

# WEEKLY MANAGER'S REPORT

## TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

October 09, 2025

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

#### Shoutouts & Acknowledgments:

This week's Shout Out goes to **Peggy Smith**, Public Works Administrative Assistant, who is retiring after **35 years of dedicated service** to the Town of Lady Lake. Peggy has been the behind-the-scenes force that held things together for so many years. Her hard work, commitment, and steady presence will be greatly missed. Enjoy your well-deserved retirement, Peggy!

We also want to recognize **Eliane Kuligowski**, Administrative Assistant to the Police Chief, for her outstanding support across departments in implementing the new purchase order system in the Springbrook software. Eliane has shown incredible teamwork and leadership, and we sincerely thank **Chief Hunt** for allowing us to benefit from her skill set during this transition.

Lastly, a big thank you to our **Human Resources Department**. This week, I had the opportunity to work closely with HR on several matters including first-of-year pay raises, hiring, and disciplinary issues. This department continues to handle a wide range of responsibilities, including risk management, employee benefits, health and safety fairs, and the entire hiring and disciplinary process, most of which go unnoticed but are critical to keeping everything running smoothly. **Thank you, Tamika, Audrey, and Kristyn.**

#### Big Wins for the Week

**C.T. Eagle**, Public Works Director, delivered a successful presentation and received **Commission approval** to move forward with an **agreement with FDOT** for lawn maintenance along Highway 441, utilizing **Brightview Landscaping**.

**Chief Hunt** presented the proposal for **License Plate Readers**, which was also **approved by the Commission**, enhancing our public safety tools.

The **Commission Meeting Procedures** were officially **approved**, providing clear guidance for future meetings and streamlining our governance processes.

**Mike Burske**, Director of Parks and Recreation, received **Commission approval** to submit an application for funding through the **State of Florida Legislative Appropriations for Event Traffic Barriers**—a key step in improving safety during town events.

A big shout-out to **Town Clerk Kathleen Rosado** and **Mayor Freeman** for running an efficient and well-organized **Commission Meeting** this week. Your leadership and coordination did not go unnoticed!

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

I would like to give a special shout-out to **Julia Harris** for her support during **Carol Osborne's** absence. Julia graciously stepped in to provide me with much-needed breaks after a particularly busy week. I truly appreciate her willingness to help, especially knowing how full her own schedule is. **Thank you, Julia, for your teamwork and generosity!**

 **Happy Retirement, Peggy Smith!** 

Although our time working together was brief, it was clear from the start what an incredible legacy you've built over your 35 years of service. What an achievement! Your dedication, warmth, and impact will be remembered long after you've stepped into this exciting new chapter. Wishing you joy, relaxation, and plenty of adventure as you embrace retirement—you've certainly earned it!

**Carol Osborne** attended the **Florida Association of City Clerks' Conference** in **St. Augustine, Florida**. This intensive four-day event is filled with educational sessions designed to enhance professional development for city clerks across the state. Clerks from all over Florida attend this annual October conference, which serves as an important step toward earning Carol's **Master Municipal Clerk Certification**.

The department head agenda preparers are transitioning the agenda process to **CivicClerk**, a comprehensive online platform designed to streamline agenda management and document organization. This system, accessible through the Town's website, includes a public portal that enhances transparency and accessibility. By utilizing CivicClerk, agenda items will now move seamlessly through the electronic approval workflow, improving efficiency, accuracy, and collaboration across departments.

I'm pleased to announce that our new **Staff Assistant to the Town Clerk, Amber Castellano**, will be joining us on **Monday, October 13, 2025**. Amber comes to us with a strong background in education from **Lake County**, bringing valuable experience and skills to our team. We are excited to welcome Amber to the Clerk's Office and look forward to her contributions!

The Farmer's Market kicked off with a fantastic start this week, and I had the pleasure of attending for the first time. I was genuinely impressed by the array of homemade baked goods, canned treats, handcrafted items, and the variety of creative booths. The atmosphere was lively and welcoming. This market is already a big hit in Lady Lake!

