

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

February 26, 2026

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shout Outs of the Week

Shout Outs of the Week to **Aly Herman** and her outstanding team for a highly successful Library Open House this past Monday. A tremendous amount of planning and preparation went into this event, and it truly showed. Special recognition to **Kourtney, Nicole, Miranda, and Elisha** for their hard work and dedication.

The Library Building Growth Expansion — a project nearly two years in the making — is now a reality. This achievement would not have been possible without the valuable contributions of **C.T Eagle, Thad Carroll, Joella LeDonne, and John Pearl**. The IT Department and Growth Management have successfully relocated into the building, making productive use of previously unused space. This transition has allowed Finance and Utility Billing to expand into larger, more functional work areas. Additionally, the Human Resources Department will now be consolidated into one location, replacing their formerly scattered workspace. The Communications Department will also relocate to the Finance area, freeing up the Town Manager's Conference Room.

The Department Manager's Meeting was held Tuesday morning at Public Works, where we reviewed the upcoming Commission Meeting Agenda for March 2nd at 6:00 p.m. and the Special Commission Meeting Agenda for March 4th at 2:00 p.m. Discussions included property tax status, revenue sources, and reflections on the Library Open House — particularly the teamwork and effort required behind the scenes to bring this vision to life.

An Auditors' Meeting with **Heather Mosier** took place Wednesday morning. This annual meeting provides an opportunity to review audit findings and identify areas for improvement. Given recent personnel changes and the implementation of new software, this year presented unique challenges. However, the results were positive. We identified several internal control enhancements that can be readily implemented. Overall, the audit concluded successfully, and as always, there is room for continued improvement. Encouragingly, it appears we remain on track to receive another Certificate of Achievement for Excellence in Financial Reporting.

CLERK'S OFFICE (Kathy Rosado):

Shout out to Thad Carroll for his assistance this week in addressing the many questions related to campaign signs and locations for the upcoming Ward 2 election. Candidates are actively preparing their campaigns, and residents may begin seeing them out in the community in the coming weeks.

Mayor Freeman, Carol, and I completed the required four-hour Canvassing Board certification training this week. All three of us, along with Mayor Freeman, will serve on the Canvassing Board for the upcoming special election. Additionally, we are required to complete signature verification training before the end of March.

This week at the Manager's Meeting at Public Works, we discussed the agenda for the week of March 2. Additionally, Carol and I reviewed records in the storage area. With the ongoing office space reconfiguration at Town Hall, the Clerk's Office will soon have a dedicated space to properly store these important documents. We anticipate completing this project by the end of April.

Budget Planning Session— I met with Carol and Amber to review the upcoming budget process and evaluate current fiscal year line items, including anticipated increases and decreases for the next budget cycle. The team also discussed professional development opportunities for the coming year and identified ways to enhance our knowledge, skills, and effectiveness as responsible stewards of the Town's resources.

This week, the town clerk's office completed –

2 sets of minutes

Prepared and distributed 2 Town Commission agenda packets

Attended 3 meetings

Completed 13 lien Search Requests

Completed 4 Public Records Requests

COMMUNICATIONS (Elisha Pappacoda):

This week, Communications attended the Managers' Meeting, the Farmers Market, and, of course, the library open house!

Huge congrats to all involved in seeing this project from beginning to end, especially Aly and her amazing team. The Villages Daily Sun covered the event.

Lake County created an awesome video of the day's event: [Facebook](#) and Susyn created a side-by-side video showing the rendering vs. the final library construction: [Facebook](#).

Susyn is working on gaining access to the library's elevator digital sign. She also worked with IT and our A/V vendor to set up ListenWifi, a tool that will allow for better in-person accessibility of our Commission meetings. We will be training staff and Commissioners on the product soon.

We released the following news via our website, social media, and direct outreach.

- [Berry sweet fun is coming to Lady Lake • Lady Lake, FL](#)
- [Enjoy child and adult festivities for Easter • Lady Lake, FL](#)
- [Special Election for Ward 2 to be held March 24 • Lady Lake, FL](#)

We received several media requests this week regarding the election, as well as development questions for a growth story.

The Mock Commission story appeared on VNN this week. Scroll to 9:58 to see the video: [Your Lifestyle News for Tuesday February 24, 2026.](#)

In other news, we reached 4,000 followers on Facebook.

