

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: Information Technology

Years of Service with the County: 19 Years

Why the Honoree is receiving a GEM Award including dates:

She's completing more work than ever before due to the current "land grab" in Collin County.

Ramona's experience and expertise in her profession is unsurpassed.

Her workload has effectively doubled from days past and she does an exceptional job keeping up with all the demands.

Here are a few statistics which show how her workload has increased:

- 257 Addressing work orders so far this year for a total of 1,330 new 9-1-1 addresses
- In contrast, there were 530 total addresses assigned in FY2013
- Mapped 42 city annexations totaling 1,287 acres and updated 9-1-1 services data
- In contrast, there were 23 annexations in FY2013, for a total of 550 acres

Ramona gets more outside calls from citizens than any other member of the GIS staff.

She communicates with all of her customers with a great deal of tact and patience.

She has effectively pursued a resolution to difficulties in multi-jurisdictional addressing and recently scored a victory when the other side realized that Ramona was correct.

(McKinney ETJ / Trinity Falls)

Approved by elected official or department head on the 18 day of 9, 20 19

Caren Skipworth
Signature of Elected Official
Or Department Head

Caren Skipworth
Printed Name