The Clerk's office processed a total of 14 lien requests and managed 6 public records requests, ensuring timely access to vital information.

## COMMUNICATIONS (Elisha Pappacoda):

Communications numbers are up on every platform.

- We gained 125 followers on Facebook. Our views are 92.1K (+96%). Our top post was on the golf cart driver sought with 40,691 views, but unfortunately, he has yet to be caught.
- YouTube: A significant portion of our views comes from external sources and suggested videos. This indicates our content is reaching a broader audience. From Sept. 4 to Oct. 1, our channel reached 782 new viewers. This represents 92.8% of total viewership during that period.
- We had a total of 90 viewers watching our combined four livestream meetings in September.
- We have been more intentional about LinkedIn. This seems to be paying off. We added 11 followers, and all our metrics have risen significantly: Reactions: 97 (+47%); Comments: 21 (162.5%); Reposts: 6 (+500%) Impressions: 2,965 (+31.2%)
- The website numbers remain slowly but steadily increasing: Views: 18k (+7.8%); Event Count: 48k (+7.6%); Average Engagement time: 56s; 6.3k active users (+7.3%)

We had media coverage this week at the Town Commission meeting, the Farmers Market, Craft with a Cop, and a sit-down interview with Chief Hunt and Sgt. Gehrsitz about their experiences at the FBI National Academy and how it benefits the Police Department.

We issued a press release on the [Taste of Lady Lake Speakeasy](#). We received coverage for our upcoming Halloween events.

We attended and livestreamed the Commission meeting, and I had the opportunity to sit with Clerk Kathy Rosado and gain a different perspective. The meeting was run expertly. Bravo! We updated the Speaker Procedure PowerPoint slide and [website information](#). We added the newly approved [Library policies](#) to the website as well.

We attended and gathered content for the Farmers' Market.

There was nothing but smiles - and maybe a few funny faces - at the Lady Lake Library's Craft with a Cop event. Chief Steve Hunt, Lt. Robert Tempesta, and School Resource Officer Joshua Redmond spent time engaging with the children and their families, working to build relationships and trust with law enforcement. Special thanks to our Library staff for hosting another successful children's program in our newly expanded space, with over 40 participants in attendance!

Our meeting last Thursday with the Lake County Communicators group focused on internal communication. The benefits of involving Communication staff in this role is for clarity,

storytelling, unified voice and tone, to name a few. Susyn was able to share some internal comms materials she created with the group.

**FINANCE (Joella LeDonne):**

No report this week.

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

On Thursday, revised plans were submitted for the Florida Credit Union site plan. The project will be located in the Hammock Oaks Commercial Park at the corner of Hammock Oaks Boulevard and Highway 466.

This week, the Town Commission approved the first reading of a proposed modification to the Lake Ella Planned Unit Development (PUD). The applicant is requesting to adjust the project's boundaries and revise the approved land uses. Notably, the proposal removes previously approved entitlements for condominiums and restaurants. This change is expected to significantly reduce impacts on utilities, schools, and traffic. The updated plan outlines a three-phase development that would include an independent living and memory care facility, a hotel, and an office/warehouse area along Lake Ella Road. The final reading of this application will be held on October 20, 2025.

The building department received revisions for the bathroom addition at Church of Christ located at 1421 Oak Street.

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

Code Enforcement Division received 5 complaints, removed 19 prohibited signs; opened 15 cases, closed 8, and conducted 38 inspections.

**HUMAN RESOURCES (Tamika DeLee):**

Conditional offers of employment have been accepted for the following positions:

- Water/Wastewater Plant Trainee
- Utilities Distribution/Collection Technician I

Background checks are currently being processed for the Administrative Assistant to Public Works position.

Congratulations to several Town employees who will be promoted! Be on the lookout for more employment opportunities with the Town in the near future.

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

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

On Monday, staff began our annual Cybersecurity Awareness Month program.

