



LANCASTER COUNTY TREASURER
ANDY STEBBING

555 South 10th Street
Lincoln, NE 68508

Candace Meredith
Chief Deputy

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MAR 07 2018

LANCASTER COUNTY
CLERK

December 12, 2017

Andy Stebbing
Lancaster County Treasurer

Andy,

It is my pleasure to nominate for your consideration Motor Vehicle Clerk Susan Schulte as the Lancaster County Treasurer's Office Employee of the Year. Susan began her career with our office as an on-call employee on December 12, 2012, and was hired in 2015 as a fulltime Motor Vehicle Clerk. Susan has quickly established herself as a dedicated, kind, thoughtful and professional employee for our office.

Susan has progressed through several different areas of our office working at a motor vehicle and driver's license window, as well as processing title and registration mail; however in her latest job assignment, lobby information desk, she has found her true calling. Susan has time and time again gained the praise of citizens and supervisors alike on her job performance.

The job assignment of the lobby information desk, has placed Susan in the midst of the busiest place of the DMV, which requires patience, understanding and the nerves of an Air Traffic Controller. The lobby information desk is a place of multitasking, constant and ever changing challenges, and questions on any topic possible from motor vehicles, real estate taxes, game and parks, and driver's license. Susan has commanded her space with the confidence and ability of a well-seasoned veteran, directing customers, answering questions, notarizing documents and calling citizens from the line with title or registrations work between her other tasks. She does this all with a smile on her face, a kindness in her voice and a clear demonstration to the customer that they matter to her.

I receive comments daily by citizens or comment cards left in the lobby praising the work she does at the front desk. Citizens commonly express their gratitude for her professionalism, kindness and overall patience in a very hectic position. I believe we could ask for no better ambassador for Motor Vehicles as the first point of contact for many citizens.

Donald K. Arp, Manager
Motor Vehicle Services



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December 18, 2017

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LANCASTER COUNTY
CLERK

Re: Employee of the Year nomination:

MV Manager Don Arp has been with the Lancaster County Treasurer's Office since 2012. Don was in law enforcement for 30 years prior to serving as the MV Manager for the Lancaster County Treasurer's Office. Don has been instrumental in the restructuring of the Motor Vehicle Division. He has worked diligently to document procedures, automate processes and convert from paper to electronic retention to name just a few of his accomplishments. He has worked tirelessly to cross train staff in different areas of the office. Don has updated all security cameras, alarms and lighting to ensure the safety and security of the employees, citizens and the off-site buildings. In 2017 alone, our recording cameras have captured a video of a robbery at a bank across the street, caught vandals at the West O building, and we have been able to provide video to assist law enforcement with credit card fraud as well as plate identification in the parking lots. Time and time again, Don has gone out of his way to help citizens of Lancaster County complete complicated titling issues. MV Coordinator, Selvin Mendez said, "Don is always helping out customers that need out of state inspections. He finds time during the day to go out to do the inspections, due to the vehicle not running or it's an antique".

I appreciate Don's extensive knowledge in Motor Vehicles as we tackle legislative issues and bring forth new solutions to the State Department of Motor Vehicles and the legislature. Don has built professional networks with car dealers across Lancaster County and has established trusting relationships with outside agencies that have enabled the Lancaster County Treasurer's Office to take the lead in many innovative changes over the last few years. But most importantly, Don's empathy for his staff is undeniable, he lends an ear to anyone who is experiencing life issues and always recognizes those who finish probation through food days, and never forgets to celebrate staff's important life's events. For these reasons, and countless more, I nominate Don Arp for Employee of the Year.

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Chief Deputy Treasurer