

November 30, 2012

Denise Hanchulak
AAMVA
Examiner of the year nomination

I would like to nominate Ed Martin of the South Burlington DMV office as Examiner of the year. Over the past year Ed has displayed professionalism on a daily basis and comes to work each and every day with an attitude that displays his eagerness to provide the best in customer service. Ed started out as a Counter Service Specialist in 2006 and after a year in that position he took on the role of examiner and has been an examiner at the DMV for the past 5 years.

Earlier this year Ed successfully completed the intense AAMVA International Driver Examiner Certification course and is currently a Certified Driver Examiner. Ed completed this course while continuing to provide excellent customer service at our office along with conducting Commercial Motor Vehicle pre-trip inspections and skills test along with motorcycle skill tests at the Fort in Colchester, Vt. Ed has taken on the added responsibility of scheduling in the exams office and keeps current on entering test times and dates to ensure that the So. Burlington exam office runs smoothly.

Over the past year I have received several positive comments from customers to include a few listed below:

Ed Martin is a great man and employee. He is very caring and considerate, he has a great work ethic and he should be a leader in the office. Dr. Mohamed Nawar.

He is very polite and kind and helpful, thank you. Sara Shultz.

I am compelled to write again and thank you Ed for your warm smiling reception and attitude that you show to all of the teens striving to get their permits. Mary K. Wright.

These are but a few of the positive comments that I have received from customers both written and in person as to how well Ed treats customers on a daily basis. Over the past year when I have asked Ed to take on extra duties or to take care of issues that arose in the exam office he did so efficiently and with a smile. Ed is also always helping out others at the end of the day when

the exam office has finished up their business and lends a hand whenever and wherever it is needed.

In observing Ed interact with younger individuals who seem intimidated by the permit or road test process Ed's openness and friendliness has a calming effect that can clearly be seen as he eases their nervousness to try to make their experience at the DMV a more pleasant one.

Ed Martin is a loyal, caring and professional addition to the Vermont Department of Motor Vehicles and the South Burlington office as both an Examiner and co-worker. It's one thing to come in every now and then when you feel like it with a good attitude, as for Ed, he comes in every day willing to do anything he can to make the customers experience at the DMV something positive. Therefore I feel strongly that he is very deserving of this honor.

Sincerely,

Randall S. LaBarge
District Supervisor
South Burlington Branch
Department of Motor Vehicles



