



December 08, 2011

American Association of Motor Vehicle Administrators
4301 Wilson Blvd, Suite 400
Arlington, VA 22203
United States

Subject: 2011 IDEC Examiner of the Year

Dear Mrs. Hanchulak,

Service New Brunswick (SNB) is pleased to nominate Lana Burrell as the 2011 Examiner of the Year for the Province of New Brunswick.

Lana Burrell has been employed with the Service New Brunswick for more than 30 years having been a Driver Examiner for the past 11 years. She is currently a full time level 3 Driver Examiner who is very well respected and recognized by her clients, local driving schools and co-workers for her work ethics, knowledge and professionalism. Lana consistently contributes to helping SNB achieve higher standards of service and demonstrates flexibility that is beyond the norm. Lana is also a great mentor and coach to others.

Lana treats her customers with patience, fairness and always maintains a calm demeanor during the road testing process. Customers taking a road test for the first time can sometimes be quite nervous. She focuses on ensuring the clients feel comfortable and understand the process. The current Saint John leadership team has been in place for approximately three years and during this time there has not been a single customer complaint regarding Lana. That speaks volumes to her abilities to manage her customers, even in the face of testing failures.

The local driving schools have approached Lana this past year to visit their classrooms. The purpose of these visits is share information with the students about what they can expect



during a road test. It is also an opportunity for students to ask questions and get comfortable with the process.

The flexibility and support that she exhibits can best be seen in the number of times she willingly travels to surrounding offices at a moment's notice which results in appointments in those centers being honored. Her flexibility this past year extended beyond the norm in that she volunteered to postpone her vacation time on several to support centers who's left short due to unplanned medical leaves of their Driver Examiners. Lana also does motorcycle testing every Sunday from April to October as well as one evening per week. She has never failed on her commitments.

She has taken the opportunity to work on a project with our Driver Examiner Coordinator this past year and is always open to new ideas. She looks for ways of possible process improvements in the Driver Examiner area and relays her suggestions onto her supervisors. This past year Lana embraced the opportunity to coach and mentor four individuals two from other offices. Two of these individuals are training as Level 1 and the others as Level 2. We are pleased that all but one will be completed by year end.

In closing we are thankful and appreciative of Lana's dedication and loyalty to SNB and to her responsibilities as Driver Examiner, which are second to none!

Should you have any questions regarding this nomination, please feel free to contact Nathalie Moreau, Manager of Service Delivery Support, at (506) 453-4153.

Yours truly,
(original signed)

Laura Merithew
Acting Operations
Service Centre Manager

Louise Rabinovitch
Director of Service
Delivery Support

c: Lana Burrell, Driver Examiner
c: Cathy Bent, Acting Regional Director
c: Nathalie Moreau, Manager of Service Delivery Support
c: Robert O'Brien, Regional Director