

The Villages®

Community Development Districts

OUR CORE VALUES
 Hospitality
 Stewardship
 Creativity & Innovation
 Hard Work

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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.

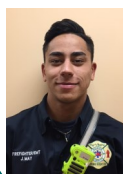
CELEBRATING OUR CORE VALUES: HOSPITALITY

"The handshake of the host determines the taste of the roast." - Benjamin Franklin.

Hospitality is defined as *"the friendly and generous reception and entertainment of guests, visitors, or strangers."* As employees of the District, we are responsible for providing the finest hospitality to residents, guests, the public, and each other. Whether it's a friendly wave from a Gate Attendant, a smiling face from a well-coming Recreation Assistant, or a caring hand from a Firefighter, District employees exemplify hospitality every day. Below, and on page 6, are examples of recognition given to our employees for their hospitality.

Firefighter Paramedic Nicholas Fatolitis (T) and Firefighter EMT Jacob May (B)

"On June 10th, my step-daughter had a seizure while operating her golf cart. Villages Fire and SCSO responded and had her calm and relaxed when her mother and I arrived. Without knowing my step-daughter, the previous statement may not mean much to the reader. Let's just say she can be difficult when she is agitated. We would like to thank FF/PM Nicholas Fatolitis and FF/EMT Jacob May for their exceptional handling of the situation."



Gate Attendant Richard Mabey

A resident called to say what a wonderful job Richard did at the gate when he went through. He was smiling and very friendly. He said that it was very refreshing to go through the gate and get that kind of service. Job Well Done!



District Property Management

Received compliments from several residents in the La Crescenta Villas. The residents were appreciative of the tree replacements done along the Villa walls.

Recreation Service Representative Pam Cunningham

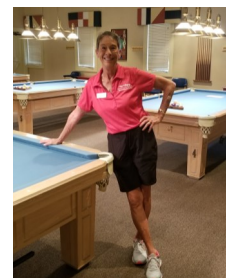
"Pam works at Lake Miona Recreation Center and I'm so glad she does. This is my 4th visit to the Villages and this time I came to purchase a home. For two days, I kept running around and feeling lost and that all turned around when I met Pam. She was not too busy for my many questions and went above and beyond!"



Being a newbie, I have gone back to Lake Miona to see Pam when I have needed a helping hand!"

Recreation Assistant Cathy McGarity

She was recognized by a lifestyle guest via the sales office. The guest was at the Bridgeport Recreation Center and explained it was dark and she lost her way back home to her Brownwood accommodations and had Cathy drive her home. Cathy works evenings at Bridgeport and was kind enough to drive the guest back to Alden Villas after her night shift ended. It was later discovered that Cathy doesn't live near Alden Villas and was just kind enough to help someone in need! This is truly what sets our community apart from others. Cathy brought the positive spirit of our community to life by her actions.



The Staff at El Santiago Recreation Center

"We scheduled a surprise 70th birthday party through Recreation Services at the El Santiago Recreation Center. We cannot thank your staff enough for their support in making the entire event a tremendous success!"



IN THE SPOTLIGHT...



Tim Robles ~ Public Safety ~ Fire Inspector



Where were you born & raised and went to school? Plainview Long Island and raised in Winter Park FL. I graduated Private School Eastland Christian Private School in Orlando, FL.

What was special about where you were from? Nassau County, N.Y. has the highest property tax rate (ouch).

Tell us about your family, people (including pets!) My father Lou Robles was a Detective with the NYPD for 21 years. He retired and then worked 17 more years as a Police Officer for Casselberry, FL. My mom is a retired Nurse. I have 3 wonderful daughters; my oldest daughter is blind but keeps on going, my youngest daughter is a Firefighter/Paramedic with the Ocoee Fire Department. My wife & best friend for over 23 years, Arlene, is retired and enjoys making quilts.

Hobbies? Favorite activities? Fishing (any kind) and restoring cars (currently 1992 Mazda Miata) and car show events.

Who has been the most influential person in your life and why? My father Louis Robles. He lived his core values in his life every day and held me accountable for my actions. He also encouraged me to love the Lord.

What's the best advice you ever received? "Take time and slowdown in life." "Show people you care for them everyday."

What is the career & training path that led you to the Districts? I wanted to be part of something special. The Villages Public Safety Department has a great reputation across the State of Florida. I am honored now to be a part of the organization.

Can you tell us about your day-to-day responsibilities? I conduct new and existing building inspections for fire code compliance and educate our customers through relationships how to achieve fire code compliance.

What is your favorite aspect of working for the Districts? The Administrative Team at Station #44. I look forward to coming to work and join them in order to help our Villagers.

What is the most interesting thing you have ever seen? My oldest daughter Tracie's courage to love life and always being thankful for the cards she was given.

My favorites...Movie: Bullet/Steve McQueen**Television Show:** The Andy Griffin Show

Sports Team: N.Y. Football Giants...**Vacation Spot:** Ormond Beach

Restaurant: Ocala Ale House ...**Food:** Black Beans and Rice (with roast pork)

Dessert: Homemade Blueberry Cobbler with Vanilla Ice Cream on Top

Martina Smith ~ Administration ~ Information Technology Coordinator

Where were you born & raised and went to school? I was born and raised in Berlin (the west side), Germany. I came to the US in 1992 after marrying. I went to college here in Orlando.

What was special about where you were from? Berlin is a great melting pot of people and cultures as well as a history that goes back to the Middle Ages. I grew up with a wall around the city and helped take it down during the fall of the Wall. There are quite a few castles within city limits that are beautiful to visit.

Tell us about your family, people (including pets!) I live with my wonderful boyfriend James on five acres. Between the two of us we have 5 children. My children are young adults now and his are teens. We have a dog, 4 cats and currently 7 goats. We are hoping to add some chickens in the near future. I am truly enjoying the country life.

Hobbies? Favorite activities? I have lots of hobbies. I raise goats. We just had our first goat babies, cutest little bouncy things ever. I also make artisan soaps and beauty products. Some contain goat milk from my goats and all smell amazing. James and I are also attending a lot of steampunk events and I craft our costumes and accessories.

