

Collin County
Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Hannah Castro
First Name Middle Initial Last Name

Honoree's Job Title: Dispatcher

Department: Sheriff's Office

Years of Service with the County: 1

Why the Honoree is receiving a GEM Award including dates:

On October 14, 2024, Lt Ward observed Dispatcher Hannah Castro during an exchange she had with a caller. The caller was clearly irate with their situation. Lt Ward observed Dispatcher Castro calmly speak to the caller, acknowledging their frustration, and politely explaining the next course of action. Lt Ward asked Dispatch Manager Maria Lemonds to evaluate this call from beginning to end. Lemonds stated, "She did an excellent job talking with [the caller]...She was expertly professional during this whole call..."

Castro has only worked for Collin County for a short time and only recently completed training. Castro's interaction with this caller is a credit to herself, her trainers, and the Sheriff's Office.

Approved by elected official or department head on the 21st day of Oct, 2024

Jim Skinner
Signature of Elected Official
Or Department Head

Jim Skinner, Sheriff
Printed Name