

# Collin County **Going the Extra Mile (GEM) Recognition Form**

Honoree's Name: Marcus Williams

Honoree's Job Title: Detention Officer

Department: Sheriff's Office

Years of Service with the County: 4 years 9 months

Why the Honoree is receiving a GEM Award including dates:

\*\* See attached \*\*  
memo

Approved by elected official or department head on the 18<sup>th</sup> day of JAN, 2017

Jim Stoen  
Signature of Elected Official  
or Department Head

Jim Skinner  
Printed Name

Date: January 9, 2017

To: Capt. Bryce Thompson

From: Lt. Frizell *MP*

Re: GEM recommendation

Over the past several months our facility has had numerous issues regarding our video visitation system. Specifically, in pod 4C there has been many occasions where the inmate stations had no visual images of the visitors but could hear them. We contacted the contracted company and they have responded and fixed these issues only to find out that the same problem would occur on the next day. We also had the contracted company come out and inspect the system to see if it could be manipulated in any way to allow for malfunction. The company found no way for this to occur from their viewpoint. These issues had created a large usage of manpower on the facilities part in providing security escort for the many repairs needed.

I received information that Officer Marcus Williams had discovered that the inmates were able to manipulate the video monitors with the use of a paperclip. On January 9, 2017, I had Officer Williams show me exactly how the system was being manipulated. We went to an empty housing unit and I observed Officer Williams use a paper clip to easily turn the monitor off by inserting the paperclip into a ventilation hole in the metal housing of the video visitation system unit. Officer Williams went on to use this same method on the remaining station monitors in this housing unit. The entire process took approximately two minutes total. Officer Williams was then able to reverse this process by using the same method on the stations. Attached are pictures of the process and the paperclip shape. Also to note, this method works on all video visitation stations.

This was a great find on Officer Williams's part and will clear up the issues related to this subject. I am recommending Officer Marcus Williams for a GEM award.

*I concur with Lt. Frizell. The contract company is now implementing a solution for the problem. Recommend officer Williams receive a GEM Award. Fwd to Deputy Chief Clark. 1-11-17 B.T.*

**FORWARD TO  
DEPUTY CHIEF CLARK**

*I concur. G. Klein 1-11-17*