



COMMONWEALTH of VIRGINIA
Department of Motor Vehicles
2300 West Broad Street

Richard D. Holcomb
Commissioner

Post Office Box 27412
Richmond, VA 23269-0001

December 2, 2013

Denise Hanchulak
American Association of Motor Vehicle Administrators
4301 Wilson Blvd
Suite 400
Arlington, VA 22203

Subject: 2013 IDEC Examiner of the Year

Dear Denise,

On behalf of the Virginia Department of Motor Vehicles (DMV) I would like to nominate Kathy Delepine for the 2013 IDEC Examiner of the Year Award.

Kathy has 32 years of service with the Virginia Department of Motor Vehicles and has been with the CDL program for portion of that time. Kathy is the type of person that makes everyone feels welcome in her presence. I have always been able to depend on Kathy to get the job done, regardless of the task being assigned. I can always count on Kathy to conduct business in an ethical, cost efficient manner while meeting my expectations and more importantly the expectations of the agency.

Kathy has always shown and continues to show compassion for her customers, listening to their concerns or answering questions. Kathy is always willing to go that extra mile in whatever it might be, answering questions or listening to customer's needs. I can be assured Kathy will always put the customer first. Kathy possesses a get wealth of knowledge in all areas of her job; CDL testing, medical testing, and conducting audits. Kathy also continues maintain a schedule that supports agency goals and exceeds my expectations.

I have received many compliments from customers about the good job Kathy does. I can depend on Kathy to work well with all of her co-workers both in DLQA and the CSC staff; she shows respect to everyone and receives the same respect from her peer's. Kathy often says, "I'm old school, I believe you treat others the way you would like to be treated, and in most cases you will receive that kind of treatment in return." Katy demonstrates PEAK behavior every day and sets the bar for the rest of the staff.

It has been a pleasure having Kathy on the Portsmouth DLQA team. I know I can always depend on Kathy to do what's best for the DLQA team and for Virginia DMV. I believe Kathy exemplifies all of the characteristic traits of an outstanding examiner of the year.

Sincerely,

A handwritten signature in blue ink, appearing to read "B Scarfe".

Brenda Scarfe
Driver Licensing Quality Assurance District Manager
Virginia Department of Motor Vehicles
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