

WEEKLY MANAGER'S REPORT TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

March 14, 2024

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shout out this week goes to Becky Higgins for her crisis resolution in the clerk's office when they found themselves locked out. Another shout out to Amy Alicea, Events Coordinator who has been working hard behind the scenes with a new events schedule. She has been busy establishing relationships within and outside of the community and has freed up time for Mike Burske to concentrate on other Park & Recreation Department matters.

The Department Manager's Meeting was held Tuesday morning. There will be no agenda for the next scheduled commission meeting for March 18th. We discussed the VHA (Village Homeowners Association) meeting at La Hacienda Recreation Center.

The Village Homeowners Association meeting was held Tuesday Night at the La Hacienda Recreation Center. The presenters were Lake County, Town of Lady Lake, Village Health Center, The Village District and Lady Lake Chamber of Commerce. It was a lengthy yet constructive meeting. A big thanks to Elisha who put together a great power point and Chief Hunt for preparing the table, answering questions before and after the meeting and presenting. Another big thanks to Amy for preparing and working her event table. It has been great to watch how Amy and Elisha work great together. The presentation was a fantastic team effort.

CLERK'S OFFICE (Nancy Wilson):

Staff is getting prepared to launch our new website and agenda management product. At this time, it looks like we will have a dry run of agenda production using the new product at the April 1st meeting. Worst case scenario will be if we have to generate paper packets in lieu of e-packets or just utilize the old processing software; in no way will this impact what information is available to the public or the commission. Due to the entire packet of agenda information being converted to Optical Character Recognition (OCR), it can be "read" by non-visual users thus complying to the American Disabilities Act (ADA) requirements. All file types can be converted to OCR except audio and video files which are not used in our presentations anyway. This means that entire packets, instead of abbreviated agendas, can be placed on our website in the near future.

Due to Jackie's ongoing efforts to improve the Farmers Market week after week, this week was a blockbuster! She arranged for the Villages Classic Car Club to attend and exhibit their cars in the center of the field. They had a great time showing off their beautiful cars, mingling and

shopping and would love to come back next season. Also, children from Little Blessings Preschool attended so they could shop and buy produce for soup they were making later that day. A whopping 607 people attended. Way to go Jackie! Next Tuesday is the first day of spring and should bring out a lot of shoppers. For those of you unfamiliar with the weekly market, here are some of the offerings: Baked cookies, breads, gluten free offerings, knife sharpening, cheese, quilted, sewn & embroidered items, embellished cups, BBQ sauce, honey, maple syrup, flavored dips, baked beans, canned items, freeze-dried foods, jerky, plants, goat milk products, jewelry, wood-crafted items, creatively painted rocks, kombucha, soy candles, frozen seafood and strawberry shortcake on March 18th. There are only five more Tuesday shopping days this season, but the market will resume on October 1st so shop while you can.

As previously mentioned by the town manager, Carol is doing a great job prepping for the commission meetings and transcribing the minutes. She is currently getting her feet wet with the bidding process and all that goes along with that. Way to go, Carol!

COMMUNICATIONS (Elisha Pappacoda):

On Tuesday, I attended the Directors' Meeting, the Farmers' Market and Belk's Brunch with A Badge, which was covered by The Daily Sun. The PD outreach event was a great opportunity to form a new partnership with a business in Lady Lake and engage with residents.

That evening, Lady Lake was honored to present at The Villages Homeowners Advocates New Resident Night at La Hacienda Recreation Center, alongside Lake County and its constitutional officers and civic organizations. Events Coordinator Amy Alicea offered information on Parks & Recreation and upcoming events open to all community members, while Town Manager Bill Lawrence and Police Chief Steve Hunt provided insight into Town leadership and operations. My office prepared a presentation to help introduce the residents to all Lady Lake has to offer. Our table was the last to pack up for the evening, and we left with a list of several new residents who are eager to engage with the Town and attend our events. One attendee even showed up to the Library the very next day to sign up for their library card! Huge thanks to Amy, Jackie, and Julia for their assistance.

We continue our Women's History Month campaign on social media. Thanks to all who have agreed to participate and share their wisdom. With input from the Police Department, we are also launching a "Did You Know?" animated video series on social this week about fraud and identity theft to help our population become more educated about the newest and most commons scams.

Susyn has been testing the livestream and has made great progress. We continue to work with Civic Plus on the Clerk software, working toward the website launch sometime in April.

I'd like to give a shout out to Howard and IT for the progress they have made lately with user-friendly security products.

