

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

By Bill Lawrence, Town Manager

March 7, 2024

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

**Shout outs this week goes to Carol Osborne, Deputy Town Clerk.** Carol has been attending and recording the Commission Meeting for the past couple of months to keep up with her skills. Some of the meetings were long and challenging. Great job, Carol!

The Identity Team met this week and finalized the three main core values as authenticity, wisdom, and stewardship. These core values represent who we are as town staff today:

**Authenticity** - We commit to being genuine and honest in all we do with the knowledge that trust naturally follows, becoming the foundation of strong relationships.

**Stewardship** - We carefully manage the responsibilities entrusted to us through creative resilience, thoughtful planning, and prioritization.

**Wisdom** - We make sound decisions that promote the well-being of our community based on knowledge, experience, foresight, and humility.

It has been exciting to witness the passion, teamwork and communication that has transpired over the past several weeks at the managers' identity meetings.

The Department Managers were extremely professional and put a lot of effort into this project. Up next is the mission statement.

**VHA Residential Information Night:** I have been invited along with Police Chief Hunt to present the Town of Lady Lake at their next meeting, Tuesday night at the La Hacienda Recreation Center starting at 6:00 p.m. Elisha has put together a PowerPoint presentation outlining information about the town and the services we offer, both she and Amy will be there to help. Lake County will also be presenting along with the Lady Lake Chamber. We are looking forward to presenting our town to the new residents.

## CLERK'S OFFICE (Nancy Wilson):

We had a nice short commission meeting on Monday. At that meeting the commission decided that we will begin using speaker cards for those in attendance who are interested in making public comments at meetings. The process is new for us so there may be changes made along the way, but it will not be onerous for staff or the public. All materials are ready to be rolled out at the next commission meeting on March 18th.

We compiled and published the Planning & Zoning Board meeting packet on Tuesday and Wednesday.

Also on Tuesday, the department heads and Bill along with facilitator, Brett Meade, held another identity meeting that was very productive. I was shocked that we solidified our top core values and have moved on to establishing our mission statement.

On Wednesday, five of us attended a zoom meeting for Civic Clerk that covered back-end administrative tasks. The launch date for both the new website and the agenda management software is quickly approaching, which will integrate all the town's activities and information nicely.

Today, I attended a zoom meeting to learn about a software product called Beacon Bid that streamlines the bidding process. It is not something we need or want now because we are using DemandStar that is working well. However, DemandStar may go to a paid platform in the near future. We will jump off that bridge when it happens.

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

We received amazing PD and Parks coverage on TV, print and online thanks to the great work of our departments, proactive outreach, and positive partnerships with the media.

[Lady Lake PD honors officer's life saving efforts \(wogx.com\)](https://www.wogx.com)

[Trio of police officers honored for their life-saving efforts - Villages-News.com](https://www.villages-news.com)

[Three Lady Lake police officers honored | In Today's Daily Sun | The Villages Daily Sun | thevillagesdailysun.com](https://www.thevillagesdailysun.com)

[Lady Lake Honors Mike Spradlin's Legacy with Naming of Junior Baseball Field | \(lakeandsumterstyle.com\)](https://www.lakeandsumterstyle.com)

[Lady Lake names baseball field in honor of longtime Little League treasurer - Villages-News.com](https://www.villages-news.com)

The Civic Clerk administrators and I attended admin training for the new agenda software. As mentioned, this will continue weekly through March. Susyn, John, and I trained for several hours on the livestream system. Thad tested our PowerPoint template during the Commission meeting this week with success.

We had what I would consider our best meeting yet on the Town's identity. The leadership team truly came together and landed on three core values that we were all happy with. Next up: Mission statement!

We received the badge of “Superhost” on Facebook, which means we have hosted three events with more than 3,000 RSVPs in three years. We accomplished this in under a year. We have also reached 500 graphic designs created in Canva. I would like to give a shoutout to Julia, Amy, Jackie, and all those that have worked together toward these collective successes.

The Pyramid Park “This or That” playground design post received over 100 likes, comments, and reactions.

Susyn worked to verify our Google Business profile. This will allow us to “own” the Google profiles of our Town facilities, such as Town Hall, the Library, parks, etc. According to Forbes, “it's an essential part of any business's online presence and often the first place customers look for up-to-date information about your company...If your customers want to find your new opening hours or want to call you to inquire ... they're going to Google your business's name and check the right-hand panel for the information they need. If it's not there, they might look elsewhere.” This is why it is important for the Town to take ownership of and update this information.

