

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

By Bill Lawrence, Town Manager

October 12, 2023

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

**Shout out this week goes to** The Lady Lake Library came in #2 on the door count for patron usage compared to the other Lake County libraries.

	Door Counts 2022-23																
	AST	CAG	CML	ELC	EML	FPL	GRO	HLM	HOW	LEE	LLL	MDP	MIN	PAI	TAV	UMA	TOTAL
Oct	1841	8177	15625	491	3665	2391	3697	324	853	10984	14819	13903	1181	1403	6141	3581	89076
Nov	3042	8818	13706	423	3476	2215	3346	288	1081	9599	12317	12194	1054	1783	4864	4652	82858
Dec	1976	5287	6877	300	3246	2297	2886	327	928	8461	11647	11681	1054	2049	5005	2844	66865
Jan	2898	7366	9211	383	3730	2849	4275	286	719	11789	13139	13903	1305	1551	6050	3147	82601
Feb	1728	7054	10247	437	4894	3486	3900	165	1088	14190	13246	13210	1327	1477	6245	3626	86320
Mar	2772	7880	10411	454	5867	3663	3991	310	1223	14756	15207	14876	1637	1531	7119	3831	95528
Apr	1777	7520	12119	448	3867	3119	3920	276	1908	10947	13639	13508	1455	1341	6280	3192	85316
May	1777	6377	12762	313	4238	3762	4069	342	2048	10547	12841	13702	1534	1413	5919	3555	85199
Jun	1620	8681	15041	391	5146	3867	4979	326	2491	11063	15405	15759	2437	1327	6522	3257	98312
July	1780	6789	14350	256	4247	3761	4735	307	1646	10818	13804	15312	2173	1428	6202	2871	90479
Aug	1165	6969	14775	326	4387	3395	4069	363	1476	10271	13538	15205	1596	1505	6460	3717	89217
Sep	2100	6950	14277	400	3969	3429	3625	536	1743	11479	12695	14027	1561	1495	7158	3903	89347
Total	24476	87868	149401	4622	50732	38234	47492	3850	17204	134904	162297	167280	18314	18303	73965	42176	1041118

**The Department Manager's Meeting** was held Tuesday morning. There are no agenda items for the commission meeting next week thus there will not be a meeting on October 16th. We discussed presenting a project workshop once the new commission is in place. The purpose is to give an update by department regarding ongoing and future projects. We will discuss communication and answer any questions the new commission may have.

The next identity meeting will be held on Wednesday, October 18<sup>th</sup> at 10:30 a.m. The identity program was created to develop a vision for the town.

**Doug McCoy of Waste Management** picked up a total of 4.38 tons (8760 pounds) in the cleanup event on Skyline. This was more than I had expected for the first event and expect it will grow during future events. The south end of town continues to be a work in progress, but we have received some good feedback from the residents.

## CLERK'S OFFICE (Nancy Wilson):

The work at the library to categorize records for disposal or for sending to MCCi for document digitization has resumed. We will schedule another records destruction for December, and we have separated the remaining boxes by department so, for instance, there is an area where Public Works material is placed that is labeled: Public Works – 5 boxes. Staff from that department will need to review the contents to determine whether the material has no retention value, whether it

should be retained and for how long then if it should be digitized. The same process will need to be followed for PD and HR. Unfortunately, for Growth Management, most of the remaining boxes/rolled plans belong to them. The Clerk's office will help as much as we can but there are some determinations we just cannot make.

The election is less than four weeks away. The Clerk's office received a call yesterday from a very disgruntled man who said one of the candidates knocked on his door and he has seen campaign signs in Orange Blossom Gardens. Lady Lake does not prohibit campaign signs on personal property, so I called The Villages Community Standards to get the final word; the gentleman who complained was correct. Attached is a letter explaining the rules:

[Political Campaign Activities - Community Development Districts.](#)

Both candidates in Ward 5 have been notified of these rules and the gentleman who complained has been placated.

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

This week, I attended security awareness training with Howard. I would like to thank Howard for taking the time to provide individualized training to each department, as well as his willingness to answer questions and work through issues.

I also attended mandatory sexual harassment training, conducted by Tamika.

Today, I will attend a Sunshine Law workshop and roundtable. I look forward to bringing back valuable information to the team.

