



*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 McDernott

538 Main St #17

Springvale Maine



STATE OF MAINE

PERFORMANCE MANAGEMENT FORM

EMPLOYEE COPY

SECTION 1 - GENERAL INFORMATION

1. EMPLOYEE'S NAME - LAST, FIRST, MIDDLE Turcotte, Gina	2. DEPARTMENT, BOARD OR COMMISSION Department of Motor Vehicles	3. DIVISION OR INSTITUTION Driver License Services OUI/HO Unit									
4. EMPLOYEE NUMBER [REDACTED]	5. EMPLOYEE'S CLASSIFICATION TITLE Office Associate II/Clerk Typist III	6. PAY GRADE / STEP Step 8	7. POSITION # 075101061								
8. PERIOD OF REPORT FROM: 01/08/07 TO: 07/08/07	9. TYPE OF REPORT (check all that apply) <table border="0"><tr><td>☒ End of Probation</td><td>☐ Change of Rater</td></tr><tr><td>☐ Annual</td><td>☐ Special Merit</td></tr><tr><td>☐ Extension of Probation</td><td>☐ Merit Increase</td></tr><tr><td>☐ New Assignment</td><td>☐ Termination</td></tr></table>			☒ End of Probation	☐ Change of Rater	☐ Annual	☐ Special Merit	☐ Extension of Probation	☐ Merit Increase	☐ New Assignment	☐ Termination
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☐ Annual	☐ Special Merit										
☐ Extension of Probation	☐ Merit Increase										
☐ New Assignment	☐ Termination										

SECTION 2 - CONCISE DESCRIPTION OF MAJOR JOB RESPONSIBILITIES

Ms. Turcotte's responsibilities will include entering the oui convictions received from District and Superior Courts. Entering administrative reports received from police departments and Maine State Police. Issue Habitual Offender and Administrative BAC .08 work-restricted licenses. Ms. Turcotte will be responsible for answering the main line and branch line phone calls and restoring customers who are eligible for restoration. Help walk-in customers. Learning the process of the out-of-state oui convictions, entering them and mailing the suspension notices. Use the Query Tool program to check data cards after duplicate licenses have been issued.

SECTION 3 - PERFORMANCE EXPECTATIONS

Expectations are to be developed by the supervisor at the BEGINNING of the working period with input from the employee and the concurrence of higher management. Expectations should be listed in order or priority from most important. Expectations should normally include maintenance activities as well as new initiatives. At the END of the evaluation period, the results toward the expectation should be stated. Use additional sheets if necessary.

EXPECTATION: Begin and end work when required.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte, in the past, has been given a friendly reminder about being to work on time and since then has made the effort to be to work on time.

☐ Did Not Meet

EXPECTATION: Request sick and vacation in a timely manner.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte always request sick and vacation time in a timely manner.

☐ Did Not Meet

EXPECTATION: Follow established work-related policies and procedures for the OUI/HO unit.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte does follow work-related policies and procedures for the unit.

☐ Did Not Meet

EXPECTATION: Learn the law and sanctions of all alcohol related offenses.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte has learned a great deal in the six months she has been working here.
She has shown a lot of initiative in wanting to learn more about the laws.

☐ Did Not Meet

EXPECTATION: Maintain communication with supervisor and relay information in a clear and concise manner.

☒ Exceeded

☐ Met

RESULT: Ms. Turcotte does communicate with her supervisor and co-workers and does so in a respectful manner.
She is always clear and to the point when seeking information.

☐ Did Not Meet

EXPECTATION: Enter oui convictions received from District and Superior Courts.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte learned this task with little training and was able to do this job with few errors.

☐ Did Not Meet

EXPECTATION: Enter administrative reports/cases received from police departments and Maine State Police.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte has learned most of this task and continues to learn more on a daily basis.

☐ Did Not Meet

EXPECTATION: Process out-of-state oui convictions, enter and mail out suspension notices.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte learned this process in a short period of time. She is able to do this task with few errors and is able to keep up on the work so as to not have a backlog.

