

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Ramona Luster
First Name Middle Initial Last Name

Honoree's Job Title: GIS Coordinator

Department: IT/GIS

Years of Service with the County: 18

Why the Honoree is receiving a GEM Award including dates:

I'd like to recommend Ramona Luster for a GEM award and believe that she'd make a great Employee of the Year. I don't think she's ever been formally recognized for her contributions to Collin County.

We began logging tickets into Footprints in FY2015 and she has entered approximately 1900 tickets, mostly work that revolves around 9-1-1 address coordination. She's consistent with documenting all this work and her efforts are essential to keeping people safe. Most importantly, this work also helps save lives when seconds count.

She has been the main contact and Collin County's coordinator for the NCTCOG's Next generation 9-1-1 project and this involves coordination with other cities and a mandated error reduction strategy. The State of Texas reported 14,120 errors that needed to be fixed in April 2016 and by December 2017 the error total was 2003.

She's extremely dedicated to her job and has a difficult time staying away from her emails when she takes time off. I've told her to disconnect, but she always makes sure she's taken care of all her customers.

Ramona also did some great research this year which resulted in the town of New Hope having their Extra Territorial Jurisdiction remapped and presented more accurately on our interactive maps.

Here's an example of a happy customer: (next page)

To Whom It May Concern:

I am writing this letter in the hope that Ramona Luster will be somehow be recognized for the outstanding help that she provided for me.

I contacted Ms. Luster last week with an issue in obtaining a 911 address. As I explained to her, I had already had to cancel my original closing date for a mortgage due to a backlog in receiving this info, and if not able to receive it within a couple days, I would be forced to do so again resulting in a higher interest rate. Ms. Luster not only took the time to return my phone calls and emails, but went out of her way to insure I received the address within a day. I can't be being to express what a breath of fresh air she was to work with. It seems that anymore it is extremely rare to find someone who actually cares about not only their job but, helping someone out in a time of need.

In short, it is clear that Mr. Luster is a very dedicated employee who possesses a strong work ethic with a commitment to serving her customers.

Please contact anytime me with any questions you may have.

Your kindness, and that of your staff, is deeply appreciated.

Thank you so

much! Joe

Joseph Barbour, MDiv, PhD.

Approved by elected official or department head on the 23 day of Aug, 20 18

Caren Skipworth
Signature of Elected Official
Or Department Head

Caren Skipworth
Printed Name