

State of Vermont
DEPARTMENT OF MOTOR VEHICLES
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December 5, 2018

Denise Hanchulak
AAMVA
4401 Wilson Blvd. Ste. 700
Arlington, VA 22203

Dear Ms. Hanchulak:

I am writing to nominate Douglas Keleher for IDEC Examiner of the Year.

Douglas has been with the Department of Motor Vehicles in Springfield, Vermont since 2012. I have been working with him since June of 2016. Since then, I can attest that he has been a standout examiner.

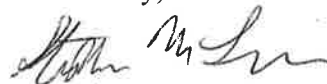
Douglas does not have the best testing site in the state. Never once have I heard him complain about the working conditions or the sites he works in. Instead, he takes the initiative to utilize his creative thinking to make it work. He has homemade tools and accessories to help him map out the CDL test site to make it an easier setup when it's tougher than other sites and up to standards every day he is there. This requires extra time to setup. In the winter months it might also mean shoveling and sanding the test site as needed. The past couple of months we have seen an influx of CDL skills tests and I have had to increase the amount of days he is out there conducting these tests. Again, there is no complaining and he gets the job done with accuracy.

Douglas is very approachable. His demeanor is non-intimidating and I have received multiple comments from customers on that in particular because it puts everyone else at ease. While he keeps this demeanor throughout the test, he is very "by-the-book". He is always paying close attention and scrutinizes every aspect of the exam. He gives instructions that are clear and concise so the tester knows what is expected or what's happening at all times. He also gives exceptional feedback which is important for the tester to know what to improve upon.

He is making sure that everything he does is up to State of VT and AAMVA standards. Whenever there is change, he makes them with ease and never falls back on old habits.

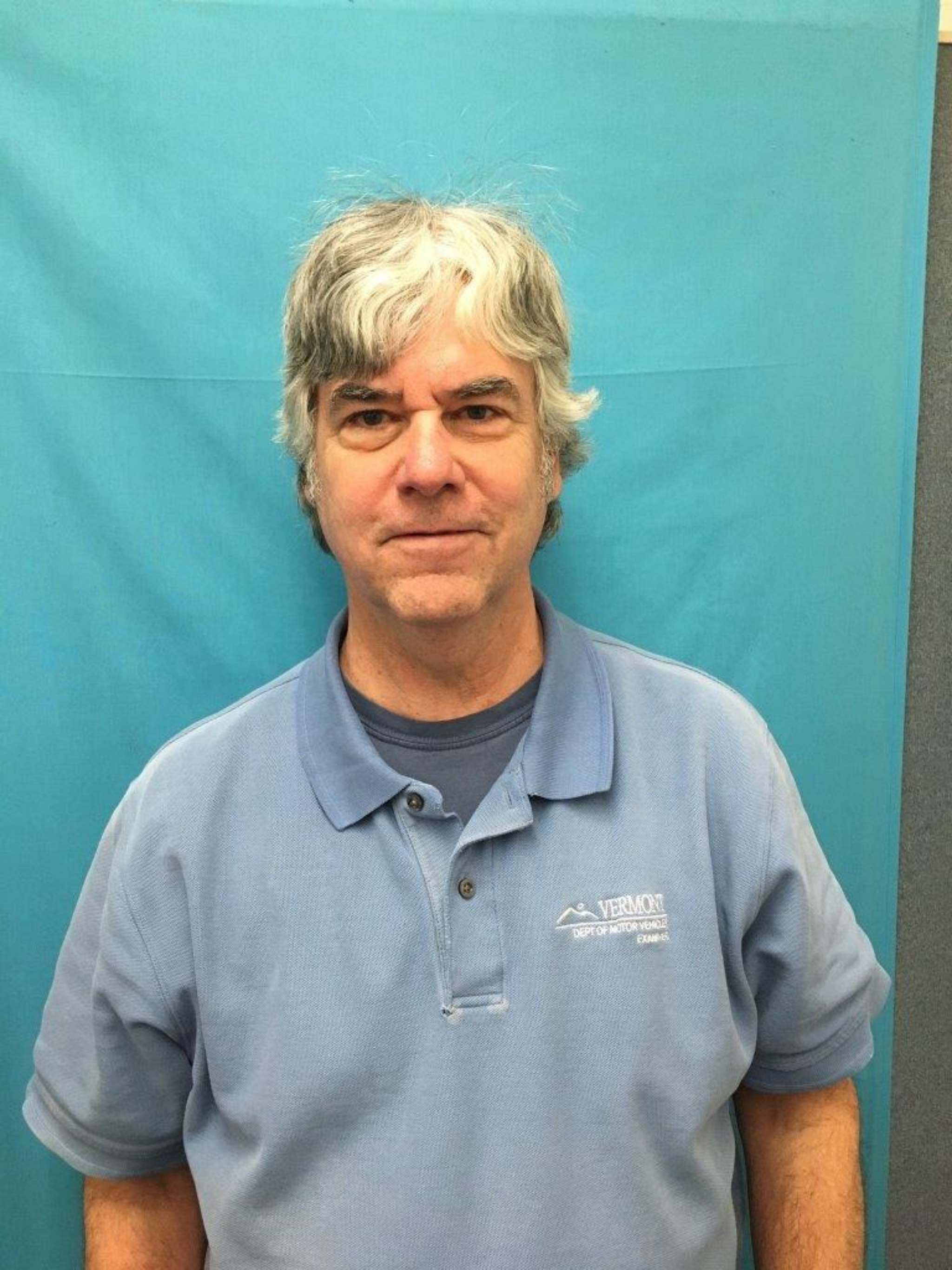
He is reliable, professional, knowledgeable, and trustworthy. I believe Douglas is a model of the AAMVA Code of Ethics. Thank you for your consideration.

Sincerely,



Stephan M. Lewis

Vermont Dept. of Motor Vehicles – Springfield Branch



VERMONT
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