

# **Courtney Workman – Admin & Finance**

## **JMUPD 2012 Customer Service Nomination**

The JMU Department of Police & Public Safety would like to nominate Ms. Courtney Workman for the Division of Administration & Finance's 2012 Customer Service Award. Courtney has been the Emergency Communications Center Supervisor for the James Madison University Department of Police & Public Safety since April 2010. Prior to that she worked for the Rockingham County Sheriff's Office and then the Harrisonburg/Rockingham Emergency Operations Center and Master E911 Communicator and Supervisor for approximately 9 years.

Courtney consistently demonstrates an expert level of knowledge and skills in her field but more importantly she does so with a positive attitude and enthusiasm for her profession, her sense of dedication to getting the job done right, her pride in efficiency and effectiveness and her commitment to meet the needs of everyone she comes into contact is the driving force behind her success.

Courtney has greatly improved the level of professionalism within the Communications Division since she began her employment here at JMU. By changing the communicators work schedule, we have seen a decline in sick time usage, which has saved lost personnel hours, and increased overall coverage thus providing a higher level of customer service to our constituents.

Courtney can not only be found operating out the JMUPD Communications Center at Police Headquarters, but many times during major JMU special events and incidents you will find her in the Stadium Command Post or in the HFD Mobile Command Post Bus handling communications between multiple agencies and venues for Law Enforcement, Fire and Rescue operations.

Her talents are not only utilized just here at JMU. Because of her expertise, Courtney serves as a team member of Harrisonburg/Rockingham regional contingent for the VA Communications Cache which operates in coordination with the Virginia Department of Emergency Management to deploy all over Virginia and even surrounding states to help regional emergency services agencies established interoperable communications to support such missions as lost/missing persons searches; downed aircraft searches; natural and manmade disasters such as hurricanes, floods, tornadoes, and wild fires; catastrophic infrastructure failures; and large scale special events.

Whether its setting in a command post bus working the radio, distributing cache radios to volunteers and emergency responders out of the back of a trailer somewhere in the mountains; or deploying from a U.S. Park Police helicopter to a ridge top in Rock Creek Park outside of Washington, DC to setup up a portable antennae and radio repeater, Courtney faces them all with a can do attitude because she know that what she does helps to save lives and property.

Emergency Communications is not normally a highly glamorous profession, but when its all on the line, having someone like Courtney Workman answer the phone or the radio whether you are a victim, a complainant or an emergency service first responder can not only make you feel better but it can literally save your life. That level of service and commitment is priceless!

Congratulations Courtney and thanks for all you do!

Major C. S. Coverstone  
Deputy Chief of Police