

Office of Driver Services
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December 8, 2014

Denise Hanchulak
AAMVA – Program Director
4401 Wilson Blvd
Arlington, VA 22203

Dear Denise:

Thank you for the opportunity to submit the following Iowa Driver License Examiner nomination for recognition in the 2014 CDE Hall of Fame.

On behalf of the Iowa Department of Transportation, for the State of Iowa, I would like to nominate and recognize, Renee Devine for the Examiner of the Year in accordance of AAMVA's International Driver Examiner Certification program. Renee was a model examiner for the state of Iowa. She has worked for the Iowa Department of Transportation for 18 years, as a Driver license examiner, who is certified with IDEC'S driver, motorcycle and CDL program, she has been a model for others to use as a guide. Her willingness to take on new projects many that was above reproach.

Some of the "extras" that Renee did for our organization: driver education presentations, older driver presentations. Since Renee lives in Ames, Iowa where Iowa State University is located she has been able to work with their foreign national offices to keep the college aware of what documentation would be required for their students. Ames is also the locations of Iowa's DOT headquarters and is where our Information Technology Department is located. Many times on very short notice we would need to have someone available to test for "system changes" and Renee was willing to be designated, sometimes putting in long hours.

Drivers Services had many requests for an audio version of Iowa's drivers manual for persons with reading disabilities to study. Renee was a volunteer to do this. She and another Examiner took turns reading the driver manual while recording it. We still use that recording to this day.

Her love of her co-workers was shown when knowing the end of life for her was near she stop into see her driver license family. She brought them all a gift of flowers to have from her. Renee never stopped giving, to customers, team members, other examiners, community and all people she met.

Renee lost her battle with cancer on June 11, 2014. The Office of Driver Services and all her fellow team mates will remember her as one of the best.

If I ever had a nomination for a model Examiner, Renee Devine would be the one.

Sincerely,



Kim Snook, Director
Office of Driver Services

Enclosure: I have included a letter of recommendation for Examiner of the year by her supervisor, Mark Voss.

Examiner of the Year 2014

I would like to nominate Renee Devine for the Examiner of the year.

Renee served the Ames Driver License station for 18 years and was the examiner for about 15 years. When I think of Renee Devine she wore the uniform very proudly. She worked extremely hard to improve herself and all employees and customers that she came in contact with. Renee excelled in the following three areas.

Frist, Renee was dedicated to public safety. When she did Remedial driver improvement interviews, she provided much information to both the young drivers and parents on the importance of safe driving. She would use examples of poor behaviors and how that would have tragic results. She would encourage the driver on safe behaviors. Renee felt very strongly to give the interview the full allotment of time and made sure the interview was worth the time that they spent together. I am positive that she made a difference on the lives of hundreds if not thousands of young drivers and parents. Renee also did an excellent presentation at Driver Education presentations. She provided much information about safe driving and behaviors that need to be avoided to promote safe driving. Much information was provided for Senior Driver presentation. She gave many safe driving tips that would enable them to drive safely for many years. Renee gave much information to persons on driving tests that would enable drivers to be safe and promote safe driving.

Second, Renee provided wonderful customer service to all customers that she dealt with. She had wonderful skill of helping persons of all ages. There was not a person that Renee did not treat with respect, caring attitude. The more difficult the person more she took it as a challenge to achieve a positive outcome. Renee enjoyed always giving out helpful information to all customers.

Third, Renee was a dedicated employee for 18 years. She was the most dedicate examiner in the state of Iowa. She worked extremely hard at her job. She would take on any task at the dl station. She was a wonderful trainer; she would take a new employees under her wing and make sure that they were fully trained at their job. She probably trained about 20-30 employees at the Ames station and many county employees when they took over issuance of driver licenses. Renee also had a wonderful knowledge of our policy and procedures. She had a wonderful caring attitude for all of her employees. She especially enjoyed the travel time with employees traveling to and from driver license stations. She was always the first to get out and provide snow removal for the dl station and clearing the CDL course so that we could see the lines. She also enjoyed having grab bag Friday, treats for all employees. She was such a dedicate employee that the year she was suffering from Cancer she would work most of the

day, then go to her doctor appointment and then give us a call and advised us that the doctors were putting her in the hospital.

Renee had a wonderful caring attitude all people that she meet and even the ones that she did not meet. For many years she would provide care packages for kids in Huston Texas, providing items for school that homeless families don't have. When she was staying on the oncology floor of Mary Greely she would make hats and IV bag covers for kids on pediatrics unit of the hospital-pediatrics and oncology were on the same floor. For many years she would take food and treats to hospice house in Ames. Sadly Renee Devine lost her battle at the same hospice house on June 11, 2014. I am nominating Renee as our examiner of the year because she has done so much for our driver license station, our community and entire Iowa driver license community.

Submitted Mark Voss

