

From: Thompson, Rhonda S.
To: Phelps, Annie L. <Phelps_AnnieL@scdps.state.sc.us>
CC: Adams, Marcia S. <Adams_MarciaS@scdps.state.sc.us>
Uswa, Wanda P. <Uswa_WandaP@scdps.state.sc.us>
Date: 11/6/2001 10:41:36 AM
Subject: RE: Employee for Shop Road

Annie-

I can certainly understand the staffing problems Wanda has mentioned. As you know, our Driver Mail-In Unit has been in the process of cross-training for the past three weeks (learning some of the Biennial Unit's functions). Also, the Driver Mail-In Unit has not experienced a backlog in several weeks, and we have continued to improve our business procedures. Therefore, we should be able to accommodate this request. I look forward to meeting with you later regarding this matter. Just let me know!

Thanks!
Rhonda

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

From: Phelps, Annie L.
Sent: Tuesday, November 06, 2001 9:40 AM
To: Uswa, Wanda P.
Cc: Adams, Marcia S.; Thompson, Rhonda S.
Subject: RE: Employee for Shop Road

Wanda,

I also have staffing problems in several of my areas, especially in driver records and financial responsibility. However, I can make a sacrifice in the Biennial section and accommodate you by reassigning Irvin Bryant to the Shop Road office. If Rhonda has no objections, we can talk with Irvin today and ask him to report to Shop Road tomorrow. So that this can be an easy transition, I believe we should refer to this as a special assignment rather than as a permanent move. What's your opinion?

Rhonda and Marcia,
Do you have anything to add?

Thanks,
Annie

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

From: Uswa, Wanda P.
Sent: Monday, November 05, 2001 03:36 PM
To: Phelps, Annie L.
Cc: Adams, Marcia S.
Subject: Employee for Shop Road

Annie,

I really need your HELP! We are short staffed at the Shop Road Office due to turnover at this location. I have moved an employee from the Irmo-Ballentine Office to assist Tom Collison in the Fraud Unit, therefore I'm unable to pull from that office. Do you have anyone in the Columbia area that we could relocate to the Shop Road Office? Shop Road is a very high activity office and constantly in the public eye. I have to monitor the activity and staffing in this office to assure we can provide quality customer service in a timely manner. Please advise me if you can assist me with this staffing problem.

Wanda