



## DEPARTMENT OF PUBLIC WORKS

AQUATIC SERVICES • ENGINEERING • FACILITIES • ROADS/BRIDGES • STORMWATER • TRAFFIC • WATERWAYS

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### Commendation Memorandum

**Date:** October 25, 2022  
**To:** Peter Alfonso, Special Equipment Operator  
Richard Cotto, Equipment Operator  
Edward Winters, Equipment Operator  
April Cantuarias Oberry, Maintenance Worker II  
Joseph Carroll, Maintenance Worker II  
Robert Tokar, Maintenance Technician  
**From:** Stephen Stack, Assistant Director  
**Subject:** Customer Commendation – Ms. Wallace / Redington St.

Dear Peter, Richard, Edward, April, Joseph, and Robert,

This letter is to recognize your efforts in rectifying drainage issues with a customer's driveway on Redington Street. Lisa Wallace was extremely impressed with your service and went out of their way to contact the County and compliment your efforts. She wanted to make it known that she was incredibly thankful for you taking the time to fix her concern as she knows that you did not have to due to the road's designation as "Emergency Maintenance".

Your exemplary efforts demonstrated outstanding customer service. Thank you for representing Public Works proudly and leaving a lasting positive impression with our resident. Job well done!

Thank you again for handling the situation and for all your hard work, 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, appearing to read "Steph Stack".

Assistant Director  
Hernando County Department of Public Works

Cc: Personnel File – HR  
Scott Herring, Director of Public Works/County Engineer  
Arthur Lozano, Field Supervisor – Drainage Maintenance