Who has been the most influential person in your life and why? My grandma, she was a holocaust survivor. She taught me that you never give up, that you have more strength than you will ever realize and that even if someone can control your environment, your thoughts and beliefs are always free.

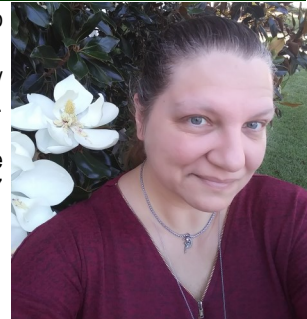
What's the best advice you ever received? Do the thing that makes you happy and walk away from things that don't. It is not your job to make everyone happy, just yourself.

What is the career & training path that led you to the Districts? I have a Bachelors degree in networks communications management from DeVry University. In the last 15 years I have managed a NOC and data center, and managed an International service desk. The last 7 years I worked on the enterprise monitoring team for a big financial firm.

Can you tell us about your day-to-day responsibilities? I will mainly manage the IT related projects for the District and maintain our IT vendor relationships. This is only week two for me so I am still trying to find my way around.

What is your favorite aspect of working for the Districts? The culture here is something that immediately attracted me to the District. It's a friendly, inviting place to work at and you truly feel appreciated.

What is the most interesting thing you have ever seen? There is a long list of things, the fall of the Berlin Wall definitely was a major event in my life. And a few years back I attended my friend's wedding in India participating in all of the events down to wearing a Saree and getting henna paint.



My favorites...Movie: Harry Potter**Television Show:** Game of Thrones...**Sports Team:** I don't really have one.

Vacation Spot: Vacation anywhere is great, I love to travel. I've been to India and all over Europe

Restaurant: Love Stumpknockers in Inverness ...**Food:** I am a foodie, so food in general is good. Loved my mom's home cooking otherwise the more unusual the better. I do try to stay mostly low carb

Dessert: cheesecake and anything chocolate (Yup definitely not low carb but you only live once)

Did You Know?

Local 4770 The Professional Firefighters of The Villages
August 24, 2019
1st Annual Scholarship
Golf Outing



18 Scramble
Check In: 8:00 AM

Shotgun Start: 8:30 AM

Early Registration Deadline:
August 3, 2019



\$100 PP
Includes:

Buffett Dinner & Awards
(Cart rental, Clubs and
equipment available for fee)

For more details and to register, please visit our website:
<https://secure.perfectgolfevent.com/eventweb/8108/>

New Benefit for Part Time Employees

Beginning October 1, 2019, the BENCOR FICA Alternative Plan will be implemented for all part-time employees. This benefit will allow all part-time employees of the District to make a 7.5% pre-tax contribution into a retirement account in their name. During the months of June and July, Human Resources held 12 information meetings, and presented the FICA Alternative Plan information to over 680 part-time employees (see 7/25/19 Power Point at Human Resources/ Employee Meetings). Additional meetings will be held to assist part-time employees with online account access.

- Only part-time, temporary and seasonal employees are eligible to participate.
- There are no administrative fees, and your account is always 100% vested and belongs only to you.
- You are in control and have 24/7/365 account access.
- Participation in this program WILL NOT impact your continued receipt of social security benefits. If not currently receiving benefits, please review your current Social Security Statement for eligibility status.



VCCDD
2019-2020
Annual Employee
Benefits Open Enrollment Meetings
...your time to choose...

ALL FULL TIME EMPLOYEES
MARK YOUR CALENDARS!

Tuesday, August 13th
Wednesday, August 14th
Thursday, August 15th

Please check with your Department Scheduler to
see when you have been scheduled.

Congratulations!

On your District Anniversary.
Thank you for your service!



Patrol Driver Substitute
Tommy Morris (R)



Gate Attendant Substitute
Bill Gangemi (R)



CANCER * HOSPITAL * CRITICAL CARE & RECOVERY INTENSIVE CARE
*** ACCIDENT * LIFE INSURANCE**
AND MORE!!

Attention Part-Time Staff

If you are a part-time District employee, you are able to participate in District Aflac plans and take advantage of group rates via direct bill between you and Aflac!

For more information, please contact
Kathy Harkness at (734) 740-0874.

Parking Policy

Parking areas for all employees working in the Lake Sumter Landing (LSL) offices are designated. District vehicles parked overnight will be kept as close to Old Camp Road as possible. Employees using personal or work vehicles who must come and go repeatedly throughout the day should use good judgement as to where to park, understanding due to work schedules/appointments/commitments/etc., it may be necessary to park closer to the LSL offices. This issue may be readdressed by the District Manager at any time. A map of designated parking is available to view on the District's share drive under Administrative Policies.

MVP Athletic Club Discount

MVP is committed to creating new opportunities to provide the best health and wellness options for our employees. As a part of The District's corporate account, members will continue to receive the following benefits:

- Zero Enrollment Fees
- Discounted Monthly Memberships
- Month-to-Month Membership, No Cancellation Fees
- Health Points Rewards Program
- Referral Incentive Program - Earn \$5 credit for every member referred and joins



Beginning September 1, 2019, all new corporate primary memberships will be \$49 per month, which is a \$10 discount from the current "non-corporate" primary rate. Any existing corporate members, will continue to enjoy their same contracted lower rate unless their account is cancelled. If club rates adjust, corporate rates will adjust as well, keeping with the \$10 discount.



