



## Wisconsin Department of Transportation

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**DIVISION OF MOTOR VEHICLES**  
Bureau of Field Services  
4822 Madison Yards Way S212.  
Madison, WI 53707

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AAMVA  
DENISE HANCHULAK  
4401 WILSON BLVD SUITE 700  
ARLINGTON VA 22203

### Wisconsin 2018 AAMVA IDEC Nomination

The 2018 Wisconsin AAMVA CDE of the Year nominee is Gary Holley. Gary started working for the Wisconsin Division of Motor Vehicles in 1988 and he has been an AAMVA Certified Examiner since 1995.

Gary has been the Team Lead in Appleton for over 28 years, providing technical expertise on all DMV matters to the team of approximately 16 staff that work in that office. He is also the skills testing 'guru' for the entire region of approximately 80 staff working at 13 locations. For the past several decades, Gary has stressed driver safety with customers, other DMV examiners and all driving school instructors.

Gary is fair and consistent in his scoring of the skills test for all driving applicants and his demeanor allows him to communicate in a way that ensures his customers know he has their best interest at heart. During post-test discussions, Gary explains to applicants the issues he saw during their test clearly and concisely so the applicants understand what they can work on to develop safe driving habits. Regardless of the pass/fail result, Gary has a way of explaining things to customers so they understand the importance of correcting unsafe habits to improve safety for everyone on the road.

In addition to Class D testing, Gary conducts Motorcycle testing and he routinely conducts special exams for aging and/or impaired drivers. In handling these sensitive exams, he consistently demonstrates patience, empathy, common sense, and fairness. He develops a positive rapport with the driver and their family and provides objectivity, perspective, and mutual respect during process. These are often very challenging interactions as the loss of a driving license threatens independence. Gary tackles these conversations with delicacy and grace but still conveys the safety message that the driver needs to hear.

Gary's impact on the skills testing program extends far beyond the Appleton office as he conducts all the Class D Examiner training that occurs in the Region. He educates all new examiners on their new roles and does so with an emphasis on how they impact the overall safety of our roads. Gary shares his experience throughout the educational process and continues to follow-up with new examiners long after their formal training has ended.

Gary has consistently represented the DMV in a positive manner while working with various professionals from public and commercial driver training schools, as well as their member organizations, such as the Wisconsin driver training instructors. He quickly responds to concerns and addresses them with the utmost professionalism.

Gary has all the attributes an examiner of the year should possess - professionalism; a good working relationship with his teammates throughout the NE Region; the leadership to promote driver safety to customers each working day; developing and maintaining a working relationship with the commercial driving schools and public driver's education programs in his service area; and the ability to score skills test fairly and consistently.

Gary fully embraces the notion of the 'DMV family' we often promote at the Wisconsin DMV, exhibiting a true caring for his coworkers! Every day, Gary exemplifies the best of public service and he adds value to the people of Wisconsin in all that he does as an examiner and a DMV employee.

Please let me know if you need any further information.

Sincerely,

*Jill Reeve*

Jill Reeve, Chief  
Technical and Training Section  
Wisconsin Division of Motor Vehicles

