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Driver and Vehicle Services

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December 1, 2017

Denise Hanchulak
Program Director
Programs Division
4301 Wilson Blvd., Suite 700
Arlington, VA 22203

Dear Ms. Hanchulak:

Minnesota's nominee for Examiner of the Year, Andrew James, readily accepts the daily challenges and duties of a certified driver license examiner while remaining dedicated to providing excellent customer service.

Andrew has been a state driver's license examiner in Minnesota since 2010. Andrew is relied on to make difficult decisions on a regular basis and based on his knowledge and experience, does so with ease. Andrew handles any of the unique challenges that arise. Andrew daily demonstrates his dedication to Minnesota's driver license examination program.

When conducting driver license examinations, Andrew is courteous and professional to the citizens of Minnesota. He is always willing to help the customer understand the specific skills and knowledge that needs improvement to enhance their individual operator safety.

Andrew volunteers to help anywhere within the West Metro exam station. He is always willing to perform job duties wherever needed and demonstrates a positive example of teamwork. He takes on the responsibility of mentoring new examiners at his work location. His patience and demeanor is respected by his co-workers and even experienced examiners ask Andrew questions, particularly questions related to commercial driver licenses.

Loyalty to the professionalism of being a driver's license examiner is demonstrated when Andrew goes above and beyond and strives to be best in everything he does. He has earned the respect and confidence of others. Andrew has become a dependable leader and his good work ethic and positive attitude sets an excellent example for other driver license examiners.

Andrew is an excellent role model for all driver license examiners and a true asset to the Minnesota Department of Public Safety. It is appropriate to name him as Minnesota's Examiner of the Year.

Sincerely,

A handwritten signature in blue ink that reads "Deb Carlson".

Deb Carlson
Driver Exam Program Manager

