



Terry L. Rhodes  
Executive Director

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November 13, 2017

Denise Hanchulak,  
Program Director, Certification and Standards  
AAMVA  
4401 Wilson Blvd.  
Arlington, VA 22203

Dear Ms. Hanchulak:

We would like to nominate Examiner I, Louis Fonte, as the 2017 AAMVA Certified Driver Examiner (CDE) of the Year for the State of Florida. Examiner Fonte has been an Examiner since November 28, 2000, and he consistently performs his job with a high level of professionalism and integrity. His dedication to service and his institutional knowledge makes him a leader amongst his peers and a respected member of the department by our management team.

On a daily basis, he handles the unique challenges and situations that arise in his as well as other offices, while successfully being part of several projects/initiatives around the State. He follows policies, procedures, and values honesty, ethics, and transparency. He takes ownership and personal responsibility for his actions. Louis prides himself on providing outstanding customer service both externally and internally while making each impression a positive one. He provides exemplary service and professionalism by effectively listening and giving each customer individual attention.

Examiner Fonte was instrumental during the implementation of Phase I of the Motorist Modernization Program, Online Registration and Identify Operating Network (ORION). This project was conducted across the State, providing training, system support and services. This included installation and implementation of new cameras, scanners, signature pads, and the ORION program, as part of a critical mission initiative for the Department.

After completing the ORION project, he became a part of another project with the Document Validation Unit (DVU). In this assignment he assisted the unit in reducing the backlog of Non-US citizen cases in the Verification of Lawful Status (VLS) system. The team's actions have impacted the agency by reducing the number of days in "wait time" for customers to receive their driver license/identification cards, which also reduced repeat visits and fewer phone calls for assistance.

**Florida Examiner of the Year**

**November 13, 2017**

**Page 2**

Now that the DVU project is complete, Louis was once again asked to be part of the new Printing Solution Project. This new project consists of the installation, implementation, and program update of our new driver license redesign implementation. This project is being put in place to provide a new, more secure driver license and ID card for the citizens of Florida.

Louis requires no supervision and consistently meets and exceeds expectations which is clearly reflected in his annual performance reviews. He is a mentor and consistently helps and supports the less experienced examiners to acquire the knowledge and skills needed to perform their responsibilities. Louis leads by example and counsels his mentee's as well as offers them encouragement. Louis is always polite, courteous and respectful to customers and co-workers. He is a team player who serves as a role model for all those working with him. Louis has a wonderful, caring disposition and wants to assist people of all ages and backgrounds without bias.

Louis is a true asset to this office and to our department. He is an outstanding individual and dedicated employee that is committed to providing the highest level of conduct in his profession. Aside from all the special projects he has been a part of throughout the years, he is the type of person that never says no to new challenges and responsibilities

For all the previous, the department recognizes Louis as a role model and a candidate worthy of recognition for the prestigious AAMVA 2017 Certified Driver Examiner of the Year Award.

Sincerely,



**Robert Kynoch**

**Director, Motorist Services**

**Florida Department of Highway Safety and Motor Vehicles**

