



DEPARTMENT OF PUBLIC WORKS

ENGINEERING ♦ FACILITIES ♦ REAL PROPERTY ♦ ROADS/BRIDGES ♦ STORMWATER ♦ TRAFFIC

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Commendation Memorandum

Date: April 29, 2024

To: Troy Fulford, DPW Inspector

From: Stephen Stack, Assistant Director

Subject: Customer Commendation – Bonnie Towne

Dear Troy,

Hernando County Department of Public Works recently received a "You Made My Day" thank you card for Troy and the crews from Bonnie Towne. The letter went on to detail her experience with a driveway issue. She says, "Troy came to my house to look at the problem area, left a tag on my door, and called me. He listened to what I had to say and told me he would get back to me. The next day, he called me back to advise that he had reached out to the correct division to help assist with her issues and that they would be returning to the property over the next few days. Shortly after I got off the phone, I received another phone call, this time from my neighbor who was calling to say that the crews were already on-site working on the issue."

It's always an honor to express my sincere appreciation for meeting the needs and concerns of our citizens and for working interdepartmentally to get the issue resolved in a quick manner. Thank you for all of your hard work and for taking pride and care in all that you do here, and for your contributions, and efforts to assist our customers. A copy of this memorandum will be placed in your personnel file for future reference.

With sincere appreciation,

A handwritten signature in blue ink that reads "Stephen Stack".

Assistant Director
Hernando County Department of Public Works

Cc: Personnel File – HR

J. Scott Herring, P.E., Director of Public Works/County Engineer

David Bland, Field Supervisor