

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

November 13, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shout Outs of the Week

A big thank you to the Lady Lake Library staff, led by Kourtney Fehr, for their outstanding assistance with the Speak Easy Event held last Friday night at the library. I heard it was a fantastic evening enjoyed by all who attended!

Special thanks also go to Mike Burske and the Parks & Recreation crew for their hard work and long hours during the Halloween festivities, Centennial celebrations, and Christmas preparations. Your dedication truly brings our community together.

I really enjoyed the pancake breakfast — it was wonderful meeting new residents and sharing a meal with Mayor Freeman and Vice Mayor Roberts. It was great to see members of our Police Department enjoying the event as well. Compliments to our talented chefs, Rodney and Jackie Schilling, for a delicious breakfast!

I also had the pleasure of visiting with a couple who recently moved here from Chicago. They shared how much they appreciate our small-town feel and community spirit. Throughout the Centennial celebration, it was heartwarming to see so many department managers and staff attending and participating in the events.

The Department Managers' Meeting was held on Monday at 2:00 p.m. in the Commission Chambers. We reviewed the upcoming Commission agenda for the meeting on November 17th at 6:00 p.m. and continued our discussion on communication, focusing on the theme "Make your staff feel they can do anything." We shared helpful tips on building confidence and empowering our teams.

CLERK'S OFFICE (Kathy Rosado):

Carol and I, along with John Pearl and his team, participated in a NextRequest training session on Monday. We reviewed the portal's administrative settings, learned how to create message templates, and went over redaction tools and invoicing features. Our next meeting is scheduled for December, when we'll explore additional records management functions such as uploading documents. This program will streamline many of the steps staff currently handle and centralize everything in one convenient location for easy access and response.

Amber Castellano has fit into the clerk's office quite well. She is fun to be around, interacts effortlessly with customers, and makes every workday more enjoyable. Amber has been working on purging old records and has gone through the onsite contracts and agreements. We have several boxes that she has ready to go to destruction. The project will continue until all records in the clerk's office have been reviewed. We anticipate Jan 1st as the completion date. Amber has also worked on creating a more eye-pleasing bulletin board in the mailroom.

A big shoutout to all the staff who contributed to the Centennial Celebration Week events! Your hard work behind the scenes made it a wonderful experience for our residents. Although I couldn't attend every event, I did have the pleasure of visiting the Farmers Market, where the "Stroll of History" placards were very well done. The Centennial Fireworks Celebration was also a highlight, offering plenty of fun activities for all of Lady Lake, along with great live music and a spectacular finale!

It's hard to believe mid-November is already here, and we're gearing up for the holidays. Town Hall is in the process of being decorated, with a few final touches still to come as we embrace the holiday spirit. With Thanksgiving just two weeks away, it's a wonderful time to reflect on all that we have to be thankful for as we begin this joyous season.

This week, the clerk's office completed 7 lien searches, 6 public records requests, distributed and posted to the website two meeting agendas and agenda packets.

COMMUNICATIONS (Elisha Pappacoda):

Communications attended and gathered content for the Centennial events, which were a spectacular gathering of our community! Thanks to Susyn for taking photos and videos at the cake cutting, speakeasy, and fireworks event, while I covered the proclamation, history stroll, and history haul. We had over 100 likes, 19 comments, and 7 shares on Facebook of the fireworks photos alone.

Communications Centennial media coverage included 27 mentions online and on TV (plus several more in print) to an audience of 229,210, with earned publicity value of \$2,893. We received over 800 RSVPs on Facebook for the Centennial events. We created 34 Centennial promotional videos, shared over the last year, to help raise awareness of our historic milestone.

Kudos to Parks & Recreation and all who participated. This truly was a team effort.

Feedback on social media included:

- "Wow!! We are so thrilled!! Thank u for allowing us to be a part of the 100 years celebration!! God bless the Town of Lady Lake!"
- "You're the best town to live in thank you for all you do."
- "What a great event! We had a wonderful time!"

- “I live on the Historic Side of the Villages, watched it from my back porch, just beautiful.”
- “We had a wonderful evening, the food, beverages and music were so good, thank you from all of us!”

