

# WEEKLY MANAGER'S REPORT

## TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

January 15, 2026

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

**Shout Outs of the Week** go to **Brandi Carson, Assistant Finance Director, and Andy Crogan, IT**, for getting the Springbrook payroll system up and running. They have dedicated many long hours—early mornings through late evenings—and have worked under significant stress over the past several weeks. Their commitment and perseverance are greatly appreciated.

I would also like to recognize **Elaine Kuligowski, Administrative Assistant to the Police Chief**, who worked closely with Brandi and Andy throughout the Springbrook Payroll implementation.

In addition, congratulations to our recent police promotions:

**Lidia Maya to Sergeant**

**Amanda Hayes to Corporal**

**Jean Caraballo to Corporal**

Congratulations on achieving these leadership positions. With these promotions come expanded responsibilities, and we are confident you will continue to serve with professionalism, dedication, and integrity.

The **Department Managers' Meeting** was held Tuesday morning in the Commission Chambers. There were no items to review for the next **Commission Meeting scheduled for January 21 at 6:00 p.m.**, and therefore the meeting has been cancelled. However, the **Commission Workshop** will still take place at **4:30 p.m.** to discuss funding the future without property tax.

Additionally, managers worked on planning the **mock commission meeting with The Villages Charter School**, scheduled for **January 29**.

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

#### Elections

This year we will have an election on November 3<sup>rd</sup> for Ward 1, 3, and 5. I met with Elisha Pappacoda to review the Elections page on the Town website. During the meeting, Elisha assisted with uploading the required documents needed to qualify to run for office in

preparation for the 2026 elections. The page is currently in draft form and will be published soon to ensure all necessary forms are readily available for residents interested.

### **NextRequest Update**

In preparation for going live with NextRequest, an informational email was distributed to staff containing helpful resources, links, and step-by-step instructions for creating and processing public records requests. I have been reviewing the online portal to ensure readiness and functionality. A meeting with our Launch Manager is scheduled for Tuesday, January 20, with a planned go-live date of January 22.

### **CDBG Project (Community Development Block Grant)**

I prepared a memorandum for the CDBG concurrent notice acknowledging the error in the published date by the administrator and submitted it to Florida Commerce, Isha Trivedi. With this corrective action completed, we are now able to move forward with requesting the release of funds for the Lift Station and Sidewalk projects. The funds will be released upon expiration of the required 15-day period.

### **Meetings**

During the Manager's meeting, final revisions were made to the *Funding the Future Without Property Taxes* presentation, which will be presented to the Town Commission at a workshop on January 21<sup>st</sup>. The group also discussed the upcoming Mock Commission Meeting, including staff roles and responsibilities, during the session. Final preparations are underway for the agenda, presentations, and discussion items.

### **Town Hall Decor**

Elisha Pappacoda and I have been collaborating on some historical pictures to place on the walls around Town Hall. We hope to give the Town Hall a bit of an update. Watch for future changes!

This week, the clerk's office has completed six public records requests and seven lien searches.

### **COMMUNICATIONS (Elisha Pappacoda):**

This week, I continued to work on the property tax PowerPoint in advance of the Commission workshop next week.

This week, we issued the following press releases: [Lady Lake Police arrest two in drug trafficking investigation](#) and [Lady Lake to host cybersecurity awareness presentation at the Library](#). The cyber security release was picked up by the Villages News.

We updated several pages on the website with year-end stats and accomplishments, including PD, Public Works, Library and Growth Management.

On Friday, I attended the swearing in of Mayor Ed Freeman as the Heartland League of Cities president, representing Lake and Sumter counties in the Florida League of Cities. Congratulations, Mayor! (This was also pitched to and picked up by local media.)

On Sunday, I was invited by Chief Hunt to attend the Florida Police Chiefs' Association conference's Cole Pro Media PIO Crisis training in Orlando.

This program pointed out that media (especially social media) moves faster than investigations, high-profile cases test your skill set, and preparation is what allows us to stay credible.

One of the biggest takeaways: as communicators and PIOs, our role is to serve as the bridge between the agency and the community. That means proactive outreach, clear and consistent messaging, and timely, factual updates that reduce speculation and misinformation.

