

WEEKLY MANAGER'S REPORT TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

November 30, 2023

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shout out this week goes to Officer Andru Eckerdt for his response to the Classic Car Show in Spanish Springs last week. Officer Eckerdt arrived and dealt with the victims and the suspect. Officer Eckerdt recognized the suspect was having a medical event and rendered aid. Great Job Andru!

The Christmas Parade Safety Plan was reviewed and finalized. A special thanks to Mike Burske, Parks and Recreation, C.T. Eagle and Ted Williams with Public Works, Chief Hunt and Deputy Chief Jason Brough and Communication Director, Elisha Pappacoda.

The Manager's Meeting was held Tuesday morning to review the commission meeting agenda for the December 4th meeting. We also reviewed the agenda for the upcoming commission workshop. This workshop will educate the new commissioners on current and future projects with each department.

Identity Meeting was held after the Manager's meeting. We discussed the need for a facilitator to help us move forward with our ideas for Strategic Planning, Branding, and Mission Statements to be presented to the Commission later.

The Villages Spanish Springs Christmas Parade was held Wednesday afternoon. Mayor Freeman, Commissioner Gourlie, Chief Hunt and I were invited to lead the parade. A special thanks to the Police that held traffic posts, Deputy Chief Brough, Lt. Tempesta, Officer Chausse and Officer Ostrom for driving the Police Golf Cart, and Sgt. Gehrsitz on bicycle patrol. We always appreciate the warm reception we receive from the viewers.

CLERK'S OFFICE (Nancy Wilson):

The year is winding down quickly! Elections are over and the new commissioners are on the final stretch of receiving all the resources they need to do their jobs. Taking professional pictures at the beginning of the year for the website and lobby is the next onboarding task and should be the final one.

We budgeted \$35,000 for the 2023 elections (estimated cost from SOE was quoted at \$45,000 which was this high because we may have had a special election resulting from the passing of Paul Hannan in addition to the three regular elections). The reason we budgeted less than \$45,000 is because we were making a gamble that all wards would not hold an election. This makes a

difference in Lady Lake because we do not have town-wide elections, only ward-wide elections meaning that all polling locations do NOT have to be open. Receiving the final invoice from SOE is always a dreaded day.

For one reason or another, our agendas have been light recently; don't expect that to continue. There are already seven items on the January 3rd agenda and there are likely more to come. We work on agendas sometimes a month or so in advance, so all runs smoothly on race day. The new clerk agenda software will go live sometime during the first quarter of 2024. It is not known if the process will take less time or if the main benefit will be for public access and availability.

I attended a Lake County Municipal Clerk's Association meeting in Groveland a couple weeks ago. Groveland is so different from Lady Lake but interesting all the same. They are more rural but are also experiencing rapid growth. The Town Manager and department heads all gave a spiel about their contributions to the city and how they work together to accomplish their goals. This was the first time I have understood the meaning and worth of "branding". I simply did not get why a government entity would need to have an identity or brand. What results from a branding effort is cohesive goals and interactions among all those who work for the town. The department heads are well versed in what other departments were doing because of that cohesive goal and it lends itself to a team spirit with everybody on the same page.

COMMUNICATIONS (Elisha Pappacoda):

Last week, I attended the Commission swearing-in ceremony, the Christmas Parade Safety meeting and the PD turkey dinner giveaway, which was a wonderful pre-Thanksgiving event supporting local families. Great job, Jan Miller and PD admin!

This week I attended the Department Managers' Meeting, the Branding Committee meeting, the FPRA Lake Chapter Board Meeting, and most fun of all, The Villages Christmas Parade. Lady Lake officials kicked off the parade at Spanish Springs Town Square. Opening the festivities were Mayor Ed Freeman and Commissioner John Gourlie, Town Manager Bill Lawrence, Police Chief Steve Hunt and several members of the Lady Lake Police Department. Photos are featured on our [Facebook page](#). It's truly wonderful to see the support our police department has within the community.

This week, [WMFE](#) and [WESH 2 News](#) covered the PD salary increases.

On Thursday morning, I will attend the Town Hall Christmas tree decorating event with the Villages Elementary of Lady Lake. The Villages Daily Sun will be in attendance to cover. In the afternoon, I and several staff members will attend a two-hour admin training for the Civic Ready mass notification system.

Leon, Jackie and I reviewed the Police Department website design and are making tweaks. We are also tasked with going through every page of the new town website to check the content and design for errors and omissions prior to finalization.

This Saturday, I look forward to attending my first Lady Lake Christmas parade! The parade has received multiple placements in local media, has over 1,400 RSVPs on Facebook and was featured on the Discover Lake Tourism Facebook page, which has nearly 30,000 followers.

