

The Villages®

Community Development Districts

OUR CORE VALUES
Hard Work
Hospitality
Creativity & Innovation
Stewardship

In this Issue...

- 2 In The Spotlight
- 3 Did You Know?
- 4 Birthdays
- 5 Anniversaries
- 6 Our Core Values In Action
- 7 Departments In The News
- 8 District University

**Meeting the needs of
 The Villages community
 Residents is our
 primary objective.**

PURPOSE

**To provide and preserve
 the lifestyle of Florida's
 Friendliest Hometown.**

VISION

**To be respected as the
 most responsive
 and responsible
 Community Development
 District.**

MISSION

**To provide responsible
 and accountable
 public service that
 enhances and sustains
 our community.**

Happy New Year!

A new year presents numerous opportunities for both individuals and organizations, and 2019 is slated to be an exciting year for the District. Based on recent approval by the Village Center Community Development District and the North Sumter County Utility Dependent District, we are excited to announce that we are embarking on new adventures with the implementation of three technology platforms: financial management, document management and asset management systems.

A key element to all three initiatives is the word "management". As The Villages community continues to grow, so does the volume of data and assets managed by the District and each of the respective departments. Our current reliance on standalone systems and programs such as Microsoft Excel to manage this data no longer efficiently meet our needs. The primary focus in the implementation of all three systems is not only the ability they have to manage different types of data, but also how they will increase our efficiency and effectiveness in processing the data and how we utilize it to forecast future needs. Here are just a few highlights of what the new systems will provide:

◆ **BS&A Financial Management System**

The District is entrusted to collectively manage in excess of \$344 million dollars. The management of these funds is currently accomplished through numerous standalone systems and manual, paper driven processes.

For example, Finance Department staff currently manually enter in upwards of 150 monthly recurring journal entries each month. In addition to the manual entry, the information is then printed out and delivered to a Manager for approval. The new BS&A system will provide the ability to use recurring journal entries by inputting a single entry which is then replicated in the system each month and electronically approved.

Purchase orders are also tracked and managed manually as the existing system does not permit the encumbrance of funds. This manual process results in staff reviewing a purchase order each time an associated purchase is made to ensure adequate funds are available. The new BS&A system will electronically route purchase orders from inception to approval, and funds are automatically encumbered.

In addition, the BS&A system will support electronic departmental budget creation and review, ease of access to historical budgeting data, and additional reporting capabilities to query budget to actuals.

These are just a few examples of improvements in the areas of Finance, Budget and Procurement that we have to look forward to.

◆ **LaserFiche Document Management System**

The District currently utilizes an electronic document management system known as Docusphere. This program electronically stores and organizes data such as paid invoices and copies of issued checks. The version of Docusphere being utilized is hosted on a server which is no longer supported by Microsoft, so it was necessary for the District to research and identify a new system. The Laserfiche software fully integrates with BS&A and will allow us to maximize the function of the system. The benefits of Laserfiche include intelligent scanning software with built in optical character recognition (OCR) capabilities, a customizable workflow system to automate manual processes and reduce paper, as well as a web-based interface for access.

◆ **CityWorks Asset Management**

Collectively, the vertical and horizontal assets of the District are approaching \$2 billion, and includes recreation facilities, parks, golf courses, postal facilities, gates and water/wastewater utility infrastructure.

The District currently has asset management related data stored in multiple, disconnected databases and file cabinets with a heavy reliance on Microsoft Excel to consolidate and bring data together. The addition of a true asset management system will allow us to fully maximize the value of assets by providing us the ability to more effectively monitor utilization, consolidate maintenance and repair history, forecast preventative maintenance and increase resident engagement.

The CityWorks system works in conjunction with a geographic information system (GIS). GIS is developed in digital layers which allows an organization to geographically review and identify detailed data for a specific area or building – from work orders to equipment maintenance schedules to contracts. This function will also significantly benefit staff and the general public with regard to reporting maintenance concerns for an exact area pinpointed on a map. Sumter County currently maintains and supports GIS data for municipalities in the county and has offered the same services to the District. An agreement to outline this service is forthcoming and will result in a significant cost savings to the District and avoids duplication of services.

The research and development of these initiatives was truly a collaborative effort reflective of all our Core Values. Most notably, by moving forward with these initiatives, the District has taken steps to enhance stewardship of our finances, data, and work processes. While all Staff members may not interface with any or all of these systems, their implementation will continue to improve the foundation of this organization through our increased ability to effectively and efficiently deliver services to the public.

