48

- Reading with Scarlett: 12

www.facebook.com/lakelakelibrary225

PARKS AND RECREATION (Mike Burske):

We are pleased to share with you the latest accomplishments from your Parks and Recreation Department. Our team has been hard at work this past week, and we'd like to highlight some of the great things happening in our parks and facilities:

- **Babe Ruth Baseball kicked off their season** last Saturday, bringing families and young athletes together for another exciting year of community sports.
- **Van, Scott, and Thomas generously came in over the weekend** to install new light bulbs at the Guava Street Athletic Complex, keeping our fields bright and safe for evening play.
- **The Gazebo Roof Project has been completed**, improving the beauty and functionality of one of our most beloved community spaces.
- **Sam and Vicky hit the ground running** with the Christmas light installation at the Log Cabin, making remarkable progress to ensure the holiday season will shine brightly.
- **Thomas and Scott installed new benches** for the Lady Lake Soccer Association, providing more comfort and seating for players and spectators.
- **We continue to face a pressing challenge** with our Events Section of Parks and Recreation. This division is currently overcrowded, and the need for additional space to house our staff and materials has become dire.
- **Conversations have begun with a contractor** to restore the pickleball courts, basketball court, and handball court at the Guava Street Athletic Complex—an exciting step toward revitalizing these facilities for the community.
- **Our maintenance team deserves recognition** for the excellent work they've done mowing and maintaining our park facilities, keeping them safe and welcoming for all.
- **Julia and I are working diligently** toward the Opening Day of the Farmers Market on October 7th, preparing for a great kickoff to this popular community event.
- **Special thanks to the Water Department** for their efforts to update water pressure at the Guava Street Concession Stand, ensuring improved service for visitors.

- **Events Department and Growing Pains** we are currently seeing the dire need for another facility for our Events Department. As we have increased the number and quality of our events, we have no storage and are very cramped.



Your Parks and Recreation Department remain committed to providing quality facilities, events, and experiences for the Lady Lake community. We are proud of the progress made this week and look forward to continuing to serve you.

POLICE DEPARTMENT (Chief Steve Hunt):

Community Awareness & Scam Prevention

Detectives Campbell and Williams were recently interviewed by local media regarding some of the latest scams impacting our community. We're especially grateful to one of the victims who courageously shared their experience in hopes of preventing others from falling into similar traps.

Our Communications Department has supported these efforts by creating an informative flyer on behalf of LLPD, offering tips on how to avoid becoming a victim of fraud. We are now collaborating to determine the most effective way to distribute this important information to our community.

Drone Unit Expansion Efforts

In partnership with the Finance Department, we have submitted a grant application to help expand and enhance our Drone Unit. This effort aligns with our ongoing commitment to leveraging technology in public safety and investigations.

Officer-Involved Shooting Training

I recently attended a specialized training focused on *Response and Investigations Involving Officer-Related Shootings*. This training is an important part of our continued professional development and preparedness.

Fall Season Activities

With the arrival of Fall, we enter what is traditionally our busiest season. We're excited to

welcome back our residents and support the many community events scheduled in the coming months.

A Friendly Reminder

As always, a simple reminder goes a long way:

Leave other people's things alone, keep your hands to yourself, and try to be kind to one another.

LLPD will always be here for you — but it's a much better world when we all do those three simple things.

Stay safe,

LLPD

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

Options for maintenance of the FDOT US 27/441 corridor will be presented to Town Commission at the meeting on October 6th. Each option has a different level of service and different level of funding. It has been many years since the Town Commission has discussed the desired level of service for this corridor, with different members, different economic climate, and different configuration of the corridor. So, it is a good time to discuss it moving forward.

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 carpet cleaning services for PW.

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 St Andrews Blvd, and W Schwartz Blvd.

Moved furniture in Town Hall for carpet cleaning.

Assisted in unloading a semi-truck full of furniture for Growth Management at their new offices in the old children's library.

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

Staff completed multiple work orders at Town facilities. Cleaned cobwebs under the eave at the Library. Moved furniture back in place at Town Hall after the carpet cleaning. Repaired irrigation system at Town Hall and PD. Repaired leaking toilet at Town Hall.

Assisted in unloading a semi-truck full of furniture for Growth Management at their new offices in the old children's 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):

Coordinated and began cleaning stormwater pipes on Cortez Ave.

Responded to customer concern calls.

Coordinated and completed 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.