

From: Adams, Marcia S.
To: Beardsley, Joan <joanbeardsley@scdps.net>
Date: 8/20/2002 3:45:31 PM
Subject: RE: Gov. Hodges' letter regarding DMV

Joan,
I have spoken with Sherri, and she said that she would coordinate a response after she talked with Sid. The registration renewal backlog from the counties will be taken care of by Friday. Jimmy has run the registrations from the counties, and they should all be mailed by Wednesday. Branch office backlog consists mostly of dealer work. We are currently 20-25 days in backlog of dealer work. We are working to catch this up. We have hired personnel from a temporary agency, and we are working nights and weekends. Mid-day wait times are 1.5 hours for District 1 (Columbia district), 1.5 hours for District 2 (Greenwood, N Augusta, Abbeville areas), 3 hours for District 3 (Greenville area), 2 hours for District 4 (Myrtle Beach, Rock Hill, and Lancaster areas), and 2.5 hours for District 5 (Charleston areas). There is a slight improvement in wait times, but employees are still experiencing learning curves. I think that we have seen most of the people that could not be served when we were closed. August is traditionally a busy month for DMV. Let me know if you need any more information.

Thanks,
Marcia

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

From: Beardsley, Joan
Sent: Tuesday, August 20, 2002 12:03 PM
To: Adams, Marcia S.
Subject: FW: Gov. Hodges' letter regarding DMV

Disregard the last part of the below email. Robert Kittle called back and indicated he would like to speak with Mr. Rose.

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

From: Beardsley, Joan
Sent: Tuesday, August 20, 2002 11:26 AM
To: Adams, Marcia S.
Subject: RE: Gov. Hodges' letter regarding DMV

Please do. So far I have five media calls to return regarding this. (I know Sherri also has gotten some media calls on this and Cindy is getting some customer inquiries.) The media also are inquiring about a backlog update. Will we in fact be able to get the registration renewal backlog taken care of by this Friday as David and Jimmy had indicated? How about the branch office backlog? Are we seeing any decrease in the length of the lines (and associated wait times) in the branches? Do we feel as if we've served most of the customers who could not be served the week we were closed? Also, Robert Kittle with WSPA was wanting to do an on-camera interview with David today regarding a Project Phoenix update. I explained that David was not available, but he wanted to interview someone from DMV administration. You did an interview with him before; would you be willing and able to do one today?

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

From: Adams, Marcia S.
Sent: Tuesday, August 20, 2002 11:23 AM
To: Beardsley, Joan
Subject: RE: Gov. Hodges' letter regarding DMV

Joan,

I was told not to act on the letter until I received instructions from Mr. Rose. I understand that there has been a meeting at the Governor's Office this morning concerning the letter. Gene is on his way with instructions, and we will implement this just as soon as I understand the intent. I will keep you informed.

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

From: Beardsley, Joan
Sent: Tuesday, August 20, 2002 9:53 AM
To: Adams, Marcia S.; Kelley, Michael W.
Cc: Gaulden, Sid; Iacobelli, Sherri; Touma, Cindy K.
Subject: Gov. Hodges' letter regarding DMV
Importance: High

Marcia:

In his letter to Mr. Rose (dated 8/16/02) Gov. Hodges orders that DMV:

- offer a 30-day extension on all driver's license and vehicle registration renewals that expire in August
- waive any late fees associated with those transactions
- offer customers the option of dropping off their paperwork, having their transactions processed within 48 hours and mailed back to them
- encourage customers to take advantage of the mail or Internet (?)

In an email to Mr. Rose, David also indicated that the 30-day extension for registration renewals also needs to include those that expired in July. What action DMV has taken to carry out Gov. Hodges' orders? Are we currently in compliance with his orders? If not, how quickly can we comply?

Col. Kelley:

In that same letter Gov. Hodges orders that HP not issue citations to motorists for expired licenses or registrations for that period and encourage other law enforcement agencies to do the same. Has word gone out to the field not to issue these citations? Has anything gone out via teletype to other law enforcement agencies requesting that they also not issue these citations?

Thank you both for your prompt response to these questions.

Joan