On Thursday, I will assist in PIO training at the Lake County Institute of Public Safety.

**FINANCE (Pam Winegardner):**

The Town of Lady Lake is proud of our police force and our Chief is always looking for new ways to improve our relationship with the public.

Our sworn officers are covered by and contribute to a pension plan that is called a defined benefit plan. This plan is governed by our Lady Lake Police Pension Trust fund board who had a money manager to wisely invest pension money, a trustee bank to keep the money and pay bills, an attorney to keep the board up to date on changes to the laws and inform the board when decisions need to be made and an administrative company to keep minutes, provide agendas and budgets, create the required annual actuarial report, report on expenses and help run the meetings. This public meeting is quarterly and is advertised on our website at [www.ladylake.org](http://www.ladylake.org).

The administrative company also files the Annual Police Pension Trust Fund report. This report must agree with the Lady Lake Annual Comprehensive Financial Report that was completed by Lady Lake's independent auditors. The Annual Police Pension Trust Fund report is a watchdog report sent to the Florida Division of Retirement, and lists who is handling the funds, what kind of investments are the Lady Lake pension board using, a list of the employees actively employed, who quit employment this year along with who is retired and receiving benefits with Lady Lake. This report is available through the Florida Division of Retirement for transparency purposes but also ensures our sworn police officers pension fund is protected.

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

The Growth Management Department is currently reviewing the revised Preliminary Plat for Reserve at Hammock Oaks and the Hammock Oaks Amenity Center. Comments from our third-party consultants are due back in two weeks.

On Monday, the Town Commission voted to approve the Final Plat for the Green Key Village Subdivision, a development of 45 lots located north of Lake Ella Road; there is one more phase (Phase 6) which will complete the subdivision.

This week staff have been working on getting files prepared to transfer to storage in anticipation of bringing on two new hires in the coming weeks; these will be the building permit technician and growth management tech positions.

The PGA Golf superstore, located at 655 North Highway 27/441, has passed their final inspection. Interior work is still ongoing, but the opening of the store is anticipated in the coming weeks. Building plan revisions were received for all six buildings at the Rolling Acres Reserve Apartments located at 850 Highway 466.

This week the department issued 48 building permits and 142 inspections were performed in the field. This week code enforcement opened 6 new cases, closed 24 cases, and code enforcement conducted 39 inspections on properties with open cases.

On Tuesday, I attended a meeting at the Lake County School Board regarding the expansion of the Villages Elementary School of Lady Lake. The project is gearing up to begin this summer and will provide an additional capacity of approximately 240 classroom seats on the campus.

A thank you this week to both Christie and Malina who have been holding things together for a short-staffed building department for months now. Tending to the permitting window and answering phones nonstop can really wear you down somedays, yet I continue to be impressed with how they continue to focus on their tasks and keep the mindset of "onto the next thing" despite their last obstacle or conversation with a disgruntled customer. Their experience is invaluable to the department, and I am grateful to have staff who require such little oversight to effectively perform their jobs.

**HUMAN RESOURCES (Tamika DeLee):**

This past Tuesday, March 5<sup>th</sup> four applicants were interviewed for police officers' positions. The Town has made two conditional offers of employment to police applicants and welcomed Taite Akehurst as the new mechanic for Public Works. Additionally, a wellness presentation titled "Exercise is Not Enough" was conducted by Ryan Booher from Vitality Sarco Health on March 6<sup>th</sup>. Positive feedback was received from 38 employees who attended. Human Resources

is also organizing an employee health fair scheduled for April 17<sup>th</sup>, with more details to be communicated soon. The Town is actively engaging in employee's wellness initiatives and events to promote a healthy work environment.

#### **INFORMATION TECHNOLOGY (John Pearl):**

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

Leon confirmed with vendor MCCi this week, that the scanning effort for the 400 large format plans and 220 boxes of paper records collected at the end of September has been completed.

Howard, Andy, and John met to continue FDLE audit preparations on Tuesday afternoon.

Andy and Howard made progress this week working with our new Axon vehicle mounted equipment during our pre-deployment test period.

Patrick, Leon, Thad and John met with Greg Holcomb and other Lake County staff on Tuesday afternoon to continue efforts to improve address change management and communication between our organizations.

Andy and John worked with staff from Lake County Sheriff's Office on Wednesday to complete a service migration project.

