

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

**By Bill Lawrence, Town Manager**

**February 29, 2024**

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

**Lady Lake Chamber of Commerce.** Mike Burske and I met with Jeane, Leslie and Janet on Monday afternoon and the meeting was extremely productive. We discussed ideas and how we could work together in the future.

I had a meeting with **Gary Lester of The Villages**, and we discussed updates on the Town and The Villages.

**The Department Manager's Meeting** was held Tuesday morning at Public Works. We reviewed the upcoming agenda for the next Commission Meeting for March 4th at 6:00 p.m. We discussed the updates on the Library Expansion Project and my topic was, "You can catch more bees with honey than vinegar."

**Lady Lake Impact Fee Grant:** I met with George Taylor, Lake County Library Director and Aly Hermon, Lady Lake Library Director on Wednesday to discuss the Lake County Library Impact Fee Grant. Aly has one month to complete the grant application. The first round is for \$500,000 if awarded, and the second round could be another \$500,000. These funds can be used for the construction and /or furnishings of the Children's Library only. Aly still needs to get a timeline of construction to submit in the application. Project is about ready to go out to RFP.

## **CLERK'S OFFICE (Nancy Wilson):**

Nancy, Jackie, and Carol, along with Elisha and Leon, attended another training session for the new Civic Clerk agenda software. We have been getting familiar with the process by preparing test agendas. So far, so good!

Leon created various forms in Civic Plus Optimize. Jackie helped Leon check the forms to be sure they worked correctly, PDFs could be generated for the user, and they were sent to the correct person for workflow. Other than a few glitches that Leon fixed, all seem to be moving in the right direction.

The commission meeting was held on Wednesday, February 21, due to Presidents' Day on Monday. Carol began the post processing on Thursday, while preparing for and attending the Special Magistrate hearing on February 27, and preparing for the March 4 commission meeting. Having meetings this close together is rare. This congestion should ease with the Special Magistrate hearings now being held on the fourth Thursday of each month beginning March 28.

**COMMUNICATIONS (Elisha Pappacoda):**

This week, the Daily Sun and WOFL FOX 35 interviewed our officers who were honored for going above and beyond. Media outreach has played a major role in our overall strategy to build up and amplify the Lady Lake Police Department's good reputation and assist in ongoing recruitment efforts. We always see a boost in police applications after positive news coverage.

The Civic Clerk administrators and I attended training for the new agenda software. This will continue weekly for the next month.

Susyn is churning out great content as fast (or faster) than I can process it! You will see a rollout this week on social media that she has coordinated for Women's History Month featuring female leadership. We'd like to create more content featuring staff that helps increase engagement and relatability.

We also created a print flyer for the school and Library, and social graphic for Mike's playground options. This post went up on Facebook yesterday and already has 74 interactions (comments, likes and shares) and higher than typical engagement than our usual posts. This indicates that our community cares very much about recreation and wants to be included in the conversation about future recreational opportunities offered by the town.

We had another great Department Managers' meeting this week, which lead to us brainstorming ideas to innovate and improve some processes. Thad, Becky and I are working on a PowerPoint template for P&Z and Commission meetings. The template will give directors a tool for more consistent and professional presentations and will allow meeting attendees to view the information under discussion. Additionally, this will make presentations far easier to understand for viewers who are watching at home when we begin to livestream. I also attended a lunch hour webinar that I helped coordinate for FPRA Lake with the City of Las Vegas's award-winning social media team. Their insights for government organizations of all sizes were invaluable and inspiring. I left the professional development program with countless new ideas to bring to Lady Lake!

**FINANCE (Pam Winegardner):**

No report this week.

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

The Growth Management Department issued development orders for the following projects: Elite RV and Boat Storage, a 99,850 square foot three-story mini warehouse facility with 200 square feet of office space and 224 boat/RV storage stalls located near the northeast corner of the intersection of Teague Trail (CR 25) and Griffin Avenue; the Reserve at Hammock Oaks

Phase 1A, a 159 single-family lot subdivision, with one lift station, four stormwater management facilities, 3,559 linear feet of roadways on 68.49 acres; the Reserve at Hammock Oaks Phase 1B, a development of 80 townhome lots, 1,579 linear feet of roadways on 10.565 acres; the Reserve at Hammock Oaks Phase 2A, a subdivision of 75 single-family lots, 2,463 linear feet of roadways on 16.843 acres; and the Reserve at Hammock Oaks Phase 2B, a development of 78 townhome lots, 1,438 linear feet of roadways on 8.268 acres. All phases of the Reserve at Hammock Oaks are located between Cherry Lake Road and Rolling Acres Road and north of Lake Ella Road. Development orders authorize the commencement of work to construct water, sewer, stormwater, and reclaim water infrastructure, as well as site grading and the construction of streets.