We have 18 staff who have completed their annual assessments, with two perfect scores thus far. 17 have signed up for the FIU cybersecurity leadership and strategy training session later this month.

The Enterprise Resource Planning (ERP) Implementation Team (Joella, Brandi, Debbie, Dawn, and Andy) met with Springbrook on Wednesday to begin discovery for implementing the Fixed Asset module and to continue efforts to complete implementation of the Project Management and Bank Reconciliation modules.

We are tentatively scheduled to meet again with Springbrook next Tuesday.

IT staff will be finalizing our Q1 project plans over the next week.

## **LIBRARY (Aly Herman)**

### **The Lady Lake Library had a wonderful week!**

We hosted our annual **Craft with a Cop** program on Wednesday. A special thank you goes out to **Chief Hunt, Officer Redmond, and Lieutenant Tempesta** for joining us. The children were overjoyed to see Officer Redmond at the library!

Our **Story Time** theme this week was *teddy bears*. The children enjoyed a parade through the library, proudly showing off their stuffed animals. Staff and patrons alike waved and smiled — what a great event!

**Alphabet Adventures** kicked off on Monday and was a great success as well.

Our **Senior Chair Yoga** program is off and running, with two full Monday classes!

Our K-Pop Sing Along was full of dancing and singing! Awesome job, Ms. Miranda!

Here are the youth program stats for this week:

-Little Sprouts: 9

-Lego Masters: 17

-Craft Corner: 30

-Tiny Tots: 41

-Craft with a Cop: 40

-Storytime : 53

-Reading with Scarlett: 17

-Alphabet Adventures: 30

-K-pop Sing Along: 31

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

**Parks & Recreation (Mike Burske):**

No report this week.

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

We had a great time participating in the Villages Community Watch National Night Out event. Outside, we showcased our Tesla and drone unit, while inside, we handed out candy to the kids (and a few older “kids” too). More importantly, we shared information on scam prevention and had the chance to engage in meaningful, easygoing conversations with the community we serve. Thank you, Chief Wolfe, for the invitation—this is always a fantastic event bringing together First Responders from across the Villages.

Our Communications team coordinated an interview with the Daily Sun to discuss Sgt. Gerhsitz's and my experience at the FBI National Academy. We're looking forward to seeing the article when it's published.

Officer Redmond and Lt. Tempesta took part in Craft with a Cop at the Lady Lake Children's Library. I was able to drop in and see the fun firsthand. A big thank you to our friends at the library for having us—it was a great time!

I also attended the Villages District Development District meeting with other law enforcement partners. These meetings are always a valuable opportunity to provide updates and strengthen collaboration.

Lastly, a reminder that our monthly command staff meeting will be held later today.

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

Today is Peggy's last day. It's a bittersweet day for all of the Public Works staff as she heads off for retirement after 35 years with the Town. We wish her all the best and a heartfelt Thank You for all of her dedication and support over the years. It is hard to imagine Lady Lake Public Works without Peggy being at the center of it.

**Maintenance Department (Ted Williams, Supervisor):**

Made preparations for Peggy's retirement luncheon.

Met with Lake County staff regarding CR 466 Right of Way maintenance.

Attended Safety Committee Meeting at Town Hall.

Inspected new street construction in the Boulevard Oaks Subdivision.

Performed driveway apron inspections.

Met with residents regarding stormwater issues and tree trimming concerns.

**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 W Schwartz Blvd, April Hills Blvd, Summit St, and W Lady Lake Blvd.

Cleaned and replanted landscaping beds at Public Works.

Unloaded furniture for Growth Management.

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

Staff completed multiple work orders at Town facilities. Worked on HVAC units at the PD and Library. Repaired roof leak at the Community Building. A wasp nest was removed near the IT entrance at the library. Repaired soap dispensers in the PD.

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):**

Attended Safety Committee Meeting at Town Hall.

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):**

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

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.

The 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.

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>