The upcoming implementation of these systems will be a true team effort and involve numerous internal and external stakeholders. I would like to take the opportunity in advance to thank the entire District team for their patience and support as we take the next step toward completing these projects.

~ Brittany Wilson
 Director of Technology and Board Support Services





IN THE SPOTLIGHT...



Kalzy Akerman ~ Property Management ~ Administrative Assistant



Where were you born & raised and went to school? I was born and raised in Las Vegas, Nevada. I moved to Florida in 2014 and graduated from Leesburg High School. **What was special about where you were from?** Las Vegas isn't much fun when you're a kid. When you're 21, now that's a different story! **Tell us about your family, people (including pets!) in your life...** I have my boyfriend, John, and his mom Cindy. I also have my Dad, who still lives in Las Vegas. I have 3 beasts (aka my dogs) Rosa, Rufus, and Tyson.

Hobbies? Favorite Activities? I like to play outside with my dogs, listen to audio-books, and cooking. **Who has been the most influential person in your life and why?** I think there have been many people throughout my life who have influenced me. I see what decisions they have made and where it led them. I see the choices they made and take it upon myself to take a better route in life to ensure my own personal success. **What's the best advice you ever received?** Always remember your decisions may not only affect you, but others around you. **What is the career & training path that led you to the District?** I have always been curious about the behind the scenes of what keeps The Villages so beautiful. I heard of a job opening and it sparked my interest.

Can you tell us about your day-to-day responsibilities? As an administrative assistant in DPM, I process invoices paid by either check or credit card, monitor the pest & termite prevention accounts, order the office supplies, create and process work orders and purchase orders, and other administrative duties. **What is your favorite aspect of working for the District?** I really love the people, especially in my department. Everyone is very warm and kind. The people make it feel like home. **What is the most interesting thing you have ever seen?** A cheeseburger at the San Diego fair in 2014, with donuts as the buns and all completely fried.

My favorites...Movie: Bronson...**Television Show:** The Office...**Sports Team:** I don't watch sports, but the Seminole's colors are pretty

Vacation Spot: Anywhere with mountains...**Restaurant:** Fuji Steakhouse or Metro Diner

Food: Asian food, especially sushi or breakfast food...

Dessert: Tiramisu

Angela Carrozzella ~ Community Watch ~ Administrative Assistant

Where were you born & raised and went to school? I'm from Meriden, Connecticut. I was raised in Meriden until I was 19 years old. I went to Our Lady of Mount Carmel school until 8th grade and then Platt High School. **What was special about where you were from?** Historic Hubbard Park, which consists of over 150 acres. My memories are the many times I fed the ducks, played on the swings, seesaw and slide, having picnics, the daffodil festival and visiting Castle Craig on the East Peak of the Park. Meriden was known for the Platt/Maloney high school football games. I was never into sports, but I do remember all the rivalries. I will never forget Verdolinis Restaurant. They had the best pizza and salad anywhere. **Tell us about your family, people (including pets!) in your life...** I was married for 23 years to a wonderful man and had three children. My daughter Erica, who passed the day after she was born, my son, Stephen, 27, an Economist for the US Coastguard in Washington DC who writes articles and is presently working on a book with a professor at Wilks Honors College in Jupiter Florida. My son Evan, 22, received his Bachelor Degree in Criminal Justice last May and is presently in the Charlotte-Mecklenburg Police Academy in North Carolina. I began a relationship in 2017 with Darren, he also works for the District and I couldn't be happier. Over the course of my life I have had many pets, my dogs, Dina, Paley, Misty and Daisy.



