

From: [Michelle Miller](#)
To: [Omar DePablo](#); [Danielle Nigro](#)
Cc: [William Hunt](#)
Subject: FW: Will Hunt
Date: Friday, April 17, 2026 12:08:18 PM

I am so proud of Will. This is the level of customer service we should strive to achieve in every interaction we have, every day.

Danielle, please save this in Will's file for future reference. He deserves the praise.

(And I screen shot this and sent it to him already since he's on vacation.)



Michelle L. Miller, M.S. | Planning Manager
Planning Division | Development Services Department
1653 Blaise Drive, Brooksville, FL 34601
Cell: 352-442-7448
Email: mlmiller@hernandocounty.us
Website: <http://www.hernandocounty.us>
Office Hours: Monday – Friday, 7:30 AM – 4:00 PM

“Believe in yourselves. Dream. Try. Do Good.” – Mr. Feeny

Note: Please be advised that Hernando County has transitioned to the Tyler Enterprise Permitting and Licensing System for the processing of all permit and planning applications.

The link to **register** as a contractor in Tyler Civic Access is <https://hernandocountyfl-energovweb.tylerhost.net/apps/selfservice#/home>.

The link to **submit applications** through Tyler is: www.HernandoCounty.us/CivicAccess

From: PLT plt

Sent: Thursday, April 16, 2026 5:33 PM

To: Michelle Miller

Subject: Re: Will Hunt

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.

17 April 2026

Michelle Miller, M.S.
Planning Manager
Planning Division
1653 Blaise Drive, Brooksville, FL.
34601

Mrs./Ms. Miller,

I had the occasion to reach out to Planning Division for some technical advice regarding a small piece of property I own in Hernando County. I was prompted to leave my contact information as no one was available to help me at the time. Even though my experience with call back systems has not been good, the technical questions I had were important, so I did leave my contact information.

To my surprise and mild shock my call was returned only a short time after I left the message.

The gentlemen on the line politely introduced himself saying his name was Will and wanted to

know how he could help me.

I asked Will several successive questions about my property and property lines. Will was polite, he displayed a command of facts and knowledge of his job, he answered all my questions as fast as I asked them.

I wish every call for information was this good, one call, one person all issues resolved.

He called me back right away, he answered every question and I hung up the phone 100% satisfied with my interactions with Will.

He is a credit to your organization and reflects positively on Hernando County Government and the Planning Department.

I have since found out the gentleman's name Mr. William Hunt. I hereby nominate Will as the Chief Training Officer for public interactions.

Many thanks to Will for his quick, polite help.

I wish every experience was this good.

For any questions regarding my experience please do not hesitate to contact me as it would be a pleasure to discuss this interaction.

Very Sincerely,

Paul Gurchick

813-368-2762

From: Michelle Miller <MLMiller@co.hernando.fl.us>

Sent: Thursday, April 16, 2026 7:58 PM

To: gurchick@hotmail.com <gurchick@hotmail.com>

Subject: Will Hunt

Thank you so much for the opportunity to speak with you this afternoon. If you have the opportunity, can you please send me an email about your phone call with him? Thank you!



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