

wrong and that was the way it was supposed to be tested. I was told I had to wait sixty days to retest.

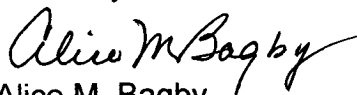
I tried to find a driving school to get further instruction but no one would take me as they did not have cars equipped to train amputees even when told I needed no special accommodation. For sixty days I was without transportation, living alone as my husband is gone 6 to 7 days at a time for his job. My children live 50 or more miles away.

December 22, 2015, I went to the Belton DMV to retest because the Anderson office was closed for renovation and I refused to return to Seneca. The clerks and officers in Belton spent a long time trying to figure out why I was put through everything in the first place. It became evident to me then that Seneca had created unnecessary difficulties even though no one in Belton ever indicated this to be true. In the end I had to retest because of the mess created by retesting 3 times. This was the decision of the SC Driver Improvement Office. I passed the road test which had all the elements in it without difficulty. I did not have to parallel park as I was told this was not a requirement in a retest. The testing officer was calm, reassuring, and exceptional.

It has been a very humiliating situation to lose a leg and learn to be "normal" again. My own grandchildren were afraid of me for a long time. I made it back to work at DHEC in the Nurse Family Partnership which I established in Anderson County and directed for 6 years before retiring. I know what Governor Haley expects of her state employees in dealing with clients. This experience was far from good customer service and created hardship, isolation, and embarrassment for me over a 4 month period. As a handicapped individual I am reporting this situation to perhaps save someone else this misery.

Thank you for your attention to my complaint. I have included copy to Governor Haley because I believe those at the top deserve to know how those on the front line represent them to the citizens of South Carolina. Seneca DMV is an extremely poor example. I expect to be notified of your action and to receive a response to this complaint.

Sincerely,



Alice M. Bagby

Case No: 15-2995

Customer No: 22138994

(numbers from Dept. of Driver Improvement)

cc: The Honorable Nikki R. Haley ✓
Office of the Governor

ALICE M. BAGBY, RN. BSBA. MSN
211 Lakehill Drive
Fair Play, South Carolina 29643

January 15, 2016

Honorable Kevin A. Shwedo
Executive Director
SC Department of Motor Vehicles
PO Box 1498
Blythewood, SC 29016

Dear Mr. Shwedo,

I am writing to offer a criticism and complaint about the service rendered at the Seneca Department of Motor Vehicles. I feel I was subjected to discrimination, harassment, and humiliating treatment by the employees of the Seneca DMV. My situation was resolved at the Belton DMV with courtesy, understanding, and every effort to figure out why I was in this situation in the first place. Their concern and investigation confirmed my suspicion of unfair practices in Seneca.

September 28, 2015, I went to Seneca to renew my drivers license which was due on October 11, 2015. I wore capri pants and when I approached the clerk window I was asked if I had a pressure stocking on my left leg. Being honest, I replied no that I had a below the knee amputation on the left leg. She asked when and I told her December, 2011. She excused herself, spoke to the supervisor, and returned to tell me I had to be retested. This seemed a little ridiculous since I had been driving for 4 years back and forth to work with this amputation and my lifelong driving record has no accidents or tickets in 30 years. I also drive an automatic transmission putting no demands on my left leg. I was unnerved by the idea of a road test and I failed badly driving backwards, the three point turn, and parallel parking since I had not done that in 45 years. I could return and retest in one week but was unable to do so as I was traveling to Arizona to care for my sister after surgery and not returning until 10/14/15.

I returned to test on 10/16/2015 and was taken to a back road by a second tester and told to drive backwards. I failed immediately because my wheels passed over the center of the road according to the officer. The center of the road was not marked.

I returned to test on 10/23/15 to test again after training with my husband who is a truck driver. I was ready until the third tester took me to the same back road, had me pull off the road onto the dirt, stop the car, and then instructed me to back onto the road and continue backwards until told to stop. I got totally flustered by "backing on" the road and did not get straight enough to stay on my side of the road. I tried to discuss this with her after we were back at the DMV. I told her the others never had me back onto the road, I did not think it was legal to back on to the road. She informed me the others were