

# WEEKLY MANAGER'S REPORT

## TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

January 08, 2026

### DEPARTMENT MANAGER'S REPORT (William Lawrence):

#### Shout Outs of the Week

##### Communications Department

Special recognition goes to the **Communications Department**, led by **Director Elisha Pappacoda** and **Media Specialist Susyn Stecchi**. Media coverage has increased dramatically over the past year, along with growth across our social media platforms including **Facebook, LinkedIn, and YouTube**.

The **2025 Year in Review video** highlighting our successes was especially appreciated. Through positive police and community-focused stories, the Communications Department earned **thousands of dollars in positive media placement value**, significantly enhancing the Town's visibility and reputation.

##### 2025 in Review

*Please read each department review below for additional details.*

##### Finance Department

**Joella LeDonne** was promoted to **Finance Director**

**Brandi Carson** was hired as **Assistant Finance Director**

The **Springbrook Software Program** was successfully introduced and implemented

The Town remains **debt-free**, with the **mill rate unchanged at 3.65**. Only **25% of Town revenue comes from property taxes**, one of the lowest percentages in the state.

##### Library

The **Library Building Expansion Project** was completed, including relocating the **Children's Library to the second floor**. A **grand opening is anticipated in February**.

##### Growth Management

The **Growth Management Department** relocated from Town Hall to **the first floor of the Library Building**, providing much-needed additional space and access to a conference room.

##### Parks and Recreation

Parks and Recreation had a very active and successful year:

- Installation of **lights on the soccer field**
- Hosting a successful **Centennial Celebration**
- Well-attended **holiday events, Concerts in the Park, and an Adult Scavenger Hunt**, among other programs

### **Police Department**

The Police Department has achieved **full staffing** after hiring **10 new officers** over the past several months.

- Two **Patrol Lieutenant positions** were created and filled, providing added supervision and guidance
- Hosted successful community events including **Shredding Day** and **Shop with a Cop**
- Arrested **one of the FBI's Top 10 Most Wanted**
- Successfully **re-accredited**
- **Sgt. Charles Gehrsitz** graduated from the **FBI National Academy**

### **Clerk's Office**

The Clerk's Office underwent several improvements:

- **Kathleen Rosado** was appointed **Town Clerk**
- **Amber Castellano** joined as **Staff Assistant to the Town Clerk**
- Full implementation of **CivicClerk**
- Reorganization of the filing system
- Evaluation of new software to better manage **public records requests**

### **Human Resources**

HR continued to deliver outstanding wellness and safety initiatives:

- Hosted **wellness programs and safety days**
- Processed a high volume of applications, with nearly **20,000 hits on NeoGov**
- Successfully filled key leadership roles including **Finance Director, Town Clerk, and Assistant Finance Director**

### **Public Works & Utilities**

Public Works experienced transitions and major accomplishments:

- Retirement of long-serving Administrative Assistant **Peggy**

- Addition of several new team members
- Completion of the **SR 441 Road Project** by FDOT and return to Town maintenance
- Lake County assumed maintenance of certain roads previously maintained by the Town without reimbursement
- Installation of **new LED stop signs on Old Dixie Highway**
- Continued utility challenges related to growth, including **Hammock Oaks**
- **Water Utilities passed the Comprehensive Sanitary Survey**

### Information Technology

The IT Department welcomed **Tanner** and **Kevin** to the team.

- **Howard** led successful **Cybersecurity Training**, acting as a “human firewall” and preventing cyber incidents
- **Andy** worked closely with Utilities and Finance on the **Springbrook software implementation**, forming a highly effective team

### CLERK'S OFFICE (Kathy Rosado):

#### 2025 Year Review

I would like to extend a sincere **thank you and shout-out to my team, Carol Osborne and Amber Castellano**. Without their dedication, support, and teamwork, many of the goals we set out to accomplish during my time here in Lady Lake would not have been possible.

The Clerk's Office is proud to reflect on a year marked by progress, collaboration, and a continued commitment to transparency and public service. Throughout the year, our focus remained on strengthening operations, improving efficiency, and ensuring compliance with statutory requirements while supporting the Town Commission, Town staff, and the residents of Lady Lake.

