



Matthew H. Mead
Governor

WYOMING Department of Transportation

"Providing a safe, high quality, and efficient transportation system"

5300 Bishop Boulevard, Cheyenne, Wyoming 82009-3340



William T. Panos
Director

January 4, 2019

American Association of Motor Vehicle Administrators
Attn: Ms. Denise Hanchulak
4401 Wilson Blvd, Ste. 700
Arlington, VA 22203

Dear Ms. Hanchulak,

The Wyoming Department of Transportation would like to nominate Ms. Luz Craig for the IDEC Examiner of the Year Award. Luz began her career with Driver Services almost five years ago as a temporary employee and quickly was placed in a permanent position. From that point, she sought out opportunities to learn all aspects of the job and within two years, she was promoted to her current position as Exam Station Supervisor in our Gillette, Wyoming office. Luz's dedication to the department, her employees and her community is always apparent in her work performance and daily activities.

Ms. Kerri Becker had this to say about Luz. *"During Luz's time with our department, she has consistently displayed the Wyoming Department of Transportation's core values: **Accountability** – Luz accepts constructive criticisms; is quick to accept responsibility for any mistakes; and continues to grow as an examiner by learning from this.*

***Commitment** – Luz displays, each day, her commitment to our department. Luz displays this commitment in her office daily by helping her staff with any of their individual needs and also to our communities by working hard to bridge the gap with the public perception of the driver license office as a whole. She will volunteer to help cover in other locations whenever needed and at sometimes short notice. She is always available for other offices to contact for questions or help with a situation. She is the epitome of a team player.*

***Honesty** – I have not met a more honest person within our WYDOT family. It goes hand in hand with our accountability value - she will be truthful no matter the instance.*

***Innovation** – In our ever changing field, Luz easily goes with the flow whenever we initiate a change to department.*

***Respect** – Luz shows respect to everyone who walks in the door. No matter who the person is, where they are from, or what they may say to her. She is courteous and polite to her customers and works hard at explaining difficult topics to them without making them feel inadequate or embarrassed."*

When Kerri speaks of commitment, it is not only commitment to our program, it is truly a commitment to what we stand for at Driver Services, to promote safety by educating,

evaluating and lawfully licensing drivers while providing quality customer service. Not only does Luz perform her duties with safety in mind every day, she is particularly focused on providing extraordinary customer service to the clients in her office. During a recent remodel of the exam station, Luz went above and beyond and created a “magnetic wall” in the office for children of our clients to help entertain them during the sometimes longer wait times associated with one of our busier offices. In April, in conjunction with Donate Life Wyoming, our offices celebrated National Donate Life Month with the “Show Your Heart Project”. Luz’s effort towards educating the public on the facts of organ donation was astonishing.

These are just two examples of the exemplary customer service and dedication that Luz shows each and every day. Please see the enclosed photos of the Gillette Exam Station.

Respectfully,

A handwritten signature in black ink, appearing to read "Misty Zimmerman". The signature is fluid and cursive, with a large initial "M" and a long, sweeping tail.

Misty Zimmerman
Deputy Program Manager – Driver Services
307-777-4802



