

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

Honoree's Name: Austin Clark

Honoree's Job Title: Dispatcher

Department: Sheriff's Office

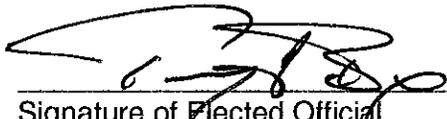
Years of Service with the County: 4 months

Why the Honoree is receiving a GEM Award including dates:

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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. 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. Austin is a fairly new dispatcher training with Todd Eades. Austin maintained his composure and dispatched calls and units while keeping track of everyone by pen and paper. He did not let the situation impact his dispatching abilities and 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, 2012

  
Signature of Elected Official  
or Department Head

TERRY G. BOY  
Printed Name