

WEEKLY MANAGER'S REPORT TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

February 22, 2024

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shout out this week goes to Nancy Brock at the Library. Nancy filled in for Aly while she was on vacation and did a great job! Thanks, Nancy! Congrats to Sgt. Heather Crouch, Officers Andru Eckerdt, and Jean Cintron on receiving the Chief's Special Recognition Certificate of Appreciation for their life-saving actions.

The identity Team Meeting was held on Tuesday morning. We continued the discussion about core values and after lively and informative discussions, we have narrowed down our core values to five. They are *Service, Community, Genuine(ness), Wisdom and Stewardship*. We will discuss these further at the next meeting and then incorporate them into a mission statement.

The biggest part of these meetings for us is team building and enhancing communication among staff. The core values we develop are how staff will perceive the way we serve the public. This is not what the public thinks about us. Why is this important? it helps create a mission statement that will mean something to staff who live by these words.

CLERK'S OFFICE (Nancy Wilson):

Just when I thought I had finished reviewing all the scanned files sent back to us from MCCi (part of our records overhaul project to digitize town records) Leon (IT) imported a new batch! So, maybe next week the project will be completed. We are, however, heading in the right direction.

Carol has sat in the clerk seat for the last three commission meetings which means she is publishing the agenda packets, taking and transcribing minutes, and conducting post-meeting wrap-up. I am also attending the meetings, not to annoy Carol but to make sure I am keeping up with town business. Sitting in the audience allows me to concentrate on what is really going on, which has given me a whole new perspective of the proceedings. It may seem odd, but I am learning a lot in my new position!

Jackie has so many irons in the fire that I cannot keep up with her. She is doing a great job increasing the popularity of the Farmers Market by working closely with Elisha to promote it, having close relationships with her vendors, and ensuring there are offerings to attract a wide range of customers. She is also the clerk's point person for our new website and agenda

management software offered by Civic Plus. One more thing is her partnership with Leon (IT) to improve the monthly reports and work on fillable forms to be used on the upcoming website.

The meeting to discuss our core values that will lead to the town's mission statement took place on Tuesday. Though the department heads meet regularly, we do not meet to discuss matters that require a back-and-forth. It was a fun exercise and will work toward Bill's goal of teamwork and better communication.

COMMUNICATIONS (Elisha Pappacoda):

I met with the Water Conservation Team to brainstorm messaging and merchandise for upcoming outreach events. Susyn and I met with Aly to discuss how we could assist the Library, particularly when construction begins later this year. We also met with Amy and are beginning to roll out promotions of events scheduled through the summer, which include press releases, graphics, social media, calendar listing, flyers, banners, videos, animation, and more.

Bill and I met with a representative of The Villages Homeowners Advocates and discussed the Town's participation in an upcoming new resident meeting. We will have a table with information, merchandise, and a 15–20-minute presentation. This is a good opportunity to introduce the Town to new residents and explain our responsibilities, services, and potentially, core values and mission.

We had a lively discussion during our core values meeting this week. I hope that the group saw the debate as constructive. According to Meeting Catalyst, constructive debate leads to enhanced decision meetings, increased motivation, improved collaboration, conflict resolution, increased employee engagement, and satisfaction. I am enjoying the open discussion with my fellow department heads and feel I am getting to know them better in this setting. It's all part of the process.

I attended the Town Commission meeting on Wednesday evening and released information today to help further clarify the new site plan process ordinance.

I would like to thank Billy for his great customer service. Motor Pool is an unsung hero that keeps the Town up and running.

FINANCE (Pam Winegardner):

Finance is going over utility billing to prepare to process final bills on Monday and regular bills on Tuesday. Had two meetings on utility processes and software.

Next weekend is payroll which will be our third pay in February. We registered for IRIS which is the Federal Government software that we file our 1099s on. We are waiting on our TCC or transmitter control code to E-File these forms.

