

WEEKLY MANAGER'S REPORT TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

January 27, 2022

Taylor Property: Since the last commission meeting, C.T has been exploring possible alternatives for a roadway on property other than the Taylor property. We were hoping to find something similar in the same area that could be used as a roadway but nothing suitable was found. After discussing the matter with Commissioner Holden, Derek Schroth and C.T., we decided that the contract to purchase a portion of Tabitha Taylors property should be brought back before the Commission. We have a signed purchase agreement approved by the commission and we recommend enforcing it. This matter will be discussed at the next commission meeting.

Fire Services Agreement: The last review of this interlocal agreement was in 2011 and there has been a lot of growth since that time. Kenneth Blocker, District Manager of The Villages, has asked for the Commission to review the agreement and suggest changes. We will discuss this matter at the next Commission Meeting.

The Mock Commission Meeting was held Thursday for a select group of 7th graders who are taking a civics class at the Villages Charter Middle School. The department managers planned their agenda Items this week to get ready for the Mock Commission Meeting. We had a great time and had a lot of laughs with the kids.

CLERK'S OFFICE (Nancy Wilson):

The Special Magistrate meeting was on Tuesday, post processing is still in process.

Delinquent payments for Business Tax Receipts are trickling in. Carol is following up on the many inquiries from those who think they have already paid, don't think they need a license, their business name has changed, and the list goes on.

The Mock Commission meeting with the students was a lot of fun. I think they got something out of the sessions, and they seemed very engaged.

We have begun preparing for the Town Commission Workshop and Regular Meeting on February 7th.

C.T. and I are trying to assemble a Citizen Advisory Task Force (CATF) to make recommendations regarding projects for the CDBG grant process. So far, I have received interest from one person, but she hasn't committed. The Town will be better served if we have a CATF, but it is not a deal breaker.

FINANCE (Pam Winegardner)

The Lady Lake Customer Service Department at town hall is responsible for our residents obtaining great service for town water, sewer, reclaim and irrigation among other duties. This department which is joined and works closely with the Finance Department ensures customers are provided service in a timely manner.

Our Customer Service Department also tracks the installation and types of meters, sewer lines, construction meters, the amount of ERUs (amount of water a property is estimated to be using) besides tracking large housing and commercial developments and entering this information into our software system to track. This information is important to know so that billing is properly executed which includes calculating deposits and fees.

The Customer Service Department has only two employees yet also handles disconnects which can be over 100 customers to as few as 30. These dedicated employees work with customers that have trouble making payments but also guard town revenue by making a variety of decisions and coordinating with supervisors. A timely phone call from a customer can delay a disconnect or start a payment plan for those in need. These employees are also more than able to handle irate customers and have had many through their tenure.

Meter reading, high usage, leaks, no read, verifying off and locks on meters also fall under the Customer Service Department and they must regularly coordinate with the Public Works field crew who resolve problems, answer questions and research problem areas for Customer Service.

Customer Service also aids in instructing customer on how to pay on-line with credit cards, checks, and other methods with our service provider, Paymentus. They will set up a no-cost bank draft or take payments at the window.

These duties can often be handled by one person when leave is taken, with help from Finance, yet they manage to quickly help customers at the window, take phone calls, make callbacks, and answer emails. The town is lucky to have these dedicated employees.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

This week staff held a pre-submittal meeting with potential developers of the North Lake Presbyterian property on County Road 25. The proposal is to develop the site as a covered storage facility. Staff also met with the applicants of the Hammock Oaks property on County Road 466 to discuss some minor modifications that may be needed to the plan to address stormwater issues that have been encountered due to field conditions. The modifications do not increase density or traffic generation.

A development order was issued for the well at the Narine Commercial Retail Office, a 2,115 square foot office building on Highway 466, which was approved by the Town Commission on Wednesday, January 19, 2022. A demolition permit was issued for the vacated Kangaroo Store/BP which will be the site of a new 7-Eleven at the corner of Griffin Avenue and Highway 27/441. The permit for the fuel canopy structure for the 7-Eleven has been reviewed and is ready for pick-up by the contractor. Staff is preparing the water & sewer agreement in conjunction with the Public Works Department for the recently approved Lady Lake Square Apartments project for the water and sewer capacity. An agreement is concurrently being prepared for the sewer line extension to Griffin Avenue which will be constructed to serve the apartments as well.

