

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

October 23, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shoutouts & Acknowledgments:

A big shout-out to **Deputy Chief Jason Brough, Becky Higgins, and Kourtney Fehr** for stepping up while their directors are on leave. It says a lot about the strong leadership and trust built within their departments when operations continue smoothly in their absence. Great job all around!

Christmas Parade Safety Meeting

A safety planning meeting for the upcoming **Christmas Parade** was held on Tuesday morning in the Commission Chambers. Amy, the **Events Coordinator**, presented the proposed safety plan, with thoughtful discussion and input from:

- **Chief Hunt**
- **Deputy Chief Brough**
- **Elisha Pappacoda**
- **C.T. Eagle**
- **Ted Williams**
- **Mike Burske**

Teamwork and preparation are key to a safe and successful event!

Public Works Recruiting Efforts

The **Public Works** department is continuing to recruit for a **Class B Plant Operator**, a role that's becoming increasingly difficult to fill nationwide. The department is evaluating new strategies to widen the applicant pool and tackle the specific challenges behind the hiring shortage. More updates to come as these new approaches are implemented.

Big Wins of the Week

- **Spooky Trail Success!**
The **Spooky Trail** event was a big hit this past Saturday with over **1,200 visitors!** Kudos to **Amy, Mike,** and the entire **Parks and Recreation crew** for their outstanding

planning and execution. This event took weeks of prep and three full days to set up. Special thanks to:

- **Public Works crew**
 - **Parks and Rec team**
 - **Lori Crain**
 - **Kathy Lawrence**
 - **Elisha Pappacoda**
 - **Jackie Schilling**
 - And the many other volunteers who made it a spooky success!
- **FDOT Agreement Approved**

The Commission approved a **Public Works resolution** to enter into an agreement with the **Florida Department of Transportation** for the maintenance of the **right-of-way on Highway 441**. Another step forward in improving infrastructure and collaboration with state agencies.

CLERK'S OFFICE (Kathy Rosado):

A big shout-out to the Lady Lake Police Department for all their hard work in achieving accreditation today! I know how challenging the process can be and the level of commitment it requires. Congratulations to the entire Lady Lake PD team on this outstanding accomplishment!

This week, I completed and submitted the Division of Elections Minority Report for 2024. For your reference, this report is required annually by December 1st, in accordance with Section 760.80(4), Florida Statutes. It provides a summary of the number of appointments made during the preceding year from each minority group, as well as the number of individuals with physical disabilities appointed to any board.

Together with **Carol Osborne, Tanner King, and John Pearl**, we held our kickoff call for the NextRequest module to discuss the onboarding process. The standard NextRequest rollout typically spans 8–12 weeks and includes two primary phases: configuring the portal and training users to manage requests effectively. All training sessions will be recorded for future reference. I have begun configuring the portal by adding users and setting up departments, with the goal of having the system fully operational by the end of November.

Carol and I have been providing ongoing training to Amber as she becomes familiar with her role and responsibilities in the Clerk's Office. We reviewed the records management process, and our next step will be to identify all existing records, determine their locations, and purge any that have met their retention schedules. Amber is settling in wonderfully—

she is a quick learner with a kind and pleasant personality. We are delighted to have her on our team and look forward to working alongside her.

On the agenda side, we have created a Feedback Agenda that will be sent out to department heads to inform them of the decisions that were made during the Town Commission meetings. Hopefully, this will be a useful tool for all to use.

Over the past two weeks, the clerk's office has received and processed 18 public records requests and 23 lien requests.

Amber Castellano took the initiative to clean out and organize our supply closet, and it looks fantastic. Thank you, Amber!

COMMUNICATIONS (Elisha Pappacoda):

Spooky Park was a major success, surpassing all expectations with over 1,000 tickets sold. Hats off to Parks & Recreation for their tireless efforts in creating engaging community events.

On the Communications side, we had 23 media mentions for Spooky Park with a Publicity Value of \$114,080. We had 587 RSVPs on Facebook, along with 10 Facebook posts, a calendar listing, a web story, and press releases. We created three promotional videos, with an additional outsourced professional video coming soon.

In the past 28 days on Facebook, we had 115,324 views and 11,000 engagements, which is an increase of 77%.

Susyn completed a rack card for Utilities Customer Service, educating customers on how to avoid water turnoffs. She livestreamed the Town Commission meeting and updated both Town Hall marquee signage and the library's digital signage.

We completed and published the [Quarter 3 Growth Management newsletter](#).

We attended the Lady Lake Water Conservation Team meeting, a Public Works recruitment brainstorming meeting, the Farmers Market and the first Christmas Parade planning meeting.

