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# City Manager Update

JULY 2024

## *KEY DATES & EVENTS*

JULY 4

City Offices closed for  
Independence Day

JULY 13-14, 3:00 PM

Dunedin Showcase Kids  
Theater presents "Oink"

JULY 15, 9:00 AM - 4:00 PM

FY25 Budget Workshop #2

AUGUST 1, 5:00 - 8:00 PM

Special Meeting: Noise  
Ordinance/ Outdoor Dining

AUGUST 1, 6:00 PM

Back to School Open House  
and Expo

AUGUST 7, 10:00 AM

Purple Heart Recognition  
Ceremony



*On Juneteenth, city staff celebrated diversity with eighteen volunteering events and welcomed keynote speaker and Veteran, A.C. Coley, to City Hall.*

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# ECONOMIC DEVELOPMENT

## Median Maintenance Update

Peanut grass has been planted near Ocean Optics



## Community Redevelopment Agency (CRA)

- The CRA Annual Report is now available on the city website.

## Special Events and Projects

- The Florida Planning Conference is having a mobile tour of Downtown Dunedin on Wednesday, September 4. This is a great opportunity for the Dunedin to highlight the downtown area.
- Florida Redevelopment Association is having a similar tour on Wednesday, October 23.

## City-wide Project Updates

- **Coca-Cola** - Staff continues to meet regular with Coca-Cola to assist with the redevelopment of the property. Coca-Cola is closed May 31.

## Surplus Property

- Staff continues to work with Community Development and the City Manager on the disposition of the San Christopher site.

## Business Recruitment and Retention

- Staff meets with and assists the Chamber of Commerce, Dunedin Downtown Merchants Association (DDMA), and Visit Dunedin
- Staff attends the monthly Economic Development Partners meetings with leadership from the surrounding municipalities.

## Affordable Housing

- Staff has structured a potential affordable housing project featuring rental apartments.

## Operations

- FY25 budget preparation is in progress.

## Downtown Projects

- **Mid-Town Garage** - Staff is working on a design/build scope for the new garage on Douglas Avenue and Scotland Street.
- **Skinner Blvd Road Project** – The Project Letting (Bid) is scheduled for May. Construction is scheduled to commence early 2025.
- **Downtown Streetscape Paver Enhancements** - The second phase of this initiative will improve walkability and overall aesthetics on the south section of Main Street from to the Pinellas Trail to Broadway. Phase II is scheduled to start this fall.



Next CRA Meeting: 07/10/2024

# INFORMATION TECHNOLOGY

## Completed Projects

Upgraded NaviLine Server & Software

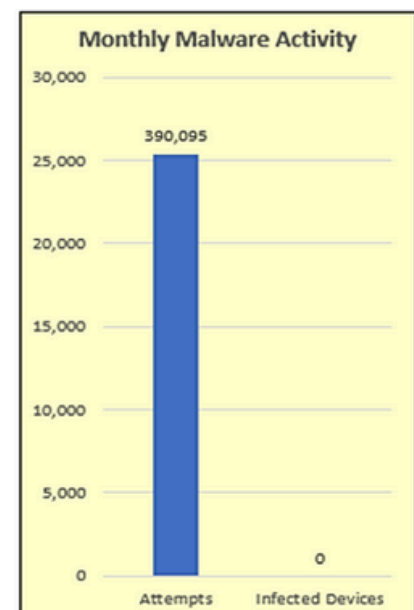
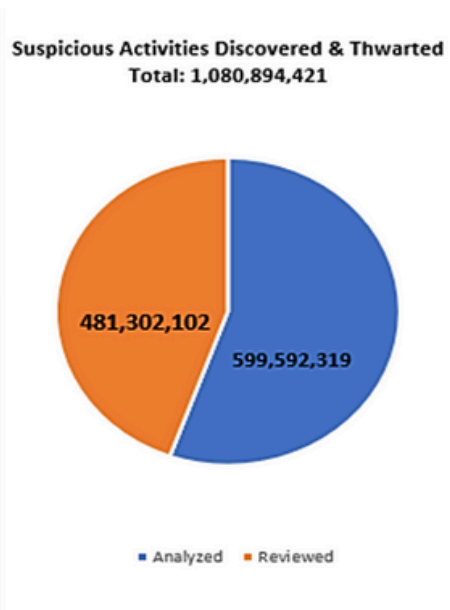
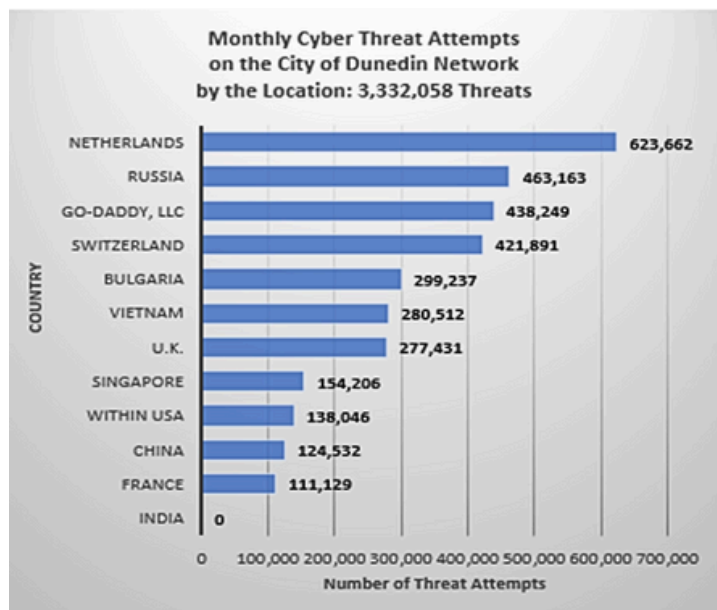
## Projects in Progress

