



Wisconsin Department of Transportation
www.dot.wisconsin.gov

Scott Walker
Governor

Mark Gottlieb
Secretary

James G. Miller, Director
Bureau of Field Services
Division of Motor Vehicles
4802 Sheboygan Ave.
P O Box 8917
Madison, WI 53707-8917
Telephone: 608-266-5082
FAX: 608-266-6750
email: james.miller@dot.wi.gov

November 20, 2014

Denise Hanchulak
Program Director
AAMVA Programs Division
4301 Wilson Blvd., Suite 400
Arlington, VA 22203

Dear Ms. Hanchulak,

It is with great pride that I introduce you to Wisconsin's selection for the AAMVA IDEC Examiner of the Year for 2014, Michele Grant.

Ms. Grant began her career with the Wisconsin DMV in October 2011. She became an AAMVA Certified Examiner in November of 2012. Michele works in the North Central Region of the state dealing with some of the more rural communities and customers.

Michele is a strong advocate for traffic safety and our most recent "Zero in Wisconsin" campaign. She finds innovative ways to deliver this important message to all applicants. Michele uses the opportunity in post-test discussions with the applicant and their families to coach, educate and promote the importance of traffic safety among all drivers. This has proven to be extremely well received by her applicants as they understand the benefits of what her suggestions will do for them in safely operating a vehicle. Michele stresses parental involvement in every step of a new driver's development. By providing thorough feedback, her returning applicants are better prepared and have proven to be better drivers.

Ms. Grant conducts Special Exams at multiple locations. She understands the sensitive nature in dealing with the older or medically impaired driver. Michele does her best to treat all applicants with respect and dignity in an effort to make the process as comfortable as possible. She works to accommodate the needs and requests of applicants involved in the Special Exam process and assists unsuccessful applicants by providing alternatives.

Michele has been involved in various community outreach activities to promote traffic safety especially among young drivers. She maintains a strong working relationship with the local Driver Ed community. Instructors frequently visit Michele's office to ask questions, discuss concerns or talk about ways to improve their training.

In summary, Michele sets a high standard for professionalism, integrity and customer service. It is an absolute pleasure to nominate Michele Grant as Wisconsin's AAMVA IDEC Examiner of the Year.

Sincerely,
James G. Miller

James G. Miller
Director, Bureau of Field Services



