

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Palma Coatney

Honoree's Job Title: JCVI Clerk

Department: Sheriff's Office/Detention

Years of Service with the County: 9yrs

Why the Honoree is receiving a GEM Award including dates:

Palma provides excellent customer service on a daily basis. On Tuesday, 7/22/2014,
a federal probation officer was visiting an inmate at the Collin County Detention Facility.
The probation officer checked in with Palma and proceeded to the upstairs visitation
corridor. Palma, recognizing that the officer left some important business paperwork in
the lobby immediately jumped into action. She locked the visitation booth, retrieved
the paperwork, and gave chase. She walked up two landings of stairs and walked partly
down the corridor before returning the paperwork to the officer. This is the type of
customer service we expect from our employees. She did a great job of representing
The Collin County workforce. *pmc*

Approved by elected official or department head on the 24th day of Aug, 2014

[Signature]
Signature of Elected Official
or Department Head

TERRY G. BOE
Printed Name

I recommend approval
EA. 7-25-14

OK PM