




# Georgia Department of Driver Services

2206 East View Parkway • Conyers, Georgia 30013 • 678.413.8650

Nathan Deal  
Governor

Spencer R. Moore  
Commissioner

## Cover Sheet

From: Spencer R. Moore, Commissioner   
To: Denise Hanchulak, AAMVA

Subject: Nomination of Eddie Dunston for the 2017 International Driver Examiner of the year

Ref: DDS request nomination for the 2017 International Driver Examiner of the year

Encl: (1) Cover Sheet  
(2) Letter of recommendation  
(3) Letter of Support  
(4) Program of Georgia Examiner of the year Luncheon  
(5) Picture with caption

1. The enclosed documents are submitted with my absolute highest recommendation for the 2017 International Examiner of the year.

2. Eddie Dunston is a great asset to the Department of Driver Services. His drive and willingness to go above and beyond to serve the citizens of the state of Georgia is to be commended. I could not endorse a better nominee.

3. Questions pertaining to this nomination package should be directed to Commissioner, Spencer R. Moore, 678-413-8654, [smoore3@dds.ga](mailto:smoore3@dds.ga).



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November 27, 2017

Ms. Denise Hanchulak  
AAMVA  
4404 Wilson Boulevard, Suite 700  
Arlington, Virginia 22203

Dear Ms. Hanchulak

The Georgia Department of Driver Services (DDS) is pleased to select Mr. Eddie Dunston for the 2017 IDEC Examiner of the Year. Eddie has been with the agency since November 2015. He is a natural at his job and has mastered the policies and procedures faster than most. As we know being a leader is not about the title one holds, but by the willingness of others to follow. Eddie is a true leader and worthy of the IDEC Examiner of the Year Recognition.

Eddie's customer service is second to none. He has a calm demeanor and treats everyone with dignity and respect. Not only is he great with the customers but he brings a sense of joy and family to the staff. He assumed the role of Team Lead for his ability to lead his team to 100% service level even in the absence of management. Eddie is considered a subject matter expert because of his vast knowledge of numerous reinstatement situations. This is no small feat. The complexity of reinstatements creates a challenge for most, but Eddie has grasped this knowledge with amazing speed.

This year, DDS had our very first "Fastest Typist" contest. This contest is to determine which examiner can serve the greatest number of customers accurately within a time frame established in the contest rules. Eddie represented his center in the competition. We had typist from all over the state compete. This gave Eddie a platform to showcase his skills. He came in second place among the over 700 examiners in the state with a transaction time of less than 4 minutes. In the Carrollton CSC, Eddie has served the most customers and had the lowest transaction time for the past year. He served 976 customers in the month of October with an average transaction time of 3:34 minutes.

Eddie is an employee that has remarkable qualities. He shows his desire to be a team player in his daily interaction with his team. I can't think of anyone more deserving than Mr. Eddie Dunston to represent the state of Georgia.

Sincerely,



Spencer R. Moore  
Commissioner

# GEORGIA DEPARTMENT OF DRIVER SERVICES

