

From: Earley, Jr., Jimmy E.
To: Simmons, Amy R <Amy.Simmons@SCDMV.net>
CC: Adams, Marcia S <Marcia.Adams@SCDMV.net>
Henry, Gail A <Gail.Henry@SCDMV.net>
Date: 6/15/2005 4:01:44 PM
Subject: RE: LIST

I am sorry that I have not responded earlier. I have been out of town and I am way behind in my email.

We are considering moving the personalized plate section from Shop Road to Blythewood. At this point, I would have to say that it is likely that this move will occur. Among other things, we need to reorganize the office space at Shop Road so that we can better accommodate and serve the international customers and other customers who visit our office with time consuming transactions. These transactions will be moved off the front counter and into other office space where their transaction can be handled more privately and without blocking the lines for other customers who have relatively simple, quick transactions.

We would organize the office in much the same way a bank is organized. You do not see a customer at the front counter in a bank applying for a loan or opening a savings account. These transactions, because they are more complex and time consuming, are handled away from the front counter in a more private area by employees who have received specialized training to provide these services. We want to see if this model will also help us better manage our lines and further reduce wait times.

We also believe it is wise to centralize our "specialty" title/registration services at our headquarters building so that we can better leverage our resources (employees, equipment, etc.) and increase the level of service that we provide to our customers.

I understand from your email that the move would result in a longer commute for you and others in the personalized plate section. This is a reality that most employees working in our HQ building have experienced. The Blythewood building is approximately 15 miles from our old HQ building downtown and 19 miles from our Shop Road location.

However, the opportunity to locate everyone (except the field offices) under one roof has proven to be very beneficial. For example, the agency has saved money that was previously spent on separate facilities and building maintenance. These savings contributed to our recent employee pay increases. A central HQ facility has also increased our overall work efficiency (it is much easier to interact with other offices within DMV) and provided our employee with a chance to better understand what other offices are doing and improve our overall work processes.

Amy, you and the other employees in this section are important to DMV and we do not want to lose your experience and all that you contribute to this agency. Our decision to reorganize the Shop Road office and move your section, however, must be made after carefully considering what is best for our agency and ultimately what is best for our customers. I hope that if we do decide to move your section, you and the other employees will be able to make this move without much difficulty and enjoy our new facility. We will make a final decision very quickly (within the next week). If the move occurs, it should occur within the next 60 days.

Please let me know if you have any other questions.

Thanks.

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

From: Simmons, Amy R

Sent: Wednesday, June 15, 2005 2:32 PM
To: Earley, Jr., Jimmy E.
Subject: LIST

Hey Jimmy,

I hate to bother you again but if you need me to send our sign in sheet that we keep in our office on our walk ins let me know and I will make a copy and interoffice it to you. We have alot of walk ins and of course it is worst during senate, leg, and comm plates are coming out. The people from the state house is in here alot. Just let me know.

Have a good day and I hope to get a responds back to my letter soon.

*Amy Simmons
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