



South Carolina Department of Public Safety

S.C. Highway Patrol

MEMORANDUM

TO: Leroy Smith
Director

FROM: M.R. Oliver
Colonel

DATE: May 20, 2016

RE: Complaint – Ms. Pamela Hennessey

On Wednesday, May 18, 2016, I directed Major M.J. Gamble to investigate the facts surrounding this complaint. Major Gamble discussed this issue with the complainant, Ms. Pamela Hennessey, reviewed the dispatch records, audio calls, and learned the following:

On May 10, 2016 at 12:49PM, Ms. Hennessey's daughter-in-law, Lindsey, called Greenville dispatch to report Ms. Hennessey's rental vehicle had been struck in front of her residence, at 216 Silverbell Drive in Boiling Springs. She was told a trooper would be dispatched. Lindsey called a second time, at 1:10PM, and was again told a trooper was "enroute". At approximately 2:00PM, Lance Corporal MJ Quinn made contact with Ms. Hennessey and advised her that due to the timeline involved, she needed to obtain a DMV Form FR-309 to report the collision.

Ms. Hennessey's only complaint is she was not told at 12:49PM, when she initially called, that she needed to self-report the collision. If so she would not have hung around and missed her flight waiting for a trooper to arrive on the scene.

The Troop Commander, Captain Dickerson instructed a supervisor, Corporal MA Franks to review the incident on May 19, 2016. Corporal Franks determined that the collision occurred the night before, at the residence on Silverbell Drive. Corporal Franks then completed a (TR-310) collision report and provided a copy to Hertz Rentals so that the proper paper work would be provided on behalf of Ms. Hennessey.

Ms. Hennessey was made aware of these changes and was very pleased of the way we handle the situation. She appreciated us looking into the incident and is satisfied with our actions. Ms. Hennessey was also provided a copy of the collision report and all other pertinent paper work.

Courtesy - Efficiency - Service

From: Peters, Hal [<mailto:HalPeters@gov.sc.gov>]
Sent: Wednesday, May 18, 2016 4:22 PM
To: Gaulden, Sid
Subject: Pamela J. Hennessey

Sid,

Can you please reach out to the below constituent about their concerns? We'd greatly appreciate it.

Thank you!

Hal Peters
Policy Analyst
Office of Governor Nikki R. Haley
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F 803.734.8051
halpeters@gov.sc.gov

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HTML

From: "governor.haley@sc.lmhostediq.com" <governor.haley@sc.lmhostediq.com>

Date: 5/16/2016 1:53:59 PM

To: "governor.haley@sc.lmhostediq.com" <governor.haley@sc.lmhostediq.com>

Cc:

Subject: Experience with South Carolina Highway Patrol

<APP>CUSTOM

<PREFIX>Mrs.</PREFIX>

<FIRST>Pamela</FIRST>

<MIDDLE>J</MIDDLE>

<LAST>Hennessey</LAST>

<SUFFIX></SUFFIX>

<TITLE></TITLE>

<ORGANIZATION></ORGANIZATION>

<ADDR1>2135 Spring Oaks Drive</ADDR1>

<ADDR2></ADDR2>

<CITY>Springville</CITY>

<STATE>UT</STATE>

<ZIP>84663</ZIP>

<EMAIL>hennesseywife@yahoo.com</EMAIL>

<PHONE_H>801-898-7315</PHONE_H>

<PHONE_B></PHONE_B>

<ISSUE>BOARDS</ISSUE>

<SUBJECT>Experience with South Carolina Highway Patrol</SUBJECT>

<CUSTOM1>73.65.143.10</CUSTOM1>

<MSG>

Last week I had the pleasure of visiting your beautiful state as my oldest son was being sworn in as new deputy for the Spartanburg County Sheriff's Department. I was scheduled to return home on Tuesday, May 10. When I went to put my luggage in my rental car, I was horrified to find the driver's rear passenger door had been hit and badly damaged. While I contacted Hertz, my daughter-in-law contacted police who transferred her to the highway patrol (approx 1250). She explained that this may have been a "hit and run" and we did not know when the incident occurred, and I needed to get to the airport. We were told an officer had no calls holding and was on the way. After 40 minutes, we called asking for an ETA, and were told they couldn't give out that info, but an officer was in route. Over an hour later, I called again. Dispatch said she could have an officer call my daughter-in-law (since she placed the original call) and an officer called within minutes! I explained the car was fine on Sunday (Mother's Day). Since I didn't know when this hit and run occurred, he said he couldn't make a police report (which Hertz told me they needed). Five times I explained to this officer/dispatch that I had an hour drive to the Charlotte airport. The information given in the originating call was no different than when the officer finally took the time to contact us, so I am confused why it couldn't have been suggested a phone call be done in the first place? The officer then told me I had to fill out an FR-309 form, or go to DMV to get the form. Again, I was in no position to go stand in a line at DMV when I had just spent well over an hour waiting for an officer to respond on what obviously could have been taken care of over the phone within minutes after the first call was made. Due to the length of time wasted in this matter, I missed my flight home. I am certainly no stranger to law enforcement, I previously worked under cover Vice Squad operations for several years and come from a very long line of family in law enforcement so I have a great deal of respect for the job and nature of the beast, if you will. As someone who is not familiar with the laws/procedures in your state, and was obviously quite upset by having a vehicle that did not belong to be hit in front of my son's house, it would have been nice if this matter could have been handled a bit differently. Obviously it took this officer no time at all to respond via telephone. I have to wonder how long we would have waited for him to respond in person? We told dispatch we didn't know when the incident occurred, so he should have had that information. If he did, and knew he couldn't do a report, a phone call would have been the quickest way to clear the call (especially since we were told he had no calls holding) and I wouldn't have missed my flight home.

</MSG>

</APP>

Close