



Wisconsin Department of Transportation

DIVISION OF MOTOR VEHICLES
Bureau of Field Services
4802 Sheboygan Ave.
Madison, WI 53707

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AAMVA
DENISE HANCHULAK
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Denise: Here is the nomination from Wisconsin for the IDEC Examiner of the Year.

Wisconsin 2017 AAMVA IDEC Nomination

I would like to introduce you to the Wisconsin nominee for the 2017 Wisconsin AAMVA IDEC of the Year, Shannon Chase. Shannon Chase started working for the Bureau of Field Services on January 17th, 2006. Shannon started out in the SE Region, but soon transferred to the NE Region in the Oshkosh office where she became an Examiner in 2008. Shannon has been the CSR(Customer Service Representative) Lead for the Sheboygan and Chilton teams since August 2013.

Shannon's primary concern is driver safety and she stresses that whenever she is interacting with customers, her counterpart examiners, and her commercial driving school contacts. Shannon is fair and consistent in her scoring of the skills test for the driving applicants she conducts test for in both Sheboygan and Chilton. She uses the post-test discussions to clearly and concisely review the exam with candidates. She stresses the positives to ensure that folks continue to embrace and evolve their safe driving habits. When candidates have work to do to improve their driving performance, Shannon ensures that she is explaining things in a manner that not only highlights what they need to do, but also, why it's important. She wants to leave every unsuccessful exam knowing that if the candidate follows her guidance they will pass on their next attempt.

Shannon's commitment to responsible and safe driving habits carries through to her duties in the special exam program. She understands the sensitive nature of this program and does well to address customers with the courtesy and respect they deserve. She again stresses safety is always willing to provide unsuccessful customers with resources and alternatives.

There has been ongoing road construction near the Sheboygan station over the past two years, and it has done a number on the skills tests routes. Shannon had to make numerous changes to the Sheboygan road test routes, and at peak construction times, these changes occurred daily. Her role in continually adjusting the route ensured that the office could continue to fully assess the driving ability of all skills test customers.

Shannon has all the attributes an Examiner of the year needs to possess. Professionalism; a good working relationship with her teammates; the leadership to promote driver safety to customers each working day; developing and maintaining a working relationship with the commercial driving schools and public Drivers Ed programs in her service area; and the ability to score skills test fairly and consistently.

Please let me know if you need any further information.

Sincerely,

Jill Reeve

Jill Reeve, Chief
Technical and Training Section
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