

# WEEKLY MANAGER'S REPORT TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

September 21, 2023

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

**Shout out this week goes to Truman Henson at Public Works.** Truman fixed climate issues at Town Hall this week and went above the call of duty to get it done. A special thanks to **Tanner Edwards** who has done a great job maintaining the outside of Town Hall. Tanner is a hard worker and keeps the grounds looking great and always has a smile on his face.

**Lady Lake Chamber Meeting with President, Jeanne Lazo** was very productive on Monday morning. We had a chance to discuss some issues that needed to be cleared up to enhance our ongoing relationship with the Lady Lake Chamber. We are in hopes of moving forward in a positive direction.

**IT Training:** Julia and I attended training put on by Howard Davis regarding IT security. It was a great session and Howard was able to explain issues simply so we could understand.

**Performance evaluations** are completed this week as we get ready to start a new fiscal year.

## CLERK'S OFFICE (Nancy Wilson):

The public records project at the library is hitting a milestone next week. MCCi has scheduled a pickup of about 240 boxes and a lot of rolled plans. This is a huge haul but there are remaining piles to work through. We are getting much, much closer to clearing the 2<sup>nd</sup> floor so when the time comes, renovations can begin.

Performance evaluations are completed. I am happy to report that the Clerk's office is fantastic.

The canvassing board members have been chosen and the schedule has been set. Prior to the first day on the board, the members need to take a signature verification online course to prepare them for ballot curing to determine if signatures on file match signatures on the ballots. That is why it is recommended that signatures be updated at the SOE office every couple of years, especially for those of us who are getting a wee bit older and our signatures change. For anybody who is interested in attending the Logic & Accuracy testing of the machines, it is open to the public and will be on October 31<sup>st</sup> at 9:00 am at the Supervisor of Elections office in Tavaras.

### **COMMUNICATIONS (Elisha Pappacoda):**

Over the last week, I attended the Town Commission meeting and the Safety Fair. The Fair was well organized and informative - and the food was great! Thanks to the Safety Committee for putting on a wonderful internal event.

We issued two news releases: Coffee with a Cop and the Skyline Hills neighborhood cleanup. The Skyline Hills mailer in English and Spanish went out to 179 residents. We have received positive feedback from several residents and are hopeful that the community cleanup on Sept. 30 will be a success. A reminder, residents townwide can schedule a pickup of bulk items by calling WM at 352-787-4416.

We also had several media requests this week pertaining to developments discussed in the special conceptual meeting.

We posted [2023 Municipal Election Information](#) on the Town website, as well as a call out for participants in the [Christmas in Space Lady Lake Christmas Parade](#). Additionally, we created a two-sided flyer to be distributed to all students at the Villages Elementary promoting the Not Too Scary Halloween event and the Christmas Parade.

The web team had a content process meeting with Civic Plus to discuss content development and optimization, global navigation, initial website review and next steps. **Updates to the current website must be made before October 27 to be included in content migration and optimization.**

I have been working closely Chief and Lt. to script and plan our recruitment video, which will begin filming next week.

Tomorrow, I will attend the county's crisis communications training with Aly. Topics covered in the course include:

Identifying audiences; Assembling a crisis response team; Crafting an initial statement; Interviewing effectively; Preparing for and conducting a press conference and Strategizing best practices for your team.

### **FINANCE (Pam Winegardner):**

The Town signed off on the approved reimbursement expenses submitted to Florida Public Assistance (FLPA) and FEMA. This is for Project 4673DR-FL for IAN that occurred on September 27, 2022.

This past week, the town received from FEMA \$17,000 reimbursement with \$97,000 still outstanding. This reimbursement money goes back into the general fund to pay back the money used to pay the IAN expenses. The town is always prepared for any disaster which may surface by

holding advance meetings and coordinating with Lake County Emergency Management. After each disaster that occurs, the town manager calls a meeting to assess the damages and to see how the town can improve any processes to better serve the public.

The town keeps six months of general fund operating expenses in "saving" to make sure the town is always ready for any emergency, not just weather related. Town Commissioners and staff constantly monitor town finances to keep the town and its patrons in a healthy status. Annual audits by an outside auditor check our internal controls and financial documents to make sure we are not only in good financial condition but that our internal controls are followed to prevent fraud, illegal activities and proper procedures.