☐ Did Not Meet

EXPECTATION: Learn the process of issuing work-restricted licenses.

☐ Exceeded

☐ Met

RESULT: Ms. Turcotte was not trained on this particular task at no fault of hers. Due to changes within the section Ms. Turcotte took on other duties.

☒ Did Not Meet

EXPECTATION: Use the Query Tool program to verify if duplicate license have been process and mailed through Digimarc.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte was trained and did learn this task. Ms. Turcotte did do these duties for a short period of time but due to changes within the section she no longer is responsible for these duties.

☐ Did Not Meet

EXPECTATION: Answer main and branch line phone calls.

☒ Exceeded

☐ Met

RESULT: Ms. Turcotte is always on the phone when scheduled. She has excellent customer service and A great positive attitude on the phone. In the six months she has been working here she has received two letters of thanks for going above and beyond in her help to those customers.

☐ Did Not Meet

EXPECTATION: Learn the restoration process.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte has learned this process. Because this can be such a detailed process I feel that Ms. Turcotte has done very well with the restoration process.

☐ Did Not Meet

EXPECTATION:

☐ Exceeded

☐ Met

RESULT:

☐ Did Not Meet

EXPECTATION:

☐ Exceeded

☐ Met

RESULT:

☐ Did Not Meet

EXPECTATION:

☐ Exceeded

☐ Met

RESULT:

☐ Did Not Meet

SECTION 4 - ASSESSMENT OF COMPETENCIES RELATING TO JOB PERFORMANCE

The qualities shown below are qualities toward which every employee should strive. Please rate the employee on these qualities. Consider: (1) the employee's job description, (2) level of experience, and (3) the goals and expectations established in the previous evaluation. Comment on each rating. Comments are critical to documenting strengths and suggestions for improvement.

The rating factors are as follows: **NEEDS IMPROVEMENT** = Improvement is needed to meet acceptable standards **SATISFACTORY** = Fulfills the normal job requirements with some strong points **OUTSTANDING** = Exemplifies the competency and serves as a model for others.

CORE COMPETENCIES	Needs Improvement	Satisfactory	Outstanding
Initiative: Drives for results and success. Sets high standards of performance. Pursues aggressive goals and works hard to achieve them. Displays a high level of effort and commitment to performing the work.		X	
Adaptability: Handles day-to-day work challenges confidently. Is willing to adjust to multiple demands, shift priorities, ambiguity and rapid change. Shows resilience in the face of constraints, frustrations or adversity. Demonstrates flexibility.		X	
Planning and Organizing Work: Defines and arranges activities in a logical and efficient manner. Effectively uses resources including time, money and materials.		X	
Decision Making: Shares information and involves appropriate others in the decision-making process. Makes timely, logical decisions. Decisions are modified based on new information when appropriate. Takes responsibility for decisions.		X	
Customer Service: Seeks feedback from internal and external customers. Anticipates customer needs and provides quality services to customers. Continuously searches for ways to increase customer satisfaction.			X
Teamwork: Contributes to organizational goals. Fosters collaboration among team members and among teams.		X	
Interpersonal Relations: Shows respect and tolerance for each person. Relates well to others, possesses good listening skills, and demonstrates trust, sensitivity and mutual respect. Recognizes the contributions diversity brings to job performance and creativity.			X

COMMENTS

Ms. Turcotte is a very conscientious worker and presents herself in a positive light. Her customer service is excellent and she does go above and beyond what is expected of her. Ms. Turcotte gets along well with all her co-workers.

KNOWLEDGE & SKILL	Needs Improvement	Satisfactory	Outstanding
Job Knowledge: Demonstrates appropriate level of understanding of relevant job knowledge. Consistently expands job knowledge and keeps abreast of new developments in the field.		X	
Oral Communications: Speaks clearly and expresses self well in groups and in one-on-one conversations. Demonstrates attention to and conveys understanding of comments and questions of others.		X	
Written Communications: Conveys information clearly and effectively through formal and informal documents.		X	

COMMENTS

Ms. Turcotte has become quite knowledgeable of the OUI/HO section within her six months here. She continues to learn on a daily basis. She always speaks clearly and is respectful of the customers she deals with as well as her co-workers and supervisor.

