

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

December 18, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shout Outs of the Week

A special shout-out to the Lady Lake Leadership Team:

Elisha Pappacoda, Thad Carroll, C.T. Eagle, Mike Burske, Aly Herman, John Pearl, Steve Hunt, Joella LeDonne, Tamika DeLee, Kathy Rosado, Kourtney Fuhr, Carol Osborne, and Brandi Carson.

This team has been working diligently to brainstorm ideas for creating **new revenue streams** so the Town will not be solely reliant on property taxes in the future. Lady Lake's **General Fund budget is \$26 million, with property taxes accounting for approximately \$7 million, or about 25% of total General Fund revenue**—one of the lowest percentages in the State of Florida.

The **General Fund** supports essential services including:

- Police
- Town Clerk
- Library
- Parks and Recreation
- Human Resources
- Commission and Town Manager
- Public Works (roads and streets, building maintenance, and motor pool)
- Town Attorney
- Growth Management

If the elimination of property taxes is placed on the ballot and approved by voters, these services would face **significant reductions**, and the **quality of service to residents would change**.

Manager's Revenue Workshop

The Manager's Revenue Workshop was held Tuesday morning at 9:30 a.m. in the upstairs library. The leadership team spent **90 minutes brainstorming potential revenue opportunities** with the goal of diversifying Town revenues.

The discussion was organized into three phases:

- 1. Implement Now**
- 2. Implement if Property Taxes Are Removed**
- 3. Thinking Outside the Box**

The team generated several strong ideas that will be researched further and developed into a comprehensive plan. That plan will be presented to the Commission at a future meeting. The next workshop is scheduled for **January** to continue this important work.

Employee Christmas Party & Service Awards

The **Employee Christmas Party** was held on Wednesday at noon at Public Works. A big thank-you to the **Public Works team** for decorating, preparing the food, and handling cleanup—an outstanding effort they deliver every year.

Length of Service Awards were presented to:

- **5 Years** – Kourtney Fehr
- **10 Years** – Jacob Jackson
- **15 Years** – Brad Weeks
- **20 Years** – Johnny Gosneigh, Van Kao
- **25 Years** – Adam Cronk, Travis Lacey
- **30 Years** – Debbie Lopez

Thank you to **Mayor Freeman** and **Commissioner Reagan** for attending and supporting our employees.

Wishing everyone a Happy Holiday season. We will be back next year.

CLERK'S OFFICE (Kathy Rosado):

A big shout-out to Ted Williams and the Public Works Team for all their hard work to make the Employee Christmas Party such a huge success! Thanks **to Aly Herman and the library staff** for making the White Elephant & trivia game so much fun! Also, thank you to **Bill Lawrence and the Town Commission** for allowing us to take a break and enjoy the party.

Clerk's Office Year-End Accomplishments & Looking Ahead

As we close out the year, the Town of Lady Lake Clerk's Office is proud to reflect on a year of progress, dedication, and continued commitment to transparency and service. Throughout my time here, our office has focused on strengthening operations, improving efficiency, and ensuring compliance with statutory requirements while supporting the Town Commission, staff, and residents.

Year-End Accomplishments

This year, the Clerk's Office worked diligently to maintain accurate records, agendas, and minutes in accordance with Florida Statutes and public records laws. We continued to improve records management practices, including reviewing and organizing stored records and preparing eligible documents for destruction in compliance with retention schedules. These efforts help safeguard the Town's history while improving accessibility and efficiency.

This office also played a key role in supporting Town operations by coordinating meetings, assisting departments with public records requests, and collaborating with other municipal clerks to share best practices. Training and process reviews were prioritized to ensure staff readiness, particularly as new systems and procedures were introduced.

- The clerk's office processed 451 lien search requests
- The clerk's office processed 147 public records requests
- We created and distributed 53 board agenda packets
- We completed 45 sets of board minutes

Looking Ahead

In the coming year, the Clerk's Office will continue to focus on modernization and efficiency. Goals include further streamlining records management processes, expanding the use of technology to improve public access to information, and enhancing internal workflows to better support departments and the Town Commission.

We will also continue to seek opportunities for professional development and collaboration, ensuring the Clerk's Office remains responsive, knowledgeable, and aligned with best practices in municipal governance. Above all, our commitment remains to provide reliable service, uphold transparency, and support the continued growth and success of the Town of Lady Lake.

