

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



November 25, 2016

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

Dear Ms. Hanchulak,

I am pleased to recommend Eric Stirtzinger for the annual IDEC Examiner of the Year award.

In support of his nomination for a G2 Driver Examiner, Ms. Angela Goodhand, Director of Operations, Serco Canada, DriveTest, had the following to say about Mr. Stirtzinger:

“Eric began his career at the Kitchener DriveTest Centre in May 2011 as a part time summer student driving the M2 observation car, always maintaining a positive attitude and professional demeanour. Eric returned for 2 additional seasons as a student before becoming a Customer Service Agent (CSA) in March of 2014. Eric learned the position’s duties and responsibilities extremely quickly and excelled at the job of CSA.

Eric became cross-trained as a Driver Examiner (DE) to administer G1 examinations in May of 2015 and accepted a permanent Driver Examiner position that same year. Eric was trained to do G2 testing in June of 2016 and recently became AAMVA certified. Eric has maintained a pass/fail rate that is directly in line with the Kitchener office, having very little variance each month. He has held an extremely low error rate over the course of the year, receiving zero errors in 2 quarterly reports as both a DE and a CSA.

The Kitchener Supervisors have been extremely impressed by Eric’s overall performance of 2016. He receives no complaints and performs the duties of his position to levels that exceed many other examiners.

Eric easily satisfies both the Ministry of Transportation and Serco Canada’s quality standards. He is always the first staff member to take on additional duties to help the office run more productively and effectively.

On many occasions Eric has offered to work through lunches and breaks to assist the customers and his coworkers. On busy customer volume days, Eric pitches in by scanning the lobby to ensure visitors have the correct ticket and identification, which in turn helps reduce the wait times. He is one of very few staff members that is genuinely concerned with the operation and overall performance of the DriveTest Centre, often offering insight to improve office processes. Eric has received numerous compliments from customers regarding his professional attitude and well-mannered disposition.

On top of the exemplary driver examination services that Eric provides, he is also a full time music student at Wilfred Laurier University. Eric finds a way to work 5 days a week maintaining a high level of productivity and impressive attendance record, while also studying full time.

Eric is an exceptional employee who exemplifies Serco's values to the highest standards. This nomination for the 2016 IDEC Examiner of the Year Award recognizes and honours Eric for his hard work and continued dedication during and away from his employment."

The Ontario Ministry of Transportation is pleased to support the recommendation put forth by Serco DriveTest for the nomination of the 2016 IDEC Examiner of the Year.

Regards,



Maureen Tetzlaff
A/Director

Encl.

c: Logan Purdy, A/Director, Service Delivery Partnerships Branch

November 23, 2016

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 **Eric Stirtzinger** for the annual IDEC Examiner of the Year Award. Eric consistently performs the duties and responsibilities of a certified examiner and has diligently upheld the Examiner Professional Code of Ethics throughout his employment.

Eric began his career at the Kitchener DriveTest Centre in May 2011 as a part time summer student driving the M2 observation car, always maintaining a positive attitude and professional demeanour. Eric returned for 2 additional seasons as a student before becoming a Customer Service Agent (CSA) in March of 2014. Eric learned the position's duties and responsibilities extremely quickly and excelled at the job of CSA.

Eric became cross trained as a Driver Examiner (DE) to administer G1 examinations in May of 2015 and accepted a permanent Driver Examiner position that same year. Eric was trained to do G2 testing in June of 2016 and recently became AAMVA certified. Eric has maintained a pass/fail rate that is directly in line with the Kitchener office, having very little variance each month. He has held an extremely low error rate over the course of the year, receiving zero errors in 2 quarterly reports as both a DE and a CSA.

The Kitchener Supervisors have been extremely impressed by Eric's overall performance of 2016. He receives no complaints and performs the duties of his position to levels that exceed many other examiners. Eric easily satisfies both the Ministry of Transportation's and Serco Canada's quality standards. He is always the first staff member to take on additional duties to help the office run more productively and effectively. On many occasions Eric has offered to work through lunches and breaks to assist the customers and his coworkers. On busy customer volume days Eric pitches in by scanning the lobby to ensure visitors have the correct ticket and identification, which in turn helps reduce the wait times. He is one of very few staff members that is genuinely concerned with the operation and overall performance of the DriveTest Centre, often offering insight to improve office processes. Eric has received numerous compliments from customers regarding his professional attitude and well-mannered disposition.

On top of the exemplary driver examination services that Eric provides, he is also a full time music student at Wilfred Laurier University. Eric finds a way to work 5 days a week maintaining a high level of productivity and impressive attendance record, while also studying full time.

Eric is an exceptional employee who exemplifies Serco's values to the highest standards. This nomination for the 2016 IDEC Examiner of the Year Award recognizes and honours Eric for his hard work and continued dedication during and away from his employment.

Sincerely,

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

Angela Goodhand
Director of Operations
Serco Canada, DriveTest

Values

Trust Care
Innovation Pride

Trust
In trust and honesty, we open, straightforward and honest, do the right thing and responsibility for getting things done.

Care
For the customer we provide, and the communities we serve, each other.
To deliver high-quality public services, often of great importance to communities we serve. We take care of each other, and those we serve to make a positive difference to people's lives.

Innovation
To find innovative ways to what we do.
To grow our ways of working, and try new ideas, big and small, knowledge and experience and embrace change, knowing that it is innovation and value for money to our customers, not just for us.

Pride
In what we do is important, and we take pride in doing it well. We have enthusiasm, skill and experience, and an ability to make best use of our resources both as individuals and as part of a team.

serco

