

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

October 16, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shoutouts & Acknowledgments:

Sgt. Michelle Bilbrey Featured in National Publication

A big congratulations to **Sgt. Michelle Bilbrey**, whose story was featured in the *Police1 Career* website's **Women in Law Enforcement Series**. The feature highlighted five female officers from across the country, with each receiving a full-page article. Sgt. Bilbrey did an outstanding job representing the **Lady Lake Police Department**—this kind of national recognition doesn't come around often, and we're incredibly proud of her!

Department Managers' Meeting Highlights

The **Department Managers' Meeting** took place Tuesday morning at 9:30 in the Commission Chambers. We reviewed the upcoming agenda for the **Commission Meeting on 10/20/25**, and continued our Leadership & Communication series with a focus on **creating the right climate** within our teams.

Some exciting news is on the horizon from **C.T. Eagle**, who has sent Butch and Darryl to **Alabama** to research a more efficient and cost-effective method for handling wastewater. This proactive initiative could lead to great improvements for our town.

A special thank you to **Becky** and **Kourtney** for stepping in and representing their departments while their managers were out. You both did a great job!

Public Works Recruitment Efforts Underway

Recruitment within **Public Works**, particularly for **Class B Operators** in the Utilities Department, continues to be a challenge. Next week, **C.T., Butch, Tamika, Elisha**, and I will be meeting to begin strategizing recruitment solutions. We'll start with a general discussion to identify the root of the issue and potential fixes—much like the successful approach we used a couple of years ago with the Police Department.

CLERK'S OFFICE (Kathy Rosado):

Happy Boss's Day to Bill Lawrence!

Although I've only been part of the team for a few short months, it's already clear that Bill leads with heart, integrity, and a genuine commitment to his people. He makes it a priority to connect with each employee, fostering a culture of trust and empowerment.

His leadership style is rooted in freedom—with the assurance that if we stumble, he'll be there to lift us up. One of his most memorable sayings is, *"If you trust me, I will not let you fail."* That's not just a promise—it's a foundation for success.

Knowing that kind of support is behind us makes all the difference. It's rare to find a leader who inspires confidence, encourages growth, and truly invests in our potential.

Thank you, Bill, for being that kind of leader. We're better because of you.

I would like to welcome our newest employee, **Amber Castellano**. Amber started on Monday and is just completing her first week. Amber has learned quickly and is great at solving callers' requests. If you have not already met Amber, please stop by and introduce yourself to her. Welcome aboard Amber!

The clerk's office is working diligently to get NextRequest in place in the coming weeks. This will allow the public to request documents through the online portal, which will be on the Town website. This will include getting updates, and the correspondence will go directly through the portal.

Finally, October has brought in some cooler weather, and it sure is pretty outside these last few days. October is also breast cancer awareness month, and the employees are encouraged to wear pink on Thursdays. Today's bunch of pink employees!



COMMUNICATIONS (Elisha Pappacoda):

Please see below the Communications accomplishments this week.

- Coordinated and wrote the proclamation issued by the County to the Town for our Centennial. Mayor Freeman and Ed Burske received the proclamation at the Board of County Commissioners' meeting on Tuesday.
- Coordinated Lake County's "Board Shorts" video highlighting the Centennial with Commissioner Kiby Smith and Mike Burske. We partnered with the county on a YouTube collaboration video: [Board Shorts: Lady Lake Centennial Celebration](#)

- Responded to several media requests, including the request for our events to be included in a Winter Wonderland magazine special.
- Sgt. Michelle Bilbrey has been featured in an important national resource guide for women in law enforcement called Police1's Women in Law Enforcement Career Guide. You can download the eBook here: <https://www.police1.com/women-in-law-enforcement/forg-your-future-a-career-guide-for-women-in-policing>
- Received coverage of the Farmers Market and upcoming Halloween events in local news outlets.
- Continued promoting Halloween events, including the creation of two videos. Both Susyn and I will attend Spooky Park on Saturday, alongside a videographer.
- Began promotion of Christmas events on Facebook.
- Sent/scheduled three event text alerts via our website's mass notification system.
- Communications is working on replacing all electronic forms on the website with fillable ADA-forms. This task is almost complete.
- Livestreamed the Planning & Zoning meeting.
- Attended the department Managers' Meeting.
- Worked with Growth Management to update the website's current developments, which can be viewed here: [Planning & Zoning | Lady Lake, FL](#)
- Updated the Employment landing page in coordination with HR: [Human Resources | Lady Lake, FL](#)
- Updated monthly PD stats: [Police | Lady Lake, FL](#)
- On Thursday, I will speak to the Kiwanis Club of Lady Lake regarding the role of Communications. I will also take the opportunity to promote our events, how to avoid scams, and water conservation.

FINANCE (Joella LeDonne):

No report this week.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

An application was submitted for the rezoning of approximately 30 acres on County Road 25, formerly used as the north nine holes of the Lakes of Lady Lake golf course. The applicant is requesting to amend the property from Agriculture Residential (AG-1) to Single-Family Low Density Residential (RS-3).

