



Illuminate Pathway Award Winner

Linda R. Miller

Current Role: Deputy Director of Operations

Agency: Cherokee County E-911

State: Georgia (GA)

Strategic Leadership & Operational Impact

As Deputy Director of Operations, **Linda Miller** has been instrumental in advancing the way Cherokee County E-911 approaches Quality Assurance and overall operational excellence. Her leadership reflects both strategic foresight and a deep understanding of how thoughtful process improvements directly support people and performance.

One of Linda's most impactful initiatives was modernizing the agency's QA process by leveraging Illuminate's capabilities and implementing **third-party evaluators**. This strategic shift allowed the Quality Assurance Manager to focus more effectively on **Quality Improvement**, resulting in stronger outcomes, greater consistency, and a more sustainable QA structure across the agency.

People-Centered Leadership & Culture

Linda is a leader who truly understands the value of **human capital**. She is consistently seen coaching, mentoring, counseling, challenging, and supporting team members at all levels of Cherokee County E-911. Her investment in people has had measurable results:

- Reduced attrition
- Improved morale
- Stronger internal leadership development



- A healthier, more supportive workplace culture

Because of her approach, team members feel valued, supported, and empowered — making the agency a place where people genuinely want to serve.

Innovation & Forward-Thinking Initiatives

Innovation is at the core of Linda's leadership. She remains current with evolving technology and ensures that her team has the tools and resources needed to succeed. A key example of this is her leadership in **expanding the peer support program** by integrating technology directly into the **Computer Aided Dispatch (CAD) system**.

This initiative will flag certain call types so that personnel can be proactively checked on, strengthening emotional support and well-being. The program is designed to extend beyond Cherokee County E-911, ultimately supporting **seven public safety agencies**. Linda is leading this effort with a clear purpose: to improve morale, support mental health, and create a better life-work environment for public safety professionals.

Leadership Style & Lasting Impact

Through a balance of strategic vision and hands-on leadership, Linda has guided teams through complex challenges while fostering open communication, accountability, and trust. Her ability to anticipate future needs, challenge outdated norms, and champion positive change has elevated performance across the agency and earned the respect of colleagues, stakeholders, and partner organizations.

Linda Miller embodies what this award represents — a leader who combines innovation, compassion, and operational excellence to create meaningful, lasting impact.