

From: Veldran, Katherine
To: Hall, Christy <hallca@scdot.org>
Smith, Austin <AustinSmith@gov.sc.gov>
Date: 10/26/2015 9:42:57 AM
Subject: RE: Merrill smith

Thank you for sharing. KV

From: Hall, Christy A [mailto:HallCA@scdot.org]
Sent: Sunday, October 25, 2015 8:04 PM
To: Veldran, Katherine; Smith, Austin
Subject: Merrill smith

Thought you'd like to see this.

----- Original message -----

From: "Hall, Christy A"
Date: 10/25/2015 5:16 PM (GMT-05:00)
To: Murrell Smith
Cc: "Hutto, J. Allen" , "Jones, Bryan L" , Joseph McElveen , Thomas McElveen , Jdweeks
Subject: Re: Alton Springs (803) 464-6337

Many thanks! I am also proud of Wade's commitment and dedication. Thank you for taking the time to send me this note and your support. I intend to focus on customer service and I believe SCDOT has an excellent team that is ready to deliver if they are empowered.

Thanks again,
Christy

Sent from my iPhone

On Oct 25, 2015, at 11:59 AM, Murrell Smith <murrell@leeandmoise.com> wrote:

Christy

Below is an exchange I had last Christmas about a road issue in Sumter County. This man called me on Christmas day and we had a very unpleasant conversation about his road. I never heard anything from him further. We did have his road resurfaced through CTC funds. He started calling me last week again. I didn't return his call due to our last conversation but others in the neighborhood called me about this road from the flooding.

I decided I had to go out there to meet with these folks including Mr. Springs. I emailed Wade Warr at 4:30 on Friday afternoon to see if he could accompany me so that we could address the concerns. He immediately emailed back to say he would be available. He went with me around 5:30 and stayed until 7:00 meeting with individuals about their roads. Some issues were legitimate and some were petty. He addressed each one with the residents and told them what corrective action we could take. After one of them mentioned Mr. Springs, we decided to go to his house to address his concerns.

Wade went to the Mr. Springs door and walked with him outside. While his issues were not urgent, Wade listened to the issues he expressed and told him what he could do to correct the problem. He used common sense and treated Mr. Springs with courtesy and respect. We departed with him thanking us for coming and assisting. He was very pleased. He kept us outside for 30 minutes telling his life story. We were being attacked by mosquitos and Wade stayed with him until he was finished. I have been dealing with Mr. Springs for the last 13 years about his road. He is a cranky 84 year old widower. He loves complaining about his road. JD Wilcox was able to satisfy him because he was more concerned as a RME with satisfying the public than following a manual. Once JD left Sumter, Mr. Springs was constant source of aggravation for me.

Instead of sending crews out to address the concern, Wade went out there on a Friday evening. He was able to resolve this with basic customer service. This is the type of leadership we need at Sumter County DOT. He has done an excellent job of keeping the people of Sumter County informed throughout the flood as well as quickly addressing any concerns raised to the elected officials. When I forward an issue, he personally goes out to inspect the road and reports back to me. I can then give accurate information to the constituent.

I want to let you know that Wade has gone above and beyond his duties to rebuild and repair our roads in Sumter County. We were very fortunate to have him here during this time. We have not had this type of cooperation and partnership from our local DOT since JD Wilcox. Betty Mabry sent us JD specifically because of the past leadership of the former RME. I am not sure of the circumstances of Tammy Hodge's issues. She was also helpful throughout her tenure. However, Wade has exhibited the type of leadership that is needed in Sumter County. I feel it is important for you to know how well he has done in running Sumter County DOT as the RME. I sure hope we can keep him with us and that you all continue to grant him the authority to address concerns locally.

Lastly, I appreciate your leadership because it is obvious that you are now empowering your local leaders to address the concerns they receive. I look forward to continuing to work with you all in recovering from this natural disaster. Murrell

Begin forwarded message:

From: Murrell Smith <murrell@leeandmoise.com>
Subject: Re: Alton Springs (803) 464-6337
Date: December 27, 2014 at 6:04:16 PM EST
To: "Hodge, Tammy" <HodgeTC@scdot.org>
Cc: "Hutto, J. Allen" <HuttoJA@scdot.org>

Thank you both for responding. Tammy as you may recall he lives on Lakeshore drive off of Old Manning Road. Please let me know what the deal is after you talk to him. He is not going to say nice things to me because I let him know in no uncertain terms that I didn't appreciate the way he was addressing his concern with the road.

Sent from my iPhone

On Dec 27, 2014, at 3:19 PM, Hodge, Tammy <HodgeTC@scdot.org> wrote:

Allen,

I will be glad to look at it again and address any issues I can. I will let everyone know what we find.

Thanks,

Tammy C. Hodge
Resident Maintenance Engineer
SCDOT - Sumter Maintenance
Office: 803-778-5466
Fax: 803-778-0923

On Dec 27, 2014, at 1:43 PM, "Hutto, J. Allen" <HuttoJA@scdot.org> wrote:

Yes sir, we will take care of it. Tammy--I am in Florida on vacation until Wednesday. Would you please handle for me?

Thanks!

Allen

Sent from my T-Mobile 4G LTE Device

----- Original message -----

From: Murrell Smith
Date: 12/27/2014 1:36 PM (GMT-05:00)
To: "Hutto, J. Allen"
Cc: "Hodge, Tammy"
Subject: Alton Springs (803) 464-6337

Allen

This is an old guy who likes to call me every time it rains complaining about his road. SCDOT has gone out there numerous times over the years to address his concerns. He called me over Christmas and again today assailing me over his road. He calls me and SCDOT incompetent because his road floods during the rain and he has two potholes in front of his driveway. If SCDOT can please see if this is legitimate or just someone with senility who likes to harass me. He is very elderly and caustic gentleman. Will you all please reach out to him and keep me advised of his problem. I am really annoyed with his continuous calls and berating. I told him SCDOT would call him next week. That was all I could do and not to call me unless he has concerns with DOT. Thanks for your help. Murrell

Sent from my iPhone