As we enter the holiday season, the Clerk's Office extends warm wishes to the Town Commission, staff, and residents for a happy holiday season and a safe, healthy, and prosperous New Year. We look forward to continuing our work together in the year ahead.



COMMUNICATIONS (Elisha Pappacoda):

This week, Communications attended the Town Commission meeting, the Department Managers' workshop, and the employee holiday party and service awards.

Shoutout goes to Public Works staff for being amazing hosts and the library staff for bringing their own brand of joy to the celebration. Congrats to all who were honored, and thank you for your dedication to our community.

I'd like to offer a quick rundown of our YouTube efforts. According to the Pew Research Center, YouTube is the most widely used online platform. Roughly 83% of American adults report using the platform.

Our top five videos for the month of December on [YouTube](#) are all police-related, with the recent drone-assisted apprehension coming in at approximately 10,000 views. I encourage everyone to subscribe to the Town's channel.

Regarding the department managers' workshop, I am proud of the collaborative process Town leadership used to evaluate how current operations are funded and where we can make improvements. The ideas offered insight from staff who have a unique understanding of how the community uses services. We all recognize that Lady Lake residents are accustomed to a high level of service—from public safety and parks to Library programming—and that maintaining those standards during uncertain economic times is a priority.

Additionally:

- We issued a photo release for [Lady Lake Police team up to provide holiday shopping for kids](#), which was picked up by local media.
- We responded to three media requests.
- Communications is working on a year-end wrap up video and promotions for IT's Public Cybersecurity Training, which will be offered at the Library in January.

FINANCE (Joella LeDonne):

No report this week.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

This week the Development Order was issued for The Reserve at Hammock Oaks Phase 4A. This phase includes 163 single-family lots on 34.92 acres with 5,708 linear feet of roadways.

Revised plans were received for a new community clubhouse in the Reserve at Hammock Oaks Subdivision located at 840 Sunshower Drive. Revised plans were also received for the Interior and Exterior Remodel of the three-story La Reina Building located at 1000 Main Street on Spanish Springs. The remodel includes the construction of 39 apartment units.

Revised building plans were received for the New Rooms to Go which will be located at 442 North Highway 27/441, on the land which is presently undergoing sitework west of the highway and across from the intersection with County Road 25 (Teague Trail). The project is under concurrent site plan review. Revised plans were also received for the La Reina Building Restaurant shell located at 1004 Main Street.

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

This week, code enforcement opened eight new cases, received seven complaints, closed eleven cases, and conducted thirty-three inspections.

I would like to extend my gratitude to the Town Commission for once again allowing us to close our doors for a few hours to enjoy some good eats and a good time with our fellow co-workers on Wednesday. Seldom are there opportunities to get together during the year with the staff of the other departments all at once. Allowing us to gather for a few laughs each year at this time is greatly appreciated; thank you for making it happen. Happy Holidays.

HUMAN RESOURCES (Tamika DeLee):

Human Resources is currently conducting background checks for the Staff Accountant II and Customer Service Representative I applicants. Interviews were conducted this week for Utilities Distribution Collection Technician I & II, Utilities Distribution Collection Lead, and Wastewater Plant Class "B" Operator positions. A total of eight applicants participated in the interview process. Upcoming interviews are being scheduled for additional Utilities positions. Administrative Assistant to HR, Audrey Richards, is currently planning the 2026 Annual Health Fair. The health fair will be held on the second floor of the library. We will be welcoming returning vendors, along with several new vendors added to the mix.

2025 Human Resources Recap

The Town's annual wellness program kicked off this past October with the addition of financial wellness topics. This year, the wellness program expanded to include financial wellness presentations for employees. The presentation was delivered by Jo-El Gonzalez, Vice President and Financial Wellness Program Facilitator at Seacoast Bank. Financial wellness is critically important in the workplace, as financial stress can significantly impact employee focus, productivity, and overall health, often leading to absenteeism and disengagement. Supporting financial wellness, on the other hand, boosts morale, improves retention, helps attract talent, and contributes to overall organizational success.

Additionally, Human Resources participated in numerous webinars presented by PRM throughout the year. These webinars covered a variety of HR-related topics and were instrumental in helping staff stay current and informed in an ever-changing human resources environment.