On Thursday, I will attend a meeting with Bill and C.T. regarding next week's special Commission meeting on water reuse.

FINANCE (Joella LeDonne):

Finance and Utility Customer Service have begun moving into their new space, where Growth Management was at Town Hall. The carpet has been cleaned, walls freshly painted, the furniture moved, the computers set up, and slowly getting settled into our new offices. A huge thanks to Ted and his Team, Mark, Josh, Kon, and Phil, for doing all the heavy work. We know it certainly wasn't easy. We really appreciate it. Andy and Tanner have been busy making sure that we are all hooked up. Thank you for keeping us working.

There is a saying: As one door closes, another one opens. Just like that the Fiscal Year 2025 audit has been completed and awaiting the final letter from the auditors (door shuts). There is no sleep for the wicked (door opens) we will start working on the fiscal year 2027 budget. We will start distributing the worksheets to the departments, setting up workshops, discussing new projects, and just a bunch of fun stuff starting next week.

And lastly – shout out to DC Brough and his team for making payroll much smoother than last time. I am very happy that after all our collaboration on trying to get timesheets figured out, we hit on something. We are always here to help.

GROWTH MANAGEMENT (Thad Carroll):

This week, a revised site plan was submitted for Rooms to Go which will be constructed on the west side of Highway 27/441 just south of the intersection with County Road 25/Teague Trail. The applicant has reduced the number of parking spaces per the Town Commission's request.

The parking spaces were reduced by 39 spaces; it was decreased from 196 to 157 spaces, still meeting the requirements of the Memorandum of Agreement which calls for 3.75 spaces per 1,000 square feet. The proposed building is 41,800 square feet.

A building permit was issued for the Cresswinds at Hammock Oaks Community Clubhouse located at 840 Sunshower Drive. We also received revised plans for a new bingo hall and golf shop located in Teague Plaza at 1136 and 1140 Teague Trail. Building plans were also received for an interior build out of Pinch a Penny located at 518 North Highway 27/441.

The building department received sixty-three permits or plan revisions, and forty-six building permits were issued. A total of two hundred and seventeen inspections were completed.

This week code enforcement opened five new cases, three of which were complaint driven, closed nine cases, and twenty-six inspections were conducted.

Code Enforcement also prepared their cases that will be presented at the Special Magistrate Hearing scheduled for February 26, 2026.

Over fifty snipe signs were removed from the Town's right-of-way this past week. In addition to the four signs removed by Officer Crain, Code Enforcement would also like to extend a huge THANK YOU to Seargent Bilbrey and the Lady Lake Police Department for their assistance in removing forty-eight snipe signs. We truly appreciate their support in this ongoing effort to keep our streets neat and clean.

HUMAN RESOURCES (Tamika DeLee):

Audrey Richards from Human Resources attended the February monthly meeting for Lake-Sumter SHRM. The presenters, Ebony Olivier and Kanya Oliver, are the owners and President of The Company Bridge Program. Ebony leads transformative workforce transition solutions for businesses navigating restructuring, layoffs, and organizational change. She is also a seasoned public speaker, trainer, and Human Resources professional. Leveraging over a decade of experience in human resources, she delivers expert guidance tailored to the needs of executives and employees alike.

Kanya Olivier is a distinguished professional and thought leader with a diverse background in construction, engineering, technology, and human resource management. Her expertise is widely recognized across these industries.

The Town of Lady Lake would like to welcome the following employees to the team: Meadowseet Davis, Youth Services – Library Assistant I; Matthew Edwards, Wastewater Plant “B” Operator; and Michael Graham, Utilities Distribution/Collection Technician I.

INFORMATION TECHNOLOGY (John Pearl):

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

Ken facilitated a vendor infrastructure upgrade this past Saturday.

John attended the Youth Library Open House on Monday morning.

Andy and Tanner have worked with Finance and Utilities Customer Service staff this week to help them make the move to their new office space at Town Hall.

Ken and John have attended technical infrastructure certification training this week.

Howard has enrolled in the SANS [GIAC Certified Incident Handler \(GCHI\)](#) certification program. He has previously completed the [GIAC Security Essentials \(GSEC\)](#) and [GIAC Security Operations \(GSOC\)](#) certifications.

