

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

March 13, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shoutouts & Acknowledgments:

Pam Winegardner's Retirement: Pam Winegardner, the Finance Director for the Town of Lady Lake, has announced her retirement effective May 1. Pam has dedicated 19 years of service to the town, leading the Finance Department to earn the Certificate of Financial Excellence every year during her tenure. She was instrumental in securing reimbursement funds from FEMA after storm-related events, and her leadership has been key to the town's excellent financial standing. Many managers have relied on her guidance for financial decisions, and we are truly grateful for her invaluable contributions. Thank you, Pam, for your years of leadership and support!

Public Works Recognition: Peggy Smith, Administrative Assistant of Public Works, shared a call she received from Nancy Ruggiero, a resident of 1307 E. Schwartz Blvd. Nancy called to praise the public works road crew for their outstanding work trimming an oak tree overhanging the road. She highlighted the crew's professionalism, particularly the young man in the bucket truck. Special thanks to Travis, Todd, "Kid," and Phil for their hard work and high standards. Todd was in the bucket trimming while the rest were feeding the chipper. Well done, team!

Farmers Market Success: The Farmers Market on March 11th was the most successful yet, with 49 vendors, 937 attendees, and \$1,700 in revenue generated. A big shoutout to Jackie, Julia, and Elisha for their efforts in making the event a huge success!

Department Managers Meeting: The Department Managers meeting held on Tuesday morning focused on reviewing the upcoming commission agenda for March 17th at 6:30 p.m. One of the key topics discussed was ongoing security training. The meeting also delved into communication strategies, particularly how to communicate effectively when experiencing anger. A valuable and insightful discussion for all involved.

The Villages Homeowners Advocates: On Tuesday night, Amy Alicea from Parks & Recreation, Chief Hunt, and I had the pleasure of meeting with the new residents at the Hacienda Recreation Building. During the meeting, we provided an overview of the various services available to residents and shared details about upcoming events in the next few months. It was a great

opportunity to connect with the new residents, answer their questions, and ensure they're aware of all the resources and activities the community has to offer. We're excited to have them as part of The Villages!

Thank you to everyone for their hard work and dedication!

CLERK'S OFFICE (Nancy Wilson):

The clerk's office drafted an ordinance to codify off-duty rates for officers when the Community Building is rented, and alcohol is served. It will be presented at the March 17th meeting.

The agenda for the Commission Meeting on March 17th was compiled and published.

A Planning & Zoning Meeting was held on Monday, minutes have been transcribed. Jackie has been the lead for the Parks & Recreation meetings but recently asked if she could "clerk" the P&Z meetings. The answer was of course, of course. She did a terrific job! Carol started "clerking" the Commission meetings last year and she still compiles the Special Magistrate meetings and transcribes the minutes.

A Parks & Recreation meeting was held on Wednesday, minutes have been transcribed.

After three weeks, the Farmer's Market was open on Tuesday with attendance of almost 1000 with 49 of our very talented artisan vendors. The highlight of the event was our first annual Strawberry Shortcake Eating Contest! Mayor Freeman was our contest judge, and he crowned Dave as our winner. The Luke Swiderski Band was enjoyed by all who attended.

COMMUNICATIONS (Elisha Pappacoda):

Communications completed the mandatory Cyber Resilience for Government Employees training.

We released the [Spring Concert Series](#) to media and it has since been picked up by Lake & Sumter Style and the Orlando Sentinel.

The story on Officer Hall rescuing the puppies from the woods was published in the Daily Sun this week: [Lady Lake Police rescues 4 abandoned puppies | In Today's Daily Sun.](#)

Susyn created a dozen water conservation multi-media PSAs for YouTube and Facebook. I will meet next week with the Water Conservation team to discuss designing promotional merchandise.

Today, Susyn will attend the spring break party at the Library.

I made several updates to the Town website and posted the [Public Notice: Found/Abandoned Property](#) to the PD site.

