

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Brandi Bullard
First Name Middle Initial Last Name

Honoree's Job Title: Administrative Secretary

Department: Fire Marshal

Years of Service with the County: 6

Why the Honoree is receiving a GEM Award including dates:

On November 1 Energov went live. Fire Marshal, Development Services and Engineering were all transferred to the system. The Fire Marshal also took on the role of Cashier for all departments. During this time we also had our Tech 1 retire leaving only Brandi to intake permits into the system and process payments.

Brandi took on this task while still coordinating the day to day activities of the office. She identified problems with the cashing and provided solutions. Her attention to detail and calm demeanor has been critical during this software roll out. Her actions were also recognized by Tracy Homfeld who sent me a text and Kerry Lindsey (email attached).

Approved by elected official or department head on the 7 day of Nov, 2023


Signature of Elected Official
Or Department Head

Jason Browning
Printed Name

Jason Browning

From: Kerry Lindsey
Sent: Friday, November 3, 2023 3:03 PM
To: Jason Browning
Cc: Brandi Bullard
Subject: Brandi Bullard

Jason,

As we end this go-live week, I wanted to pass on to you my impression of Brandi.

I found her to be an MVP for your department. She was patient, calm and performed very well under significant pressure. She was able to multi-task lengthy, detailed customer questions while IT personnel, Tyler personnel and I stood over her shoulder waiting for her time.....many times. She never once displayed to the customer the pressure she was under or short-changed a customer her time, and that took enormous patience and dedication this particular week.

I'm most impressed with the ownership and accountability she displayed while ensuring the Fire Marshal's Office was covered in all the financial issues experienced. She has been fantastic to work with this week.

Go team!
Kerry