TERMS & CONDITIONS		Needs Improvement	Satisfactory
Works When Scheduled: Begins and ends work when required. Calls in according to policy when arriving late for work or when absent. Observes policies on break and lunch periods. Uses work time appropriately.			X
Requests and Uses Leave Time Appropriately: Submits leave requests on a timely basis. Requests and uses the proper type of leave in accordance with established rules. Provides documentation for use of leave when required.			X
Safety Clothing and Uniforms: Wears appropriate safety clothing, if required. Wears full, regulation uniform, where required.			
Observes Health, Safety and Sanitation Policies: Observes established policies. Notifies proper authorities of circumstances or situations that present potential health or safety hazards.			X
Follows All Other Rules and Policies: Performs work according to rules and policies. Does not improperly use state property or knowingly permit others to do so. Does not engage in unauthorized activities during work time.			X
Ergonomic Review: Work Station has been reviewed and problem areas discussed with employee.			X
COMMENTS			

MANAGERS ☒ (Check here if this Section does not apply)	Needs Improvement	Satisfactory	Outstanding
Delegation/Follow-Up: Assigns responsibilities. Delegates responsibility and empowers others. Removes obstacles. Allows for and contributes needed resources. Coordinates work efforts when necessary. Monitors progress.			
Staffing: Builds a strong team with complementary strengths. Forms the right structures and teams. Demonstrates leadership and holds employees accountable for safe work practices, fair employment practices and State and Federal AA/EEO requirements.			
Coaching and Counseling: Gives timely, specific feedback and helpful coaching. Adapts approach to each individual.			
Employee Development: Accurately assesses strengths and developmental needs of employees. Provides challenging assignments and opportunities for development.			
Quality Focus: Emphasizes the need to deliver quality services. Defines standards for quality and evaluates processes and services against those standards.			
Planning and Organizing: Develops short and long range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Integrates planning efforts across work units. Handles multiple demands and competing priorities. Manages meetings effectively.			
COMMENTS			

SECTION 5 - EMPLOYEE DEVELOPMENT PLAN

Indicate recommendations for further development and training for purposes of preparing the employee for additional responsibilities or for the improvement of current job.

Planned Development/Training Activities Agreed Upon by Employee and Supervisor.

Target Date

Actual Process
(Did plan meet goals)?

SECTION 6 - PERIODIC REVIEW (This can be initiated by either the employee or the supervisor)

The employee and supervisor may meet AS NECESSARY to review progress toward or changes to previously established expectations. Use the space below to document the meeting. The employee and supervisor should date and initial the document at the time of each review. Use additional sheets if necessary.

Date: _____ (Initials) Employee: _____ (Initials) Supervisor: _____

Date: _____ (Initials) Employee: _____ (Initials) Supervisor: _____

Date: _____ (Initials) Employee: _____ (Initials) Supervisor: _____

SECTION 7 - OVERALL PERFORMANCE RATING (Check One)

☐ Exceeded Expectations:

Has exceeded overall performance expectations. Skilled in relation to the technical and/or managerial requirements of the job. Has skill to be consistently successful in meeting difficult challenges.

☒ Met Expectations:

Has successfully achieved performance expectations. In a few instances, may have exceeded some expectations and missed some, but on the balance, the individual has competently performed the duties of the job. Demonstrates the motivation to improve performance.

☐ Did Not Meet Expectations:

Has not completely or consistently met performance expectations. Met most expectations, but has not completely reached agreement upon standards of quantity or/quality for performance expectations.

SECTION 8 - ADDITIONAL COMMENTS BY SUPERVISOR, IF APPROPRIATE

SECTION 9 - EMPLOYEE'S COMMENTS AND SIGNATURE

Employee may comment on all or any part of the information contained in this document including the evaluation process. This may include suggestions or ideas for improvement in the unit or department. If the employee does not concur with the evaluation, check the appropriate box and explain reasons for disagreement.

