



**Terry L. Rhodes**  
Executive Director

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January 3, 2019

Ms. Denise Hanchulak  
Program Director, Certification & Standards  
AAMVA Programs Division  
4301 Wilson Boulevard, Suite 400  
Arlington, Virginia 22203

Dear Ms. Hanchulak:

Our jurisdiction proudly nominates Examiner I Natasha Simmons for the IDEC (AAMVA) Examiner of the Year Award. In her nearly eight years with the Department of Highway Safety and Motor Vehicles, this highly-decorated professional has routinely exceeded expectations in the performance of her duties as lead examiner in an office deemed to be critical to the success of this organization.

Natasha's reputation as the "go-to" member serves our Department well. Others seek her out for technical knowledge, strategies for dealing with hostile or distressed customers, and guidelines for increasing and enhancing efficiency in the workplace. Her professional attitude and demeanor are helpful as well; coworkers and customers alike see her as a credible source for thorough and accurate information regarding the DHSMV and its services.

Natasha is truly a leader among leaders. She routinely arrives early, stays late, maintains a high level of productivity, and excels in training new examiners. Her expert utilization of time management skills when faced with multiple tasks that need her attention is consistent with that of upper management. Her knowledge and ability to identify deficiencies in the office flow and make the necessary adjustment are unmatched. On occasion, she will take new managers under her wing to make them feel more at home in a new environment.

Natasha seems to have written the book on multi-tasking. Her active participation with our new CAPTURE application and new card printer installs, along with the Driver License Operation Manual Project, Inventory Management System office protocol, and establishing guidelines for training new examiners, were all accomplished while simultaneously maintaining the everyday functions of the office.

Customers observe Natasha's professionalism and efficiency and their observations and feedback bear this out. Several have gone as far as speaking with office management to commend her, while others take it a step further by emailing or writing letters of praise. Her efficiency, attention to detail and overall excellent service are regularly mentioned in their comments. Their ratings for her consistently fall at the very highest levels.

Natasha displays a level of initiative, effort and commitment toward completing assignments that can typically only be found at the managerial level. She routinely works with minimum direction, is highly competent, and has proven her dedication and commitment to her office and department time and time again.

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In short, virtually everyone who comes in contact with Natasha Simmons – from our customers to her coworkers to Division and Department leadership, becomes quite fond of her. It is quite obvious that her future here with the Department of Highway Safety and Motor Vehicles is very bright. She is a true asset to our credentialing services program, to the Department of Highway Safety and Motor Vehicles and the State of Florida. She is a rising star, and deserves your full consideration for this prestigious award.

Sincerely,



Robert Kynoch, Director

Division of Motorist Services

RK/db/dd