AUGUST



AUGUST



1	Ralph Bari	Recreation	17	Donna Schultz	Administration
1	Roberto Steven Bargas	Community Watch	17	James Pierce	Recreation
1	Donna Grossey	Recreation	18	Peter Bratkovich	Public Safety
1	Linda Sojourn	Finance	19	Laura Perry	Recreation
1	Mitchell Leininger	Executive Golf	19	Cheryl Bidwell	Public Safety
1	James Morris	Property Management	20	Linda Maniscalco	Community Watch
2	Maureen Zajac	Community Watch	21	Thomas Carlyon	Recreation
2	Edgar Munday	Recreation	21	Jerrold Indermuehle	Community Watch
2	Edwin Jarzenski	Community Watch	21	Donald Fitzpatrick	Community Watch
2	Terry Austin	Administration	21	Cynthia Siple	Finance
3	Robert Horvath	Community Watch	22	Robert Reid	Community Watch
4	Thomas Blackman	Recreation	22	Jack Snyder	Recreation
6	Jerald Morton Goldstein	Community Watch	22	James Mosier	Community Watch
6	Joel Smith	Community Watch	22	Josephine Romero	Recreation
6	William Gangemi Sr	Community Watch	22	Gilbert Fernandes	Recreation
6	Robert Traina	Recreation	23	Thomas Rafuse	Community Watch
7	Robert Andrews	Community Watch	23	William Butler	Public Safety
7	Michael Kroeger	Recreation	23	James Van Dyke	Public Safety
8	Henry Henderson	Community Watch	24	William Ulrich	Community Watch
8	James Crabtree	Recreation	24	Daniel Famularo	Recreation
8	Jeffrey Warren	Recreation	24	Nancy Schaffer	Recreation
8	Melissa Schaar	Purchasing	24	Julie Evans	Community Watch
9	Earl Mitchell	Community Watch	24	Donald Maestri	Recreation
9	George Bodlak	Recreation	25	Christopher Munday	Community Watch
9	Anita Graner	Community Watch	25	Vince Rados	Public Safety
9	Darlene Stevens	Recreation	25	Nicholas Fatolitis	Public Safety
9	Monica Lui	Recreation	26	Gary Wolfe	Recreation
10	Albert Castelli	Community Watch	26	Gary Mastny	Recreation
10	Roger Navarro	Recreation	26	Patricia Carey	Recreation
10	Tristan Rora	Public Safety	26	Colleen Weill	Customer Service
11	Judith Rankin	Recreation	26	Katie Evans	Customer Service
11	Sharon Miller	Recreation	26	Shannon Mattiucci	Community Standards
12	Pamela Gulla	Recreation	27	Daniel Krehl	Community Watch
12	Robert Doyle	Community Watch	27	Joseph Bagnato	Recreation
13	Steven Waitzman	Community Watch	27	Mario Flores	Recreation
13	Karla Coats	Community Watch	27	Christopher Mcentire	Public Safety
13	Ryan Founds	Recreation	28	Robert Mlaka	Community Watch
13	Yajaira Perez	Recreation	28	Willis Jines	Recreation
13	Ralph Strickland	Recreation	28	Nehemiah Wolfe	Community Watch
14	Roger Loomis	Recreation	28	Gary Monterville	Community Watch
14	Daniel Angelone	Community Watch	28	Rodney Graham	Public Safety
14	David Cole	Community Watch	29	Romayne Skory	Community Watch
14	Paul Waters	Recreation	29	Timothy Kinne	Recreation
14	Pamela Henry	Recreation	29	Susan Pregitzer	Finance
15	David Fitzgibbons	Community Watch	30	Reginald Winston Smith	Community Watch
15	Gary Cook	Recreation	30	David Wilkinson	Community Watch
15	David Dutkiewicz	Recreation	30	Shelli Farnsworth	Community Standards
15	Anne Flanagan	Customer Service	30	Jorge Molina	Public Safety
15	Juliane Day	Community Watch	31	Jerry Lapham	Recreation
16	Karla Jordan	Recreation	31	Janet Oric	Community Watch
16	David Weston	Recreation	31	Julie Phillips	Recreation
16	Brittany Tuggerson	Community Watch	31	Dakotah Tucker	Recreation
17	Elizabeth Stone	Recreation			

Happy August Anniversary! Thank You For Your Service!

