



State of Vermont
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AAMVA IDEC Executive Board
C/O Denise Hanchulak
Program Director, Certification and Standards
AAMVA
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Arlington, VA 22203

The Professional Code of Ethics is a comprehensive guide which outlines what is expected of those individuals who become International Driver Examiners. These individuals are held to a high standard and entrusted to them is the utmost responsibility of evaluating safe practices of driving applicants. Donna Thomson of the Vermont Department of Motor Vehicles is the individual who exemplifies the level of service we expect from government employees in this position.

Donna has been administering exams for over five years now. Never in this time has she waived from the high standard, policies, and procedures set forth by both AAMVA and the State of Vermont. Donna serves all members of the community with respect, fairness and impartiality. She does an outstanding job in her position which includes not only the administration of exams but also registration and licensing as well as administrative assistant. She communicates exceptionally well with all walks of life. She always smiles and is professional. She sets the bar high for others to emulate.

Although exams are generally administered by appointment, there are often times applicants who stop on a walk-in basis. Whether Donna is the person doing exams that day or someone else is she makes sure the customer gets served. She just takes it all in stride and she doesn't make it seem like a burden even though the exam schedule can get hectic. She simply feels that there is no reason to make the customer come back unnecessarily.



Donna has the added responsibility of serving as Administrative Assistant for a mobile unit within our state. This mobile unit carries their equipment to two satellite locations on a varying schedule. In this capacity as well Donna is a true leader. She has exceptional organizational skills. Her mobile unit staff looks to her for guidance. Donna is a mentor to all those who work directly with her or who come in contact with her. She answers questions calmly and in a way that teaches others patience. She guides rather than just doing it.

She was specifically asked to work on a project to assist with making legislative ID's this past year. Her specific name was mentioned because she represents the state of Vermont the way we want to be represented. Donna is the most positive person at all times. She never seems to get rattled or stressed out. There are not many people who can handle the day to day operations within the Department of Motor Vehicles with the professionalism, grace, and positivity that Donna does.

I am proud to nominate for this award . It is all too often that government employees are criticized rather than rewarded and I feel Donna is more than deserving of this recognition.

Thank you for your consideration,

Robin Jackson
District Office Supervisor
Vermont Department of Motor Vehicles
Rutland District Office
Southern Mobile Unit.





Sincerely,

