

WEEKLY MANAGER'S REPORT TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

August 3, 2023

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shout outs this week go to Kourtney Fehr who assisted Aly with Friends of the Library issues. Kourtney stepped up to the plate to assist Aly. As a result of her help, the Friends of the Library has a new president, Marsha Brinson, who served as our Library Director for many years. Thanks Kourtney!

Department Manager's Meeting was held Tuesday morning. We reviewed the commission agenda for the commission meeting for August 7th at 6:00 p.m. We discussed the budget workshop review, performance evaluations, and the new website.

Job Fair Meeting was held after the Department Manager's meeting. Julia, Tamika, Elisha, and I were present. The job fair is scheduled for Friday October 13th for three hours behind the Library. Elisha will assist with a marketing plan. Last year, several were in attendance when the fair opened and 20 or more came through during the remaining three hours. The Villages hired 10 of their applicants. We did not hire anyone but did have five applicants. This year we will have a marketing strategy in place with the hope of having a larger turnout.

The Southside Meeting was held Wednesday afternoon in the Commission Chambers. We reviewed code violations in the area, a possible junk pick-up effort and the new Florida loud music statute along with traffic and criminal violations. In attendance were four residents, Thad Carroll, Lori Crain, C.T. Eagle, Elisha Pappacoda, Jason Brough, and me. We discussed our research from the last meeting and explained how some of our ideas are prohibited by law but also found some criminal statutes that we will start enforcing. We continued to brainstorm as a group. We will continue to work on a strategy with at least a three-prong response to cleaning up this neighborhood. We encouraged the residents to form a group to work with us in taking back their neighborhood.

CLERK'S OFFICE (Nancy Wilson):

Election qualifying is drawing near. Next week will be the last week a potential candidate can realistically provide all the paperwork necessary to run. I will likely take my first trip to the Supervisor of Elections (SOE) office on Monday, August 14th, to submit candidate petitions. Because qualifying only runs between August 14th and 18th, it is important that petitions be submitted at the beginning of that period so if more signatures are needed, there will be time to get them back to the SOE.

The records project at the library continues with the focus now being on preparing rolled plans so MCCi can index and scan them. Jackie, Carol and I help with that project whenever we have time.

The public records ready for disposition were taken to Covanta last week. The weight of the material was 2880 pounds. We will most likely have another records destruction in December since the library clean-up effort is uncovering a lot that should have been destroyed years ago. With John's efforts, most of our records will be available digitally and material going to Covanta will get smaller as the years go by. The records will still be destroyed when their retention time comes due, but it will be done electronically by the press of a button. I am completing updates of our Records Disposition books after last week's disposal. Each year, we are required to submit a Records Management Compliance Statement to Florida Department of State to comply with Florida Statutes and Florida Administrative Code.

Covanta is in Okahumpka and they schedule tours of their waste-to-energy facility which I found to be fascinating. "Waste-to-Energy takes non-hazardous waste – otherwise destined for landfills – and combusts it to generate steam for electricity generation. Ash is processed to recover metal for recycling while all gases are collected, filtered and cleaned before being released safely into the atmosphere. Here are some "fast facts" from their website:

Less waste in landfills reduces greenhouse gas emissions by **139,000 tons** of CO₂. That's like taking **27,000 passenger vehicles** off the road for one year.

They use waste to produce **15 megawatts** of electricity 24/7 - enough to power **7,000 homes** for a year.

They recover **5,100 tons** of metal for recycling annually - enough to build **4,000 cars**.

If you would like to schedule a visit: [Lake | Covanta](#)

COMMUNICATIONS (Elisha Pappacoda):

We met our first deadline for the new website, submitting photos, logos and branding materials, and design ideas for both the Town page and the PD department header page. We've also submitted all necessary documents and information required to obtain the .gov domain.

I have updated the web events calendar through the end of the year, with additional events and further details to follow.

Along with my fellow directors, I attended the Southside residents' community meeting, led by Bill. The residents expressed gratitude to be heard and I am proud to be part of a leadership team that takes a proactive approach to solving problems in the community.

I also attended the Managers' Meeting, a planning meeting for the Job Fair, and joined Aly as the Library donated school supplies to the Villages Elementary of Lady Lake. The story was picked up by [Lake & Sumter Style](#).

I scheduled the Daily Sun to interview Chief Hunt and Officer Higgins regarding new K-9 Ember. We also compiled a large list of dignitaries, police contacts and community members and sent an invite, as well as a media advisory, for Chief Hunt's swearing in ceremony on Monday. The story has already been previewed in several publications including [WFTV](#), [Lake & Sumter Style](#), and [Villages-News.com](#). Additionally, we have several positive stories, including the Chief's new column, in the August issue of [Lady Lake Magazine](#).

