

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

December 11, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shout Outs of the Week

A big thank-you goes out to everyone involved in the Christmas Parade!

Special appreciation to **Mike and Amy and the Parks & Recreation crew**, as well as **C.T., Ted, and the Public Works team**, who drove floats and ensured our streets remained safe.

Gratitude also goes to **Chief Steve Hunt and the Lady Lake Police Department officers** for their work throughout the event.

This parade has had logistical challenges in the past, but this year went exceptionally smooth. Thank you to the **Library Staff, Town Hall Staff, and Parks & Recreation Staff** for their creative and well-executed floats. Teamwork and communication were the keys to another successful event.

Lady Lake Police Department Drone

Shout outs to **Deputy Chief Jason Brough**, who operated the drone, along with **Sgt. Heather Couch** and **Officer Steven Johnson**, who responded to a hit-and-run crash on 441. When the suspect fled into the woods, the drone was deployed and quickly located the individual, leading to a safe arrest.

This new technology continues to prove its excellent work by everyone involved.

Department Managers Meeting

The Department Managers Meeting was held Tuesday morning at the Police Department.

Topics included:

Review of the **Commission Meeting Agenda for Monday, December 15 at 6:00 p.m.**

Discussion of what a **25% budget reduction** would mean if property tax revenue were eliminated. Such a reduction would significantly change the services we currently provide.

A follow-up **workshop** will be held **Tuesday, December 16 at 9:30 a.m. at the library** to begin setting goals for increasing our revenue stream.

CLERK'S OFFICE (Kathy Rosado):

Shout-Out of the Week

A big shout-out to the **staff who made the Christmas Parade** possible. Despite a little bit of rain, it was an awesome parade!

This week, the clerk's office submitted the **Compliance Certificate for the Department of State**. This certificate is required every year in order to be in compliance with Section 257.36(5), Florida Statutes, and Rule 1B-24.003(9) Florida Administrative Code, for all public records regardless of medium or format.

In addition, an Environmental Assessment for **the CDBG project No. 23DB-N15 Sidewalk and Lift Station Improvements** was reviewed, and a Concurrent Notice was prepared for the required public notice. The notice will appear in the Villages Daily Sun.

Records & Records Disposition

The clerk's office reviewed and organized the Records Disposition Forms for the last decade. The goal is to have all the documentation scanned into Laserfiche and have electronic records stored for easy access.

We have confirmed the date, December 30th, with Stericycle for records destruction at the Public Works Facility. Please have all boxes on site on that day. The truck will arrive early afternoon. I will notify everyone if something changes. Thank you all for your cooperation with this project.

Manager's Meeting

The manager's meeting on Tuesday was very productive. Each department came up with ideas and brainstormed about a 25% potential reduction in our budgets should the property tax Bills become a reality. There were some creative ideas brought up, and it is a great exercise even if it doesn't come to fruition. If nothing else, it's great exercise. **Thanks, Bill**, for always making us put our thinking caps on!

Clerk's Office Activity

Over the past two weeks, the Clerk's Office has:

- Sent out notifications for **two meetings**
- Posted **2 meeting agendas**
- **Completed 2 sets** of meeting Minutes
- Completed **13 lien search requests**
- Processed **04 public records requests**

The holidays aren't just about lights, gifts, or big celebrations. They are about the warmth we share and the kindness we choose to give. As the season approaches, let's remember that

even the smallest gestures, a smile, a kind word, a helping hand, can brighten someone's day more than we realize.

Kindness is the one gift that costs nothing but leaves a lasting glow, and this time of year is the perfect opportunity to spread it generously. May we carry that spirit not just through the holidays, but into every day that follows.



COMMUNICATIONS (Elisha Pappacoda):

This week, Communications attended the Police Administration meeting, the department managers' meeting, the Farmers Market, and of course, the Lady Lake Christmas Parade on Saturday.

Shout out to Amy, Mike, and the entire Parks & Rec team, along with all the various departments involved in making this event go off without a hitch: PD, Public Works, Town Hall, Library, and Communications.

We issued a press release and compilation video of drone and body cam footage regarding [Lady Lake Police use drone to locate the driver who fled a serious crash](#). We received nearly 50 media mentions and 8,700 views on YouTube this far. Kudos to all personnel involved in this arrest.

We received front page coverage in the Triangle News Leader of The Villages Elementary of Lady Lake students decorating the Town Hall Tree. This story was also covered by [352 Today](#), [Lake and Sumter Style Magazine](#), [The Villages News](#), and The Villages Daily Sun.

