



Georgia Department of Driver Services

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Nathan Deal
Governor

Bert Brantley
Commissioner

November 29, 2016

Ms. Denise Hanchulak
AAMVA
4401 Wilson Boulevard, Suite 700
Arlington, Virginia 22203

Dear Ms. Hanchulak,

The Georgia Department of Driver Services (DDS) is pleased to select Yolanda Hammond for the 2016 IDEC Examiner of the Year. As a DDS driver examiner, Yolanda not only provides exceptional customer service in our Albany Customer Service Center (CSC), she also has a dedication to her center and her team that is second to none.

Immediately upon joining DDS four years ago as a part-time examiner, it was clear Yolanda picked things up quickly. Her manager reports that early on, Yolanda only needed to hear a policy or procedure once before implementing it with ease and consistency. Within just four months, she had met our goal for customer transaction time and indicated she was interested in joining DDS in a full-time position.

Because Albany is one of our nine Commercial Driver's License facilities, this meant she had to be CDL certified. As she has demonstrated repeatedly, Yolanda's performance was exceptional and received certification on her first attempt.

For the previous fiscal year, Yolanda's statistics are impeccable. She has conducted 10,973 transactions with an average transaction time of 6:18, well below our goal of 7:00. She has also conducted 306 road tests, 11 motorcycle tests and 16 CDL tests. She had a 99.83 percent accuracy rate for the year, with just 16 errors. Yolanda received 41 customer compliments, including one that was sent into the local paper and printed for everyone in Albany to see. While impressive, it is not her stats that truly show her commitment to DDS.

Two years ago, Yolanda notified her manager one evening that her house had burned down. The next day, much to everyone's surprise, Yolanda reported to work as normal, saying "There was nothing that I could do at home so I may as well come to work and be useful!" She transitioned into temporary housing and then to a new home without any impact on her attendance or performance.

More recently, Yolanda was diagnosed with rheumatoid arthritis. She had swelling around her wrists and ankles, sometimes so severely that she couldn't tie her shoes. Yet, she still reported for work, scheduling doctor's appointments for Mondays when the center is closed so that her co-workers

would not be impacted. Her medication has successfully treated her condition, and she still insists on being at work and not scheduling any appointments that would pull her off the counter at a busy time.

Her peers see her as a leader, and she has stepped up to perform leadership functions when managers are not at the office. In short, she is a terrific team member that has battled personal hardships with absolutely no impact on her service to her fellow Georgians.

Yolanda Hammond is a true asset to Georgia DDS and a terrific representative for the more than 450 hard-working examiners we have in Georgia. And she is an excellent candidate for the 2016 IDEC Examiner of the Year.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bert Brantley', written in a cursive style.

Bert Brantley
Commissioner

BB:cs

