

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

February 19, 2026

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shout Outs of the Week proudly go to the Utilities Billing team — **Brandi, Rhonda, Latricia, and Elizabeth** — for the outstanding work during the transition alongside Assistant Finance Director Brandi Carson. Their dedication and attention to detail are clearly paying off. During a recent meeting with the auditors, they noted the significant increase in current revenues over the past several months. I was pleased to share that accurate and consistent billing, made possible by this exceptional team, has been a key factor. Fantastic job by everyone involved!

An **Orange Data meeting** was held Tuesday afternoon with Kathy Rosado, Dave Jones, and me for a final contract review regarding lien search services. This partnership is expected to generate additional revenue while ensuring there is no impact on taxpayers — a true win for the Town.

On Wednesday, I had the pleasure of meeting for lunch with **Villages District Manager Kenny Blocker and Carrie Duckett**. We had a productive and engaging discussion covering recent hires and matters affecting both the Town and the Village Districts. Kenny also wanted to extend special recognition to **Chief Hunt** for his continued presence and participation at many district meetings. It is always encouraging to hear such positive collaboration and relationship-building.

The **Commission Workshop** on Wednesday featured a presentation by **Stockton Reeves from the Center for Public Safety**, who delivered the needs analysis for a new police station. The presentation provided valuable insight into planning for both current demands and the Town's future growth.

We are certainly navigating a period of growth and change. Increasing population, rising infrastructure demands — including wastewater, roads, public safety, and facilities — along with the potential loss of property tax revenue, will require thoughtful planning and strong leadership. Challenges like these calls for vision, confidence, and strategic decision-making. I must say, I truly embrace the opportunity these challenges present as we continue moving the Town forward.

An **Impact Fee Meeting** was also held Thursday morning as we actively explore additional strategies to strengthen and diversify Town revenues.

CLERK'S OFFICE (Kathy Rosado):

I apologize for the short report, but this week has been extremely busy with the qualifying of the candidates for the Special Election for Ward 2. We officially have made it through and have 3 qualified candidates for the position. They are:

Jason Accurso, Maggie Geraghty, and Amanda MeLea.

Congratulations to all three, and we wish you all the best of luck in your campaign.

In addition, we completed 3 sets of minutes

Prepared and distributed 2Town Commission agenda packets

Completed 13 lien search requests

Completed 7 Public Records requests

A big shout out to my team, Carol Osborne and Amber Castellano, for all their hard work this week in getting through the qualifying process. Go Team!

COMMUNICATIONS (Elisha Pappacoda):

No report this week.

FINANCE (Joella LeDonne):

No report this week.

GROWTH MANAGEMENT (Thad Carroll):

This week, revised building plans were received for Community Clubhouse for Cresswinds at Hammock Oaks located at 840 Sunshower Drive. A new permit application and plans for a remodel build out for a new winery, referred to as Barons Creek Vineyards, were received for the 1171 Main Street location. Revised building plans were received for the new Chase Bank, located at 430 North Highway 27/441, where site grading and utility construction is already underway. A new application and building plans for a remodel build-out were also received this week for Spinlife, a mobility equipment store. The store will be located at 482 North Highway 27/441.

The building department received fifty-six permits or plan revisions, and twenty-seven building permits were issued. A total of one hundred seventy-six inspections were completed.

Code Enforcement opened eleven new cases, eight of which were complaint driven, closed four cases, and conducted twenty-four inspections.

On Tuesday, planning staff, along with our Public Works Director, attended an online scoping meeting for the Rolling Acres Road Planning, Development and Environmental Study (PD&E). The meeting was the initial kick-off to the beginning of the long-awaited study which has been contracted by the Lake County Public Works Department.

A Project Development and Environment (PD&E) Study is conducted to satisfy the requirements of the National Environmental Policy Act (NEPA). During a PD&E study, feasible build alternatives for roadway improvements are evaluated to determine their location and conceptual design, as well as their potential social, economic, and environmental impacts. A No-Build Alternative—maintaining the roadway in its current condition with routine maintenance—remains a viable option throughout the study.

