

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

Honoree's Name: Todd Eades

Honoree's Job Title: Dispatcher

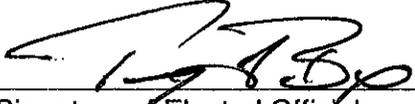
Department: Sheriff's Office

Years of Service with the County: 10 ½ yrs

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

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. Todd is currently training a new dispatcher on the main dispatch channel. He made sure that his trainee stayed on track and officer safety was not jeopardized. He did a phenomenal job in making sure that dispatch operations continued to function routinely until the system was back up and running normally.

Approved by elected official or department head on the 10th day of JAN, 2012



Signature of Elected Official
or Department Head

TERRY G. BOYCE

Printed Name