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

Dear Denise:

I would like to nominate Bruce Miles for Examiner of the Year. Throughout the past couple of years working with Bruce, I have had the privilege to learn from his vast knowledge and gain from his 20+ years of experience.

Bruce is my go-to guy for anything CDL. He has tremendous experience and always keeps up with the ever-changing rules and procedures. He knows the CDL handbook inside-out. There isn't a question he doesn't know or can't find.

Bruce also does counter work. He processes licenses and registrations and anything else we offer. He handles all customers in a timely, friendly and professional manner. He always makes sure the customer gets what they came in for or the information they need. When there's a lull in exams, there is no hesitation to jump into counter work.

Bruce's specialty though, is exams. I receive endless amounts of comment cards praising how "helpful", "nice", and "great" he is. Being an examiner is sometimes a tough position, but customer feedback says that Bruce can "calm down" and "relax" people before they go out for a road test. The way he conducts himself to the tester is very comforting. He is also very patient with all the testers as they are usually nervous. He accommodates everyone. If they forget something (insurance, registration, etc) he'll tell them how to get it so he can still take them out on a test. If he gets a walk-in he can usually make time to fit them in. If they don't have everything, he makes sure they know what to bring next time so the tester is not making a third trip back for something we forgot to tell them.

He is efficient in getting people in and out in a timely manner. He always keeps up with his busy schedule. This year he was trained on the new exam equipment and picked it up with no problem at all.

Bruce has trained a counter person to do written and road tests. Thanks to him, she can conduct them in the same manner that Bruce has done for many years. He will be training another employee and I have no doubt this person will also succeed.

Along with all this he also finds time to do the stock count/order on office supplies, forms, and exams books. He is always organizing the office (which is a big help). He also repaints the motorcycle course so Paul doesn't have to make a special trip down to Bennington. Bruce is always willing to cover exams in other offices. He is constantly going to Rutland and Springfield especially in the winter. Since we don't conduct the CDL skills test in the winter, Bruce covers in other offices to keep up his sharp skills.

He also changes his exam schedule to keep up with the demand for testing. He will throw in more written or road tests if he gets backed up or add in more special tests if the demand is high.

He has built up a rapport in Bennington where he greets customers on a first name basis and customers will often stop by the exam counter to say "Hi". Being from Bennington he knows just about everyone who comes through the door.

Bruce is an important part of my team and deserves this recognition.

Sincerely,

Stephan Lewis
Motor Vehicle District Supervisor