Our Facebook reach continues to grow and was up 10% in July with 106 new followers. We rank similarly to other like accounts in terms of followers, new followers and content interaction, and higher in published content.

FINANCE (Pam Winegardner):

The Town of Lady Lake must officially set the time, date, and place for voting on the millage and budget at a meeting in August before we hold our first tentative millage and budget meeting in September. This will be done at the August 21, 2023, commission meeting at Town Hall chambers.

The purpose is to let the public know this is coming up for vote. The public will have a chance to speak on budget issues both at the August 7th, August 21st and the September 6th and 18th meetings. The public was also allowed to attend and hear review of the budget in the workshop on July 26th where each department budget was reviewed and commented on by the commission and staff.

The budget process started in April for fiscal year 2023-2024 (which starts on October 1, 2023.) That leaves six months for estimated costs to increase from the April budget start date with it being hard to guess how much goods and services will increase in the new year. Finance asks each department to include a possible 5% to 10% increase on any current estimates they are quoted. Many expenses are based on historical costs. Many times, due to the economy, vehicles, equipment, and services cannot be taken possession of until the end of the new fiscal year or the year after.

Positions have been hard to fill with qualified candidates leaving the rest of staff picking up the slack. Staff has been pushing to give our residents a good experience by working overtime to accomplish many services owed to the public such as patrolling Lady Lake, mowing, utility services, preparing paperwork/permits among many other services. Despite the overtime, the vacant positions leave unused budget monies which are returned to the town reserves for use in a future year.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

This week, the Growth Management Department issued comments to the developer for Hammock Oaks Improvement Plat Phase 2D proposing 130 lots. Revised plans were received for Elite RV & Boat Storage, a 100,050 square foot, 3-story building with 312 boat and recreational vehicle spaces, located south of Griffin Avenue on the east side of County Road 25/Teague Trail. Also received were plan revisions for Lady Lake Reserve, a Preliminary Plat proposal of 111 units, consisting of 69 single family residence lots and 42 Townhomes located on South Rolling Acres Road. Final plan revisions for Lady Lake Luxury Apartments, located on South Highway 27/441 just north of Village Veranda were also received for the 330-unit multi-family gated apartment complex on 27.82-acres.

The building department received building construction plans for Portillo's Restaurant proposed to be built on Highway 27/441 just south of the Tire Kingdom. Also received were alterations to the existing Villages Water Treatment Plants #1 and #2 which were approved and are located at 1452 & 1582 Water Tower Circle. Revision approvals were issued for the Van Patton House Apartments at 992 Del Mar Drive, the building permit for the project was previously issued. Finally, interior building shell permits were also issued for 408 and 410 Highway 466, also known as the Tanner Building.

There were 136 inspections conducted this week and 44 new permits were issued. The building department has processed 635 building permits through the CitizenServe portal since the January launch. The Code Enforcement Division closed five cases, and two new cases were opened.

HUMAN RESOURCES (Tamika DeLee):

The Town of Lady Lake would like to welcome Timothy Puchalski and Diego Posada to the team. Timothy is our new Community Service Officer and Diego is our new Police Officer. Do not forget to complete open enrollment by August 31st. As of today 14, employees have completed the open enrollment process. Please contact Human Resources regarding questions or concerns about open enrollment.

Human Resources quote for the week is, "If you believe people are fundamentally good and worthy of trust, you must be honest and transparent with them. That includes telling them when they are lagging behind in their performance. But having a mission-driven, purposeful workplace also requires that you approach people with sensitivity." — Laszlo Bock

INFORMATION TECHNOLOGY (John Pearl):

Shout out to Truman and Tanner of Public Works for their diligent effort to discover and repair several troublesome water leaks at the library.

Shout out to the Clerk's office and to Becky and Wendy of the Growth Management Department for the significant progress they have made preparing our paper records for digitization. We are preparing to schedule a late September pickup.

Staff are involved in multiple ongoing information security projects. These efforts are anticipated to continue through the end of the quarter.

Howard is attending an FDLE Criminal Justice Information System (CJIS) workshop today in Orlando to learn about the upcoming changes to their information security policies.

Thursday afternoon John is continuing the Security Program Critical Controls Review effort with an information security vendor.

Staff from Magellan Advisors continued the Final Design (milestone 8 of 9) effort this week.

