

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Krysta Bates

Honoree's Job Title: Accounts Clerk

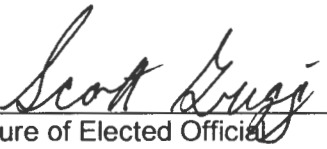
Department: Tax Assessor Collector

Years of Service with the County: 26

Why the Honoree is receiving a GEM Award including dates:

We recently encountered serious problems with Spindle's Refund Trac and SMIGL applications. The problems were getting more complicated with each attempt by Spindle to fix it. If the issues did not get fixed in a timely manner, it would have caused a negative financial impact on the Tax Office. In the meantime, it was causing a backlog of refund work to build with each passing day. Krysta persevered through many frustrating obstacles over several challenging days to accomplish the goal of fixing the tangled mess. She applied her vast technical knowledge, problem-solving skills, and communication skills. She brought together the appropriate people from various groups to get the job done. Thank you, Krysta, for your hard work and a job well done!

Approved by elected official or department head on the 26 day of August, 2026



Signature of Elected Official
or Department Head

SCOTT GAIGG

Printed Name