

# WEEKLY MANAGER'S REPORT

## TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager  
June 5, 2025

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

#### Shoutouts & Acknowledgments

I want to take a moment to recognize and celebrate some outstanding examples of teamwork, integrity, and community engagement across our departments this past week.

#### Above and Beyond – Officer Cintron & Kon Scott

Chief Hunt shared a great story that really exemplifies character and doing the right thing when no one is watching. While out on patrol, he heard an officer assisting a disabled motorist on Hwy 466 near Rolling Acres Road. As he arrived, he saw Officer Cintron pushing the car a hundred yards to safety—right alongside him was George “Kon” Scott from Public Works, who jumped in to help while mowing nearby.

Kon, your willingness to stop and assist shows what it means to be a true ambassador for the Town of Lady Lake. Officer Cintron, thank you for going the extra mile—literally and figuratively! – Steve Hunt

#### Coffee with a Cop at Target

Tuesday morning's “Coffee with a Cop” event at Target was a great success. I had the pleasure of attending and meeting some wonderful community members. A special thank you to the Lady Lake Police Department, Mayor Freeman, and Elisha Pappacoda for participating. These one-on-one conversations are what build trust and connection in our community—thank you all for your presence and engagement.

#### Children's Library Progress

The new Children's Library is nearly complete! I had the opportunity to walk the site with Judd, C.T., Joella, Aly, John, and Project Manager Clayton Bratcher to go over the final punch list. The project is on track and looks amazing—great work by everyone involved.

#### Children's Library Truck Rodeo Event

The Truck Rodeo on Wednesday morning was another highlight of the week. This is always a favorite event for the kids (and adults!), giving them hands-on experiences with Public Works equipment and the people who operate it. A big thank you to the Public Works and Children's Library staff for putting smiles on so many faces and making learning fun.

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

The Planning and Zoning meeting packets have been compiled and distributed to board members in preparation for the meeting on June 9th. The draft minutes from the May 22<sup>nd</sup> Special Magistrate hearing have been transcribed. Please note that the June hearing has been canceled due to the Code Enforcement Officers attending their annual conference this month. The agenda for the Police Pension Board's quarterly meeting on June 11<sup>th</sup> has been received and posted. In addition to the regular Commission meeting on June 16<sup>th</sup> there will also be a Special Commission meeting and a Local Planning Agency meeting, and the draft agendas for those meetings will be completed today.

We are actively processing payments for the vendors participating in the Big Bang! event. Attendees can look forward to a diverse selection of food vendors, ensuring that every palate is satisfied.

**COMMUNICATIONS (Elisha Pappacoda):**

This week, Communications attended and created content for Coffee with a Cop, the Library's Food for Fines donation, and Public Works' Truck Rodeo. This can all be found on [Facebook](#).

Additionally, we published the external May newsletter, and Susyn created a Hurricane Go Bag checklist, which is available in the Town Hall lobby. We continue to roll out hurricane preparation messaging on our social media channels.

We also completed the design for the water leak door hangers, which we worked on with Finance and the Utilities Department.

This week, I attended the first session of Sumter County's Citizens' Academy to gain insight and ideas on how such an event might be successful in Lady Lake.

Additionally:

- We achieved our goal for new followers on Facebook in May.
- We already have 819 organic RSVPs on the Big Bang Facebook event (no paid advertising).
- We had 63 total views of livestreams in May, and 252 minutes of streaming with closed captioning.
- The Lady Lake Police cam Bikefest DUI video had 836 views on YouTube.
- 7 of the top 10 videos on YouTube are police content; 6 of the 10 are shorts.

We had a lot of positive coverage this week including Public Works Week and Officer of the year Cpl. Lida Maya in the [Triangle News Leader](#), previews and day-of coverage of the Bounce Town

Bash in the Daily Sun and previews of Coffee with a Cop, and a preview of Coffee with a Cop in [The Villages News](#). We continued to gain coverage of the FBI's award presentation in local news outlets, and the [FBI Jacksonville](#) and [FBI St. Louis](#) posted photos and our video of the press conference on their Facebook pages.

### **FINANCE (Joella LeDonne)**

A huge shout out to Debbie, Dawn and Michelle for handling everything while I was out. With everything going on, they handled it like business as usual. THANK YOU!

I had the opportunity to match the voices to the faces on Tuesday and tour the 2<sup>nd</sup> floor of the Library. It was nice to finally meet Judd, Clayton and his team. This will be the first of many walk-throughs, but everything seems to be moving along nicely.

