

WEEKLY MANAGER'S REPORT TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

November 2, 2023

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shout out this week goes to Robert Chausse and Andy Crogan for getting the technical set up for the new taser and body cams for the police department. Great Job!

Christmas Parade Safety Plan Meeting was held Monday morning. Mike Burske and Jason Brough submitted their plans to C.T. Eagle, Elisha Pappacoda, Thad Carroll, Ted Williams, Chief Hunt and me. The group asked several questions, and we are on track for the Town of Lady Lake Christmas Parade to be held on December 2nd at 10:00 a.m. with the theme, "Christmas in Space".

The Manager's Meeting was held Tuesday morning. We reviewed the commission agenda for November 6th at 6:00 p.m. We set the date for the employee Christmas Party for Wednesday December 13th at 12:00 noon. This will go before the Commission for approval.

The Villages Commercial Property Management Meeting. Chief Hunt and I met with Matt Hoopfer and Anthony Monteleone Tuesday afternoon. They informed us that Margarita Republic was served notice that their lease would expire at the end of this year but was surprised that they had already moved out.

Multimedia Content Specialist: I assisted Elisha and Tamika with the interviews for Elisha's part-time position. I was impressed by the qualities and experience of the applicants interviewed.

Lake County Manager's Meeting was held Thursday in Leesburg. General discussion was the topic on the agenda.

CLERK'S OFFICE (Nancy Wilson):

I have had two zoom meetings this week. One to discuss with Municode the least expensive way for us to codify ordinances. They want to use a flat fee instead of charging by page per submission. Because we don't have as many ordinances as a lot of municipalities, we may be better off being charged by the page. Of course, wait for it.....the rate for being charged by the page is going up! I'll weigh both options and determine what works best for the town.

The second meeting was with CivicPlus. They are working with Lake County to launch their new website for posting legal notices as described in CS/HB 7049 ([House Bill 7049 \(2022\) - The Florida Senate \(flsenate.gov\)](#)), effective January 1, 2023. Lake County has been a little slow to implement this process, but it is now available. The cost is a \$2,000 implementation fee which they are

waiving plus a \$6,000 per year cost with an annual increase of 3%. For FY 2023, the Town spent \$5,209 on advertising in the Daily Sun and the Orlando Sentinel. The number of notices we can post is unlimited plus the program integrates well with other CivicPlus modules and is ADA compliant and searchable.

Parkland FL has utilized this and an example of how it looks can be found on Broward County's website, [Parkland | Broward County, FL Legal Notices - Official Website \(browardcountylegalnotices.com\)](http://Parkland|BrowardCounty,FLLegalNotices-OfficialWebsite(browardcountylegalnotices.com))

There is a requirement to ensure residents and property owners are aware of receiving notices by alternate means. It's a great program that does not cost that much more than what we currently pay but there is the consideration of taking away money from a local business.

This is my last weekly report before the election. However it turns out, campaigning was carried out very civilly and all paperwork was submitted on time. Canvassing has begun with our board members. For most functions, only one or two people need to attend the vote-by-mail ballot canvassing at the Supervisor of Elections office. Commissioner Freeman is attending if only one member is required, and Deputy Clerk Osborne is attending if two members are required.

CivicClerk implementation is ramping up with Elisha and Leon coordinating with CivicPlus. This is very exciting news for the Clerk's office because though the new clerk software may not cut down on the time it takes to assemble a packet, it will certainly make the process more straightforward while also providing the public with easier to locate information and allow for the 12-letter word – transparency!

COMMUNICATIONS (Elisha Pappacoda):

This week I attended the Christmas Parade Safety Meeting, the department head meeting, the branding committee meeting, my first FPRA virtual board meeting, a webinar on Hollywood Hacks to Improve Video Production and conducted five interviews for the Multi Media Content Specialist position.

We are thrilled to have a pool of talented and experienced candidates. Thanks to HR for coordinating all of the interviews.

The branding committee had another productive meeting. The team interested in this project has grown to include Chief Hunt and Mike, who each bring a lot to the table. I am grateful to Bill's commitment to this process and for fostering an open exchange of ideas.

One takeaway from my webinar was that consistency and volume of content on social media is how you will see measurable differences.

In October, we created and shared more than 50 pieces of content on Facebook, averaging more than one post a day. We continue to grow between 75 and 100 followers per month and have a

great chance at reaching 1,000 followers by the end of the year. I would ask for those reading this to please like, follow, share and ask your friends and family to follow our page. (Search FB for Town of Lady Lake.) We hope to provide valuable content to our residents and followers, which will only improve over time with our new hire.

Today, Leon, John, Jackie and I will work with Civic Plus to kick off the Optimize ad-on for the website. This piece involved process automation for fillable forms.

