



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

To Whom It May Concern:

I am pleased to nominate Richard Thompson for the AAMVA IDEC Examiner of the Year for 2019. Richard deserves this award for several reasons. He always displays a high level of professionalism, genuine compassion, and a sincere respect for all customers with which he interacts. The manner in which Richard thoroughly prepares his customers by explaining the rules and ensuring that he answers any questions prior to the drive exam is impressive. When a customer fails their drive exam, Richard explains the reason for the failure in a clear and concise manner that builds the customer up. He encourages the customers in a personal and positive way that leaves them knowing exactly what skill needs to be fine-tuned. Richard is often called upon to administer special needs drive exams because he never lets a customer's condition or ability color his evaluation of their driving skills. He treats every customer, whether they pass or fail, with the utmost respect. Richard is truly committed to driver safety and to ensuring that only qualified drivers are on the road.

Even more impressive than Richard's professionalism is his work ethic. He has performed 842 drive exams year to date with 2 minor incidents. That is 291 more than the next highest examiner in his region. Richard has promptly and successfully passed all of his evaluations. He never complains and is able to transition between tasks with ease. Additionally, he eagerly supports short-staffed branches in the administration of their drive exams. Due to these factors, Richard has been chosen to go through the BMV Associate Enrichment Program for the Senior Driver Examiner position. Richard is excited to continue in this program and to impact positive change.

The Indiana BMV is very fortunate to have Richard on our team and respectfully asks that you consider him for this well deserved award!

Thanks,

Lisa Barker
Program Director
Branch Operations
Indiana Bureau of Motor Vehicles



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