Additionally, this week we:

- Issued a press release on the upcoming Christmas events: [Town of Lady Lake announces enhanced Christmas events](#)
- Scheduled Thanksgiving closure alerts on web and Facebook
- Started work on “thankful” social media campaign
- Worked with A/V vendor on livestream studio maintenance

FINANCE (Joella LeDonne):

As one fiscal year ends, another one starts. As we all love working with a clean slate, it doesn't mean that all previous is forgotten. The first quarter of the new fiscal year is the busiest for Finance. Not only are we getting everything ready for the new fiscal year, new POs, and new budgets, but we must close out the previous fiscal year and make sure everything is balanced. To make sure that the Town is held to the very utmost standards, an audit is conducted every year to make sure that we follow accounting guidelines. Audits ensure transparency, accountability, and a strong foundation for future planning. They help manage public funds responsibly, identify risks early, and maintain the trust of the residents. Auditing standards state that management and governing bodies are responsible for fraud detection, and auditors must provide reasonable assurance that the “books” are free of misstatements. Audits also help confirm that public money is used for its intended purposes, ensuring there is no mismanagement or corruption. They can identify areas where funds can be better allocated, helping improve financial efficiency. There are five crucial reasons why it is important to conduct an annual audit of financial statements. They are the following:

1. **Maintaining transparency:** Auditing ensures that financial records are clear and honest, which is essential for building trust with stakeholders like investors and creditors.
2. **Improving decision making:** Accurate financial data allows management to analyze trends and make informed decisions that can increase profitability.
3. **Ensuring compliance:** Auditing helps organizations comply with legal requirements and accounting standards, avoiding penalties and legal issues.
4. **Detecting fraud:** Auditing can identify potential fraud risk factors and help detect fraudulent activities, protecting the company's assets.
5. **Enhancing credibility:** Regular audits enhance the credibility of financial statements, which is vital for securing funding and attracting potential buyers.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

On Monday, an application was submitted for the replat a portion of Hammock Oaks Phase 1A. As part of the replat, additional easements will be established.

The final comments for the second review of the improvement plat for Reserves at Hammock Oaks Phase 4 are also being compiled to be sent to the applicant.

Today, we will be sending out comments for the first review of the new Independent Living Facility at the corner of South Highway 27/441 and Lake Ella Road. The ILF is the first phase of this development. A hotel, memory care facility, and office complex are proposed in future phases.

A building permit application and plans were received for revisions for La Reina Restaurant Shell located at 1000 Main Street. A permit application and plans were also received for new construction of a 5,600SF financial institution, the Florida Credit Union, located within the Hammock Oaks Commercial Park at the corner of Highway 466 and Hammock Oaks Boulevard. The permit was issued for the new clubhouse in Boulevard Oaks, located at 1797 Flowertop Way.

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

This week, code enforcement opened twelve new cases, five of which were complaint-driven, closed seven cases, and conducted forty inspections. The Special Magistrate Meeting will be held next Thursday, November 20, 2025, in the Town Commission Chamber at 10:30 a.m.

HUMAN RESOURCES (Tamika DeLee):

The second wellness presentation was held on Wednesday, November 5th. November's topic was "Fundamentals of Credit," presented by Jo-El Gonzalez, VP and Financial Wellness Program Facilitator from Seacoast Bank. Employees learned about the world of credit, how to build a strong credit report, and how to make sound financial decisions. They were also given the opportunity to ask questions on the topic. A total of 39 employees attended the presentation. HR Director Tamika DeLee attended the PRM Board Meeting for Property and Casualty on Friday, November 7th, in Lakeland. Interviews have been scheduled for the Customer Service Representative I position and will take place on Monday, November 17th. A total of four applicants will participate in the interview process. The new Water/Wastewater Treatment Plant Trainee is scheduled to start on Monday, November 17th.

INFORMATION TECHNOLOGY (John Pearl):

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

The Enterprise Resource Planning (ERP) Implementation Team met with Springbrook on Monday, Wednesday and Thursday this week. They completed the project management module implementation and have continued the payroll module implementation effort.

Andy and Joella worked with ClearGov to begin setting up the new budgeting software.

Staff continue to work with several vendors to wrap up their contributions to the library renovation project.

Staff are busy preparing the necessary changes for the Growth Management department's relocation to their new offices.

LIBRARY (Kourtney Fehr)

The library staff was happy to work with our wonderful Parks and Recreation Department for the Town's Centennial Speakeasy. It was a great opportunity for our departments to work together to create a memorable evening. This week, we celebrated our Veterans with a special Facebook Post. It was nice to be able to share how proud we are of our family members who have served.

We are getting ready to welcome the Villages Elementary of Lady Lake for their 1st grade field trip. We will be giving a special tour and Storytime on Tuesday and Thursday! We can't wait.

This Friday, there is Bingo at the Library. This event is always one of our most popular adult events! Sam does a great job of hosting.

