

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

Honoree's Name: Samantha Montero  
First Name Middle Initial Last Name

Honoree's Job  
Title: Dispatcher

Department: Collin County Sheriff's Office

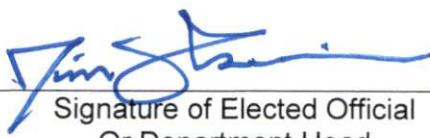
Years of Service with the County: 4 years 1 months

## Why the Honoree is receiving a GEM Award including dates:

On March 14, 2020, Dispatcher Samantha Montero received a 9-1-1 call from a male regarding a female that was in a pond on his property. The female was paranoid and acting extremely erratic. The caller was in a crisis state and displayed periods of extreme agitation due to his concern for his safety during the situation. Dispatcher Montero remained calm and displayed the utmost professionalism during the interaction with the caller. Dispatcher Montero provided continual reassurance to the caller to defuse the immediate situation. Dispatcher Montero's actions provided the responding police, fire, and EMS units with a de-escalated situation upon arrival. In addition, Dispatcher Montero's actions impacted the caller in such a manner that he felt the need to call the following day to commend her. He expressed his sincere gratitude and appreciation for her ability to calm him down and to quickly facilitate the necessary response to provide a favorable outcome to the situation.

Approved by elected official or department head on  
the

26<sup>th</sup> day of May, 20 20



Signature of Elected Official  
Or Department Head

Sheriff Jim Skinner  
Printed Name