Finance kicked off the new Fluidsecure fuel system for the gasoline tank at the town hall. Fobs to scan at the pump have been handed out for each car and instructions emailed to all employees with department heads sharing the instructions with anyone not on the email service.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

The Growth Management Department received the revised Preliminary Plat for The Reserve at Hammock Oaks. The revision adds approximately 24 acres and 82 lots to the original approval. The proposal will bring the total from 950 units on 271.87 acres to 1032 lots on 296 acres. Staff also received a rezoning application for a Memorandum of Agreement amendment for the Tree Tops Golf, Inc. property located at 171 Rolling Acres Road. The applicant is requesting to add golf cart and golf cart accessory sales as a permitted use.

An annexation and small-scale comprehensive plan amendment was received for three properties totaling 24 acres addressed as 403 Lake Ella Road. A rezoning application was also received to amend the boundaries of the Planned Unit Development (PUD) established by Ordinance 2022-13 (Reserve at Hammock Oaks) to include the additional 24 acres.

Comments were sent this week for the Church of Christ Major Site Plan Modification proposing a 2,120-square-foot fellowship hall addition; the church is located on Oak Street just west of the intersection with Clay Avenue.

The Elite RV and Boat Storage site plan was approved Wednesday evening at the Town Commission meeting. Town Staff is working on drafting the Development Order which, once signed by our Town Manager, will allow for site work to begin. The project consists of a 99,850 square foot, three-story mini warehouse with 200 square feet of office space, and 224 boat/RV storage stalls.

The building department issued 41 permits this week and 95 inspections were performed in the field. This week code enforcement opened 5 new cases, closed 6 cases, and conducted 33 inspections on properties with open cases. In addition, 2 unpermitted banners were removed this week. Code Officer Crain has several cases that she has been working hard to prepare for the Special Magistrate Hearing next Tuesday, February 27, 2024.

HUMAN RESOURCES (Tamika DeLee):

The Public Works Operator II interviews that took place this past Wednesday were successful. Two conditional offers of employment were made, and one was accepted. Human Resources is still in the process of conducting background checks on new hires. The following positions are still available in the Town: Parks and Recreation Operator II; Police Officer; and Reserve Police Officer. Please visit our website www.ladylake.org and click Join Our Team to apply. The presenter Ryan Booher from Vitality SarcoHealth will be back in March for a second employee wellness presentation.

INFORMATION TECHNOLOGY (John Pearl):

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

Andy and John met with Bill, CT, Pam, Butch, and Mena to discuss Utility Customer Service business process optimization and staff training.

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

LIBRARY

Being on vacation last week calls for a lot of catching up this week.

I've reached out to Jeff Hunt at Library Interiors of Florida, Inc. via email. We're interested in having him assist us with selecting furniture, equipment, and fixtures for our youth library renovation project. Jeff Hunt is highly recommended by other libraries in Lake County, and I've personally witnessed his excellent work at those locations.

This week has been packed with meetings for me, including sessions with my own team, Amy from events, Elisha and Susyn from communications, and today, I'm meeting with Marsha, the president of the Friends of the Library. Additionally, I attended the Core Value Meeting on Tuesday alongside Bill, the Mayor, and all the other department heads.

Big shout out to Lisa Woolf and Sam Williams! These amazing women have truly stepped up their game this week, going above and beyond despite our short staffing. Their welcoming attitude towards patrons and their willingness to go the extra mile have not gone unnoticed. Thank you, Lisa and Sam, for your exceptional dedication and hard work this week and every week.

During February, we are featuring a storybook character which is **Clifford the Big Red Dog**. Children go around the youth and adult library on a scavenger hunt looking for clues and information about the book. The last clue is a stuffed animal of Clifford and a prize ticket, which they can bring over to the youth desk and redeem for a prize.

Here are the stats for youth this week.

Video Games 15

Baby Storytime 6

Tiny Tots 35

Family Crafting 25

Marsha's Kids Painting 18

Storytime 50

Reading with Scarlett 22

Remember to 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 to include mowing and trash details. I want to give a shout-out to Van and Scott. There was an eight-week wait for the proper lift to get to our ballfield lights. One came open over the holiday weekend. Van came in over the weekend and worked during challenging weather while both Van and Scott came in on Presidents Day to change the light bulbs. We still have eight bulbs out over our park system as we had the ballasts destroyed during what were probably lightning strikes. They will be up and going as soon as the ballasts come in from Dalton Electric. Vicky and Sam have been working to fix identifiable areas of concern on our sidewalks. They did a great job of fixing an area by the Dog Park and are currently working on an area by the soccer fields. Nice work guys!