Thanks to Lt. Tempesta and Officer Chausse for assisting in putting together the new Police Department step and repeat banner. Susyn did an amazing job with the design! We are also working on a second video this week promoting PD's Operation Holiday Shield.

Last but certainly not least, Rep. Randy Fine recognized the Town's Centennial in Congress this week. You can view the video here: [Rep. Randy Fine recognizes Lady Lake's Centennial in Congress](#)

Here is a transcript of his comments: "Mr. Speaker, I rise today to recognize the town of Lady Lake, Florida, which celebrated its remarkable centennial in November. Though the town held its first official meeting in 1925, Lady Lake's story reaches back to the 1880s, when a new railway depot sparked growth and a community first home to the Seminole Indians. From its early years as a hub for citrus and watermelon growers, to the history now preserved by the Lady Lake Historical Society Museum. The town's heritage reflects a century of resilience. The recent Week-long celebration brought that heritage to life, uniting residents, visitors and community partners in a series of events to honor 100 years of hometown pride. I want to extend my sincere appreciation to the Town Commission, along with Town Manager Lawrence and Police Chief Hunt, for their leadership in making this milestone possible. My thanks also go to every department, volunteer, and community partner who make. Who helped make that celebration unforgettable. It's my honor to represent the residents of Lady Lake in Congress. Here's to another 100 years of community connection and tradition."

FINANCE (Joella LeDonne):

Within the next several months, there will be several discussions, meetings, and votes on if property tax will be eliminated. As this may sound like wonderful news, I mean who would not be excited about not paying another property tax bill and having extra money in your pocket, remember "There's no such thing as a free lunch". The domino effect will start. If you take away from one thing, someone else is going to have to absorb the difference. There are several items that make up our property tax bill. Truthfully, I have no clue what some of these items represent or mean so let's start at the top and educate ourselves together.

The first line item under the Taxing Authority MP06 column is Lake County BCC General Fund. The BCC General Fund refers to the general fund of the Board of County Commissioners of Lake County. This fund is part of the county's budget and is used to receive and disburse funds for various county services and projects. The fund is managed by the Office of Management and Budget, which ensure adequate funding for the county's programs and services as directed by the Board of Commissioners. The fund's budget includes projections of expected revenues and expenses for the upcoming fiscal year, reflecting the county's financial planning and allocation of resources. So, what does this all mean? This fund pays for projects like:

- Public Safety Vehicles & Equipment – New and upgraded vehicles & equipment for the public safety department.
- Park Enhancements – Improvements to parks and recreational areas to enhance the quality of life for residents.

- Fire Station Renovations – Renovations and upgrades to fire stations to improve safety and efficiency.
- Public Safety Communication Tower – Construction of new communication tower to support public safety operations.
- County Library Building Renovations – Renovations and replacements of county library buildings to modernize and improve services.
- Sidewalk and Intersection Renovations – Improvements to sidewalks and intersections to enhance safety and accessibility.
- Fleet Equipment – Funding for new and upgraded fleet equipment to improve operational efficiency.
- IT Enhancements – Investments in information technology to support county operations.
- Road Resurfacing Projects – Funding for road resurfacing projects to maintain and improve road conditions.
- Tourism Development Tax (TDT) – Support for the tourism industry, including hotel performance and short-term rental revenue.

These projects show a commitment to investing in improving the quality of life to all residents in Lake County. What an impressive list. It puts into perspective what is at stake and the very seriousness of reality if these items cannot be maintained or even offered.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

This week the Development Orders were issued for the Chase Bank proposed at the intersection of North Highway 27/441 and County Road 25 and the Florida Credit Union proposed at the corner of Highway 466 and Hammock Oaks Boulevard, within the Hammock Oaks Commercial Park.

Final reviews have been approved for the Reserves at Hammock Oaks Phase 4A Improvement Plat. This phase includes 163 single family lots on approximately 35 acres. Staff will be working on putting together the Development Order for this project in the next few days.

Revised plans were received for a restaurant grey shell in preparation for a future tenant build-out at the La Reina Building located at 1000 Main Street. Revised plans were received for demolishing the interior space into a vanilla shell for Units 105 and 106 at 510 Highway 466. A vanilla shell refers to a space with basic interior finishes and essential systems already in place, making it ready for quicker occupancy. It typically includes finished walls that are ready for painting, basic electrical outlets, lighting, and functional HVAC and plumbing. In contrast, a grey shell is an unfinished space with minimal improvements, featuring exposed stud walls,

unfinished floors, and only the basic connections for electrical, plumbing, and HVAC. While it requires more extensive work to complete, it offers greater flexibility for customization.