Hobbies? Favorite Activities? I enjoy sleeping. I feel refreshed when I have a good 11 hours of sleep. I love the movies & playing Pac Man, my all-time favorite arcade game. I also like working out on my treadmill. **Who has been the most influential person in your life and why?** My mom, Rosalie was my inspiration. She had Multiple Sclerosis since the time I was born. She went into a nursing home when I was about three and passed away when she was 57, from a brain aneurism. She wanted a child so bad and when she was diagnosed with MS, she was told that if she had a child, she would probably never walk again. She did not care. She became paralyzed from the waist down within days after the delivery. She always had a great outlook on life and taught me how to be a caring and compassionate individual. I saw her every chance I could even though she was over an hour away in a nursing home. Although I married and moved out of state I still always found time to visit her. We had an amazing relationship. She was always there for me. **What's the best advice you ever received?** You can't change your past life experiences, only learn from them and you can't wish that you did not go through those experiences. Someone once told me that you can't wish parts of your life away because they bring you to where you are now. You should always be yourself, don't ever let anyone tell you to be someone that you are not. Do what makes you happy! **What is the career & training path that led you to the District?** I have had many careers. Very early on, I worked for the Aetna Life & Casualty as an Administrative Assistant. I married early and devoted my time to my family and enjoyed being a stay at home mom. Family was very important to me. Further years led me to attend Reading Hospital School of Nursing, being an ER tech and a Phlebotomist. In 2012, I divorced and went back to college. I received my Associates Degree in Liberal Arts and then a Bachelors Degree in Organizational Management from Lake Sumter State College in 2015. I worked for Beacon College in Leesburg as an Administrative Assistant for a short time and worked part-time at McAlister's Deli in Brownwood for over a year. I became a Gate Attendant at Fenney in the Villages and decided to start my own business, Angie's Assist. It was great, helping people as a concierge/personal assistant. My motto was to maximize freedom and minimize worries. I have had so much enjoyment in that. However, I have been away from full-time work for quite a while and was anxious to get back to it. So here I am, an Administrative Assistant for Community Watch. I couldn't be happier! The people are awesome to work with. **Can you tell us about your day-to-day responsibilities?** I am primarily responsible for scheduling Community Watch personnel with gates and patrols for the Villages plus everyday administrative tasks. I also assist residents with various community watch programs such as Home Watch and Resident out of area. **What is your favorite aspect of working for the District?** Assisting people with their lifestyle. The same reason that I enjoyed working at the gate. I meet people all the time and like being a steward of the community I am fond of. **What is the most interesting thing you have ever seen?** Probably not the most interesting, however, a few months ago I saw an alligator three doors down from our house, walk across the street and go into someone's yard and within minutes it turned around and raced back across the street into the pond. I never saw a gator move so fast.

My favorites...Movie: My Sister's Keeper, Air Force One, Terms of Endearment ...**Television Show:** Big Brother & Criminal Minds

Sports Team: I've never liked sports...**Vacation Spot:** Disney Cruise and the Caribbean ...**Restaurant:** McAlister's Deli

Food: Pizza although pizza here is not as good as up North. The water makes the pizza and no one understands what well done means ...

Dessert: Chocolate

DID YOU KNOW?

Have you signed up for **Tickets at Work** yet?

The District is happy to offer this new benefit program for all employees - and it's free!

Tickets at Work provides all staff access to great discount programs for your travel and entertainment needs nationwide. Some of the great discounts offered are for:

Disney World.....Aquatica.....Legoland.....Sea World
Blue Man Group.....Hotels.....Rental Cars.....Movie Tickets...
...and More!!



1. Enter & click the link below.
2. Fill out the information to become a member (Select sign up with company code)
3. For Company Code, use "VCCDD"
4. Fill out the rest of the form, then select submit

<https://ticketsatwork.com/tickets/account.php?sub=enroll>



How to prevent Slips, Trips and Falls

Key Points:

- Most slips, trips and falls can be prevented. Be on the lookout for such hazards as unsafe stairs; wet, slippery surfaces; and poor lighting. Immediately correct any hazards you spot or report them to your supervisor.



Be on the alert for hazards

- Slips, trips and falls are a major cause of accidents, both on and off the job.
- While some of these accidents are minor, others are serious – resulting in disabling injuries or even death. Many involve days away from work.
- You can prevent slip and fall accidents by paying close attention to what you are doing and where you are going.
- Also, be on the constant lookout for these hazards: obstacles in aisles and walkways, such as empty carts, boxes, electrical cords, hoses or trash, unsafe ladders or stairs, uneven floor surfaces and rough outside terrain, slippery surfaces, such as wet concrete; and ice at entrances and parking lots during colder weather and poor lighting.

Tips to prevent falls

1. Carefully inspect ladders before each use.
2. Check stairways for loose or missing railings, broken or slippery stairs, and clutter.
3. Wear shoes with nonskid soles, and don't run.
4. Don't stand on boxes or chairs in place of ladders.
5. Keep away from the edges of loading docks and other ledges.
6. Don't let objects you carry block your vision.
7. Make sure you have adequate lighting.
8. If you can't remove an obstruction, walk around it – not on it.
9. Wear proper clothing. Pants cuffs that are too long can catch on the heel of your shoe. Be sure your shoelaces are tied.
10. Use steps – don't jump!



