

## **Rene Snow**

I would like to nominate Rene for Exceptional Customer Service in recognition of her unwavering dedication to customer satisfaction. Rene consistently goes above and beyond to ensure every customer feels valued and supported. Whether handling complex issues with patience and professionalism or taking extra steps to exceed expectations, she demonstrates a true passion for service.

HCUD constructs, operates, and maintains utilities throughout the County. Daily, our office receives numerous calls from citizens regarding project scheduling, timing, right-of-way concerns, and other relevant information. Rene consistently assists customers with challenging requests, resolving issues efficiently while also taking proactive steps to prevent future concerns.

Recently, Renee helped a senior citizen who felt he was being given the runaround by different departments regarding his permit application. With her guidance, he was able to navigate the process smoothly, ultimately obtaining approval without further delays.

Her positive attitude, attention to detail, and commitment to delivering an outstanding experience make her truly deserving of this recognition.

## **Jessica Wright**

Jessica Wright provides amazing support to County Administrator Jeff Rogers and Deputy County Administrator Toni Brady. Jessica is always willing to assist any other departments with assistance. Jessica provides a great first impression for anyone contacting the county administration office. She is always willing to assist on any program or project that, even if not a direct responsibility of her position. Mostly, she is a great team player for ensuring to keep County Administrator Jeff Rogers on task, informed and supported.

Jessica is providing support on most items from County Administration. Hernando County operates better with Jessica as part of our team.

## **Richie Russell**

Hernando County Fire Rescue Logistics Manager Rich Russell has been a consistent asset to the county. During the 2024 hurricane season, Rich managed all incoming and outgoing logistical aspects of fire rescue and emergency management. The normal day to day responsibilities coupled with emergency response and recovery efforts were extremely challenging during extended work hours. Rich is currently coordinating the move into our new logistics and facilities warehouse. We thank Rich for his continued efforts and expertise.