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To: DMV Park Street <DMVHQ@scdps.state.sc.us>

Date: 11/6/2001 10:54:58 AM

Subject: October Motorvator

Attachments: DBurgis3.jpg

Marcia Adams2.jpg

Picture Me 10-01.jpg

DMV MOTORVATOR

October 30, 2001 (actually sent out on November 6, 2001...sorry!)

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Are You Ready for Some Football?

By Beth Parks

That's right! The Superbowl is coming to DMV!

Beginning November 5, DMV offices across the state will compete in the football game of the year. The competition will continue for 12 weeks and one winner will emerge from the field offices and one from headquarters offices. The winners will receive a luncheon hosted by the DMV Administrators and a special award for the "most valuable player" from their office.

"The game is a good way to boost moral," said David Burgis, DMV Deputy Director. "We hope the competition and fun will help make work more enjoyable for employees. Right now, we're still short staffed and funding is limited. We can't reward employees the way we really want to, but the DMV Superbowl gives us a way to show our appreciation for all their hard work."

Playing the game is simple. Each office has a baseline level or average productivity level and each team gains "yardage" on the football field based on increases in their productivity levels. Percentage increases move offices down the field and any decreases in productivity will move the team back on the field. It doesn't matter how small or how large an office is because the game is based on percentages rather than volume. The team that gains the most yards during the game will win.

Offices are already forming their teams across the state, choosing their team names and mascots. So far, we have the Eagles, Patriots, Ponies, Titans, Bulldogs, Sharks and even Porcupines and Crash Dummies. The more participation we have from employees, the more exciting the game will be. So get ready for some friendly competition and fun and play your part in the DMV Superbowl!

A Message from the Deputy Director

(Double-click the file to open the picture)

During the past two months, I have had the pleasure of talking with many of you through the “Donuts with David” meetings and visits to branch offices across the state. These meetings are important because they give me the opportunity to hear your concerns and questions about the division’s goals and progress with Project Phoenix. I will continue to visit the branch offices for the next several weeks and I'd like to hear your ideas for improving customer service. Because you work on the front lines of our operations, you are my best resource for information about customer service and division processes. I also want all of you to feel free to contact my office or me about any questions or concerns you may have about DMV. Your input is valuable and vital to the success of DMV.

I know that many of you are also concerned about staffing and pay increases. State budget cuts currently prevent us from hiring as many new employees as we need or increasing the salaries of our present employees. With funding already limited, a recent four-percent cut has further strained the division. We honestly do not know when budget funds will become available, but we are doing all that we can to address the financial and staffing needs of the division.

While working with DMV, I have seen employees make great strides in teamwork, customer service and productivity. Many of you are working in different areas of the division to help us make the most of our staffing resources. Some of you have taken on extra duties to make up for the manpower we have lost through attrition. I am proud of the work that you do and I thank you for the sacrifices you have made to keep DMV going. Your work is proof that DMV employees are the best and most dedicated employees in the state.

When the DMV Superbowl game begins next week, you will have another opportunity to show your individual skills and shine with your co-workers as a team. I look forward to watching your progress and celebrating your victories with you.

- David Burgis, DMV Deputy Director

Ring in Ridgeland

By Beth Parks

Employees in the Ridgeland DMV branch office have taken a new approach to customer service and they've been hearing bells ever since!

Branch Manager Linda Vollmer made some small changes to the front counters. At each workstation, she placed a bell and a sign that reads, “If you received good service today, please let my manager know by ringing my bell.” The results have been phenomenal.

“The bells ring all day long,” said Linda. “It’s also been a great moral boost for employees.”

The approach intrigues customers and employees try to work harder to get the customers to ring their bells. The ringing bells create smiles all over the office-on the faces of employees as well as customers. It’s one more way DMV employees are making a difference. Any branch office that would like to adopt this approach may do so.

DMV Profile: “Where in the World is Marcia Adams?”

By Beth Parks

[\(Double-click the file to open the picture\)](#)

When you walk into Marcia Adams' office, the first thing you notice is that... well, she just isn't there. Her desk is covered with reports and folders, her computer is on, but her chair is empty.

Where in the world is she? The truth is she's everywhere. She's either meeting with Mr. Burgis about division operations, working on the budget, preparing special reports and trouble-shooting problems in DMV. Whew! And that might just be Monday's agenda!

As DMV's Principle Administrator, Marcia keeps her finger on pulse of DMV operations, budgetary status, employee issues, and the special concerns of the Governor's Office and General Assembly. She takes a hands-on approach in her work at DMV and her strategy has paid off for the division. Marcia has helped to combine DMV operations, realign customer services and gain the support of the Governor's Office and key legislators. It's no wonder she was selected as the 2000 DMV Employee of the Year.

