

Collin County
Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Krysta Bates
First Name Middle Initial Last Name

Honoree's Job Title: Accounts Clerk

Department: Tax Office - Accounting

Years of Service with the County: 22+

Why the Honoree is receiving a GEM Award including dates:

See separate page attached.

Approved by elected official or department head on the 20th day of October 2025

Scott Lugg
Signature of Elected Official
Or Department Head

SCOTT GRIGG
Printed Name

GEM AWARD
KRYSTA BATES
October 20, 2025

Why the Honoree is receiving a GEM Award:

I am nominating Krysta because of her excellence in two areas: (1) customer service, and (2) teamwork.

In the area of customer service, Krysta went above and beyond, during the weeks of October 6 and October 13, 2025. She spent extensive time on the phone and on emails with two different tax entities. She methodically and thoroughly explained our property tax reports and some of the basics of property tax accounting. These entities repeatedly reached out to her to ask follow-up questions. She answered all their questions and educated them with a great deal of patience and compassion.

Regarding teamwork, in the past several weeks, Krysta has worked tirelessly to make our work environment a pleasant one, and to show our appreciation for a co-worker. Her hard work in decorating our office for various holidays, and in making the upcoming retirement celebration of our colleague a special one, is appreciated.

She has done all this without being asked and with a generous spirit. Thank you, Krysta, for all that you do.

Judy Dalton
10/20/25