FINANCE (Pam Winegardner):

The finance department is responsible for paying the bills of the Town of Lady Lake. We follow strict guidelines from both the Town of Lady Lake and accounting regulations. We require a process of encumbering the funds (marking the funds as spoken for), by providing multiple signature approval (department, Town Manager/purchasing manager, Finance Director) supporting invoices, signatures again verifying service or product received, verification of new vendors and a good paper trail.

These strict guidelines prevent overspending and fraud but promote transparency, so our residents' tax money and other revenue used to run the town and service our residents are properly monitored.

Property taxes encompasses 19% of our revenue with sales tax revenue at 18%, Utility taxes, 8%, Operating grants and contributions 2%, charge for services, 8%, investment earnings 4%, intergovernmental revenue (licenses, excise tax, franchise fees, revenue sharing) 32% with the rest from a variety of services (permits, inspection fees, penalties, charge for services.)

The town has been a good steward of the town's assets, and we are audited by an outside independent company to ensure we are following best practices that are recommended by the Accounting Association.

I want to give a shout out to Michelle Sloane in finance who tracks down receipts, enforces proper approval and coding, and will not pay an invoice until all is in proper order. She has earned the nickname of Stalker due to her excellence in tracking down offenders and bringing them to justice. That is Stalker with a capital S!

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

The Growth Management Department received a minor modification application for the Chula Vista Recreation Center Pool Renovation, located at 1011 Rio Grande Avenue. The proposed improvements include the resurfacing of the existing pool, the installation of new concrete with pavers around pool, and trellis and sidewalk additions. Also received were the revised plans for the Paradise Recreation Center, located at 1403 Paradise Drive. The changes to the site include demolition of the existing recreation center and construction of a new 30,700 square foot recreation center and 400 square foot pool restroom building.

Village Veranda at Lady Lake submitted plans for a new lift station and sewer improvements located at 955 South Highway 27/441. The lift station is proposed to be constructed at the

southwest corner of the property with connection to the existing force main on the west side of Highway 27/441.

The PGA Golf superstore, located at 655 North Highway 27/441, received their certificate of completion this week. The store is scheduled to open on April 6th as interior work is still ongoing. Building plan revisions for all six buildings at the Rolling Acres Reserve Apartments located at 850 Highway 466 were also approved.

This week the building department issued 39 building permits and 87 inspections were performed in the field. This week code enforcement opened 20 new cases, closed 13 cases.

HUMAN RESOURCES (Tamika DeLee):

The Town of Lady Lake is growing its team with some fantastic new additions. Welcome Nicholas Monica, the newest addition to the Parks and Recreation team. Welcome James Dunagan and Justin Burgos, also the newest additions to the Lady Lake Police Department. The new Assistant Finance Director will be starting on Monday, March 18th. As of today, the Town currently has ten available positions. The Town has invested in improving the onboarding process with the NeoGov platform. Finance/Human Resources Specialist Kristyn Evens' dedication to learning and implementing NeoGov will surely benefit the new hires and streamline the onboarding experience.

INFORMATION TECHNOLOGY (John Pearl):

No report this week.

LIBRARY

On Tuesday, Nancy Brock spoke to a local organization about how important libraries are and how libraries are much more than just about books anymore. A library provides many resources, from computer help to programs, tax services, and even a community safe space. We have the perfect opportunity to bring people together around books because books are a great way to share windows into other people's experiences, helping us all learn and grow. Thank you, Nancy, for doing an outstanding job representing our library.

On Tuesday, our book club had its monthly gathering. This engaging group convenes every second Tuesday. During each meeting, Nancy encourages every participant to bring along two quotes and a question for discussion.

Starting today, we're excited to introduce a new program for adults. Led by Sam, we're launching a crochet and knitting hangout. Attendees are welcome to bring their current projects or start something fresh. Thanks to generous yarn donations, we'll supply the materials needed for participation.

We want to thank Mikayla Frierson with Rescuing Ocala Wildlife for teaching children and adults about wildlife rescuing and all there is to do. She even brought the wildlife ambassador who was a corn snake. Everyone had a great time. Next Wednesday, we will be starting a new program which will be once a month. We are having family storytime at 3:30 pm. We had a lot of feedback from parents and children who used to come to storytime as little kids, and now that they are in school, they miss it. We are excited to bring this program to children of all ages.

Here are the stats for youth this week.

Legos — 15

Tiny Tots — 41

Family Crafting — 20

Ocala Wildlife — 39

Storytime — 43

Reading with Scarlett — 9

Little Blessing Library Tour — 28

We hope everyone has a safe and fun St. Patrick's Day!

Remember to visit 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. Brad and Scott have been working on the gazebo floor by applying new boards to the structure. We are currently looking at roofing options to renew the 23-year-old shaker type roof.