"It seems like there's always something going on," Marcia laughed. "But I like being in the thick of things and I do whatever I can to make a difference. As an administrator, I realize how much we depend on our employees and I think it's important for us to do everything we can to support them. That's why I do what I do."

Like other administrators and DMV staff, Marcia often works long hours to meet the demands of her position. It's not unusual to find her working past 6:00 or 7:00 PM either in her office, the conference room or at home.

"Marcia does whatever it takes to get the job done," said David Burgis, DMV Deputy Director. "She plays an important role in the decision making processes at DMV and she's a valuable asset to the division."

Although she may sometimes be hard to find, the results of her work is evident in nearly every area of the division. No employee concern is too small and no job is left undone. Marcia Adams makes a difference for DMV and every employee working here.

If you would like to see a co-worker featured in the DMV Profile, contact Beth Parks in the DMV Communications Office by email or telephone at (803) 737-6396 or (803) 331-9664.

Picture Me Before DMV!

Congratulations Jackie Webb of the DMV Call Center for being the first to identify Gail Fulmer, Procedures and Compliance Administration, in last month's contest photograph.

Get ready for our next employee photo!

Take a look at this photo and see if you recognize this face!

(Double-click the file to open the picture)

This is going to be a tough one, but look at this baby doll!

Hint: She's a DMV Headquarters employee, a big Clemson Tiger fan and says she's also a big fan of President George Bush.

If you think you know, send in your guess right away!

Remember... Please send one guess at a time.

This month's prize is a \$10.00 gift card from Blockbuster Video.

The rules are simple:

- You have two weeks to guess the identity of the person in the photograph.
- Please send in one "guess" at a time. Multiple guesses will not be counted.
- Send in your "guesses" by email or fax to Beth Parks, DMV Internal Communications. The fax number is (803) 737-2415. We will only accept emailed or faxed guesses because these types of communications automatically include the date and time of the submission.
- If no one submits a winning answer after two weeks, the prize goes to the employee who sent in his or her picture.
- The winner will be announced in the next issue of the *DMV Motorvator*.

Submit your own childhood photograph for the contest! Send your photo to Beth Parks, DMV Internal Communications Coordinator, through email or by mail. If you mail your picture, it will be scanned and returned to you. Whichever method you choose to send in your picture, make sure you include your name, office and telephone number. All prizes will be announced in the *DMV Motorvator*.

DMV Employee News

Wedding Congratulations:

- To **Neal Stork, Columbia Shop Road DMV**, on his marriage to Kim James on September 7, 2001.

New Baby Congratulations:

- To **Tabatha Tarrant, DMV Columbia Shop Road**, and Wayne Lowrance on the birth of their son Chad Nicholas Lowrance on September 25, 2001. He arrived three weeks early, weighing 6 lbs. 11 oz. and 19 inches long.

Condolences:

- To **Ann Ratliff, Title Data Control and Conversion Team**, on the loss of her mother Catherine Strother on September 26, 2001.
- To **Michelle Gainey, Charleston DMV (Lockwood)**, on the loss of her brother on October 26, 2001.

Special Congratulations:

- To **Betty Jo Mills, Sumter DMV**, on her retirement from DMV after 39 years of service. Betty will be leaving us on October 31, 2001.
- To the **Greenville 23 DMV Office** for collecting the most donation for the Gift of Life Trust Fund for Class A offices. They collected twelve cents for every transaction they completed for a total of \$2,673.00.
- To the **Ashley Mall DMV Office** for collecting the most donations for the Gift of Life Trust Fund in Class B and C offices. They collected twenty-one cents for every transaction they completed for a total of \$1,973.50.
- To **Tammy Miller, DMV Outlet Point**, for winning three first place blue ribbons and four second place ribbons for her arts and crafts entries at the South Carolina State Fair in Columbia.
- To **Ann Ratliff, Title Data Control and Conversion Team**, for winning a first place blue ribbon for her chocolate layer cake at the South Carolina State Fair in Columbia. (Hey Ann, I think all of us would like to see that recipe in the DMV Cookbook!)

Motorvator Reminder!

If you have suggestions, questions, story ideas, announcements or other information for the newsletter, contact **Beth Parks, DMV Internal Communications Coordinator**:

Telephone: (803) 737-6396

Fax: (803) 737-2415

Cell Phone: (803) 331-9664