Budget reviews will start to get scheduled next week. It is always a fun time for everyone. Just an FYI – the scammers are really working overtime to get money any way they can. As John put it – it's ok to say NO – another neighboring community did not. Their scenario was the vendor called for a deposit to be made by ACH on an item they purchased so that it could get shipped. The department head said yes, and had the vendor filled out the necessary paperwork. This information was forwarded to the Assistant Finance Director to verify the phone number. When this was done the number that was given just rang and rang. RED FLAG NUMBER 1. The Assistant Director contacted the department head and told them, they reached out and got another number. That number was verified ok. When processing the ACH, they noticed what looked like a misspelling in their name. Looked like an M but should have been an N. RED FLAG NUMBER 2. They processed the request anyway. This was done on a Thursday. When Monday came around, they learned that the vendor's email was hacked and no one from the company requested the deposit. Out of the \$37,000 ACH they were only able to recover \$8,000. The signs were there, and they did have protocols in place, but the scammer was able to pull it off. Please be cautious, they are out there, and I am sure they will be trying again.

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

A revised site plan was submitted for a proposed 26,585 square foot warehouse located at 109 Griffin View Drive. Revisions were also submitted for the Lady Lake Crossings Phase 2 expansion located at the intersection of North Highway 27/441 and County Road 25. As part of this project, the applicant will be expanding the existing inline stores in a southeasterly direction from the Sportsman's Warehouse, and creating five outparcels with associated infrastructure.

A building permit application and plans were received for the Mira Mesa Golf Maintenance Facility to build two new maintenance facility buildings reusing existing utilities and hookups at 860 Duck Lake Road.

A building permit application and plans were also received for the new construction of a pool pavilion for the Cresswind Hammock Oaks Community located on Hammock Oaks Boulevard. A mail kiosk will also be constructed at the same location.

A building permit application and plans were received for the repair of the damaged Xfinity storefront located at 870 North Highway 27/441, as well as plans for the renovation of The Lofts at Citrus Exchange Building, located at 1100 Main Street.

Ninety-three building permits or revisions were received this week, and thirty-eight permits were issued. One hundred and seven inspections were completed in the field.

This week code enforcement opened thirty-two new cases, closed seventeen cases, and conducted seventy inspections. Sixty signs were also removed from the Town's right-of-way. Code Officers Crain and Williams will be attending the annual Florida Association of Code Enforcement (FACE) Conference next week as part of their continuing education.

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

The eighth wellness presentation was on June 4<sup>th</sup>. June's wellness topic was on "Physical, Occupational, and Speech Therapists." The presenters were from Lake Centre for Rehab Physical Therapy. A total of 34 employees attended this presentation.

The final interview for Youth Services—Library Assistant 1 was on June 4<sup>th</sup>; a conditional offer of employment is pending. Town Clerk interviews are scheduled for June 10<sup>th</sup>. Congratulations to Andy Crogan on his promotion as the new Systems Analyst. The Human Resources Director will be attending the 2025 "Beacon of Stability" PRM conference next week in Charlotte Harbor.

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

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

Congratulations to Andy on his promotion to the Systems Analyst role. Right. Hand. Man.

Shout out to the entire IT team. I appreciate their efforts to continue to move our projects forward, often taking on new challenges without blinking. Progress is encouraging.

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

The FiberWAN construction project continues. Most of the fiber placement and fusion splicing has been completed. Anticipate additional effort at certain town facilities to connect existing infrastructure to the new network.

The Enterprise Resource Planning (ERP) Implementation Team continues the hard work of extracting data from our existing system and making it ready to import into the new system. The Team will begin system setup next week. We are anticipating four, eight-hour days.

**LIBRARY (Aly Herman):**

We have been celebrating National Garden Week! Thank you to the Lady Lake Garden Club for setting up this beautiful display for all to see.

On Tuesday, I met with the architect, McLaughlin & Company, Bill, Joella, CT, and John for a preliminary walk-through of the upstairs area. A few issues were identified, but they will be addressed by the contractor.

I conducted two interviews last Thursday and an additional one yesterday for the Youth Library Assistant I position. An offer has been made, and we will see if they accept it.

A big shoutout to Ted Williams, Public Works and the Water Facilities for hosting another successful Truck Rodeo. We had 201 in attendance and it's always a great way to kick off our summer program!

Nicole and Kourtney are absolutely rocking it as a two-person team in Youth Services! They've already signed up over 200 children for the Summer Reading Incentive Program, where kids can earn book bucks and shop at the summer store. Thank you both for your incredible work and for being such inspiring role models. I appreciate everything you do!

Today we will be hosting Dave the Magician in the community building at 10:30 a.m. Space will be limited.

Here are the youth program stats for this week:

- Lego Master:36
- Craft Corner: 35
- Tiny Tots: 38
- Family Crafting: 22
- Truck Rodeo: 201
- Reading with Scarlett: 15

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

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

The Parks and Recreation Department had a fun Bounce-Town -Bash last weekend. Inclement weather in the morning was replaced by great and inviting weather about the time the event

started. We had a comfortable day with no injuries or issues. The company that we are now using was very professional and our inspections went very well.