Here are the youth program stats for this week:

- Alphabet Adventures: 31

- Storybook Studio 20

- Craft Corner: 50

- Storytime: 43

- Tiny Tots & Family Crafting: No program, Closed for Veterans' Day

www.facebook.com/lakelakelibrary225

Parks & Recreation (Mike Burske):

This week marked the exciting conclusion of Lady Lake's Centennial Celebrations! The festivities wrapped up with two incredible events — the *Taste of Lady Lake Speakeasy* and the *Saturday Night Main Event*, which featured what many are calling the best fireworks show the area has ever seen. We are thrilled with the turnout and community participation that made this centennial celebration such a success.

Following this milestone week, our team has already shifted gears and is actively preparing for the upcoming **Light Up Lady Lake** event on **Friday, November 22nd**, hosted at **Snooky**

Park. Preparations are well underway, including the installation of our brand-new **34-foot Christmas tree**, which will be illuminated for the first time that evening.

While this past week has been one of the most challenging and rewarding periods for our department, we are excited to carry the momentum forward as we move into the holiday season. Our goal is to make the start of the holidays a magical and memorable time for all Lady Lake residents.

The Parks and Recreation Director has been working with Chief Hunt to ask the State for a 50% match budgetary grant for four new message boards for the Town. These boards will give us an edge in policing while also enabling us to have a powerful informational tool. The town would have to invest \$67,500 if awarded the funds. The total cost of the project will be around \$135,000.

POLICE DEPARTMENT (Chief Steve Hunt):

The fall season is always a busy time here at the Lady Lake Police Department. As you know, our fiscal year begins on October 1, which means it's time for new police vehicles. We've just received this year's addition to the fleet and are currently working through the transition process—no small task.

Vehicles identified to be taken out of service must first be dismantled, including the removal of dash cameras, radios, radar units, computers, prisoner cages, and other equipment. Our installation company needs both the new and old equipment prepared and ready to be installed in the new cars. Coordinating this process is always a challenge, as we rely on the old vehicles for spares during the transition. This year in particular has required careful planning and flexibility.

Officer Chausse has been extremely busy overseeing this effort, and we want to extend our appreciation to Rob, Elaine, Jason, and Lt. Rob for a job very well done.

Corporal Eckerdt recently attended a training session focused on gang education. While it's true that Lady Lake doesn't have an active gang presence, we do encounter related activity from time to time. It's vital that we stay informed and share knowledge throughout the department. Andru will be doing just that, sharing what he learned thus ensuring our officers remain prepared and aware.

Sgt. Gehrsitz led the department's Bike Team during their annual training and refresher. The training included both classroom and field components. Our bike patrols are especially valuable during the busy shopping season and in problem areas where a more flexible or discreet presence is needed. The team continues to demonstrate the benefits of bike patrols in both stealth and overt operations.

We'd also like to recognize Buddy Anliker, who has been an outstanding addition to our staff. Buddy joined us part-time a few months ago and primarily handles requests for body camera footage. These requests can be extremely tedious and time-consuming due to the required redaction process.

Before Buddy came on board, our Records team was overwhelmed with requests and struggled to keep up. Thanks to his hard work and expertise, we're now managing them much more efficiently. A retired police officer from up north and an FBI National Academy graduate, Buddy brings experience, professionalism, and a great attitude to the team. We're proud to have him as part of the Lady Lake PD family.

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

Shout out to all Public Works staff who assisted Parks and Rec with the Centennial Events! Your efforts are appreciated and do not go unnoticed.

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.

Assisted Parks and Rec with the Centennial Events and Fireworks.

Continued installing Christmas Lights at the Log Cabin.

Cleaned and decorated Santa's Sleigh.

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

Staff completed multiple work orders at Town facilities. Repaired toilet at Town Hall. Repaired leak in the PD. Started putting up Christmas Decorations at Town Hall. Stopped leaking water fountain at PW, will require a new fixture.

Continued performing groundskeeping at Town Hall, PD, and the library.

Motor Pool (Billy Kohler - Lead Mechanic, and Jim Richards - Mechanic):

Installed inverters on equipment for events.

Ongoing repair and maintenance on Town Vehicles and Equipment.

Utilities — Water and Sewer (Thomas “Butch” Goodman – Supervisor, and Mary Levesque - Staff Assistant to Supervisor):

Continued entering new purchase order requests into the new Springbrook 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):

Continued performing utilities walk-throughs and final inspections 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 completed and submitted 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>