Below are some interesting livestreaming metrics:

Total Number of Live Streams Since Launch (Oct 2024): 20

Total Number of Minutes Streamed since Launch (Oct 2024): 13 hours 50 minutes 34 seconds

Total Number of Live Stream Viewers Since Launch (both live and replay): 439

FINANCE (Pam Winegardner):

The Town is on sound footing due to the guidance of our Town Manager and our Commission. The Town of Lady Lake has no debt and yet is finishing two huge projects within the month with the expansion of our wells and of our reclaimed water plant. This ensures future growth with plenty of water resources in our future. We are also halfway on schedule, with our renovation by using the vacant upper floor of our library to upgrade our children's library and renovating the first floor in front of the library for the Growth Management, Building and Code Enforcement departments.

This library renovation allows the Finance department and Customer Service to relocate within Town Hall to where the Growth Management group is currently located, allowing both teams to work together under the guidance of the finance director. This in turn allows Human Resources to expand into the former customer service area, which allows the HR team to all move into the same area (currently split into two areas) and have room to onboard new employees, help current employees and other matters.

These projects have run into millions but have made use of many avenues of revenues to make us more available to the public and have ease of services.

The town carries a reserve of 6 months of revenue that matches our 6 months of general revenue budget minus the budget for capital assets. This leaves the town healthy and ready to take on over 9 million dollars in possible emergencies such as hurricanes or storm damage which can take years to be reimbursed by FEMA or shortage of revenue. This bucket also serves to keep us debt free as we at any time keep restricted and unrestricted balances of 28 to 30 million dollars with a budget of 30 to 35 million dollars that balances our revenue coming in with our expenses going out within the budget year.

We do not rule out debt as an option when we may have a major project such as a new police station or rec center. We have found that waiting to begin construction results in huge increases in future costs, as we have realized with our current projects. We are dedicated to being good stewards for our residents' money.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

On Monday, Ordinance 2025-02, a Small-Scale Future Land Use Map Amendment application for the Anita F. Valdez Family Trust was considered by the Planning and Zoning Board. The proposal is to change the future land use designation from Lady Lake Single Family Low Density (SF-LD) to Lady Lake Commercial Professional Services (PS) for one property being approximately 1.63 acres.

The property is addressed as 229 West McClendon Street. Also considered on Monday was Ordinance 2025-03, a rezoning application for the same property. The request is to rezone the property from Single Family Low-Density Residential (RS-3) to Residential Professional (RP); the owner wishes to convert the existing single-family home into an appointment-only day spa. The Planning and Zoning Board voted 5-0 to forward both ordinances to the Town Commission with the recommendation of approval.

On Wednesday, the Parks, Recreation, and Tree Advisory Committee considered two waiver requests for the Lady Lake Walmart Neighborhood Market as proposed by the conceptual landscaping plans. The applicant is requesting to allow the reduction in the required width of the northern Class "A" landscape buffer abutting Highway 466. Lake County Public Works has requested that additional right-of-way to be dedicated to align the bike path better with the proposed driveway cut for the entrance of Hammock Oaks Boulevard. Due to this requirement, a small portion of the buffer will need to be reduced from ten to roughly four feet. The applicant is also proposing to plant understory trees instead of the required canopy trees along Highway 466 due to the existing overhead power lines. The Committee voted 4-0 to forward the waivers to the Town Commission with the recommendation of approval.

This week, the building department issued permits for retaining walls in the Hammock Oaks subdivision which is currently under construction. A permit for the Citrus Exchange Sales building at 1120 Main Street was also issued. The scope includes first floor sales and information suite renovations including restrooms, offices and other reconfiguration, the replacement of doors & windows, the replacement of some equipment and fixtures serving the same purpose.

Ninety-three building permits or revisions were received this week, and fifty-nine permits were issued. One hundred and seventy-eight building inspections were conducted in the field. This week code enforcement opened sixteen new cases, closed twenty-three cases, and conducted sixty-four inspections. Twelve signs were also removed from the Town's right-of-way.

HUMAN RESOURCES (Tamika DeLee):

This week in human resources interviews were scheduled Monday, Tuesday, and Thursday. A second interview was conducted for the Network Administrator, and three more interviews are scheduled for next week for the Network Administrator position. A second interview was conducted for the Meter Reader/Work Order Specialist. A conditional offer of employment was made. Congratulations to employee Steven Pfouts on his promotion. He has been promoted to the Utilities Treatment Plant Operations Manager. Steven has been employed with the Town for 12 years.

