

WEEKLY MANAGER'S REPORT

TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

July 17, 2025

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shoutouts & Acknowledgments:

I love sharing emails like this!

On Monday, I received a call from resident Claudia Brandon (209 Del Rio Drive) regarding a low-hanging limb extending over Del Rio Drive. The limb originated from a tree across the street and reached all the way to her driveway.

Today, Ms. Brandon called again, this time to express her appreciation for the outstanding job done by the crew in removing the limb. She said the entire crew knew exactly what to do, worked efficiently, and were highly professional. On a scale of 1 to 5 (with 5 being the best), she gave them a 10! Great job to the Roads & Streets crew.

Department Manager's Meeting:

We held our meeting on Tuesday morning to review the upcoming Commission agenda for the Monday night meeting (6:00 p.m.) and to prepare for the Budget Workshop scheduled for July 24th.

Breakfast with the Mayor:

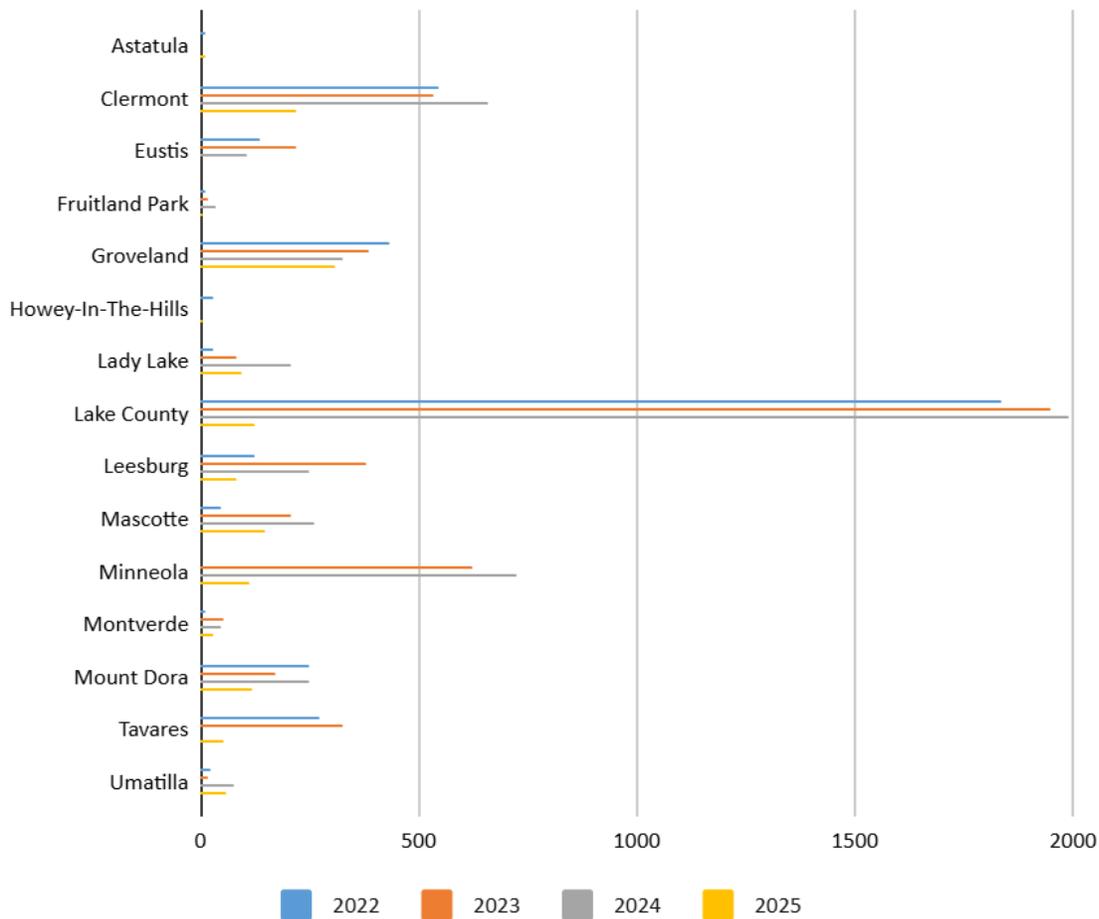
On Wednesday morning, I attended "Breakfast with the Mayor" at the Cottage Inn Restaurant, joined by Elisha, Amy, and Aly. We had meaningful conversations with residents about the Lady Lake tax base and upcoming special events.

Lake County JPA Planning Meeting – Continued

For the sake of transparency, below is a graph showing the number of Certificate of Occupancy developments approved in Lake County during the years 2022, 2023, 2024, and 2025.

