



## KENTUCKY STATE POLICE

**Steven L. Beshear**  
Governor

919 Versailles Road  
Frankfort, Kentucky 40601  
[www.kentuckystatepolice.org](http://www.kentuckystatepolice.org)

**J. Michael Brown**  
Secretary

**Rodney Brewer**  
Commissioner

November 24, 2015

**Ms. Denise Hanchulak**  
Program Director  
Certification and Standards  
AAMVA Programs Division  
4401 Wilson Boulevard, Suite 700  
Arlington, Virginia 22203

Dear Ms. Hanchulak:

On behalf of the Kentucky State Police Driver Testing Branch, I respectfully nominate Examiner Trina Nugent as AAMVA's 2015 IDEC Examiner of the Year Award.

Ms. Nugent began her employment as a License Examiner for the Kentucky State Police in January 2013. She quickly became a standout at her job, demonstrating an in depth knowledge and understanding of the policy and procedures that govern day to day duties of her position.

What stands out about Examiner Nugent is the fact that along with the technical understanding of her responsibilities, she has maintained a genuine compassion for the people of Kentucky that she serves. As a rule, Examiner Nugent goes above and beyond her assigned duties to treat people fair and provide service to them that is first rate and reflects a positive light on the Kentucky State Police. She achieves this with little to no supervision, demonstrating a personnel work ethic often missing in the modern workplace.

This passion for serving people led to the decision to assign her to provide fingerprinting services to CDL holders in May 2014, after only 16 months with this agency. This position within the Kentucky State Police can be very competitive as it is an increase in pay for the examiner. She earned this position by learning the job duties and assisting with them on her own initiative prior to the position being open. Even after being assigned to this position, she continues to demonstrate her willingness to go above what is required of her. It is common to see her assisting customers with written tests and giving road skills tests when her assigned duties are completed. It would be easy for her to accomplish her assigned duties and then, "take it easy for the rest of the day";

however, this is not the case. Without being asked, she will without exception help the other employees to provide service to customers waiting in line to get their license or permit.

As Examiner Nugent's direct supervisor, I have to be careful not to take her for granted because of the work she does without complaint or supervision. She brings a positive energy to the office that affects everyone present and improves moral. On occasion, she will cook for the entire office or bring in baked goods. These types of things improve moral and team work. Without saying anything, it tells her fellow employees that she values them and recognizes their work. License Examiners are often the first and sometimes the only contact that the public will have with the Kentucky State Police. At a time when the public image of the police in general is under the attack nationwide, we must be conscious to provide a positive experience that people will remember. Examiner Trina Nugent provides that experience to her customers on a daily basis and for this reason I recommend her for Examiner of the year.

Sincerely,

Captain Howard Rice  
Commander  
Driver Testing Branch

HR:sf  
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DRIVER'S  
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