The Public Risk Management of Florida is hosting a webinar today. The webinar topic is "Ask the WC Attorney". The presenter is Attorney Karen Cullen with the Law Firm of Broussard, Cullen, & Eldridge. Attorney Cullen is a Florida native. She is board certified in Workers' Compensation Law and for over 20 years has focused on the defense of Workers' Compensation Claims. Ms. Cullen is known for her significant experience in the defense of cases involving Sections 112.18 and 112.181, Florida Statutes covering presumptions applicable to firefighters, law enforcement officers, correctional officers, emergency rescue and public safety workers.

INFORMATION TECHNOLOGY (John Pearl):

No report this week.

LIBRARY

Nancy's book club met on Tuesday and featured two guest speakers from the American Legion Auxiliary in Lady Lake, who gave a wonderful presentation.

Today, Sam is hosting her popular BINGO program, which always draws a great crowd.

Shoutout to Sierra Cook for her fantastic Women's History Month display and to Sam Williams for the St. Patrick's Day displays throughout the library. Great job, ladies!



We are excited to host our Spring Break Bash today from 10 AM to 12 PM. Thanks to generous donations from the Orange Blossom Lions Club, Friends of the Library, and Lady Lake Texas Roadhouse, we will have two bounce houses, pizza, drinks, and rolls for everyone to enjoy!

This Friday, we have baby storytime at 10:30am and Video Games at 3:30pm. We hope to see you there!

Here are the youth program stats for this week:

- Tiny Tots: 25
- Family Crafting: 18

- Storytime: 32

- Scavenger Hunt: 22

- Reading with Scarlett: 12

www.facebook.com/lakelakelibrary225

PARKS AND RECREATION (Mike Burske):

The Parks and Recreation Department has had a very busy last couple of weeks. As I have mentioned in previous reports, we have had the opening day for both baseball and soccer. Both organizations were very grateful, and our team enjoys working with them. Below are all of the kids for spring soccer.



We have a weekend off, so we are doing simple repairs and cleaning around the facility. Scott and Thomas are taking our scrap metal up to public works where it will wait to be recycled. Vicky and Sam are working with the fountains at Heritage Park. I like the new colors that they are picking out for the fountains. I do want to state that the price to replace the roofing at the gazebo at Heritage Park has skyrocketed since my initial budgetary price. I will have to put the project out to bid and utilize some of the proceeds from the sale of the Scout Hut to offset the increase in price.

POLICE DEPARTMENT (Chief Steve Hunt):

New Resident Night: I had the privilege of joining the Town Manager and Amy Alecia at The Villages Homeowner Advocate Group's "New Resident" night. It was a fantastic opportunity to introduce our police department and share all the exciting developments happening in Lady Lake.

New Lieutenants: Monday marked the first day for our new Lieutenants. They are currently undergoing orientation and training, and we're thrilled to welcome them aboard as we continue to enhance the capabilities of our department.

Detective Ronnie Williams: We are excited to announce that Detective Ronnie Williams has joined the Criminal Investigation Division. With his extensive experience and expertise, he's a tremendous asset to our team. He and Detective Campbell will make a powerful investigative duo.

Collaboration with American Legion: We met with representatives from the American Legion Post to discuss a shared project. We'll be able to share more details soon, and we're looking forward to working together.

MADD Partnership: I recently met with a representative from Mothers Against Drunk Driving (MADD) to explore potential future collaboration opportunities. We're eager to see how we can work together on this important issue.

Monthly Staff Meeting: We held our regular monthly staff meeting with all of our commanding officers, ensuring alignment across the department and discussing ongoing priorities.

Firearms Training with FDLE: Our department recently received specialized "Ambush" firearms training from our partners at FDLE. This innovative training included shooting techniques in real-life, high-pressure scenarios, such as shooting from a seated position inside a vehicle or from the ground. The feedback from our officers was overwhelmingly positive, and we're incredibly grateful to the FDLE firearms training team for their dedication. With the tragic loss of one of our Lake County colleagues last year, this training is especially meaningful in ensuring our officers' safety in dangerous situations. We're committed to continuing to provide top-tier training to keep our officers and the community as safe as possible.

