

Collin County
Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Melissa Golden

Honoree's Job Title: Dispatcher

Department: Sheriff's Office

Years of Service with the County: 11 years

Why the Honoree is receiving a GEM Award including dates:

See attached memo

Approved by elected official or department head on the 29th day of Dec, 2016


Signature of Elected Official
or Department Head

TERRY G. BAY
Printed Name



COLLIN COUNTY

OFFICE OF THE SHERIFF
4300 Community Avenue
McKinney, TX 75071

To: Regina Ramon Communications Manager; Lt. Thornhill; Major Pam Palmisano

From: Maria Lemonds Communications Supervisor

Reference: Going the Extra Mile nomination

I would like to recommend the following dispatchers who worked the Hurricane Creek Country Club shooting receive the Going the Extra Mile award. Those dispatchers are Melissa Golden who took the original call, Krista Creed who worked the main Radio channel with her trainee Laura Saulters and Jamie McCarty who was working the Inquiry channel.

At approximately 9:39 am Melissa answered the incoming 9-1-1 call for a shooting that had just occurred at Hurricane Creek Country Club. She did a great job trying to get information from the caller who did not witness the shooting and had very little information. Through him, she was able to get vital information from another person who had just arrived at the club such as suspect, clubhouse key information, etc. Melissa continued to get as much information as possible until units arrived on scene. Along with talking to the caller, Melissa also dispatched the Fire Department and EMS.

Krista Creed was working the main dispatch channel with her trainee when this incident occurred. Krista quickly took over working the incident as her trainee had only been training on this position for 4 days. Working as a team, Krista worked the radio and Laura kept notes for her especially when units were checking enroute to the incident and what location they were posted for the perimeter. This made the remarks in call clear as to where each unit was posted.

Jamie McCarty was working the Inquiry position and took over all non-emergency traffic when the main channel was closed. Along with this Jamie also helped with making calls for EMS and crime scene, along with taking overflow administration and 9-1-1 calls as Melissa was tied up on 9-1-1 with the main caller.

All responding personnel was well taken care of during this incident as these dispatchers worked together as a team making sure everyone went home safely. In addition, the center continued to operate normal as other calls, continued to come in and be processed. This was an unusually stressful situation however the team worked together to make sure that all calls, not just the shooting incident, were handled efficiently and professionally.

12/16/16 recommend; forward to Lt. Thornhill R Ramon

12/16 forward to Major Palmisano - Blue

12/16/17 Recommend Approval for all dispatchers mentioned
Sheriff's Office (972) 547-5100 Metro (972) 424-4797 FAX (972) 547-5304
Detention (972) 547-5200 Metro (972) 424-1433 FAX (972) 547-5301

12/19/16

JK MS