Thursday afternoon John, Patrick, CT, Butch and Eric of Blue Automation will meet with Magellan to review the construction plans at the various remote equipment locations.

We anticipate bringing a request to advertise an RFP for the FiberWAN construction to the Commission in September.

Andy will begin the final phase of new mobile phone service and equipment deployment next week. We anticipate that Town staff will be completely migrated before the end of the month.

LIBRARY

On Monday, July 31, we had a Friends of the Lady Lake Library board meeting. We had several vacancies on our Board. The Board of Directors voted for President, Vice-president and treasurer. Congratulations to the following: Marsha Brinson, President; Dr. Lily Kilot, VP; and Barbara McCarthy, treasurer. We are truly grateful for what our volunteers have invested in our library.

On Tuesday, Kourtney, Elisha, and I dropped off the school supplies we collected in July for "School Supplies for Fines" at Villages Elementary of Lady Lake. In exchange for donations from the community, nearly \$500 in library fines were forgiven, and we collected over 100 lbs. of supplies. This program, held for the first time this year, is an excellent way for patrons to pay off fines while giving back to the community.

On Wednesday, I met with Orange Blossom Lion's Club member Laurie Caufield about two opportunities for the Lion's club to give back to our community. October is Blindness Awareness Month, so they are setting up a table all month for "Readers for Residents" where people in the community can pick up free reader glasses. They also want to work with our young readers and have "Lion at the Library," where they will read to kids and play games. I am very excited to work with them on these.

I just finished my July stats and wanted to share some with you. We had 107 new registered patrons, which brought our total number of registered patrons to 15,467. The youth library had 3,357 books checked out in July. Our door count was 13,804 in July 2022 was 11,039, which is a 25% increase in one year.

This week, I want to shout out Truman Henson and Tanner Edwards, the two Public Works men that do a lot of work around the library, from keeping the grounds around the library clean and appealing to just their friendly personalities. Thank you, Truman and Tanner. We are lucky to have these two be a part of the town.

Library's Facebook page, www.facebook.com/lakelakelibrary225

PARKS AND RECREATION (Mike Burske):

This week, the Parks and Recreation Department has been working with daily maintenance to include mowing and trash detail. We will be top dressing and fertilizing the fields next week. This is in preparation for the Fall season. Little League will be starting play in mid-September. This is one of the busiest times of the year for our maintenance crew.

We had the bid opening for the Train Depot Painting Project. We saw the range of the bids go from \$27,123.00, on the low end, for painting the depot all one color to a high of \$118,300.00 for painting in the multiple color scheme. The bid that we are seeking will be \$37,123.00 for multiple colors on the Depot. We found a water coloring of the Depot from 1950 that shows the Depot as white or light grey with purple trim around the windows. In speaking with Suzanne who is curator of the museum, this will be the color tone we will seek. We will seek a dove grey and purple. The deck will also be painted grey. The purple will be little more than window and door accents. Granted, the color scheme will be the decision of the Commission. At this time, we will not have the funds to do additional work on the train cars as discussed. I have found historic photos of the trains in Lady Lake if it is the desire of the Commission to replicate the original look of the trains.

I am in the extreme early stages of planning for the Lady Lake Centennial Celebration in 2025. It appears that the original incorporation of Lady Lake was October of 1925. Doing a celebration at this time would be hectic as we are in the middle of our busiest event time of the year, and it is also towards the end of the year. I will be proposing to host the event in April of 2025. We will have warm weather without the humidity and will not have the evening rain shower risks. I would like to see about getting banners for the light poles with a catchy saying. My thoughts right now are "Celebrate our Century" as the saying. At the end it will be the Commission's decision.

We will have a free kids pickleball clinic in September. This will be put on and hosted by our pickleball instructors. This will hopefully evolve into a kid's program over time.

POLICE DEPARTMENT (Chief Steve Hunt):

DC Brough and I met with a representative from Lexipol Police Academy to explore the possibility of purchasing a training curriculum that would provide updated information dissemination to members of the department. Gordon Graham is the owner of this company. Mr. Graham is considered the utmost authority within law enforcement on issues of police liability, training, and optics. This program would provide our officers current updates on police trends, search and seizure, recent court decisions and the like. The training consists of bulletins, short video clips, 5-10 minute "roll call" topics, as well as formal one-hour blocks. Many of the State of Florida training is addressed as well. It also provides a platform for our folks to use a lesson plan and to teach the class, thus increasing our instructors' skill sets. The options are many and the cost associated appeared to reasonable and within budget. Our officers are asking for more knowledge, and it is an obvious need to stay as current as possible.

