

**From:** Hamilton, Beverly G  
**To:** Adams, Marcia S. <Adams\_MarciaS@scdps.state.sc.us>  
**Date:** 2/5/2004 11:55:37 AM  
**Subject:** FW: response

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Here is the follow-up you needed for the incident that happened in Charleston this past Saturday. Let me know if you need anything further. Beverly

*Beverly Hamilton*  
*Field Administrator*  
*(803) 737-1152*  
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-----Original Message-----

**From:** Driscoll, Karen K.  
**Sent:** Thursday, February 05, 2004 11:50 AM  
**To:** Hamilton, Beverly G  
**Subject:** response

On Saturday 01/31/2004 Ms. Kathryn Nelson and her son Robert Paul Nelson came into the Leeds Ave. office to get her sons beginners Permit. At the ticket booth Ms. Nelson was ask to show all her sons documentations such as birth certificate, social security card and proof of residency. After looking at her paper work she was told she did not have the proof of residency. She explained to the clerk her son was in boarding school and only had a Virginia School ID. The clerk told her she need something from South Carolina to prove proof of residency. Very upset she asked to see a manager. I was working the camera due to the short staff. I introduced myself and asked her how may I be a help to you. Very upset see she told me how important it is to get her sons Permit today because her son was flown in for this reason and was going to fly back out the next day. I looked over her sons paper work and went down the list that we ask for proof of residency. Ms. Nelson then said she might have her tax records due to she was in the process of having her taxes done. I then ask Ms. Nelson if she had a fax machine home. She said yes, so I then gave her the fax number to our office to her and my personal cell phone number so she could fax me what she had at home so that I could look over it for her. I asked her to call me when she faxed her information because I was on the camera duties. She called me and did not fax anything to me, and said her son had only worked a short time last year and had a tax form stating that. I ask her to fax it to me and she said she was on her way back to Leeds Ave and that has already talked to her attorney and her attorney said what she had was alright. When she got back up here his tax records was a W-2 Form which is not one of the documents that we except. I told her this and she was furious. She said she was tax paying citizen and she knows Mr. Boykin Rose and she was going to get this Beginners Permit for her son today. Wow, after that she said she was going to sit down and make phone calls to Mr. Boykin Rose and the Governors office. I always try to go out of my way to help people but Ms. Nelson just didn't have one of the acceptable documents that is required for proof of residency.

So I thought maybe if I called Beverly Lake my supervisor at home and talk to her about the situation and tell her I didn't mind breaking policies for her if she would back me up 100%. She said yes. And that's all I needed to hear. I went to tell Ms. Nelson that my supervisor is going to back me up on this and we would be able to accommodate her. She was not in the Highway Department. I was working the camera again and she called me on my cell phone. She started telling me her attorney ..... I then told her I had call my supervisor at home and she said she would back me up 100%. She then said so does this mean her son can take the test today and I said yes . Very happy she said she was on her way back. Feeling very happy that we could accommodate Ms. Nelson, when she got back she was mad at me for not calling her on her cell phone to ask her to come back sooner. I told her that I looked for her and did not think of her number being in my cell phone due to everything else I was doing. I finally got relief on the camera and I was in the office looking at the Q-Next Machine and Ms Nelson told me she had Mr. Boykin Rose on her cell phone and he wanted to talk to me. He asked me how I was doing and if he could vouch for Ms. Nelson because he knew her and her family very well and if needed I could put oked by Mr. Rose on the back of the 447. I told him there was no need for him to be asking me this due to Beverly Lake and I have already made a decision on accommodating Ms Nelson. He sounded very pleased and told me he would call Marcia Adams and tell her what a good job we are doing. I said thank you and that was it. When giving Ms. Nelson back her phone she said she didn't think I did my job to the fullest and I was not going to hear the last from her. I could not believe it. But then again I could. I then decided to call Ms. Hamilton to give her the heads-up on this. I understand that policies are made to be broken and we are working on changing some of these policy's. I really think if we change the policy's for a selective few we need to be fair to the ones we don't. This is a problem and it really bothered me the rest of my week-end.

**KAREN K. DRISCOLL**

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