

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

Honoree's Name: Armando Lira  
First Name Middle Initial Last Name

Honoree's Job Title: Detention Officer

Department: Detention Services

Years of Service with the County:

## Why the Honoree is receiving a GEM Award including dates:

In April 2018, facilities across Collin County were the victim of a malware attack that resulted in the loss of the English and Spanish Detention Facility telephone prompts.

This was an incredible inconvenience to the Detention Staff, as well as our citizens requesting information from the facility.

Recording and replacing the prompts required extensive work from many people. Officer Lira volunteered to translate approximately 10 typed pages of prompts from English to Spanish.

Officer Lira further volunteered to be "the voice of the Collin County Detention Facility" and recorded the Spanish prompts.

Throughout the process, Officer Lira displayed patience and professionalism, and was directly responsible for the success of this project.

Approved by elected official or department head on the 8<sup>th</sup> day of Aug, 20 18

  
\_\_\_\_\_  
Signature of Elected Official  
Or Department Head

  
\_\_\_\_\_  
Printed Name