Scott Grimes	Recreation	08/14/2000	19	Lawrence Groat	Recreation	08/03/2015	4
Hector Agosto	Recreation	08/08/2001	18	Lamar Oberholtzer	Recreation	08/03/2015	4
David Parris	Community Watch	08/09/2002	17	Barry Brown	Community Watch	08/03/2015	4
William Roy Poling	Recreation	08/12/2002	17	Thomas McGinty	Community Watch	08/03/2015	4
Loretta Marie Roberson	Public Safety	08/29/2003	16	Perry Sumner	Community Watch	08/03/2015	4
Jason Weis	Public Safety	08/29/2003	16	Mark Larock	Purchasing	08/10/2015	4
Jonathan Mills	Property Management	08/03/2004	15	Edward Daly	Recreation	08/31/2015	4
Joseph Mammone	Community Watch	08/11/2005	14	Nancy Brennen	Community Watch	08/31/2015	4
Ralph Hollis	Recreation	08/17/2005	14	Sherry Griffin	Community Watch	08/31/2015	4
Paul Dreher	Recreation	08/23/2006	13	Cheryl Horgan	Finance	08/31/2015	4
Brian Degnan	Recreation	08/01/2007	12	Robert Patuskys	Finance	08/01/2016	3
Michael DiStefano	Public Safety	08/01/2008	11	Cindy Kelley	Recreation	08/15/2016	3
Thomas Rohan	Recreation	08/04/2008	11	Michael Knoch	Recreation	08/15/2016	3
Lynn Ainscow	Finance	08/06/2008	11	Jack Snyder	Recreation	08/15/2016	3
Richard Frette	Community Watch	08/13/2008	11	Susan Torpey	Recreation	08/15/2016	3
David Latus	Community Watch	08/05/2009	10	Lonny Abramsky	Community Watch	08/15/2016	3
Robert Sondel	Community Watch	08/05/2009	10	Albert Castelli	Community Watch	08/15/2016	3
John Warner	Community Watch	08/05/2009	10	Douglas Lloyd	Community Watch	08/15/2016	3
Brian Twiss	Public Safety	08/10/2009	10	Edward Woods	Community Watch	08/15/2016	3
Larry Terracino	Recreation	08/26/2009	10	Anthony Valadez	Property Management	08/15/2016	3
Barbara Lemay	Community Watch	08/04/2010	9	Kimberly Watts	Public Safety	08/15/2016	3
Joseph Milkovich	Community Watch	08/04/2010	9	Joseph Haremza	Community Watch	08/29/2016	3
Gary Cook	Recreation	08/03/2011	8	David Wilkinson	Community Watch	08/29/2016	3
Kevin O'Brien	Recreation	08/03/2011	8	Richard Baier	Administration	08/14/2017	2
Rose Marie Peppe	Recreation	08/03/2011	8	Ralph Strickland	Recreation	08/14/2017	2
James Brown	Community Watch	08/03/2011	8	Arthur Blumberg	Community Watch	08/14/2017	2
Kacie Linton	Recreation	08/17/2011	8	Randy Dodsworth	Community Watch	08/14/2017	2
Michael Dehond	Property Management	08/06/2012	7	George Hatzigiannakis	Community Watch	08/14/2017	2
Gary Tritt	Property Management	08/05/2013	6	Frances Ryan	Community Watch	08/14/2017	2
Taylor Demarchis	Public Safety	08/05/2013	6	John Degrave	Recreation	08/28/2017	2
Ryan Keller	Public Safety	08/05/2013	6	Pamela Gulla	Recreation	08/28/2017	2
Robert Ramage	Public Safety	08/05/2013	6	Laura Perry	Recreation	08/28/2017	2
Shirley Sirkis	Public Safety	08/05/2013	6	Pamela Springer	Recreation	08/28/2017	2
Preston Stokes	Public Safety	08/05/2013	6	Janet Talbot	Recreation	08/28/2017	2
Thomas Carter	Recreation	08/19/2013	6	James Vitton	Recreation	08/28/2017	2
Kenneth Sherfinski	Recreation	08/19/2013	6	Christopher Trace	Property Management	08/28/2017	2
James Johnson	Community Watch	08/19/2013	6	Joseph Cacciatore	Recreation	08/13/2018	1
William Ulrich	Community Watch	08/19/2013	6	Linda Maniscalco	Community Watch	08/13/2018	1
Kim Burnell	Finance	08/26/2013	6	Margaret Mills	Community Watch	08/13/2018	1
Emily Andrews	Recreation	08/04/2014	5	Stephen Recchia	Community Watch	08/13/2018	1
Robert Bogdonoff	Recreation	08/04/2014	5	Doreen Rousseau-Purdy	Community Watch	08/13/2018	1
Dennis Costello	Recreation	08/04/2014	5	Thomas Bosley	Public Safety	08/13/2018	1
William Cron	Recreation	08/04/2014	5	Blair Bean	Property Management	08/20/2018	1
Sean Garvey	Recreation	08/04/2014	5	Susan Ambrecht	Recreation	08/27/2018	1
Edward Przybowski	Recreation	08/04/2014	5	Ardis Barness	Recreation	08/27/2018	1
Jeffrey Sias	Recreation	08/04/2014	5	Mary Hargreaves	Recreation	08/27/2018	1
Thomas Villnave	Property Management	08/04/2014	5	Gordon Laughlin	Recreation	08/27/2018	1
Cheryl Prevete	Finance	08/11/2014	5	Arthur Miglio	Recreation	08/27/2018	1
Chelsea Illeck	Public Safety	08/11/2014	5	Deborah Pease-Martinez	Recreation	08/27/2018	1
Hugo Muller	Public Safety	08/11/2014	5	Anne Marie Plaia	Recreation	08/27/2018	1
Eric Williamson	Public Safety	08/11/2014	5	William Shelly	Recreation	08/27/2018	1
Melissa Schaar	Purchasing	08/18/2014	5	Keith Gordon	Community Watch	08/27/2018	1
Dale Kelsheimer	Recreation	08/18/2014	5	Ronald Kelm	Community Watch	08/27/2018	1
Thomas Tritt	Property Management	08/18/2014	5	Joseph Mary	Community Watch	08/27/2018	1
Dawna Dean	Recreation	08/03/2015	4	Joseph Notarianni	Community Watch	08/27/2018	1
				Elizabeth Kinzey	Finance	08/27/2018	1

Recognizing Our Core Values In Action!

Recreation Supervisor James Scrubbs (far right). "Thank you to everyone involved with the Camp Villages for Teens Platform Tennis. I appreciated all the preparations James Scrubbs had to make with several rain delays. We're glad he's on our team!"



Patrol Supervisors Barbara Fogarty, Paul Patterson, and Jim Livers and Community Watch Training Coordinator Joe Mary. "I wanted to pass on how Friday night was with all the storms. The timing was perfect for issuing handheld radios to the gate attendants (issued by Joe). El Cortez had some electrical and phone problems Friday night so by having the radio I was able to communicate with Gate Ops. I listened to just how busy the Patrol drivers were going from call to call. My supervisor Barbara, Paul, and Jim should be commended on their professionalism in moving the Patrol Drivers around. Friday night was a challenge for all, I did not realize everything the Supervisors do. You could hear it in their tone that they were not going to let accidents, flooded streets, tree limbs coming down, red lights not working, tunnels flooding and wondering if they had enough orange cones get in their way. Next time I hear somebody complain about the Supervisors I'll let them know everything they do."



Recreation Supervisor Madison Taylor (R) and Recreation Assistants Leonard Yates (L), Hugh Austin, and Bush Rharbite. "We want to thank everyone for their help and cooperation in making our Celebration of Life a wonderful function. Madison, Leonard, Hugh and Bush were wonderful to work with in setting up the room at Burnsed, informing us about the kitchen, helping with the AV equipment for the video and to make certain we had everything needed. Every one of the staff was so helpful, cooperative and willing to go the extra step to make sure everything was perfect. We are very lucky in the Villages to have the availability of

such a beautiful facility and the wonderful staff at Burnsed. Thanks again."

Recreation Service Representative Teresa Nettleton. "I have been a resident of The Villages since 2011 and I frequent the SeaBreeze recreation center on a weekly basis which is close to my home. One employee in particular has been a consistent pleasure to work with, Teresa! She is not only a pleasure to work with for any of my needs, but she is consistently professional and always courteous! Having been a civil servant myself for 35 years, I feel that Teresa deserves one small moment in time to be given a huge thank you for all she does for us Villagers to make our time here just a little brighter!"