The PD&E study is finalized when the Federal Highway Administration (FHWA) reviews the documentation and recommendations and issues a Location and Design Concept Acceptance (LDCA). A PD&E study is required even when federal funding is not involved; in such cases, the study must comply with state requirements, which are generally similar to federal standards for evaluating the effects of proposed improvements. If a Build Alternative is selected, the project may advance to the next phase: the Design Phaseⁱ.

There will be meetings scheduled in the months ahead at which the public can participate in the PD&E process and provide input on the project.

¹ Source: <https://www.fdotd7studies.com/projects/what-is-a-pde-study>

HUMAN RESOURCES (Tamika DeLee):

No Report this week.

INFORMATION TECHNOLOGY (John Pearl):

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



Patrick continues to make steady progress on our water infrastructure GIS collection project and has now reached 75% completion.

This project uses a calibrated GIS collection unit to record the precise locations and supporting information for our water meters, hydrants, valves, etc. throughout the town.

The equipment captures coordinates with sub-foot accuracy, which will improve the reliability of our system records and support future maintenance and planning efforts.

We expect this project to be completed later this summer.

Ken is meeting with staff from our communications department and our audio video integrator later today to implement a new Wi-Fi streaming solution for our Commission Chambers that will allow citizens to use their smartphones to access meeting audio for assistive or personal listening.

Tanner has worked with our industrial uninterruptable power supply (UPS) vendor this week to complete annual preventative maintenance on our units located across the town.

LIBRARY (Aly Herman):

Tuesday:

- Tiny Tots had 25 attendees.
- Storybook Studio welcomed 10 participants.

Wednesday:

- Storytime was exceptional, with 54 attendees.
- Scarlett the reading dog hosted her program with 13 attendees.
- Kourtney, Kristyn, and I conducted interviews for Library Support Services. An offer will be extended to a candidate later today.

Thursday:

- Youth Services is hosting a Toni & Yoto Community Swap at 10:30 AM.
- Nicole, Kourtney, and Miranda visited Villages Elementary School this morning to share information about the exciting programs coming up in the next few weeks.
- We are hosting an Abraham Lincoln presentation today at 10:00 AM.
- I will be attending a meeting this afternoon with Bill and several department managers to discuss impact fees.

Friday:

- Ms. Miranda will host a Pokémon Trading Event at 4:00 PM.
- We will also be showing *DROP* (PG-13) at 3:00 PM.

Additional Updates:

- Staff have been busy preparing for our Open House on Monday, February 23 at 9:30 AM. We are thrilled to finally welcome the community into the newly renovated space.

Shout-Out:

- Kourtney Fehr has gone above and beyond in so many ways recently. She has taken on multiple roles and responsibilities, and her dedication and hard work are truly appreciated.

PARKS AND RECREATION (Mike Burske):

Thomas has been working directly with our playground vendor to order necessary replacement parts for our playground equipment to ensure continued safety and usability. I have also been in contact with the vendor regarding pricing for the new swing set that is included in this year's budget. We are reviewing options carefully to ensure both quality and cost efficiency.

Thomas and Scott have been troubleshooting and repairing the scoreboards at the soccer fields in preparation for next season. These boards are now over 22 years old and are increasingly being maintained with spare parts to keep them operational. Due to their age and condition, I will be including new scoreboards in next year's budget proposal to ensure reliability and improve the experience for players and spectators.

League Coordination & Athletic Facilities

With league seasons just getting underway, I have been in nightly contact with league representatives as they familiarize themselves with our facilities and operational procedures. Communication has been consistent and positive as we work through early-season adjustments.

We experienced a control module failure for the soccer field lighting system. With the newly installed lighting, Musco Lighting proactively contacted me before I could even reach out to them. Their team has scheduled repairs for next Tuesday, and the work will be completed under warranty. We appreciate their responsiveness and commitment to service.

Grounds & Beautification Projects

Sam has been working diligently on the new landscaping at the Community Building. The retaining wall project is progressing very well and is shaping up to be a strong visual enhancement to the site. If you have a moment, please stop by and say hello to Sam — he has been putting in great effort.

Ted from Public Works has been overseeing the Hwy 466-landscaping project implementation. Irrigation installation has been going into the ground this week and progress

is steady. The improvements along the corridor will make a significant visual impact this spring. Great job, Ted!

