

# NEWS RELEASE

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## Alabama Department of Public Safety

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### **DPS Honors Driver License Employees, *Three Receive Awards for Excellence in Customer Service***

MONTGOMERY — The Department of Public Safety this week recognized three Driver License Division employees who received national awards recognizing excellence in customer service. DPS Director Col. Mike Coppage and Driver License Division Chief Major C.R. Howell presented the awards Monday to Gina Irvin of Opelika, Carey Tatum of Wetumpka, and Sheila Williams of Dothan.

Coppage praised all three for their commitment to quality in providing driver license services to Alabamians. “Driver licensing is extremely demanding, yet Ms. Irvin, Mr. Tatum and Ms. Williams go the extra mile each day to ensure the highest level of service,” said Coppage.

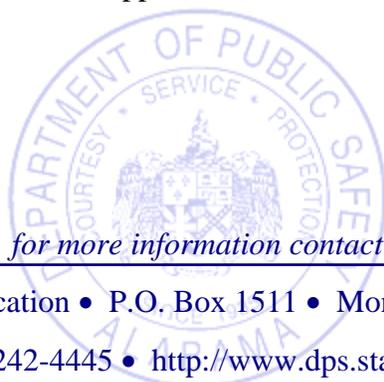
“They understand the nature of public service and know that we work for the people of Alabama. That is what fuels their concern for customer service, and their efforts are truly representative of their colleagues in driver licensing,” Coppage said.

The American Association of Motor Vehicle Administrators notified DPS of the awards last week. AAMVA bestows the annual awards “to an individual who goes beyond assigned tasks to exceed customer expectations and make a significant improvement in customer service.”

AAMVA singled out the three in recognition of “their commitment to customer service excellence and their professional achievement. They have done an outstanding job for the Alabama Department of Public Safety.”

The awards are:

- Customer Service Delivery Administrative/Managerial Star Search Award, Presented to Driver License Examiner II Gina Irvin, Opelika
- Customer Service Delivery Excellence Award, Presented to Driver License Examiner I Carey Tatum, Wetumpka
- Customer Service Delivery Front Line Star Search Award, Presented to Administrative Support Assistant Sheila Williams, Dothan



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