The final plat was recorded for the Hammock Oaks Commercial Park located at the southeast corner of the intersection of Cherry Lake Road and Highway 466. Recording this plat will allow the property to be split and sold.

This week, the Building Department issued the permits for the Walmart Fueling Center and Canopy for the proposed Walmart Neighborhood Market project located within the Hammock Oaks Commercial Park. A permit application was received for the Rooms-to-Go furniture store proposed at the intersection of County Road 25 and North Highway 27/441. This is part of the Lady Lake Crossings expansion project.

An interior demolition permit was also received to convert the unit at 516 North Highway 27/441 back to an empty shell space. This location was previously occupied by Quest Diagnostics before they relocated to their current location further west in the plaza.

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

Code Enforcement Division received 9 complaints, removed 9 prohibited signs; opened 23 cases, closed 10, and conducted 36 inspections.

HUMAN RESOURCES (Tamika DeLee):

No report this week.

INFORMATION TECHNOLOGY (John Pearl):

No report this week.

LIBRARY (Kourtney Fehr)

The Lady Lake Library hosted a **Genealogy Help** program this week. The program was a great success and now has a new date scheduled for **October 28, 2025**. What an awesome way to learn about your family tree!

Kourtney and Nicole also visited **The Villages Elementary School** to share information about upcoming library programs and town events. The library's outreach reached more than **800 students and faculty members** — an incredible opportunity to connect with the community!

Here are the youth program stats for this week:

-Little Sprouts: 7

-Video Games: 9

-Craft Corner: 44

-Tiny Tots: 27

-Family Crafting: 21

-Storytime : 33

-Reading with Scarlett: 11

Alphabet Adventires:24

www.facebook.com/lakelakelibrary225

Parks & Recreation (Mike Burske):

The Lady Lake Parks and Recreation Department has had a productive and exciting week as we continue preparations for the busy fall and holiday season.

- **Holiday Preparations:** Vicky and Sam have been working hard at decorating the Log Cabin with Christmas lights. Their efforts are helping to set the stage for a festive holiday season in the heart of Lady Lake.
- **Haunted Trail Setup:** The entire Parks and Recreation Team has been focused on transforming Snooky Park into a Haunted Trail for this Saturday's event. Their teamwork and creativity are ensuring the trail will be an enjoyable and spooky experience for our residents.
- **Grounds Maintenance:** The maintenance crew has done an excellent job keeping all parks well-mowed and maintained. Their continued dedication ensures our parks remain beautiful and inviting for the public.
- **Event Planning:** Amy has been actively working on the Town's Fall and Centennial events, including Halloween festivities, the Centennial Celebration, and the upcoming Christmas activities. Her planning and organization have been key in preparing for these large-scale community events.
- **Centennial Recognition:** Parks and Recreation Director Mike Burske attended the Lake County Commission Meeting with Mayor Freeman for the reading of Lady Lake's Centennial Celebration proclamation, marking an important milestone for the Town.
- **Centennial Fireworks Coordination:** The Director also worked with Benchmark to secure permission to launch the fireworks for the Centennial Celebration from their property. This collaboration will help ensure a safe and spectacular show for the community.
- **Safety Enhancements:** Efforts continue to secure state funding for Meridian Barricades to enhance public safety at large Town events.
- **Community Sports:** The Lady Lake Soccer Association successfully kicked off its **Adult Soccer Night** last Friday. Director Burske met with Christina from the Association, who is working closely with the league president to help grow this exciting new community program.

It's been a week filled with collaboration, preparation, and progress as we move into one of the most active and festive seasons for the Town of Lady Lake.



THAT TIME OF YEAR WHEN WE GET OUR COFFIN READY FOR ALL OF THE FUN.

POLICE DEPARTMENT (Chief Steve Hunt):

No report this week.

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

Maintenance Department (Ted Williams, Supervisor):

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, Todd Foster, and Justin Wallace - Lead Operators; Jordan Correa – Operator III; Jordan Pettinato – Operator II):

Shout out and congratulations to Todd Foster for being promoted to Lead Operator, Jordan Correa for being promoted to Operator III (Public Works' first Operator III position), and Jordan Pettinato for being promoted to Operator II. Great job and thank you for all that you do!

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.

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

Staff completed multiple work orders at Town facilities. Repaired the lock on the door at the library. Repaired roof leaks at the Community Building. Checked HVAC units at Town Hall and 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):

Shout out to Joella, the Finance Director, and Mary for working on and getting Purchase Orders entered in the new computer system!

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 – Field Operations Manager; and Vacant - Lead Operator):

Shout out and congratulations to Robert Barnes for being promoted to the newly implemented Fields Operations Manager position and Tanner Edwards for being promoted to the new Utilities Locator position. Great job and thank you for all that you do!

Repaired broken service line and issued a boil water notice on E Primrose Lane.

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.)

Wastewater Plants completed and submitted the required compliance DMRs to FDEP. Running process control samples, making necessary plant adjustments.

Water Plants starting second set of Lead and Copper sampling, required by FDEP.

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 the 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>