



MEMORANDUM

TO: Denise Hanchulak, Program Director, Programs Division
FROM: Alabama Department of Public Safety, Driver License Division
DATE: October 27, 2011
SUBJECT: 2011 IDEC Examiner of the Year Nominations

The Alabama Department of Public Safety is pleased and proud to introduce our nominee for IDEC Examiner of the Year 2011, Patricia South. We would like to thank you for recognizing this examiner for her hard work and dedication to the Driver License Division. Attached is our submission letter which explains why Examiner South deserves this honor. If you have any questions, you can contact:

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Thank you again for this recognition.

Captain Guy Rush
Chief Examiner
Driver License Division
Alabama Department of Public Safety



Examiner Patricia South
Alabama Department of Public Safety, Driver License Division

The Alabama Department of Public Safety is pleased and proud to introduce our nominee for the IDEC Examiner of the Year 2011, Examiner Patricia South of the Cullman Driver License Office, Region A.

Examiner Patricia South has been a member of the ranks of the Driver License Division for twenty two years. We wish to report that our nominee has put forth every ounce of energy possible in the Department's mission of courtesy and service for those same twenty two years. Examiner South exhibits the Examiner's Creed into her tasks everyday on the job. She is currently assigned to the Cullman Driver License Office. Examiner South is a very dedicated and responsible employee. She excels in dealing with others to make the driver license office a professional and customer service oriented operation. She places a high value on time efficiency and consistently processes more transactions. Examiner South broke a record approximately two months ago by processing ninety transactions in a day's work. This has not been accomplished by any other examiner in this region.

Examiner Patricia South is diligent in her efforts to prevent fraud and identity theft. She utilizes training, experience, and attention to detail to thoroughly examine documents to prevent fraud. Examiner South has developed excellent instincts and interviewing techniques for detecting deception. She has initiated the arrest of several individuals with outstanding warrants.

Our nominee's personnel file has numerous letters from applicants thanking Examiner South for the service they received from her. These letters of commendation include phrases like helpful, kind, fast, knowledgeable, and patient. Examiner South is all of that and some. She treats everyone with the same courtesy and respect no matter what age, race, nationality, or socio-economic status. Our nominee will assist the little old lady with ragged clothing the same as the CEO of a major corporation. Both applicants deserve the same level of respect and courtesy. Examiner South also has a knack for putting a nervous young teen at ease with a smile or telling a joke. She listens to the applicants as they tell their life story by offering a sympathetic ear and caring demeanor.

Time is of no consequence when you are providing a timely service to customers. Our nominee often works through her breaks to accomplish the mission of service that the Department sets as our goals. As we stated earlier, I do not believe any one examiner in the State of Alabama Driver License Office has processed ninety applicants in a day.

Examiner Patricia South is also part of a team that was specially trained as Commercial Driver License Monitors. She has accepted this additional responsibility for approximately 15 years. This examiner was selected for this position due to her outstanding work ethic and dependability. Examiner South knew the challenge and expectations would be high for accepting such a responsibility, but did not hesitate to accept it with a smile. She was fully aware that these extra responsibilities did not increase her salary or pay overtime, but in essence would prove more beneficial to the department than to herself. Our nominee looks at each challenge as a mountain to climb or a battle to conquer and always performs superbly. As a Commercial Driver License Monitor, Examiner South is expected to be very meticulous with ensuring proper and fair grading in the evaluation of other examiners. She also accepted the extra duty as a monitor knowing it would require numerous deadlines and extra paperwork. These requirements are consistently met with the same superior ideology and work product that Examiner South represents daily in her job performance as a Driver License Examiner.



Examiner Patricia South is a dedicated and responsible employee with so much enthusiasm for her profession and the Department. She voluntarily arrives to work early and stays late to see that all office work is completed. Our nominee never complains about working over and receiving compensatory time for her efforts. Examiner South is accustomed to hard work and displays the rare willingness to do whatever it takes to accomplish the mission of the department. She has spent countless hours of personal time dedicated to making the driver license office a better place for employees and the public. She has spent her own money to purchase supplies for their office to make the daily operations more efficient and effective. Examiner South has even purchased paint to paint the office file cabinets and desk. Her desire is to offer the public a clean and pleasant environment. Our nominee's office always conveys a positive impression of the department.

Our nominee is always willing to go the extra mile to accomplish the goals of the Department. Examiner South brings the drive and motivation to excel in all aspects of her job to work every day. As you can see, she has a great zeal and love for life and the people in her life. She has held steadfast to her goals and visions throughout the years. Our nominee wants it all and she gives her all to whatever she is involved with. We are so thankful to have such a terrific employee in the ranks of the Driver License Division.

