

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

October 02, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shoutouts & Acknowledgments:

Shout Out of the Week goes to **Susyn Stecchi**, Media Specialist, who does a tremendous amount of work behind the scenes. Her most recent project is the **Lady Lake Link** – a monthly newsletter featuring special events for the month and important scam alerts. Great job, Susyn!

The Department Manager's Meeting was held on Tuesday at the Police Department. We reviewed a new formatted agenda for the upcoming **Commission Meeting on October 6th at 6:00 p.m.**

Key discussion points included:

- Leading by example
- The importance of **nonverbal communication**
- Department updates, which are included in this weekly report

On Monday afternoon, **Mayor Freeman** and I attended the **Lake County Roundtable** in Leesburg along with representatives from the 14 cities and towns in Lake County. The main topic was the **Lake County Conservation Strategy**, including a presentation on **TDRs (Transfer of Development Rights)** in Florida and innovative TDR approaches. While informative, this approach does not currently fit the needs of our community.

Coffee with a Cop was held on Wednesday morning at **Target**. I attended along with **Elisha Pappacoda, Mayor Freeman, Commissioner Sage**, members of the **Lady Lake Police Department**, Target employees, Chamber members, and residents. This event continues to be a wonderful opportunity to connect with our local police department and build strong community relationships.

On Wednesday afternoon, we held a **Cybersecurity Wellness Training** in the Commission Chambers. **Howard Davis**, Security Analyst, led a hands-on demonstration on how information can be stolen and ways to prevent it. It was a great refresher and very informative.

Great job, Howard!

CLERK'S OFFICE (Kathy Rosado):

I would like to extend my gratitude to **Audrey Richards and the Human Resources team** for the implementation of the Wellness Program. Embracing the opportunity to enhance our wellbeing is always a positive challenge, and I'm eager to take full advantage of it. It's a fantastic initiative that promotes both personal health and camaraderie among colleagues, and I am excited to be a part of it. Thank you again for this wonderful program that encourages us to prioritize our wellness!

This week, I focused on finalizing updates to the agenda in CivicClerk to enhance clarity for the Town commission meeting agendas and improve public participation. By implementing agenda workflows within CivicClerk, we aim to streamline the approval process for agenda items, thereby increasing efficiency and reducing our environmental footprint through electronic processing. These advancements will not only facilitate better communication but also promote a more sustainable approach to managing town meetings. If you have any questions or need further details, please feel free to reach out to me.

I am pleased to announce that, in collaboration with the Information Technology and Communications departments, we have successfully decided to implement the NextRequest module from CivicPlus. This exciting addition will be incorporated into our public portal within the next few months. The NextRequest program is designed to streamline the process for public request submissions, ensuring that citizens are promptly notified and provided with the necessary documents. Additionally, this system will enable us to effectively track all requests, thereby enhancing our transparency and responsiveness to the community. We look forward to improving our delivery service as we roll out this initiative.

The Clerk's office processed a total of 10 lien requests and managed 4 public records requests, ensuring timely access to vital information. Additionally, our team prepared 2 sets of minutes from previous meetings and printed 2 agenda packets in preparation for the upcoming sessions. These efforts reflect our commitment to maintaining transparency and organization within our office's workflow.

COMMUNICATIONS (Elisha Pappacoda):

Busy season is upon us! For the sake of time, below is a bullet list of this week's work.

- Attended the Department Managers' meeting where we discussed leading by example and non-verbal communication
- Attended and gathered content for Coffee with a Cop at Target
- Booked and accompanied Chief Hunt for Akers Media Healthy Living podcast to continue to spread awareness of scam avoidance; and increase regional visibility for Lady Lake PD
- Issued a media alert on a golf cart accident that damaged a memorial marker in The Villages. Multiple news outlets picked up the story and FOX 35 conducted an interview with Sgt. Gehrsitz. Here is one story:

- [Golf cart driver sought, accused of causing damage at park in The Villages – WFTV](#)
- Received coverage from our PR on upcoming Halloween and Centennial events and the Farmers Market. Here are a few stories:
 - [Celebrate Lady Lake's Centennial during a week of events in November - 352today](#)
 - [Celebrate Lady Lake's Centennial during a week of events in November - Villages-News.com](#)
 - [Lady Lake Farmers and Crafts Market to return next month - Villages-News.com](#)
 - [6 things to do in Lake & Sumter County, Florida, plus a look ahead](#)
- Worked together with the Clerk and IT towards purchasing an improved public records solution
- Recreated all digital forms on the website into ADA-compliant fillable PDFs
- Updated the Library's digital signage
- Created printed and ADA-compliant digital October newsletter
- Attended webinar "PR Strategies for LinkedIn That Work"
- Attended Wellness Program led by Howard Davis on the Human Firewall
- Today, we will be releasing a press release on the library's third annual Festival of Trees
- Susyn and I will attend the Lake County Communicators' meeting today

FINANCE (Joella LeDonne):

No report this week.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

On Wednesday, a new site plan for Rooms to Go was submitted for Outlot 4 of the proposed Lady Lake Crossings expansion. This project is located at the intersection of North Highway 27/441 and County Road 25. The overall expansion project proposes extending the existing inline stores and creating four Outlot parcels. A site plan is also under review for a Chase Bank proposed on Outlot 3.