#### Year-End Accomplishments

- **Agenda Management** – Redesigned the Town Commission Agenda and implemented a Feedback Agenda to clearly reflect actions taken at each meeting
- **CivicClerk** – Fully implemented the agenda workflow and approval process
- **Records Management** – Reviewed, prepared, and destroyed approximately **210 cubic feet of records** that met their retention schedules
- **Public Records Requests** – Initiated and began implementation of **NextRequest**, designed to streamline and modernize public records request submissions
- **Events** – Participated in the Town's **100th Year Centennial Celebration** and the **Christmas Parade**

- **Lien Searches & Public Records Requests** – Completed 451 lien searches and 147 public records requests
- **Board Packets** – The clerk's office distributed 52 board packets and 45 sets of board minutes

In addition, the Clerk's Office played a key role in supporting overall 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.

## Looking Ahead to 2026

The following goals have been established for the Clerk's Office in 2026:

- Increase revenue sources
- Implement **online recording** of documents
- Create a dedicated records storage room at Town Hall
- Utilize **Laserfiche** for document scanning and move toward a paperless office
- Support **professional development opportunities**, including Florida Records Management Certification for Amber Castellano and Master Municipal Clerk Certification for Carol Osborne
- Update **Town Hall decorum standards**

Moving forward, the Clerk's Office will continue to focus on modernization and efficiency. Priorities include training staff for 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 to ensure 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**.

## COMMUNICATIONS (Elisha Pappacoda):

### 2025 Communications Analytics Overview

In 2025, the Town of Lady Lake expanded its Communications reach through new digital tools, increased video and livestreaming activity, and grew engagement across social, web, and traditional media platforms, including leading local and national media coverage on the FBI's 10 Most Wanted arrest.

The addition of digital signage enhanced communication and outreach at the Library and new Growth Management office.

Communications was also instrumental in the Centennial branding and messaging strategy – which was ongoing for the better part of a year - working closely alongside Parks & Recreation.

### **New in 2025: Digital Signage**

- 1 Town Hall marquee sign
- 8 Library digital signs
- 1 Growth Management digital sign

### **Facebook**

- **Total views:** 1.3 million
- **Content interactions:** 24.4K (+11.6%)
- **Reel views:** 128.8K
- **Video watch time:** 11 days, 8 hours
- **3-second video views:** 38.1K
- **Story views:** 13.3K

### **Media Mentions**

- **Lady Lake Police Department:** 1,907
- **Town of Lady Lake:** 7,158

### **YouTube**

- **Subscribers:** 215
  - 173 added in 2025 (+441% over 2024)
- **Video views:** 87,392 (>999% increase over 2024)
- **Watch time:** 3,231 hours (>999% increase over 2024)
- **Top 10 videos:**
  - 50% short-form content
  - All long-form videos were Police Department related

### **Livestreaming**

- **Meetings livestreamed:** 43
- **Total livestream time:** 35 hours, 45 minutes
- **Total views (live and replays):** 1,126

### **Press Releases**

- **Issued:** 34

### Website Analytics

- **Active users:** 87K
- **Average engagement time:** 51 seconds per user
- **Total events recorded:** 660K

### Website-Generated Communications

- **Emails sent:** 6,622
- **Text messages sent:** 1,462
- **Form submissions:** 1,010 (*phased out in 2026*)

### LinkedIn

- **Impressions:** 20,161
- **Reactions:** 803
- **Comments:** 67
- **Reposts:** 30

### Newsletters

- **Town newsletters:** 9 (monthly, 2 pages)
- **Growth Management newsletters:** 3 (quarterly, 4 pages)

### FINANCE (Joella LeDonne):

2025 held a lot of changes for the Finance Department. With several personnel changes, we have managed to build a stronger team and work together. We are already jumping into 2026 with both feet and hitting the ground running as there is no stopping us – so get ready! I am so very proud of all the work that all these ladies have accomplished. Thank you for everything you do! – Debbie, Brandi, Michelle, Rhonda, and Tricey and our adopted finance person, Andy.

Some highlights of the year.

1. Received GFOA's award for our 2024 Annual Comprehensive Financial Report for the 29<sup>th</sup> year.
2. Implementing a new ERP system, Springbrook, that has been a project in motion for the last 2 years. We have gone "live" October 1<sup>st</sup> and will be rolling out the Payroll Module next week.

