



**WEST VIRGINIA DEPARTMENT OF TRANSPORTATION**  
**Division of Motor Vehicles**

5707 MacCorkle Avenue, Southeast  
Post Office Box 17400  
Charleston, West Virginia 25317-0010 • (304) 558-3900  
TDD: (800) 742-6991 • (800) 642-9066

Earl Ray Tomblin  
Governor

Paul A. Mattox, Jr., P. E.  
Cabinet Secretary

January 7, 2015

**Denise Hanchulak**  
**Program Director**  
**American Association of Motor Vehicle Administrators**  
**Certifications & Standards/Program Division**  
**4301 Wilson Boulevard, Suite 400**  
**Arlington, Virginia 22203**

Dear Ms. Hanchulak:

The State of West Virginia is proud to nominate Beverly Kay Napalo, of the Parkersburg Regional DMV Office, as the 2014 AAMVA IDEC Examiner of the Year.

Ms. Napalo began her career as a Driver and Motorcycle Examiner with the West Virginia Division of Motor Vehicles in June of 2000 and had previously worked two years with the West Virginia State Police as a Driver's Examiner. The enclosed recommendation will show that Ms. Napalo exceeds expectations while performing the duties of a Certified Driver Examiner and upholds the examiner professional code of ethics.

Ms. Napalo represents our agency in a professional manner at all times and is an outstanding role model for new employees and her peers. Ms. Napalo performs her duties in a knowledgeable, courteous, and objective manner; therefore, we are recognizing her as West Virginia's 2014 Certified Driver Examiner of the Year.

Sincerely,

A handwritten signature in cursive script that reads "William D. Totten".

**William D. Totten, Director**  
**Investigations, Security & Support Services**

WDT:mm

Enclosures



**WEST VIRGINIA DEPARTMENT OF TRANSPORTATION**

**Division of Motor Vehicles**

5707 MacCorkle Avenue, Southeast  
Post Office Box 17410

Charleston, West Virginia 25317-0010 • (304) 558-3900  
TDD: (800) 742-6991 • (800) 642-9066

Earl Ray Tomblin  
Governor

Paul A. Mattox, Jr., P. E.  
Cabinet Secretary

November 3, 2014

**MEMORANDUM**

**TO:** William D. Totten

**FROM:** Kathy L. Myers – Susan A. Gainer  
Parkersburg Regional DMV Office

**SUBJECT:** Driver Examiner of the Year

Parkersburg Regional Office Management Team would like to nominate Lead Driver Examiner B. Kay Napalo for WV Examiner of the Year and be considered for 2014 Outstanding Driver Examiner of the Year Award. During Kay's 14 years with Division of Motor Vehicles and previously two years with the WV State Police as a Driver's Examiner; she has strived to and adhered to the mission of the Regional DMV Office. Kay, as a Lead Driver Examiner in the Parkersburg Regional DMV oversees the training and guidance for new employees as a driver examiner. She is dedicated, treats every customer fairly with dignity and respect. The respect given to each customer by this Lead Driver Examiner is very important when exposing first time drivers to State Government. Whether Kay is working with CDL's, transferring new residents into WV, or conducting a road skill test she always excels in every aspect of her profession.

When conducting a road skills test, Kay is courteous and professional, whether the applicant's pass or fails, she always takes the time to help them understand what they have done well and where they need to improve. Kay is concerned for Safety of all drivers on the highway, no matter the experience level.

With Kay's ability to professionally articulate information to all customers, from the first time 15 year old driver to elderly drivers performing Driver's Clinic with her excellent customer service skills, please consider this nomination and select B. Kay Napalo as Driver Examiner of the Year.

