

Employee: Pam Gray

Nominators: Inspector Frank Hester and Lieutenant Jack Antonuk

### 1. Service Excellence

Pam Gray began her career with the Germantown police Department in 1990 and serves as the police department's Police Data Technician. She works well with her co-workers in the Investigations Divisions and is well respected. She also interacts with the public when fulfilling requests for copies of police and accident reports. Ms. Gray maintains a positive attitude and is always courteous when speaking with citizens.

### 2. Producing A+ results

Ms. Gray is responsible for police department's records management system which stores all police reports, arrest reports, citations, etc. She is also responsible for answering the investigations phone and directing citizens to the correct investigator or division within the police department. She must submit monthly stats to the State of Tennessee with an error rate of 5% or less. The department recently began submitting monthly crime stats with an upgraded New World software system which created an extremely high error rate. Ms. Gray meticulously worked with the Tennessee Bureau of Investigation and representatives from New World Systems to correct any reporting errors. Mr. Gray was very professional in her interactions with these agencies and worked as a team in accomplishing this goal.

### 3. Initiative

Ms. Gray takes pride to insure her work is accurate and correct. Whenever a problem arises, she will immediately takes steps to correct the problem without hesitation. Ms. Gray takes great initiative to stay ahead of the game when completing her data entry tasks on a daily basis so she doesn't fall behind. Ms. Gray takes the initiative to explain processes and the reasons "why?" when inquiring citizens want to know.

### 4. Responsible

Ms. Gray ensures the record management system is current and up to date. She monitors the systems and if a problem arises she knows how to troubleshoot the system. If a solution cannot be obtained, she will make contact with the New World Systems without hesitation to find the proper solution. On several occasions, her supervisor has asked about the error rates and deadlines for the State submissions and Ms. Gray often responds "You can relax. It's going to be ok. I have it under control".

### 5. Innovative

Ms. Gray was very instrumental when New Worlds Systems upgraded the records management systems. She attended numerous meetings and provided very valuable input to assist in the old data being transferred to the new system.

## 6. Teamwork

Ms. Gray respects other team members. Ms. Gray cooperates with her team members to get the job done. She is also very receptive of other team member's ideas and will share her ideas to reach the best solution.

In her 25 year career with the Germantown Police Department, Ms. Gray has served the City with great pride. She displays the core values of the City on a daily basis and is to be commended for a job well done.