This afternoon, we will wrap up filming the police recruitment video. We will be able to leverage this video over time to assist in recruiting the best to Lady Lake PD.

Additionally, I am hiring a part time multimedia content specialist so we may continue to produce engaging content to assist all departments. If you know someone who qualifies, please share: Job Opportunities | Town of Lady Lake Careers ([governmentjobs.com](https://www.governmentjobs.com))

Our social media statistics for the month of September shows continued success. Our page reach was 21,347, which is a 17% increase over the previous month. Our top post regarding opening day of Farmers Market had a reach of 2,401, which is 977% higher than median posts.

We continue to receive positive publicity, particularly for the Halloween event and the new fertilizer ordinance. A reminder: the Job Fair is tomorrow, Friday, from 11 a.m. – 2 p.m. at the Lady Lake Library.

We have several ongoing media requests, and you should expect to see those positive news stories next week!

**FINANCE (Pam Winegardner):**

The Public Works Director, CT Eagle and I met with the FEMA agent to close out the IAN reimbursement requests project. We have already received part of the \$112,000 in the amount of \$17,000. We have yet to receive the final payment from the Tornado of 2007 despite my requests several times to close out this project. Tom, our FEMA agent has been wonderful to work with and guiding me with the new restrictions along with expediting our IAN project. There were a lot of changes from previous Town requests for reimbursement resulting in smaller town claims.

We welcome Rhonda, our new employee in the customer service billing department. She is picking up quick and has been a great help to Mena. Mena has taken over the top position as Customer Service Rep. II and has been doing some reorganization and having Rhonda check our database for several projects for accuracy. We currently have 8 applicants for our part-time position in customer service billing, which is sorely needed. Two glitches in our software in uploading and downloading have created some problems with our last billing. We are going through all the billings and making corrections as needed and our IT department, Andy, is making sure this does not happen again.

Finance continues to wrap up the old fiscal year 2022-2023 by closing out purchase orders, pushing to get invoices in and paid for all work done in the old fiscal year, making journal entries to our books for bills we owe labeled accounts payable, money we are owed labeled accounts receivable, what is accrued in payroll that is earned but not due to be paid yet and other required entries per Accounting and Auditing principles. We look forward to another clean audit this year which has already been started.

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

The Growth Management Department is currently processing the Reserve at Hammock Oaks Phase 1A improvement plat which consists of 159 single-family homes, and the Phase 2A improvement plat which consists of 80 townhomes. The final plats for Hammock Oaks Phase 1A consisting of 147 single family homes, Phase 1B consisting of 114 townhomes, and Phase 1C consisting of 54 single-family homes are also in review. The Boulevard Oaks improvement plat is under review for the 160-unit single-family development on County Road 25.

On Monday, the Lady Lake Reserve Subdivision received a recommendation of approval for their preliminary plat by the Planning and Zoning Board which has proposed 69 single-family units and 42 townhomes. The preliminary plat will be given final consideration by the Town Commission on Monday, November 6<sup>th</sup>. The Hammock Oaks Multi-Family Apartments site plan is in the final stages of review and will likely also be given final consideration at the November 6<sup>th</sup> meeting.

The building department received plans this week for the covered golf cart parking area for the Van Patton House Apartments. Eight parking spaces will be provided and access to the parking spaces will be controlled by a gate.

There were 149 building inspections conducted this week and 23 new permits were issued; 21 of the permits were issued online. There have been 899 permits issued online this year. There have been 435 reroof permits issued this year, and 389 mechanical permits this year. Code Enforcement opened five new cases this week and six cases were closed.

**HUMAN RESOURCES (Tamika DeLee):**

No report this week,

**INFORMATION TECHNOLOGY (John Pearl):**

Andy continued the annual hardware lifecycle (HWLC) program on Monday for staff computers.

The ERP Selection Committee (Debbie, Dawn, and Leon) met on Wednesday with vendor GFOA to rank their selection. A report is being prepared for the Town Manager at this time.

John met with Butch and vendor Blue Automation on Wednesday to review the Utility Network development approach.

Thursday afternoon Howard and John are scheduled to continue the Security Program Critical Controls Review effort with an information security vendor.

Thursday afternoon John, Patrick and CT will meet with Magellan Advisors to review the FiberWAN RFP development.

