

# Collin County

## Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Brittanee Kidd

Honoree's Job Title: Dispatcher / CTO

Department: Dispatch

Years of Service with the County: 7

Why the Honoree is receiving a GEM Award including dates: 4/9/2022

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Dispatcher Brittanee Kidd received the Professional Telecommunicator of the year award from the NCT-9-1-1 district on April 9, 2022.

Telecommunicator Brittanee Kidd has been with Collin County dispatch for 7 years. Dispatcher Kidd holds her Advanced Telecommunicator Certificate and is also a Communications training officer.

Dispatcher Kidd uses her years of experience in dispatching to help train and prepare new hires as they embark on their new careers with the Collin County Sheriff's Office. She shows great leadership skills as she patiently guides her trainees through the workings of the dispatch center. Training a new dispatcher isn't a simple task. It causes a huge amount of stress on the trainer as they must slow down to a beginner level to show a new dispatcher how to maneuver through the various moving parts of each position. While in normal circumstances this doesn't sound like a difficult undertaking, it is extremely tough however when teaching a person to take a 911 call or to dispatch a fire department to a major accident, all while making sure the new dispatchers are not making mistakes or correcting the mistake before the calls go out.

Brittanee is a prime example of a team player. She is always willing to help cover shifts for other dispatchers if they need off. If she is called in on her day off to assist with a short shift she does so without complaint and with professionalism.

Approved by elected official or department head on the 14<sup>th</sup> day of April, 2022

  
Signature of Elected Official  
or Department Head

Jim Skinner  
Printed Name