On Wednesday, we attended a free, lunchtime professional development training at Lake Sumter State College. The program "Newsjacking vs. Newsjunk: The Power of Strategic Storytelling" was presented by Wendy J. Roundtree, APR, Founder & Lead Strategist of Jarel Communications. The program discussed when to jump on and when to avoid trending topics and how to move beyond superficial, attention-seeking content. Wendy shared strategies for leveraging cultural moments authentically while staying true to our organization's values and avoiding the pitfalls of opportunistic messaging.

My takeaway was to always focus on M&M – mission and message.

FINANCE (Joella LeDonne):

No report this week.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

On Thursday, a new site plan was submitted for Lake Ella Independent Living. This project consists of 485 independent living units, divided between eleven buildings, as well as an amenity center located on 30.9 acres north of Lake Ella Road and west of South Highway 27/441. This is the first phase of overall development. Future phases will include a hotel, memory care facility, and an office complex. The ordinance for the amended zoning entitlements received final approval from the Town Commission at Monday night's meeting.

The development order for the Lady Lake Crossing expansion was issued on Wednesday. The project will include grading, utility installation, paving, and landscaping, and is located at the intersection of County Road 25 and North Highway 27/441. The utility agreement for this project was approved at Monday night's Town Commission meeting.

Staff will be sending out review comments on Thursday for the site plan for the proposed Florida Credit Union to be located within the Hammock Oaks Commercial Park at the intersection of Highway 466 and Hammock Oaks Boulevard.

Revised plans were submitted for the Reserve at Hammock Oaks Phase 4A improvement plan. This phase consists of 163 single-family lots on 34.727 acres.

A building permit was issued for the interior and exterior remodel of the entire three-story La Reina Building, including thirty-nine new loft apartments located at 1000 Main Street at Spanish Springs. A building permit was also approved for the new ALDI retail grocery store going into the vacant Winn-Dixie location at 944 Bichara Boulevard.

Plan revisions were received for the new clubhouse in the Boulevard Oaks Subdivision located at 1797 Flowertop Way. Revised plans were also received for the conversion of Joann's Fabrics to Burlington, located at 540 North Highway 27/441.

The building permit was issued for the new Paradise Recreation Center located at 1403 Paradise Drive as well as the pool located at 1411 Paradise Drive. The permit was also released for the Renovation of The Lofts at Citrus Exchange Building, including seventeen new apartments on the second floor located at 1100 Main Street.

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

Code Enforcement Division opened ten cases, five of which were complaint-driven, closed sixteen cases, and conducted forty-eight inspections. The code enforcement officers also prepared their presentations for the October 23, 2025, Special Magistrate Hearing.

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.

Tanner, our new System Administrator, is completing his second week with us today. We are grateful to have him join the team and welcome him aboard.

Shout out to Howard. We appreciate his willingness to help with staff support efforts while Andy takes some well-earned down time.

Our Cybersecurity Awareness Month program continues. Next week will be the final week of the program. We are looking forward to meeting with our municipal peers in Tavares or Leesburg as we attend Dr. Crowther's Cybersecurity Leadership and Strategy presentation.

The annual Security Awareness Proficiency Assessment is ongoing.

The Enterprise Resource Planning (ERP) Implementation Team met with Springbrook on Monday and Wednesday to continue efforts to complete implementation of the project management and bank reconciliation modules and to begin discovery for implementing the payroll module.

Ken has been working with integrators this week trying to wrap up some technology projects related to the library renovation.

Congratulations to Howard for recently earning the GIAC Security Operations certification.

LIBRARY (Kourtney Fehr)

This week's Storytime featured a special guest reader, **Alysyn Culbertson**, who shared her own published book, *The Lifecycle of a Butterfly*. The children were thrilled to learn all about butterflies and took part in fun butterfly-themed crafts and activities. This Storytime program brought in **65 children and their families**—what a fantastic turnout!

Fun Fact: Did you know we have a beautiful **Butterfly Garden** right here in Lady Lake? It's free to visit and features information about the plants and butterflies that call it home. Stop by and enjoy the beauty at **231 Lake Griffin Rd.**

Today, we're also hosting an **Adult Craft Program**, where participants will be making festive **fall scarecrows**—the perfect way to celebrate the season!

Here are the youth program stats for this week:

-Little Sprouts: 4

-lego Masters: 21

-Craft Corner: 60
-Tiny Tots: 32
-Family Crafting: 29
-Storytime : 65
-Reading with Scarlett: 4
Alphabet Adventures: 32

www.facebook.com/lakelakelibrary225

Parks & Recreation (Mike Burske):

The Lady Lake Parks and Recreation Department had an exciting and productive week as we continued preparing for the upcoming holiday season while successfully hosting one of our largest Halloween events to date.

