



# Iowa Department of Transportation

OFFICE OF DRIVER SERVICES  
PO BOX 9204, DES MOINES, IA 50306-9204

515-237-3263  
FAX: 515-237-3071

December 20, 2013

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

Dear Denise:

Thank you for the opportunity to submit the following Iowa Driver License Examiner nomination for recognition in the 2013 CDE Hall of Fame.

This year Iowa would like to nominate Driver License Examiner Norma Black. Norma has been with the Iowa Department of Transportation's Office of Driver Services for 40 years.

Norma is a hardworking, dedicated and dependable employee of the Office of Driver Services. She is an effective team leader and ensures the station is run efficiently. She has kept up with the constant changes during that time, and there have been many.

Norma has a team in which she has been a leader of that has been a model team. No complaints, well trained and they have been able to work at other locations as needed.

Norma worked on maintaining a Senior Volunteer at her driver license station when all other driver licenses stations were not able to maintain them. For 20 years an older lady was at the door in the DL station to greet customers as they appeared for service. Her station is always well run, managed and well organized.

Norma has taken the leadership role, without an onsite supervisor and has handled any issues locally. Norma's licensing decisions are fair and uniform in accordance with established laws, rules and practices. Her number one goal of the highway safety is always the foremost consideration in her licensing decision.

A previous supervisor noted, "I was very impressed with how well Norma understands documented foreign national requirements. That was long before we started VLS. She knew what to look for and ask for and was very good handling fraud."

Thank you for the opportunity to submit this nomination. Examiner Black is an excellent candidate for the 2013 CDE Hall of Fame.

Sincerely,

A handwritten signature in black ink that reads "Kim Snook".

Kim Snook, Director  
Office of Driver Services

ks:tk  
Enclosure