PUBLIC WORKS/UTILITIES DEPARTMENT (C.T. Eagle)

Administration (C.T. Eagle -Director and Peggy Smith – Admin Assistant to Director):

C.T. toured the new Public Works Administration Building and Lake Tech Mechanics School Campus in Tavares this week. James Dillon, Public Works Director for the City of Tavares, was gracious enough to give a personal tour of the facilities. The campus is impressive and gives hope to inspire a new generation to take up a dying trade. The facilities are top notch and high tech. I would recommend anyone that even has the slightest interest in becoming a mechanic check out these facilities, it will definitely sell you on the idea.

Information regarding current Town Projects can be found here:

<https://www.ladylakefl.gov/167/Town-Projects>

Updated information regarding the FDOT US 27/441 Road Widening Project can be found here <https://www.cflroads.com/project/238395-5>. Questions and concerns can also be submitted via the website. FDOT has added additional work to the project, and closeout has been pushed back at least a few months.

Maintenance Department (Ted Williams, Supervisor):

Shout out to Travis, Justin, and Todd for safely performing a true confined space entry, crawling in a storm water pipe to patch a leak on Hillcrest Dr. This prevented digging up the roadway to make the repair. Way to go above and beyond, or in this case, under and through, the call of duty to save taxpayers' dollars!

Performed driveway apron inspections.

Continued monitoring retention pond water levels and storm drains throughout the Town.

Continued coordination with Mike Burske on installation of new landscaping along the CR 466 corridor.

Streets (Kon Scott, Travis Lacey, and Justin Wallace - Lead Operators; Todd Foster – Operator II):

Performed litter pickup along roadways in Town. Continued cleaning or replacing street and stop signs townwide. Cleaned storm drains. Mowed Town maintained rights of ways. Patched potholes and road cuts.

Continued cleanup of storage area behind PW and finished hauling old concrete piles to be recycled.

Trimmed trees on Tarrson Blvd, E Schwartz Blvd, and W McClendon St.

Took coolers to the Library for an event.

Weeded landscape beds at Public Works.

Removed snipe signs along the roadways for Code Enforcement.

Facilities Maintenance (Truman Henson - Lead Operator, Mark Walls - Operator II, and Phillip Perna – Operator I):

Staff completed multiple work orders at Town facilities.

Continued performing groundskeeping at Town Hall, PD, and the Library.

Motor Pool (Billy Kohler - Lead Mechanic):

Ongoing repair and maintenance on Town Vehicles and Equipment.

Continued stripping and prepping PD vehicle prior to surplus as time permitted.

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

Congratulations to Steve Pfouts on his promotion to the new Utilities Plants Operations Manager position! Steve is a long-time employee of the Town, his previous position was Wastewater Plant

Operator Class B. Steve is also dual certified as a Class C Water Plant Operator. Along with the Wastewater Plant Operations, he covered the Water Treatment Plants' operations on the weekends for the last 13 years. Now he is primarily tasked with ensuring that all treatment plants, Water, Wastewater, and Reuse, stay in compliance with the regulatory agencies. He is also tasked with staffing, upkeep, maintenance, and general everyday operations of all treatment plants. Thank you for all that you do, Steve!

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, and Green Key Village phases 5 and 6.

Conducted interviews with multiple applicants for multiple positions. Offers made for the Water/Wastewater Plant Trainee and Meter Reader/Work Order Specialist positions.

Distribution and Collection Systems Field Operations (Robert Barnes, Lead Operator):

Completed 811 dig ticket location requests.

Performed weekly fueling and testing of emergency equipment, pumps, vehicles, and generators.

Water and Wastewater Treatment Plants (Daniel Myklejord – Lead Water Plant Operator, Darryl Flanders – Lead Wastewater Plant Operator, and Steve Pfouts – Dual Certified Plant Operator)

Phase Two of the Wastewater Treatment Plant Modifications Project is closing in on final close out. Both plants are in service and doing well. Only punch list items and final inspections remain.

Phase Two of the Well #4 and Well #5 Water Treatment Plant Expansion Project is also weeks away from final close out. Well #4, new high service pump, and the new ground storage tank are now in service! Well #5 has received final clearance from FDEP and will be put into operation as soon as possible.