LIBRARY (Aly Herman):

On Monday, we were thrilled to finally host our library open house. The turnout was wonderful, with approximately 75 attendees joining us to celebrate. It was truly a pleasure to showcase the hard work that has gone into this project over the past year. I sincerely appreciate the support we received from our fellow town departments. It's meaningful to see everyone supporting one another, something not every community is fortunate to experience.

I'd like to share the speech I wrote for the open house.

"Today is about community; libraries are the fabric of communities. This Children's Library exists because Lady Lake believes in its families, its children, and its future.

First, I would like to thank our Town Commission, Mayor, Town Manager, Bill Lawrence, and Lake County for their support of this major accomplishment. I also want to recognize the Friends of the Lady Lake Library for their continued support.

I also want to thank Judd Dickerson from Dickerson Architect, everyone from McLaughlin & Company that worked on this project and Jeff Hunt from Library Interiors of Florida.

Last but not least, I would like to thank my library staff for all their hard work this past year. I simply could not have done this project without each and every one of you.

Since we softly opened the doors in June, this space has been busy in the best possible way. In just a few short months, we've hosted more than 210 programs, welcoming over 10,000 attendees. Children's book circulation alone has reached nearly 25,000 checkouts. Those numbers tell a powerful story: this community is using its library.

But what matters most isn't square footage or stats—it's what happens inside these walls. It's a child discovering their favorite book. A parent finding a welcoming place to learn together. A family realizing this library belongs to them.

This library serves more than 12,000 cardholders and welcomed approximately 175,000 visits last year, but it still feels personal—and that’s intentional. We are growing alongside Lady Lake, planning not just for today, but for the families who will call this town home in the years ahead.

Thank you for believing in your library, for showing up, and for helping us build a place where learning and community come together every single day.

Thank you for being part of our story.”

On Monday, we welcomed our new hire, Meadowsweet Davis. She is our Library Assistant – Youth Services, so be sure to visit her upstairs next time you come into the library. She is already doing a wonderful job, and we are so excited to have her as part of our library family.

PARKS AND RECREATION (Mike Burske):

This week was filled with preparation, progress, and outstanding teamwork across multiple projects and programs. As we move into a busy sports season and continue enhancing our public spaces, the department remains focused on delivering quality facilities and experiences for our community.

Community Building Enhancement

A big highlight this week was the incredible work completed at the Community Building by **Sam and Vicky**. Their creativity, thoughtful planning, and attention to detail truly transformed the wall space and made the building pop. The refreshed look adds energy and character to the facility, creating an even more welcoming environment for residents and visitors.



AWESOME JOB, GUYS! Your hard work and pride in your work show!

Youth Sports Season Kickoff

Soccer and baseball games officially begin this weekend, and our staff has been working hard to ensure everything is ready.

Baseball – Babe Ruth League

Baseball season kicks off this weekend. While there will be no traditional Opening Day ceremony, the league will hold a brief ten-minute ceremony conducted completely in-house prior to games.

Sam, Thomas, and Brad have been working hard preparing the baseball fields. They've focused on the field edges and overall conditioning, and the fields look very good for the kids as the season begins. Their effort ensures a safe and professional playing surface for our young athletes.

We would also like to extend a sincere thank you to Ryan and the Babe Ruth League Board for their partnership and efforts in making this season happen.

Soccer

Soccer begins tomorrow night with an exciting change this season. Instead of primarily Saturday games, most games will now be played in the evenings. Since all fields are equipped with lighting, this transition provides greater scheduling flexibility for families and maximizes field usage.

A special recognition goes to John, the League President, who stepped up when many Board members departed this season. John was determined to keep the season running, and his leadership and commitment deserve a big kudos. Thank you, John, for your dedication to the players and families of our community.

466 Landscaping Project

Ted from Public Works has been doing an awesome job on the 466 Landscaping Project. The newly planted palm trees and additional trees look great and are already enhancing the corridor.

Please keep in mind that the Zoysia grass being used does go dormant during colder weather. While it may not appear vibrant right now, it will really pop once warmer temperatures return. The newly installed irrigation system will ensure the grass and trees stay green and healthy moving forward.