On Monday, February 7th, the Town Commission will consider a site plan modification for a 400 square feet addition and ancillary improvements to the Christian Food Pantry located at 103 Lady Lake Boulevard. Other site plans may be considered on the agenda pending receipt of satisfied review comments before Monday, January 31, 2022.

Staff issued 53 permits over the last week, and 120 inspections were conducted in the field.

HUMAN RESOURCES (Tamika DeLee)

Human Resources is currently working on a modified health fair for our employees. Due to COVID-19 we are unable to have a traditional health fair with vendors. More information will be coming soon. Town of Lady Lake has several job opportunities that HR is currently working on filling. For more details, please visit our website at ladylake.org.

INFORMATION TECHNOLOGY (I.T.) (John Pearl):

The community development software implementation project continued with the Building Department (Malina, Becky, and Christie), Code Enforcement (Lori), IT (Leon and Patrick) and the vendor Citizenseve. The data migration test effort for the Building Department and Code Enforcement continued. Staff are working to identify and document application layout, process workflow, and data consistency issues in the test environment.

The document management software implementation project continued with Leon and the vendor MCCi. Final testing plans and user training schedules are being developed.

The GIS water system field verification project continued this week with Patrick in the field collecting GIS coordinates for various utility assets.

LIBRARY SERVICES (Marsha Brinson)

The Friends of the Lady Lake Library had their annual meeting on Monday the 24th. The Friends, a non-profit organization, supports the library through monies earned with their book sales. The Friends discussed business and welcomed a new board member. Officers were chosen for the

next year. The Second Chance bookstore in our lobby, run by the Friends, has a large and varied selection of gently used materials for sale. They are always looking for new volunteers!

Staff is continuing ongoing "weeding" and shifting projects in both the youth and adult libraries. Space needs to be added for new materials and old or outdated materials are removed. A shout out to LeeAnn Elkins who single handedly rearranged the complete DVD section. New February displays will be going up this week to include, Black History Month, Chinese New Year and Valentine's Day. Circulation staff always highlight one topic a month, materials that can get hidden, such as true crime, poetry, and travel among others.

Programming continues for youth and adults with very good attendance.

We have received our shipment of tax forms. AARP will be on site starting February 1st on Tuesdays and Thursday for tax preparation assistance. Appointments can be made at villagestaxaid.com.

I'm looking forward to the Mock Commission meeting on Thursday the 27th with the Charter School Civics class in the commission chambers. What a great way to showcase democracy in action. It's an interesting day for the kids and us.

Another shout out to Al and Eric who keep us shining bright! They are constantly replacing lights for us and are right on top of other issues.

PARKS AND RECREATION (Mike Burske)

The Parks and Recreation Department has been performing general maintenance to include mowing, trimming and trash detail. We are working to install the sunshades at the Dog Park. This project will take a couple of weeks due to the design of these structures. Dillon and Sam are working on the lights at the Soccer Concession Stand at the Rolling Acres Sports Complex while Vicky is working with the weeds at both Heritage Park and the Community Building. The Parks Director is working with the tile contractor to complete the bathroom project at the Soccer Concession Stand.

Art in the Park ended up being slower than expected. Weather was a huge factor in the number of patrons who came out. Saturday was cold and rainy while Sunday was cold and windy. It still ended up being a comfortable event with us having a manageable crowd. Besides the weather it proved to be a good event.

We are gearing up to work with the Lady Lake Area Chamber of Commerce for the first Mac and Cheese Cook-off on March 19th. We coordinate logistics for this event while they program. We are also working on the Lady Lake Easter Egg Hunt which will take place a couple of weeks after the cook-off. The Town programs the Easter Egg Hunt while we heavily rely on Chamber Members to

staff the booths for the kids. The Lady Lake Kiwanis is the major sponsor for this event and has the naming rights. Last, we have The First Baptist Church of Lady Lake has re-schedule the saxophone concert to February 11th at Heritage Park. This will take place at 7PM that evening. This is to make up for the saxophone concert that had to be cancelled about six months ago due to health reasons.

The Park Project is going through design review. The biggest change is that the picnic pavilions will have to stand within 500 feet of the bathroom. This is easily taken care of, and we are still on schedule to bid out in February.

POLICE DEPARTMENT (Chief Robert Tempesta)

Announcement: The Lady Lake Police Department is in the process of recruiting candidates for full-time police officer. The next scheduled Physical Agility Test and written exam will take place on February 8, 2022, at Lake Technical Institute of Public Safety. There are currently 2 open positions. Please visit <https://www.ladylake.org/departments/human-resources/police-officer-vacancy-announcement/> for more information and to obtain an employment application which can be filled out and returned to Tamika DeLee in Human Resources.

