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Subject: Agency Visit: DMV
Location: South Carolina Department of Motor Vehicles, 1630 Shop Rd, Columbia, S.C.
When: 5/6/2015 9:00:00 AM - 9:30:00 AM

Advance: Jeremy Weis
(803)260-0848

Note: Col. Shwedo- "I would recommend that she drive to the back door of the DMV and the Manager will greet her at the door (she will not have to walk past customers who arrive early at the front door)."

APPROVED BY: NRH on 5/4

EVENT: Agency Visit: DMV

DATE: Wednesday, May 6, 2015

TIME: 9:00 AM

LOCATION: South Carolina Department of Motor Vehicles, 1630 Shop Rd, Columbia, S.C.

LOCATION SET-UP:

ON-SITE LOCATION CONTACT:

JR Sanderson
(803) 260-5905
Jeffrey.Sanderson@scdmv.net

SCHEDULING CONTACT:

Kevin A. Shwedo
Executive Director
South Carolina Department of Motor Vehicles
(O) 803-896-8925
(C) 803-609-4218

PRIMARY STAFF: Ashton Lee

ADVANCE STAFF: Zach Pippin

PURPOSE: Gov. Haley will visit the DMV office on Shop Road to thank employees for what they do and acknowledge the difference they make. The request to visit this DMV office came from the Cabinet breakfast a few weeks ago and is in accordance with Employee Appreciation Day.

PRESS: No.

PUBLIC: No.

ATTENDEES: There are a little over 20 people employed at this office.

INVITED BY: Col. Kevin Shwedo as an ask from the Cabinet breakfast.
Kevin A. Shwedo
Executive Director

South Carolina Department of Motor Vehicles

(O) 803-896-8925

(C) 803-609-4218

INTRODUCED BY: Colonel (Retired) "JR" Sanderson"

LENGTH OF SPEAKING: Give remarks for 5-7 mins.

SPEAKING ORDER/LINE-BY-LINE:

9:00 AM Gov. Haley arrives and is greeted by Director of Field Operations (Colonel (Retired) "JR" Sanderson") at the back door.

9:02 AM JR Sanderson introduced the Governor.

9:04 AM Gov. Haley speaks to the group in the lobby of the office

9:10 AM Group Photo

9:12 AM Photo line for Individual photos

9:20 AM Mingle with present employees

9:30 AM Gov. Haley Departs

BACKGROUND: Asked to visit by Col. Shwedo to thank employees for what they do and acknowledge the difference they make. The Manager of the Shop Rd. Office is Ms. Patty Hartley. Shop Rd. is our largest DMV in the state. They perform more transactions than any in the state. Proportionately, they have one of the smallest error rates in the state – (BOTH Fast AND Accurate). They perform Road Tests for cars, Commercial Driver's License Testing, Motorcycle Testing, perform duties as a "Dealer Central" (they have three days or less to complete all Dealer Titling Paperwork they receive) and issue credentials to International Customers. The last time they failed to meet the Daily Average Initial Wait Time standard of 20 minutes was 290 Business Days ago -- prior to that, it had been at least that long. To my knowledge they have never failed to meet the 3 day standard for meeting Dealer Central requirements. At any given time there are slightly over 20 employees at the Shop Rd. Office. Patty has created a world class team of Public Servants and leverages every opportunity to train and certify her team.

SUGGESTED TALKING POINTS: