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Subject: Message from the Director

State Employee Recognition Day A Message from the Director

State Employee Recognition Day gives me a wonderful opportunity to say "thank you" for everything you have done to make the new Department of Motor Vehicles a success. In less than a year, you have made a tremendous difference for the citizens of this state and I am eternally grateful for your dedication.

I have long said that you, DMV employees, wanted to provide quality service, but in the past you faced barriers to providing that service. As a new agency, we have removed many of those barriers and look how far you have come. I honestly could give one hundred speeches to that effect, but nothing I could ever say would equal the impact of your actions. You have proven what we have said all along-DMV employees are the best state employees in South Carolina.

We cannot deny that the past two years have been difficult for all state employees, but I believe none have faced more challenges than the employees at DMV have faced. While all state agencies have had to deal with budget limitations, DMV had the extra burden of reinventing itself for South Carolina citizens during tough economic times. Before we could do anything else as a new agency, we had to improve our services and reform the image of the department. With your unending dedication, we have done just that.

At DMV, we serve approximately 76 percent of the population annually. That's a lot of licenses, titles and tags and we can produce the numbers to prove it. What we cannot count is the number of times you, as individual employees, have gone the extra mile for a customer. Yes, we receive numerous positive comments from customers every month, but I know those comments are really just a drop in the bucket when we consider what is really happening in headquarters and field offices around the state.

You have talked to customers on the telephone, at the counter and through email, answering question after question on a daily basis. You have helped drivers and those who are learning to drive understand the importance of having their license. You have gently explained the requirements for reinstating a driver or vehicle license to customers who are afraid or angry. You have also taken extra time to research records, talk to insurance companies, court officials and other entities to simply provide the best service possible to you customer.

If the walls in our offices could talk, they would tell the stories of countless employees who truly care about the citizens of this state-employees who do everything they can to make a difference everyday. Be proud of the work you do and know that your efforts do not go unnoticed. The citizens of this state, the legislators and the Office of the Governor have all noticed the change in this agency. You have distinguished yourselves this year as outstanding employees for the State of South Carolina and I am proud to be on the same team with all of you.