

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

June 12, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shoutouts & Acknowledgments

A big thank you to Public Works and the Children's Library for hosting another successful Truck Rodeo! This continues to be one of the most beloved events for children in our community. Special thanks to Elisha and Susyn for sharing fantastic photos of the event on Facebook—great job capturing the fun!

We held the **Department Managers Meeting** on Tuesday morning. During the meeting, we reviewed the upcoming Commission Meeting Agenda for Monday, June 16th at 6:00 p.m. We also began the budget review process with the department managers, took time to celebrate accomplishments from our Strategic Plan, and discussed the next steps for items that are still in progress.

Town Clerk Interviews were also conducted on Tuesday. Out of 32 applicants, we selected five highly qualified candidates. All five performed well in the interviews—we're fortunate to have such strong candidates to consider.

CLERK'S OFFICE (Carol Osborne):

The minutes from the June 9th Planning and Zoning meeting have been transcribed. There are three meetings on Monday, June 16th! The agenda packets for the Town Commission Conceptual Workshop, the Local Planning Agency, and the regular Town Commission meeting have been compiled and posted.

Jackie is contacting prospective vendors for the upcoming Farmer's Market season. Every year has been more successful because of her enthusiasm and vision for the Farmer's Market.

COMMUNICATIONS (Elisha Pappacoda):

Communications attended Storytime with the Lady Lake Police Department at the Library and the second Big Bang safety/planning meeting. We sent out and/or scheduled all promotions for The Big Bang. The Facebook event has 960 RSVPs organically.

The Managers' Meeting was productive, with Bill leading the group in a review of our progress of the goals listed in the Strategic Plan. It is impressive to see how far many have come along with projects - both big and small.

Julia and I went to Digital Embroidery in Leesburg to pick out the Centennial shirts and chose a dry-wicking option that is better for our staff who work outdoors.

Communications did housekeeping on the website, updating the calendars and interior pages, as well as adding alert bars for both the library and soccer field construction-related closures.

Susyn will be working on another bodycam video that we will proactively release to the media and the public. As mentioned before, it is important to show not only PD's community outreach, but also the serious and sometimes dangerous work they do daily.

Lastly, I would like to share a LinkedIn post by Parry Headrick, owner of Crackle PR:

PR isn't media relations.

PR isn't writing press releases.

PR isn't writing bylines.

PR isn't analyst relations.

PR isn't measurement.

PR isn't messaging.

PR isn't crisis communications.

PR isn't media training.

PR isn't de-positioning competitors.

PR isn't thought leadership.

PR isn't event management.

PR isn't social media strategy

PR isn't social media writing, calendaring & posting.

PR isn't a speaking program.

PR isn't an awards program.

PR isn't storytelling.

PR isn't always-on consultation for the C-Suite.

PR isn't attracting VCs or other funding sources.

PR isn't about creating a halo effect on your brand

Nope.

PR isn't any one of these things.

It's *all of them* and many more.

FINANCE (Joella LeDonne)

Training, training, and more training. Many have probably noticed that the Finance Department doors have been shut. This week started the training for Springbrook, our new ERP software. We are currently going through the process of getting everything set up and data transferred, learning how to navigate, and doing some testing. In addition to all this training, we are trying our hardest to make sure that our regular duties do not fall behind. Please be patient with us during this process. John, Andy and Dawn have worked tirelessly to make sure the transition of data comes over correctly and balanced. A huge kudos goes out to all three for all their hard work.

GROWTH MANAGEMENT (Thad Carroll):

An application and building plans were received for the removal of the existing storage and maintenance buildings for the new Mira Mesa Golf Maintenance located at 860 Duck Lake Road. Also received were plans for an interior build out for the State Farm Insurance Offices located at 408 and 410 Highway 466.

Plan review comments were sent to the applicant for the minor site plan modification for the sales center conversion at Water Oak. The existing model home area near the entrance of the community will be converted into residential use and the homes will be sold to future residents.

On Monday, the Planning and Zoning Board convened for the monthly June meeting and said goodbye to Dorilynn Furch. Ms. Furch tendered her resignation from the board due to no longer being able to fulfill the residency requirement. The board welcomed Mr. Richard Masso, who was appointed to the board by the Town Commission to replace Ms. Furch. After Mr. Masso's appointment, Mr. James "Tim" Saunders was chosen as the board's new chairman, and Mr. Bob Galloway was chosen to be the new vice-chairman.

Seventy-six building permits or revisions were received this week, and forty-two permits were issued. One hundred and twenty-two inspections were completed in the field.

Code Enforcement Officers, Crain and Williams, have been attending the annual Florida Association of Code Enforcement (FACE) Conference this week as part of their continuing education and credential maintenance.

HUMAN RESOURCES (Tamika DeLee):

No report this week.

