



STATE OF INDIANA

Eric J. Holcomb, Governor

Peter L. Lacy, Commissioner
Bureau of Motor Vehicles
100 North Senate Avenue
Indianapolis, Indiana 46204
888-692-6841

Denise,

I would like to nominate Laura Buchanan for the AAMVA IDEC Examiner of the Year Award. Many factors went into this decision but the one that stood out beyond all others is how many drive test she performs for the BMVC. Laura Buchanan is the only examiner out of the Salem/Paoli branch so she has a lot of responsibility. Since Laura has become a drive examiner in July 2016 to the date of this email, she has performed over 943 drive exams and leads our region in drive exams preformed. Within these 943 drive exams that Laura has completed, there has only been 1 accident. The accident was very minor and the Incident Report was done correctly and in a timely manner. To only have one accident in 943 drive exams means that Laura demonstrates patience, leadership and confidence. Laura has completed 12 monthly evaluations and has successfully passed them all. I have not received any customer complaints and I have not had to travel to Salem or Paoli to cover drive exams because of call-ins. Transitioning back and forth throughout the day from CSR II to CSR is very challenging and can be extremely stressful, however, Laura still meets all her metrics in the branch that is set by the BMV. Laura is kind and considerate and makes her tester at ease, which make for a better testing experience. Laura is always positive, cheerful and extremely pleasant. I am very fortunate to have Laura on my CSR II team.

Thanks,

Erin Bennett
Branch Operations Manager
Indiana Bureau of Motor Vehicles



An Equal Opportunity Employer

