

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Ricky Bourland

Honoree's Job Title: Mail Technician

Department: Support Services

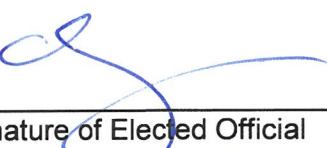
Years of Service with the County: 5.5 year

Why the Honoree is receiving a GEM Award including dates:

Ricky took initiative on an idea to better organize the mail. Mail has to be sorted by floor, department, and mail route. The mail slots have been out of order for a long time and even as the county has continued to grow. He re-organized the mail bins and central mail room with labels and color strips. Not only does this simplify the process, it also saves time. It makes the mail process simple for training of new employees as well. He worked on this project during his daily shifts, during lunch and breaks.

Ricky saw an area that needed improvement and took the initiative to execute the plan and make the mail process easier for everyone. His continued dedication to the mailroom is appreciated and has not gone unnoticed.

Approved by elected official or department head on the 2 day of October, 2023.



Signature of Elected Official
or Department Head

10.2.2023

Printed Name