

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Bonnie Bowers

Honoree's Job Title: Dispatcher

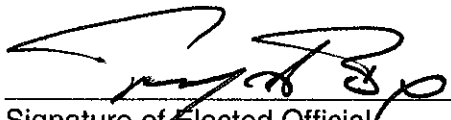
Department: Sheriff's Office

Years of Service with the County: 2 yrs

Why the Honoree is receiving a GEM Award including dates: December 27, 2011

In the early morning hours of December 27, 2011, the county CISCO network experienced a major outage. This outage left the dispatch center without any administrative phone lines, TLETS nor CAD operating system. Without the CAD system, Dispatch had to operate in a manual mode by taking call information by hand and dispatching all units using paper call notes. Bonnie is currently training a new dispatcher on phones and fire operations. She made sure that her trainee took detailed call information and kept accurate dispatch records of fire departments that were dispatched during this outage. When the system was restored, Bonnie worked to manually enter all fire calls generated for the entire day and contacted each department to provide them the information for their records. She did a phenomenal job in making sure that dispatch operations continued to function normally and neither the citizens nor the units out in the field felt the effects of the outage.

Approved by elected official or department head on the 10th day of JAN, 2012



Signature of Elected Official
or Department Head

TERRY G. BOY

Printed Name