



STATE OF NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION  
DIVISION OF MOTOR VEHICLES

PAT MCCRORY  
GOVERNOR

ANTHONY J. TATA  
SECRETARY

December 15, 2014

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

Dear Ms. Hanchulak:

The North Carolina Division of Motor Vehicles is honored to present Examiner Craig T. Lyons as our nominee for the 2014 International Driver Examiner Certification (IDEC) Examiner of the Year award.

For the past 22 years, Examiner Lyons has been an example of a stellar examiner. His "can-do" attitude while interacting with customers has generated positive feedback. As a direct result, Examiner Lyons was nominated for a NCDMV's Employee Recognition Award. He never takes the credit. When people brag about his service you can always expect the same answer from him, "I'm just doing my job".

His efforts have increased productivity in the Boone driver license office, thus having a major impact in his district. Examiner Lyons's positive attitude is contagious as he sets examples for others to follow.

He is extremely loyal and committed to his staff. He exhibits integrity, diversity and quality in the day-to-day operation of his office. Examiner Lyons is the prime example of what a leader should be. He works side by side with his examiners, teaching them great customer service skills and honing skills of the more experienced examiners.

Examiner Lyons can always be counted on to react positively to policy or procedure changes. He has, on many occasions, been called upon to participate in last minute conference calls and stand in for the district supervisor. He exhibits leadership qualities needed in today's work force.

Not only is Examiner Lyons sensitive to his customer's backgrounds, but to those of his employees as well. He embodies the true example of the type of employee North Carolina strives to have as a customer service representative to the citizens of our great state.

His commitment to DMV extends beyond just his duties here in the office. Early in Examiner Lyons career with DMV, he was one of just a handful that was selected to train the United States Marine Corps, Marforlant JTF Olympic Driving Team for the 1996 Olympics. More recently he has been noted for his role with Organ Donation. Examiner Lyons has led the Boone driver license office to 4 straight years as the highest participation rate in the entire State; with the front page of the local newspaper touting it as a "3-peat".

For these reasons, I am proud and honored to nominate Examiner Lyons for IDEC Examiner of the Year.

Respectfully,

A handwritten signature in cursive script, appearing to read "Charlotte Boyd-Malette".

Charlotte Boyd-Malette  
Assistant Director  
NCDMV Field Services

