



Terry L. Rhodes
Executive Director

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November 26, 2014

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

Dear Ms. Hanchulak:

Our jurisdiction would like to nominate Community Outreach Specialist Brenda Walker from the Brandon Driver License office for the IDEC award. Since her employment with the Department in 1978, Ms. Walker has been dedicated to this office and the Department. Her positive attitude and sense of teamwork has earned her the respect of all she comes in contact with. Ms. Walker has developed a vast knowledge of Division of Motorist Services policy and procedures and continually steps forward to assist in training her co-workers and assisting our customers' most complex issues. Forefront in her actions is a sense of teamwork that helps make this office more of a family than just coworkers, from making baked goods for the entire staff to working on the Employee Benefit Fund Committee, making trips to procure goods in her own car on her own time. From her dress to the appearance of this office Ms. Walker maintains the highest standards of professionalism, insuring areas not maintained by the cleaning crew are clean and organized as well as reporting any deficiencies noted.

Her customer services skills are exemplary, often being recognized by comments or letters of praise for the treatment and care of her customers. She has worked in multiple offices in Hillsborough County. Our senior drivers and new Floridians are especially grateful for her friendly demeanor and pleasant smile that brings a true small town appeal to our office. Ms. Walker was recently promoted from Examiner II to Community Outreach Specialist in April. This position is technically an Examiner who works with a mobile office we call a FLOW (Florida Licensing on Wheels). Her particular unit is called a Mini-FLOW, which consists of two self-contained driver license stations, contained in a metal cart. These carts are joined together to form one unit with two stations. They provide all of the services of a regular office, along with vehicle registrations, replacement plates and disabled parking permits. Their services are usually utilized by retirement homes, senior centers, libraries and adult training centers. The services they provide help the disabled and the elderly receive quality service without undue hardships. When the Mini-FLOW is set up at an event, a wheelchair bound disabled person can come right up to the counter and receive services without any discomfort. Ms. Walker is the lead member on the Mini-FLOW and is responsible for scheduling their visits. She has received many compliments from our seniors and staff, thanking her for being able to provide them with services without having to travel to or wait in an office.

Her personal life also reflects her commitment to her career. She is a dedicated wife and mother, as noted by the support she gives to her disabled husband, a retired Florida State Trooper, unable to drive to his medical appointments. Ms. Walker truly reflects a family first life.

In closing I can positively state that Community Outreach Specialist Walker is a true asset to this office, the Department of Highway Safety and Motor Vehicles and the State of Florida. In a career spanning over thirty-five years, she has demonstrated the commitment, demeanor and positive customer service performance indicative of a true professional. I highly recommend that Community Outreach Specialist Walker be selected for this prestigious award.

Sincerely,

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

Clayton Boyd Walden, Director
Division of Motorist Services

CBW/sh