This week, I would like to give a shoutout to Patrick Kauper in IT. Over the last two months, he has worked to create the Lights of Lady Lake GIS map, which has already caught the eye of neighboring cities. The map invites residents to participate in a festive, interactive tour of homes accessible by desktop computer, tablet or mobile phone by visiting <http://bit.ly/LightsofLL>. Participants and sightseers are welcome to use this crowdsourced map as a tool to spot Lady Lake's twinkling holiday homes – all in one convenient location.

He also quickly updated the Ward maps for the website and provided html codes.

Please note, I will be out of the office from Dec. 7-12.

FINANCE (Pam Winegardner):

I want to start by giving a big shout out and an atta boy to Andy Crogan in our IT department. Customer utility billing has been experiencing some glitches in the programming of our software in meter reading upload and downloads. The translation of the reads on compound meters was not coming through besides several meters came through with no read at all. Compound meters are double meters that work together for the big water use property owners.

Going back several months, this has caused extra work for the customer service utility department in requesting rereads and for the field employees handling the service orders. Upon retirement of one of our employees, we discovered that this problem has been going on for quite a long time. A word to Andy and he has been relentlessly pursuing the IT department of the software we use for billing along with the company of the meter reading software and has finally, at this billing, got the companies to resolve our programming problems for the most part. Andy is not satisfied with almost, upon meter reading next Tuesday, he is going out to the field and riding with town field employees to spot the dead meters, the meters not putting out a strong signal besides resolving any other issues.

A reminder to all residents that while the town owns the water meters, anything beyond the meters belongs to the property owner. If there is a leak on the property owner's side of the meter, it is the responsibility of the owner to track down the leak and make repairs. One gentleman called to inform me that after four months of searching for a leak, he found it under a slab and made the repairs. The town does not wish to see customers with high bills, late fees or reconnect

fees but we only see usage on meters when we read them once a month. If any resident wishes to know how to read their meter, please contact our utility department at 352-751-1525, and we will send someone out to help.

Another reminder to residents who just purchased homes, please check to see how long your irrigation sprinkler systems are set to water. New homes have new landscaping, and the contractors must have longer water times to encourage the landscaping to take hold and grow. Once the home is sold to the new owner, the owner encompasses a high-water bill not knowing the irrigation can be scaled back to less watering time. We encourage being frugal with Florida's water by repairing leaks, limiting watering, and keeping our residents' water bills to a minimum.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

The Growth Management Department received new a new site plan for the Hammock Oaks Amenity Center within the Hammock Oaks Development located south of HWY 466 between Cherry Lake Road and Rolling Acres Road. The plans propose an amenity building, pool, cabana, dog park, playground, and other similar amenities on 2.76 acres. Revised plans were also received for the Teague Plaza site plan. The applicant proposes a 5,787 square foot mixed-use building, to include a 1,894 square foot restaurant and 3,893 square feet of office space. Six two-bedroom apartments will also be located on site. The final plat application was received for Green Key Village Phase 5. This phase of Green Key Village includes 45 single family lots.

The Building Department received revisions for the Genesis Health Club located at 1105 Alonzo Avenue. This space was formerly occupied by the Rialto Theater. The remodel was completed for the Publix Liquor Store located at 1118 Bichara Blvd.

There were 50 building inspections conducted this week and 31 new permits were issued. The Code Enforcement Division opened 12 new cases, and 8 cases were closed. Code Enforcement conducted 43 inspections on properties with open code violations.

HUMAN RESOURCES (Tamika DeLee):

In the last two weeks interviews have been conducted for Customer Service Rep I-(part-time) and Event Coordinator positions. Interviews were conducted on Tuesday, November 28th for Mechanic and Public Works Operator II positions. Two candidates were selected to receive conditional offer letters. The HR team will present their third wellness presentation on "Sleep and Your Health". This presentation is scheduled for Wednesday, December 6th in the chambers.

Human Resources quote for the week is, "So often, the problem is in the system, not in the people, and if you put good people in bad systems, you get bad results" ~Stephen Covey

INFORMATION TECHNOLOGY (John Pearl):

Shout out to Andy this week. His approach and continuing effort to help Utility Customer Service and Field staff improve meter collection efficiency is appreciated.

Staff are involved in multiple ongoing enterprise software and information security projects.

Distribution of the new tablet computers for our commissioners began this week.

Staff have been engaged in upgrading network equipment and fiber optic cabling across our public works campus this week.

The current FiberWAN construction project is nearing completion at the intersection of Rolling Acres and CR466. The final conduit sections are being installed today.

LIBRARY

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 on daily maintenance that includes mowing and trash detail. We are currently hanging Christmas lights and preparing for the parade. I am very lucky to have many veterans on our team who know exactly what to do to prepare for our events.

We had pretty chilly weather for the Farmers Market on Tuesday. We had over thirty vendors set up for the day with an estimated 400+ customers coming through the gate. Kudos to Julia who staffed the table by herself as Jackie and I were called away by other obligations. She is awesome!!!!