INFORMATION TECHNOLOGY (John Pearl):

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

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

The Enterprise Resource Planning (ERP) Implementation Team (Joella, Debbie, Dawn, Michelle, Andy and John) have been working with our vendors all day, every day this week to set up various areas of our new software.

LIBRARY (Aly Herman):

"Alone we can do so little; together we can do so much." – Helen Keller

Teamwork is at the heart of every success story. When individuals come together with a shared goal, they bring not only their skills and strengths—but also their support for one another. Great teams communicate, collaborate, and lift each other up, especially when things get tough. Whether it's solving a problem, reaching a milestone, or simply getting through a busy day, it's the combined effort that makes the difference. No one can do it all alone—and with the right team, you never have to. This week, our library staff—and others who stepped in to help—have shown me just how powerful and essential teamwork really is. I'm grateful to be part of such a dedicated and supportive group.

We'd like to give a big shoutout to the Lady Lake Police Department—especially Chief Hunt, Corporal Lidia Maya, Officer Steven Johnson, and Officer Mark Austin—for joining us at storytime today! The kids had a blast exploring the police cars and meeting our local heroes. Thank you for making it such a special day.

Today we will be hosting Jiggleman! in the community building at 10:30am. Space will be limited.

Here are the youth program stats for this week:

- Magic Show: 135
- Video Games :31
- Craft Corner: 35
- Tiny Tots: Canceled
- Family Crafting: Canceled
- Storytime with LLPD: 61
- Reading with Scarlett: On vacation

www.facebook.com/lakelakelibrary225

PARKS AND RECREATION (Mike Burske):

The Parks and Recreation Department has been performing routine maintenance this week with Sam and Vicky performing concrete repair at the Guava Street Athletic Complex while Brad mowed and worked with the soccer fields and Scott and Thomas mowed and did insulation work

at the Log Cabin. Van worked with the electricians to automate the lights at several of our parks. Soon, most of the lights in our parks will be able to be controlled by our phones. We're looking forward to this because one of the most common reasons for being called at 2AM is to turn off the lights.



The lighting project at the Rolling Acres Sports Complex is coming along well. As mentioned, we will have to have the contractor come back as we will have to wait for the osprey to abandon the nest. She seems quite content right now and we will have to wait for the baby to fly the nest.

We had a productive meeting with the departments involved in the Big Bang Event coming up in a few weeks. Amy has planned the event well, and I have coordinated with the fireworks company and the landowner for the event.

I want to thank Elisha, our Communications Director, for all the help and support that you give our department. You have no idea how much we appreciate all that you do for us!

POLICE DEPARTMENT (Chief Steve Hunt):

We had a wonderful visit with the children's group at the library this week. These visits are always a highlight, and I truly enjoy the opportunity to engage with our youngest community members. Corporal Maya, Officer Austin, and Officer Johnson brought out their police vehicles, and the kids had a blast—literally—as they got the chance to activate the sirens a few times!

Our patrol units had a particularly busy weekend. Officers made several notable arrests, including two individuals for drug possession—13 grams and 8 grams of methamphetamine, respectively. Additionally, there were arrests related to burglary and domestic violence among other incidents.

This weekend and early next week, I will be attending the Summer Florida Police Chief's Conference. This is an important opportunity to collaborate with fellow leaders and discuss pressing issues in law enforcement. These conversations help us continue to improve and better serve our department and community.

I would also like to take a moment to ask our community to continue supporting our officers. Every day, they respond to a wide range of calls, many of which never make the news but have a deep and lasting impact on both the individuals involved and the officers who provide help. While

we chose this profession, the emotional toll of responding to crisis situations is very real. Your encouragement and understanding make a meaningful difference.

Lastly, thank you for allowing us the honor of serving such a remarkable community. As one of my fellow officers always says, "Keep your hands to yourself, leave other people's things alone, and be kind to one another."

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

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

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):

Performed driveway apron inspections.

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

Coordinated with the Parks and Recreation Director and contractor regarding the CR 466 median landscaping project.

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.

Monitored retention ponds after rain events.

Removed and cleaned up after fallen tree limbs on E McLendon St.

Cleaned up and mowed a retention pond on W Hermosa St that is connected to the CR 466 stormwater system.

Repaired bad areas in streets prior to the resurfacing contractor performing this year's project list.

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

Staff completed multiple work orders at Town facilities. Repaired a roof leak at the PD and Town Hall. Repaired HVAC units in former Animal Control and Utilities Departments. Installed a door knob plate at the PD.

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):

Coordinate and complete various work orders, working on new accounts, meter reading, and re-reads.

Completed an assisted living facility large compound meter change out.

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.)

FDEP performed their Sanitary Survey Inspection last Friday of the potable water system. The inspection went well, and our staff received positive feedback from the FDEP staff. Final inspection report to follow.

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.

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.