

# WEEKLY MANAGER'S REPORT

## TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

April 17, 2025

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

#### Shoutouts & Acknowledgments

##### Growth Management Team

Big kudos to Thad Carroll and the entire Growth Management Team — including Rebecca Schneider, Malina Wright, Lori Crain, Christie Gosneigh, Felicia Westmoreland, Connie Kimbel, and Communication Director Elisha Pappacoda — for launching the *Grow with Us* newsletter! Now live on our website and social media platforms, the newsletter offers updates on current projects, landscaping regulations, permits, Code Corner, site plans, and plats. This is a great step forward in boosting transparency and keeping everyone informed. Outstanding teamwork!

##### Human Resources Team

A big round of applause to Audrey, Krystin and Tamika with help from Julia, and Dawn for organizing a successful Employee Health Fair at the community building on Wednesday! Vendor feedback was glowing — they were impressed by how engaged and interactive our employees were this year. Excellent job, HR team!

##### Department Managers' Meeting

The Department Managers' meeting was held Tuesday morning in the commission chambers. Key topics included the upcoming Commission agenda for April 21 at 6:00 p.m. and discussions around budget planning — with budget sheets already distributed. Interviewing is underway for the Finance Director position, and we're looking forward to welcoming Jason Shepler of Mittauer Associates in May for the Wastewater Plant Workshop.

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

This week, the drafting of two ordinances was completed with the purpose of formally dissolving the three Parks & Recreation Committees currently on record. One ordinance pertains to the committee referenced in the Land Development Regulations, while the other addresses the two committees established under the Code of Ordinances. Although only one of the committees remains active, all three are being dissolved for housekeeping purposes. Their functions no longer align with the town's evolving objectives, and it has been determined that the time has come to officially sunset these groups. We extend our sincere gratitude to the longstanding members of

these committees. Their dedication and service over the years have been greatly appreciated and have played a meaningful role in shaping our community. They will be missed.

It is with sincere appreciation that we announce the resignation of Chairwoman Dori Furch from the Planning & Zoning Board. Dori has been an invaluable asset to the board, bringing dedication and a strong commitment to the community. Her presence and leadership will be deeply missed. Consideration of appointing her replacement will take place during the April 21st meeting. A new chairperson will then be selected at the May meeting. We thank Dori for her service and wish her all the best in her future endeavors.

We have written and/or presented many proclamations so far this year:

1. Designation as a Purple Heart Town
2. Proclaiming March as Irish American Heritage Month in Lady Lake
3. Proclaiming April 2025 as Child Abuse Prevention Month
4. Proclaiming April 25, 2025, as National Arbor Day in the Town of Lady Lake
5. Proclaiming April as Water Conservation Month
6. Proclaiming the Fall of Saigon Remembrance Day
7. Proclaiming the nation's upcoming 250<sup>th</sup> birthday as celebrated by the DAR
8. Proclaiming May 23, 2025, as Poppy Day (coming in May)

Our commission is proud to make these public announcements and recognitions, as we acknowledge matters of importance both to the Town of Lady Lake and to our nation.

Last Tuesday marked the final Farmers Market of the season, and what a season it was! Despite six weeks lost to weather and the holidays, the market ran for 22 weeks and brought in some impressive numbers:

**Average Vendors per Week:** 37.5

**Total Visitors:** Nearly 12,000

**Gross Profit:** Approximately \$21,000

A huge shoutout to Jackie for her outstanding work throughout the season. Her clever promotions and strong relationships with both vendors and customers helped make this year a big success.

Thanks to everyone who came out and supported the market — we're already looking forward to next season!

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

In collaboration with Growth Management, Communications designed the new "Grow With Us" quarterly newsletter and made it ADA compliant for the website. The newsletter was identified as

a joint project in the Strategic Plan. Embodying several of Bill's longstanding goals, this project demonstrates transparency, communication and teamwork.

You can read more about it and find a link to the document here: [News Flash • Introducing the Lady Lake Growth Management Newsletter](#).

Inspired by our recent bodycam webinar, Susyn re-uploaded a shortened video of Lady Lake PD's arrest of the FBI's Most Wanted fugitive. This video has already received over 19,000 views and some positive comments for the department. Also in March, she created 19 new YouTube videos and shorts.

I completed the following promotions for Parks & Recreation's upcoming events this week:

- Sent Survivor Press release to stakeholders and media outlets. The Survivor press release was picked up by [WTFV Ch. 9](#)
- Boosted Survivor for specific target Facebook audience of mothers in the area
- Posted all the business thanks you for Adult Easter Egg Hunt on Facebook
- Printed and posted flyers for final spring concert and Bounce Town Bash
- Created Facebook event, web story and calendar entry for Bounce Town Bash

We had a successful month in March on Facebook. Please see the statistics below:

- Posts: 57 (higher than average for similar accounts)
- Page reach: 23.k (+4.6%)
- Views: 63.7k
- Video 3 second views: 4.9 k (+101%)
- Video 1-minute views: 834 (+500%)
- Video total watch time: 2 days, 8 hours (+219%)

This week, Communications attended the Department Managers' Meeting and the Employee Health Fair. Thanks to all involved in putting the health fair together. It was both enjoyable and valuable. On Thursday evening, we will attend the Volunteer Dinner.