I want to give a big shout out to Mena Bodie in our customer service billing department. She is maintaining a two-and-a-half-person office by herself with help from finance. She has had three glitches with our software company that put her behind in meter reading however to date, she is caught up and still maintains phones, walk-ins and mail. This Finance Director is assisting and is totally worn out at the end of the day. Our new employee starts October 9<sup>th</sup>, but Mena is holding the fort and still can greet most of our customers by name.

Two and, at times, three of our finance employees are attending demos for new software companies in chambers. I listen in when I can, but the questions posed by our staff are impressive and I feel comfortable we will decide on software for finance that will meet our needs.

#### **GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):**

On Monday evening, the Town Commission approved the future land use map amendment and rezoning ordinances for the Taste of Lady Lake properties located at the northeast corner of Clay Avenue and Highway 466. Also approved was the rezoning of a property located west of Old Dixie Highway and on the north and south side of Griffin View Drive; the property may be used for commercial and industrial equipment and supplies equipment rental, RV and boat storage, motor vehicle towing and storage, motor vehicle service department to include auto collision repair, contractors' office, and furniture or appliance store. Both of the rezoned properties will need site plan approval prior to the commencement of any work. Also on Monday, the conceptual presentations of the Hammock Oaks Neighborhood Walmart, the Grand Oaks Manufactured Homes Master Plan, and the Portillo's Restaurant new major site plan, received majority consensus to proceed by the Town Commission.

The interior remodel permit for the PGA Tour Superstore located at 655 North Highway 27/441 was issued on Thursday. The building permit for Bella Vita, an outdoor bar located at 1101 Main Street, was also issued earlier in the week.

There were 212 building inspections conducted this week and 35 new permits were issued. The Code Enforcement Division closed four cases, and two new cases were opened this week. As part of her continuing education efforts, Code Enforcement Officer Lori Crain attended the Legal Issues of Code Enforcement training class this week in Margate, Florida. The class was offered by the Florida Association of Code Enforcement (F.A.C.E.). On Tuesday, September 26<sup>th</sup>, the Code Enforcement Division will be holding the monthly Special Magistrate Hearing at 10:30 a.m. in the Town Commission Chambers.

**HUMAN RESOURCES (Tamika DeLee):**

No report this week.

**INFORMATION TECHNOLOGY (John Pearl):**

No report this week.

**LIBRARY**

This week, we celebrated Constitution Week. Puc Puggy Chapter of the National Society of the Daughters of the American Revolution set up a beautiful table display. This year marks the 236<sup>th</sup> anniversary of the drafting of the Constitution of the United States by the Constitutional Convention. It has guided our growth, shaped our progress, and defined us as a Nation of sacred laws and fundamental values. This week, we celebrate our Constitution and the rights of citizenship that together we enjoy as the people of this proud Nation.

We had another successful painting class with our volunteer Marsha Brinson on Tuesday afternoon. Everyone had a wonderful time and received an email this morning from one of the participants:

"Today, a friend and I attended the painting lesson of a sunrise using watercolor on canvas. Thank you for offering the class. We both thoroughly enjoyed it and learned a lot! I hope you will be offering more painting classes in the future. If there already is a schedule, I'd appreciate you sharing that with me. Thank you, thank you, thank you!" Thank you, Marsha for your time.

I will be attending the Crisis Communications Course with Elisha that is put on by Lake County on Thursday morning.

Shout out goes to Kourtney Fehr and Nicole LeFrancois as they went to the Villages Elementary School of Lady Lake and spoke on the school news of all the fantastic upcoming events the library will have. These ladies do an excellent job representing the library and the Town of Lady Lake.

Tiny Tots had 25 in attendance, and Family Crafting had 12. On Wednesday, Sylvia Walden from Puc Puggy Chapter of the National Society of the Daughters of the American Revolution helped host Storytime and explain Constitution Week. We had 46 in attendance for the program.

Don't forget next Tuesday, September 26, we have a unique "Family Crafting" lined up featuring Lady Lake Police Chief Hunt, Officer Huggins, and K9 Ember. Be sure not to miss out on "Crafting with a Cop". On Friday, Nicole and Kourtney will head to Little Blessing Preschool for an outreach storytime.