- **Spooky Park Haunted Trail Success:**
This past Saturday marked the debut of the first-ever *Spooky Park Haunted Trail* at Snooky Park, drawing an incredible crowd of over **1,000 attendees**. Families and thrill-seekers alike enjoyed the creativity, atmosphere, and community spirit that made the event a true success. The Parks and Recreation team worked closely with the **Public Works Department** and the **Lady Lake Police Department** to ensure a safe, fun, and well-organized experience for everyone. The collaboration between departments helped make this event one of the highlights of the season.
- **Christmas Preparations at the Log Cabin:**
While much of the team focused on Halloween festivities, **Vicky and Sam** have been working tirelessly—and almost single-handedly—to bring the holiday spirit to life at the **Log Cabin**. They have made remarkable progress getting the **Christmas lights** installed early this year, ensuring that everything will be ready well ahead of schedule. Their dedication and teamwork exemplify the pride and professionalism that make Lady Lake Parks and Recreation stand out.
- **Spooky Park Haunted Trail Success:**
This past Saturday, Snooky Park transformed into the *Spooky Park Haunted Trail* for the very first time—an event that drew more than **1,000 visitors!** Families and thrill-seekers enjoyed a fun and fright-filled evening that brought our community together in a unique way. A huge **thank you** goes out to all of the **organizations and volunteers** who created amazing *scare zones* throughout the park and truly *wowed* our guests with their creativity and enthusiasm.
- **Holiday Preparations at the Log Cabin:**
While much of the team focused on the Haunted Trail, **Vicky and Sam** worked tirelessly—and nearly single-handedly—on installing the **Christmas lights at the Log Cabin**. Their goal is to have the display completed early this year.
- **Farmers Market Growth:**
Julia from the Town Manager's Department brought in over **40 vendors** and an impressive **861 patrons** to this week's **Farmers Market**, marking one of the best turnouts yet.

- The Parks and Recreation team is proud to support this growing community event, with special thanks to **Thomas and Brad** for their consistent help and support in setup, logistics, and coordination.

This week was a strong reminder of what can be accomplished when departments, organizations, and individuals come together with a shared goal. Lady Lake continues to shine thanks to the teamwork, dedication, and community pride of everyone involved. Overall, this week showcased the department's ability to balance major event planning with ongoing holiday preparations. The Parks and Recreation team continues to demonstrate creativity, efficiency, and strong collaboration with other departments to make Lady Lake's community events memorable and enjoyable for all.

The Lady Lake Parks and Recreation Department is keeping up the momentum following the success of last week's Spooky Park Haunted Trail, as preparations are now in full swing for the next major community event — the **Boo Bash!**

The **Parks and Recreation Team** is hard at work organizing and setting up for the **Boo Bash**, which will take place this **Saturday from 6:00 p.m. to 8:00 p.m. at the Guava Street Athletic Complex**. This family-friendly Halloween celebration will feature games, candy, music, and plenty of fun for residents of all ages.

Our staff has been focused on decorations, vendor coordination, and ensuring all logistics are in place to create a safe and enjoyable evening. Boo Bash promises to continue Lady Lake's tradition of offering quality community events that bring families together in a fun and festive atmosphere.

The Parks and Recreation Department looks forward to welcoming everyone to the Guava Street Athletic Complex this Saturday for a *spooktacular* time!

POLICE DEPARTMENT (Chief Steve Hunt):

No report this week.

PUBLIC WORKS/UTILITIES DEPARTMENT Administration (C.T. Eagle -Director and Kevin Anderson – Admin Assistant to Director):

Welcome aboard, Kevin Anderson, our new Administrative Assistant! Kevin is a Lady Lake resident who comes to us with previous experience in local government. CT will be touring him around the facilities next week. Please feel free to introduce yourself and make him feel at home.

Maintenance Department (Ted Williams, Supervisor):

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):

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 and in Oak Grove.

Assisted Parks and Rec with the Spooky Park Event and began installing Christmas lights at the Log Cabin.

Prepared for storage tank inspections.

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

Staff completed multiple work orders at Town facilities. Checked for roof leaks at the PD. Worked on lighting in the Clerk's Office. Painted signs on fuel tank at the fuel depot behind Town Hall.

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.

Inspected five new Police Cars.

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

Repaired broken service line on US 27/441.

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 required compliance reports to FDEP. Continued running process control samples and making necessary plant adjustments.

Water Plants continued the 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 have been updated with new data and 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>