



PAT McCrory  
*Governor*

NICHOLAS J. TENNYSON  
*Secretary*

December 1, 2015

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

Dear Ms. Hanchulak:

The North Carolina Division of Motor Vehicles is honored to present Mount Holly Senior Examiner Terry L. Wray as our nominee for the 2015 International Driver Examiner Certification (IDEC) Examiner of the Year award.

For the past 23 years, Senior Examiner Wray has diligently served the state of North Carolina while remaining a stellar examiner. His ability to lead team members through customer interactions and providing great customer service to the public is reflective of his ability to solve problems, with respect and courtesy to both team members and the public. Senior Examiner Wray has managed to accomplish tasks with little effort, but a great deal of professionalism.

As part of the statewide DMV Reform initiative that includes installation of a new queuing system in driver license offices, Senior Examiner Wray's management efforts with Q-Flow have increased productivity in the Mount Holly office. This has had a positive impact on the entire district that surrounds Charlotte.

He exhibits quality, diversity and integrity in daily operations and sets an example for others to follow. He is committed and extremely loyal to his team. Senior Examiner Wray can always be counted on to give a positive reaction to policy and procedural changes. He has been more than willing to take on more responsibilities to ensure tasks are completed, and exhibits leadership qualities needed in today's work force.

He embodies the true example of the type of employee North Carolina strives to have as a customer service representative for our great state.

Sincerely,

A handwritten signature in black ink, appearing to read 'Charlotte P. K. S. Malette'.

Charlotte Boyd-Malette  
Assistant Director, Field Services  
North Carolina Division of Motor Vehicles

Nothing Compares™



NCDM



DRIVER LICENSE COUNCIL