Avoid slipping and tripping

- Be wary of tile floors and recently polished floors. They can be very slippery.
- Keep your work area clean. Don't store tools, pots, paint buckets, gasoline cans, packing material or other items on the floor.
- Don't leave cords or water hoses in walkways or across doorways.
- Always take a little extra time to sweep main walkways throughout the day. Debris and plant material can become slipping hazards.
- Be careful of loose pants cuffs and other loose clothing you could trip over.
- Keep all drawers closed.

A few more safety tips

1. Don't be in a big hurry. Never run up or down stairs.
2. Use both hands when climbing a ladder. Keep at least one hand and both feet on it while you're working.
3. Use the handrails on stairs.
4. Don't carry heavier loads than you can handle. Keep your balance when you are carrying a load. And maintain a clear field of vision so you can see where you are going.
5. Put trash in its proper containers.
6. Be aware of the surface you are walking on. Some, such as outside terrain, can't be corrected. Take extra care when walking on these surfaces.



EMPLOYEES ON THE MOVE



Community Watch

- **Donald Busi, Paula Di Julio, Linda Maniscalco and Sandi Tarter** transferred from Gate Attendant Substitute to Gate Attendant.
- **Marissa Cordero** transferred from Recreation Assistant to Gate Attendant Substitute.
- **Barbara Denza** transferred from Gate Operations Attendant Substitute to Gate Operations Attendant.
- **Stephen Glauberg** was promoted from Gate Operations Attendant to Patrol Driver.

Customer Service

- **Katie Evans** was promoted from Customer Service Supervisor to Customer Service Manager.

Property Management

- **Bart Graham** was promoted from Landscape Supervisor to Assistant Manager of Water Resources.
- **James Morris** was promoted from Landscape Supervisor to Assistant Manager of Landscape.



TO THE DISTRICT FAMILY!

Property Management

Robert Priest
Christopher Ryzoc

Human Resources

Joan Ferrara

Budget

Brandy Cook

Finance

Theresa Maksimow

Purchasing

Janet Mrozowski

Community Watch

Michael Corey	Sharon Gwin	Alex Russell
Robert Doyle	Pamela Hobbs	
Maurice Nault	Joseph St. John	

Public Safety

Dillon Berry	Nicholas Fatolitis	Brian Hilty
Zachary Meckstroth	Daniel Moore	Dylan Rittenhouse
Jacob Rogers	Richard Spole	Stuart Venables

Recreation

Joy Barfield	Vincent Bunze	Robert Donlon
Paul Guernon	Charles Harrington	Cherlyn Hester
David Hester	Gregory Kerr	Margery Kuhn
Thomas McHugh	Robert Murphy	Fred Register
William Thornton	Greg Vermeire	Brian Emigh
Dale Kelsheimer	Abigail Linton	Catherine Snowden