I am planning to plant four new palm trees on the island north of the Log Cabin. To be fiscally responsible, I have opted for a smaller palm variety than those currently installed, resulting in an estimated \$10,000 savings. With time, the new palms will reach comparable height and maintain the aesthetic continuity of the area.

Additionally, I will be proposing the use of Tree and Beautification Funds to enhance landscaping along the Hwy 27/441 corridor to help visually soften the wall outside of Water Oak. My preliminary vision includes a mixture of palms and possibly ivy to achieve the desired screening effect. This project remains in the conceptual stage and will take time to develop.

Facility Oversight & Environmental Review

We received the final report regarding the air quality concerns at the Log Cabin. In addition to our own independent testing, we retained a professional environmental firm to conduct a comprehensive assessment. The firm confirmed that the facility is within acceptable air quality standards.

Their only recommendation was to cap the fireplace to prevent outside air intrusion. Importantly, none of the issues cited in the complaint were substantiated, and the report noted that the facility is well maintained and not conducive to the conditions that were alleged. Our independent testing closely aligned with their findings. I am pleased that an outside professional firm confirmed the integrity of the facility.

Long-Range Planning

I spoke with Stockton Reeves regarding the latest developments on the Community Center Project in Lady Lake. You will see a proposal in the near future. At this stage, I am actively seeking potential land opportunities, as the construction timeline would align closely with the proposed Police Station Project timeline.

It is important to clarify that a true Community Center is significantly different from the community room we currently rent out. This would be a dedicated recreational facility designed to serve broader programming and community needs.

Community Highlights

“Oscar the Osprey” has been actively working on a nest atop the light pole in right field at Harry Sacks Field. Oscar has quickly become a novelty attraction for softball spectators and adds a unique touch to the ballfield experience. I will continue to monitor and keep you updated on the nest’s progress.

Overall, the team continues to balance maintenance, capital planning, beautification efforts, and long-term visioning while supporting active league play. Thank you to everyone for your continued hard work and dedication to maintaining the high standard of our parks and facilities.

POLICE DEPARTMENT (Chief Steve Hunt):

One of our residents reported this week that two females came to their home claiming they wanted to “check the quality of their water” and stated they were working with the Town of Lady Lake. They were wearing lanyards with some sort of name and identification. The homeowners became suspicious and removed them from the residence. The fine folks of the Lady Lake Utilities Division would not come unannounced to your home. If there were an emergency, they would arrive in a clearly marked town vehicle, be wearing a town uniform, and produce official town credentials. Please use extreme caution when allowing anyone into your home. We do not want anyone to be scammed, have property stolen, or risk personal injury. Please look out for yourselves and your neighbors.

Our patrol units quickly located an individual who suffers from memory impairment issues last week after he left Spanish Springs Town Square to retrieve something from his vehicle and did not return. Officers immediately broadcast a description and coordinated a response plan. He was safely intercepted and reunited with loved ones. Outstanding teamwork by all involved.

Weekend patrol activity was relatively routine, with squads investigating several thefts, a business fraud case, and multiple disturbance calls. One individual was arrested on an outstanding warrant, and one juvenile was arrested for driving without a license and possession of a felony amount of marijuana.

I received extremely positive feedback from the family of a deceased individual last week. A family member shared that the kindness shown by Officer Steven Johnson and Lieutenant Dungan went above and beyond expectations. We are fortunate to receive calls like this frequently, as our team at the Lady Lake Police Department consistently demonstrates compassion and professionalism. Well done, Steve and Jim.

A workshop was conducted with the Commissioners to present the Staffing Analysis and Space Needs Study completed by The Center for Public Safety. The CPS team provided a presentation outlining future staffing needs and potential requirements for a new police facility to support continued service to our community.

