

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

May 22, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shoutouts & Acknowledgments

I'd like to extend my sincere thanks to a few individuals who have gone above and beyond recently to support both our community and each other:

Ted and Travis from Public Works

Thank you for responding quickly to citizen concerns regarding poor traffic visibility on Costa Mesa Drive. By moving the stop sign forward, you've significantly improved sightlines for drivers turning left from Costa Mesa onto Chula Vista — making our roads safer for everyone.

Community Service Officer Puchalski

A special thank-you for setting up the radar speed sign on Chula Vista. These efforts go a long way in promoting safer driving habits and enhancing neighborhood safety.

Utilities Supervisor Butch Goodman

Your time and patience in educating me about wastewater capacity are greatly appreciated. Your knowledge and willingness to share it are invaluable.

Reflections on Leadership

As a leader, I believe our most important responsibility is to help develop future leaders. At times, we question whether we're making a meaningful impact — and then we get a reminder that makes it all worthwhile.

Last week, I was honored to hear from two former employees whose stories are a testament to growth, perseverance, and mentorship:

Cayla Coffin

When I was City Manager in Bowling Green, Florida, Cayla was working behind a trash truck. I encouraged her to explore opportunities in water and wastewater. Last year, **she** earned her Class C license, and just yesterday, she let me know she has now obtained her Class B license — a major achievement in a highly demanding field. I couldn't be prouder. (And yes, I would gladly steal her if I could!)

Truman Henson

I also received a touching message from the father of Truman Henson, a valued former team member in Lady Lake. Here's an excerpt from his email that meant a great deal to me:

"...You have clearly served as a mentor and friend to Truman. Your recognition of his desire for continuing improvement and support for the decisions that he makes to achieve those goals is truly commendable. Your suggestion that he pursue employment in an environment where an opportunity for growth is available was stunning to me. That act of unselfish support exemplifies what a true leader is, and in this day and age is nothing short of extraordinary".

— Truman and Gina Henson

I'm truly humbled by this message. It's a reminder that leadership isn't about holding people back, it's about helping them move forward — even when it means letting them go.

CLERK'S OFFICE (Nancy Wilson):

Commission meeting this week, we honored Corporal Lidia Maya as our 2024 Officer of the Year: Congratulations, Corporal Maya! Our mayor proclaimed National Public Works Week for our very dedicated Public Works team! Thank you for always keeping our town going and looking great! There was also a very good discussion regarding our future wastewater treatment and capacity planning.

Shout-out to Andy Crogan from IT, who helps to make the Department Reports each month, could not do this without his help with the Power BI background process.

May we honor those who fought for us this Memorial Day and have a safe holiday weekend.

COMMUNICATIONS (Elisha Pappacoda):

It has been a busy week in Town, with the Commission meeting on Monday, the celebration of Public Works Week highlighted by a proclamation and social media campaign on Facebook, and a productive meeting on Tuesday with the new presidents of the Lady Lake Historical Society and Lady Lake Garden Club. These two institutions are valuable partners with the Town and Amy and I look forward to working with them on events and promotions as we continue our Centennial year.

The Mayor's first Breakfast with the Mayor on Wednesday was a great success, with approximately 20 people attending. Photos are posted on [Facebook](#).

Communications is always working to best satisfy the "algorithm" – which means more than just numbers – it means reaching our community where they are. On YouTube, we have found that vertical short videos seem to perform better than long form horizontal videos. For example, our [short DUI Bikefest body/dashcam arrest video](#) now has 800 views, while the [longer form video](#) has just 33 views. It takes a lot of time and skill to edit these, so I would like to shout out Susyn for her

patience editing these, as well as Chief, Records and Officer Chausse for their assistance and willingness to work with us.

WESH, WFTV and Yahoo News also published the [latest video](#) we released of a slow-speed police bicycle pursuit. Kudos to Cpl. Eckerdt on this arrest.

This week, I attended a webinar by the Institute for Public Relations on the new Disinformation in Society Report. Presenters discussed the key findings and analyzed the growing concern around disinformation, its role in polarization, widening media trust gaps, and strong public demand for increased accountability from government institutions.

With 70% of Americans identifying misinformation and disinformation as “major problems” — it places these issues on par with Americans concern about illegal drug use, federal spending, and hunger and poverty.