I was extremely humbled by the support received by the Commissioners at the budget workshop. I received instruction to continue to develop a plan to budget for the purpose of attaining Body Worn Cameras, along with updating our Dash Cameras and Taser units. Arrangements were made the following day to gather additional information and to work on an acceptable plan to bring back to the Commissioners. IT John and Finance Pam will be assisting us with this project. It is my desire to present a comprehensive package that involves getting the most for our funds and to provide support in the future. We understand the importance of fiscal responsibility and will work diligently to be effective stewards.

Lastly, I want to share my pride in the response last week to a call at The Cove that transitioned to 618 First St. Apparently, the victim went to The Cove in order to sell a PlayStation having set up the transaction on a social media buy/sell site. When the victim met with the buyer, a handgun was brandished in a threatening manner. Our officers responded and quickly set up a perimeter, sought assistance for K-9 support, and quickly identified the suspect. The suspect was known to our officers and has a violent past. The suspect was encountered at a home on First St., and he retreated into the residence. We deployed additional units and were assisted by our fellow officers from Fruitland PD and Lake County SO. Our Criminal Investigation Division wrote a search warrant for the residence. After several hours of holding the scene in the fairly significant heat, three subjects eventually surrendered prior to the Lake County SO Special Response Team arrived on scene. The SRT provided entry and cleared the residence thus rendering it safe. Our officers charged two individuals with Armed Robbery, and they were transported to detention facilities. The subsequent search warrant produced evidence and contraband. Our folks did a great job. These events start out with chaos and then they become controlled. I was very impressed by the manner in which this event was contained, executed, and investigated. There is a strong foundation at LLPD. We will continue to improve with training, dialogue, and desire to grow professionally.

Police work: Front row seat to the greatest show on earth.

PUBLIC WORKS/UTILITIES DEPARTMENTS (C.T. Eagle, Director)

Administration (C.T. Eagle, Director and Peggy Smith, Administrative Assistant to Director)

On the next Town Commission meeting agenda, you will see consideration of easements on Citrus Lane, these easements are related to the Lady Lake Luxury Apartments Project. The easements will allow the developer to connect the project to a dead-end water line on Citrus Lane and also connect to water on US 27/441, at their expense. Also on the agenda will be consideration of this year's Annual Road Resurfacing Project List, included in the packet is a map of the current condition of all Town maintained roads that were recently inventoried and inspected.

Public Works has job openings; please see the Town's website, or contact Human Resources for more information.

A 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 the website. The projected completion date is early 2024.

Maintenance Department (Ted Williams, Supervisor):

Performed driveway apron inspections and coordinated with residents on concerns.

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

Crews performed normal duties including patching potholes and road cuts, litter pickup along roadways, cleaning storm drains, mowing right of ways, tree trimming, and patching road cuts.

Repaired bad areas in roadways in preparation for upcoming annual resurfacing project.

Repaired leaking storm drain on Jennifer Drive.

Facilities Maintenance (Truman Henson, Lead Operator, Tanner Edwards, Operator II):

Staff completed multiple work orders at Town facilities. Repaired leaking toilets at Public Works, the Library, and IT area. Completed fire code housekeeping issues at Town Hall and the PD.

Continued performing mowing and landscaping activities at Town Hall, Public Works, and the Library.

Motor Pool (Billy Kohler, Lead Mechanic):

Billy was on vacation this week.

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

Completed Utilities Availability Requests from prospective developers, project plan reviews, Certificate of Occupancy close out requests, purchase orders, Monthly Operating Reports for the regulatory agencies, review of Right of Way Utilization Permits, and work orders.

Future potential and already approved development projects coordination is ongoing with the Growth Management Department. Lake Ella Estates, Lady Lake Luxury Apartments, Boulevard Oaks, Getting's RV Storage, Hammock Oaks (multiple phases), Mayfield Property, and Lady Lake Square Apartments.

Coordinated annual backflow device testing.

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.

Completed numerous 811 dig ticket location requests and coordinated for GIS mapping.

Performed weekly fueling and testing of emergency equipment and generators.

Completed meter change outs, new meter installs, work orders, distributed cut off notice door hangers, re-connects, and performed service line repairs.

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 Two of the Wastewater Treatment Plant Modifications Project is in process and is on schedule, the estimated completion date is late Spring 2024.

Phase Two of the Well #4 and Well #5 Water Treatment Plant Expansion Project. Work has commenced and is projected to be completed by the end of June 2024.