

## WEEKLY MANAGER'S REPORT

### TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

August 14, 2025

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

Shoutouts & Acknowledgments:

##### **Shout Out of the Week!**

A big shout out goes to the **Lady Lake Police Department Records Division**, especially **Elvira Ruiz** and **Mary Mullen** for their continued dedication and outstanding performance!

Elvira and Mary have been doing an exceptional job managing the high volume of daily records requests. Their commitment often extends beyond their scheduled hours to ensure timely responses. With the department's advancements in technology, the number of incoming requests has grown significantly—yet they continue to rise to the challenge.

Recently, Mary received a unique request from another agency needing assistance with fingerprinting. This was a first for her, and she was happy to help—another example of the division going above and beyond. Their work may often go unnoticed, but the truth is: **we couldn't function without them**. Thank you both for all you do!

##### **Department Manager's Meeting – Recap**

The Department Manager's Meeting was held **Tuesday at 9:30 a.m.**, where the team reviewed the **Commission Meeting Agenda** for the upcoming meeting on **August 18 at 6:00 p.m.**

We also welcomed **Brandi Carson**, Assistant Finance Director, and **Kathy Rosado**, Town Clerk. The central theme of this meeting was **building trust** as part of our *Improving Communication Series*. A quote that resonated with the discussion was from Andy Crogan's email signature:

*"Communication is the easiest thing and the hardest thing."*

The group focused on actionable ways to develop and maintain trust within and across departments—an essential foundation for effective communication.

##### **FDLE Cybersecurity Audit**

On **Wednesday**, the **Florida Department of Law Enforcement (FDLE)** conducted a **police cybersecurity audit**. The audit began at **9:00 a.m.** in the **IT Department**, led by **Howard Davis** and **Chief Deputy Brough**. Thank you to everyone who contributed to ensuring a smooth and thorough review process.

TOWN CLERK'S OFFICE (Kathy Rosado):

Thank you all for such a warm welcome here in Lady Lake! There is much to do and learn as I start my journey here in the Town Clerk's office. I would first like to say thank you to my Deputy Clerk Carol Osborne, for filling in during the interim while the town was without a clerk. She was willing and certainly able to fulfill the role and did a fantastic job! Also, a big thank you to Jacqueline Schilling for helping me get through my first week here in Lady Lake. Jackie has accepted a position working as an office manager and we wish her all the best, she will be missed!

Over the next several weeks I will be learning and getting to know all the new faces and how things flow here in Lady Lake. Please feel free to stop by anytime and say hello. Next week I will be attending my first Town meetings on August 18th. I'm excited to meet the Town Commissioners and to get to know our residents and community.

COMMUNICATIONS (Elisha Pappacoda):

First, I would like to give a warm welcome to our new Town Clerk Kathy Rosado! Communications looks forward to working with her and providing support and assistance.

Communications issued a press release on the arrest of a man who broke into an elderly woman's home in Orange Blossom Gardens: [Lady Lake police arrest man for break-in at home of elderly woman](#)

Chief did a wonderful job conducting two TV interviews, one in person with FOX 35 ([78-year-old Lady Lake woman fights off burglary suspect, police say](#)) and one via Zoom with WESH 2 News ([78-year-old Florida woman fights off burglar in her home.](#)) WESH fed the story to their NBC affiliates nationwide, and it's been picked up as far away as Alaska and Hawaii. We have nearly 300 hits in the media.

We also have to give credit to our local outlet, Villages News, who first broke the story: [Homeless man caught in The Villages after trying to steal woman's purse.](#)

Library staff and patrons have mentioned they are enjoying the test digital signage Susyn created for the new screens. We are still in the training phase on this system, so I am excited to see what we can do with this.

Susyn has also taken initiative to create an in-house employee training video and flyers that may be useful for current employees and the on-boarding process. Thanks for taking initiative!

This week, we also participated in the City Hall Selfie campaign for the third year wearing shirts provided by Communications, and Public Works is handing out Water Conservation merchandise designed by our department. Enjoy and wear with pride!

