

Brian Sandoval  
Governor



Troy L. Dillard  
Director

3920 E Idaho Street  
Elko, Nevada 89801  
Telephone (775) 753-1166  
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November 15, 2012

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

Re: IDEC Examiner of the year nomination - Nevada

Ms. Hanchulak,

In accordance with your request please accept this letter nominating Ms. Laura brown for the 2012 IDEC Examiner of the year.

Ms. Brown has been employed with the department since July of 2000. She has been a certified Driver, Motorcycle, and CDL examiner since May 2006. This year she has received her certificate for completing the 2011 AAMVA Certified Commercial Examiner in which supports the 2005 CDL testing system.

Ms. Brown represents our department with much valued professionalism at all times. She has volunteered to assist the department in completing CDL audits for 3<sup>rd</sup> party certifiers assuring that they are in compliance with state regulations and AAMVA standards. In some cases she has traveled to other surrounding rural areas to complete this task.

Ms. Brown has also assisted with our Department of Transportation agencies locally and in rural areas with site surveys to insure their testing sites and driving routes for CDL examiners are in compliance with state regulations and AAMVA standards. This helps relieve the current amount of drive tests from the local DMV office.

Ms. Brown proves to be a dedicated employee within the department as she has received several perfect attendance certificates for the last couple of years.

Ms. Brown is a great asset to our team. She possesses excellent customer service skills, which she uses on a daily basis. When assisting customers she goes above and beyond in order to resolve their issues and assure they receive the best service.

Ms. Brown shows her dedication on a daily basis that her goal is highway safety and is very deserving of such an award. Please consider this nomination for Ms. Laura Brown.

Sincerely,

Penny Kennedy  
DMV Services Manager I  
Department of Motor Vehicles

Please see attached photo on Page 2

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