JANUARY



JANUARY



1	Tyler Cariglio	Public Safety	18	Richard B. Harris	Recreation
1	Shane T. Danford	Public Safety	18	Esta Knipper	Finance
1	David Holland	Recreation	19	Frank G. Petrozzino	Recreation
1	Cynthia Stenerson	Finance	20	Donald W. Gray	Community Watch
2	Richard C. Hoffman	Community Watch	20	Nicholas M. Tenniswood	Public Safety
2	Lawrence E. Reese	Recreation	20	Mary T. Todl	Community Watch
2	Sandra J. Schear	Community Watch	21	Tony J. Cirocco	Recreation
3	Thomas W. Feurer	Recreation	21	Anton T. Dawson	Public Safety
3	Ronald E. Scull	Community Watch	21	Robert C. Pater	Recreation
3	Gary L. Spence	Recreation	21	Lori A. Popp	Recreation
4	Robert S. Emery	Recreation	22	Madge E. Chapman	Finance
4	Ronald L. Guba	Recreation	22	Kathryn L. Dutkiewicz	Recreation
4	Rose Marie Peppe	Recreation	22	Kenneth S. Sherfinski	Recreation
4	Keith A. Rodriguez	Recreation	23	Edmund A. Cain	Public Safety
4	Christopher L. Stevenson	Public Safety	23	Joy M. Foco	Recreation
4	Rebecca L. Witherby	Recreation	23	Ronald C. Kelm	Community Watch
5	John J. O'Brien	Community Watch	23	Donald V. Skaggs	Recreation
7	Suzanne M. Busch	Recreation	23	Dennis A. Teasley	Recreation
7	Maureen Kimple	Recreation	23	Pete Vega	Recreation
8	Angelo P. Agrafiotis	Recreation	24	Eric K. Kellum	Property Management
8	Arthur D. Blumberg	Community Watch	25	David P. Bugala	Recreation
8	Virginia D. Griffin	Recreation	25	John S. Morosky	Recreation
8	Stephen J. Recchia	Community Watch	25	Brian T. O'Neil	Recreation
9	Sandra J. Allaire	Community Watch	25	Gary Tritt	Property Management
9	Pamela W. Hobbs	Community Watch	26	Kevin R. Foley	Recreation
9	James Ulp	Recreation	26	Robert R. Freund	Community Watch
9	Rodney M. Weaver	Recreation	26	Nancy J. Gerrity	Recreation
11	Ardis J. Barness	Recreation	26	Melanie L. Sarakinis	Recreation
11	Janice M. Larned	Budget	27	Kevin P. Heebner	Finance
11	Richard D. Sprole	Public Safety	28	Marissa Cordero	Community Watch
11	Ronald L. West	Community Watch	28	Frederick T. Dias	Recreation
12	Charles G. Mitchell	Community Watch	28	Kevin Kane	Community Watch
12	Russell J. Stehn	Community Watch	28	Daniel R. Moore	Public Safety
13	Steven A. Rudolph	Community Watch	28	Catherine R. Snowden	Recreation
13	Harry R. Wick	Community Watch	29	Linda M. Day	Recreation
14	Janibal Vazquez	Property Management	29	Margaret A. Rimmer	Community Watch
15	Albert M. Cotoia	Community Watch	29	Karen M. Rolph	Recreation
15	Patricia M. Hall	Community Watch	29	Robert M. Watson	Recreation
15	Wanda L. Lawrence	Community Watch	30	Nicholas E. Ellis	Community Watch
15	Jay Sampson	Recreation	30	Petra Hobson	Recreation
15	Daniel J. Sekera	Recreation	30	Richard Kirchberg	Community Watch
16	Daniel K. Hickey	Public Safety	30	James E. Krysiak	Community Watch
16	Diana M. Pantino	Recreation	31	Terianne Carroll	Human Resources
17	Brenda N. Farley	Recreation	31	James Livers	Community Watch
17	Howard Miller	Community Watch	31	Austan F. Scherr	Public Safety
17	Frank B. Plaia	Recreation	31	Edward E. Woods	Community Watch
18	James Farragher	Recreation			

Happy January Anniversary! Thank You For Your Service!