Recreation Assistant Cindy Baker. "This Sunday the pool attendant greeted my family and I with a smile, a nice tone and was an enjoyable person. Cindy told us to let her know if we needed anything. Well, as it turns out we had been home for about 2 hours when my brother realized he did not have his phone. To the rescue was Cindy. Please pass on our thanks to Cindy. She is an excellent representative for the Villages. Thank you."

Gate Attendant Dave Latus. "This must be the week for Village employees. I guess I am a little bias because I am one, but there's nothing wrong with patting our own people on the back. When I come through the Santo Domingo gate in the morning Dave is always positive and upbeat. It is a pleasure going through this gate. I live in the area so I see him frequently. Please tell him he makes my day."



Recreation Supervisor Madison Taylor. "My husband and I want to reach out and tell you what a wonderful employee you have in Madison. She is always cheerful, helpful and enthusiastic. We call her the 'energizer bunny'! We have 2 grandchildren, ages 13 and 10, who love coming to visit. One of their first requests is "when can we see Madison?" She makes their trips here so much more active and enjoyable and they always want to come back for more! She is awesome and we love her! "

Facility Specialists David Gleim (L) and Time Bartz (R). "I am writing to let you know just how fantastic the staff was at the Savannah recreation center over the past few days when we held our tournament there. Your staff, notably David and Tim went out of their way to assist us in getting it right. I have had numerous emails and calls from our own members and from those who visited from outside The Villages who complimented on the smooth way in which everything went according to plan."



Assistant Manager of Water Resources Bart Graham. "I have written to Mr. Graham about our lake in Pennecamp several times. Each time he has responded promptly and took action to correct the problem. Our lake is getting better. I am impressed with him and how promptly he addresses the problems. This makes me happy about my recent decision to move to The Villages."

Softball Recreation Assistant Steve Stein. "We want to commend all who are responsible for the condition of the Soaring Eagle Softball Complex. With all the rain that we have had in the past few days, believe me, we were all presently surprised that we were able to play today. Steve was there to greet us at 7AM to help us check out the field condition. He also made sure that the dugouts were clean and we had water during the game. Thank You to all that made Soaring Eagle such a beautiful place to play! "



Recreation Supervisor Jackie Prim. "The Creative Creatures session went so well. It was nice to see all the children, grandparents and parents being so creative during the event. They kept thanking us and their pins turned out to be really quite good. I enjoyed working with Jackie. She had a natural way of interacting with the children and their families. She was so organized and offered all kinds of help when needed. It was a pleasure working with her. Well done Jackie! Thank you for assisting and making this a great Camp Villages experience for all involved."

The Staff at the Colony Cottage Fitness Center went above and beyond for a resident. Several months ago a regular member, for years, of the fitness center received a bad report from her doctor and has been unable to attend the facility. The Colony Cottage staff sent a card to brighten her spirits. She later went by the Center to thank everyone and hand out hugs.

Recreation

Recreation Manager, Lifestyle, Parks & Public Relations Pam Henry, and Recreation Service Representatives Patti Adams and Teresa Nettleton (LtoR) were thanked for their continued hospitality. "After 12 years as founder/president of our club, I am handing it over to a



new, competent and energetic team. I could not, however, do so without taking time to thank you and your recreation staff. What a great group of people! I can honestly say that every event we have held in various Recreation centers throughout The Villages has been done with a terrific staff. All of our Fund Raisers were successful, thanks in part to them. Three people in particular

have helped us every step of the way, Patti, Teresa and Pam. I am sure that the Leadership and tone you set has all to do with the customer service attitude of the staff, I congratulate you. We are proud of our record in helping local students from Wildwood and The Charter School. Every single person who has assisted us is part of that "it takes a Village(s) to raise a child" truism.

A structure fire occurred on June 25th. Upon arrival, firefighters found heavy smoke and flames showing from the rear and left side of the structure. The fire was extending up the eaves and into the attic space of the residence as well. Firefighters performed a rapid primary search of the residence as well as a coordinated fire attack. Due to the quick actions of firefighters on scene the situation was brought under control within 20 minutes. There were no injuries reported and Firefighters were able to rescue two cats from the residence. Present at the fire were:

- | | |
|------------------------|-----------------------------|
| ◆ Chief Edmund Cain | ◆ Lt. Trey Pent |
| ◆ BC Corey McCaulley | ◆ FF/PM Ryan Lavender |
| ◆ Lt. Jeff Loder | ◆ FF/EMT Zachary Meckstroth |
| ◆ FF/PM David Gomez | ◆ Lt. Vincent Walczak |
| ◆ FF/EMT Brian Draper | ◆ FF/PM Nichole Leonardi |
| ◆ FF/PM Austin Roberts | ◆ FF/EMT Jason Lopez |
| ◆ FF/PM Vince Rados | ◆ FF/PM Marcial Santiago |
| | ◆ FF/EMT Jonathan Hartman |



TO THE DISTRICT FAMILY!

Budget

Karen White

Administration

Martina Smith

Community Watch

John Amato Jane Chavez

Property Management

Lory Hatch Hope Schortemeyer

Recreation

Donald DiBartolomeo

Richard Spidel

Jewell Edney

Richard Titus

EMPLOYEES ON THE MOVE



Public Safety

- **Nicholas Tenniswood** was promoted from Firefighter EMT to Firefighter Paramedic.

Recreation

- **Cindy Bennett** transferred from Risk Management Generalist to Recreation Service Representative (TEA).
- **Lori Popp** transferred from Recreation Service Representative (TEA) to Fitness Assistant.



