

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Jamie McCarty

Honoree's Job Title: Dispatcher

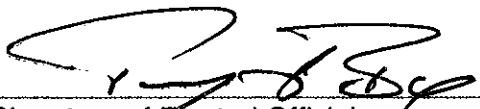
Department: Sheriff's Office

Years of Service with the County: 9 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. Working the main dispatch channel during day shift, Jamie efficiently and effectively managed to keep track of all units and kept meticulous notes on the dispatched calls. 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 Boyd
Printed Name