On Thursday, I will attend the Lake County Communicators meeting at the Tavares Emergency Operations Center. Susyn will cover the police department's new hire and promotions ceremony.

Susyn and I are planning several campaigns for the coming months.

#### **FINANCE (Joella LeDonne):**

What a week it has been!

First – HUGE SHOUT OUT to Andy for working around the clock in helping the Finance Dept get payroll off the ground and implemented.

SECOND – an EXTRA, EXTRA HUGE SHOUT OUT to Brandi. This young lady took on this project and dedicated herself (many, many hours) to make sure that everyone received a paycheck today. She is a rock star, overachiever and without her I would never have been able to handle this demanding workload. When you see these two wonderful people make sure you thank them.

Springbrook payroll went live this week. We were lucky enough to have our representative here from Springbrook for hands-on training. We are very pleased with how everything turned out.

Our new utilities customer service person will be starting on Tuesday 1/20, so we will be fully staffed. Also, Cindy has returned for week two, so I'm thinking she's going to stay.

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

On Monday, an application was submitted to amend the allowable uses for a three-acre portion of the Hammock Oaks Commercial Park. The applicant is requesting to add the use of motor vehicle service centers to the Memorandum of Agreement which outlines the entitlements for the property. On Tuesday, the replat was approved for Reserves at Hammock Oaks Phase 1A Common Area C.

Building plans were received for the buildout of an existing shell building located at 871 Highway 466 Suite 402. Revised building plans were also received for the Reserve at Hammock Oaks Clubhouse located at 840 Sunshower Drive.

Last week the building department received fifty-one building permit applications or revisions, and thirty-two permits were issued. A total of one hundred and sixty inspections were conducted in the field.

This week code enforcement opened one new case, which was complaint driven, closed seven cases, and conducted sixteen inspections.

#### **HUMAN RESOURCES (Tamika DeLee):**

Human Resources will be participating in a webinar hosted by PRM titled "Running Reports Training in the AIM System," presented through Davies. The training will focus on how to generate and run reports within the AIM system.

In recruitment updates, Human Resources will start the background check on Utilities Distribution and Collection Technician I applicant. Additionally, a conditional job offer has been accepted for the Water/Wastewater Plant Operator "B" position.

As of today, the Town has two vacancies within the Utility Department: Utilities Distribution/Collection Lead and Utilities Distribution/Collection Technician II.

If you are interested in applying for these positions, please visit our website at [www.ladylakefl.gov](http://www.ladylakefl.gov).

#### **INFORMATION TECHNOLOGY (John Pearl):**

This week's report is limited to congratulating the ERP team for successfully reaching the payroll "go-live" milestone. This was a significant accomplishment made more impressive by their ability to remain on schedule while overcoming many unanticipated challenges along the way. **Thank you, Brandi and Andy.** And thank you to everyone else who worked together to support this outcome. Onward and upward.

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

##### **Monday:**

- Youth Services hosted Alphabet Adventures, featuring the letter O, with 21 attendees.

- Senior Chair Yoga welcomed 27 participants.

**Tuesday:**

- Kourtney and I attended the Department Managers Meeting, where we discussed the upcoming January 21 workshop.
- Nancy led another successful Book Discussion with 18 attendees. The group has grown so much that it is now meeting upstairs in our new classroom.
- Youth Services hosted *Tiny Tots* with 16 attendees and *Storybook Studio* with 20 attendees.
- Barbara James presented “A Happy, Healthy New Year,” sharing excellent nutrition tips to kick off the year. The program had 10 attendees.

**Wednesday:**

- *Storytime* was full of fun as children created elephants using party horns for trunks—you could hear the excitement throughout the library! We had 43 attendees.
- *Read with Scarlett* welcomed 11 participants.
- Miranda hosted her weekly Anime Movie, with 5 attendees.
- I met with the Friends of the Library President to discuss ideas for the upcoming year.

**Thursday:**

- Sam hosted BINGO at 2:30 p.m., with 30 people signed up—as always, a packed room!
- Youth Services held the *Page Masters Book Club* at 4:00 p.m.

