



Julie L. Jones
Executive Director

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January 24, 2012

Ms. Denise Hanchulak
Program Director, Certification & Standards
AAMVA Programs Division
4301 Wilson Boulevard, Suite 400
Arlington, Virginia 22203

Dear Ms. Hanchulak:

Our jurisdiction would like to nominate Examiner I, Ursula Thomas from the West Palm Beach Driver License office for the IDEC award. Since her employment with the Department in 1985, Ms. Thomas has been a model employee. Her character and attitude has earned her the respect of all she comes in contact with. She holds the key to professionalism in her adherence to Department policy and procedures, assisting co-workers with questions, and taking on additional responsibilities as Examiner-in-charge when the Office Manager is out. She has a dependable quality about her that enables me to be confident that she will complete any task given to her in a timely manner. Examiner Thomas also has a caring attribute that transcends beyond that of our customers, to that of the Department. It is not above her to ensure the office is clean and maintained, reporting any deficiencies to me or the Maintenance person. You will also find her inspecting the grounds to pick up paper or other debris, mindful of projecting a professional image for the Department.

Her customer service skills are exemplary often being recognized by comments or letters of praise for the treatment and care of her customers. Her respect encompasses customers from all walks of life, especially the elderly. Her friendly demeanor and pleasant smile brings a calming effect to both co-workers and customers alike. Examiner Thomas is instrumental in keeping morale high. On holidays she will bring in candles, cakes, candies and/or presents for the whole office to enjoy. If someone is in need, she will not neglect them, but give them a hug of support and assurance that they are not alone.

Her personal life also reflects her commitment to her career. She is a dedicated mother and wife supported by a loving family consisting of three beautiful children and caring husband. In addition, her loving disposition has also been shown in her dedicated care for her mother who was ill for many years, until her recent passing.

IDEC Examiner of the Year

December 29, 2011

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In closing, I would like to say that Examiner Thomas is a wonderful asset to the Department. Her character and attitude makes her a person who can be trusted and relied on to do what is necessary to get the job done in a caring and understanding manner. I am convinced that a person of her caliber is worthy of this award.

Sincerely,

Clayton Boyd Walden, Director
Division of Driver Licenses

CBW/lm

