

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

October 30, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shoutouts & Acknowledgments:

Lt. Rob Tempesta – Our Accreditation Manager, Lt. Tempesta, led the department to receive its **third accreditation** last Thursday at the *Florida Commission for Law Enforcement Accreditation Award Ceremony*. Rob has been instrumental in achieving the department's **first accreditation** and now **two re-accreditations** – a remarkable accomplishment over an 8–9 year process. It's easy to become complacent, but our department continues to improve and set higher standards.

A special thank you to **Mayor Freeman** and **Vice Mayor Roberts** for showing their support by attending the ceremony. This achievement reflects the strong **leadership within our Police Department**. Congratulations to **Chief Hunt, Lt. Tempesta**, and the entire team involved in this process!

Kathy Rosado, Town Clerk – Since joining us just a few months ago, Kathy has made a big impact. For the first time, we're using **Civic Clerk** correctly to prepare our meeting agendas, and Kathy has taken the initiative to **help all departments** on how to input their items into the system. She has also **reorganized the commission meeting agenda** for better efficiency and is implementing a **new public records management system** (Next Request) to streamline how we handle record requests. Excellent work, Kathy!

Joella LeDonne, Finance Director – Congratulations to Joella for successfully submitting our **millage certification documents** to the **Florida Department of Revenue** (her first time). The Department reviewed her submission and found **no violations** of certification requirements. Fantastic Job, Joella!

Department Managers' Meeting – We held our meeting Tuesday morning in the Commission Chambers, where we reviewed the **agenda for the upcoming Commission Meeting on November 3rd at 6:00 p.m.** We also finalized a date for the **Town Christmas Party**, which will be held on **Wednesday, December 17th at Public Works**.

Additionally, we began discussing **department culture and workplace climate**, which will continue at our next meeting as part of our **communication and culture series**.

Cybersecurity Training for Executives and Managers

A mandatory Cybersecurity Training for Executives and Managers was held in Leesburg on Wednesday morning, with most of Lady Lake's management team in attendance. Additional sessions were conducted on Monday in Tavares for those unable to attend in Leesburg.

The training covered key topics, including the role of government IT departments in safeguarding systems and data, as well as the responsibilities of managers in promoting cybersecurity awareness and enforcing best practices within their teams. I found the discussion on these roles particularly interesting and insightful.

CLERK'S OFFICE (Kathy Rosado):

A **big shoutout to John Pearl and the IT team** for keeping us well-trained in how to detect viruses, phishing, and other potential threats to our computers. It not only helps in the workplace but also with our personal electronic devices. Thank you for keeping our computers safe!

We reviewed the November 3rd Town Commission meeting agenda at the town manager's meeting on Tuesday. We also discussed creating the right climate in the workplace.

Thad and I collaborated to present staff with examples of quasi-judicial hearings and to explain how they differ from regular public hearings. We also reviewed the procedures to ensure staff have a clearer understanding of what to expect during these types of hearings. Additionally, a flyer on quasi-judicial hearings was distributed for reference.

I Attended the Cybersecurity Leadership Seminar Executive Session on Wednesday, October 29th. in Leesburg.

The Clerk's office compiled and distributed the agenda packet for the November 03, 2025, Town Commission Meeting.

The clerk's office completed 8 lien searches and 9 public records requests this week.

It was a spooky and fun-filled day here at Town Hall, where staff dressed up for Trick-or-Treating! There were plenty of creative costumes spotted around the offices. It's always nice to see that we can work hard and still have fun together. A big thanks to Julia for organizing the event. Happy Halloween! 🎃





COMMUNICATIONS (Elisha Pappacoda):

The busy season has just begun! Below is what Communications has been working on this week.

- Completed a watering restriction rack card for Utilities Customer Service
- Built a corresponding landing page on the website: [Watering Restrictions | Lady Lake, FL](#)
- Completed the November newsletter: [Lady Lake Link Newsletter 2025 Nov \(ADA\)](#)
- Converted all existing digital forms to ADA-compliant fillable PDFs. The old forms will be removed from the website in the coming weeks. There are notices on top of the

Finance and Public Works landing pages letting customers know where to find the new forms.

