

October 20, 2016

I would like to nominate Hannah Whittmore as the 2016 IDEC Examiner of the Year. Hannah joined the Vermont Department of Motor Vehicles in October of 2013. She was a very quick study from the beginning, filling the shoes of a 30 year veteran. Hannah was efficiently administering knowledge tests within the first week of employment. From there, she went on to learn to administer road test, strictly following policy and procedure.

In Vermont, a new employee must successfully pass a six month probationary period to become a permanent full time employee. Within her first six month's of employment, Hannah was nominated and received an Employee of the Month award. That is unprecedented. The positive contribution she would make to DMV in the years to come was evident.

Because Hannah was exceeding expectations, her training into the Commercial Driver Program also began within her first six months. Typically, a new employee doesn't move on to that for approximately a year. Hannah studied and learned the material to obtain her Commercial Learner Permit by April Of 2014. She was trained and passed her skills test for Class A vehicles and School Bus by the end of July 2014. In May of 2014 she also the motorcycle safety course and passed her motorcycle endorsement exam.

At the same time, Vermont was moving to an automated testing system. As with any large projects, there are likely to be some bumps in the road. There are deadlines that are moved and learning curves. Hannah was excited and open to the idea that exams would not be given with an automated system rather than on paper. On her day of scheduled training for the knowledge tests everything that could go wrong did go wrong. Rather than getting three hours of training, Hannah received approximately fifteen minutes. She rolled with the punches and had very little trouble grasping the new system.

In the next three years, there would be more changes to come. Hannah mastered Road Scholar – another piece to the automated system. She has been a continued resource for fellow Examiners who struggle from time to time with the new system. To be in compliance with the new federal rules, Vermont then moved to doing random pre-trip inspections as well as the required three backing maneuvers for Commercial Drivers. Again, Hannah was a quick study – never blinking an eye and administering the tests as she had been doing them for ten years.

Within the past year, Hannah was recognized for becoming a Certified Commercial Examiner for administering knowledge and skills' tests. To achieve this goal, Hannah had to juggle her daily schedules with studying modules and successfully passing quizzes prior to her final exams. She clearly has excellent time management skills to be able to succeed with this endeavor.

During her tenure, Hannah continues to have a thirst for knowledge. She has taken classes such as "Stepping up to Supervision", "EEO" and "Active Shooter". She stays abreast to changes regarding registration processes and, although not a normal job duty, she can efficiently process most transactions a customer may present. She recently traveled to Concord, NH for a 3 day training on SPE- Skill Performance Evaluation for Commercial Drivers. Hannah will be making a presentation to her peers in an upcoming Examiner meeting.

As stated in AAMVA's Examiner Code of Ethics, Hannah recognizes that her position is one of highest public trust. She is impartial to all test applicants. In accordance with the Code of Ethics and Vermont DMV's mission statement, she conducts all exams in a manner reflecting their importance to public safety. She strives to provide the highest level of customer service through the administration of motor vehicle law and promotion of highway safety.

Hannah has a great deal of promise to have a very long, successful career with the Department of Motor Vehicles. She has proven her dedication and her commitment in promoting highway safety. She is professional. She has integrity. She takes responsibility for herself and her actions. She deserves to be recognized for what she has achieved so far and what she will undoubtedly continue to achieve in the future.

Sincerely,

Robin Jackson  
District Office Supervisor  
Vermont Dept. of Motor Vehicles