It's worth noting that Lake County's approvals significantly exceed those of cities and towns. The County has claimed that municipalities are mismanaging growth and "don't know what they're doing" — but the data tells a different story.

COs Issued by Year



CLERK'S OFFICE (Carol Osborne):

No report this week.

COMMUNICATIONS (Elisha Pappacoda):

This week, we issued a press release on the [Back 2 School Scoop](#) and shared information on social media.

Communications attended the Water Conservation Team meeting and Managers' Meeting on Tuesday. We attended and took photos at Breakfast with the Mayor on Wednesday. On Thursday, we will attend training on the new budget software. Also on Thursday, we will film back to school promotional videos with School Resource Officer Redmond.

We received coverage on the Library's School Supplies for Fines in The Daily Sun, [the Orlando Sentinel](#), and [The Villages News](#). Bill's commentary on the JPA discussion, which appeared in last week's Manager's Report, was picked up by a local weekly paper: [Viewpoint: A municipality's perspective on the Lake County JPA Meeting | Opinions | midfloridanewspapers.com](#).

Development news was picked up [by the media](#) via our Growth Management newsletter. A reporter also contacted us with interest in a story based on one of our Facebook posts. This all indicates that the many channels we use to communicate are reaching intended audiences.

We created and shared content for Florida's Operation Southern Slow Down, an enforcement effort Lady Lake PD is participating in.

This week, we also worked on multimedia content for social media and a webpage we plan to launch next week explaining how to understand your tax bill.

FINANCE (Joella LeDonne)

It's been a very busy week for Finance. After months of waiting, the time has come. The "go live" date for Springbrook, the new ERP system, was Monday, 7/14. Finance and IT have been working for months to get everything set up. We remained on schedule, so it shows how important teamwork is. Huge shoutouts to Dawn, Debbie, Michelle, John, and Andy, without them, this would not be possible. Training was rolled out to the departments on Thursday to learn how to create purchase orders and approvals. Proposed FY26 budgets have been forwarded to the Commissioners for review. The Budget Workshop will be held on Thursday, 7/24 at 3 p.m. All Department Heads will need to explain the need and want of something questioned by the Commissioners, so be prepared.

GROWTH MANAGEMENT (Thad Carroll):

Revisions were submitted for the site plan for the proposed Chase Bank. This project consists of a 3,490 square foot bank with a drive-through and twenty-seven parking spaces and is located at the intersection of North Highway 27/441 and County Road 25.

Application and plans were received for the installation of playground, swings, borders, mulch, ramp, two pet waste stations, four trash receptacles, and five inverted U bike racks for Hammock Oaks located at 200 Hammock Oaks Boulevard. A permit for the new screen enclosure for pool equipment at the Hammock Oaks Community has also been approved.

Building plan revisions for the exterior facade renovation and interior demolition were received and approved this week for the La Salle Building located at 998 Alvarez Avenue.

A building permit was issued for a new four-hundred-square-foot pesticide storage building for the Mira Mesa Golf Maintenance Facility located at 860 Duck Lake Road.

An application and plans were received for the removal of the old wooden handicap ramp and for the construction of a new one at North Lake Presbyterian Church, located at 975 Rolling Acres Road.

Seventy building permits or revisions were received this week, and thirty-six permits were issued. One hundred and eighty-eight inspections were completed in the field.

This week code enforcement opened nine new cases, closed nineteen cases, and conducted fifty-seven inspections. Twenty-one signs were also removed from the Town's right-of-way. Code Officers Crain and Williams also began to prepare their cases for the Special Magistrate Hearing which will be held next Tuesday, July 22, 2025.

As the southern roundabout construction on Rolling Acres is coming to a close, lane closures will begin on Monday, July 21, 2025, to isolate the northbound lane, north of the roundabout, to conclude the road construction. The work is expected to be completed by Thursday, July 24th, provided inclement weather does not cause delays.

HUMAN RESOURCES (Tamika DeLee):

HR Academy session three was on Wednesday, July 16th. The session focused on Performance Management, presented by Michele Faulkner and Mariah Anuez from PRM, who bring nearly 60 years of combined HR and Public Sector experience. Key topics included:

Understanding performance management

Setting goals and expectations

Continuous feedback and coaching

Performance reviews and evaluations

Addressing underperformance

Team Update:

Welcome Joshua Fitchpatrick, the new Public Works Operator II – Facilities/Streets.

Two interviews are scheduled this week for the Permitting Tech position.

