

Collin County Going the **Extra Mile (GEM)** Recognition Form

Honoree's Name: Patrick Deggs

Honoree's Job Title: Dispatcher

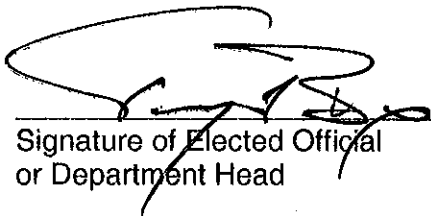
Department: Sheriff's Office

Years of Service with the County: 1.5 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. Patrick quickly notified all of the necessary personnel and vendors to report the outage. Not knowing if the 911 lines were effected as well, Patrick re-routed incoming 911 calls to our back up PSAP, Allen PD. 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. Patrick 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. BOX

Printed Name