Estimated Completion

ERP ( <i>Enterprise Resource Program</i> ) Work Order System Upgrade	Fall 2024
ERP ( <i>Enterprise Resource Program</i> ) Utility Billing System Upgrade	Winter 2024
Fiber Cable Audit ( <i>of whole city to determine viability</i> )	Winter 2024
City Fiber Cable Replacement ( <i>WW to City Hall</i> )	Summer 2024
Conference Room A/V Computer Upgrades ( <i>citywide</i> )	Summer 2024
Cybersecurity Monitoring & Detection Training for IT Staff	Summer 2024
Cybersecurity Training ( <i>for All City Employees</i> )	Ongoing as of Nov 2023
Office 365 installation for One-Drive and SharePoint ( <i>citywide</i> )	Summer 2024
Software Compliancy Monitoring Project	Ongoing as of 2023
FY24 Annual Computer Replacements	Ongoing as of Nov 2023
Install PEG (Public, Education & Government) TV Channel	Summer 2024
Implement E911 Service Citywide	Summer 2024

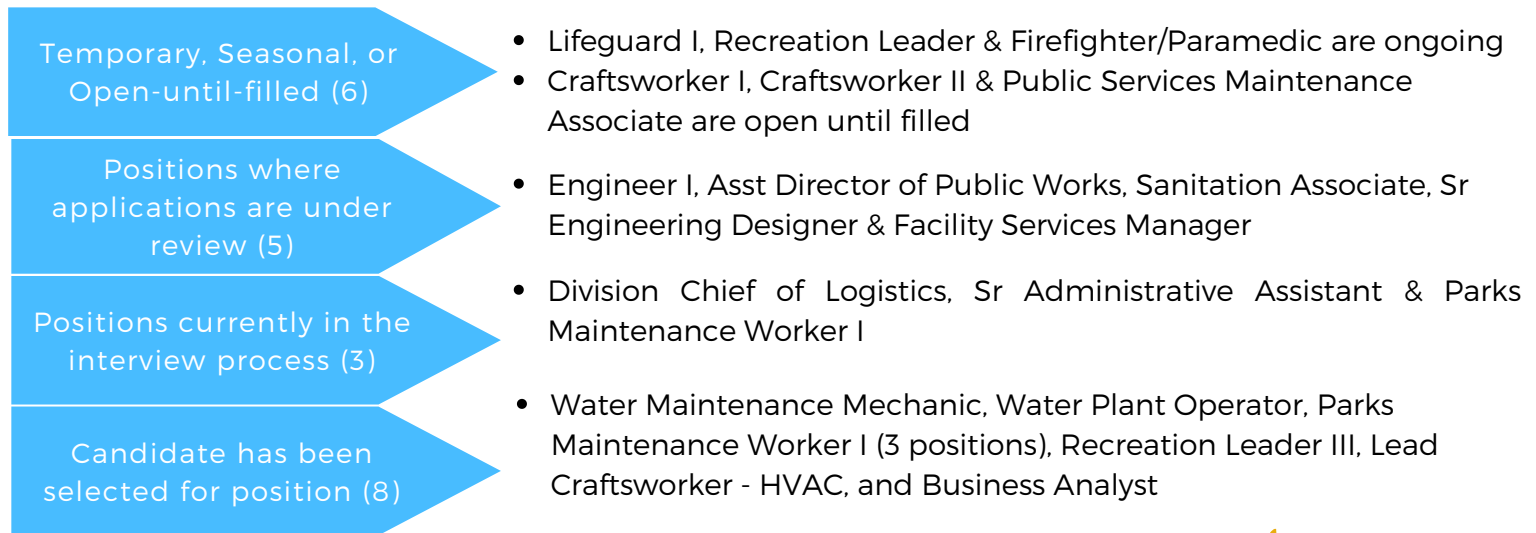
## Future Projects

Repair Underground Fiber Cable Conduit on Highland Ave	Summer 2024
Upgrade and Move City Fiber Cabling at WWTP	Winter 2024
Major Fiber Cabling Re-splicing Project ( <i>citywide</i> )	Winter 2024
Network Closets Wire Management Project ( <i>citywide</i> )	Winter 2024
Security Camera Systems Installations ( <i>citywide</i> )	Fall 2024
Public Wi-Fi Installations in designated City parks	Fall 2026



# HR & RISK MANAGEMENT

Num. applications received in June: **697** | Total vacancies: **29** (full- & part-time) | Candidates selected: **8**



**Promotions:** Michael Jones – Fire Lieutenant; John Kieler – Fire Lieutenant 

**New Hires:** Tammy Winton-Spearman – Purchasing Agent; Christine Nestor – Sr Admin Asst Parks; Sienna Moon – Lifeguard I; Maria Karp-Kirksey – Admin Asst; Theresa Moran – Recreation Leader; Jessiah Branch – Recreation Leader; Anthony Cerino – Lifeguard I; Dakota Graff – Lifeguard I; Clayton Watkins – Engineer III; Caleb Piard – Recreation Leader

## Self-Insured Medical Claims Experience

- Total Paid Medical & Pharmacy claims for June was \$299,158.51, which is 12.2% less than May’s totals. The average weekly claims for June was \$74,789.63

## Family Medical Leave Act (FMLA)

- YTD Number of Employees with approved/pending FMLA: 8 (Regular - 2, Intermittent – 6, Pending - 0). Number of new requests in June: 2

