



building trust. driving confidence.

January 24, 2012

To: Denise Hanchulak
Program Specialist
Programs Division
4301 Wilson Blvd., Suite 400
Arlington, VA 22203

Re: Patricia Johnson

Patricia has been with the Insurance Corporation of British Columbia since 1998, when she was hired as a Driver Examiner. Prior to that, Patricia had already demonstrated both knowledge and professionalism in the transportation industry as a Driving School Operator and a GLP Driver Instructor Training Facilitator. Her home office is in Nelson, B.C. Patricia is passionate about making our roads safer and the role that she plays in furthering Road Safety.

Patricia conducts all classes of road tests with integrity, passion and caring.. She takes extra steps to make the examinee feel as comfortable as possible so that they may have a positive experience regardless of the outcome of the test. Her honest and straightforward approach has proven to be very effective and appreciated by clientele, business partners and stakeholders alike. She has had the opportunity to work in various locations and unit offices. She is respected by her peers, driving school instructors/owners, supervisors and management. This is evidenced by the fact that one of those whom nominated her was one of these business partners.

Patricia is a very strong team player. She is a quiet leader and hopes that everyone would have the same passion for helping to make the roads a safer place while maintaining a high level of customer service. Patricia leads by example and influences her team to offer the highest levels of customer service. She encourages both her peers and her direct reports to perform at this high level and to aspire to advance themselves as much as possible. Her knowledge, skills, and conduct, positively contribute to the workplace environment. It is this well-rounded skill set that led to Patricia being promoted to Supervisor in 2010.

Patricia is a self starter and continually seeks ways to improve both herself and the operation of the office. She contributes by creating or updating road test routes, spreadsheets and other administrative practices to help improve our efficiency. She encourages open dialog so that everyone can have their say in managing change. One of her biggest attributes is her ability to achieve the buy-in of her team by offering meaningful opportunities and by providing empowerment and positive reinforcement. Patricia was an active member of the ICBC Emergency Response Team when it was in existence.

Patricia's contributions outside of work are just as impressive. She has been an active fund raiser for the Nelson Hospital Foundation. In addition, she has been an active volunteer in many sporting, charity and community events. Whether it be at work or at play, Patricia "walks the talk" and inspires.



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