3. Setting up a new budget software, ClearGov, getting rid of the manual excel spreadsheets by offering transparency and the responsibility for each department to manage their own budgets. This will help create reports and possibility of new awards to win.
4. Started the moving process for our new offices. The Finance Department and Utilities Customer Service will be moving where Growth Management was (upstairs). The walls have been painted, so we are getting there.
5. New Employees – Brandi Carson – Asst Finance Director and Cindy Stenerson – Staff Accountant II.
6. Promotions - Joella LeDonne – Finance Director and Rhonda Hernandez – Customer Service Rep II.

### **GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):**

A building permit was issued for the demolition of an existing metal building located at 400 South Old Dixie Highway. There is a current site plan proposal to replace the building with a 6,800 square foot warehousing facility. The site plan is still under review.

Building plan revisions 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.

Over the last three weeks (since the last report), the building department received one hundred and seventeen building permit applications or revisions, and seventy-five permits were issued. A total of three hundred and forty-three inspections were conducted in the field.

This week code enforcement opened seven new cases, six of which were complaint-driven, closed eleven cases, and conducted fifty-one inspections. Eleven signs were also removed from the Town's right-of-way.

On Wednesday afternoon, planning staff attended the Lake County School Board School Concurrency Meeting for the 4th Quarter of 2025 in Tavares. At present, the Villages Elementary of Lady Lake (our only public school in Town) has a capacity of 960 student stations. Current enrollment is 705 students. There is a reserved demand (via vested subdivision approval) of 148 students resulting in a total demand of 853 seats. In summary, there are 107 seats currently available at the Villages Elementary; earlier this year, an expansion to the school was completed which added 240 additional student stations.

Below is a summary of the 2025 Calendar Year activity for the Growth Management Department:

- Building Permits or Revisions Received: 3,938
- Commercial Permits Issued: 248

- Residential Permits Issued: 2,057
- Sign Permits: 46
- Tree Permits: 31
- Special Event: 33
- Total Building Permits Issued: 2,415
- Total Construction Value of Building Permits: \$144,937,595.25
- Building Official/ Inspectors Permit Inspections: 6,350
- Annual Fire Inspections: 549
- Other inspections: 25
- Total Inspections: 6,924
- Total number of plan reviews: 2,435
- Code Enforcement has opened 631 new cases this year, and 310 were complaint driven.
- Code Enforcement closed 637 cases
- Code Enforcement conducted a total of 2,354 inspections
- Code Enforcement presented a total of 61 cases before the Special Magistrate.
- 10 Minor Site Plan Modifications
- 6 Major Site Plans (4 have already been approved)
- 4 Variances Approved
- 3 Rezoning Approved
- 1 Small-Scale FLU Amendment Approved
- 1 Annexation Approved, 1 De-annexation approved
- 10 Plats in some phase of development (Preliminary, Improvement, Final)

Last year the Growth Management Department had many new project proposals, of which only approximately 15% started construction. The remaining projects were either withdrawn, not approved, or never started. Although we do have a lot of development activities underway, Growth Management staff spend countless hours in conversations, meetings, and email correspondence for projects that never come to fruition; that is to say, what you ultimately see is only a fraction of the work we do. We are excited to see what 2026 has in

store for the Town of Lady Lake, and we thank you again for the opportunity to work with our community to help shape the future of this great town.

**HUMAN RESOURCES (Tamika DeLee):**

The fourth wellness presentation of the year was held on Wednesday, January 8. This month's topic, "Nutrition 101," was presented by Betty J. Ragin of Better Quantum Health. Betty graduated from the State University of New York at Brockport with a degree in Nutritional Biochemistry. She also attended the Cleveland College of Chiropractic, where she earned a certification as a Chiropractic Physician's Assistant (Nutrition). Betty provides health and fitness coaching programs that help clients assess their current dietary habits and overall health needs. A total of 45 employees attended the session.

In recruitment updates, a conditional job offer has been accepted for the Utilities Distribution and Collection Technician I position. Additionally, interviews for the Parks and Recreation Operator I position took place on Wednesday, January 7, and two applicants were selected for the role.