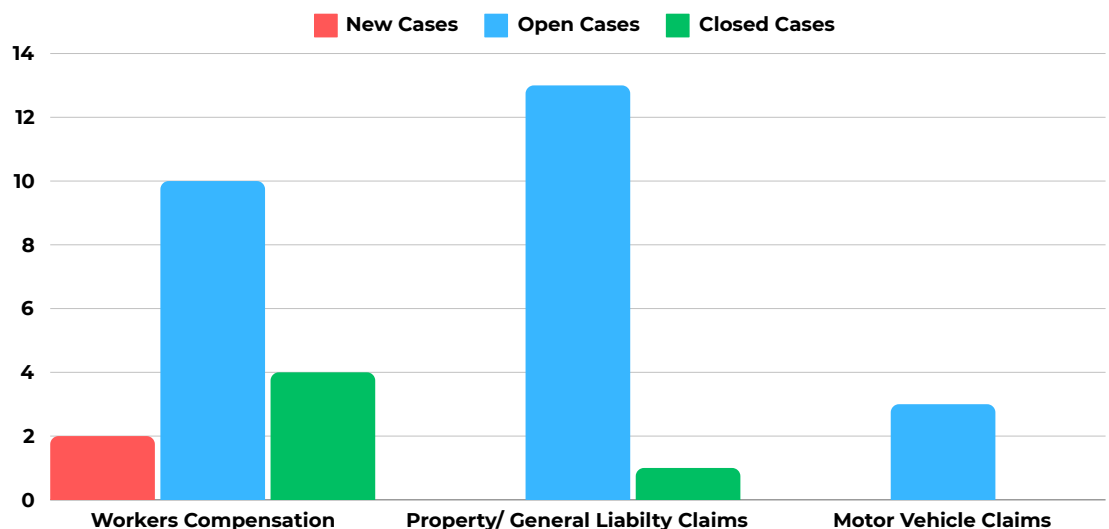
## Employees Currently Working Modified Duty, Non-WC & DROP (Deferred Retirement Option Program)

- Number of employees currently working on a modified schedule (some restrictions): 4
- Number of employees in DROP: 12
- Number of employees who entered DROP during June: 0

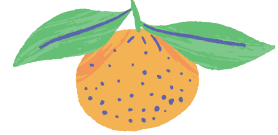
Days since last reported work-related injury: **10**

Number of Disciplinary actions this month: **2**

## Risk Management & Safety Case Overview



# FINANCE



## Accounting

- FY23 Annual Comprehensive Financial Report completed and submitted to FI Department of Financial Services.
- Finance staff attended UB Tyler Kickoff meeting

## BID, RFP & RFQ Status List

**Recently Awarded:** 06/18/24 Bid #24-1262- "Heather Ridge Drainage Improvements"

**Recently Awarded:** 06/18/24 Bid #24-1261- "Hale Center North Restroom Renovation"

**Recently Awarded:** 06/21/24 Bid #24-1265- "WWTP 10,000 Gallon Diesel Storage Tank Replacement"

**Recently Awarded:** 06/21/24 Bid #24-1266- "Furnish & Install Granular Activated Carbon"

**Upcoming:** Bid #24-1274- "Supply and Delivery of a Fire Vehicle Command Box" bids due 8/13/24 at 2:30pm.

**Under Evaluation:** Bid #24-1268 - "WWTP SCADA System Upgrades."

**Under Evaluation:** Bid #24-1269 - "Main Street Sidewalk Improvements Project."

**Under Evaluation:** RFP #24-1270 - "Public Works Efficiency Evaluation- Solid Waste and Fleet Services."

**Under Evaluation:** RFP #24-1271 - "Auditing Services."

**Under Evaluation:** : RFP #24-1272 - "Employee Benefits Broker and Consulting Services."

**Active:** RFP #24-1273- "Supply & Delivery of Submersible Pumps." Proposals due 7/30 2:30p

**Under Development:** Patricia Ave. Water Main Replacement Project

**Under Development:** Mid-Town Parking Garage Design Criteria Package

**Under Development:** Furnish & Install WWTP Upgraded Replacement Windows

**Under Development:** Laboratory Services

**Under Development:** Real Estate Broker Service

**Under Development:** Dunedin Golf Club Food & Beverage Service

## CRF – Capital Recovery Fee (reclaimed water)

- 5 New CRF Loans: \$14,769.60 | 1 Payoff: \$178.83 | 2 Paid at install: \$2,450.66

## Budget Updates

Presented the CRA FY24 Carryforward Budget Amendment to the CRA Board on 6/6/24

Presented FY 2025-2030 draft municipal business plan to City Commission during the FY24 Budget Workshop #1 on June 5, 2024

Presented the City Commission's FY 25 Budget to City Commission on 6/20/24

Developed and Published the FY 2025 Proposed Operating and Capital Budget book

# PARKS AND RECREATION

## Projects in Progress

- **Pickleball Courts at Eagle Scout Park:** Construction began in mid-May and the project is expected to be completed by the end of the summer 2024
- **Highlander Aquatic Complex:** The project was positively received at the Development Review Committee on June 12th. Staff are meeting regularly with the architects on design development.
- Continued work on the **FY25 budget** including the first Workshop on June 5.

## Completed Special Events

- Juneteenth Celebration (*see right*)
- "Paint the Town Purple" for Alzheimer's Awareness
- Dunedin Pride Events with the Chamber of Commerce
  - City of Dunedin Pride Raising Flag Ceremony

## PARKS DIVISION

- Staff prepared all 7 fields for more than 100 games/practices and tournaments.
- Hosted numerous tournaments including GDLL, NSA and USSA at Fisher and the Blue Jays PDC.
- Staff revitalizing Jerry Lake Soccer fields from season play with rest and fertilization.
- Staff made repairs to Little League including plates and fencing.
- Ordered and scheduled delivery for new turn for batting cage renovation project.