**Friday:**

- *Little Sprouts* will take place at 10:30 a.m.
- Mario Kart with Officer Redmond is scheduled for 3:30 p.m.—get ready for some fun!

A big thank-you to Sam Williams for weeding and shifting the Large Print collection. The area looks clean, organized, and welcoming.

The library will be closed Monday, January 19, in observance of Martin Luther King Jr. Day.

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

This past week, the Lady Lake Parks and Recreation Department focused on routine maintenance and post-holiday wrap-up activities. Staff completed the removal of Christmas decorations throughout town and continued ongoing irrigation work to ensure park systems remain functional and efficient. We also worked on collecting updated insurance certificates from local organizations that utilize town facilities. Additionally, Amy and Thomas spent time

organizing, storing, and inventorying decorations and props from last fall's events to ensure they are properly maintained and ready for future use.

The Director has been conversing with one of the court resurfacing companies in anticipation of the restoring of the pickleball courts and the repainting of the basketball and handball courts. The project will propose eliminating the tennis court and fully focusing on pickleball. The Director has also reached out to Reddington Beach to discuss with one of their commissioners what they are proposing in the event we lose property taxes in the state. The two conversations have been educational as they do rely on tourist dollars but do not have any commercial revenue in their community.

As we reflect on the accomplishments of the past year, the department is proud of the progress made in both programming and facility improvements. Staff successfully organized and supported several new community events, including Taste of Lady Lake, Centennial Week celebrations, and the Haunted Trail, all of which were well received by residents and visitors. At the same time, we continued to deliver the annual events the community has come to expect, maintaining consistency and quality throughout the year.

Significant improvements to town facilities were also completed. Field lighting was installed at the soccer fields, improving safety and usability. The Snooky Park parking lot was graveled to enhance accessibility, and the air conditioning unit at the Log Cabin was replaced to ensure continued use of the facility. New sports netting was installed at Spradlin Field, and ongoing maintenance efforts helped keep all parks and amenities in good condition. In addition, the Parks and Recreation Director working with Chief Hunt and the Town Manager submitted a budget proposal to the State House and Senate for Meridian Barricades to assist in the safety for our events. The Town invested in a new 34 ft. Christmas Tree that has become a central point for the holiday season. The tree will become a holiday tradition at Snooky Park.

Overall, the past year reflects the department's continued commitment to enhancing recreational opportunities, maintaining town assets, and providing quality events and services for the Lady Lake community.

**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 have invested some time and effort into preparing for the upcoming Workshop Meeting with the Town Commission regarding the potential loss of Ad-Valorem Property Tax. Lots of brainstorming and researching of options. This is a very similar situation that the Town faced in 2008-2009 when the housing market crashed, drastically reducing property values and

incoming tax funds by millions of dollars. Town staff were charged with making cuts without losing staff and losing services. We made it work back then by buckling down and our motto was "We do more with less". With the proactive ideas and efforts staff have come up with to weather this storm, the Town is in good hands, and we will make it work again just like we did all of those years ago.

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 annual safety inspection for the bucket truck.

Performed driveway apron inspections.

Met with citizens regarding maintenance concerns.

Coordinated Fire Sprinkler Inspections for all Town buildings.

**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. Mowed the CR466 corridor.

Trimmed trees on Rio Grande Ave and Del Mar Dr.

Filled in wash out area on Del Mar Dr and Grenada Ct.

Began replacing damaged curbing on Avenida Sonoma.

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

Staff completed multiple work orders at Town facilities. Replaced water filter on water cooler at Town Hall. Repaired toilets at Public Works, Library, and Motor Pool. Repaired irrigation at Town Hall.

Moved book drop box and anchored to new location at the Library. Removed yellow barrier post in front of Growth Management.

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.

Began stripping surplus PD vehicles.

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

Shout out to Tom Ochenas, Plant Trainee, for passing his FDEP Wastewater Operator Class C License written test! He passed with a 94% grade on his first try! Great job and keep up the good work! This is his first step to becoming a licensed operator.

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.

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 the coming weeks.

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.