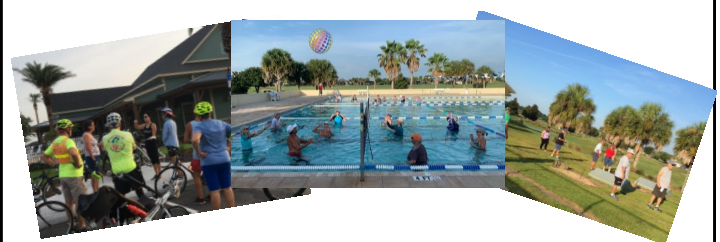
During Public Safety's ribbon cutting ceremony for their new state-of-the-art station on Tuesday July 9th, **Recreation Manager, Lifestyle, Parks & Public Relations Pam Henry** was honored for her 23 years of service to The Villages community. In keeping with tradition, Public Safety has named Engine 44, the newest addition to their fleet, "Pam", for her long history with the District. Congratulations Pam! Well deserved!



Get Your Game on!

National Park & Recreation Month

The Villages Recreation & Parks department had over 21 events throughout the month of July to celebrate National Park & Recreation month. The Village residents definitely got their game on playing horseshoes, giant water volleyball, biking and others!



District Manager Richard Baier wanted to ensure that the entire District was aware of Public Safety's milestone and able to celebrate with them. Congratulations!

Public Safety at 20

COMMITMENT TO COMMUNITY STANDS OUT AS DEPARTMENT EXPANDS



Trainee Zachary Meckstroth, left, leads the way as his crew attempts to put out a vehicle fire during live burning training at the Citrus County fire training center. Helping are Lt. Noah Hartman, center, and crew members Daniel Moore, second from right, and Nicholas Fatolitis.



Public Safety Department trainee Brian Hilty clears the rear window on a practice car during a training session on motor vehicle accident rescue techniques.



Hilty uses a hose to find his way out of a smoky house during a Public Safety Department training session at the Citrus County Fire Training Center.

Two decades ago, The Villages didn't even have its own fire department. In the past 12 months, The Villages Public Safety Department responded to more than 27,500 emergency calls, opened a new station, added 21 new firefighters and it's not even close to being done growing. Over the next 20 years, the department is set to nearly doubled in size. The Villages Public Safety Department was founded on Oct. 1, 1999, with one station, one truck and nine employees. The department now boasts nine fire stations, a fleet of more than two dozen vehicles and 120 Firefighters, not including an administrative staff of more than a dozen employees.

DEDICATED FIRETRUCKS



Janet Tutt

The longest and tallest of the VPSD's trucks, Tower 51, capable of performing rescue operations on the tallest buildings around The Villages, is named for former District Manager Janet Tutt. Tutt retired from the district manager job in July 2018 after serving in the position for 13 years. "Janet" will eventually be housed at Station 40 after renovations are complete on the station.

DEDICATED FIRETRUCKS



Brittany Wilson

Engine 40 is named in honor of Brittany Wilson, the director of technology and board support services. She said having the truck named for her carries special meaning for her, since her husband is a member of Ocala Fire Rescue and her father retired from the same department. Both have worked at Ocala Station 3, which still bears a plaque with her grandfather's name, a city councilman at the time it was built.

The nine fire stations are strategically placed around The Villages so that no home in the community is more than 2 1/2 miles from the nearest fire station, and that the department is able to respond to calls in The Villages in an average of 4 minutes, 15 seconds. The industry standard for response times nationwide is six to eight minutes, according to the National Fire Protection Association. VPSD Fire Chief Edmund Cain and District Manager Richard Baier are already in discussions with the Developer planning three moves, or in this case three stations, ahead. However, Cain said his department's ability to grow and adapt to the community is not what impresses him the most. "The most impressive thing about this department is the commitment of the employees to the public," Cain said. "They care for these people, and not just on a fire or a medical scene."

In The Beginning

Before there was the public safety department, there was the Orange Blossom Gardens Fire Department. The Orange Blossom Gardens Fire Department was a volunteer fire department founded in 1981 by Bob Pre-Genzer, a resident of Orange Blossom Gardens, the precursor to The Villages, according to reporting by the Daily Sun. Pre-Genzer, a former volunteer firefighter from New York state, owned an antique fire truck that could be used to fight small brush fires. He wanted to build a shed to house the truck. The developer donated the land and on Aug. 25, 1984, a small fire station opened on Griffin Avenue near U.S. Highway 27/441. The station Pre-Genzer championed is used to this day to house Lake EMS ambulances. It would be 18 years later that the District saw the need to enhance public safety in The Villages. The District wanted to provide not only fire service, but also wanted to have paramedics readily available to respond to medical emergencies. A proposal was made to create a department that combined fire protection, emergency services and The Villages Watch, now known as Community Watch, although that agency stayed separate until 2009. The proposed budget for the new public safety department was \$1.2 million, according to a special supplement run in the Daily Sun before the department opened. The first fire station purchased for the new department was near the corner of County Road 466 and Morse Boulevard. It had belonged to the now defunct Oxford Volunteer Fire Department. It housed on fire engine in addition to two patrol vehicles. There were nine firefighters working out of the station on three different shifts. The Spanish-style building is still in use as Station 41, however Cain said it has undergone extensive renovations and additions to modernize the station, as well as house more firefighters and vehicles.

Rapid Expansion

As The Villages continued building, so did the public safety department. Station 42 was built near Mulberry Grove Recreation center in 2002, the same year Cain joined the department. In fact, Cain was among the first firefighters to work out of Station 42. After that, the department began adding new stations at a rate of about one every two to three years. Preet Bassi, chief executive officer for The Center for Public Safety Excellence, which provides accreditation for the VPSD, said this rate of growth is among the highest that she's ever seen. The growth rate was so fast in fact, the CPSE advised the department to create three-year plans for growth, Cain said. Most departments typically use five-year plans. "They're to be commended for measuring that growth and planning for the future," Bassi said. She said growing departments often face a variety of challenges. One challenge is getting budgetary approval and the political will needed to make things happen. "With The Villages, the growth is easy to see," she said. "It appears that the political decision to grow (the department) is easy. The real challenge is 'Can you build it fast enough? Are you able to get things up and running fast enough?'" Cain said that with the District's commitment to growing the fire department, getting anything he needs in a timely fashion is usually not a problem. The District has showed no resistance to growth yet. Baier took things a step further. "The Public Safety Department growth is the most important aspect of the district government," he said. "Everything hinges on public health and safety." People choose to live in the community because of the lifestyle, he said, and that includes the response time. It's one of the best in the region, Cain said.

