

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Melissa Golden
First Name Middle Initial Last Name

Honoree's Job Title: Dispatcher

Department: Collin County Sheriff's Office

Nominated By: April Bryant

Years of Service with the County: 14 years 11 months

Why the Honoree is receiving a GEM Award including dates:

The Communications Center continuously processes an enormous amount of information on a daily basis. Melissa Golden has identified and corrected erroneous information on numerous occasions without being prompted. She consistently utilizes her keen eye and exceptional attention to detail to detect discrepancies, which if remained inaccurate, would create liability and responder safety issues. Melissa has volunteered to assist the GeoTech Coordinator with several tasks to include: updating telephone numbers in Solacom, reviewing unverified addresses, and processing criminal trespass warnings.

Melissa has volunteered to assist the GeoTech Coordinator with the task of updating information in the computer aided dispatch (CAD) system. She has tirelessly worked through the unverified addresses to rectify the impacted calls for service. This has increased the accuracy of premise history within the CAD. Melissa also created premises for locations to improve the dispatchers' abilities to quickly and accurately select the correct location for calls for service.

Melissa also assisted the GeoTech Coordinator by volunteering to assume responsibility for Criminal Trespass entries. Ms. Golden has maintained the criminal trespass warnings (CTW) for Collin County Sheriff's Office (CCSO) as well as agencies dispatched by CCSO. When Melissa learned the ability to place the CTW on the master name record in Athena Records instead of on the location, she began the transition with the CTW file. Melissa reviewed each CTW on file and verified the accuracy and validity of the CTW. She then packed the master name record with all of the information available. This arduous process was a lengthy one due to reviewing the volume of existing CTWs while processing the incoming CTWs. However, once the process was completed the functionality of the system was significantly improved due to the new process. Melissa also created a step-by-step process guide for dispatchers to easily navigate the new process.

Melissa continuously goes above and beyond in her duties and she possesses a strong work ethic. She is dedicated to excellent performance at all times. Ms. Golden shares her wealth of knowledge when she acts in the capacity of a Communications Training Officer as well as the Lead Dispatcher for her assigned shift. She walks the walk, talks the talk, and consistently goes the extra mile.

melissa Golden
GEM

Approved by elected official or department head on the 17th day of September,
2020.



Signature of Elected Official
or Department Head

James O. Skinner, Sheriff

Printed Name