The building department received plans for an office remodel at the Van Patten House, located at 992 Del Mar Drive. This week the department issued 56 building permits and 110 inspections were performed in the field. Code Enforcement opened 4 new cases, closed 8 cases, and conducted 30 inspections on properties with open cases. In addition, Code Enforcement Officer Crain presented nine cases at the Special Magistrate Hearing on February 27, 2024.

**HUMAN RESOURCES (Tamika DeLee):**

No report this week.

**INFORMATION TECHNOLOGY (John Pearl):**

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

Howard is happy to report that Town staff are nearing 100% completion of the newly mandated annual cybersecurity awareness training program.

Leon received notice from consultant GFOA this week that they are nearing completion of the contract and statement of work negotiations with the selected ERP vendor. We hope to bring this contract proposal to the Commission for consideration of approval soon.

Pam and John continued to work with our financial auditors CRI this week to provide information regarding the new GASB-98 SBITA reporting requirements.

Howard, Leon, and John continued the SANS SEC401 certification program this week.

Staff will be attempting an upgrade to our email service on Friday morning. Please anticipate some downtime as we make this change.

Andy is working with vendor Central Square today to schedule application training for our Utility Customer Service staff.

The FiberWAN Request for Proposals (RFP-2024-001) is due on March 12.

## **LIBRARY**

Last Friday, Jeff Hunt from Library Interiors of Florida, Inc. visited our location. He introduced himself and the services he could provide for the renovation of the youth library. The next step is to organize a meeting with Bill, Pam, Jeff Hunt, and me. During this meeting, he will outline his pricing structure and we will discuss our budget for the project.

On Monday, The Friends of the Library came up and voted on a new mission statement, "Friends of the Lady Lake Library is dedicated to promoting community understanding and use of the Library's resources, services, and programs through advocacy, fundraising, and volunteer support."

On Tuesday, I attended the department manager meeting. Then on Wednesday, Bill and I had a meeting with George Taylor, the County Library Director. I arranged this meeting to gain further understanding of the application process for the county impact fee grant, which Lady Lake Library last pursued in 2010. George mentioned how lucky we are to have a supportive town manager, a sentiment with which I wholeheartedly agree. It's truly rewarding to work under Bill Lawrence, whose wealth of knowledge and supportive demeanor are remarkable.

A big thank you to Dawn from the finance department for her assistance. We were faced with a pressing deadline from county finance regarding our state aid and required library expenditures, and Dawn was both efficient and responsive in handling and processing the necessary information. Thank you once again!!

Here are the stats for youth this week.

Lego — 29

Clifford Scavenger Hunt — 10

Tiny Tots — 21

Family Crafting — 9

Storytime — 36

Reading with Scarlett — 15

Playground survey — 33

Remember to visit 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 with daily maintenance that includes mowing and trash detail. I want to shout out to Team Sam and Vicky as they have been doing a great job fixing the sidewalks around our facilities. Sam and Vicky approached me a couple of days ago and asked to fix more of the sidewalk than anticipated due to future concerns. These efforts will assist with safety and save money in the future. Brad and Scott have been working on the fields for the opening day of baseball this Saturday. The ceremonies start at 0900 right behind the concession stand at the Guava Street Athletic Complex.

I want to thank Mayor Freeman for coming out for the opening day of soccer last Saturday. Mr. Mayor spoke to a crowd of parents and over 250 soccer players. The Lady Lake Soccer Association has done an amazing job kicking off the season and the Parks and Recreation staff have the park looking great!

The voting has begun for the play structure at Pyramid Park. I want to thank Elisha for getting the forms made up and posting them on Facebook. The voting is very brisk, and there is a true leader at this time. The children in the community will be the winners of this project.