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

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

#### **LIBRARY**

Monday, Dave DeLuca from Black Tie Talent presented "Remember Then". Singing songs that were popular in the 50's, 60's, and 70's. We had a wonderful turnout. Today, UF Lake County Extension sheds some light on the plants you could have in the home and yard, and which will harm your pets. This afternoon, Bill, Pam Jeff Hunt from Library Interiors of Florida and I will meet to go over the process of how to use his services.

We had a small incident happen at the library this week. Thank you to our amazing police department it was handled in a very timely matter. Our police department plays a vital role in maintaining public safety, and the rule of law within our community. We are lucky to have a wonderful group of men, women, and K9 dogs to protect us.

Big shout out to Nicole and Kourtney this week! These remarkable women have been tirelessly dedicated to ensuring every program offered by the youth library is not only exceptional but also incredibly welcoming. A huge thank you to both of you for everything you do. Your efforts truly make a difference!

We welcomed Freedom Academy from Fruitland Park. They recently visited our library, where Nicole and Kourtney introduced them to the incredible resources and services libraries offer, including an exclusive behind-the-scenes tour. Prior to their visit, the children had the opportunity to sign up for library cards, marking a memorable moment for many as they received their very first library card. It is a milestone event, receiving your first library card - I certainly remember when I got mine. Do you recall the excitement of getting yours?

Here are the stats for youth this week.

Baby Storytime — 12

Video Games — 10

Tiny Tots — 39

Family Crafting — 14

Storytime — 43

Freedom Academy School — 30

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 to include mowing and trash detail. Sam and Vicky have just finished the sidewalk at the Log Cabin. Vicky applied chemicals on the soccer fields for insects. Brad and Scott have been replacing the floor at the gazebo at Heritage Park.

A huge shout out to the Lady Lake Babe Ruth League. Opening Day was great and the ceremony for the kids and the dedication for Spradlin Field was emotional for many. The mayor did a great job in throwing out one of the first pitches of the season.

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

We conducted police candidate oral board interviews this week. Two applicants were recommended to proceed into the background check phase.

Reminder the Lady Lake Police Department will be participating in Brunch with A Badge with our friends at Belk's next Tuesday from 10:00 to 12:00. We look forward to all opportunities to meet with the community.

We met with Lake County Sheriff's Office Lt. Tim O'Brien, who oversees the SRO program for the sheriff's office. He provided great insight and information about the program. We are

working toward fulfilling this important task of providing protection for those in our school. We are currently working out the details for participating in the program next school year. I will be sharing more on this soon.

I met with a few citizens this week working towards resolving a couple of neighborhood concerns. I enjoy these opportunities to work with our residents as we explore ways the police department can work collaboratively with all our stakeholders. Often times the solutions are quick and fairly easy to solve but others can be more complex and require more in-depth thought and planning. Sometimes the police are not the answer, and we have to consider other resources to address the issue at hand. Regardless, we will continue to be part of the solution for those that we serve.

Parks and Rec Director, Mike, and I went over the fireworks safety plan in anticipation of another great show this summer. Again, another great opportunity to serve and showcase this great town.

I also wanted to add, like the other department heads, we had another great meeting working on our core values project. We are also in the beginning stages of developing ours at the police department. We are also experiencing great feedback and participation for which I am thankful.

Lastly, regular good old-fashioned police work continues to occur here on a daily basis. The Lady Lake Police department will be there.

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

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

Shout out to the Identity Team this week for a great meeting and we made great progress! We have some smart and talented people working here, so let's see what you got for a Mission Statement at our next meeting!

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.

Responded to resident concern on Water Tower Circle regarding sinking roadway, discovered improper road patch work performed by utilities work contractor and reported it to the Villages Community Development District to coordinate the repairs. Repairs are underway.

**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. Installed new "Children at Play" signage at entrance to Oak Meadows. Replaced stop sign in Hidden Oaks. Replaced "Golf Cart Crossing" signage on Avenida Central.

Repaired broken swing at the Guava Street Playground.

Cleaned up broken tree limbs on Rio Grande Avenue after storm last weekend.

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

Staff completed multiple work orders at Town facilities.

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

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

Our new Mechanic – Taite Akehurst, started this week, Billy finally has help! Welcome aboard Taite and a big shout to Billy for keeping everything going all these months as a one man show!

Continued servicing the Town's equipment and fleet vehicles.

Stripping down surplus vehicles from the PD and preparing some to be transferred to other departments.

**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, meter reading, and re-reads.

Performed service line repairs on Shiloh Ave, Bravard Ave, and Sunshine Mobile Home Park.

**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, final leak testing in progress.