The Town would also like to welcome the following new team members: Michael Godigekit, Police Officer, and Cynthia Stenerson, Staff Accountant II.

**INFORMATION TECHNOLOGY (John Pearl):**

2025 has been a challenging year for the IT department with many active and concurrent projects. Some of these projects were more significant than others, and all of those were a collaboration between Town staff and outside partners.

**Enterprise Resource Planning (ERP) Upgrade Projects**

The technical effort to replace our 20-year-old ERP solution began in earnest this year.

In January we completed the initial finance module discovery efforts and began implementing, optimizing, and testing our Chart of Accounts (COA) and worked on various workflow automation and security configurations.

In April we finalized this work and moved on to extracting financial module data from our existing system and importing and testing it in the new system. This effort and the initial financial module configuration were completed in June.

In July we completed months of collaborative effort to successfully launch the finance module, our initial module, into a parallel production status.

In August the implementation team began discovery efforts for additional modules in turn, including bank reconciliation, project management, fixed assets and payroll.

In September the team completed the project management module discovery task and began implementation efforts.

In October, our financial module reached “go-live” status.

In November the team completed the project management module implementation and began efforts to implement the bank reconciliation, fixed assets, and payroll modules.

In November staff also began working with another vendor to implement new budgeting software.

In December the team completed the initial payroll module parallel test.

### **Geographical Information System (GIS) Projects**

The priority GIS project this year has been the collection of accurate GIS coordinates for our water infrastructure throughout town.

In January we met to review and optimize our GIS collection data dictionary in anticipation of beginning a new field verification effort.

In February Public Works Utilities and IT staff attended three days of on-site GPS collection training. We began GIS field collection of the Town's water infrastructure in March.

In June we completed a stormwater data collection effort to document the total length of Town pipes, culverts, ditches, and swales requested by the Department of Environmental Protection (DEP) for our initial notice of intent submission.

In December we reached the 50% completion milestone for water infrastructure field collection.

### **Infrastructure Projects**

We have made many efforts this year to upgrade our technical infrastructure. Some of these are included here:

In January we completed data and electrical wiring upgrades at Town Hall and the Police department, and we met with data networking and industrial control system integrators to implement utility network upgrades at the Public Works campus.

In April we completed another improvement in our Utility SCADA system.

Also, in April, year two of the FiberWAN construction project began. By June most of the fiber placement and fusion splicing had been completed. The construction effort was fully completed in August on schedule and under budget.

In June final setups for the audio video and certain physical security systems for the new Library and IT spaces were completed.

In September staff began preparations for the Growth Management department's relocation to their new offices, including preparing new computing, digital signage, printing, scanning, networking, phone systems, and physical security systems.

In November we completed relocation activities for the Growth Management department.

In December we began a hardware lifecycle effort for Public Works, upgrading computers and desktop and mobile phones.

### **Security Projects**

We have made many educational and technical efforts this year to mature the Town's information security and resiliency programs. Some training efforts are included here:

In March our annual cybersecurity awareness training for staff was held with retired FBI Special Agent Stacy Arruda. Also, in March we completed a physical security upgrade project at Town Hall and the Police department.

In May we led staff training regarding the Human Firewall and spoke about information security at the annual Central Florida Digital Government Summit conference.

In October we delivered another Human Firewall presentation and completed our annual staff Security Awareness Proficiency Assessment (SAPA).

In October we also facilitated the annual cybersecurity leadership and strategy training session led by Dr. Alexander Crowther, collaborating with many local municipalities.

### **Compliance Projects**

Our investment in various compliance efforts grew again this year.

In August, we represented the police department during the triannual Florida Department of Law Enforcement (FDLE) Criminal Justice Information System (CJIS) compliance audit. The audit was performed to the CJIS 5.9.5 standard (451 pages) and covered 306 specific administrative, clerical, and technical responses.

In October, we began facilitating auditor requests for the FY25 financial audit cycle.

### **Staffing Improvements**

Technology is increasingly relied upon for municipal operation. Expectations of business process efficiency, resiliency, and continuity by staff and our citizens continue to grow.

In response to this, IT staff manage multiple services, systems and long-running projects. However, when too many responsibilities are concentrated in too few people, single points of failure emerge. Also, staff turnover increases operational and project success risk.