Why it matters to us

- Disinformation is shared 6 times faster online than facts
- It can harm your organization and decrease your trustworthiness
- People don't have a lot of trust in the U.S. government or companies and corporations
- Local government trust is at 62% amongst Democrats and 46% among Republicans
- The number 5 concern people have is misinformation in the news – up 9%
- 64% **trust LOCAL news institutions** – local news has the smallest gap in difference of trust between Republicans and Democrats at just 15%
- Yet 1/3 of all local news organizations have shut down (**we are lucky to have several local news orgs covering us!**)
- Additionally, 4 in 10 people are avoiding the news – which is another good reason to ensure we are telling our own story directly to our community as well as working with our trusted media partners

FINANCE (Joella LeDonne)

No report this week.

GROWTH MANAGEMENT (Thad Carroll):

Several minor site plan modifications were approved this week for the Spanish Springs Town Square. A façade remodel was approved for the La Salle Building, including the removal of the existing trellis structure and the addition of a patio with covered seating between the La Salle and P. B. Smythe buildings. The parking lot remodel behind the Citrus Exchange Building was also

approved for the existing courtyard to be replaced with a new driveway with eight parking spaces, a new dumpster enclosure, a new secured, covered golf cart parking area, and landscape modifications. The rear courtyard of the P. B. Smythe Building will be removed for the addition of ten parking spaces, fourteen existing parking spaces will be converted into secured, covered golf cart parking spaces, and a new dumpster enclosure will be constructed.

The final plat for Boulevard Oaks was approved by all reviewers and is being prepared for the June Planning and Zoning meeting and final consideration by the Town Commission in July. Boulevard Oaks is a 160-unit subdivision located on County Road 25/Teague Trail just north of Line Road. No new or revised commercial site plans were received this week, and no new commercial permits were issued.

One hundred and twelve building permits or revisions were received this week, and seventy permits were issued. One hundred and fourteen inspections were conducted in the field.

This week, code enforcement opened fifteen new cases, closed twelve cases, and conducted forty-three inspections. Code Officers Crain and Williams also continued preparation of their cases for the Special Magistrate Hearing on May 22, 2025.

HUMAN RESOURCES (Tamika DeLee):

Audrey Richard and Kristyn Evens attended the Lake-Sumter SHRM's 33rd Annual Human Resource, Leadership, and Business Management Conference that was held this past Wednesday. Interviews for System Analyst and Water/Wastewater Plant "B" Operator are scheduled for today. A conditional offer of employment for Public Works Operator II—Facilities/Streets has been accepted. Congratulations to Mark Walls on his promotion as the new Public Works Lead Operator—Street/Facilities.

INFORMATION TECHNOLOGY (John Pearl):

No report this week.

LIBRARY (Aly Herman):

Renovation Update

Starting Friday, May 23, the lobby and Friends of the Library (FOL) bookstore will be closed for flooring replacement and will remain closed through May 30. We plan to reopen the lobby on Monday, June 2. During this time, the library will remain open, and patrons can enter through the side door. Clear signage will be posted to help guide you. A big shoutout to the Public Works crew for their hard work in moving everything out of the lobby to make this flooring project possible—thank you!

We're getting so close to finishing the upstairs renovation that I'm tempted to share pictures—but I think I'll make you wait to see the full transformation in person. It's truly amazing and still takes my breath away! Stay tuned for opening announcements!

On Tuesday, I attended a webinar hosted by the Institute for Public Relations on their latest *Disinformation in Society Report*. The session covered key findings and delved into the growing concerns around disinformation—its impact on polarization and elections, the widening media trust gap, and the public's increasing demand for accountability from institutions and platforms. Many thanks to Elisha for sharing this webinar with me—I learned so much!

A big shoutout to Kourtney Fehr. While I was on vacation Monday, she stepped up and handled everything in my absence. I truly appreciate her support and reliability.

Nicole and Kourtney have a full day ahead! They're heading back to the school one last time this year to share all the exciting summer programs we have coming up. After that, they'll visit Little Blessings Preschool for their final VPK Storytime of the year and will be gifting books generously donated by the Friends of the Library.