If any of the Commissioners are interested in touring the newest Recreation Center in Ocala, I will be happy to make the arrangement for us to view the facility. My goal is to step back and make sure that everyone knows what I am speaking of and what will be involved in this project. This will also give you an idea of what the facility offers. It appears that the common notion is that we are looking to get into the room rental business and expand on what we have at the Community Building. This is far from what we are looking to do.

The Farmers Market had around 30 vendors this week and just under 600 patrons. The weather was great and was the perfect day for the Market. As always, shout out to the Market Team who did a great job!

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

I had the opportunity to meet with our partners from the Department of Corrections Probation team in Leesburg. We held a meeting with several members of their staff and worked toward the effort of assisting one another in our mutual interest to keep Lady Lake safe. I was pleased with the level of enthusiasm and the professionalism displayed. They provided me with a tour of their facility. I look forward to a renewed collaborative effort that will benefit all involved.

Sgt. Couch and I participated in media interviews with the Daily Sun and with Fox 35 Orlando in reference to her receiving the Meritorious Service Medal. I am thankful for these opportunities to not only showcase the department but also to share with our community the great things that are happening here in Lady Lake.

We have been keeping Tamika and the HR crew pretty busy as of late. We have hired two additional officers. Jim Dunagin and Justin Burgos will be joining our team on March 11<sup>th</sup>. Our staff will then be at 25 sworn with 5 more to go. We conducted Physical Assessment and Written testing on Monday for four candidates, all passed. We will be conducting oral board interviews for these folks as soon as possible.

We will be partnering with our local Belk's store on March 12<sup>th</sup> between 10:00 and 12:00 for Brunch with a Badge event. We are inviting the public to join us for a time of conversation and refreshments. We always enjoy these times to interact with those that we serve.

We have been working with a few uniform vendors in an effort to find a product that is professional in image, long lasting in quality, and reasonable in price to include service after the sale. Something that sounds so easy can be very challenging when put into practice. The current price to outfit a new officer is over \$1,000. It is my desire to bring LLPD to a high standard and that our manner of appearance reflects our department in a professional light.

Lastly, Town Manager Bill conducts a department head meeting every two weeks. For me this week's meeting was especially strong, the dialogue exchanges and the cooperation around the room were impressive. I am appreciative to work with such wonderful folks.

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

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

CT attended the FDOT District 5 Safety Meeting at the Library this week. FDOT was looking for input from the stakeholders on how to improve driver safety as yearly statewide crash statics are trending higher. Funding for roadway improvements continues to be the biggest obstacle in tackling safety issues. The meeting was attended by Marion, Lake, and Sumter County local government representatives as well as the Lake Sumter MPO and Marion TPO.

Information regarding current Town Projects can be found here:

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

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 full completion date is April of this year.

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

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

Coordinated with vendor on getting a quote for replacing the carpet in the Media Room at Town Hall.

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

Shout out to Justin and Todd for repairing the solar powered blinking LED Lighted Stop Signs at the Del Mar Drive and Rio Grande Ave intersection. This intersection continues to be a pilot test for these type of lighted stop signs. Staff continue to monitor their performance and durability.

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 townwide street sign replacement project.

Installed new signage and reestablished the 3-way stop intersection of Hawthorne Ave and W Lady Lake Blvd.

Graded Oak Street and Brevard Ave.

Cleaned medians and trimmed trees on CR466.

**Facilities Maintenance (Truman Henson, Lead Operator and Phillip Perna, Operator I):**

Staff completed multiple work orders at Town facilities. Repaired the roll-up doors at the PW Maintenance Shop Building. Repaired roof leak on the flat roof portion of the Community Building. Continued mulching at the Library and Town Hall. Repaired sink and faucet at the Library. Took bookcases and Christmas Lighting to storage for the Library. Repaired leaking roof drain and replaced ceiling tile 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 as a one man show. Help is on the way Billy! The new Mechanic will start on Monday after graduating from Lake Tech.

**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.

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 on Bug Tussel Lane.

**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. 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. Continued work on the newly constructed 400,000-gallon ground storage tank at Water Treatment Plant #3, leak testing in progress.