Our social media numbers were slow for the month of July, with the exception of a new statistic I just discovered on Facebook called engaged followers, which is up 22%. Our website users remain steady.

However, our Commission livestream numbers are way up for four meetings including the budget workshop.

- Total views of livestreams in July: 272
- Total closed captioning minutes: 380

Additionally, Inside Lake is now listing all of the cities' Commission Meetings on their website here: [City Commission Schedule - Inside Lake](#)

Shout out this week goes to Amy Alicea first for hosting an awesome Back 2 School Scoop event, giving away more than 200 back packs to local kids, and second for sharing her leftover ice cream with staff. It was a welcome treat!

Amy and I also sat down with a Daily Sun reporter to discuss the upcoming Centennial events and how such events help build community.

FINANCE (Joella LeDonne):

No report for Finance this week.

GROWTH MANAGEMENT (Thad Carroll):

On Monday, we received a new major site plan application for Florida Credit Union. This project is located at the intersection of Hammock Oaks Boulevard and Highway 466 and features a 5,944 square foot bank with a drive-through and thirty-three parking spaces. This is part of the overall Hammock Oaks commercial property.

A minor site plan modification has been submitted for Chick-Fil-A located at 730 North Highway 27/441. This modification includes filing in an existing landscaping area with concrete and adding large planters to satisfy the landscaping requirement.

Revisions were received for the site plan for the Lady Lake Warehouse proposed at the corner of Old Dixie Highway and Griffin View Drive. The Town Commission previously voted to allow a waiver to the commercial design standards, permitting this project to move forward with their

proposed elevations. The revisions also address some landscaping changes suggested by the Town Commission.

The building department received an application and plans for the Water Oak Restaurant Renovation located at 645 Hickory Hill.

Plan revisions were received for the Paradise Recreation Center located at 1403 Paradise Drive. Revisions were also received for the Paradise Recreation Center Pool Building located at 1411 Paradise Drive.

The permit for the La Reina building exterior façade has been issued, and plan revisions were received for the new construction of a pool pavilion for the Cresswind Hammock Oaks Community.

Building plan revisions were received for the new ALDI retail grocery store going into the existing building located at 944 Bichara Boulevard.

During the week, the department received seventy-one building permit applications or revisions and issued twenty-eight permits. A total of one hundred and ninety-three inspections were conducted in the field.

This week code enforcement opened thirteen new cases, closed ten cases, and conducted sixty inspections.

#### HUMAN RESOURCES (Tamika DeLee):

Interviews were conducted on Monday, August 11th for the Utilities Distribution Collection Tech I and the Water/Wastewater Plant "B" Operator positions. A conditional offer has been made for the Utilities Distribution Collection Tech I position. A conditional offer has also been accepted for the Part-Time Staff Assistant to the Police Department position. Background checks are currently being conducted for the Permitting Technician position. We are now in Week 2 of Open Enrollment. So far, 47 employees have completed the process. If you have any questions or need assistance, please contact Human Resources.

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Only 8 days left until the start of college football season!

Go Noles! Go Knights!

#### INFORMATION TECHNOLOGY (John Pearl):

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

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Howard represented the Police Department as the Local Agency Security Officer (LASO) for our tri-annual Florida Department of Law Enforcement (FDLE) Criminal Justice Information Systems (CJIS) audit yesterday. The audit was performed to the 5.9.5 standard (451 pages) and covered 306 specific administrative, clerical, and technical responses.

This was Howard's first CJIS audit. He was prepared and represented the Town, and the Police department very well. Thank you, Howard.



We anticipate the FDLE findings to be delivered in about a month.

The Enterprise Resource Planning (ERP) Implementation Team (Joella, Debbie, Dawn, Michelle, and Andy) met yesterday with Vendor Springbrook to begin implementation of the Accounts Receivable module.

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):

Last Saturday, Kourtney, Nicole, and I had a wonderful time at the Town's very first Back to School Bash! It was great seeing so many familiar faces and having the chance to give back to our community.

A big shoutout to Parks and Rec for organizing such a fantastic event, and a huge thank you to Nicole and Kourtney for all your help in making it a success!

