



Department of  
the Secretary of State

**Bureau of Motor Vehicles**

Matthew Dunlap  
Secretary of State

Catherine Curtis  
Deputy Secretary of State

Robert E. O'Connell, Jr.  
Director of Driver License Services

July 11, 2007

Gina Turcotte  
Secretary of State  
Bureau of Motor Vehicles – OUI  
29 State House Station  
Augusta, Maine 04333

Dear Gina,

I am in receipt of recent correspondence commending the outstanding customer service you recently provided to a customer.

When a customer takes the time to acknowledge commendable service it obviously means that it made a significant impression and it is a delight to pass on their complimentary remarks. As the gentleman mentions in his letter, your ability to go above and beyond to assist him with his situation certainly hit the mark.

With the volume of customers everyone handles on a daily basis it may feel like no one recognizes the level of service that we try to provide. It is always nice to hear when a customer is satisfied and appreciates what you have done for them. Your ability to provide this customer with necessary information in a courteous and prompt manner exemplifies the kind of image people in the Bureau should impart to the public and which you have very successfully done.

Thank you for being such an asset to this department.

Sincerely,

A handwritten signature in cursive script that reads "Linda S. Grant".

Linda S. Grant  
Senior Section Manager  
Driver License Services  
Bureau of Motor Vehicles

July 08,2007

Dear Ms. Carrier.

On Monday July 02,2007, I went to the Springvale office to have my license renewed. A man named Scott told me my license to operate in New Hampshire is suspended and I would have to clear up the matter before he could issue a new license for Maine.

He was very helpful and understanding under a trying situation. He gave me a phone number and case # to reference when talking with New Hampshire.

Having dealt with many surly intake workers from different agencies, Scott was a credit to your department.

I called New Hampshire and found that my license had been under suspension for the last twenty- two years. A stupid and regrettable mistake landed me with a DUI charge in Rochester NH twenty-two years ago.

They had no proof that I completed DEEP program.

I called DEEP of Maine and they had no record of me.

I completed the program in Biddeford, Maine in 1985 and now there was no record of me.

As a letter carrier I need my license to do my job.

Ms Carrier, shock, despair and frustration are a few of the emotions I was suffering as my life was in a tailspin.

This is when I talked with Gina who became my salvation.

Gina found that I had indeed completed the DEEP program in 1985.

She investigated what happened with DEEP and then went the extra mile when I asked if she could talk with New Hampshire DMV.

I was delivering mail and she kept me informed of progress by cell phone.

Gina understood my situation and became my salvation.

While both these people deserve commendation, Gina deserves special recognition for her service above and beyond.

These people are a great reflection of your organization.

You should be very proud.

Sincerely

Phil McDermott

538 Main St #17

Springvale Maine

-----Original Message-----

**From:** Terrence McCarthy [mailto:[tmccarty@maine.rr.com](mailto:tmccarty@maine.rr.com)]  
**Sent:** Wednesday, July 14, 1999 1:45 PM  
**To:** 'Ken Young'  
**Subject:** RE: Gina Turcotte, Augusta, Maine

Mr. Young

I will gladly provide my impressions.

Gina, has an unusually rapid rate of comprehension and insight. Because of her schedule it was necessary to take the classes out of sequence. Although in a class of students with more professional experience and prior classroom time she consistently out paced most in coming to the right conclusions. Our MCSE program requires approximately 50% of the time performing tasks to reinforce the lecture just covered. Here again Gina clearly, to my satisfaction truly understood the tasks at hand.

She performed the labs with skill, showing a true understanding of the application, more importantly she used the interface quickly (which is my own clue of a savvy user). Gina took direction well, and in many cases provided assistance to other students having difficulty. Gina, because of her out-going personality interacted well with the other students and staff.

I certainly do recommend Gina as your desktop support technician. Gina is quick thinking, unafraid of problems and was persistent in finding the problems she encountered. She demonstrated the "knack" for discovering the bugs. She has a fine attention for detail even while doing many things at once. As I said because of her amiable out-going personality she will be a true asset to TechKnowledge Inc.

Terrence P. McCarthy  
Senior Technical Trainer  
MCSE, MCT, MCP+I

-----Original Message-----

From: Ken Young [mailto:[KYoung@tkiweb.com](mailto:KYoung@tkiweb.com)]  
Sent: Wednesday, July 14, 1999 10:02 AM  
To: 'tmccarthy@propoint.com'  
Subject: Gina Turcotte, Augusta, Maine

Mr. McCarthy:

Ms. Turcotte indicates she is a student in your MCSE sequence. She suggested that I contact you. Could you share your impressions of her as a student and of her potential as a desktop support technician. We interviewed her today for a desktop position in our Augusta office. Thank you.

Ken Young  
Director of Network Services  
TechKnowledge Inc.  
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