- ☒ I understand my job and individual responsibilities, performance expectations and the terms and conditions under which I am expected to work.
☒ (DO) ☐ (DO NOT) Concur with my supervisor's evaluation

EMPLOYEE SIGNATURE

Gina L. Turcotte

DATE

07/30/07

SECTION 10 - MANAGEMENT APPROVAL**MERIT INCREASE**

☐ Yes ☐ No
☐ Not Applicable

PROBATION

☐ Not Applicable
☒ End ☐ Extend

I have personally discussed the content of this document with the employee

SUPERVISOR SIGNATURE/TITLE:

DATE

Nancy Carrier
7-13-07

REVIEWER SIGNATURE/TITLE:

DATE

Debra S. Hunt, Senior Section Mgr
7/12/07

AGENCY HEAD SIGNATURE/TITLE

DATE

Colleen C. Cuthbert
7/17/07**USE THIS SPACE TO DOCUMENT ADVERSE DECISIONS ON MERIT INCREASE OR PROBATION:**



Brian K. Atchinson
Superintendent

Nancy H. Johnson
Deputy Superintendent

Alessandro A. Iuppa
Deputy Superintendent

DEPARTMENT OF PROFESSIONAL AND FINANCIAL REGULATION
BUREAU OF INSURANCE

State House Station 34
Augusta, Maine 04333
Telephone (207) 582-8707
Fax (207) 582-8716

August 4, 1994

To Whom It May Concern:

I have had the pleasure of working with Gina Turcotte since she became employed with us, through Kelly Services, beginning in late May. She has performed secretarial duties for me in my capacity as Director of Financial Analysis Division. When Gina originally started with us, our intention was for her to be shared between the Self-Insurance Division and the Financial Analysis Division.

For Gina's first three weeks, she was shared between the two divisions based on the workload in each division. Gina was very flexible, cooperative and she adapted well to the sudden demands on her in these two divisions. This enabled me to assign diverse projects for her and feel comfortable with her ability to complete them in a timely fashion.

At one point, Gina was asked to assist in finalizing Examination Reports which required precision and timeliness. Gina grasped her duties quickly, efficiently and she was a tremendous help in completing these reports.

Consequently, Gina has been utilized full-time in Financial Analysis Division following the promotion and departure of the division secretary. She has proven to be a great asset to us during our time of need.

I found Gina to be very ambitious, friendly, outgoing, and hard-working. She interacted well with her fellow co-workers and always treated them with respect and dignity. She is very accepting of constructive criticism and she asked questions when she was unsure of her particular duties.

Gina's work displays the pride she feels in her accomplishments, regardless of the nature of those accomplishments. She is efficient, detail-oriented, punctual, dependable and is always willing to put aside her other assignments to assist me in any way she can.

I have found Gina to be a very capable secretary and would highly recommend her for any position for which she applies.

Sincerely,

Nancy L. Litwinski, CPA
Director, Financial Analysis Division



BUREAU OF GENERAL SERVICES
PROPERTY MANAGEMENT DIVISION
76 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0076

ANGUS S. KING, JR.
GOVERNOR

WARREN P. SWETZ
DIRECTOR

September 17, 1996

To Whom It May Concern:

As the Superintendent of Building controlling the operations and maintenance of more than 1,600,000 square feet of buildings and associated grounds I have had the pleasure of working with Gina Turcotte beginning in April 1995 until she was laid off by the Productivity Realization Task Force in October 1995.

Shortly after Gina began her employment she was introduced to the QuattroPro Spreadsheet program. She learned very quickly and was able to begin utilizing her new skills almost immediately. I was able to assign her highly complex special projects concerning utility and fuel consumptions, and related operating budgets to include graph bench marking requiring precision, attention to detail and quality performance. The initial final projects were excellent and I continued to rely on Gina for nearly all of these type special projects. These special projects were in addition to her normal typing and other duties which were also completed in a professional and excellent manner.