This week, we welcomed our new Library Assistant – Youth, Miranda Hayes. Miranda is no stranger to the Lady Lake Library—she previously worked with us from 2019 to 2022 before moving to Gainesville, and we're thrilled to have her back in the area. She brings a wealth of knowledge, with a special expertise in manga and a strong background in teen literature. With Miranda on board, we're excited to roll out some new teen programs in the coming months. Welcome back, Miranda!

Here are the youth program stats for this week:

Little Sprout-4

-Lego Master- 8

-Craft Corner: 30

-Tiny Tots: 23

-Family Crafting: 0

-Storytime :36

-Reading with Scarlett: 10

[www.facebook.com/lakelakelibrary225](https://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. We are working avidly to get the soccer fields in shape for the beginning of the season. As we had construction on the fields this summer, we were not able to water. This left us unable to properly treat and fertilize, which has left some bald areas that we are not thrilled about. Amy is focusing on the Fall events as they are right around the corner.

We had a great showing for The Back-to-School Scoop which resulted in school supplies for over 200 children in our town. All children that came through were introduced to area organizations and given school supplies once they completed the tour.

Ted and I have hit a challenge from Lake County concerning the landscaping project on 466. The county engineer is concerned about the zigzag pattern of the proposed trees. Keep in mind that the proposed pattern replicates the current tree pattern that was installed by Lake County. If we are delayed by Lake County, we will have money in next year's budget to complete this project. Ted has done an awesome job working with the landscapers on getting this project completed.

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

Monday marked the first day of school at Village's Elementary, and we were proud to provide a strong and welcoming police presence as students and parents arrived. This is always one of the most joyful days of the year—filled with new clothes, big backpacks, and smiling faces. Officer Josh Redmond returns for his second year as the School Resource Officer, continuing to serve as a protector, role model, and friend to both students and staff. Civilian Service Aide Tim Puchalski worked diligently to keep traffic flowing smoothly—no small feat given the volume of cars at the school and on Rolling Acres Road. Thank you, Josh and Tim, for your dedication to keeping our children safe.

We completed our Criminal Justice Information Services (CJIS) audit with the Florida Department of Law Enforcement. This extensive, eight-hour review focused on compliance with critical security and data standards. Our Information Technology team—Howard, Andy, and John—led the effort with professionalism and precision, supported by LLPD staff. Their commitment ensures that the department continues to operate according to both required and best practices. We extend our deepest thanks to the IT team for their hard work and dedication.

Last week, our patrol team responded swiftly to a serious incident involving a 78-year-old victim whose home was forcibly entered by an individual attempting to steal her vehicle. The suspect demanded her car keys, but the victim bravely resisted and forced him out of her home. Thanks to her quick 911 call and detailed suspect description, officers were able to apprehend the individual shortly after the incident. Fortunately, no serious injuries occurred. Special thanks to Elisha for managing the media release and coordinating several interview requests, all of which received positive responses. This case is a clear example of the excellent work the Lady Lake Police Department delivers every day.

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

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

A training session was held for all PW and UT staff this week in the Emergency Operations Center at Public Works.

The annual road resurfacing project is underway. A full street list and activity schedule is available on the Town's website.

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.

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):**

All staff attended the training session.

Performed driveway apron inspections.

Met with residents regarding stormwater issues and tree trimming concerns.

**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.

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

Staff completed multiple work orders at Town facilities.

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):**

All staff attended the training session.

Conducted multiple interviews along with HR for open positions.

Completed preparing annual staff evaluations for HR review.

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):**

Met with the developer of the Hammock Oaks Project, Kolter, regarding project progress and billing coordination.

Completed customer concern calls.

Coordinate and complete various work orders, working on new accounts, meter reading, meter replacements, non-pay disconnects, 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.)**

Working on Lead and Copper sampling plan for the water system.

Water, Wastewater, and Reuse Systems Master Planning Project and newly approved Water Facilities Plan Project, required for SRF funding, are in process by the Town Engineer, Jason Shepler with Mittauer-CPH. The results and recommended infrastructure projects will be presented to the Town Commission for consideration of approval this Fiscal Year.

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.