SOCCER FIELDS BEFORE



SOCCER FIELDS AFTER

## RECREATION DIVISION

- Summer camps are in full swing at several facilities with many at capacity.
- Campers had amazing times attending trips to Horse Power for Kids, Moccasin Lake, local parks, Clearwater Threshers, and Tampa Bay Rays baseball games.
- Camp activities included drum circles, carnival games, face painting, Pitch-a-Pie-athon, visits from Dunedin Fire, Pinellas County Sheriff, and even a helicopter landing!
- Teen Leadership Program has 43 youth participants.
- **June 8:** Multi-City Youth Coed Basketball League began at MLK recreation center
- **June 14:** Aquatics held Water Safety Day at TD Ballpark. 100+ safety bags distributed
- **June 15:** Juneteenth celebration at Pioneer Park
- **June 26:** Luau Luncheon at Hale Senior Center
  - New Programs at Hale Senior Center include Mindfulness and Creativity, Intergenerational Games and Pizza, and Intergenerational Trivia and Pizza



## DUNEDIN GOLF CLUB



- Construction of the Donald Ross restoration project is estimated for Fall completion
- Food & Beverage Services: The City Commission awarded the project to "Noonan!"
- Working on implementation and training of the golf software management package

## DUNEDIN MARINA



- Repairs completed for all storm damage from Hurricane Idalia.
- The Marina electrical upgrade project has been completed, replacing all panels feeding the Marina.
- **August 21:** Marina Master Plan Special Meeting with City Commission
- Staff is researching a text messaging service to notify slip renters.
- **Clearwater Ferry** services Dunedin Friday through Sunday (June 2024: 14 days)
  - Passenger origination - Dunedin 69% | Clearwater 31%
  - Totalridership to/from Dunedin - 681 passengers (Avg. daily ridership 49 guests)

# COMMUNICATIONS

## Areas of Focus

- Social Media for: Pride, Juneteenth, Hometown USA, hurricane season prep
- Media relations: Outdoor dining permits
- Collaboration with PCSO on safety education/content creation around water safety
- Website meetings with Departments/Divisions and adding several new City Project pages
- Infrastructure: road improvements/forced main projects, closures, project pages
- Baywood Shores Neighborhood communications to residents

## Website, Newsletter & Engage City Projects

- 127 new subscribers to DunediNEWS | 8,863 total subscribers to DunediNEWS
- 43k users, 69k sessions, 116k page views, 62k engagements, 39k new users
- Engage Project pages: 2.6k users, 5.2k page views, 3.3k session, Top pages: Dunedin Golf Course Restoration (942) and Dunedin Freebee (332)

	Total followers	New followers	Posts	Likes	Impressions	Video views
Facebook	40,260	162	94	38,259	334,995	40,917
X	5,016	15	78	179	28,300	2,500
Instagram	11,617	205	26	-	80,853	14,800
YouTube	2,351	40	23	-	104,100	24,956
LinkedIn	2,318	177	40	328	12,347	156

## Social Media Videos by Platform

- 26.9% on Facebook, 21.5% on YouTube, 49.3% on Instagram, 2% on X, 0.3% on LinkedIn
- **Top Posts:** Milling and Paving Operations, Flag Day, Environmental Hero Awards, Highlander Pool Closed, Sprayground Closed

## Zensity Insights

- **Positive** sentiment was 8x higher than **negative** sentiment (40% positive, 5% negative).
- **Volume:** 32K - interactions, an 11% decrease from May. Most of the conversation (66%) appeared on unofficial channels led by Dunedin Chamber of Commerce (14% of unofficial discourse)



## Top Event Pages Viewed

Hometown USA | 2,600 views  
Dunedin Pride | 1,900 views

## Top News Articles Viewed

Roadway Restorations | 666 views  
November Election | 136

## Top Website Page Views

City of Dunedin Home	27.0K
Utility Billing	4.1K
City Calendar	5.4K
Search Results	3.4K
Library	3.9K
Permits & Inspections	4.4K



# LIBRARY

## Completed Projects & Events

- Installation of Youth AWE computers
- Presented Library Strategic Plan to Commission
- Juneteenth City-Wide Employee In-Service Day
- Scanner installed at Document Station
- New mobile printing service launched

## Projects & Events in Progress

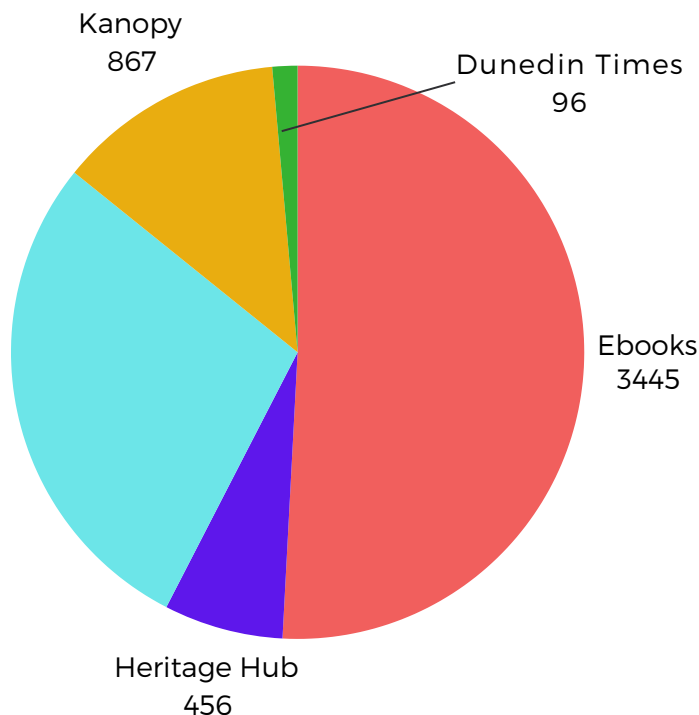
- Artist working on mural in Reading Garden
- Summer reading program and events for kids, teens and adults
- Working on transition of Dunedin Times

