

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Laura Payne
First Name Middle Initial Last Name

Honoree's Job Title: Dispatcher

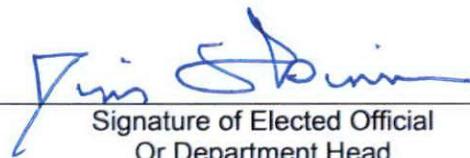
Department: Sheriff

Years of Service with the County: 9

Why the Honoree is receiving a GEM Award including dates:

Dispatcher Laura Payne is being recommended for a GEM award for the professionalism and compassion with which she handled a call involving a teenager. On 12/09/2023, Dispatcher Payne took a call from a frightened individual and treated the caller with kindness, repeatedly reassuring the caller that everything would be okay and staying on the line with her until the Deputy arrived to assist. Dispatcher Payne's actions were noticed by all the dispatchers in the room, and multiple comments were made by her peers in regard to her being very patient and gentle with the caller. During this interaction, Dispatcher Payne was the epitome of a skilled and valuable 911 call taker.

Approved by elected official or department head on the 5th day of Jan, 20 24



Signature of Elected Official
Or Department Head

Jim Skinner, Sheriff
Printed Name