- Attended a county Joint Information Center call on Sunday's flooding, four-hour state-mandated Cybersecurity Training, Farmers' Market, meeting regarding next week's History Haul, and Breakfast with the Mayor
- Received over 500 reactions to our Facebook posts last week
- Issued the following news release: [Lady Lake Police Department earns reaccreditation](#)
- Issued third news release on Centennial Events
- Completed contracted video for Spooky Park: [Town of Lady Lake Spooky Park 2025](#)
- Received the following media coverage:
 - [Lady Lake woman loses life savings in government impersonation scam](#)
 - [Lady Lake celebrates its centennial | Community | midfloridanewspapers.com](#)
 - [Lady Lake to host 'Taste of Lady Lake Speakeasy' as part of Centennial celebration - Villages-News.com](#)
 - Villages Daily Sun story regarding Lady Lake PD's FBI National Academy graduates
- Reminder: Next week Parks & Recreation is hosting 7 Centennial Events in 6 days! Come out and support our community!
 1. Mon, Nov. 3: Centennial Proclamation – Town Hall, 6 p.m.
 2. Tue, Nov. 4: Stroll Through History – Farmers Market at Rolling Acres Sports Complex, 11 a.m.–2 p.m.
 3. Wed, Nov. 5: History Haul – Heritage Park, 3–6 p.m.
 4. Thu, Nov. 6: Centennial Cake Cutting – Veterans' Park Log Cabin, 6 p.m.
 5. Fri, Nov. 7: Taste of Lady Lake Speakeasy – Lady Lake Library, 6:30–9 p.m.
 6. Sat. morning, Nov. 8: Pancake Breakfast in the Park – Snooky Park, 8–10 a.m.
 7. Sat. evening, Nov. 8: Centennial Celebration with fireworks – Guava Street Athletic Complex, 5–9 p.m.

FINANCE (Joella LeDonne):

No report this week.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

Plan review comments were sent to the applicant for the Rooms to Go site plan. This project is part of the Lady Lake Crossing expansion located at the intersection of County Road 25 and North Highway 27/441, lying west of the highway and south of the Tire Kingdom.

Revised plans were submitted for the final plat of the Reserve at Hammock Oaks Phase 2C. This phase includes forty-one lots on 7.935 acres.

An application was submitted this week for a replat of Lot 398 of Hammock Oaks Phase 2D. The applicant wishes to increase the width of the lot by ten feet.

The building permit for the interior renovation and addition at the library (new Growth Management Office) has received a temporary Certificate of Occupancy located at 221 West Guava Street.

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

Code Enforcement Division opened ten new cases, five of which were complaint-driven, closed nine cases, and conducted forty-eight inspections. The code enforcement officers also presented five cases at 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.

Our Cybersecurity Awareness Month program is scheduled to end today. We appreciate the effort everyone has made to participate. If you haven't already completed the annual Security Awareness Proficiency Assessment, please do so today.

IT staff are looking forward to the Bicentennial celebration activities next week.

LIBRARY (Kourtney Fehr)

The Lady Lake Library has had an amazing week! We've been busy in the best way.

A big shout-out to Mike, Amy, and everyone who helped at the **Boo Bash**. We were thrilled to see so many families who are part of our library community. Some visitors were surprised to learn youth fully reopened after renovations — it was wonderful to welcome them back and reconnect!

Our **Storytime Trick-or-Treat** was also a huge success this year! We welcomed **80 families** who enjoyed trick-or-treating around the library as staff handed out treats and celebrated the season together.

I (**Kourtney Fehr**) also met with Amy this week to prepare for the upcoming **Speak Easy** event, which Amy will be hosting here at the library on **November 7th**. We're so excited to bring this new program to our Library!