Our story for 2025 has been about encountering these challenges and meeting them. This year we have overcome many challenges through collaboration with staff and each other, and through resilient effort.

The addition of two new staff during the second half of this year has been most impactful.

In June, a new Network Administrator, Ken Rumpler, was hired. Also in June, our System Administrator Andrew Crogan was promoted to the System Analyst role.

In October, a new System Administrator, Tanner King joined the team.

As we begin 2026, we will continue to build upon much of the work accomplished during 2025 and are encouraged that this work will produce improved outcomes for staff and our citizens.

### **LIBRARY (Aly Herman)**

Since the end-of-year report was completed in my December 18 report, I wanted to share a snapshot of our December statistics:

- Door count totaled 12,809 visits
- We welcomed 91 new patrons
- 89 patrons used our self-checkout stations
- 12,884 physical items were checked out
  - 7143 Adult Books and other materials checked out
  - 458 Teen Books and other materials.
  - 2823 Children Books and other materials.

I previously mentioned our self-checkout machine usage for December. The Lake County Library System provides the self-checkout machine. On average, 75–120 patrons use self-checkout a month; however, most patrons prefer to check out at the front desk, where they enjoy the personalized customer service provided by our staff. There are some things technology cannot replace—especially the quality customer service our patrons deserve.

I have worked in libraries since I was 16 years old—nearly 20 years ago. While books are certainly a wonderful part of the job, what truly drew me to libraries was the opportunity to help people every day. Each day brings unique situations, meaningful interactions, and the chance to build lasting relationships with patrons who often become an important part of your life.

The thought of libraries ever disappearing is deeply saddening, and I sincerely hope that never happens. If they did, many individuals would lose access to vital free resources that support education, connection, and opportunity. Should Florida eliminate property taxes,

one of the very real losses would be our local libraries—spaces that serve as lifelines for so many in our communities.

I have been working on my PowerPoint for our Mock Commission meeting with The Villages Charter School coming up the end of the month.

**PARKS AND RECREATION (Mike Burske):**

No report

**POLICE DEPARTMENT (Chief Steve Hunt):**

As 2026 comes in like a lion at the Lady Lake Police Department, I am pleased to share several important updates.

First, as of Monday, we are officially **at full staffing** with the addition of **Officer Michael Godigkeit**. Officer Godigkeit recently retired as a Sergeant with the Leesburg Police Department and brings more than **two decades of law enforcement experience** to our team. We are excited to welcome him to the department.

We are also proud to announce the **promotion of Corporal Lidia Maya to the rank of Sergeant**. Many of you will recognize Sergeant Maya as our most recent **Officer of the Year**. She has consistently demonstrated strong leadership and has been an outstanding ambassador for the department. Her promotion **received unanimous support from the command staff**, a testament to her professionalism and dedication.

Additionally, **Officer Amada Hayes** and **Officer Jean Cintron** have been promoted to the rank of **Corporal**. Both officers are excellent representatives of the Lady Lake Police Department and will serve as **Field Training Officers** as well as **acting squad supervisors** in the absence of their respective sergeants.

With these changes in place, all **four patrol squads are now fully and appropriately staffed**, each consisting of one Sergeant, one Corporal, and three Patrol Officers. Patrol operations are further supported by **two K-9 teams** and **two Patrol Lieutenants**.

The promotional process was thorough and competitive, consisting of a written examination, a written response to a scenario-based question, and an extensive oral board interview conducted by command staff from neighboring agencies. I would like to extend a sincere thank you to **Tavares Police Department Captain Blessing**, **Mount Dora Police Department Captain Andreano**, and **Clermont Police Department Lieutenant France** for their participation. Several highly qualified officers took part in the process, and I can confidently say the future of our department is very bright.

I would also like to highlight several noteworthy cases that occurred around the holiday period:

**Drug Trafficking Arrest:** Officers responded to a residence while attempting to locate two wanted individuals based on information from a neighboring agency. During the investigation, an individual attempted to flee through a rear window and was subsequently arrested on an outstanding warrant. Officers observed evidence of drug trafficking in plain view, secured the residence, and obtained a search warrant. The search resulted in the seizure of **over 80 grams of methamphetamine and cocaine, along with more than \$3,000 in suspected drug proceeds**. The responsible party was arrested and charged with multiple trafficking and possession offenses. This residence had generated numerous complaints, and we hope this arrest sends a strong message.