FINANCE (Pam Winegardner):

The Town of Lady Lake just received our last reimbursement from FEMA for our expenses in dealing with Hurricane Ian in the amount of \$94,617.52. In reviewing our claims through FEMA and Florida Public Assistance, we have finally received everything they approved. The town has been fortunate by being in central Florida to have avoided the worst of the tropical storms. The town reviews its insurance coverage every year and has been able to keep premiums down for town assets despite rising claims in Florida. Our increases in premiums have been below the national average but we are looking into other options to save our residents' money but still have adequate coverage of our town assets.

The last major disaster we had was the tornado of 2007 which not only cost the lives of some of our residents but devastated properties, tore up meters, damaged roads, and trees all over town. The reimbursement to the town was \$1,333,326.84 toward a cost to the town of \$1,732,952.53. The largest non-reimbursable amount was \$189,871.50 which was due to the town going onto our residents' private property and using town man hours and town equipment to rescue people and property. These costs of the private residents could be claimed by the residents directly to FEMA, so FEMA denied the town expenses but in time of disaster, the town staff does not stop to consider anything but saving lives and helping residents. The Town also was required to absorb 12.5% of our approved costs.

The town has been blessed for not having experienced anything of that magnitude since. As we start into the holiday season, this is something we should be thankful for.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

The Growth Management Department received plan revisions for the Reserve at Hammock Oaks Phase 1A Improvement Plat which consists of 159 Single Family Lots on 68.49 acres. Also received were revisions for the Reserve at Hammock Oaks Phase 1B Improvement Plat which proposes 80 Townhome units on 10.63 acres. Both projects are located South of Highway 466 between Rolling Acres Road and Cherry Lake Road. The developers of Hammock Oaks have received their permit from Sumter County to begin the work on Cherry Lake Road and at the intersection of Highway 466 and Cherry Lake Road; work should commence within the next two weeks.

This week a Minor Modification was processed for the Discount RV Storage facility located at 650 South Highway 27/441. The changes include replacing two parking spaces with a wash station, and abandonment of the RV pump station connection to lift station and replacing it with a holding tank in lieu of dumping RV waste into the Town's sewer system. The project is currently under construction.

The Growth Management Department, in coordination with Human Resources, is currently in the selection process for the hiring of a new Development Coordinator/Planner position. The Town is still accepting applications for the Growth Management Technician position at this time.

There were 79 building inspections conducted this week and 32 new permits were issued; 1,943 permits have been issued this calendar year and 1,036 permits have been issued online. The Code Enforcement Division opened 18 new cases, and seven cases were closed.

HUMAN RESOURCES (Tamika DeLee):

No report this week.

INFORMATION TECHNOLOGY (John Pearl):

Patrick completed a two-day instructor-led Esri course on building web applications with the ArcGIS Experience Builder tool last week.

Howard and John are continuing a CyberFlorida certification training program this month.

Andy and Officer Chausse worked together this week to complete the installation of the new Axon camera and taser equipment at the Police department.

Leon continued to work with Elisha and Jackie on the new website project.

Leon, Pam, and John will begin working with vendor GFOA soon to engage the ERP Selection Committee's choice in contract negotiations. When completed staff will bring the proposed contract to Bill for approval to place on a future Commission Agenda.

The FiberWAN construction project is continuing at the intersection of Rolling Acres and CR466. Staff have decided to change the previously planned route due to a concern about underground infrastructure congestion present at the original location. New permit requests are being prepared for the County. We hope to complete this project by the end of the month.

Staff are upgrading the security and networking equipment at the Community Building this weekend.

John began working with our financial auditing firm this week to collect the requested evidence supporting their controls review process.

Our annual security awareness proficiency assessment (SAPA) for staff is scheduled for completion today. The results will be used to help plan a more effective training program.

LIBRARY

We can tell the busy season is upon us. In October we had over 14,000 people walk into our library. We are making some changes to our library by rearranging some sections in the library to help with our growing collection of material. With that being said, we will be closed to the public on Thursday, November 9th, so all staff can get this big project done. We are excited to be able to show everyone these changes.

A huge shout-out this week goes to Truman and Tanner from Public Works for helping us move shelving and help us see our crazy plans come into play. Also, a shout-out goes to Nancy and Sam for all their hard work weeding so many sections of the library to make this shifting project happen.

We had author John Russell celebrate Halloween with us at the library on Tuesday. He shared his unique experiences and answered questions people in attendance had. John has studied, investigated, and practiced several psychic and paranormal disciplines. We had 51 people in attendance.

Our tiny tots went trick-or-treating in the library on Tuesday. It's a favorite event of mine to see all the little ones in their adorable costumes.

Here is the number for youth programs:

Video Games — 12 people	Family Crafting — 17 people
Baby Storytime — 8 people	Storytime — 38 people
Tiny Tots — 46 people	Reading with Scarlet — 15 people

The last thing is to remember to sign up for the Festival of Trees. Spots are going quickly and the deadline to submit your application to the library is November 8th.