Total Transactions	55,581
Total Visitors	13,186
Computer Usage (minutes)	1,221
Wi-Fi Users	3,085
Items added to collection	477
Youth, Teen & Adult Programs	74
Youth, Teen & Adult Attendance	1,959
Passport applications processed	50
AWE - Early Education Computers	38
Museum Passes checked out	77
Adult Volunteer Hours	104
Youth Volunteer Hours	236
Study Room Users	198
Notary Stamps	19
Seed Packets Checked Out	296
Branch Library Visitors	268
Homebound delivery patrons & items	20 & 98

**WE DELIVERED 426 POUNDS TO DUNEDIN CARES FOOD PANTRY IN JUNE**

*Vision Statement:  
Igniting the Community with Knowledge  
and Experiences*

## ONLINE USAGE



Staff contributed to the mural below as a service event on Juneteenth.



**Next Library Advisory Committee Mtg: 08/26/24**



# COMMUNITY DEVELOPMENT

## Code Compliance Division

- Code compliance fines and fees collected: **\$5,000**
- Voluntary compliance rate: 97%
- Lien searches and records requests: 18

Next Code Enforcement  
Board Meeting:

08/06/2024



## Planning Division

- **June 6:** City Commission approved first readings of
  - Ordinances 24-10, 24-11 and 24-12 for Voluntary Annexation, Land Use Plan Amendment and Zoning District Designation for 2075 Brady Drive.
  - Ordinances 24-06, 24-07 and 24-08 for Voluntary Annexation, Land Use Plan Amendment and Zoning District Designation for 1304 New York Ave.
- **June 6:** City Commission approved second reading of Ordinance 24-09 for Short-Term Vacation Rental Registration amendments.
- **June 6:** City Commission authorized the Consultant CCNA Agreement Service Authorization in the amount not to exceed \$374,005 with Toole Design Group to provide services to update the Land Development Code.
- **June 20:** City Commission approved first reading of Ordinance 24-16 for Historic Landmark Designation of 265 Edgewater Drive.
- City Commission approved first reading of Ordinance 24-17 for Historic Landmark Designation of 628 Wilkie Street.

## Building Division

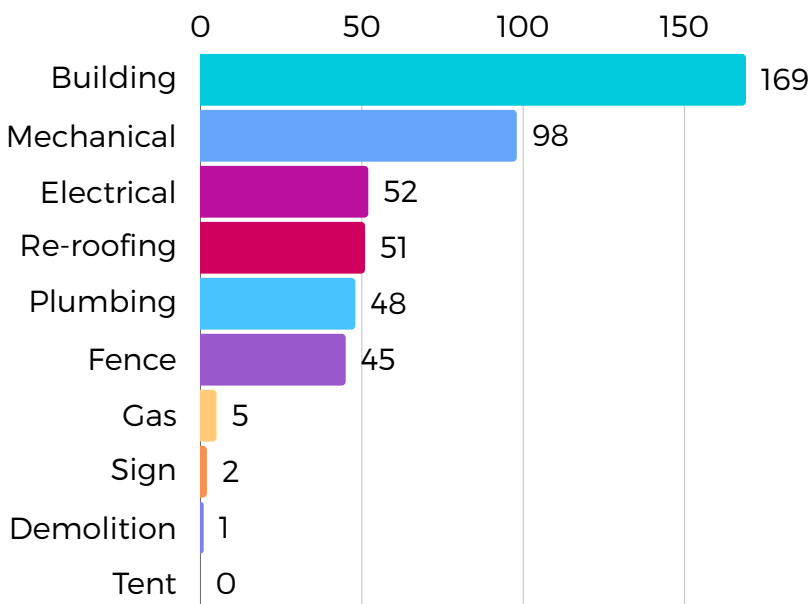
- Total permits issued: 471
- Total inspections: 1,041
- Total value of construction: **\$10,289,106**
- Total permit fees collected: **\$111,503**

## Zoning Division

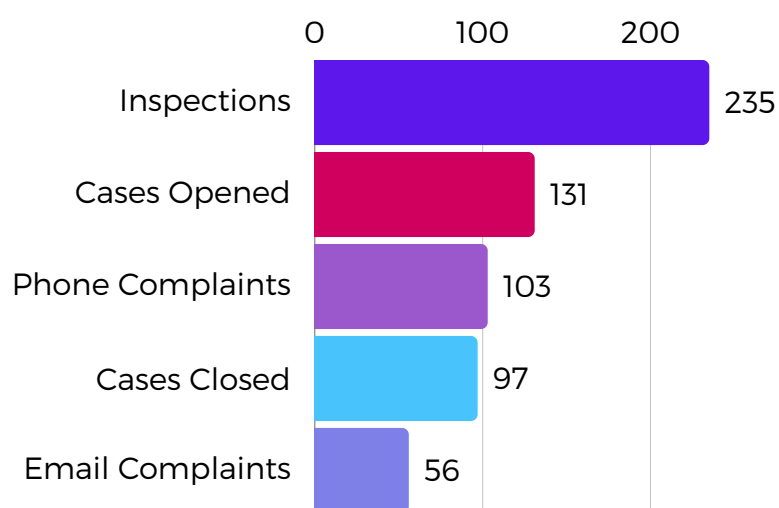
- Zoning and Land Use Inquiries: 117
- Short-Term Vacation Rental/ Transient Use Inquiries: 5
- Zoning Verification Letters: 0
- Address Changes/Assignments: 2