#### **FINANCE (Pam Winegardner):**

I have three weekly management letters to go before I retire. I would like to give a shout out and an atta boy to some employees who have impressed me with their job skills.

I want to give Mike Burske an A+ effort with his Parks & Rec crew. They not only work as a team, but the results challenge the big city parks. My daughter was in fastpitch softball and was good enough to earn a scholarship. She played in Tampa's and Ft. Lauderdale's big tournaments and although these were huge parks in big cities with big money, Mike's baseball and softball diamonds could match every one of them. These diamonds are immaculate at any time of the day. You add the soccer fields and the playground to that mix, and you see people enjoying the fruits of the Parks and Rec labor!

Snooky Park has adults, children and dogs enjoying walking around a safe and beautiful area. What a great idea to name this park after our war hero. Mike and Amy have taken town events to new heights as people come from all over to attend our many events that have increased many folds. Something is always going on in Lady Lake.

I want to also thank someone who has assisted me in resolving big problems that no one could and taught me a lot about water, sewer, and reuse systems. A big thank you to Butch Goodman. In the past 19 years, if a customer or business could not find a leak and insisted our meter was at fault, Butch could find a needle in a haystack. He has every utility license known to man and can back up any of his crew with his experience. His knowledge is a big asset to the town that very few can match, and he always ends every problem with "we will get it, it's all good." He then smiles and finds the answer. Thank you, Butch as you made my job easier in supervising the customer service billing department and are sending me away with a grateful smile!

**GROWTH MANAGEMENT (Thad Carroll):**

This week, revised plans were submitted for the proposed Church at the Springs Lady Lake Campus Major Site Plan Modification. As part of this project, the building at 600 Rolling Acres Road, formerly the site of the Daily Sun, will be converted into a church and additional parking will be added.

Building plans for new playground equipment at The Groves at Lake Ella have been denied and will need to be revised. Revisions will also be required for the plans for Paradise Recreation Center Pool Building located at 1411 Paradise Drive, as well as for the La Reina Building Exterior Facade Renovations located at 1004 Main Street.

Building plan revisions were received for the new Community Pool to be constructed in Water Oak Estates, Hilltop Addition, located at 409 Fowler Lane.

The building plan revisions for the renovation of the CFS coffee shop, located at 1002 Alvarez Avenue, were approved this week by the Building Official.

Seventy building permits or revisions were received this week, and thirty-eight permits were issued. One hundred and seventy-two inspections were conducted in the field. This week code

enforcement opened fourteen new cases, closed fourteen cases, and conducted forty-nine inspections. Code Enforcement Officers Crain and Williams also began to prepare their cases for the Special Magistrate Hearing that will take place on Thursday, April 24, 2025.

This week, Growth Management staff submitted the adoption package for Ordinance 2024-30, a Large-Scale Comprehensive Plan Amendment to the state land planning agency under the Expedited State Review Process. Large-Scale Amendments are those that involve lands which are greater than fifty acres. All comprehensive plan amendments adopted by a governing body, along with the supporting data and analysis, are required to be transmitted within ten working days after the final adoption hearing to the state land planning agency and any other agency or local government that provided timely comments following the transmittal of the ordinance after the first public hearing. If a local government fails to transmit the comprehensive plan amendments within ten working days after the final adoption hearing, the amendment is deemed withdrawn.

According to state statute 163.3184, the state land planning agency shall notify the local government of any deficiencies within five working days after receipt of an amendment package. An adopted amendment does not become effective until thirty-one days after the state land planning agency notifies the local government that the plan amendment package is complete. If timely challenged, an amendment does not become effective until the state land planning agency or the Administration Commission enters a final order determining the adopted amendment to be in compliance. To date, there have been no challenges to the amendment which will change the future land use designation of 52.2 acres on Hartsock Sawmill Road from Lady Lake Commercial Tourist (CT) to Lady Lake Rural Low Density (RLD). The development density is being reduced from a maximum of twelve dwelling units per acre to one dwelling unit per five acres through this adopted amendment.

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

The Town of Lady Lake's 15<sup>th</sup> Annual Employee Health Fair was on April 16<sup>th</sup>. We would like to thank all our vendors who provided beneficial information to our employees. A total of 75 employees attended and will receive 30 wellness points.

Two applicants participated in finance director interviews this past Tuesday. More interviews will be scheduled for a later date. Water/Wastewater Operator Plant "B," interview is scheduled for today.

Human Resources staff participated in their second HR academy webinar. This webinar was Session 2: Interviewing, Selection, and Onboarding, presented by Michelle Faulkner and Mariah Anuez. It covered topics such as conducting an effective and legally compliant interview. Along with evaluating candidates and selecting. Also, how to plan for a successful onboarding

experience. Society of Human Resources Management certification holders will also receive SHRM Recertification Credit Hours.