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

www.facebook.com/lakelakelibrary225

PARKS AND RECREATION (Mike Burske):

This week, the Parks and Recreation Department has been working with daily maintenance that includes mowing and trash detail. We are currently hanging Christmas lights at the Log Cabin and overseeding the fields.

We had a good showing at the fifth Farmers Market of the season. We had around 670 counted patrons come through the gate again. We had 37 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.

We had a very good showing for the Not Too Scary Halloween Event back on October 21st. We had an estimated 4k patrons come through the gate, and around 2k patrons on the field at any given time. The Lady Lake booth alone had 82 patrons in our line at the point when Fred Weber of the Parks and Rec. Board counted the lines. In my opinion, it was our largest but not by much.

The Parks and Recreation Director is currently working on the Lady Lake Christmas Parade, Santa and a Movie, Light Up Lady Lake and in the distance, the Blues Festival. We will have a fun holiday season. Keep in mind that the Lady Lake area chamber of Commerce has Art in the Park this weekend.

POLICE DEPARTMENT (Chief Steve Hunt):

As mentioned in last week's report (cleverly written by DC Jason) we participated in Not so Scary Halloween. Thank you, Jan, Erica, Jason, and the patrol crew for helping with this project. I heard it was an awesome event!

Jan and Rob had a nice Halloween event for our friends at Little Blessings Childcare. Another scary crew with a few potential cops in the mix. See you 15 years kids. Jan is always planting the seeds!

DC Jason and I met with Brett Meade from UCF Project Restore, a group who provides wellness support for First Responders. This is an amazing program that helps deal with the very real issues that affect those of us in our field. We will be rolling out this program through our In-Service Training. Our industry is FINALLY breaking through the stigma and unwarranted biases to address very real vulnerabilities. This program not only helps keep cops alive, but it also helps officers enhance their careers that might otherwise become in jeopardy without some sort of intervention. I look forward to sharing more about this program as we develop our participation.

We had to release an officer who did not make it through our Field Training program. These are difficult decisions to make but we are committed to making the best call for all involved.

Today will be the last day for Detective Matt Duryea. Matt was with us for over 8 years and was an extremely dedicated employee. Matt received Officer of the Year multiple times and was an extremely talented investigator. We are sad to see Matt go but we are all excited for him in his next adventure! Thank you, Matt, for your service to the Lady Lake Police department.

OK, with all of the above stated let me mention a few more things...

Officer Austin noted suspicious activity in a neighborhood that led to a car fleeing and the seizure of two guns (probably stolen), nearly two grand in cash, and numerous credit cards. Many members of the PD worked to locate and apprehend those involved. Great job Mark and those who helped.

Officer Eckerdt had a great arrest from a shoplifting case. His diligence led to a significant drug seizure. Way to go Andru!

Detective Orr is working on two motor vehicle burglaries from the North end and two stolen cars thefts-motor vehicle burglaries from the South end. Suspects and cases have developed. I can't share more on these cases, but I am confident they will all result in arrests. I want you to know that all of the cases involve firearms. We see them daily in our duties. It is also important to note that Erica's tenacity and impressive network is proving to show why she was a great CID selection. Keep going Erica!

Lastly, we currently have 22 officers in the Lady Lake Police department. We are allotted to have 30 (and I will strongly believe we are significantly below where we should be with the Florida average currently at 2.5 per 1,000 residents). We also have to contend with vacations, sickness, training, military commitments and the like. In spite of all of the above, those folks that are here are pretty amazing. They continue to rise up and persevere.

PUBLIC WORKS/UTILITIES DEPARTMENT (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 has job openings; please see the Town's website or contact Human Resources for more information, <https://www.ladylake.org/departments/human-resources/>

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.

There will be another lane shift in mid-November to allow work to begin on demolition and construction efforts on the west side of the roadway between W Hermosa Street and Griffinvue Rd.

Maintenance Department (Ted Williams, Supervisor):

Performed driveway apron inspections, coordinated with residents on concerns; coordinated with contractors and vendors. Continued coordination with new facilities cleaning crew.

Began coordinating with the Villages Elementary School on scheduling a date for the students to decorate the Christmas Tree at Town Hall.

Began coordinating with other departments on the Christmas Parade event.

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.

Continued cleaning up the right-of-way on the dirt portion of Brevard Ave for upcoming improvements.

Began collection and inventory of Christmas lighting for the Light up Lady Lake event at the Log Cabin.

Removed dead tree on Jason Drive.

Removed dead trees and began dead wooding the other trees at Town Hall.

Began sidewalk inspection and grinding efforts on Old Dixie Hwy in preparation of the Christmas Parade.

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

Staff completed multiple work orders at Town facilities. Repaired urinal at the Library. Began work on large shelving relocation project at the Library.

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, Utilities Connection Quotes, project plan reviews, Certificate of Occupancy close out requests, Backflow device verification audits, 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. Work continues relocating the 10" water line on CR 25.

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)

Completed wastewater plant and water treatment plant required regulatory agency compliance items and performed required sampling events.

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.