**FREEBEE LOOP MOVED 504 PASSENGERS IN JUNE**

## PERMITS ISSUED BY TYPE



## CODE COMPLIANCE STATISTICS



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# PUBLIC WORKS

## Operations

- Storm drain placards “Only Rain Down the Drain” were installed on each inlet in Baywood Shores.
- **June 1:** The 2024 Municipal and **County Recyclables Composition Study** shows Dunedin at a 22% contamination rate, which is remarkable!
- **June 22:** Dunedin Community Garden hosted a sold-out **rain barrel workshop** in partnership with UF Institute of Food and Agricultural Sciences (IFAS).
- **July 1:** Savannah Bunch, Environmental Specialist, visited 50+ kids at Dunedin’s Nature Camp to talk about recycling and environmental stewardship
- **July 9:** “Best Maintenance Practices” lawncare mailers will be mailed to Baywood Shores.

## Completed Projects

- Facilities completed the full kitchen remodel at Fire Station 60. The Causeway restroom rehab will begin as soon as the temporary restrooms are in place.
- Repaired and Replacement of Sidewalk (725 sf).
- Repaired utility cuts on street surfaces for Water and Wastewater (14 locations).
- Manufactured (32) and replaced (25) traffic signs.
- Repaired Stormwater structures (3) inlets, (3) pipes.
- Provided interim repair to erosion of the ditch bank at Narnia Ct.

## Stormwater Rate Study Schedule

- **June 6:** First Reading of 24-15 Stormwater Utility Ordinance ch. 78 Stormwater Fee was unanimously passed by the City Commission following support from the Stormwater Advisory Committee and the Board of Finance.

## Vulnerability Assessment and Adaption Plan

- Data collection has begun and City staff is working with various department to collect asset classes.

## SUMMARY OF QUANTIFIABLE ACTIVITIES



# FIRE RESCUE

## Fire Prevention Division

- Worked with the Communications Dept to create public service videos for social media regarding heat emergencies.
- Worked with Stretch Lab to present needed stretching exercises to the firefighters.
- Provided a Hurricane preparation class to a home owners association.

## Completed Projects

- Grant Street Inn (New Hotel) 418 Grant St.

## Current Projects

- 15 projects including new construction commercial, new construction condo, new mixed use, storage building, restaurant, and new build-out

## Training and Safety Division

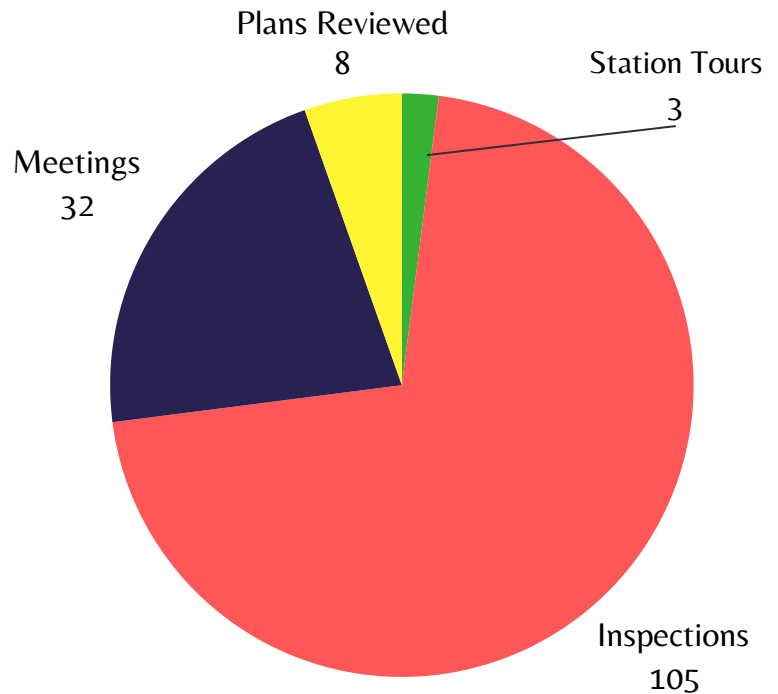
- Conducted orientation class for two new hires (Carter & Melin)
- Conducted Truck Driver Qualification testing for FF/P Kieler
- Conducted SCBA fit testing for several members

