



DEPARTMENT OF PUBLIC WORKS

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

1525 EAST JEFFERSON STREET ♦ BROOKSVILLE, FLORIDA 34601
P 352.754.4060 ♦ F 352.754.4423 ♦ W www.HernandoCounty.us

COMMENDATION MEMORANDUM

TO: Darlene Lollie, Transit Administrator
Mass Transit

FROM: J. Scott Herring, DPW Director/County Engineer 
Department of Public Works

SUBJECT: Customer Commendation – Louise Tash

DATE: June 21, 2024

I have reviewed the email string between yourself and Mrs. Louise Tash regarding her and her husband's Flamingo Cards. I was happy to see that you were able to contact HART and work on getting refunds on the balance of both Mr. & Mrs. Tash's Flamingo cards.

Through your efforts, Mrs. Tash was contacted by HART and promised two (2) separate checks for which she believes you were great in securing for them. She is very happy that the situation will be resolved shortly.

It is always an honor to express my sincere appreciation for a job well done, and I am additionally thankful when customers also recognize a staff member's professional workmanship.

Thank you for handling the situation with pride and care, 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.

/jma

cc: Human Resources Personnel File

Jeannie Austin

From: Scott Herring
Sent: Friday, June 21, 2024 11:04 AM
To: Melissa Mace; Jeannie Austin; Tina R Duenninger
Subject: Fw: Flamingo Card

whomever is doing the next "Thanks" agenda item, please include this.
Thanks!
Scott Herring

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

From: Scott Herring <SHerring@co.hernando.fl.us>
Sent: Friday, June 21, 2024 11:00 AM
To: Darlene Lollie <DLollie@co.hernando.fl.us>
Cc: Jeffrey Rogers <JRogers@co.hernando.fl.us>; Toni Brady <TBrady@co.hernando.fl.us>; Jan Houser <jhouser@co.hernando.fl.us>
Subject: Re: Flamingo Card

Good Job Darlene!
Well done!

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

From: Darlene Lollie <DLollie@co.hernando.fl.us>
Sent: Friday, June 21, 2024 10:52 AM
To: Scott Herring <SHerring@co.hernando.fl.us>
Cc: Oliver.cromwell@ratpdev.com <oliver.cromwell@ratpdev.com>
Subject: FW: Flamingo Card

FYI

We have a happy customer.

Darlene Lollie
Hernando County Transit Administrator
Direct: (352) 540-6567

From: Louise Tash <spunkycat18@gmail.com>
Sent: Friday, June 21, 2024 9:09 AM
To: Darlene Lollie <DLollie@co.hernando.fl.us>
Subject: Re: Flamingo Card

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thanks Darlene. I had a call from them this AM re our address.
They sent me an email so I could confirm it that way which I have done.
It appears this situation should be resolved soon as they are mailing out 2 separate checks.
You have been great in securing this refund for us.
I hope the powers that be in Hernando County realize what an amazing employee they have.
Louise & William Tash

Have A Wonderful Day (o:

On Fri, Jun 21, 2024 at 8:08 AM Darlene Lollie <DLollie@co.hernando.fl.us> wrote:

Good Morning,

I sent your updated address to HART.



Darlene Lollie
Hernando County Transit Administrator
Direct: (352) 540-6567

From: Louise Tash <spunkycat18@gmail.com>
Sent: Thursday, June 20, 2024 7:58 PM
To: Darlene Lollie <DLollie@co.hernando.fl.us>
Subject: Re: Flamingo Card

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

There is a slight change in address
[8105 Forest Villas Circle](#)
[Apt G](#)
[Spring Hill, FL 34606](#)
If it doesn't get changed it will get forwarded to us.
You have gone above and beyond and we are very grateful.
I didn't realize there was that much money on the cards.
Louise Tash

Have A Wonderful Day (o:

On Thu, Jun 20, 2024 at 3:02 PM Darlene Lollie <DLollie@co.hernando.fl.us> wrote:

Hi Ms Louise,

Below is the information I just received from HART, can you please confirm for me.

Good afternoon Darlene,

My apologies, I did not follow up internally. We have Mr. Tash with a \$39.30 balance and Mrs. Tash \$12.90. The refund total is \$52.20. We will do a check refund as these transactions happened about a year ago. We have, in the system, the information below to contact William and Louise.

William Tash info: [8148-B Forest Villas Circle, Springhill, FL 34606](#). williamtash@gmail.com 352-397-5315

Louise Tash info: [8148-B Forest Villas Circle, Springhill, FL 34606](#). spunkycat18@gmail.com 352-296-1782

I have included HART accounting and can provide the time required to process a refund check.

Thank You,

Darlene Lollie
Hernando County Transit Administrator
Direct: (352) 540-6567

From: Louise Tash <spunkycat18@gmail.com>
Sent: Thursday, June 20, 2024 11:24 AM
To: Darlene Lollie <DLollie@co.hernando.fl.us>
Subject: Re: Flamingo Card

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

No, nothing yet. Sorry for the time this is taking you but do appreciate your efforts.

On Thu, Jun 20, 2024 at 11:13 AM Darlene Lollie <DLollie@co.hernando.fl.us> wrote:

Good Morning,

Checking to see if you have received your refund?



Darlene Lollie
Hernando County Transit Administrator
Direct: (352) 540-6567

From: Louise Tash <spunkycat18@gmail.com>
Sent: Friday, June 14, 2024 1:59 PM
To: Darlene Lollie <DLollie@co.hernando.fl.us>
Subject: Re: Flamingo Card

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you Darlene for your efforts to get this issue resolved.

Have A Wonderful Day (o:

On Fri, Jun 14, 2024 at 11:07 AM Darlene Lollie <DLollie@co.hernando.fl.us> wrote:

I will reach out again.



Darlene Lollie
Hernando County Transit Administrator
Direct: (352) 540-6567

From: Louise Tash <spunkycat18@gmail.com>
Sent: Friday, June 14, 2024 11:05 AM
To: Darlene Lollie <DLollie@co.hernando.fl.us>
Subject: Re: Flamingo Card

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I have not heard anything yet.

On Fri, Jun 14, 2024 at 10:49 AM Darlene Lollie <DLollie@co.hernando.fl.us> wrote:

Good Morning Ms. Louise,

Were you able to get a refund?

Thank you,

Darlene Lollie
Hernando County Transit Administrator
Direct: (352) 540-6567

From: Louise Tash <spunkycat18@gmail.com>
Sent: Friday, June 7, 2024 9:13 PM
To: Darlene Lollie <DLollie@co.hernando.fl.us>
Subject: Re: Flamingo Card

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you and I will.

On Fri, Jun 7, 2024 at 3:09 PM Darlene Lollie <DLollie@co.hernando.fl.us> wrote:

Ms. Louise,

Someone from HART should be reaching out to you about the refund. Please let me know if you don't hear from them by the middle of next week.

Thank you 😊

From: Louise Tash <spunkycat18@gmail.com>
Sent: Thursday, June 6, 2024 9:19 PM
To: Darlene Lollie <DLollie@co.hernando.fl.us>
Subject: Re: Flamingo Card

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

It was a pleasure speaking with you and I appreciate your efforts to get whatever monies back may be on the cards.

My technical abilities are limited so the only way I could send pictures of the cards to you was in a separate email. I couldn't or didn't know to add a message so 2 separate emails

Louise Tash
[8105 Forest Villas Circle](#)
[Apt G](#)
[Spring Hill, FL 34606](#)
352-296-1782

On Thu, Jun 6, 2024 at 3:48 PM Darlene Lollie <DLollie@co.hernando.fl.us> wrote:

Good Afternoon Ms. Louise,

It was a pleasure speaking with you. If you send me the information or a picture of your flamingo cards I will do my best to get you a refund.

Thank you,



Darlene Lollie | Transit Administrator
Hernando Department of Public Works
Transit Division
[1525 E. Jefferson St, Brooksville, FL 34601](#)
Office: (352) 754-4060
Direct: (352) 540-6567
Cell: (352) 442-3905
Email: dlollie@hernandocounty.us
Website: <http://www.hernandobus.com>
Office Hours: Monday-Friday, 7:30 AM – 4:00 PM