PUBLIC WORKS/UTILITIES DEPARTMENT: Administration *Chaz Eagle* *Director* and *Kevin Anderson* *Admin Assistant to Director*

- CT attended a project scope meeting with Growth Management Staff, Lake County Staff, and Metric Engineering for the upcoming PD&E Study of the Rolling Acres Road corridor.
- CT and Mike Burske attended a Teams Meeting with the Town's consultant, Tetra Tech, to finalize a scope for a potential pedestrian safety and enhancement project on Old Dixie Highway. The scope and concept will be presented to the Town Commission in the coming months for consideration.
- Positions remain open within Public Works. Open positions can be viewed at: <https://www.ladylakefl.gov/210/Human-Resources>
- Information regarding current Town projects is available at: <https://www.ladylakefl.gov/167/Town-Projects>

Maintenance Department: *Ted Williams* *Supervisor*

- Coordinated with contractor performing landscaping project on CR 466.
- Performed driveway apron inspections.
- Met with citizens regarding maintenance concerns.

Streets Division: *Kon Scott*, *Travis Lacey*, *Todd Foster*, *Justin Wallace* *Lead Operators*
Jordan Correa *Operator III*, *Jordan Pettinato* *Operator II*

- Conducted litter pickup along Town roadways.
- Continued cleaning and replacing street and stop signs townwide.
- Cleaned storm drains.
- Patched potholes and utility road cuts.
- Mowed Town-maintained rights-of-way.
- Trimmed trees on Rio Grande Ave.

Facilities Maintenance: *Mark Walls* *Lead Operator*, *Joshua Fitchpatrick* *Operator II*,
Phillip Perna *Operator I*

- Completed multiple work orders at Town facilities.
- Pressure washed Growth Management and the Library exterior.
- Repaired leak in the Kitchen at Town Hall.
- Assembled a "play kitchen" for the kids at the Library.

- Performed ongoing groundskeeping at Town Hall, Police Department, Growth Management, and the Library.

Motor Pool: *Billy Kohler* *Lead Mechanic*? *Jim Richards* *Lead Mechanic*

- Ongoing repair and maintenance of Town vehicles and equipment.

Utilities — Water & Sewer

Supervisor: *Thomas* ~~*Butch*~~ *Butch* *Goodman*; Staff Assistant: *Mary Levesque*

- Butch attended a Bio-Solids Seminar hosted by Orange County regarding sludge processing and disposal challenges that all Wastewater Treatment Utilities face.
- Coordinated and submitted the Fuel Tank SERC Teir 2 report required by the regulatory agencies.
- Coordinated with contractors, engineers, vendors, developers, and Town departments regarding current and upcoming projects.
- Active project coordination includes:
 - Hammock Oaks (Multiple Phases)
 - Boulevard Oaks
 - Lake Ella Estates
 - Green Key Village Phases 5 & 6

Distribution & Collection Systems Field Operations: *Robert Barnes* – *Field Operations Manager*; *Lead Operator* – *Vacant*

- Held interviews for the open UT Distribution/Collection Tech II position and made an initial job offer to an applicant.
- Repaired or replaced multiple leaking curb stops on water services.
- Began field inspections for Backflow Prevention Device audit, system wide due to the deep freeze event.
- Completed work orders, new account setups, meter readings, meter replacements, non-pay disconnects, and re-reads.
- Completed 811 dig ticket location requests and coordinated new fiber optic line locations.
- Submitted required documentation including:
 - FDEP submittals
 - Water/Sewer/Reuse availability requests

- Utility quotes
- CO inspection requests
- Backflow device verification audits
- Performed weekly fueling and testing of emergency equipment, pumps, vehicles, and generators.

Water & Wastewater Treatment Plants: *Steve Pfouts – Treatment Plants Operations Manager; Darryl Flanders – Lead Wastewater Plant Operator; Daniel Myklejord – Lead Water Plant Operator*

- Responded to after-hours alarm callouts.
- Pressure washed dewatering boxes.
- Completed and submitted required compliance reports to FDEP.
- Continued process control sampling and plant adjustments as needed.

Planning & Regulatory Projects

- **Water, Wastewater, and Reuse Systems Master Planning Project and Water Facilities Plan Project** (required for SRF funding) have been finalized by Town Engineer Jason Shepler (Mittauer-CPH). *Results and recommended infrastructure projects will be presented to the Town Commission on March 4th at 2:00 PM in the Commission Chambers at Town Hall for consideration.*
 - **Consumptive Use Permit (CUP) Renewal** with St. Johns River Water Management District (SJRWMD) is underway and currently in pre-submittal coordination. Projected completion is Fall 2026.
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