



# FAIRFAX COUNTY PARK AUTHORITY

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July 5, 2018

Re: Ms. Tawny Hammond

To Whom It May Concern,

This letter is in highest regards and recommendation for Ms. Tawny Hammond who retired from Fairfax County Park Authority in 2015 before taking the helm of the Fairfax County Animal Shelter.

Ms. Hammond's most recent experience with the Park Authority was her assignment to Frying Pan Farm Park which is regionally well known as a working farm with animals, a new visitor center, a farm store, a large equestrian facility that includes more than 60 stalls, an outdoor ring, a cross country course and several historic buildings. She was charged with generating revenue in an effort to entirely support the maintenance and operation of this working farm and this was necessary to reduce the impact of general fund cuts which has significantly reduced merit positions and now was working with a large seasonal workforce. Ms. Hammond's vision and energy saw immediate results and she was able to expand programs, increase visitations and created a positive image for this unique site. She worked closely with a Friends group who provided additional revenue for park elements, events and equestrian activities.

Prior to her work at Frying Pan Farm Park she was the Manager at Lake Accotink Park which is a large lakefront park that includes numerous types of boating (canoe, kayak, paddle wheeler, flat bottom boats). Her work at this resource rich based park was and is among her greatest bodies of work. She developed nature based programs that provided excellent interpretive information about the park and the influences surrounding the park. She created a curator quality museum of items located in the park which showed the various timelines that included the civil war as well as much earlier arrow heads and other tools that could be found in the area known as Lake Accotink Park. She heavily researched each of the items located and used the appropriate resources including NPS, DCR in Virginia and the local History Commission and then located suitable cabinets and established a very well regarded museum of these artifacts within the office at the park. Ms. Hammond respectfully conducted far more in depth studies of the artifacts to ensure the integrity was protected at each step of the development of this museum.

Ms. Hammond actively participated in FCPA Leadership courses by instructing a series of guided programs called "Leadership for Results." Her enthusiasm and knowledge of best practices when dealing with the public were very well received and often used today to show and demonstrate high customer service opportunities when issues arise. Ms. Hammond always tackled difficult customer

service issues with grace and excellent empathy and constantly examined ways to make process improvements from the ground up.

My most recent contact regarding her work has been the collaboration of classes and programs between the Fairfax County Park Authority and the Fairfax County Animal Shelter. She developed numerous formal classes and many more fun driven events all done with a purpose of providing the public to engage appropriately with their pets as well as provide them resources when things are going so well.

In closing, Ms. Hammond has always served the public with the highest distinction. Her ability to pass those skills to others is exceptional as well. Ms. Hammond has a true passion for natural resources and the related protection and good stewardship that is required to ensure the sustainable practices are adhered. Ms. Hammond's long storied work in Fairfax County continues to this day and is deeply appreciated by those of us fortunate to have worked with her for more than two decades.

Please feel free to contact me with any questions or additional information. My cell number is 240 446 9590 and my email is [Barbara.nugent@fairfaxcounty.gov](mailto:Barbara.nugent@fairfaxcounty.gov)

Sincerely,

Barbara Nugent

Park Services Division Director