

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

Honoree's Name: Rosalyn Felty

Honoree's Job Title: Title Clerk

Department: Collin County TAC Office

Years of Service with the County: 6

Rosalyn is truly an invaluable asset to the Operations Department. Despite having a heavy workload and numerous responsibilities, she consistently takes on additional tasks with a positive attitude, politeness, and a genuine willingness to help. Her dedication and teamwork make her an essential part of our office.

A great example of her going above and beyond was when I planned to train a clerk on processing add liens. I asked her if she would be willing to support the clerk afterward by answering questions. Without hesitation, she agreed. The very next day, she volunteered to take on the full training herself, relieving me of that responsibility. She did an outstanding job guiding the clerk and continued to provide support with every question that arose.

Rosalyn also demonstrates initiative and creativity in finding ways to improve efficiency and reduce costs. For instance, she researched and developed a new method for mailing sticker paper to grocery stores that process vehicle registration renewals. Her idea significantly reduced postage expenses, saving the department a considerable amount of money.

Rosalyn's dedication, resourcefulness, and willingness to step up wherever needed make her more than deserving of GEM recognition. She is a true example of someone who consistently goes the extra mile.

Approved by elected official or department head on the 30<sup>th</sup> day of Sept, 20 25

Scott Lujan  
Signature of Elected Official  
Or Department Head

Scott GREGG  
Printed Name