Robert E. Zick	Recreation	01/12/2000	19	Carol A. Slatin-Mullen	Recreation	01/12/2015	4
John C. Longacre	Public Safety	01/22/2003	16	Anthony S. Versley	Recreation	01/12/2015	4
Charles Monton	Recreation	01/05/2004	15	Robert R. Freund	Community Watch	01/04/2016	3
Laverne Walker	Finance	01/12/2004	15	Angelo P. Agraftotis	Recreation	01/18/2016	3
Joan Bulmer	Recreation	01/14/2004	15	Kathleen A. Godfrey	Purchasing	01/18/2016	3
James F. Soper	Recreation	01/26/2005	14	Mason D. Guyette	Public Safety	01/18/2016	3
James Lucas	Recreation	01/26/2005	14	Scott P. Hondzinski	Recreation	01/18/2016	3
Jeffrey L. Loder	Public Safety	01/16/2006	13	Christopher D. Munday	Community Watch	01/18/2016	3
Thomas W. Criswell	Recreation	01/17/2007	12	Brian T. O'Neil	Recreation	01/18/2016	3
Diana I. Easley	Customer Service	01/22/2007	12	Ellis L. Secola	Public Safety	01/18/2016	3
Carrie R. Duckett	Customer Service	01/07/2008	11	Nicholas M. Tenniswood	Public Safety	01/18/2016	3
Fay Waitzman	Community Watch	01/08/2008	11	Pete Vega	Recreation	01/18/2016	3
James P. Neilsen	Recreation	01/16/2008	11	Thomas Zitkovic	Recreation	01/18/2016	3
Maureen Zajac	Community Watch	01/23/2008	11	Christopher P. Cannon	Recreation	01/16/2017	2
Wayne J. Argast	Property Management	01/14/2009	10	Julie F. Ferwerda	Recreation	01/16/2017	2
Christopher W. Cash	Property Management	01/14/2009	10	Danny L. Hadley	Community Watch	01/16/2017	2
Rodney L. Graham	Public Safety	01/27/2010	9	Richard A. Krause	Recreation	01/16/2017	2
Marc D. Bugos	Recreation	01/04/2012	7	Joseph P. Sinagra	Recreation	01/16/2017	2
Jerry Wetzel	Recreation	01/04/2012	7	Kathy A. Tomlinson	Community Watch	01/16/2017	2
Bobbie P. Foran	Recreation	01/18/2012	7	Michael R. Birch	Public Safety	01/30/2017	2
Donald J. Hughes	Community Watch	01/07/2013	6	Cody W. Rhoden	Public Safety	01/30/2017	2
John D. Hoover	Recreation	01/19/2013	6	Marcial A. Santiago	Public Safety	01/30/2017	2
Jeanette M. Bottaro-Hodge	Recreation	01/06/2014	5	Catherine A. Cottilli	Recreation	01/02/2018	1
Richard J. Allain	Community Watch	01/20/2014	5	Susan F. Webster	Recreation	01/02/2018	1
Madge E. Chapman	Finance	01/20/2014	5	Loni J. Gosnell	Recreation	01/15/2018	1
David L. Cole	Community Watch	01/20/2014	5	Richard Jensen	Community Watch	01/15/2018	1
David T. Gleim	Recreation	01/20/2014	5	Anthony L. Maniscalco	Recreation	01/15/2018	1
Herbert Harding	Recreation	01/20/2014	5	David A. Olson	Recreation	01/15/2018	1
Jerrold L. Indermuehle	Community Watch	01/20/2014	5	Robert J. Rogowicz	Recreation	01/15/2018	1
Michael Kroeger	Recreation	01/20/2014	5	Edward C. Carter	Recreation	01/24/2018	1
Sharon A. Miller	Recreation	01/20/2014	5	Robert A. Mlaka	Community Watch	01/29/2018	1
Madison Taylor	Recreation	01/20/2014	5	David M. Robertson	Community Watch	01/29/2018	1
Gerald L. Fougere	Recreation	01/12/2015	4	Rodney L. Wedekind	Customer Service	01/29/2018	1
James D. Pierce	Recreation	01/12/2015	4	William Wong	Community Watch	01/29/2018	1

Recognizing Our Core Values In Action!

Two residents called to recognize our **Property Management Landscape team** for the beautiful landscaping around The Villages.

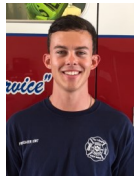


Public Education Technician Norm Cathell was thanked by a resident for his service at her home. The resident was pleased and said that Norm was very gracious.

Recreation Manager for The Enrichment Academy Melanie Sarakinis was thanked for providing an interpreter for the Zentanble Mindful Drawing Class. The resident thanked Melanie and stated that the interpreter was "good and pleasant to work with."



A resident expressed her gratitude for the assistance that was provided to her by Public Safety after her fall. She was grateful for the assistance from left to right **Lieutenant Rocky Hartman, Firefighter Paramedics Hugo Muller and Juan Berrios, and Firefighter EMTs Thomas Earnest and Chris McEntire, and Battalion Chief David Rutter.**



Recreation Service Representative Suzanne Metelsky was recognized for her hospitality. "Just a quick note to tell you how extremely helpful Suzanne has been. I was in business for many years and can truly appreciate the effort she puts forth. Bright, engaging, efficient and organized. She is the model for what staff should be."

The Staff at Lake Miona Recreation Center was thanked by an employee for their hard work during an event. "Thanks for your help and support today. It may have seemed like a small task for you, but it was a huge help to us! Also, please share our appreciation for the hospitality and stewardship shared with us by **Facility Specialist Gene Grossey, Recreation Assistant Debbie Gorzka, Facility Specialist Gary Cook, and Recreation Service Representative Pam Cunningham.** They all contributed to making our Senior Management training class at Lake Miona a success."