**Cherry Lake Road Party Incident:** Officers assisted the **Sumter County Sheriff's Office** with a large house party just outside our jurisdiction that had grown to several hundred attendees. Reports of gunfire were received. During a traffic stop in the area, the driver fled on foot and discarded a firearm before being taken into custody. She was charged with multiple related offenses.

**Wawa Disturbance:** Later that same evening, many partygoers gathered at the local Wawa convenience store. Officers responded to reports of a fight inside the store with possible involvement of a firearm. At approximately 2:00 a.m., more than 100 individuals were present. Officers efficiently and professionally cleared the store and parking lot without further incident or arrests. The following day, a significant amount of **narcotics packaged for resale** was recovered from the parking lot.

These incidents are just a few examples of the professionalism, teamwork, and dedication demonstrated by our officers. I am proud of the work being done each day to keep our community safe.

I will conclude this weekly report with an **end-of-year summary for 2025**, and I look forward to continuing to build on the positive momentum as we move into 2026.

## **2025 Executive Summary**

The year 2025 proved to be a defining and historic year for the Lady Lake Police Department, marked by exceptional professionalism, operational success, and meaningful community engagement. The year began with an event that drew national attention when a routine traffic stop conducted by Sergeant Bilbrey resulted in the arrest of one of the FBI's Ten Most Wanted fugitives. The department effectively managed the resulting national media attention with the outstanding support of Elisha Pappacoda and the Communications Team, presenting the Lady Lake Police Department on a national stage in a positive and professional manner.

Early in the year, the department implemented the Patrol Lieutenant Watch Commander Program with the promotion of Lieutenant Dunagan and the hiring of Lieutenant Greene. These command staff members provide leadership and oversight for patrol operations from noon until midnight, enhancing consistency, communication, and mentorship across patrol squads. Their presence has strengthened operational effectiveness and improved coordination between patrol personnel and executive leadership.

Leadership development remained a priority throughout 2025. Sergeant Gehrsitz and Sergeant Bilbrey graduated from the Southern Police Institute Command School, a rigorous executive-level program designed to prepare mid-level supervisors for advanced leadership roles. Additionally, as a result of the FBI Top Ten fugitive arrest, the department was afforded the opportunity to send an officer to the FBI National Academy. Sergeant Gehrsitz became the first Lady Lake Police Officer to graduate from this prestigious program, marking a significant milestone for the department and setting the foundation for future participation.

Training and professional development continued to be a cornerstone of departmental success. Officers participated in a wide range of training opportunities, including instruction from the Florida Department of Law Enforcement Firearms Training Unit. This training supported the department's transition to an upgraded handgun platform with red dot optics and weapon-mounted lights, as well as the delivery of FDLE's highly regarded *Ambush* officer survival course. Additional training topics included Field Training Officer certification, report writing, enhanced tactical first aid, officer discipline, interview and interrogation techniques, gang awareness, cybersecurity, and drone operations.

Operationally, patrol squads maintained a high level of productivity, responding to 18,000 calls for service, with nearly half being self-initiated. Officers conducted 4,479 traffic stops, issued approximately nearly 1,500 citations along with 3,000 warnings, investigated 600 traffic crashes, and made nearly 400 arrests. Multiple firearms were removed from circulation, and K-9 teams achieved several successful narcotics detections. The Criminal Investigations Division conducted numerous investigations, background checks, and community presentations, and secured a grant exceeding \$8,000 to fund enhanced DNA testing for an open case.

The department made significant investments in equipment and technology, many of which were supported through grant funding. These investments included drones, load-bearing vests, ballistic shields, urban rifles, less-lethal Pepperball launchers, Rapid ID mobile fingerprint units, upgraded uniforms, and commemorative Centennial badges. All equipment acquisitions were carefully evaluated with a focus on officer safety, operational efficiency, fiscal responsibility, and enhanced service to the community.