Kudos to Brad and Van. We were thrown a curveball on the soccer fields because the goals that they were no longer going to use were needed at the twelfth hour and we were asked to put them back in service. They did not pass the safety check by us, and we needed to come up with four goals. A few years ago, I remember speaking to the Director of West Palm Beach and she said that they put PVC goals up at high-risk parks. Brad and Van took the dimensions, and they built four goals out of PVC. Brad and Van really went above and beyond to make this happen. Soccer is happy and we have four discounted goals for the youngest players. The great thing is that they will not rust!

Amy, our Events Coordinator, has put together a schedule of events for the Spring Season. She has been working diligently to get organized and is already up to planning the Fourth of July Celebration. I predict that soon you will see a list for approval for events through next January. You will start seeing proposals for events soon for our Centennial also. Elisha and Susan met with Amy to go over video advertising for our events. The drafts that I have seen are just great!

The capabilities that we now have will make our events bigger and better. This will set us apart from our partners in other communities.

I participated in the Park Management Institute held in Marion County last Thursday and Friday. We toured many facilities and discussed the operations of their facilities along with discussing issues and challenges in other organizations. I would like to note that during the tours, I saw that the maintenance of our facilities is so much better than what I saw last week. I was very thankful to have my team as I would never accept a lot of what was accepted as status quo in other organizations.

Once again, an awesome job by Jackie and Julia at the Farmers Market. We had 24 vendors come out along with 440 patrons walking through our gate. It was a cold and brisk morning that ended up being a chilly day.

POLICE DEPARTMENT (Chief Steve Hunt):

Officers participated in our quarterly In-Service Training. Topics included First Aid/CPR, Traffic Homicide Investigation protocol, Mental Health Wellness, and other housekeeping topics. Half of the department received training on Tuesday and the other on Thursday. I am very pleased with the level of training and the quality of instruction.

It was an honor to recognize Officer Eckerdt and Officer Cintron with Certificates of Appreciation for their life-saving actions. Sgt. Couch was recognized for Meritorious Service in her life savings efforts while in the face of extreme danger. I can tell you that our officers display tremendous amounts of courage and valor on a daily basis. Because of our new technology, I am able to observe the professional manner in which our officers conduct their duties. We are blessed to have such a great team.

I participated in the Town Core Values project with the department heads. I enjoyed this project. These folks are so talented and creative. We were able to roll out these ideas to the police department members as well. I am looking forward to the participation of our team to enhance all that is taking place at the Lady Lake Police Department.

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

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

It was a short week with the holiday but a busy week here at PW. We had two good interviews for the PW Operator II positions this week, we are hopeful to fill these positions soon as mowing season is coming up fast and we need the help to keep up. If we fill these two positions and our candidate for the Mechanic Position works out and graduates from Lake Tech this month, we will be fully staffed for the first time, prior to COVID in 2019.

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. The projected full completion date is April of this year.

Maintenance Department (Ted Williams, Supervisor):

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

Continued coordination with new cleaning contractor, new staffing in place.

Coordinated with the Finance Department and contractor installing the new fueling system at the Fuel Depot behind Town Hall. The new system went online this week.

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 townwide street sign replacement project.

Continued trimming and removing dead trees on East Lady Lake Blvd.

Graded Oak Street and Brevard Ave.

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. Began new mulching at the Library.

Continued performing

Motor Pool (Billy Kohler, Lead Mechanic):

Continued servicing the Town's equipment and fleet vehicles as a one-man show.

Disconnected and removed batteries on the Emergency Pump at the Fuel Depot behind the Town Hall. The Emergency Pump was being used while the new Fueling System was being installed. The Emergency Pump is only used when power is lost at the Fuel Depot and physically reconnected by PW Staff.

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):

Staff attended training on the Neptune Meter Reading Software this week and began auditing the accounts with large meters.

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 installations, 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. 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, painting is in progress.