**INFORMATION TECHNOLOGY (John Pearl):**

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

The Enterprise Resource Planning (ERP) Implementation Team (Finance, Andy and John) will meet this afternoon with vendor Springbrook to review the initial Chart of Accounts implementation in the new software.

Patrick and John met with vendors Entrust and HP Communications on Wednesday to complete the pre-construction site walk for year two of the FiberWAN construction project. We anticipate construction activities beginning late next week.

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

**LIBRARY (Aly Herman):**

On Tuesday, we held our department head meeting where we reviewed upcoming agendas and shared team reports. I always enjoy hearing about what's happening in each department — especially the exciting projects everyone is working on and the accomplishments they've achieved.

On Wednesday, we had the Employee Health Fair organized by our amazing HR department. It was a fun and informative event, and a great opportunity to learn about all the valuable resources available to us.

A big **thank you** to everyone who helped make it possible!

I always tell people how incredible our health insurance is and all the benefits it offers — and they're always amazed. So, a special **shoutout to Tamika** for her hard work and dedication to giving us the very best!

Huge shoutout to Kourtney Fehr and Sam Williams for helping out at the Easter Eggstravaganza last Saturday! As always, they did an outstanding job — and they mentioned it was the biggest turnout yet!

This week during Storytime, we also hosted a mini Easter Egg Hunt and welcomed 70 attendees. It was a fantastic event, and everyone had a wonderful time!

Here are the youth program stats for this week:

- Scavenger Hunt:46

- Video Games:10
- Baby Storytime: 5
- Craft Corner: 30
- Tiny Tots: 30
- Family Crafting:16
- Storytime:70!
- Reading with Scarlett: On vacation.



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

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

No report this week.

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

I attended the quarterly Villages Community Watch and Public Safety meeting. As I've mentioned before, these meetings continue to be highly valuable, offering great opportunities for sharing information and collaboration with our area partners.

Several of us participated in the Town Wellness Fair — an excellent event focused on education and the many available community resources. It was a great opportunity to connect and learn.

We completed our semiannual calibration checks for department vehicles and speed measuring devices to ensure accuracy and reliability.

Over the past week, we responded to approximately six motor vehicle burglaries, one of which unfortunately involved the theft of a handgun. As always, we urge everyone: please remove valuables from your vehicles, lock your doors, and keep exterior areas well lit. Unrelated and thanks to vigilant community members reporting suspicious activity, officers made two arrests — both individuals had active warrants, and one was in possession of a small amount of narcotics.

Officer Cintron did an outstanding job assisting a mother in locating a missing juvenile by using available social media tools. His investigative work led to a successful and safe resolution. Great work, Jean!

While writing a report at a local convenience store, Officer Eloy was approached by a juvenile going through a difficult time. He took the time to listen, provide support, and offer compassion in a way that truly reflects the heart of community policing. Without going into specifics, I want to highlight the meaningful impact “Goo” made in that moment — he continues to exemplify the dedication and care that defines LLPD.

It is an honor to represent a great team, and we are committed to providing the highest quality of service to our community.

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

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

CT attended meetings with Lake County Public Works Staff and St Johns River Water Management District staff this week. Lake County staff reviewed their current Transportation Improvements Plan and proposed safety enhancements countywide. St John's staff presented their Water Supply Plan and welcomed input on project ideas.

We have 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>

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.

**Maintenance Department (Ted Williams, Supervisor):**

Coordinated replacement HVAC units at the Log Cabin.

Coordinated with Mike Burske and the contractor, Brightview, on the new landscaping being installed on CR 466. Installation pending permit approval from Lake County.

Continued monitoring retention pond water levels and storm drains throughout the Town. Responded to citizen concerns regarding stormwater issues.

**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.

Trimmed trees on W Lemon St, Second St, Third St, and Clay Ave.

Removed snipe signs in the right of way for Code Enforcement.

Cleaned up and mowed the old Boy Scout Hut lot to have overflow parking for the Employee Health Fair. Broke down tables and chairs after the Employee Health Fair at the Community Building.

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

Staff completed multiple work orders at Town facilities. Set up for Employee Health Fair. Installed temporary irrigation at the Library. Moved equipment for IT.

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

**Motor Pool (Billy Kohler - Lead Mechanic):**

Finished prepping surplus PD vehicle for transfer to IT Department also sent vehicle to body shop to patch and repair light bar hole in roof.

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, Lake Ella Estates, and Green Key Village phases 5 and 6.

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

Coordinate and complete various work orders, working on new accounts, meter reading, 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 (Daniel Myklejord – Lead Water Plant Operator, Darryl Flanders – Lead Wastewater Plant Operator, and Steve Pfouts – Treatment Plants Operations Manager.)**

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

Phase Two of the Well #4 and Well #5 Water Treatment Plant Expansion Project is also approaching final close out. All new systems are online and operating well. Final punch list items and final inspections remain.