Revised plans were submitted for the proposed Florida Credit Union located within the Hammock Oaks Commercial Park on the lot just north of the Walmart Neighborhood Market.

A building permit was issued for the Jobsite Office Trailer - Walmart Neighborhood Market located at 1220 Highway 466. Building plan submittals were denied for Verdant Apartments Garages 5 & 6 and the Clubhouse located on Augustine Way.

Building plans were approved for the new Paradise Recreation Center located at 1403 Paradise Drive as well as the pool located at 1411 Paradise Drive. Plans were also approved for the Renovation for The Lofts at Citrus Exchange Building including 17 new apartments on the 2nd floor located at 1100 Main Street in the Spanish Springs Square, and for a pool pavilion for the Cresswind Hammock Oaks Community.

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

This week code enforcement opened five new cases, three of which were complaint driven, closed seventeen cases, and conducted fifty inspections.

HUMAN RESOURCES (Tamika DeLee):

The Human Resources Department attended their fourth session of the PRM HR Academy on September 25th. The session was presented by Attorney Brian Koji, who has over 20 years of experience practicing employment law. Key topics covered included disciplinary policies, last chance agreements, and terminations.

Wellness Program Kick-Off

The Town's Wellness Program officially kicked off on October 1st, with 44 employees in attendance. October's topic was "The Human Firewall," presented by our very own Howard Davis, the Town's IT Security Analyst.

Interview & Recruitment Update

Interviews were conducted this past Tuesday and Wednesday for the following positions:

- **Water/Wastewater Plant Trainee**
- **Utilities Distribution/Collection Tech I**

Conditional offers of employment will be extended soon.

Promotional opportunities are available to regular employees of the Town of Lady Lake. If you're considering advancing your career or exploring a new path, be sure to check out current openings at:

 www.ladylakefl.gov

INFORMATION TECHNOLOGY (John Pearl):

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

Kathleen, Elisha, Andy and John met with vendor CivicPlus this week to continue discussion regarding their public records management software called Next Request.

October is Cybersecurity Awareness Month; several training opportunities have been scheduled. On Wednesday, Howard led a wellness program presentation he developed called "The Human Firewall" in which he emphasized the importance of practicing good password hygiene and phishing awareness.

On Monday staff will begin our annual Security Awareness Proficiency Assessments.

Later this month executive and managerial staff will have the opportunity to meet with our peers from across Lake County to attend a cybersecurity leadership and strategy training session led by Dr. Alexander Crowther, FIU Visiting Research Professor with the Jack D. Gordon Institute for Public Policy.

LIBRARY (Aly Herman)

September "Library Card Sign-Up Month," brought in 113 new patrons! We are excited to welcome them to the library.

Miranda is starting a new program this week called Krafting Kandy. This week will be for the "Tweens" 12-14. Next week will be for teens 15-18. This program enables older children to create charm bracelets and participate in other enjoyable activities. Marsha led an adult painting class, and 17 talented painters were in attendance.

Here are the youth program stats for this week:

- Little Sprouts: 11
- Video Games: 13
- Craft Corner: 30
- Tiny Tots: 41
- Family Crafting: 10
- Storytime : 33

www.facebook.com/lakelakelibrary225

PARKS AND RECREATION (Mike Burske):

This past week has been another busy and productive one for the Lady Lake Parks and Recreation Department. Our team continues to prepare for the holiday season while also keeping up with athletic facilities, events, and ongoing improvements across town.

Highlights of the Week:

- **Delivery of the New Town Christmas Tree**
The new **34-foot Christmas Tree** arrived this week and is being stored until installation begins. This will serve as the centerpiece of our holiday celebrations.
- **Spradlin Field Net Replacement**
Van, Scott, Sam, and Thomas worked together to install the new net at **Spradlin Field**, improving safety and playability for our athletes.
- **Farmers Market Banners Installed**
The Farmers Market banners have been placed on the power poles outside of the **Rolling Acres Sports Complex**, helping to advertise next week's event and draw more community members to the market.