Our annual security awareness proficiency assessment (SAPA) for staff is scheduled to begin Monday. The results gathered will help us create a more effective training plan.

**LIBRARY**

No report this week.

Make sure you check out our Facebook page for all the upcoming events:

[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.

The train car wheels are finished and look good. Nice work Scott! I will be replacing the signs on the train depot to match the original signs from when the depot was in use. This will keep the building in the spirit of its originality.

We had a good showing at the second Farmers Market of the season. We had around 600 counted people come through the gate. We had 39 vendor spots sold which made for a variety of items to be displayed for sale. A huge shout out to Jackie and Julia for making this event run smoothly. We will begin to see the number of vendors adjust to the number of patrons who come out.

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

We participated in the National Night Out by invitation of the Villages Neighborhood Watch. We were joined by our LEO partners who cover the Villages community along with our Fire/Rescue friends. The response was fantastic from the community. Rob, Jan, and I were able to visit with the many residents who came out to share their support.

Detective Orr and Lieutenant Tempesta represented the department on Sunday at the Grace Bible Church Law Enforcement Appreciation event. We are thankful for Pastor Mulford and all the folks who support us in such a meaningful way. Rob also represented us last week with the Blue Mass in Orlando. Again, this community continues to give their support to their officers, and we are extremely grateful.

We participated in the Safety Helper's Parade at the Little Blessings Day Care. This was such a fun little event for the kids. LT Rob, Officer Doran, Posada, CVSA Tim, and ACO Jon along with myself provided the police cars and lights that provided lots of smiles. Jan did a great job providing all the little details that make it all work. Our friends at Village's FD came as well with a huge ladder truck that made me even say, "wow!"

We have 5 interviews set up for new hires for next Tuesday and promotional exams set up for the end of November, providing time for folks to study reference material.

Body Cameras and Tasers have arrived, and we are in the process of completing all the administrative tasks to get them ready for use. We will be rolling out training and implementation soon.

We experienced several thefts from motor vehicles at the south end of town. All the vehicles were left unlocked with valuables accessible.

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

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

All staff will be attending the mandatory Sexual Harassment Training being held by HR this week.

CT and Pam, the finance director, met with the FEMA representative this week for closeout of the pending hurricane damage reimbursement claim. This is not an easy process and kudos go to Pam for working her way through it. Staff will be looking into some potential policy changes that

may help streamline the process and ensure the Town will receive reimbursement for all claimable storm preparation, response, and recovery efforts.

The contractor performing the FDOT road widening project on US 27/441, Southland, completed most of the work on the addition of a right turn lane on Fennell Blvd this week including the work on the parking lot entrance to Town Hall.

Information regarding current Town Projects can be found here:

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

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

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):**

Performed driveway apron inspections, coordinated with residents on concerns, coordinated with contractors and vendors. Coordinated with new facilities cleaning crew on needs for each department. Coordinated with the contractor on any needs they may have installing the new fuel management equipment at the fuel depot behind Town Hall.

**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.

Filled in washout area on Summit Street. Trimmed trees on W Lady Lake Blvd and Alma Street.

Shout out this week to Todd and Travis for performing a controlled confined space entry into a large stormwater pipe on Oak Meadows Lane to make repairs. Crawling into a dirty pipe in the roadway is no easy task, but their efforts saved time and money by making repairs from the inside instead of digging up the street, making the repairs from the outside, and repaving or patching the street. Great job and your efforts do not go unnoticed! We are fortunate to have experienced dedicated staff that go the extra mile to get the job done safely and effectively.

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

Staff completed multiple work orders at Town facilities. Performed general cleanup maintenance and checked for a leak on the generator at Town Hall that was tripping an alarm. Made repairs on the sprinkler system at Town Hall and PD. Remove boxed documents from the Building Department. Made repairs at the playground restroom on Guava Street. Made repairs on the automatic gate at Public Works.

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

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

Continued servicing the Town's equipment and fleet vehicles.

**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. The waterline conflict found at the new intersection of CR 25 and US 27/441 is being resolved. Staff, the engineers, and the contractor have all coordinated together and have a plan in place for relocating the existing waterline.

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)**

Issued Boil Water Notice on Caroline Ave and Ray St due to waterline repairs.

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.