Community engagement remained a central focus throughout the year. The department hosted and participated in numerous outreach events, including the Spring Shredding Event,

Coffee with a COP gatherings, community presentations, and the Christmas Heroes and Helpers shopping event. Officers also provided security and support for major community events such as Centennial Celebrations, the Fourth of July, the Christmas Parade, Holocaust Memorial events, Lighting of the Menorah, Honor Flight escorts, and Operation Holiday Shield. Every member of the department served as an ambassador for the Town of Lady Lake and the policing profession.

Additional accomplishments in 2025 included the implementation of the Sharp Performance Mental Health Coaching Program, completion of a comprehensive Staffing and Space Needs Study, and upgrades to multiple records management systems related to scheduling, fleet management, off-duty assignments, billing, and the initial rollout of an enhanced License Plate Reader program. The department also continued to refresh its vision, mission, and core values; updated branding and uniform standards; and published its first Annual Report.

### **Accreditation and Organizational Excellence**

A defining achievement in 2025 was the Lady Lake Police Department's receipt of its **third reaccreditation from the Commission for Florida Law Enforcement Accreditation (CFA)**. Reaccreditation is a rigorous, independent review that evaluates agency policies, procedures, training, accountability systems, and daily operations against the highest professional standards in Florida law enforcement. Achieving reaccreditation affirms the department's continued commitment to **transparency, risk reduction, fiscal responsibility, and best practices in policing**. Lieutenant Tempesta's oversight of this accomplishment reflects not only compliance with established standards, but a sustained culture of professionalism, continuous improvement, and organizational accountability. The reaccreditation process further reinforces public trust and confirms that the Lady Lake Police Department operates at a level consistent with the most respected and professionally managed agencies in the state.

In summary, 2025 was a year defined by resilience, innovation, and service. Through national-level investigative success, daily operational excellence, strategic investments, and strong community partnerships, the Lady Lake Police Department demonstrated its continued commitment to public safety, accountability, and professionalism. These accomplishments reflect the dedication of sworn and civilian personnel, the support of Town leadership, and the trust of the Lady Lake community. As the department moves forward, it remains focused on continuous improvement, officer wellness, operational readiness, and community-centered policing.

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

**Stats for 2025:**

## **Utilities Department**

Work Orders processed: Customer service and Field Staff combined total **6,418**; including Turn Ons/Offs, Rereads, Customer concerns, Meter Repairs, High Usage, Check for Leaks.

Town Staff responded to **2,289** utilities location 811 Dig Tickets.

Water/Sewer line repairs: Approx **20** water main line repairs that included issuing Boil Water Notices to customers.

Service Line Repairs: **46**

Witness Fire Flow Test: **10**

Water and Sewer Availability: **18**

New meter installations inspections Water and Reuse: **150**

Certificate of Occupancy (CO) inspections: **200** Inspections and Re-Inspections

Lift-stations cleaned: **35**

Completed **7** Utilities Walk Through inspections for conveyance and reinspection's.

Gallons of water treated by the water plants: Total Flow = **347,633,000 gallons**, Average Daily Flow (ADF) = 952,408 gallons.

Gallons of wastewater treated by the wastewater plants: Total Flow = **237,422,000 gallons**, Average Daily Flow (ADF)= 650,471 gallons.

Gallons of Reuse water treated: Same as wastewater treatment totals. All flow through the wastewater plant met Reuse Regulatory Requirements in 2025. 100% Reuse quality water produced all year.

Wastewater Dewatering Box loads of sludge hauled: **60**, saving the Town \$258,000 this year versus the hauling of liquid sludge.

Maintenance Department-

Replaced **150'** of sidewalks.

Removed **10** trees in the right of ways.

Repaired **15** leaking storm drainpipes in the right of ways.

Performed **50** driveway apron inspections.

Resurfaced **1.98 miles** of Town roadways.

Repaired **300** potholes or road patches.

Performed **25** Utilities Road Cut asphalt patches.

Performed **1,025** vehicle services and repairs.

Approximately **200** street signs were replaced.

Installed **4** new Solar LED Stop Signs.

Cleaned storm drains and inlets on **66 miles** of Town Maintained Roadways monthly and as needed due to rain events.

Performed street sweeping on **66 miles** of Town Maintained Roadways monthly.

Performed tree trimming on approximately **15 miles** of roadways.

