

December 11, 2018

Driver & Identification Services (DIS)
P.O. Box 9204 | Des Moines, Iowa 50306-9204
Phone: 515-244-8725 | Fax: 515-237-3071

To whom it may concern:

I would like to introduce you to the Iowa nominee for the 2018 Iowa AAMVA IDEC of the Year, Julie Cox. Julie started working for Driver and Identity Services March 7, 1997 in our Algona location and then saw an opportunity for advancement as an examiner position in Fort Dodge Service Center in 1999.

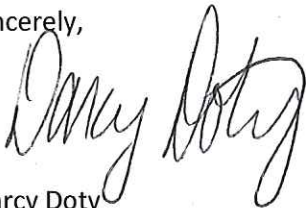
As an Examiner for the state of Iowa, Julie has a strong dedication to the Service Center in Fort Dodge. She follows the mission "getting our customers there safely, securely and efficiently". Julie examines CDL (217 this year), chauffeur (21 this year) car (363 this year) and motorcycle (51 this year) drivers daily. After each drive, Julie shares the scoring results with each customer in a positive manner. She emphasizes the safety of driving regardless if the customer passes or is unsuccessful. If a customer is unsuccessful, Julie takes the time to explain what needs to be improved upon so when the customer returns they have all the knowledge to be successful at the next attempt.

Julie also administers the reexamination process that can be very sensitive to the customers that are attempting to keep their license after an accident or health change. She understands the sensitive nature of this program and shows each person compassion, understanding and respect when conducting this testing. Once again, she takes the time to explain what needs to be improved upon and if the customer is unsuccessful she works with them explaining other resources that they may utilize to stay mobile in Fort Dodge.

Julie's internal customer service is outstanding. In the last year she has issued credentials to 2,848 customers. Julie comes to work with a smile, has a smile in her voice when on the phone, and is a pleasure to work with. She is often the first person that her fellow employees come to for questions and to seek advice on how to complete a transaction for a customer.

Julie prides herself in her job but, the greatest job she has is being a Mother and Grandmother.

Sincerely,



Darcy Doty
Director, Driver and Identification Services
Iowa Department of Transportation