**A SHIFT COMPLETED 456 HOURS**  
**B SHIFT COMPLETED 347 HOURS**  
**C SHIFT COMPLETED 299 HOURS**

**DEPARTMENT TOTAL OF 1,102 TRAINING HOURS COMPLETED**

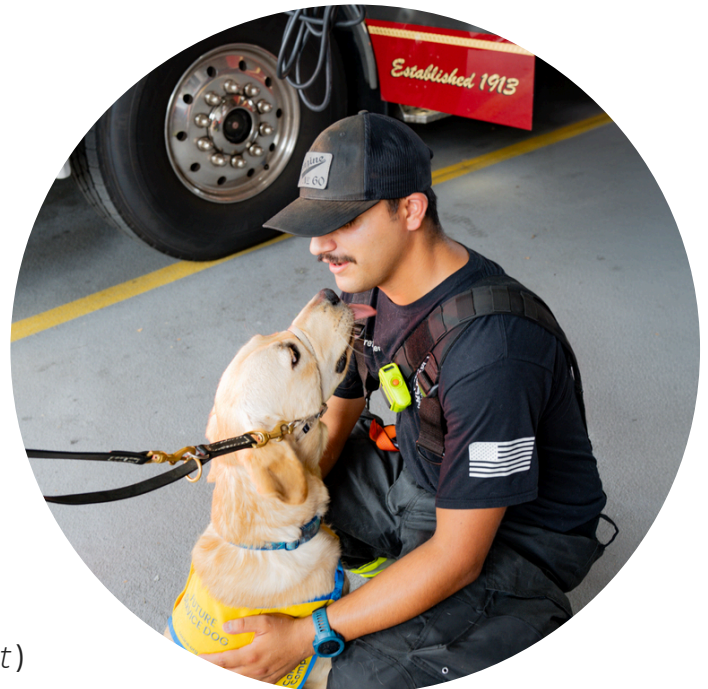


## FIRE PREVENTION STAFF ACTIVITIES



## Operations Division

- Crews responded to 799 incidents during the month of June.
- New members, FF/P Emerson Melin and P Evan Carter started orientation on 6/5/24
- FF/P John Kieler and FF/P Mike Jones were promoted to Lieutenants on 6/19/24
- FF/P Nick Carrasco and FF/P AJ Gonzales completed the Engine Driver program
- One FF/P is on extend military leave until December.
- One FF/P is on extended leave for on-duty injury.
- Canine Companions visited station 60 (right)



# STRATEGIC PLANNING & SUSTAINABILITY



## Strategic Planning

- **July 9, 2024:** Strategic Project Plan presentation to Commission

## Legislative Advocacy

- Both items vetoed by Governor in State Budget: Gabion Replacement (\$375,000) & Fire Training Facility (\$850,000).
- **Completed June 21:** SLC meeting in Temple Terrace
- **August 15-17:** Florida League of Cities (FLC) annual conference will be in Hollywood, FL.

## Community & Staff Impact

- **Completed June 4:** Hurricane Expo
- **Completed June 18:** Signal Box Wrap project presented to the Commission
- **Completed June 19:** Leland Chase Outdoor Gallery ribbon-cutting for Juneteenth (*right*)
- **July 24 at 10:00am:** Next BRC Meeting
- **Public Art Projects:** Installed new Commission Chamber artwork by Ray Domingo **June 18**



## Sustainability

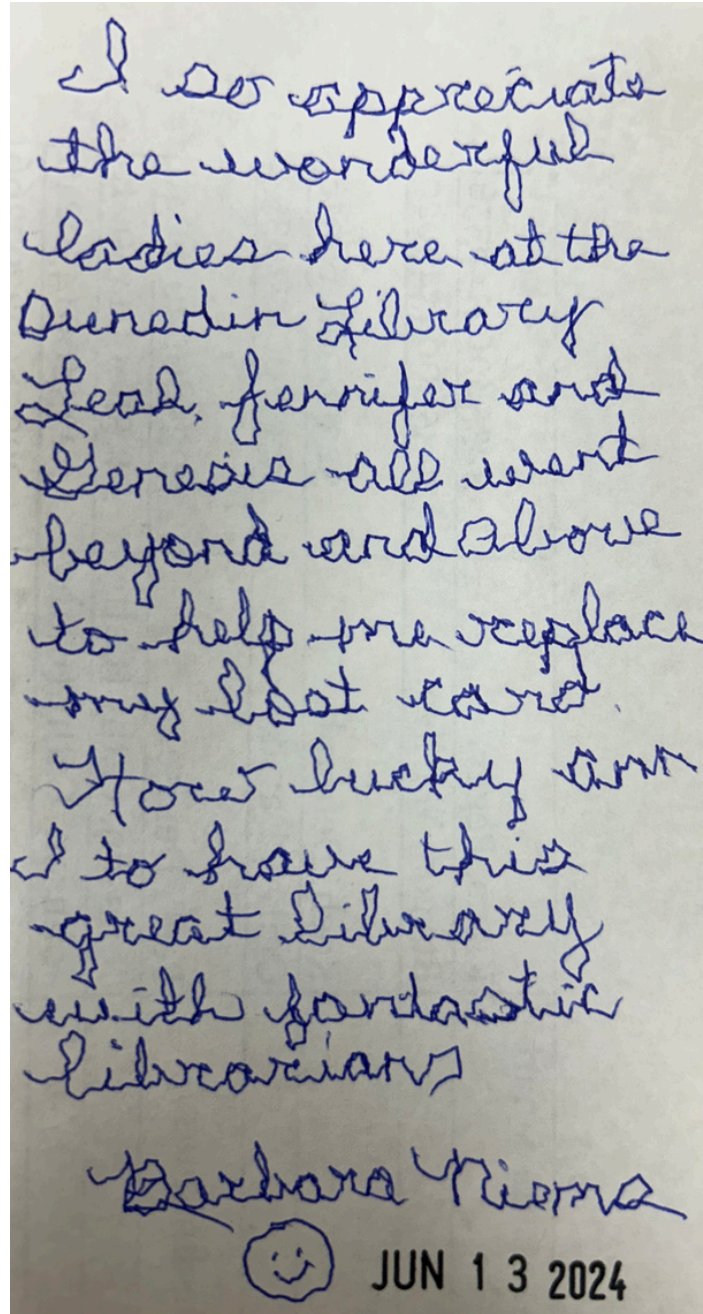
- Project Collaboration and Support: DT Streetscaping Plan, Storm Drain Mural Project, Living Shorelines preliminary assessment, FGBC preliminary assessment for Aquatic Complex
- Initial discussions for Sustainability Matrix update
- Six NovaCharge faceplates were updated for the EV charging stations
  - Solar energy production for June: City Hall 14.64 MWh and EOC Fire Station: 3.62 MWh
  - **Electric vehicle charging** station data for June: 158 sessions, 3230.19 kW used
- Uploaded remaining energy data and energy audits for Solar Feasibility Study
- Participated in the FAST Water Quality and Stormwater workshop
- Co-hosted Rain Barrel Workshop with UF IFAS (*below*)
- **July 24:** Deadline to nominate your friend/neighbor for the Environmental Hero Awards!



