



building trust. driving confidence.

December 9, 2014

Denise Hanchulak
Program Director, Certification & Standards
AAMVA
4301 Wilson Blvd, Suite 400
Arlington, VA 22203
Phone: (703) 908-5767 | Fax: (703) 908-5890 | Mobile: (703) 489-0143
dhanchulak@aamva.org | <http://www.aamva.org>

Re: 2014 IDEC Award nominee from British Columbia (Region IV)

Dear Denise.

On behalf of the Insurance Corporation of British Columbia and the Province of British Columbia, I am delighted to submit the name of Robert Hurtubise as our jurisdictional nomination for the 2014 AAMVA IDEC Outstanding Examiner of the Year award.

We hold an annual nomination process to select our jurisdictional winner using the criteria provided by AAMVA. Robert was selected in a blind review process by a panel of senior managers in Driver Licensing. Robert's exemplary commitment to customers, technical skill, professional conduct and community service stand out and it is no surprise he was selected as our jurisdictional winner.

Robert was nominated by his manager, Karen Nelson, who speaks of his calm caring attitude, his ability to give difficult news to customers in a respectful manner, and his patience. Robert is also clearly attuned to the importance of performance metrics and is highly productive in his work, is always up-to-date on business changes and maintains a high level of technical expertise. Robert is the only ICBC Driver Licensing employee serving the communities of Squamish and Whistler and is co-located at one of our service delivery partners in Squamish. It says much of his work ethic that he can be relied upon to be such a high performer when he is not under the direct supervision of his manager. Being the only Driver Examiner in his community brings unique challenges that his peers in larger centres do not face requiring Robert to be "on" all the time even when off duty. His consistent professionalism and commitment to volunteering has helped to improve the local perception of ICBC - "Rob is seen as the face of safe drivinghe sets an excellent example for those he examines."

Robert is also recognized by the staff in Squamish and Whistler as showing "excellence in meeting the demands of two very busy offices". He is known for his technical expertise and is often called upon by the staff to explain the intricacies of commercial vehicle and motorcycle testing. And when he is in the office he will often assist the staff with complex transactions, demonstrating his significant legislative and policy knowledge. Through that service to our partners, Robert has built strong relationships with an important stakeholder.



building trust. driving confidence.

December 9, 2014

Co-workers, customers and members of the community see Robert as a consummate professional. "He conducts himself in the same measured, courteous manner whether he is at work, volunteering for Search and Rescue, or sharing his passion with fellow motorcycle enthusiasts."

Robert has served his community for over 20 years as a search and rescue volunteer. He is currently an active member of Squamish Search and Rescue as the Ground Search Team Leader involving oversight of forward operations in a vast mountainous wilderness area on the Pacific Coast. Through his training, active ground search operations and providing community education, Robert commits over 200 hours a year to this service. His contribution is further bolstered by attendance at Town Hall meetings where he speaks on traffic safety.

Robert is an excellent employee and citizen, as demonstrated through his performance, conduct, attendance, personal leadership, service leadership, results and business orientation. As a stakeholder is quoted saying, Rob "is an exceptionally valuable member of the workplace and his community."

In closing, Robert Hurtubise demonstrates the kind of exemplary leadership and professional conduct that is representative of the very highest standards for Driver Examiners and would be a worthy recipient of this prestigious award. Thank you for your consideration.

Sincerely,

Mike Spratt
Manager, Driver Licensing Provincial Services
Insurance Corporation of British Columbia



building trust. driving confidence.

December 9, 2014