GREAT JOB, TED!

A Future Parks Planning – 20-Acre Parcel

This week, I met with the Town Manager to view a 20-acre parcel of land that I would like to recommend for purchase. The property is centrally located within a growing area of family population in our town, making it an ideal location for future park development.

We currently have the available funds to purchase the property and still maintain a comfortable balance in our Impact Fee account. It is important to remember that Parks and Recreation Impact Fees are specifically intended for projects and acquisitions like these investments that directly support the recreational needs of our growing community.

This opportunity represents forward-thinking planning for Lady Lake's future.

Oscar the Osprey

I can't end this report without the weekly update on Oscar the Osprey's nest. Oscar appeared to be taking a well-earned break when I captured the photo this week, but the nest is coming along nicely. It continues to grow and take shape as nesting season progresses.



AWESOME JOB, OSCAR!

Overall, this was a week of strong preparation, leadership, teamwork, and progress across our facilities, sports programs, and long-term planning efforts. Thank you to the entire Parks and Recreation team, our volunteers, partners, and community members for your continued dedication to making Lady Lake a wonderful place to live and play.

POLICE DEPARTMENT (Chief Steve Hunt):

It was a fairly standard weekend and start to the week for patrol, with squads responding to several retail thefts, traffic crashes, and family disturbances. Unfortunately, we continue to see a number of fraud and scam cases. Many of you have called to report scams you detected

before becoming victims — great job! Please continue sharing what you learn with your family, friends, and neighbors. It is extremely difficult when we are unable to recover losses for those affected. If you are ever unsure about a situation, call us for advice. We want to help before it's too late.

Speaking of scams, Detective Brian Campbell and Detective Ronnie Williams recently provided a fraud prevention presentation to the Silver Lake Ladies Club. They did an outstanding job highlighting recent cases and sharing practical tips to help residents protect themselves.

Sergeant Gerhsitz, Lieutenant Greene, and I had the opportunity to visit with the folks at Recreation Plantation. We had a great discussion about recent events, Neighborhood Watch, and golf cart rules and best practices. I always enjoy meeting with this group — they appreciate candid and direct dialogue, which allows us to address concerns in a meaningful way.

Lastly, great job to Ali and the team at the Lady Lake Library for celebrating the completion of their renovation project with a fantastic Open House. I probably should have spent a little more time in the library as a student — and if I had been fortunate enough to have such a wonderful team and facility, who knows what might have happened 😊. All kidding aside, excellent work by the library staff. It is an honor to serve alongside you!

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

CT attended the Library Open House event, showcasing the newly renovated library. The final product is better than we imagined. Not only does it look great, but it also opened up space for multiple departments to have the space they desperately needed.

CT has been and is still preparing for the Special Commission Meeting next week to present the findings and recommendations to the Town Commission by the Town Engineer for needed utilities capital improvement projects identified in the Water, Sewer, and Reuse Master Plans. Growth is happening; we need to be prepared and have a plan for what lies ahead.

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 the contractor performing the 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 right-of-ways.
- Picked up and cleaned up after a tree that fell on Oak Street.

Facilities Maintenance

Mark Walls – Lead Operator

Joshua Fitchpatrick – Operator II

Phillip Perna – Operator I

- Completed multiple work orders at Town facilities.
- Move furniture at Town Hall for Finance moving into their new office space.
- Performed ongoing groundskeeping at Town Hall, Police Department, Growth Management, and the library.

Motor Pool

Billy Kohler – Lead Mechanic

Jim Richards – Mechanic

- Ongoing repair and maintenance of Town vehicles and equipment.

Utilities — Water & Sewer

- Supervisor: Thomas “Butch” Goodman
Staff Assistant: Mary Levesque
- New hires, Matthew Edwards, Wastewater Plant Class “B” Operator, and Michael Graham, Distribution/Collection Tech I, started work with us this week. Welcome to the Team!
- 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 – work has halted.
- Green Key Village Phases 5 & 6
- Benchmark SRK/Mayfield Property – coordinating line relocations and valve replacements.

Distribution & Collection Systems Field Operations

Robert Barnes – Field Operations Manager

Lead Operator – Vacant

- Repaired or replaced multiple leaking curb stops on water services.
- 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.