We are having a horrible time with the fecal matter left by dogs in our parks. We have just installed signs at Snooky Park asking that pet parents please pick up after their pets. As per our ordinance, pets are not allowed in any of our other parks. The number one complaint that I get is the fecal matter left by dogs. I am going to have to install signs enforcing no pets allowed in our parks except at designated areas. These two areas are the Lady Lake Dog Park and Snooky Park. Snooky Park has a terrible problem also. The operators of the Driving Range have continued to have an issue with pet parents walking their animals during and after hours. It has been mentioned that we install doggie bag stations, but in discussing the issue with others in my field, they are not effective as those that would use bags have probably already prepared for the gift to be left by their animal. We already have this policy in our ordinance, and it is

strongly my opinion that it is time to enforce it. Below is what our ordinance says about having pets in our park areas:

Dogs, horses, reptiles, and other pets shall not be brought onto town park facilities, except in areas specifically designated for such use. This section shall not apply to police K-9 dogs and guide dogs used by a visually impaired person, providing the dog is at all times kept under control.

It appears that we are going to utilize the Boy Scout Hut for storage in the foreseeable future. We have around \$30k budgeted for the removal of the structure. I am going to utilize some of that line item to work on the planking of the deck at the hut as it will need attention soon. It is safe for now! The balance of the \$30k will be left to roll back into the General Fund as it will not be used.

I am currently working on the Parks and Recreation Budget for next year. There will be a significant increase in the Promotional Events Line Item. We will be including new Christmas decorations for Snooky Park that include a large central tree, we will make Light Up Lady Lake a large Saturday event, and this is just the beginning. We are going to begin hosting the events that will help set us apart from other municipalities. Our department strives to be the best and we are planning to make our events the best in our area.

POLICE DEPARTMENT (Chief Steve Hunt):

We were treated to a nice meal last Friday by the Woman's Auxiliary of Water Oak. A great spread featuring chop suey and all the fixings were featured as they continued their long-standing tradition of honoring local First Responders. Once again, the level of support from the community is greatly appreciated by all of us at LLPD. Thank you, Ladies!

On Tuesday we participated in Brunch with a Badge with our friends at Belk's department store. Several of our officers were able to interact with members of our community. The event was a great success. We always enjoy getting the chance to visit with those we serve.

Later that evening, DC Brough and I attended the Villages Homeowners Advocate Group Resident Information Night along with Bill, Elisha, Jackie, and Amy. We shared our recruitment video and I spoke for a few minutes about our department. Afterwards we manned a booth and took questions from the residents.

We met with folks from Florida Department of Law Enforcement (FDLE) last week in reference to an ongoing investigation. We are fortunate to enjoy a strong working relationship with all our law enforcement partners. I was also able to work on reestablishing MOUs between our two organizations.

I attended the West Central Florida Police Chief's district meeting. Again, getting the opportunity to connect with our local partners. These meetings are attended by all the Lake County law enforcement entities including FHP, LCSO, FDLE, and DOC. The meetings are extremely informative and also provide me with valuable networking opportunities.

Lt. Tempesta assisted Eustis PD by sitting on an oral board for a Corporal position. They have helped us several times and it was great to return the favor.

During the week I was blessed with the opportunity to go with our officers to several calls for service. One of the calls was a domestic assault which included threatening with a knife. Another was a traffic crash with bad injuries. I also try to jump out on some of the retail thefts in progress whenever possible. I share this for the sole reason that I can see what a great job our officers do on a routine basis. I am proud to work with them and you can be assured that LLPD "will be there".

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

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

CT attended the ribbon cutting ceremony for the new Public Works Facility in the City of Fruitland Park this week. It is a very nice facility and has been needed for a long time. The building is dedicated to the late Dale Bogle who was the previous Public Works Director that passed away in early 2020. He was a very memorable fellow and kept the City on track during their growth spurt due to the Villages development. It was nice to see that the City recognized his memory and achievements by dedicating the building to him that he fought so hard to make happen.

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.

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. Replaced stop sign on Boone Court.

Installed new speed limit signs on Oak Street.

Cleaned up around retention pond on Summit Street.

Removed shelves from and painted storage room in Town Hall for new office.

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

Staff completed multiple work orders at Town facilities. Converted six lights in the PD to LED.

Repaired four lights in the PD. Repaired sidewalk lights at Town Hall and the Library.

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

Motor Pool (Billy Kohler - Lead Mechanic, and Taite Akehurst - 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.

Completed numerous 811 dig ticket location requests and coordinated for GIS mapping.

Performed weekly fueling and testing of emergency equipment and generators.

Completed meter reading, re-reads, 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 Second Ave and Griffin View Ave.

Issued Boil Water Notice and Cancellation due to water line repair on Second Ave.

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, passed final leak testing, final painting of exterior in process.