### **Accomplishments in 2025:**

#### **Utilities Department**

7. Completely closed out Phase Two of the Wastewater Treatment Plant Project.
8. Completely closed out Phase Two of the Well #4 and #5 Project/Water Treatment Plant #3 Project.
9. Finished out the FDOT US 27/441 Road Widening Project and Town owned utilities relocation as a part of the project. We are still waiting for the return of the unused funds that were held in escrow by the State, over \$500,000.
10. Completed installation of new lift station pumps for the restrooms at the Guava Street Sports Complex, taking them off septic tank and onto Town Sewer.
11. Passed FDEP Fuel Tank Inspections.
12. Created and successfully filled the new positions of Field Operations Manager and the second Locator/Workorder specialist.
13. Completed all sampling and reporting required by the Regulatory agencies, including EPA, FDEP, St Johns River Water Management District, and the Health Department.
14. Successfully passed the FDEP Sanitary Survey inspection, 100% Compliance.
15. Completed the required Consumer Confidence Report (CCR) and Certification of Deliverance to the customers for the water system for water quality.
16. Collected all required water samples: two sets of Lead and Copper samples, Bac-tees, and unregulated EPA requested samples.

#### **Maintenance Department**

1. Completed the Annual Street Resurfacing Project. The Town continues to have an overall pavement condition rating above 80, equivalent to a "B" grade, which is outstanding.
2. Continued street sign replacement project throughout the Town, this is a multi-year/ongoing project.
3. Successfully coordinated and negotiated a new Memorandum of Agreement (MOA) with FDOT for the US 27/441 Corridor maintenance.
4. Performed mowing and maintenance on all 66 miles of Town Right of Ways and Retention Ponds.
5. Painted the interior of the Police Department and Community Building.

6. Coordinated the surplus sale of the old Boy Scout Hutt and surplus vehicles at auction.
7. Hauled large pile of old concrete to recycling facility.
8. Coordinated the grinding and removal of the Hurricane Milton debris pile at the Public Works Complex. Over **20,000 cubic yards** of debris ground and hauled.
9. Coordinated with the Finance Department and submitted all documentation needed for the FEMA reimbursement application for Hurricane Milton cleanup efforts.
10. Moved furniture and boxes for Growth Management, Finance, Human Resources, and the Library as a part of the newly completed Library renovation project. Also, assembled new furniture as a part of the project.
11. Installed Christmas Lights and Decorations at the Log Cabin for the Light up Lady Lake Event and also at Town Hall, PD, Public Works Complex, and the Library.
12. Assisted with coordination and staffing the Christmas Parade, the Fireworks Events, and all other Town Events.
13. Coordinated and hosted the Town's Staff Christmas Party at the EOC in the Public Works Admin Building.

#### **Goals for 2026:**

##### **Utilities Department**

1. Work Safe Stay Safe.
2. Protect Health and Welfare of Community.
3. Stay In Compliance with the Regulatory Agencies.
4. Continue to Produce the highest quality Safe Drinking and Reuse Water.
5. Get fully staffed and cross train.
6. Present the Water, Wastewater, and Reuse Systems Master Plans to the Town Commission for approval to proceed with capital projects to stay ahead of growth.
7. Seek funding for new capital projects.
8. Submit the Town's Consumptive Use Permit (CUP) renewal with St. John's River Water Management District. We will work closely with our Engineering Consultant and St. John's to ensure we have enough water allocation to supply our current and future potable water supply needs.
9. Continue to work through all the various phases of the development projects currently under construction.

##### **Maintenance Department**

1. Perform the highest levels of services for the Town residents.
2. Continue street sign replacements throughout the Town.
3. Work safely and effectively.
4. Continue to assist in coordination and staffing of all the Town's Events.
5. Perform the Tavaren Lane Extension Project behind the Public Works Complex.
6. Continue updating and implementing the Town's very successful Pavement Management Program. Continue to aim for high levels of Pavement Condition Ratings by resurfacing

the roads that need it and utilizing a variety of different resurfacing types to get the best bang for your buck.

7. Maintain full staffing levels and hire quality personnel for the new positions
8. CDBG Grant Funds were awarded to the Town a few years ago in the amount of \$750,000 for the submitted improvement project in Skyline Hills. This is finally nearly final approval to proceed by the State. Staff will then work through the required steps to get this project bid out and under construction.