The Staff at Community Watch received an edible arrangement from a thankful Adult Watch resident.

Recreation Supervisor Jack Doty and Recreation Assistant Dan Torpey were complimented on their hospitality. "I wanted to credit a couple of your employees after a good job of trying to help us last night at the Big Cypress recreation center last night. My tech person didn't show up and I was trying to connect my phone into your system. Dan was most helpful, and he even called Jack to come to and assist us. Nothing worked, but I just wanted to commend your people for trying so hard to help us. Just typical care we get in The Villages! Thank you."

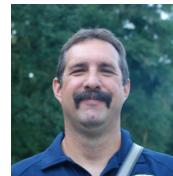


Landscape Supervisor Chris Trace was acknowledged by a happy resident for his fantastic work on a neighborhood pond.

La Hacienda Recreation Service Representatives Diane Nunn and Amanda Brooks were recognized

for their hospitality. "I just wanted to bring to your attention two ladies from La Hacienda Recreation Center that were so helpful with our event this year! Diane and Amanda were wonderful when we brought several late registrations for processing. They were so patient and kind. We really appreciate all of the help from everyone in the Recreation Department, but Diane and Amanda were terrific! Thank you."

Lieutenant Justin Boudreaux, Firefighter Paramedic Christopher Palasky, and Firefighter EMT Luis Marquez (left to right) were recently thanked by a resident for their assistance. The resident stated she was thankful for their aid and kindness.



An email was recently sent recognizing **an employee at the Pimlico Recreation Center for her hospitality.** "I recently had a T.E.A. class at the Pimlico rec center. I used my golf cart because it wasn't supposed to rain, however within 10 minutes of arriving we experienced a downpour. I asked the lady who was on duty if she had a plastic bag or something I could put on my seat since it was soaked. She got a large black plastic bag and a small towel for me. I'm sorry I didn't get her name but she was wonderful and so helpful. I thought it would be nice to give her an 'Atta Girl'. You have wonderful people working in your recreation centers!"



Division Chief Kara Watts received a thank you letter for her talk with the MS support group. The group stated, "We appreciate the information you shared with us."

Customer Service Representative Jaime Cooper was recognized by her peers for exemplifying the District's core values. Jaime works her way through the most complicated adjustments. She goes the extra mile to ensure that each adjustment is done correctly and that the best interest of both, the homeowner & The Districts, are taken into consideration. Jaime can always be counted on to make our homeowners feel well taken care of, like they are part of our District Family. Jaime is courteous and professional in every encounter that she has, with both our internal and external customers.

Staff Accountant Jennifer Newton and Senior Accountant Aya Terao were recognized by their peers for exemplifying hard work and stewardship in assistance with the weekly cash processing.

Departments In The News



IT'S A BOY!
Lieutenant Mike Sapp and his wife Logan welcomed a baby boy named Wyatt on November 27th. Wyatt weighed 7 lbs, 10 oz.



"Push In"

On Monday November 19th a ceremony was held at station 51 called a "Push In" of the new Tower truck. Back in the horse-drawn days Firefighters had to wash the truck and actually push it in the station. It became a tradition.



Angels of The Villages

For the 26th year Recreation & Parks in conjunction with a local organization, assisted with providing a hopeful and happy holiday to children in need. **Recreation Area Manager Emily Andrews** once again spearheaded our "Angels of The Villages" and was assisted by **Recreation Facilities Manager Nadia Whittaker**. The event was held in a variety of recreation centers from November 5th through December 5th and was a huge success with the amount of gifts doubling in size! Kudos to our Village Residents!



Recreation Assistant
Joseph Burns



Recreation Administrator
Anita Douglas



Lieutenant Trey Pent



Not pictured: Firefighter Paramedics Brian Konnerth & Geoffrey Martz celebrating 10 years.



The Villages 2018 Christmas Parade

On Saturday December 8th Recreation & Parks sponsored the annual Christmas Parade at The Villages Polo Fields – one of the community's premier holiday events. With over 50 local groups participating along with the picture perfect weather

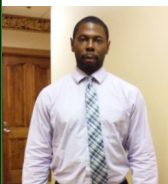


made everyone's tailgate a success this year. Rec & Parks continued their tradition of decorating "The Old Girl" firetruck and added a twist this year with the dancing gingerbread cookies.



Year End Audit

Rarely seen without a tie, even one of our best dressed employees dresses down during year end audit time. **Senior Accountant Marco Forbes** is a prime example of the transition from Monday (left) to Friday (right).



