



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES

PAT McCRORY
GOVERNOR

ANTHONY J. TATA
SECRETARY

November 26, 2013

Denise Hanchulak
Program Director, Certification & Standards
AAMVA
4301 Wilson Boulevard, Suite 400
Arlington, Virginia 22203

Dear Ms. Hanchulak:

The North Carolina Division of Motor Vehicles is honored to present Judy Cowen as our nominee for the 2013 International Driver Examiner Certification (IDEC) Examiner of the Year award! Judy has diligently served the State of North Carolina for over 30 years and holds both Driver and Commercial Examiner certifications (CDE and CCE).

As the senior examiner in the South Winston-Salem driver license office, Judy is an effective, dependable and hardworking leader. She leads by example and is the epitome of trustworthiness, competency and commitment. Judy demonstrates professionalism at all times and in all situations, providing prompt, courteous, and efficient service. Her excellent customer service skills are evidenced by the numerous commendations received from the public, her co-workers and her supervisors. Her compassion and empathy for customers from all walks of life are faithfully demonstrated. Judy sets high standards for herself and her staff and effectively uses her influence to promote highway safety. Her thorough knowledge of policies and procedures is recognized by her colleagues, and her willingness to share this knowledge is commendable.

As a manager, Judy goes beyond the call of duty to make sure her offices are staffed and run as smoothly as possible. She has even voluntarily sacrificed her vacation time by going into the office when short-staffed. Judy often works beyond her scheduled business hours without requesting compensation. In one instance she assisted an elderly customer whose vehicle would not start. Even though it was at the close of business day, and all other staff had left for the day, Judy remained with the customer until the customer's son could get off work to pick her up - hours later! And she did this on her own time.

ALL CORRESPONDENCE SUBMITTED TO:
NC DIVISION OF MOTOR VEHICLES
OFFICE OF THE DIRECTOR
3110 MAIL SERVICE CENTER
RALEIGH NC 27699-3110

TELEPHONE: 919-861-3808
FAX: 919-715-4305

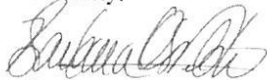
WEB SITE: WWW.NCDOT.GOV/DMV

LOCATION:
DMV HEADQUARTERS BUILDING
1100 NEW BERN AVENUE
RALEIGH NC

Ms. Denise Hanchulak
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Such compassion and dedication, coupled with her outstanding performance as a driver license examiner, make Judy a worthy recipient of this award. She gives 110 per cent to the North Carolina Division of Motor Vehicles, and we are very proud to have her on our team!

Sincerely,

A handwritten signature in cursive script, appearing to read "Barbara Webb".

Barbara Webb
Driver Services Director
North Carolina Division of Motor Vehicles

