



December 13th, 2012

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

Subject: 2012 IDEC Examiner of the Year

Dear Mrs. Hanchulak,

Service New Brunswick (SNB) is pleased to nominate Roger Allain as the 2012 Examiner of the Year for the Province of New Brunswick.

Roger Allain has been a Driver Examiner with Service New Brunswick for the past 10 years. He is currently a full time level 3 Driver Examiner who is extremely well respected by his clients, local driving schools and his co-workers for his work ethics, knowledge and professionalism.

Roger strives on delivering exemplary Driver Examination services. Without sacrificing his authority and judgment on driver examinations, Roger continuously provides excellent customer service to the citizens of his community. He communicates clearly and respectfully and adapts himself to the different demographic groups that he serves. I can't recall the last time that we had to address a service complaint regarding Roger Allain. He is also an excellent team player; always eager to help his colleague Driver Examiners and Customer Service Representatives in times of high demand. He is also often been called upon to cover other regions to maintain high levels of service in NB.

Roger is also a great contributor to many of the process improvement projects in the corporation. Because of his professional attitude and his excellent knowledge of the Driver Examination program, Roger is an extremely sought Driver Examiner for improvement and change projects. In the last year alone, Roger has been part of a Foreign License Exchange review and the migration of the Driver Examiner manuals to SNB's Sharepoint site. He is also representing his colleague Driver Examiners in the upcoming Driver Examiner Lean Six Sigma review on written-test processing. In the recent months, Roger has had to relocate his practical test site. He demonstrated great initiative and Leadership by understanding the parking challenges faced by the Bathurst office. He prepared practical test site options with supporting reviews for the Facilities Management group's consideration which resulted in a more streamlined and efficient selection and subsequent implementation of the new test site.



Roger has also risen to be the informal Leader with his fellow Examiners in the region. Recognizing the importance of regional Driver Examiner coverage during peak vacation periods, Roger is always the Examiner that triggers the regional vacation coverage plan in which he volunteers himself to support other regions to enable excellent service coverage.

In closing, Roger Allain is an exemplary Driver Examiner in NB and SNB wishes to thank him for his continued Leadership and dedication to his customers and colleagues.

Should you have any questions regarding this nomination, please feel free to contact Tomas Murphy, Driver Examiner Coordinator at SNB - Service Delivery Support, at (506) 444-2899.

Yours truly,

(original signed by)

Lilianne Boudreau
Acting Service Centre Manager
SNB - Bathurst

Louise Rabinovitch
Director
SNB - Service Delivery Support

Cc

Roger Allain – Driver Examiner
Robert O'Brien – Regional Director
Cathy Bent – Regional Director
Tomas Murphy – Driver Examiner Coordinator

