Collin County
Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Melissa Romine

Honoree's Job Title: Dispatcher

Department: Sheriff's Office

Years of Service with the County: 7

Why the Honoree is receiving a GEM Award including dates:

Excellent call handling/dispatching skills demonstrated during equipment failure. Memo is attached.

Approved by elected official or department head on the 11th day of JAN., 2013

Terry G. Box

Signature of Elected Official Printed Name
or Department Head

MEMO

07 January 2013

To: Major Palmisano

From: Regina Ramon, Comm. Manager

Ref: January 6, 2013 CAD outage

On Sunday January 6th at 3:19 a.m. the Dispatch CAD system went completely down for approximately 2 hours. During this time, Dispatch was very busy with several in progress calls one of which was a structure fire with a possible entrapment. The three dispatchers on duty did a phenomenal job by manually keeping up with all the units. Once the CAD was up and running, they made sure that all calls were generated with detailed information.

The role of a dispatcher can be very stressful and even more so when there is equipment failure. I would like to recognize **Melissa Romine, Bonnie Bowers** and **Austin Clark** for their professionalism and excellent call handling skills each demonstrated during this hectic time.