Firefighter of the Year

Division Chief Robert Ramage received an award for "Firefighter of the Year" from Restoration Specialists. There were 43 nominees in total from several surrounding counties. We are very honored to have Division Chief Ramage as part of our District family!



And the Winners are...

Thank you to all who submitted pictures in The Villages Community Development Districts Photo Contest for covers of the Fiscal Year 2018 Audited Financial Statements. In total, 119 photos were submitted to be judged by The Villages Photography Club. The winners:

District 1	Kim Burnell	District 9	Linda Sojourn
District 2	Katie Evans	District 10	Cheryl Horgan
District 3	Katie Evans	District 11	Lisa Babbitt
District 4	Kathy Godfrey	District 12	Anne Hochsprung
District 5	Shelli Farnsworth	BCDD	Lisa Babbitt
District 6	Katie Evans	NSCUDD	Cheryl Horgan
District 7	Linda Sojourn	SLCDD	Lisa Babbitt
District 8	Lisa Babbitt	VCCDD	Lisa Babbitt



“Giving is not just about making a donation. It is about making a difference.”

The District would like to send a very warm thank you to all who donated towards the two families sponsored at Christmas time. The District was able to help out a total of 8 children. A special thanks to those who gave their time to shop and wrap presents: Debbie Hurtt and her daughter Sophia, Cindy Bennett, Julianne Day, Brittany Wilson, Carrie Duckett, Scott Grimes, Jackie Ogden, Janice Larned, Mary Eklund, Cindy Bennett, Tamara Rolle, Linda sojourn, Cheryl Bidwell, Melissa Schaar, Stephanie Jamros, Kacie Linton, Susan Shanks, Peter Moeller, and Terianne Carroll.



DISTRICT UNIVERSITY

District University: Training & Development Programs: December 2018
All professional development training workshops are open to all District Staff members.



Class Title	Instructor	Class Info	Open to	Date	Time	Location
New Hire Orientation	Varied District Staff	This training session provides new employees with important information to help navigate your first 60 days of hire. A wide-range of topics are covered, including District Core Values, Mission Statement, policy & procedures, diversity & harassment training and workers compensation information.	NEW HIRES	Monday January 14th, January 28th	8:30am To 12:00pm	District Offices 984 Old Mill Run Large Conference Room
CDD Orientation	Varied District Staff	This workshop helps attendees better understand what a “Community Development District” is & how it operates. Also covered - important community information regarding the people, services & supporting entities that help make up “The Villages”.	All New Hires Mandatory <i>within</i> <i>30 days of employment</i>	Every Thursday	10:00am To 12:00pm	District Offices 984 Old Mill Run
Public Records & Ethics	Attorney Valerie Fuchs	This class covers: <ul style="list-style-type: none"> What information is protected under Public Records Law? How long to retain certain records How to handle Public Records Requests, & will also touch on Government Sunshine Laws 	Mandatory for all District Staff Attendees are assigned by their departments	Tuesday January 15th	9:00am To 12:00pm	District Offices 984 Old Mill Run
Built to Last	Cindy Muffett	Now that you know more about what your role is within our organization, we now circle back to focus on how our District Core Values serve as a compass to guide us in providing responsive, responsible customer service, no matter what position we hold.	All New Hires Mandatory <i>within</i> <i>60 days of employment</i>	Wednesday January 30th	8:30am To 10:00am	Laurel Manor Recreation Center 1985 Laurel Manor Drive
Microsoft Excel	Lake Sumter State College instructor	Become Excel-lent! Working with “real” District-related work samples provided by your departments, attendees will be able to sharpen their Excel skills and hit the ground running for immediate use!			To be announced	To be announced

Department Director’s should determine which staff members should attend mandatory workshops & notify those individuals so that they can register. Staff members interested in attending a workshop should request from their Department Director or immediate Supervisor permission to attend a workshop.

To Register:

- **All Community Watch staff:** Please contact **Sharon Gwin (352-750-8201)** to register for any of the above training programs.
- **All Finance staff:** Please contact **Linda Sojourn (753-0421)** to register for any of the above training programs
- **All Recreation staff:** Please contact **Anita Douglas (352-674-1800)** to register for any of the above training programs.
- **All other District staff:** Please contact **Human Resources** Cindy.muffet@districtgov.org.