Human Resources is using NeoGov and PoliceApp platforms for recruitment efforts, reaching applicants nationwide. PoliceApp platform was created by law enforcement professionals and technology experts to help simplify the application and recruitment process for applicants and police departments. From January 2025 to December 2025, 29 applicants applied on PoliceApp, with 27 from Florida and two from out of state. NEOGOV is a software solution provider that caters to the needs of government, public safety, and education sectors. The NeoGov platform received 807 applications from positions posted on GovernmentJobs.com. The most jobs with the most hits in 2025 were Wastewater Plant Class "B" Operator, Systems Analyst, Water/Wastewater Plant Trainee, Systems Administrator, Utilities Distribution Collection Tech I, and Youth Service Library Assistant I.

- Wastewater Plant Class "B" Operator 4357 hits
 - Systems Analyst 3615 hits
- Water/Wastewater Plant Trainee 3050 hits
 - Systems Administrator 2574 hits
- Utilities Distribution Collection Tech I 2488 hits
 - Youth Service Library Assistant I 2037 hits

The Town currently has six open positions across Utilities, Parks and Recreation, and the Library. During the year 2025, two employees retired from the Town. Seven employees, including a P&Z board member, resigned, and five were terminated.

INFORMATION TECHNOLOGY (John Pearl):

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

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

Tanner has continued the annual hardware lifecycle effort at Public Works this week, delivering new desk phone equipment to staff on Wednesday.

Howard, Andy, Tanner and John met with staff from a college in Michigan to learn how they are implementing enterprise AI tools on Wednesday.

Howard continued work with a new security vendor on a proof-of-concept implementation.

Ken is nearing the end of a new physical security infrastructure upgrade this week.

LIBRARY (Aly Herman)

Year-End Library Report

As we conclude another outstanding year at the library, we are proud to reflect on the many accomplishments and milestones achieved over the past year. This year marked significant growth, engagement, and transformation for our library and community.

Major Achievement

Our most significant accomplishment was the successful completion of the library renovations. This transformative project would not have been possible without the support of the current and past Town Commission, Town Manager Bill Lawrence for approving this major investment, and the continued patience and support of our library staff and patrons throughout the renovation process.

Community Impact & Usage Statistics

- **Total library visits:** 174,187
- **In-person programs offered:** 502
- **Program attendance:** 22,729
- **Self-directed programs (craft kits):** 12,181 distributed
- **Operating income collected:** \$17,000

Collection Use

- **Total materials checked out:** 116,079
 - Adult materials: 74,600
 - Children/Teen materials: 41,479

Technology Services

- **Public computer sessions:** 7,088
- **Wi-Fi sessions:** 17,656

Staffing Update

- We welcomed Miranda Hayes to our team in August as a new hire, strengthening our staff and enhancing services for our patrons.

This year's accomplishments reflect the dedication of our staff, the continued support of town leadership, and the strong engagement of our community. We look forward to building on this momentum and continuing to serve our patrons in the year ahead.

PARKS AND RECREATION (Mike Burske):

No report this week.

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):

We hope everyone enjoyed the Town Christmas Party this week. A shout out and big thank you to Ted and the Maintenance Crew for all of your efforts putting together another successful party!

CT attended and participated in the Manager's Workshop Meeting this week to discuss the impact of the potential loss of ad valorem funds and ideas on how to offset these impacts within the departments. The meeting was very productive and encouraging that the Town is in good hands.

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):

Coordinated the Town's Christmas Party.

Performed driveway apron inspections.

Met with citizens regarding maintenance concerns.

Met with the US 27/441 Mowing contractor, Brightview, for final coordination prior to maintenance activities commencing.

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 way. Mowed the CR466 corridor.

Trimmed trees in Oak Meadows and on Rio Grande Ave.

Filled in washed out area on E Lady Lake Blvd.

Set up the EOC, ordered and picked up food, decorated and cleaned up 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. Assembled furniture for the patio at the library. Repaired parking lot lighting at the PD.

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 Town Christmas Party.

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.

Conducted interviews for open positions.

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.

Assumed maintenance activities and began performing 811 utility line locating requests for the 5 phases of Hammock Oaks that were conveyed to the Town at the Commission Meeting this week.

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.)

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.

The 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.