Here are the youth program stats for this week:

- Little Sprouts: 5
- Video Games: 6
- Craft Corner: 44

- Tiny Tots: 27
- Family Crafting: 8
- Storytime : 80
- Reading with Scarlett: 3
- Alphabet Adventures: 26

www.facebook.com/lakelakelibrary225

Parks & Recreation (Mike Burske):

No report this week.

POLICE DEPARTMENT (Chief Steve Hunt):

It's great to be back at Lady Lake after spending a week in the North Maine woods with family and friends. The time away was a wonderful opportunity to decompress, enjoy nature, and relax. As much as I appreciated the break, it's always good to return home — and I'm thankful to be back at work.

- **Accreditation Success:**
Last week, we officially received our **third reaccreditation** from the *Commission for Florida Law Enforcement Accreditation* at their conference in Fort Myers. Mayor Freeman, Vice Mayor Roberts, Town Manager Lawrence, and I were honored to join Lt. Tempesta to accept this recognition. Rob attended the weeklong conference alongside fellow managers and assessors, continuing our pursuit of excellence. Rob, Jason, and I want to thank everyone who contributed to achieving and maintaining this important milestone.
- **Halloween Events:**
We had a fantastic turnout at both Halloween events hosted by our colleagues at Parks and Recreation. It was wonderful to see so many families having fun. Great job to Mike and the entire team for putting on such successful events!
- **Public Works Appreciation:**
A big thank-you to our **Public Works crew** for resolving a persistent roof leak. Once repairs were complete, the team replaced ceiling tiles and refreshed the paint — the hallways look great! Thanks to Mark, Josh, Phil, Kon, and Ted for all your hard work.
- **Reckless Driving Arrest:**
Over the past week, we've had several reports of reckless and harassing driving in the Skyline neighborhood. Our officers made an **outstanding arrest** after one offender caused damage to a town retention pond and sidewalk, in addition to multiple driving violations. We'll continue increased patrols in the area to ensure the safety and peace of our residents.
- **E-Bike Thefts:**
October saw a spike in stolen e-bikes throughout town. Our officers collaborated effectively and identified a suspect, who later confessed. The case remains active as we work to recover the bikes and pursue additional leads.
- **Cybersecurity Training:**
I attended **Cybersecurity Training** in Leesburg along with several other town

employees. The instructor did an excellent job balancing the importance of strong security measures with the need for functionality in our systems.

- **Leadership Training:**

Both Lt. Dunagan and Lt. Greene are currently attending training on **Officer Discipline and the Certification Process** hosted by FDLE's Training Division. This course provides an in-depth review of state law enforcement certification requirements and best practices in internal affairs investigations.

It's truly great to be back. I'm honored to serve alongside such dedicated officers and staff who are committed to excellence and to serving the Town of Lady Lake.

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

CT attended the Cyber Security Training held in Leesburg this week. Thank you to John Pearl for setting it up for all our staff.

Maintenance Department (Ted Williams, Supervisor):

Attended the Cyber Security Training Class in Tavares.

Met with the vendor regarding the new generator service contract.

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.

Assisted Parks and Rec with the Boo Bash Event.

Filled in washout area on W Lady Lake Blvd, cleaned off the storm drains, and cleaned up debris after the storm over the weekend.

Repaired the LED Stop Sign at the intersection of Del Mar Dr and Rio Grande Ave.

Started installing Christmas Lights at the Log Cabin.

Coordinated the Christmas Tree decorating event at Town Hall with the Villages Elementary School students.

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

Staff completed multiple work orders at Town facilities. Pressure Washed at Town Hall. Checked HVAC unit at the library and serviced the drain line.

Started painting areas, replacing ceiling tiles, and repairing holes in drywall at 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):

Butch attended the Cyber Security Training Class in Tavares.

Met with the vendor regarding the new generator service contract.

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):

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 (Steve Pfouts – Treatment Plants Operations Manager; Darryl Flanders – Lead Wastewater Plant Operator; and Daniel Myklejord – Lead Water Plant Operator.)

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.

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>