- **Pickleball Expansion Planning**
Director Mike Burske met with a potential contractor to discuss **restoring the pickleball courts** and converting the tennis court into up to six pickleball courts, further supporting one of the fastest-growing sports in the community.
- **Holiday Preparations at the Log Cabin**
Vicky and Sam made **incredible progress** hanging Christmas lights around the Log Cabin, bringing holiday cheer closer with every string of lights.
- **Haunted Trail Preparations**
Amy, with help from Thomas, has been hard at work on the **Haunted Trail decorations**, ensuring a spooky and fun experience for residents later this month.
- **Guava Street Concession Stand Repairs**
Thanks to Butch and the Water Department, water pressure has been restored at the **Guava Street Concession Stand**, ensuring smooth operations for upcoming games and events.
- **Playground Improvements**
Director Mike Burske continued coordination with the playground vendor to secure the **new budgeted swing set**, which will be installed in the near future.
- **Community Engagement**
Director Mike Burske also took part in a **Board Shorts interview** with Lake County Commissioner Kirby, sharing updates about the Lady Lake Centennial and the events.
- **Farmers Market Preparations**
Julia Harris of the Town Manager's Department has been preparing for next Tuesday's **Farmers Market**, ensuring another successful community event.

Photo of the Week:





This photo shows the supplies arriving and being stored in our reception area for our many ongoing projects and events from Farmers Market banners to Christmas decorations.

POLICE DEPARTMENT (Chief Steve Hunt):

- **Evidence & Property Room Audit:**

We're proud to report that last week's unannounced spot inspection and full audit of our Evidence and Property Room revealed *no discrepancies*. A big thank you to Evidence Technician Kolb for his outstanding professionalism and attention to detail, and to Sgt. Gehrsitz for his leadership in overseeing the audit process.

- **Town Manager's Department Head Meeting:**

Our department had the pleasure of hosting the Town Manager's department head meeting. It was a valuable opportunity to collaborate, share departmental updates, and continue strengthening our interdepartmental partnerships.

- **Coffee with a Cop at Target:**

We had a great turnout at our recent Coffee with a Cop event at Target. These informal gatherings allow us to connect with community members, listen to their concerns, and continue building strong relationships.

- **Communications Team Support:**

A big shout-out to our Communications Team for their support with a recent media release on a Hit and Run investigation, and for coordinating a podcast interview where we discussed ongoing fraud cases.

- **Regional Leadership Support:**

Chief Hunt was honored to serve on an interview panel for a neighboring town's police chief selection. Contributing to regional leadership development is an important part of our broader commitment to public safety.

- **Honor Flight Escort:**

Our officers were proud to assist with traffic control for the return of an Honor Flight escort to American Legion Post #347 — a small way to honor our veterans and their service.

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

Interviewed multiple applicants for open positions, made two conditional offers.

Reminder that Peggy's last day is October 9th. Please feel free to come to Public Works or give her a call to say goodbye and wish her well in retirement after 35 years with the Town.

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):

Inspected new streets construction in the Boulevard Oaks Subdivision.

Performed driveway apron inspections.

Met with residents regarding stormwater issues and tree trimming concerns.

Coordinated floor stripping and waxing at Public Works and the Wastewater Treatment Plant.

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.

Serviced chainsaws and equipment in preparation for potential storms.

Monitored retention ponds after rain events.

Trimmed trees on W Schwartz Blvd.

Removed and cleaned up a tree that fell on E Lady Lake Blvd.

Moved furniture in Public Works for floor stripping and waxing.

Unplug storm drains on Del Mar Dr and Rainbow Blvd.

Cleaned landscaping beds at Public Works.

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

Staff completed multiple work orders at Town facilities. Serviced mowers and mower trailer. Repaired toilet at Town Hall. Attended Safety Presentation at Town Hall. Checked HVAC vents in the Clerk's Office.

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):

Darryl and Butch visited a new type of Advanced Wastewater Treatment Plant in Foley, Alabama this week, along the Town Engineer, Jason Shepler to tour the facility and ensure that the operations and effluent quality will meet the Town's needs and regulatory agency requirements. If this type of treatment facility is feasible in Florida, there may be significant short term and long term cost savings for the Town and other municipalities in Florida for this type of construction.

Held interviews for the open Water/Wastewater Plant Trainee and Distribution/Collection Tech I positions.

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):

Completed cleaning stormwater pipes on Cortez Ave.

Scheduling and performing utilities walk-throughs for potential conveyance to the Town for phases of the Hammock Oaks Subdivision and Boulevard Oaks Subdivision.

Repaired broken service line at Home Depot.

Completed second water connection at the Guava Street Concession Stand for Parks and Rec.

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 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.

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