More Than Just Fires

White fighting fires is a part of what the VPSD does, residents of The Villages are far more likely to see them out and about for other reasons. It was no accident that part of the impetus for forming the department was to have paramedics ready to quickly respond to medical emergencies.



Public Safety Department trainee Dillon Berry pulls a hose up a flight of stairs during a training session for Class 1803 at the Citrus County Fire Training Center.

DEDICATED FIRETRUCKS



Diane Tucker

The department's spare engine is named for Diane Tucker. Tucker retired in December 2018 after more than 10 years working for the District. One day in 2010 Tutt invited Tucker to a dedication ceremony for a new fire truck. A priest christened the truck "Diane." This was the first Tucker knew the truck would be named for her. "I was caught completely off guard," she said. "It was really a great honor."



Dillon Berry adjusts a hose during training.

Cain said that about 50% of his firefighters are also paramedics and about 80% of calls they receive are medical emergencies of some kind.

The Villages it not unique in this regard. "That's

not just a trend here," Cain said. "It's nationwide. The majority of calls in any fire department are medical." Between 78% and 85% of all calls for service that fire departments receive are medical calls, said Kevin Quinn, first vice-chair of the National Volunteer Fire council and a 44-year veteran of the fire service. A big part of the reason for this is that fire departments are spending less time and devoting fewer resources to actually fighting fires. VPSD Lt. Edward Raulerson, division chief of fire prevention, pointed to two major factors that contribute to this trend; improved building codes and improved communication technology. As building codes have changed, he said construction materials have become more fire resistant. The director of the Lake Technical CoLlege Fire Academy, Ron Williams, also pointed to the fact that more buildings, especially public buildings, have fire suppression systems, or sprinklers built into them. In fact, many building codes require sprinklers in newly constructed public buildings. These advances in construction have led to fewer fires overall and those that do occur are often not as bad. The other half of the equation is better technology leading to quicker response times for firefighters. Everybody's got a cellphone now," Quinn said. "That leads to faster notification." He said faster notifications lead to firefighters arriving on scene faster and getting the fire under control before it has a chance to spread. With fire departments having to spend less time fighting fires, Williams said they could offer other services to the community. "It didn't make sense for a crew of firefighters to sit at a station waiting for a fire," he said. "They've always been there for emergencies, and it just makes sense to have them respond to medical emergencies." The VPSD is constantly improving their medical response capabilities. One point of pride for the department is their record on cardiac saves. Cain attributes part of the departments success to their use of new technologies. The department can transmit a cardiac patient's EKG to a hospital from the scene, reducing the time it takes to get that patient into a catheter lab to receive an angioplasty.

DEDICATED FIRETRUCKS



Barbara Kays

Ladder 45 was named for Barbara Kays, budget director for the District. Kays manages an annual budget of about \$350 million. As a staff member, she attended the ribbon-cutting for Station 45 in October 2012. She thought, "Oh, the name on the truck is the same as mine." It wasn't until she noticed everyone was looking at her that she realized the truck was named after her.

By sending an EKG to the hospital from the field, the VPSD is often able to get a patient to a cath lab within 40 to 45 minutes of receiving the 911 call, Cain said. VPSD offers services that takes them outside the traditional realm of fire and medical response as well. Residents can call on the department to change out smoke detector batteries if they can't safely use ladders. They can also turn to the VPSD for training in CPR and AED use. Community Watch and the Community Emergency Response Team of The Villages which are both under the umbrella of VPSD but are separate agencies, are common sights on the squares during community events, providing first aid and crowd control. For Raulerson, who recently took on his new position as division chief of fire prevention, the best part of his new job might be teaching the students at The Villages Charter School about fires safety during fire prevention week. He's done it before but this year is his first leading it. "Fire Prevention Week is a way to reach out to residents," Raulerson said. "To get to the residents, we educate the children. They'll take the information home and they'll share it with their parents, share it with a friend, share it with a neighbor, share it with grandparents."

Recent Developments

The last 12 months have been momentous for VPSD as The Villages has expanded south of State Road 44. The Biggest and most visible sign of the growth of the department has been the opening of Station 47 on Morse Boulevard south of SR 44. Cain said Station 47 is an important station for a number of reasons, the first being that it's the first station where he was able to give his input ahead of time as to where it needed to be located to maintain the 4-minute, 15-second average response time, a point of pride for the District. Baier said a lot of analysis, including meeting with the Developer and analyzing heat maps

showing where the highest concentration of potential incidents might be, went into determining the best place to build the station. The station was also designed with input from the department to optimize response times.



Public Safety Department trainee Stuart Venables concentrates on putting out the fire after arriving at the third floor of the Citrus County Fire training Center tower.

DEDICATED FIRETRUCKS



Pam Henry

Engine 44 takes its name from Pam Henry, recreation manager of resident lifestyles, parks and public relations. Henry began working for The Villages three years before the VPSD was established. In her 23 years of service to the community, Henry never expected anything in return. That's why she was humbled and at a loss for words when she found out she would have a truck dedicated to her.

DEDICATED FIRETRUCKS



Hayle Zawisca

The daughter of John Brucker, pictured, Hayle Zawisca's name is on Squad 51, the department's technical engine. Brucker, a VPSD firefighter/EMT died on June 12, 2010 at the age of 37 from injuries suffered in an off-duty vehicle crash. His memorial service was attended by firefighters from more than 15 departments around the state of Florida.

