

From: [Hernando County – Public Information Office](#)
To: [Danielle Nigro](#)
Subject: Fw: High Praise
Date: Wednesday, July 8, 2026 3:34:22 PM
Attachments: [Outlook-4trua32e.png](#)
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Hi Danielle!

This message came in and per the email org chart you are the manager of Shawnda! Wanted to pass along for recognition!

Thanks



Rebecca Duncan | Public Records Coordinator

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From: Eric Wissenbach <eric.wissenbach@gmail.com>
Sent: Wednesday, July 8, 2026 1:41 PM
To: Hernando County – Public Information Office <publicinformation@co.hernando.fl.us>
Subject: High Praise

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I couldn't find a place on your website to leave positive feedback, so I hope you can pass this along to her supervisors.

Shawnda Rhodes was incredibly helpful while I was trying to file a permit through the new online system. She discovered that the system was missing the option I needed and explained how to void the incorrect permit application I had submitted on my own. Rather than leaving it there, she reached out to the appropriate people to see if the issue could be resolved.

I had already filled out a paper application and was making arrangements to miss a day of work to come in and submit it. (I work a regular full-time job and do contracting work after hours.) Before I

could even reply to her last email, Shawnda let me know that the online option had been added and was ready to use.

The process ended up being quick and easy, and she saved me a significant amount of time, travel, and frustration. Best of all, everything was handled through email—there was no need to wait on hold or make multiple trips.

Please let anyone involved in employee recognition know that Shawnda deserves it. She provided outstanding customer service and went above and beyond to help solve my problem.

I would also like to mention that I consistently have positive interactions with the Building Department in general, which is something I greatly appreciate.

Thank you for your time.

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