



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