INFORMATION TECHNOLOGY (John Pearl):

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

The Enterprise Resource Planning (ERP) Implementation Team (Joella, Debbie, Dawn, Michelle, Andy and John) have been engaged in our initial go-live effort this week.

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

LIBRARY (Aly Herman):

Monday: Sierra hosted her monthly book club. She's only been leading it for a few months, but she's doing a fantastic job organizing and putting in a lot of effort to grow attendance.

Tuesday: I attended both the Department Managers meeting and a renovation meeting. I'm especially excited that the new lobby addition door is scheduled to arrive the first week of August!

Wednesday: I attended "Breakfast with the Mayor." It was a great turnout, and I truly enjoy seeing community members get involved. Also on Wednesday, Ruth hosted her Author's Round Table, and later in the week, Sam led BINGO on Thursday and Board Games on Friday. Both programs continue to be very popular and draw great attendance!

Thursday: I'll be attending a Zoom training for a new software the Town will be implementing in the coming months. I'm excited to learn more and see everything it has to offer!

The 2025 Summer Reading Program is wrapping up, and what an amazing summer it's been! Today, we're excited to welcome Gatorland at 10:30 AM, and tomorrow we'll close out the season with our End-of-Summer Luau Party, featuring games, raffles, and music by DJ Boss Lady! A heartfelt thank you to everyone who made this summer so special. A huge shout-out to the Friends of the Lady Lake Library and all our incredible sponsors—your generosity made it all possible. In addition, of course, we can't forget Nicole and Kourtney for their hard work and dedication. You both went above and beyond to make the Youth Library a fun, safe, and welcoming space for all. Way to go, ladies!

Here are the youth program stats for this week:

- Lego Master: 32
- Craft Corner: 35
- Tiny Tots: 20
- Family Crafting: 22
- Storytime (Be Kind):60
- Reading with Scarlett: 17
- Scavenger Hunt: 22
- Grab and Go Craft: 65

www.facebook.com/lakelakelibrary225

PARKS AND RECREATION (Mike Burske):

The Parks and Recreation Department has been performing routine maintenance this week with the maintenance crew mowing and performing daily duties. Crews have been focusing on washouts at the playground while others have been mowing and keeping up with appearances. Amy is focusing on the Fall events as they are right around the corner.



Ellie the Osprey and baby are supervising the addition of new lights.

The lighting project at the Rolling Acres Sports Complex is coming along well. Crews are starting to assemble the lights on the ground, and we will see them lifted into place very soon. As mentioned, we will have to have the contractor come back as we will have to wait for the Osprey to abandon the nest. Unfortunately, she seems quite content right now and will have to wait for the baby to fly the nest.

In about a month, we will start to hang the banners on the roads and more of the parks in Lady Lake. These are the centennial banners that we have begun hanging up around the parks and town hall.

Amy and I have been pricing a 34-foot panel Christmas tree for Snooky Park. As we saw at Light Up Lady Lake last year, we were very crowded at the event and were right next to the street. We will be moving the event over to Snooky Park for safety reasons, and we will still be lighting up the Log Cabin as we have been for decades.

POLICE DEPARTMENT (Chief Steve Hunt):

Deputy Chief Brough attended a three-day Criminal Justice Information System training symposium in Orlando. This training session provides guidance on mandatory IT compliance matters.

Sgt. Bilbrey attended Accreditation Managers training.

I attended the Villages Community Watch Quarterly Public Safety Meeting with area law enforcement. As I have shared before, we value the strong partnership we share with Community Watch. They are often our eyes and ears and are quick to provide assistance in any way they can. Also, these meetings are unique in that three Sheriff's Offices and four police departments attend. A great deal of information is shared.

The month of June was busy as we had over 1500 calls for service that included over 800 calls that were self-initiated activities, such as directed patrols. We had 421 car stops that resulted in 113 citations and 241 warnings. We arrested 38 individuals and responded to 42 car crashes.

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.

Met with residents regarding stormwater issues and tree trimming concerns.

Coordinated with the contractor constructing the roads and sidewalks in the new Boulevard Oaks Development.

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.

Trimmed trees on Rainbow Blvd and Cortez Ave.

Facilities Maintenance (Mark Walls - Lead Operator, Joshua Fitchpatrick - Operator II, and Phillip Perna - Operator I):

Welcome aboard, Joshua Fitchpatrick! Josh started this week as the new Operator II in the Facilities Maintenance division. If you see him around, please join us in welcoming him to the team.

Staff completed multiple work orders at Town facilities. Repaired water leaks in the PD. Repaired roof leaks, assembled and installed new shelving at the Library.

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 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)

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.

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. The projected completion of the renewal is by the end of this year or early 2026.