

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Galleon Pontus
First Name Middle Initial Last Name

Honoree's Job Title: Registration Clerk II

Department: Tax Office - Motor Vehicle

Years of Service with the County: 5 years 11 months

Why the Honoree is receiving a GEM Award including dates:

On 10/13/2022 Galleon received a phone call from an elderly taxpayer who was having difficulty renewing her registration through the mail. During the call, the taxpayer was having a very difficult time breathing and mentioned she thought she might pass out. Galleon stayed on the phone with her and tried to help calm her down. As soon as the call ended, Galleon called the Wylie police department and asked them to do a wellness check on her. Galleon even reached back out to check on her later the same day. We received a thank you card in the mail 10/19/22 from the taxpayer letting us know how caring Galleon was and how she was there for her when she really needed someone. I can't think of a better example of going above and beyond for the residents of Collin County. Great job Galleon!

Approved by elected official or department head on the 26th day of Oct., 20 22

Kenneth L. Name
Signature of Elected Official Or Department Head Printed Name