# Kudos!

On June 13, 2024, this note was received by the Public Library staff.

"I so appreciate the wonderful ladies here at the Dunedin Library. Leah, Jennifer, and Genesis all went beyond and above to help me replace my lost card. How lucky am I to have this great library with fantastic librarians. :)"



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librarians

Barbara Nieme

😊 JUN 13 2024

# Kudos!

Sent: June 13, 2024

To: Public Works

Subject: **Fleet - Amazing Customer Service**

I would like to recognize Scott Caterson and Phil Nelsen for their outstanding service. During our Fire Department's quarterly staff meeting at the EOC today, we had a guest speaker scheduled to talk about mental health awareness. As she arrived, she accidentally hit the curb and popped her front tire, leaving her extremely upset and in need of help. Our FD staff was all in the meeting, and listening to the guest speaker, and unable to break way to help her with the tire issue.

I reached out to Scott for assistance from our fleet team, and without hesitation, he immediately offered help and sent Phil Nelsen to assist. Phil was able to change her tire and get her vehicle safe to drive. The prompt and compassionate support from our fleet personnel made a lasting positive impression on our speaker and will have a significant impact on how she feels about the City of Dunedin.

Respectfully,

Michael L. Handoga MS, CFO  
Deputy Fire Chief / Fire Marshal  
Dunedin Fire Rescue

From: Marc Oker  
Sent: Thursday, June 27  
To: Chuck Pitt  
Cc: Maria Karp-Kirksey  
Subject: **Maria Karp-Kirksey, new Community Development Admin**

Charles,

I see you got me converted to the electronic permitting system. Looks good!! FYI, Maria is great to deal with as well!

Thank you,  
Marc Oker

# Kudos!



Sent: June 27, 2024

To: City Commission

Subject: **City Services Recognition, Sanitation & Recycling**

My wife and I have lived in Dunedin since 1986. We raised our now adult children here, and we look to stay forever. Few, if any places in Florida match our charm, eclectic businesses, and things to do.

I was on Brady Road behind our home a couple of weeks ago and a city employee stopped his car and asked if he could help with anything. I guess the bridge over the creek needs to be replaced soon, and he was out taking a look at it. I didn't get his name, but I spoke with him about what a fantastic city government we have especially when referring to the things we usually take for granted.

I think the everyday things we often take for granted, deserve kudos. For example, our garbage, recycling and yard waste removal. Those people are the heartbeat of the city, and really take their jobs seriously. They are always friendly, courteous and really help keep Dunedin delightful. Please give them a shout out at your next opportunity.

Thanks, Bob Tankel

Sent: July 7, 2024

To: Sanitation and recycling

Subject: **Good job, team!**

A resident living on Brae Moor called to say how fantastic our team of [sanitation] guys is!

Thank you, Savannah Bunch  
Environmental Specialist 1  
City of Dunedin



# Kudos!

Sent: July 10, 2024

To: City Manager, Jennifer Bramley, and Fire Chief, Jeff Parks

Subject: **Thank you, Fire Employees**

Dear Jennifer,

I am writing this to let you know that on June 12th, 2024 I had occasion to call upon Dunedin Fire department. I had need to have an old battery setup from Verizon for cable ( some years ago ) removed from a bedroom closet. I had tried to remove this myself but after several attempts I gave up. The problem was that the device had a continuous "BATTERY ALERT" that went off about every 10 to 15 minutes for 24 hours and this went on for well over 3 months. Needless to say it was beyond annoying. I contacted Verizon only to be told they could do nothing about it. I had contacted Verizon Corporate and again only to be put off and told there was nothing they could do. I explained to Verizon it was their equipment and they needed to be the one to remove it. All this with absolutely no success. My current carrier here in the condo where I reside is Spectrum. I decided to see if they could help since they have the contract here for the remaining years and I was told they could not touch the equipment since it belonged to Verizon. They suggested I visit Verizon on Tampa Road and speak to an associate there which I did. I was told they could not help and suggested I call Spectrum. This runaround was extremely annoying to say the least. A few days later someone suggested I could cut the wires and it would be the solution. I did this and received a shock and (I do mean a shock) knew then that was definitely not the solution. I was petrified of perhaps a fire starting.

It was at that point I decided to try the fire department to see if they could assist me with this problem. I visited the Fire department on Virginia Street and explained the situation to a great lady who was at the desk (**Michelle Schafer**). She listened and brought a Fire Lt. out and he took my phone number and was going to see just what he could do for me. Within an hour I had three gentlemen from Dunedin Fire department at my house and my problem was solved. To say these men were professional and courteous would be an understatement. I can't thank them enough even though I did at the time so I wanted to be sure that somehow all three of these men get some kind of recognition. It is well deserved for sure. I am hoping that you will be the one to see this happens. Public servants are always scrutinized but rarely ever given the credit where due. Below you will find the three names of the men who came out on June 12th.

**Lt. Chad Denison**

**Lt. Steve Clauss**

**Firefighter Paramedic: Andrew Chimento**

Sincerely, Anne Hansen



# Kudos!



Sent: July 6, 2024

To: Solid Waste

Subject: **Thank you! Great service!**

My garbage pickup was missed the other day over the holiday, so I called and emailed the Solid Waste Division. It was a Friday after 5:00 p.m. and I wasn't expecting a response until Monday.

However, at 7:30 a.m., Saturday, the driver came and picked up my garbage. Since I moved the garbage from the street to my driveway, the worker had to get out of the truck and take it for me.

It may not seem like a lot to some people, but I really appreciate the driver's service and kindness. I hope you'll let your leadership team know that his service was fantastic.

Thank you very much!

John Elisco  
Dunedin Resident