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

Last week, code enforcement opened eleven new cases, four of which were complaint-driven, closed seventeen cases, and conducted fifty inspections.

HUMAN RESOURCES (Tamika DeLee):

The Human Resources Department attended the HR Roundtable In-Person Workshop on Friday, December 5, 2025. The presenter was Attorney Brian Koji, and this was the final session in the academy. HR staff participated in four sessions covering various topics presented by Attorney Brian Koji, as well as Michele Faulkner and Mariah Anuez from PRM. Participants in Session Five received their certificates of completion, signifying their training in foundational human resources skills. Interviews for the Staff Accountant II position took place on Tuesday, December 8th. A conditional offer of employment was made and accepted. Upcoming interviews are being scheduled for the Utilities positions.

INFORMATION TECHNOLOGY (John Pearl):

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

Joella, Brandi, and Andy met with Springbrook on Wednesday and Thursday this week to continue the payroll module implementation effort.

Tanner, Andy, and John have continued the annual hardware lifecycle effort at Public Works this week. Tanner delivered new mobile phone equipment to staff on Wednesday.

Howard is working with a new security vendor on a proof-of-concept implementation.

Ken and John began working on a new infrastructure upgrade this week. We anticipate this effort to continue through the end of January.

LIBRARY (Aly Herman)

Monday: Youth Services hosted Alphabet Adventures featuring the letter J, with 23 attendees. We hosted our Evening with Santa and Mrs. Claus, featuring a reading of *'Twas the Night Before Christmas*, cookies, and hot cocoa. Families also had the opportunity to take photos with them. We had a wonderful turnout of 70 attendees.

Tuesday: Nancy hosted another successful book discussion with 20 attendees. The group has grown so much that, starting in January, they will begin meeting in the new upstairs meeting room.

Youth Services held Tiny Tots with 35 attendees, and Storybook Studio with 19 attendees, and they all made cute Grinch ornaments.

Wednesday: We held Storytime, where children created a Gingerbread craft. We had 38 attendees.

We also hosted Read with Scarlett, with 11 participants joining the program.

Thursday: Our wonderful volunteer, Marsha Brinson, will be hosting a winter wonderland painting class today. Miranda has a teen craft today called Senpai Squad at 3:30 pm.

Friday: We have Little Sprouts at 10:30 am, Lego Masters at 3:30 pm

You don't want to miss!

Next Wednesday is Storytime with Santa at 10:30 AM. Please remember that we will be closing at 11:30 AM so staff can attend the Town's Christmas Party. We will reopen on Thursday at 9AM.

After returning from the Christmas Party, staff will spend the afternoon completing material inventory. This is a great time to tidy up the library's records in the computer system and the shelves as we prepare for the New Year.

If you didn't notice, I have been out on maternity leave after welcoming another baby boy in October. I want to give a HUGE shout-out to Kourtney Fehr, who stepped in as Acting Library Director during my absence. She went above and beyond, and I was able to relax—as much as you can with a newborn—knowing the library was in great hands with her and the rest of the Lady Lake Library staff. Thank you all for handling everything so well. I'm excited to be back!

PARKS AND RECREATION (Mike Burske):

No Report this week.

POLICE DEPARTMENT (Chief Steve Hunt):

• Christmas Parade

This year's Christmas Parade was a tremendous success. The collaboration between our town departments was outstanding, and the amount of planning and execution that goes into creating a safe, well-run event cannot be overstated. We had twenty-eight department employees assisting— including all six of our civilian staff members! The parade truly reflects the small-town charm of our great community. We appreciate the support shown to us and are proud to serve the residents of the Town of Lady Lake.

- **Annual Firearms Training**

Half of the department completed its annual firearms training this week, with the remaining personnel scheduled for next week. Training included two qualification rounds, drill work, and simunition-based role-play scenarios (similar to paintball for law-enforcement training). This full day on the range highlighted the many improvements our department continues to make. I was especially proud to see the “little things” being executed with precision. Our cadre of firearms instructors are true professionals, imparting best practices and elevating our standards. The proficiency, courage, and wisdom of our officers were on full display. I am confident that our department stands ready to meet any challenge, and I would put our team up against any agency.

- **FBI National Academy Associates Luncheon**

Deputy Chief Brough and I attended the Florida Chapter of the FBI National Academy Associates holiday luncheon at the Hard Rock Casino in Tampa. We received a tour of the facility's security operations, enjoyed a great meal, and—most importantly—connected with other police executives in our region. These networking opportunities continue to be invaluable both personally and department-wide, contributing significantly to our professional development.

