

**Ministry of Transportation
Program Development &
Evaluation Branch**
1201 Wilson Avenue,
Bldg. C, Room 142
Downsview ON M3M 1J8

**Ministère des Transports
Direction de l'élaboration et
de l'évaluation des
programmes
Bureau des programmes
relatifs à l'immatriculation**
1201, avenue Wilson,
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Downsview ON M3M 1J8



November 11, 2012

Denise Hanchulak
Program Director, Certifications & Standards
AAMVA Programs Division
4301 Wilson Blvd., Suite 400
Arlington, VA 22203

Dear Ms Hanchulak,

It is with great pride and enthusiasm that we put forth the nomination of Lisa Foy for the 2012 AAMVA IDEC Examiner of the Year. Lisa is a DE2 at the Orillia DriveTest Centre and even though she is a relative newcomer to the organization, she has quickly demonstrated the intelligence, integrity and commitment to rise to the top.

Lisa is a quiet, unassuming lady who makes everyone feel at ease and comfortable. She introduces herself to each applicant with a handshake and chats with them as they walk out to the car together. Each road test is conducted professionally, safely and in strict adherence to MTO/Serco DES policies and guidelines. She never rushes the applicant, always taking time to give positive, constructive feedback so that every test, whether pass or fail, is a positive learning experience for the customer. Her pass/fail rate is consistent with all other examiners at this centre and we have never received a complaint. She demonstrates a genuine interest in every customer regardless of their culture, background, position or gender. Through her excellent communication skills, she is easily able to overcome language barriers with her customers and her instructions are clear, well timed and easily understood. She is dedicated to ensuring the safety of Ontario's roads by putting safe drivers on the road and giving the necessary tools to our customers to improve their driving skills.

Lisa is a pleasure to work with. She has a blended family and is the mother of seven children. She arrives at work each day with a bounce in her step and a smile on her face. Her enthusiasm and energy are infectious and have brightened her entire office. She is always willing to lend a hand to her co-workers and is eager to learn new skills and help in any way she can. Her commitment and energy are also evident in her community work. She has served as a volunteer firefighter as well as being actively involved in her children's schools and with all their extra-curricular activities. Lisa strives to be the best she can be in everything she does. She attends a local gym every day on her lunch break and keeps herself in excellent physical condition. She has never had a sick day.

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Her exceptional integrity and compassion is what sets her apart. Recently, while attending a training session, she came upon a car accident. She realized that no emergency services were on hand and no had stopped to assist the victims. Despite the cold and rain, Lisa immediately pulled over, contacted emergency services and began to assess the injuries of the crash victims. She stayed by their side, giving comfort and assistance until paramedics arrived on the scene and then gave her assessment to the attendants before continuing on her way to her class.

We believe that Lisa should be recognized as “the best among us” and would be a worthy candidate for the AAMVA Examiner of the Year award for 2012.

Sincerely,

Mary Jane Bauer
MTO IDEC Administrator

