

# WEEKLY MANAGER'S REPORT

## TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

March 20, 2025

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

#### Shoutouts & Acknowledgments:

This week's shoutouts go to the newly promoted **Patrol Lieutenants, James Dunagan and Allen Green**. They were sworn in this week by Chief Hunt during the Monday night commission meeting. These two will oversee patrol operations as watch commanders. Lt. Dunagan and Lt. Green bring years of valuable experience from their previous roles with their former agency. Congratulations on your new leadership roles, which will help ensure the best quality of life for those who live, work, and visit Lady Lake!

#### Springbrook Implementation Team Meeting:

I have been attending the biweekly meetings with the Finance Team, Andy Crogan, and John Pearl, focusing on the new software program for the Finance Department. Initially, we thought there would be several challenges in the implementation process, but I've been very impressed with the team's progress so far. The coming weeks will certainly present more challenges as we implement data into the system. **Special thanks to Dawn Woods, Andy Crogan, and John Pearl for their hard work.**

#### Finance Director Position:

After Pam Winegardner announced her retirement last week, Tamika DeLee, our Human Resource Director, has already placed ads across various publications. We have already received several applications and resumes. We'll begin reviewing them and hope to schedule interviews by the end of April.

#### CLERK'S OFFICE (Nancy Wilson):

No report this week.

#### COMMUNICATIONS (Elisha Pappacoda):

Congratulations to our two new police lieutenants, Dunagan and Greene! We issued a photo release (thanks to Aly for taking the picture!), which we posted on Facebook and the website: [New lieutenants welcomed to Lady Lake Police Department](#). The story was picked up in Lake & Sumter Style magazine and Villages-News.com.

Lt. Dunagan hit the ground running leading the scene as LLPD joined Leesburg officers serving a homicide arrest warrant in our town. Communications received and responded to several media requests and released drone video of the arrest: [Drone footage of the apprehension of Neville Muirhead Jr.](#)

I met with Chief Hunt and Evidence Technician Scott Kolb to prepare for a TV interview next week. Scott was recently recognized for the process improvements he has made in the evidence room, but you truly must see it to understand the scope. We look forward to sharing this success story with the community via our local media partners.

Communications attended the Water Conservation Team meeting at Public Works. The Team decided to purchase custom hats and visors that complement the T-shirts Parks & Recreation purchased to celebrate the Centennial. We will create the design for the merchandise.

We are also gathering analytics for the water conservation PSAs we have created and shared over the past year, for reporting purposes.

Communications issued a press release via the website on the NPDES audit: [Town of Lady Lake Successfully Completes NPDES audit.](#)

Communications attended and gathered content at The Villages St. Patrick's Day parade and livestreamed the Town Commission meeting on Monday.

Susyn is analyzing livestreams from other area municipalities to compare and get new ideas.

We are wishing the best to Pam as she has announced her retirement after 19 years of dedicated service. She will be missed! Communications assisted in promoting the Finance Director's future job opening with a flyer, multimedia posting on Facebook and YouTube, and LinkedIn post. More info can be found here: [We're Hiring! Finance Director.](#)

Lastly, thanks to Andy for his patience in all things help desk-related!

**FINANCE (Pam Winegardner):**

I want to give a shout out to our Town Manager whose 4th year evaluation came before the Commission for managing and guiding the Town of Lady Lake staff over the past year. Since his employment, the town has moved forward on many needed projects due to our Town and Florida quickly growing. We have successfully moved on to projects needed during his tenure like.

- the walking park (Snooky)
- well and reuse expansion (will be completed this year)
- library renovation to existing space to accommodate staff relocation to allow more work area
- streaming meetings and getting Lady Lake news out to our residents

- a large increase in creative events for our many residents including taking on the Farmer's Market
- being close to having a fully staffed police department with current interviews for the one last sworn open position
- the Weekly Managers' Letter, an idea that Bill has introduced which keeps the residents, commissioners and staff up to date on what is happening in Lady Lake
- hearing what the department heads and staff are communicating, then analyzing and hiring the staff needed for the growing workload

Our staff researches, organizes, and presents these projects to Bill for him to analyze, ask questions and approve the move to bring all projects to the Commission. Bill takes into consideration the timing and cost to the town along with how it will be funded. He believes all projects are the result of the commissioners' vote as are all big expenditures, changes and decisions that do not fall under him.

