

Ministry of Transportation
Program Development & Evaluation Branch
145 Sir William Hearst Avenue, Room 146
Toronto, Ontario M3M 0B6

Ministère des Transports
Direction de l'élaboration et de
l'évaluation des programmes
145, avenue Sir William Hearst, bureau 146
Toronto, Ontario M3M 0B6



December 1, 2015

Denise Hanchulak
Program Director, Certification & Standards
AAMVA
4401 Wilson Blvd., Suite 700
Arlington, VA 22203
dhanchulak@aamva.org

Dear Ms. Hanchulak,

I am pleased to recommend **Steve Mortley** for the 2015 AAMVA IDEC Examiner of the Year Award.

In support of this nomination for the driver examiner of the year, Ms. Angela Goodhand, Chief of Staff, Serco Canada, DriveTest, had the following to say about Mr. Mortley:

"Steve consistently performs the duties and responsibilities of a certified examiner and diligently upholds the Examiner Professional Code of Ethics in and away from his employment.

Steve began his career with the Walkerton driver exam location in April of 2013. Immediately, Steve was recognized as a model employee demonstrating professionalism in his initial G1 and G2 training and has maintained his professionalism to date. He has exceeded expectations in delivering services to internal and external customers. He continually provides outstanding service at a consistently high level in working with and communicating with all customers. He will advocate for improvement that enhances our customer satisfaction. Steve eliminates barriers for customers and will go out of his way to ensure the safety of the public and serves as a superior role model through positive interactions with customers and staff.

Currently, Steve is certified to conduct G1 and G2 road tests. Along with a 0% error rate for all of 2015, and consistent pass/fail rate, each road test conducted by Steve is professional, safe and in strict adherence to MTO/Serco Canada policies and guidelines. All requirements are met on time; all assignments are completed on time (if not before the required time frame) and all policies and procedures are followed. If Steve is unclear or has a question, he will ensure he is clear and confident before proceeding.

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Steve continually receives compliments regarding his customer service. He assists in shadowing and mentoring new driver examiners and is looked upon for his knowledge regarding road test examinations and policies.

In Steve's personal life, he is an active father, husband, and avid hunter. In his busy home/work life he is also an involved volunteer firefighter, where he easily manages to balance his personal life, and his career. Always present for staff meetings and staff get-togethers, he will continually go above and beyond for anyone he meets and is respected for his continued leadership skills."

This nomination of the 2015 IDEC Examiner of the Year Award recognizes and honours Steve for all his hard work and continued dedication and the Ontario Ministry of Transportation is pleased to support the recommendation put forth by Serco Canada, DriveTest.

Regards,

A handwritten signature in black ink, appearing to read 'Maureen Tetzlaff', written in a cursive style.

Maureen Tetzlaff
A/Director

Encl.

c: Paul Harbottle, Director, Service Delivery & Partnerships Branch

November 24, 2015

Denise Hanchulak
Program Director, Certification & Standards
AAMVA
4401 Wilson Blvd., Suite 700
Arlington, VA 22203

Dear Ms. Hanchulak,

I am writing this letter to nominate and recognize **Steve Mortley** for the annual IDEC Examiner of the Year Award. Steve consistently performs the duties and responsibilities of a certified examiner and diligently upholds the Examiner Professional Code of Ethics in and away from his employment.

Steve began his career with Walkerton DriveTest in April of 2013. Immediately, Steve was recognized as a model employee demonstrating professionalism in his initial G1 and G2 training and has maintained his professionalism to date. He has exceeded expectations in delivering services to internal and external customers. He continually provides outstanding service at a consistently high level in working with and communicating with all customers. He will advocate for improvement that enhances our customer satisfaction. Steve eliminates barriers for customers and will go out of his way to ensure the safety of the public and serves as a superior role model through positive interactions with customers and staff.

Currently, Steve is certified to conduct G1 and G2 road tests. He is expected to attend training in the spring for his commercial and motorcycle designations. Along with a 0% error rate for all of 2015, and consistent pass/fail rate, each road test conducted by Steve is professional, safe and in strict adherence to MTO/Serco Canada policies and guidelines. All requirements are met on time; all assignments are completed on time (if not before the required time frame) and all policies and procedures are followed. If Steve is unclear or has a question, he will ensure he is clear and confident before proceeding.

Steve continually receives compliments regarding his customer service and truly understands Serco Canada's commitment to excellent customer service. More than willing to travel to other DriveTest Centre's in the West Region, Steve has shown a commitment to Serco Canada and a continued drive to be an exceptional role model to applicants and other staff. He assists in shadowing and mentoring new driver examiners and is looked upon for his knowledge regarding road test examinations and policies. I have heard from various supervisors that Steve is admired by his fellow driver examiners for his integrity, leadership, and personality.

In Steve's personal life, he is an active father, husband, and avid hunter. In his busy home/work life he is also an involved volunteer firefighter, he somehow easily manages to balance his personal life, and his career. After a long night out on an emergency call, he will always show up for work the next day with no indication that he had a long, tough evening before. Always present for staff meetings and staff get-togethers, he will continually go above and beyond for anyone he meets and is respected for his continued leadership skills.

Steve has kept up with every change and has helped to lead our team as we “Reinvent DriveTest”. This nomination of the 2015 IDEC Examiner of the Year Award recognizes and honours Steve for all his hard work and continued dedication.

Sincerely,

A handwritten signature in blue ink, appearing to read "Angela Goodhand".

Angela Goodhand
Chief of Staff
Serco Canada, DriveTest



DRIVETEST
Steve
Class Instructor