Facebook page [www.facebook.com/lakelakelibrary225](https://www.facebook.com/lakelakelibrary225)

**PARKS AND RECREATION (Mike Burske):**

This week, the Parks and Recreation Department has been working on the daily maintenance including mowing and trash detail. Brad, Sam and Scott have been working on the baseball fields for the Little League. The fields look great!

We are at around 25 new vendors for the Farmers Market that will be starting on October 3<sup>rd</sup>. I have secured Bobby Blackmon to play the first day of the event. We have had a lot of buzz for this event and anticipate a great year this season. I want to thank Jackie for keeping the names and contact info for the event. She has done a phenomenal job!

This week Brad and Sam have been working with areas of wood rot around the deck at the Lady Lake Historical Society. The contractor for the Train Depot Painting Project will not be able to complete the project by September 30<sup>th</sup>. This project will roll into next year. This is never our goal but due to weather delays, they were not able to get to us. They have agreed to be completed by November 1st.

The Daddy Daughter Dance had around 30 participants this time. Granted this is down from past years, but a good event overall. It was a very well-organized event where the patrons had a good time and dressed for the theme. Nice job Julia, Dawn and Mena.

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

I attended a training session hosted by Florida Police Chief's in Wildwood on Media Relations and Public speaking.

We worked on finishing up evaluations and fiscal year house cleaning.

The patrol crews are still running light with unfilled positions, folks on leave and in training. I appreciate all the efforts they make in keeping us safe during this time.

CID made an arrest on one of the golf cart thefts. Nice work.

Corporal Maya is attending field officer training and Officer O'Neal along with Fast are in K-9 training.

We have received a few applications for patrol and will be conducting physical assessment testing in a week. The Police application format is currently being set up and we hope to have it online soon.

I met with numerous folks throughout the week, citizens, law enforcement stakeholders, and town officials. It is a very busy time at the department.

#### **PUBLIC WORKS/UTILITIES DEPARTMENTS (C.T. Eagle)**

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

Information regarding current Town Projects can be found here:

<https://www.ladylake.org/departments/public-works/town-projects/>

Public Works still 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. Projected completion date is early 2024.

##### **Maintenance Department (Ted Williams, Supervisor):**

Coordinated with residents on concerns, coordinated with contractor on street line striping/painting needs, and coordinated HVAC unit repairs at Town Hall and at the Library.

The paving contractor, APS, finished project work this week. Minor touch up repairs and line striping/painting are in process.

The Town's current contracted HVAC repair and service vendor, Munns, is suddenly downsizing and doing away with its commercial repair division. Munns is local and has been the Town's vendor for at least 10 years. The current service contract with Munns expires October 1<sup>st</sup>. Ted has been busy gathering quotes for HVAC service for all Town Facilities from various vendors. This has been challenging due to the current workforce shortages, most vendors either do not perform commercial service and repair, are not taking new commercial clients, or are struggling to keep up with current demand due to Service Technician shortages. Luckily, Ted found a vendor that has a large commercial repair division, Nash, with offices in Wildwood. The new service contract will be in place prior to October 1<sup>st</sup>, shout out to Ted for coming through in a pinch and finding something better.

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

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

Trimmed trees on Carriage Ln. Cleaned up fallen tree limbs on Zapata Place.

Picked up and disposed of furniture at the PD.

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

Staff completed multiple work orders at Town facilities. Painted yellow caution lines on curbs and repaired handrail at the Library. Flushed HVAC drain lines at Town Hall and the PD.

Continued performing mowing and landscaping activities at Town Hall, Public Works, and the Library. Repaired irrigation lines and refreshed planting beds at Public Works.

**Motor Pool (Billy Kohler, Lead Mechanic):**

Continued to perform maintenance and repairs on the Town's fleet vehicles and equipment.

**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.

Ongoing coordination on the Town's annual backflow device testing program.

**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 Myklejord – 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, is progressing, is on schedule, and is within budget. The projected completion date is late Spring 2024.

Phase Two of the Well #4 and Well #5 Water Treatment Plant Expansion Project. Work is in process, is progressing, is on schedule, and is within budget. The projected completion date is by the end of June 2024.