Gina's personal and professional qualities include but are not limited to: dedication, high self motivation, dependable, tactful independence, outgoing and honest, mission oriented and highly organized with strong oral and written communication abilities. She consistently seeks to answer "why" and "how" and how can it be done better. Her ability to deal effectively with other employees and the using public is excellent. She was able to effectively manage the office and required responses to the many and varied requests, requirements, and, of course, complaints in the absence of myself or other supervisory staff within the division.

Gina was a strong asset to my division and would be an asset to any organization requiring a self motivated and self starter employee capable of assuming many and varied responsibilities. Please do not hesitate to call should you desire to discuss Ms. Turcotte's capabilities and strengths.

Richard A. Davis
Superintendent of Buildings



STATE OF MAINE
DEPARTMENT OF EDUCATION
23 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0023

ANGUS S. KING, JR.
GOVERNOR

J. DUKE ALBANESE
COMMISSIONER

March 2, 1999

To Whom It May Concern,

I am pleased to recommend Ms. Gina L. Turcott for a position with your company. Although Ms. Turcotte has worked at the Department of Education for a brief period of time, I have found her to be very competent. She has adjusted well to our procedures and office routines. Gina has contributed to problem solving discussions and she completes assignments in a timely manner. Her knowledge of technology is an asset.

Please feel free to contact me at ~~287-5922~~ if you have any questions.

624-6776

edwin.kastuck@maine.gov

Sincerely,

Edwin N. Kastuck, Ph.D.
Learning Systems Team



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OFFICES LOCATED AT THE EDUCATION BUILDING
PHONE: (207) 287-5800

FAX: (207) 287-5000

AN EQUAL OPPORTUNITY EMPLOYER
TDD: (207) 287-5000



STATE OF MAINE
DEPARTMENT OF EDUCATION
23 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0023

ANGUS S. KING, JR.
GOVERNOR

J. DUKE ALBANESE
COMMISSIONER

March 3, 1999

To: Personnel Director
Envisionet Incorporated
5 Winada Drive
Winthrop, Maine 043634

From: Horace "Brud" Maxcy, Ph.D., 
Coordinator, Maine Educational Assessment

Subject: Recommendation for Gina Turcotte

Gina Turcotte entered, on a temporary basis, the office that supports the Maine Educational Assessment, Home Schooling, School Approval, and Education of Homeless Students. This unit within the Learning Systems Team of the Maine Department of Education has an extremely heavy workload involving direct communications with public schools, parents, and the public. Gina is very effective in setting priorities and handling the quantity of work with the quality needed. She responds to tasks with suggestions about how to pursue the work most efficiently. I have been impressed at the speed with which Gina has grasped the nature of the work we are doing.

I certainly would consider Gina for long term employment in our office if that were possible. If I can provide further comment, please feel free to contact me at (207) ~~287-6774~~ 
~~5996~~ or e-mail at brud.maxcy@state.me.us 624-6774

brud.maxcy@maine.gov



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OFFICES LOCATED AT THE EDUCATION BUILDING
PHONE: (207) 287-5800

FAX: (207) 287-5900

AN EQUAL OPPORTUNITY EMPLOYER
TDD: (207) 287-5850

Wednesday, March 3, 1999

To whom it may concern:

Reference for Gina Turcotte

Gina came to our Department to provide temporary services for a secretary who has had major surgery. Gina hit the road running. Within limited time she has exhibited her efficiency and considerable knowledges needed to carry out all tasks and assignments to provide support for three consultants. Gina is punctual, has good humor and is skilled in completing all tasks for our team on time and with great care and quality. Gina has contributed recommendations to our team, and is a skilled problem solver.

Should you wish to call me for further information, please do so.

Thank you for considering Gina for employment in your office.

Frank Antonucci

A handwritten signature in cursive script that reads "Frank Antonucci". The signature is written in dark ink and is positioned below the typed name.

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

From: Terrence McCarthy [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]
Sent: Wednesday, July 14, 1999 10:02 AM
To: 'tmccarty@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.
207-622-9772 x401
kyoung@tkiweb.com
227 Water Street, Augusta, Maine 04338-2668
One Portland Square, Portland, Maine 04101