

From: Stackhouse, Vickie L.
To: Jacobs, Bobbi M <Bobbi.Jacobs@SCDMV.net>
CC: Adams, Marcia S <Marcia.Adams@SCDMV.net>
Date: 8/18/2004 11:21:53 AM
Subject: Saturday Work

After many restless and sleepless nights, I am compelled to write you to express my feelings concerning the memorandum requiring DMV employees to work every seventh Saturday. Many of the other employees that I have talked to has expressed similar sentiments, but may not feel it would do any good writing to voice there opinion, however, as the days approaches the pressure to keep my feelings to myself are over whelming and how I feel must be said.

It is sometimes hard for me to believe that I have worked for the Department of Motor Vehicles for twenty years. This fact in itself would indicate that I have shown a high degree of dedication and commitment to my job, but after all of these years taking in to consideration the rising cost of living and inflation, I am making \$21,000 per year. It seems to reason that during these years I would have advanced to a higher position that would merit higher compensation.

I know that you can concur with me that even the Monday through Friday schedule can become really stressful, but to add another day to our schedule compounds the stress possibilities. I am a single parent trying to do my best to rear two young boys doing my best as a parent. Their success and quality of life that I provide as a parent is most important job that God has given me. I don't know about other single parents but I do not have nor can I afford quality childcare on the week ends. At \$11.18 per hour and what is earned after adding the additional work hours on Saturday would not cover the cost of childcare.

I know that one of DMV's goals is to be customer service friendly, but my question is "What about employee friendly"? I keep asking myself, are theses actions part of policy and procedures; will these changes occur throughout the state at other field offices or just the six offices that or open on Saturday? Do these changes really cut down on the number of customers we serve each week day: The employees are talking but is anyone listening? I and many other employees felt that "Flex Time" procedures worked very well. I am also concerned about my health because since being assigned to the Shop Road field office I have develop an ulcer and continuous stress aggravates my ulcer. I use Saturdays to provide quality time with my children. I have some ideas that I would like to discuss that might help the current situation. Maybe opening thirty minutes early and closing thirty minutes later four days a week is just one suggestion. I have other suggestions that I would like to discuss with management at another time.

I am truly grateful for my job and I am blessed to have a job serving the citizens of South Carolina, but I fell that this new policy along with the "no Monday or Friday doctor appointments, along with the other problems associated with job compelled me to voice my opinion. Please contact me if there are question or comments.

Sincerely,
Vickie L. Stackhouse