Bill is receptive to hearing staff out on new ideas or problems without micro-managing, however, he gets involved if staff's actions do not have the best interests of the town in mind, which is rare. He carefully checks out all facts before making decisions and has not been afraid to say no, especially in the budget process when cuts are necessary in the millions from department head requests to ensure careful versus necessary spending.

He visits departments and greets all staff to know he is aware of their hard work. Staff meetings with Department heads are kept fresh with new topics or changing the location of the meetings to push department heads to better communication, thinking, and teamwork.

As the Finance Director, I tend to be detail-oriented and tight with the money, but we are still debt-free after spending (or spending to complete the project) as per the following costs.

Library Renovation \$5,100,000

Snooky Park \$1,950,945

Well Plant Expansion \$ 7,210,165

Sewer Reclaim Expansion \$ 18,500,000

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

Plan review comments were sent this week to the applicant for the second Lady Lake Warehouse review. This project proposes a 26,585-square-foot warehouse building at 109 Griffin View Drive.

Also, this week, the buildout was completed for the Villages Insurance building located at 980 Del Mar Drive. The building has received a final passing inspection.

One hundred and four building permits or revisions were received this week, and sixty-seven permits were issued. Two hundred and ten building inspections were conducted in the field. This week code enforcement opened seventeen new cases, closed ten cases, and conducted forty-seven inspections. Code Officers Crain and Williams also began preparation of their cases for the Special Magistrate Hearing that will take place next Thursday.

Wondering if you need a contractor to pull a building permit? Or can you perform the work yourself? Only a licensed contractor or the legal property owner may obtain a building permit. State Statute 489.103(7) allows the owner(s) of real property to act as their own contractor. This exemption may only be used if you own and occupy the home. As an owner builder, if you do not complete all the work yourself, you must supervise the work and hire licensed trade subcontractors (electrician, plumbing, a/c, and roof) in accordance with state law. Owners acting as their own contractor or listed as a subcontractor are required to personally appear in the building dept and sign the permit application and homeowner/builder affidavit per Florida Statute 489.103(7). Proof of ownership is required for all permits. When obtaining a permit as an owner-builder, the offering for sale or lease, of any such structure by the owner-builder within one year after completion creates a presumption that the construction was undertaken for purposes of sale or lease and violates the terms of exemption as an owner builder.

Please see Florida Statute 489.103 for complete information. For questions specific to permitting in the Town of Lady Lake, please call (352) 751-1511 or visit our website at [www.ladylakefl.gov](http://www.ladylakefl.gov).

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

Just another round of interviews with your favorite HR team was conducted this week. A final round of interviews for Network Administrator was conducted this past Monday and Tuesday. A conditional offer of employment is currently pending. A conditional offer of employment was made for the Systems Analyst position. As of today, it has not been accepted. The Staff Assistant to the PD interview took place on Wednesday. The Meter Reader/Work Order Specialist applicant did not respond to the conditional offer of employment. Several attempts were made by the HR team. Employee Philip Perna has officially transferred from PW Operator I-Streets/Facilities to PW Operator I-Facilities Maintenance. Philip has been employed with the Town for 17 years. Go, Philip, go!

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

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

Patrick began GIS field collection this week of the Town's water infrastructure.

The Enterprise Resource Planning (ERP) Implementation Team (Finance, Andy and John) met with vendor Springbrook on Wednesday afternoon to review our Chart of Accounts (COA) submission and the implementation schedule.

Our locksmith will be at Town Hall and the Police department this afternoon and Friday to complete the physical security upgrade project.

The IT Department currently has Systems Analyst and Network Administrator position openings. Please see the Town's website or contact Human Resources for more information.

**LIBRARY (Aly Herman):**

The youth library will be temporarily closed from Thursday, March 20, to Monday, March 31, as it serves as an early voting site. We apologize for any inconvenience and appreciate your understanding and patience during this time. We will be bringing over a small shelf of youth materials so even our youngest patrons have something to read.