Public Safety- Please be aware of the continuous changing traffic patterns. Motorists can now make a left turn from southbound U.S. 27/441 onto Rolling Acres Rd and Fennell Blvd but **not** at Old Vineyard Rd. The police department is continuing its enforcement efforts as a preventative measure from unnecessary traffic crashes. Be alert and be safe!

You should never be asked to pay for anything or “owe” any money by purchasing gift cards and providing the identifying number on the back. No law enforcement agency will ever call and solicit money for any reason, especially, through the use of gift cards. Once the number is provided to any person, the monetary value will be taken by that person, and you will suffer the loss. The police department will only be able to take a report. Please be aware of these ongoing scams.

As peak tax season approaches, be aware of any suspicious activity using your personal information. With on-line methods for banking, shopping, and also a means of bill payment being more popular, it is important to safeguard your personal information. It is a good idea to check your credit history periodically through Experian, Equifax, or TransUnion to ensure that you are not an unsuspecting victim.

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

Maintenance Department (Ted Williams, Supervisor):

Continued performing inspections of new roads, sidewalks, and stormwater inlets being installed at the Lake Ella Estates Project.

Streets (Kon Scott, Travis Lacey, and Justin Wallace - Lead Operators):

Patched potholes and road cuts.

Litter pickup around Town is ongoing.

Justin's crew continued tree trimming and general right of way clearing on Oak Street between Clay Avenue and Rolling Acres Road.

Crews also continued working on cleaning up the right of way on West Lady Lake Blvd for vehicle access.

Facilities Maintenance (Albert Rachel, Lead Operator and Eric Welcome, Operator II):

Continued replacing exterior lighting at the Library and Public Works.

Continued working on landscaping at Town Hall and the Library.

Set up Commission Chambers for Mock Commission Meeting with the students.

Motor Pool (Joe Grubb, Lead Mechanic and Billy Kohler, Mechanic):

Continuing service and repair of the Town's fleet and equipment.

Utilities — Water and Sewer (Thomas "Butch" Goodman, Supervisor):

Completed Utilities Availability Requests from prospective developers, Certificate of Occupancy close out requests, and work orders.

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

The supervisor and field staff are in continuing and ongoing coordination with the Florida Department of Transportation contractors (Southland) and engineers (Metric) regarding the US 27/441 Road Widening Project. Utilities relocation work by the contractor on the south end of town is in progress.

New utilities installation inspections and testing continued at Lake Ella Estates.

Suez, formerly Utilities Services, continued performing pressure washing and re-painting of the potable water storage tanks. Exterior painting of the ground storage tank at well number 3 is completed and looks like new.

Future potential development projects coordination is ongoing with the Growth Management Department.

Staff performed water reconnections this week and coordinated work orders for high usage customers, leak detection.

Water and Wastewater Treatment Plants (Daniel Mykeljord – Lead Water Plant Operator, Darryl Flanders – Lead Wastewater Plant Operator, and Steve Pfouts – Dual Certified Plant Operator)

Phase One of the Wastewater Treatment Plant Modifications Project work continued by the contractor, SGS. Final stages of work are continuing for Phase One of the project, piping and interior coating currently being installed. Tentative completion date for Phase One has been pushed back to March due to materials delivery dates. Phase Two plans and specifications for bid are being compiled for Town Commission consideration.

Phase One of the Well #4 and #5 Project, Citrus Well Drilling has mobilized equipment to the well number four site and is preparing to commence work in the coming weeks. Phase two documents and design will be brought to Town Commission for consideration to bid once work is underway on phase one.

Administration:

The connector road between Caroline Avenue and Spencers Lane property purchase has been put back on the Town Commission Meeting Agenda on February 7 for discussion and direction.

The Utilities Agreement with the Benchmark Group for the sewer line extension on CR 25 from Fennell Blvd to Griffin Avenue is being finalized. This agreement will be brought to Town Commission next month for consideration.

The Utilities Department currently has two job openings. Utilities Collection/Distribution Technician I and a new position, Lift Station Mechanic. Please see the Town's website or contact Human Resources for more information.

Reminder that 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 this website. The southbound left turn lanes on Rolling Acres Road and Fennell Blvd have been re-opened. The southbound bridge demolition work is complete and earth removal is underway to establish the new roadway elevation for that portion.