

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Kimberly Sherrin
First Name Middle Initial Last Name

Honoree's Job Title: Lead Clerk

Department: District Clerk

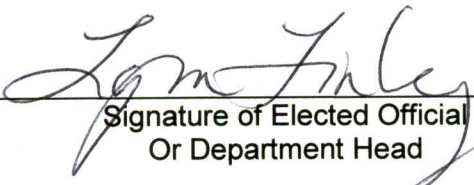
Years of Service with the County: 5 years

Why the Honoree is receiving a GEM Award including dates:

The number one goal of our office is providing outstanding customer service. Whether the customer is in person, on the phone or corresponds by mail, each one of us makes an impression on our customers by how we greet them and provide services to them. The District Clerk's Civil/Family/Passport front-counter staff provided in-person service to over 56,000 citizens in the last fiscal year. Kim Sherrin, the supervisor over front counter, has been instrumental in ensuring customers are served in a polite, courteous and efficient manner. Under Kim's leadership, modifications have been made in the customer queuing system, which have resulted in a significant reduction in wait times for attorneys to be served. Now, on average attorneys are served within 3 minutes of pulling a ticket at the front counter. Not only has this reduced the wait time for attorneys, but has hopefully, reduced costs billed to their clients.

The District Clerk is appreciative of Ms. Sherrin's dedication and many contributions to the office, and in serving the citizens of Collin County.

Approved by the elected official or department head on 6th day of October 2016



Signature of Elected Official
Or Department Head

Lynne Finley
Printed Name