

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

**Honoree's Job**  
**Title:** Dispatcher

**Department:** Collin County Sheriff's Office

Years of Service with the County: 15 years

Why the Honoree is receiving a GEM Award including dates:

The Communications Center (Dispatch) is budgeted for three shift supervisors. In the absence of a supervisor, a shift lead, in an unpaid capacity, is verbally identified to handle the responsibilities of a supervisor. From December 21, 2019 through February 18, 2020, Supervisor [REDACTED] was on extended leave. Dispatcher Bonnie Bowers voluntarily took on the leadership role for the shift. Dispatcher Bowers utilized her wealth of knowledge and experience to ensure personnel were supported during the shift supervisors' absence. She communicated vital information in a timely manner to her peers and chain-of-command. In addition to the added leadership responsibilities, Dispatcher Bowers assisted in the completion of Dispatch Trainee [REDACTED] console training.

Furthermore, in response to the COVID-19 pandemic, the dispatch schedule was adjusted from three 8-hour shifts to four modified 12-hour shifts resulting in one shift lacking a supervisor position. Dispatcher Bowers, again, voluntarily stepped up and assumed the role and responsibilities of a shift supervisor, without the benefit of the title or compensation. She has continued to effectively lead the shift during this unprecedented time.

Approved by elected official or department head on  
the \_\_\_\_\_

26<sup>th</sup> day of May 20 20

  
Signature of Elected Official  
Or Department Head

Signature of Elected Official  
Or Department Head

Sheriff Jim Skinner  
Printed Name