



**Wisconsin Department of Transportation**  
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December 14, 2011

Denise Hanchulak  
Program Director  
AAMVA Programs Division  
4301 Wilson Blvd., Suite 400  
Arlington, VA 22203

Dear Ms. Hanchulak,

It is with great pride that I introduce you to Wisconsin's selection for the AAMVA IDEC Examiner of the Year for 2011, James (Jim) Traynor.

Jim has been a Wisconsin Skills Test Examiner for 21 years, a Traffic Safety School Instructor for 10 years, and an AAMVA Certified Driver Examiner since 2009.

Throughout Jim's career, he has taken an especially active role with regards to the state's aging drivers. He has served on the state's "Special Exam Committee", and continues to serve as a statewide trainer on how best to administer Special Exams to our customers. Jim has a wonderful demeanor and demonstrates patience when dealing with skills test customers of all ages. Jim always takes the time to discuss the importance of highway safety and provides helpful examples on how to drive defensively. He conducts on average of 100-150 Class D skills test per month, and motorcycle testing in the summer months. Many positive comments are received about Jim from skills test customers, noting his professional and thoughtful approach.

Jim maintains a high standard of excellence, and a positive customer service attitude each and every day. In doing so, he has earned the respect of his co-workers and management. He was recently the Bureau of Field Services Employee of the Month for January 2010. Jim is truly an exceptional examiner and is a fine representative for Wisconsin as an AAMVA IDEC Examiner of the Year.

In summary, Jim sets a high standard for professionalism, integrity and customer service. It is an absolute pleasure to nominate Jim Traynor as Wisconsin's AAMVA IDEC Examiner of the Year 2011.

Sincerely,

Kristina H. Boardman  
Director, Bureau of Field Services



