

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Samantha Gomez

Honoree's Job Title: Dispatcher

Department: Communications

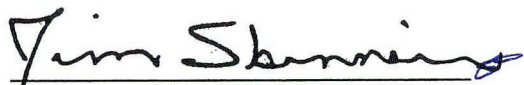
Years of Service with the County: 7 yrs.

Why the Honoree is receiving a GEM Award including dates:

On April 12th, Dispatcher Samantha Gomez implemented a more efficient process to contact records regarding received teletypes. Dispatcher Gomez suggested using a chat type software, such as Microsoft Teams Chat, to notify the records staff of the different teletypes we receive and send on TLETS. By utilizing this type of system it would free up a dispatcher from calling records, and free up a records clerk from answering calls. Our agency does not have a Microsoft Teams account. To minimize costs Dispatcher Gomez found WEBEX, which has a free version. Information Technology has signed off on it being a viable solution. This idea will save an average of 100 calls a day between dispatch and records.

Dispatcher Gomez helped initiate the procedure. She put a lot of thought and work into her proposal. Hours were spent to find the solution of making communication with the Records Department more efficient. On May 11th, Dispatcher Gomez presented her idea to the Records Manager with some of the procedures written up for implementation.

Approved by elected official or department head on the 17th day of May, 2023


Signature of Elected Official
or Department Head

Jim Skinner
Printed Name