



MEMORANDUM

TO: Denise Hanchulak, Program Director, Programs Division

FROM: Alabama Department of Public Safety, Driver License Division

DATE: October 29, 2012

SUBJECT: 2012 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 2012, Carolyn Patrick. 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 Patrick 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 Carolyn Patrick
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 2012, Examiner Carolyn Patrick of the Dothan Driver License Office, Region D.

In today's business world, employers enjoy an applicant pool rich in desired employee qualifications. However, there is no substitute for experience. Couple multiple Divisional experience with the enthusiasm and zeal of a new employee and you will begin to understand the polished diamond we have in this year's nominee. Examiner Carolyn Patrick exemplifies all qualities and qualifications pertinent to this award. She is a 30 year veteran of the Department of Public Safety, previously serving 19 years as a PCO in Communications with the Highway Patrol Division. Our area has been blessed in having her employment as an examiner for the past 11 years serving in Driver License. This essay is a humble attempt to honestly convey Examiner Patrick's superlative qualifications for selection as Examiner of the Year.

Examiner Carolyn Patrick's integrity stands proven throughout her career. Sensitive and personal information handling has been commonplace through her duties as a Police Communications Officer and as a Driver License Examiner. More often than not, she works alone in a two person office. Examiner Patrick can be trusted to use exceptional judgment and can cope with the stresses of demanding duties. She can be counted on to give maximum effort while conferring meticulous attention to detail.

Examiner Patrick's years of service with the Department are proof of her sense of loyalty. Her family is engrained within the Department of Public Safety, as her spouse is a Retired Alabama State Trooper Lieutenant. Examiner Patrick enjoys a strong working rapport with others. She is always eager to assist supervisors and coworkers with any task that will improve the quality of customer service provided by this area. Other examiners look forward to and enjoy working with Examiner Patrick because of her extraordinarily pleasant and cheerful disposition.

Examiner Patrick's work routine promotes a calm office atmosphere. She consistently arrives to work early and often works well into her lunch hour or stays beyond the close of the business day to assist or complete a driver license issuance. She always displays an eagerness to be helpful with applicants and the public at large. Spending off duty personal time helping with arts and crafts booths during her community's annual festivals is a normal part of her activities.

Examiner Carolyn Patrick continually conveys an extraordinarily positive image of the Department of Public Safety. Even when dealing with irate customers, she is always polite. Supervision has never received a complaint about this examiner's conduct. Even upset customers who are turned away often are complimentary about her polite and professional behavior. Our examiner truly exemplifies courtesy to the highest degree.

Examiner Patrick displays a genialness and depth of understanding in dealing with applicants that gains acceptance of sometimes frustrating issuance procedures. Her ease and natural style of communication with customers help soften disappointment without raising antagonism. A teenager whose testing experience is unsuccessful appreciates Examiner Patrick's kind understanding and tact. The kindness and respect she bestows on others is her most identifiable trait.

Our nominee requires minimal to no supervision. Basic guidance is all that is needed due to her unique combination of skills. Examiner Carolyn Patrick makes sound decisions in the absence of detailed instruction. She displays a high degree of honesty, loyalty and integrity toward all. Obedience to laws, policies or directions is never in question for this examiner. Even if it means denying someone a much



needed driver license or identification card, no exceptions are made if identification documents do not meet Authorized Presence or if the applicant is otherwise not eligible for issuance.

Working with Examiner Patrick is always a cheerful delight. Always projecting a positive image of the Driver License Division, she uses humor to diffuse potentially confrontational situations. Using her own foibles as examples, she illustrates that humor can be found in most situations. The ability to laugh at one's self can be a successful method of easing stress not only for coworkers, but the office atmosphere as a whole.

Examiner Carolyn Patrick deals consciously with fiscal restraints, making every effort to conserve materials. Recycling manuals and making scratch paper from discontinued Department forms are only a few things she does to stretch the Department dollar. During computer outages, Examiner Patrick offers as many supplemental services as possible. Screening applicants for proper identification documents is only an example of her thrifty endeavors. Information on obtaining certified documents is provided to applicants and questions about application and testing procedures are answered patiently and thoroughly. These efforts reduce wait time and expedite processing when computers go back on line. Any other down time is spent cleaning her offices and equipment in order to ensure optimum performance and service to the public.

Making arrests is a precarious venture. Examiner Patrick's experience as a PCO makes her uniquely qualified to identify and impede the departure of wanted individuals. She remains remarkably calm and displays extreme courage under pressure. When a wanted applicant became agitated and resisted arrest by law enforcement officials, our nominee made sure her coworker and other customers were out of harm's way before thinking of her own safety. This experience has not stopped Examiner Patrick from having one of the highest arrest numbers in the area.

Examiner Carolyn Patrick's appearance is always exceptional. Exceeding Department standards in personal grooming and wearing and caring for her uniform and accessories is the norm for our nominee. Her assigned state vehicle is immaculate, maintained and detailed at home with supplies purchased with personal funds. Examiner Patrick's offices are cleaned with products bought at her expense. These efforts reflect the pride this employee possesses in herself, her position and the Department. Additionally, a positive, professional image is observed by the public.

Two pages are inadequate to express the deep appreciation, respect and pride this area, fellow examiners and supervisors alike, feel for Examiner Carolyn Patrick. This entire dissertation has been a testament to the level of reverence Examiner Patrick exhibits daily. Her Christian convictions radiate throughout her personality. She is held in the highest esteem by everyone who has come to know her, encompassing more than just driver license personnel. Examiner Patrick has an excellent professional relationship with other law enforcement agencies and court officials in the counties where she works. As previously noted, supervision has never received a complaint about this nominee for any reason. Her knowledge of all aspects of driver license and the Department of Public Safety, her job performance and superlative customer service skills consistently demonstrated exemplify all the criteria required for an Examiner of the Year. It is fervently hoped and anticipated that your organization will believe so as well

