

## **Officer David Conley – Admin & Finance JMUPD 2008 Customer Service Nomination**

The JMU Department of Police & Public Safety would like to nominate Officer David E. Conley for the Division of Administration & Finance's 2008 Customer Service Award.

David Conley has been with the James Madison University Department of Police & Public Safety since January 2005. Since then, he has become an ambassador for not only the Police Department but the University as a whole. Officer Conley's desire and ability to make a personal connection with each and every student, visitor or staff member that he encounters represents our goal of providing the very best in customer service. Officer Conley even has his own group listing on Facebook, known as the "I know Officer Conley: JMU Police Chapter" with 1,080 members registered at JMU, but that's only a drop in the bucket from the thousands he has met by walking up, introducing himself, shaking their hand, and asking how he can help them out today.

Whether it be in Gibbons Dining Hall eating lunch with students, on foot patrol stopping to talk to passersby, providing safety programs in the residence halls, dropping in on an athletic practice to say hi to the coaches and team members, to providing an escort and tours of campus for visitors and prospective students and their parents, he takes the time and puts forth the genuine effort to make a difference.

In April/May 2007, Officer Conley volunteered to go to Virginia Tech for a week long tour of duty to assist the Virginia Tech Police Department in protecting their campus through their graduation after the April 16, 2007 Tragedy. As this nomination is being written, Officer Conley is once again serving a week long tour of duty at Virginia Tech with other campus law enforcement officers from around the state to assist Virginia Tech through the memorial services and the on year anniversary of the April 16, 2007 Tragedy. Officer Conley has represented our Department and our Institution well as acknowledged through emails and correspondences we have received from Virginia Tech administrators.

Officer Conley has even been described as "The Legend" in one SMAD class project done about him and his career in law enforcement. There are other articles too and many requests for interviews that stem from his interactions with the JMU Community.

From his personal introductions, to the business cards that he's handed out, to the friends he's gained on Facebook.com, David has earned the nickname around campus as "The OC" or "The Officer Conley". David approaches each new day and starts each shift with a positive can do attitude and a desire to help anyone he can.

The JMU Police Department routinely get emails and correspondences from student, staff, parents and visitors, describing how Officer Conley went out of his way to help them. We are proud to have Officer David Conley on our team and serving as a role model for the rest of us here at JMU.

Major C. S. Coverstone  
Deputy Chief of Police