

Wisconsin Department of Transportation

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November 23, 2015

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 2015, Ross Dippel.

Ross began his career with the Wisconsin DMV in November 2011 as an Examiner with the Sturgeon Bay/Algoma work unit. He became an AAMVA Certified Examiner in 2012. Ross works in the North East Region of the state dealing with some of the more rural communities and customers.

Ross is an outstanding examiner and employee. He is extremely consistent and fair. Ross has a very pleasant and professional demeanor as well as possessing strong customer service skills. He puts young and old road test customers at ease and makes coming to the DMV a pleasant experience for all his customers.

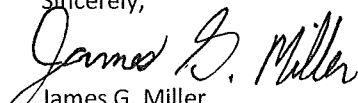
Ross is a strong proponent of traffic safety and makes it a point of emphasis with each and every applicant, young and old along with their accompanying driver. He makes sure those successful applicants understand the responsibility that comes with having a driver's license. Ross prepares unsuccessful drivers with the tools and understanding of what is necessary for them to be successful the next test. He is also very adept at working with our re-exam customers who may no longer possess the necessary skills at operating safely on Wisconsin roadways. He has given safety talks and updates to driver ed classes as well as senior citizen groups. The safety of everyone on our roads is a definite priority for Ross.

Ross excels on the processing side of the job as well. He is always at 100% or above in production equity. He has qualified for the Bureau's Director Award for Financial Accountability three of his four years of service and he was the Bureau's Employee of the Month for August of 2014. Ross is also a recent graduate of the Division's Leadership Development Program. He played a key role in their project of creating a customer service video, writing, narrating and co-directing it.

Ross is very customer service oriented, pleasant, friendly, quick witted and always with a ready smile. He is a good teammate, who is always polite and professional in all interactions with his teammates, internal and external customers and management. Ross is always utilizing all available resources to increase his knowledge bank.

All these things add up to make Ross exactly what one would look for in an award such as CDE Examiner of the Year.

Sincerely,


James G. Miller
Director, Bureau of Field Services



