

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Oleta Gail Porter
First Name: Oleta Middle Initial: Gail Last Name: Porter

Honoree's Job Title: I.T. Assistant

Department: Information Technology

Years of Service with the County: 1-11-2024 Hire Date

Why the Honoree is receiving a GEM Award including dates:

I would like to nominate Gail Porter our County Operator, for the GEM Award. On September 16th, 2025 Gail started working as the County Operator. Gail has distinguished herself as an asset to our team. During this time as operator, Gail had more than proven what she was capable of doing.

- 1). Gail has helped the public even father than transferring the calls and assisting. She will navigate them through the Justice System online search for court cases, current inmates, active warrants, and court calendar searches. Navigates them through Collin County Clerk's website to find Foreclosures for Auction. Navigates them with Collin County Elections website, how to search addresses/zip codes for the Precinct people are zoned, which tells them the locations of early voting sites, and to help them navigate the sample ballots, wait times, and addresses to get them to where they need to vote.
- 2). Gail came to me in the middle of January 2025 with wanting to revamp the I.T. FAC Codes process (long distance codes). She led the team involving 3 programmers and 2 Record staff. This spreadsheet was over 23 years old or older. The laserfiche portion was reconfigured cleaned up and simplified the process on the IT end. As of April 23rd this automated feature was completed. This took around three months, 5 WebEx meetings, multiple e-mails and phone calls.
- 3). Gail has had a few calls of concerning that required attention. She spoke to our UC Administrator and ask with there was anything that would help protect the county & employees with threatening calls. There was a feature called Quick Record. If the operator receive threatening calls/bomb threats the County Operator just clicks the button and it records the caller, date stamps and then places it into an email. Once in e-mail it attaches the voice recording and you can hear the recording from the operator and the person calling.

Gail thinks out of the box. She is very diligent in her position. She has learned so quickly that as of 6-19-25, this allowed her to advance into her new position and as the IT Assistant.

Approved by elected official or department head on the

27 day of 8, 2025

Caren R. Skipworth

Signature of Elected Official
Or Department Head

Caren R. Skipworth

Printed Name