- **Planning for 2026**

This is always a busy time of year as we prepare for 2026. Administrative leadership held its monthly meeting, crew bids and schedules were released, and goals and training plans for next year were discussed. We also met several times with a potential new scheduling vendor as we look to streamline and improve our administrative processes.

- **Community Support**

Our friends from the Lady Lake American Legion Post 347 Auxiliary delivered a generous platter of spaghetti and meatballs. We are very grateful for their continued support—as well as the support we receive from so many community members. And as always, cops love to eat, so this donation will not last long.

- **Noteworthy Arrests**

I want to highlight two outstanding arrests made by our officers last week:

- **Hit-and-Run Crash & Drone-Assisted Capture**

Officers responded to a multi-vehicle crash on Hwy 441. The at-fault driver fled into a wooded area on foot. A loaded handgun magazine and several unfired rounds were located in and outside the vehicle, leading officers to believe the driver—who is prohibited from possessing firearms—might be armed. Concerned also for his medical condition due to the severity of the

crash, officers deployed one of our drone units (one purchased last year and three acquired through a grant). The drone quickly located the suspect's heat signature, enabling officers to coordinate a safe apprehension. The suspect was taken into custody without further incident and transported to the hospital. Charges will be filed upon his release. Our Communications Department issued an excellent media release that was picked up by multiple news outlets.

• **Disturbance Call Leads to Drug Trafficking Arrest**

Later that evening, officers responded to a disturbance call at a residence in the north end of town. While investigating, officers encountered an individual actively smoking a meth pipe. During the arrest, a firearm was found in his possession—despite his status as a convicted felon—and the weapon was confirmed stolen. Officers then discovered 162 grams of cocaine and methamphetamine on his person. A subsequent search warrant for his vehicle resulted in the seizure of \$1,200 and additional trafficking-related items.

These two incidents exemplify the kind of work our officers perform every day and underscore why we train intentionally and with purpose. While we love participating in community events like the Christmas Parade, our greatest pride comes from keeping our community safe. We remain dedicated to serve and proud to protect.

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

Administration (C.T. Eagle -Director and Kevin Anderson – Admin Assistant to Director):

Ted and CT met with FDOT staff and the mowing contractor, Brightview, to coordinate taking over the right of way maintenance of the US 27/441 corridor. The Town received the official notice to proceed from FDOT. Brightview will begin maintenance of the corridor on December 18th. The Town invoices FDOT quarterly for these contracted services.

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>

Maintenance Department (Ted Williams, Supervisor):

Welcome to our new Streets Equipment Operator I, Tony "TJ" White! TJ is a Lady Lake resident that worked at Goney's Nursery off of Arlington Ave. Welcome to the Team TJ!

Performed driveway apron inspections.

Met with residents regarding stormwater issues and tree trimming concerns.

Set up Fire Extinguisher recertifications for all departments and vehicles.

Assisted with the Christmas Parade planning and preparations.

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.

Assisted with the preparations, event, and clean up of the Christmas Parade.

Trimmed trees in Oak Meadows.

Filled in wash out area on E Lady Lake Blvd.

Began decorating and clean up of Public Works for the Christmas Party.

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

Staff completed multiple work orders at Town facilities. Moved furniture and started preparing and painting the old Growth Management Department at Town Hall for departmental move.

Continued performing groundskeeping at Town Hall, PD, Growth Management, and the Library.

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

Ongoing repair and maintenance on Town Vehicles and Equipment.

Assisted with the Christmas Parade.

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.)

Butch and Darryl visited the City of Palm Coast to investigate the operations of a functioning MBR (Membrane Bio-Reactor) wastewater treatment plant. Our Town Engineer and Town staff have been investigating newer/alternative treatment technologies to make sure the Town gets the best bang for its buck for the construction of the next wastewater treatment plant. The plant was impressive and all reports were good. A workshop meeting with the Town Commission will be scheduled in January to present all findings and get input from the Commissioners on the next steps.

Responded to after-hours call out for alarms at the Treatment Plants.

Wastewater Plants completed and submitted required compliance reports to FDEP. Continued running process control samples and 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 be presented to the Town Commission for consideration of approval in January.

Consumptive Use Permit (CUP) renewal project with St. Johns River Water Management District (SJRWMD), will be submitted in January. Projected completion of renewal is early 2026.