Cain said that when a call comes in, the firefighters will get out of bed, make a left and they're in the engine bay. Their bunker gear has been strategically placed so as to allow them to access their gear quickly while en route to the truck. The station has a state-of-the-art ventilation system to remove exhaust from the engines, Cain said, and the station is equipped with machines to clean the firefighter's bunker gear to remove soot, smoke and the possible carcinogenic contaminants. Finally, this station has a District Customer Service Center satellite office that will offer residents other district government services like issuing guest passes and ID cards. The opening of Station 47 also necessitated the hiring of more than 20 new firefighters. These firefighters have all joined the department since January, with three classes graduation so far this year. The VPSD's growth has also created new opportunities within the department. Five new lieutenants were promoted and Raulerson was promoted to the position of division chief of fire prevention. Aside from the opening of Station 47, there have been other developments as well. Work has begun on Station 40 on Parr Drive to expand the engine bay to accommodate the department's new tower truck, currently based at Station 51. The truck has a very large ladder with a platform which can be used for rescues on buildings over three stories tall. The tower truck was purchased because of future developments in the area that will exceed three stories.

Future of Public Safety

With technology changing and The Villages growing at a rapid pace, what the future holds for the VPSD can be difficult to predict. That's one reason why the CPSE advised the department to formulate three-year instead of five-year plans.



A Public Safety crew lead by Brian Hilty, on nozzle, trains on a car fire simulator while Lt. Noah Hartman, dark helmet, advises as Class 1803 finishes the day of live training at the Citrus County Fire Training Center.

Looking at national trends would provide some insight, however. Williams foresees more and more medical services being offered by fire departments. "We've never done a job task analysis on what the job of a firefighter is," he said. "The state has appropriated funds to do just that and we're going to tailor training and education to fit those standards. Fire stations may one day look like medical clinics." He said he thinks that eventually all firefighters will have to be paramedics. Some departments are offering more medical services like paramedics that make house calls, fire departments giving immunizations and fire statins that do blood pressure checks. In keeping with national trends, the VPSD has set a goal to have 70% of its staff be certified paramedics in the future, and the departments currently has a paramedic assigned to each fire engine or rescue vehicle on each shift. VPSD is constantly evolving to keep up with the growing demands of a growing community, Cain said. To that end, he and Baier have been working with the Developer and planning where the next fire stations may be. The County Road 470 corridor and the area near the Okahumpka service plaza are possible locations for new stations, Baier said, but no land has been set aside for this purpose yet. Station 47 will act as a template for future stations, although Cain said that template will be

constantly fine-tuned to make it better. Cain has confidence in his department and his firefighters and their ability to grow and adapt. "I'd match these guys up against any other department," he said. "They're well-trained and willing to learn more. They want to do training." Whatever the challenges the future holds and whatever the community demands, he believes his department will be up to the task.

DEDICATED FIRETRUCKS



Carrie Duckett

Engine 46 was named after Carrie Duckett, the director of resident services and communications for the District. A mother of three, Duckett was invited to bring her children to Station 44 to tour the facility, meet Fire Chief Edmund Cain and other firefighters and, of course, see the truck that bears her name. The firefighters were very welcoming and ran the siren on "Carrie" for the kids.

DEDICATED FIRETRUCKS



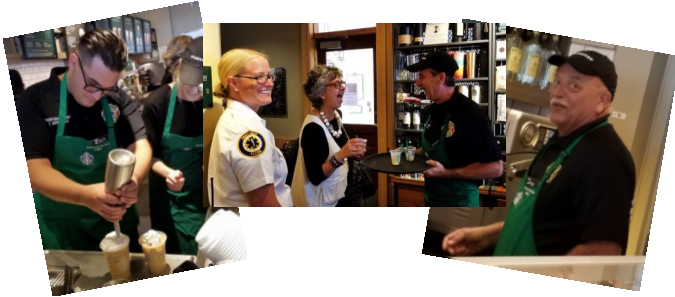
Deb Franklin

Engine 41, housed at station 41, the first VPSD fire station, is named "Deb" for Deborah Franklin, the District's director of human resources and strategic planning. One day she saw "Deb" parked on the street. She immediately called Fire Chief Edmund Cain, who confirmed it was named in her honor. "It's my guys driving the truck with my name on it," she said. "I hope it's taking good care of them."

Departments In The News

Coffee with a Firefighter

On June 27th, this event was held at Starbucks on Lake Sumter Landing. **Lieutenant Joe Schenk (R), Firefighter EMT Bill Miller (M) and Firefighter Paramedic Zachary Morreale (L)** all became baristas for a day. The event was held to have the firefighters meet with resident's and answer any questions they had about the department. Also pictured in the middle are **Division Chief of EMS Training Kara Watts and Director of HR & Strategic Planning Deb Franklin.**



Yoga on the Square



Recreation & Parks recently hosted their 5th annual Yoga on the Square on June 20th at Lake Sumter Landing. Instructors from MVP, Recreation & Parks and Resident Lifestyle groups led over 150 participants in the morning workout. This event coincided with International Yoga Day!

Congratulations!

Congratulations to **Budget Manager Brandy Cook!** Brandy (left) was sworn in on July 17th as the newly-elected President of the Nature Coast Chapter-Florida Government Finance Officers Association. The Florida Government Officers Association is a professional organization for governmental finance and budget employees which provides training, networking, communication of issues/best practices to its members. The Nature Coast Chapter is the local chapter covering members within Citrus, Lake, Marion and Sumter counties. We are proud of Brandy as the new President and look forward to supporting her throughout the next year.



Station 44 recently had a young visitor to their house. From left to right, **Firefighter Paramedic Michael Birch, Firefighter EMT Dustin Foster, and Lieutenant Michael Stephens** gave their little visitor a grand tour of the station and equipment.



DISTRICT UNIVERSITY

District University: Training & Development Programs: August 2019
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 August 12th August 26th	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 <i>Mandatory within 30 days of employment</i>	Every Thursday	10:00am To 12:00pm	District Offices 984 Old Mill Run
Built to Last	Deb Franklin	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 <i>Mandatory within 60 days of employment</i>	Wednesday August 28th	8:30am To 10:00am	Laurel Manor Recreation Center 1985 Laurel Manor Drive

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:** Contact **Sharon Gwin (352-750-8201)**
- **All Recreation staff:** Contact **Anita Douglas (352-674-1800)**
- **All Finance staff:** Contact **Linda Sojourn (753-0421)**
- **All other District staff:** Contact **Human Resources Terianne.Carroll@districtgov.org.**