Here are the youth program stats for this week:

-Scavenger Hunt:18

-Craft Corner: 30

-Tiny Tots: 28

-Family Crafting:7

-Storytime: 42

-Reading with Scarlett: 11

www.facebook.com/lakelakelibrary225

PARKS AND RECREATION (Mike Burske):

The Parks and Recreation Department has had a great month. We hosted a great Survivor Event and held our last concert of the season. We are working on simple maintenance tasks to include sidewalk repairs, irrigation, and spraying the fields. The parks as a whole have a great appearance, and we take great pride in what we do.

The Parks and Recreation Director submitted our budget last week. We will have the resurfacing of the courts at the Guava Street Athletic Complex as our biggest investment next year. I will be putting \$350k in my budget for the repaving/ resurfacing of the courts. I propose to eliminate tennis and have a total of six pickleball courts. Our tennis court is sparsely used and when it is it is

someone trying to play pickleball on it. We will have funds for a town sign, fence additions at the soccer fields and a panel Christmas Tree for Snooky Park.

I want to thank the Water Department for their help in installing extra spickets for the soccer fields. The new lines are coming right off a two-inch line, and we did not feel comfortable tapping into that supply line. As always, Butch and his guys did awesome.

Amy and the staff are working to coordinate for the Bounce Town Bash and for the fireworks events around the corner. We have had an aggressive year when it has come to events and the maintenance crew has been working very hard and our parks look the best that they have in the over 20 years that I have been with Lady Lake.

POLICE DEPARTMENT (Chief Steve Hunt):

Interviews were held for the part-time staff assistant position, and a conditional job offer has been extended.

I attended the Florida Law Enforcement Academy Spring Advisory Committee meeting at Lake Tech in Tavares. The committee was apprised of the curriculum changes and notified about next year's program.

Corporal Lidia Maya was recognized at the Commissioner's Meeting as the 2024 Officer of the Year.

I provided current scam information to the Village's Wisconsin Club. I had a great time visiting with these folks. We were able to discuss some of the latest scams we have been seeing in our community.

Officer Burns attended week one of two for Traffic Homicide Investigator certification. We have had only one certified investigator for several years.

Detectives Campbell and Williams attended Computerized Voice Stress Analyzer operator training. The CVSA is an investigative tool used to assist in the screening of new hire candidates. We have been relying on the kindness of Mount Dora PD for the last two years. The tool can be used in our criminal cases as well.

Officers Tisdell and Johnson have begun their field training session.

Lt. Tempesta participated in a promotional oral board for Tavares PD.

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

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

Shout out to the Town Commission for recognizing and showing appreciation to the Public Works Staff by proclamation at the Commission Meeting Monday evening for Public Works Week. It's always good to see that all of their efforts, dedication, and hard work do not go unnoticed!

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):

Performed driveway apron inspections.

Worked on upcoming budget requests, gathering quotes, assisting and coordinating with other departments.

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 Costa Mesa Drive.

Cleaned up a downed tree in Hidden Oaks.

Replaced the concrete pole at the Fuel Depot.

Moved furniture at the Library.

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

Staff completed multiple work orders at Town facilities. Converted lighting in the Growth Management Department to LED.

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

Moved furniture at 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):

A workshop meeting with the Town Commission was held in the Commission Chambers last week for discussion and direction regarding future wastewater treatment and capacity planning. It was a very productive workshop with more discussions planned for the near future.

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)

Continued round-the-clock monitoring, making adjustments, and compliance assurance operations of the treatment plants is ongoing and doing well.

The Water, Wastewater, and Reuse Systems Master Planning Project is in process by the Town Engineer, Jason Shepler. The results and suggested projects will be presented to the Town Commission for consideration of approval this Fiscal Year. These master plans outline current and projected system needs and potential projects, for continued operations levels of service, and to keep up with known and potential future demands due to growth.

The Consumptive Use Permit (CUP) renewal project with St. Johns River Water Management District (SJRWMD) is nearing the submittal phase to the regulatory agency for review. Projected completion of renewal is by the end of this year or early 2026. The Town received the last permit in 2006, a 20-year permit which allocates the maximum amount of groundwater that may be used to supply the potable water system. Known and potential future growth contribute to the requested and granted water allocations.