

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

Honoree's Name: Aubrey Saylor

Honoree's Job Title: Dispatcher

Department: Sheriff's Office

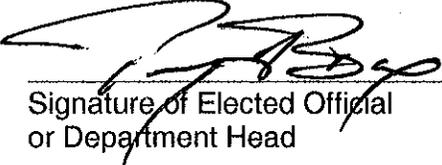
Years of Service with the County: 6 ½ yrs

Why the Honoree is receiving a GEM Award including dates: Dec 27, 2011

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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. Aubrey assisted her co-workers by quickly notifying all of the necessary personnel and vendors to report the outage. 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. Working the main dispatch channel, Aubrey efficiently and effectively managed to keep track of all units out on calls. She 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 10<sup>th</sup> day of JAN, 20 12

  
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Signature of Elected Official  
or Department Head

TERRY B. BOY  
\_\_\_\_\_  
Printed Name