On Monday night, I attended the commission meeting and had the privilege of witnessing the swearing-in of our two new Patrol Lieutenants. Congratulations to James Dunagan and Allen Greene!

On Tuesday, I had a great meeting with Lindsay, the assistant library director of Lake County Library. It was nice we got to bounce ideas off each other.

I emailed Jeff Hunt, our contact for purchasing furniture for the new youth library. He is currently out of the office but expects to provide an update next week on the timeline for delivery. He did confirm that all items had been ordered and sent to the manufacturers.

A huge thank you to the Orange Blossom Lions Club, Friends of the Lady Lake Library, and Lady Lake Texas Roadhouse for their generous donations that made our Spring Break Bash a tremendous success! We had an incredible turnout with 213 attendees! A special shoutout to Nicole and Kourtney for their hard work in ensuring everyone's safety and distributing food. Your dedication is truly appreciated!

Here are the youth program stats for this week:

-Spring Break Bash: 213

-Video Games: 6

-Homeschool Event: 20

-Scavenger Hunt: 41

-Tiny Tots: 22

-Family Crafting:12

-Storytime:41

-Scavenger Hunt: 22

-Reading with Scarlett: 8

[www.facebook.com/lakelakelibrary225](http://www.facebook.com/lakelakelibrary225)

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

No report this week.

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

The department participated in the Villages St. Patrick's Day parade and festivities on Spanish Spring Square. It was a great day, with wonderful weather, and an impressive crowd.

We completed the oath of office for both of our new Lieutenants, Jim Dunagan and Allen Greene. Jim has already started serving in the Watch Commander capacity and Allen will begin this coming weekend. We are excited to have them on board.

We received authorization from the Commission to contract with the Center for Public Safety in order to complete a staffing analysis and space needs assessment. This information will assist the town with making wise decisions about our current and future with the department.

I met with a bunch of Philadelphia Police Department retirees who meet for breakfast here in town. I was invited to share all the amazing things happening here at LLPD. The room was filled with an impressive law enforcement legacy, and I was honored to share our story.

I attended the West Central Florida Police Chief's Association quarterly meeting. These meetings consist of all the Lake County police chiefs as well as those from FHP, LCSO, FBI, State Attorney's Office, FDLE, LCSROs, and Probation & Parole. These meetings are extremely informative and collaborative. We are fortunate to have such outstanding partners.

Our team did a great job in assisting Leesburg PD with the arrest of a Lady Lake resident wanted for a homicide that had occurred in their community. The individual was stopped near his home and he attempted to flee when confronted. He was taken into custody without further incident. We arrested a passenger who was also in possession of a handgun. A total of three guns were taken off the street.

The previous paragraph speaks to the unknown dangers that our officers potentially face on a routine basis thus stressing the need for critical incident training like we received last week from the FDLE firearms training unit.

We have been very busy as of late and there seems to be an endless list of projects. I am reminded of a scene from the TV show Landman where Billybob Thornton's character is asked by his wife

when he will be coming home. He replies, "well it's going to be late and it's going to be dark, and if we run into problems, it's going to be a little bit later and a little bit darker". This has become my standard answer as of late. My amazing wife is a lot more understanding! It is an honor to serve this community and please know our team values your support.

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

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

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):**

Coordinated inspections and service for the Guardian Fire Suppression Systems over the cooking ranges at the Public Works EOC and at the Community Building.

Coordinated repair of fire sprinkler dry heads in the ceiling at Public Works.

Coordinated pump-out service for the septic tank at the Community Building.

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

**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. Patched potholes and road cuts.

Mowed Town maintained rights of ways, Skyline Hills Area.

Moved furniture at the Library.

Installed antenna for the Utilities Department.

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

Staff completed multiple work orders at Town facilities. Repaired sprinkler system at Town Hall. Moved records and repaired chair for the Finance Department. Worked on septic backup at the Community Building.

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.

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

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.

**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 closeout. Both plants are in service and are 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 closeout. Well #4, the new high-service pump, and the new ground storage tank are in service and continue to work great. Well #5 was put into operation this week. Operational and system adjustments are being performed by the operators to tweak the system. All five wells are finally in operation at the same time!