

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Patricia Thies

Honoree's Job Title: Criminal Justice Information Specialist

Department: Records and Warrants

Years of Service with the County: 11 years

Why the Honoree is receiving a GEM Award including dates: January 18th, 2023, Pattie showed exemplary professionalism while aiding a citizen of Collin County

On January 18th, 2023, Patricia Thies deescalated an irate citizen. This gentleman had previously spoken to several members of the jail staff. He was abrasive and rude during these conversations. Afterwards, he called the Records Department, where Patricia answered the phone. Patricia was able to calm the gentleman down and helped him get the assistance he was requesting from the jail.

The next morning, the gentleman called back to speak to Patricia's Supervisor. He wanted to apologize for his behavior. He also wanted to commend Patricia for her outstanding professionalism and her ability to calm him down when he was upset.

Patricia is always polite and in this instance, her professionalism was impressive enough that a citizen of Collin County took the time to call and make a point of recognizing her. For this exemplary action, going above and beyond, I believe Patricia's actions are worthy of a GEM award.

Approved by elected official or department head on the 25th day of JAN, 2023



Signature of Elected Official
Or Department Head



Printed Name