We had our preconstruction meeting for the Rolling Acres Sports Complex Light Project. The meeting went well, and we will start seeing supplies come in on Monday June 9<sup>th</sup>. The only glitch that we will have is our bird friend on the current light pole. We will have to have the contractor come back and install that light at a later date as the Osprey has at least baby bird in the nest. I want to thank the P.D. for sending up the drone to confirm the stage that the baby bird is in. We are currently hoping that he flies the nest in the next few weeks to avoid the contractor having to come back.



The soccer fields will close in the next couple of days until about mid-August for construction and repairs.

It has been a huge team effort lead by Sam to get the sidewalks at the Guava Street Athletic Complex repaired after the baseball season and before the 4<sup>th</sup> of July Celebrations. In working with Vicky, Brad and Nick they have repaired several areas. Thomas and Scott have been mowing and are working on adding plywood to the stage for the upcoming events. Amy is all but ready for the July 4<sup>th</sup> Celebration and we are working on minor details for the event. All in all, we are in good shape and predict to have yet another great event.

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

Members of the department had a great time of community engagement at our Coffee with a Cop event held with our friends at Target. It is always rewarding to have conversation with folks about the things that concern them. The event provides an opportunity to share with one another in a relaxed atmosphere. We are so thankful to serve such an amazing community.

I enjoyed watching our Public Works crew put on fantastic equipment expo for the kids at the library. Wonderful job to all who put this together.

Patrol squads were busy over the past weekend with several arrests for retail theft, drug possession, DUI, and domestic violence. We helped several folks in crisis and investigated a scam theft along with all the standard calls for service.

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

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

Public Works Maintenance and Utilities staff participated in the Truck Rodeo held at the Library this week as a part of their youth program. It is always a great event, both the kids and our staff enjoy this event, plus it is a great way to promote what we do to the kids to entice them into hopefully joining our industry one day.

We have multiple 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>

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

Coordinated the set up and activities for the Truck Rodeo held at the Library.

Performed driveway apron inspections.

Coordinated the pumping out and abandonment of the old Boy Scout Hut septic tank.

Continued working with the contractor on finalizing this year's Street Resurfacing Project List.

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

Shout out to Todd Foster for leading the Truck Rodeo at the Library this week for the kids. He also held training and safety classes for Public Works staff on proper operations of chainsaws, towing trailer hook up, pulling, and backing. Great job Todd!

All staff setup and provided entertainment for the kids at the Truck Rodeo.

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.

Removed the old fence and filled in holes around the old Boy Scout Hut.

Monitored retention ponds after rain events.

Assisted Parks and Recreation at the Bounce Bash.

Removed a tree at Well #1 on Clay Avenue. Trimmed trees on Spencers Lane.

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

Staff completed multiple work orders at Town facilities. Repaired sprinklers and cleaned out roof drains at Town Hall and the PD. Repaired roof leak at the PD. Repaired sidewalk at Town Hall.

Replaced American flag and painted barrier bollards around the book drop boxes at the Library.

Attended the chainsaw and towing trailer safety classes at Public Works.

Assisted with setup and entertainment for the kids at the Truck Rodeo.

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

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

Participated in and provided entertainment for the kids at the Truck Rodeo.

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.)**

Staff is busy preparing for the Sanitary Survey Inspection being conducted by FDEP this Friday.

The Sanitary Survey Inspection is an all-inclusive regulatory agency overall inspection of the Town's potable water treatment and distribution system. The inspection includes but is not limited to:

- Coliform/bacteriological sampling plan with RTCR (Revised Total Coliform Rule) language

- Lead and Copper Tap Sampling plan
- Stage 2 Disinfectant/Disinfection Byproducts Monitoring plan
- Operations and Maintenance Logbook(s)
- Operations and Maintenance Manuals or equivalent
- Preventative Maintenance Plan or equivalent (*including generator, if applicable, and isolation valve exercising, and dead-end water main flushing records*)
- Tank inspection reports/records for each finished water storage tank, signed and sealed by a PE licensed in Florida
- Finished-water flow meter calibration records
- Map of the distribution system, including valve/hydrant locations, main sizes, and pressure zones, if applicable
- Emergency Response/Preparedness plan, if applicable
- Written Cross Connection Control plan
- Cross Connection Control Information
- *Number of BFPAs (commercial and residential devices) in the system*
- *Number of BFPAs (Backflow Prevention Assemblies) tested up to date*

Needless to say, the Sanitary Survey Inspection is a big deal and our staff does a great job staying in compliance and being prepared.

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

Water, Wastewater, and Reuse Systems Master Planning Project 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.

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 ground water that may be used to supply the potable water system. Known and potential future growth contribute to the requested and granted water allocations.