The oldest play structure at our playground has sustained damage from what I can only assume is a larger person jumping on several items. The cost to replace the parts would be around \$5k. I did a site visit with both the Town Manager and our H.R./Risk Manager. The equipment was installed by me around 18 years ago with the Lake County Recreational Grant funding. It is now worn, and it would be better served to remove the structure around the holidays along with the train at the playground. I have met with the playground company and have three proposals for new equipment in the works. I will be seeking formal approval from the Commission at the December 18 meeting to remove the old equipment. I have also met with the company to see about fixing the damaged picnic structure at Snooky Park.

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.

POLICE DEPARTMENT (Chief Steve Hunt):

New Body Worn Cameras and Taser units are in service, and all have received training in their use. We are working out all the kinks that arise anytime a new system is initiated but so far so good. The dash cameras are due for delivery and installation in the first quarter of 2024.

With a donation from a generous anonymous donor along with a donation from the American Legion Son's of Liberty we were able to provide complete turkey dinners for 23 families that needed a little extra help for Thanksgiving. The local schools assist us in identifying those families. Jan did a great job, and it was a wonderful event for our community.

We attended planning meetings for the Christmas Parade. I am looking forward to it.

We participated in the Villages Holiday event in Spanish Springs.

The department held promotional exams (written test, written scenarios, and oral board examination) for one Sergeant and two Corporal positions. I am thankful for those who participated. The written test has been sent back to the testing company and we anticipate receiving the results very soon.

We have had seven cars stolen over the last few weeks. **All** seven have been located and recovered. These cases are ongoing, and individuals are and have been charged. Great job to the LLPD crew.

Lt. Tempesta and I attended the graduation ceremony at Lake Tech Institute of Public Safety. We have one graduate currently in the background stage of our hiring process.

We are starting to see some applications and I am hopeful we will attract quality candidates.

Officer Pettis will be away on military deployment for the next year. We pray for Jesse's safety and for his safe return. We are thankful for all those who currently serve and all those who have served in the past. Best wishes Jesse.

PUBLIC WORKS/UTILITIES DEPARTMENT (C.T. Eagle)

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

Submitted packet information for upcoming Town Commission Workshop. In the packet is an Atlas Map highlighting Town-maintained roadways. This is beneficial to new Town staff since it shows what roads we maintain. Within the Town of Lady Lake corporate limits there are a multitude of different jurisdictions that maintain roadways, most people assume that if it's within

our limits, we maintain it. Other jurisdictions include FDOT(US 27/441), Lake County(CR466, CR25, Griffin Ave, Griffinview Dr, Rolling Acres Rd, etc.), Villages CDD(Spanish Springs Downtown, La Plaza Grande, etc..), Water Oak, Recreation Plantation, Lakes of Lady Lake, and other privately owned and maintained roads. There is also a link on the website to assist the public:

<https://www.ladylake.org/departments/public-works/street-maintenance/#town-maintained-roads>

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.

Maintenance Department (Ted Williams, Supervisor):

Performed driveway apron inspections, coordinated with residents on concerns, coordinated with contractors and vendors.

Discussed and coordinated options to improve AC flow in the new media room at 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.

Continued installation of Christmas lighting for the Light up Lady Lake event at the Log Cabin.

Continued townwide street sign replacement project. Installed new street sign on Guava Street.

Repaired wash out area on Oak Street.

Continued sidewalk grinding, replacement and cleanup efforts on Old Dixie Hwy in preparation of the Christmas Parade.

Get trucks, equipment, cones, and barricades ready for the Christmas Parade.

Cleaned up fallen limb on Clay Avenue.

Re-graded Oak Street and Brevard Avenue.

Coordinated staffing assignments during the Christmas Parade.

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

Staff completed multiple work orders at Town facilities. Repaired leak at the PD. Assisted with building framing for the Town's float in the Christmas Parade. Installed Christmas decorations at Town Hall. Put up Christmas tree at the Library. Changed outdoor locks at Town Hall.

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.

Prepared Santa's Sleigh and serviced the Gators for the Christmas Parade.

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, main installation completed, it passed pressure testing, awaiting Bac-Tee sample results and line clearance from FDEP to tie it in and put it into service.

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.

Replaced leaking 4-inch waterline tee and valve at Oak Grove. Issued planned outage boil water notices to residents for the repairs, awaiting Bac-Tee sample results to rescind the notice.

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. Coordinated and submitted lab results to FDEP. Replaced RAS motor at plant. Performed process control sampling and made necessary plant operational adjustments.

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 Summer 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. The ground storage tank contractor, PreCon, continued work on the construction of the new 400,000-gallon ground storage tank at Water Treatment Plant #3. Foundation work is completed, beginning to install the side walls.