

**From:** Senate Medical Affairs Committee <SMediComm@scsenate.gov>  
**To:** Veldran, KatherineKatherineVeldran@gov.sc.gov  
**Date:** 10/1/2014 10:19:08 AM  
**Subject:** FW: WORKPLACE VIOLATIONS AND ILL TREATMENT OF DMV EMPLOYEES

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FYI...Martha asked that I passed this to you.

Julie

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**From:** Mary Davis [mailto:concernedvotersofthemidlands@gmail.com]  
**Sent:** Sunday, September 28, 2014 8:58 PM  
**To:** Darrell Jackson; jamess@jamessmith.com; Senate Finance Committee; J. Yancey McGill; Bobby Harrell; James H. "Jay" Lucas; Senate Medical Affairs Committee; Bruce Bannister; Nikki G. Setzler; TRUTHERFORD@sc.rr.com; Todd Rutherford; Senate Judiciary Committee; F. Gregory "Greg" Delleney  
**Subject:** WORKPLACE VIOLATIONS AND ILL TREATMENT OF DMV EMPLOYEES

Dear Elected Officials:

We are writing you in regards to the work conditions at the Shop Road branch of the SC Department of Motor Vehicles. We have attempted numerous times, without success, to have these issues addressed through the proper chain of command. Both management at the Shop Road location, Patricia Hartley, Manager and Maureen Boyles, Assistant Manager, Bonnie Campbell of the Human Resources division in Blythewood and Kim Fields and Wanda Usaw, both of the Field Services division **all** have either ignored our attempts to have these issues addressed or have simply failed to resolve our concerns and merely sided with the management at Shop Road. We implore your immediate assistance in having the issues outlined herein addressed and resolved.

For example, if an employee calls in to inform management that he or she will not be able to come to work due to an illness, management immediately informs the individual that he or she will not be paid for the time missed and that corrective action will be taken. Per DMV policy, it is up to the discretion of the manager as to which action (if any) should be taken. It appears that management always takes the strictest stance in such instances. We certainly cannot prevent being sick once or twice annually. Eventually an employee at Shop Road will contract a stomach virus, strep throat or pneumonia but no illness should warrant corrective action. Management taking corrective action – which stays in one's personnel file for four years – simply because an individual missed one or two days from work due to a virus is extreme and unnecessary. If productivity is the reason why management makes a practice of threatening employees with corrective action, so that they will come to work sick, then it seems counterproductive. An employee coming to work with a contagious illness undoubtedly puts his or her healthy colleagues at risk of illness, ultimately jeopardizing the productivity (and health) of the entire office.

Far too frequently the managers at Shop Road: Patricia Hartley, Manager and Maureen Boyles, Assistant Manager will follow employees to the restroom while customers are waiting to be served. We are responsible employees who take pride in our jobs and take our responsibilities seriously. The majority is cognizant of the wait times. We refrain from visiting the restroom during peak periods and instead wait to visit the restroom during slow periods. Perhaps a more productive use of their time as managers would be to assist at the camera station, conduct a road test or assist customers at the greeter's station instead of following employees to the restroom.

Some employees have medical conditions which require them to take prescription drugs during the day; however Patricia Hartley and Maureen Boyles routinely deny employees breaks during peak times. Despite the volume of customers, employees should still be allowed to take breaks, so that they

may take their medicine in a timely manner. Both managers are well aware of this fact. Again, a simple solution would be for Hartley and Boyles to lead by example and assist customers and employees during peak periods.

On several occasions some employees have witnessed both Hartley and Boyles encouraging customers to write negative statements about employees on the comment cards. The purpose of comment cards is to provide authentic feedback regarding a customer's experience while visiting the Shop Road DMV - be it positive or negative, not for management to solicit negative comments regarding employees.

Management routinely refers to employees as "stupid". Sometimes this occurs for no reason at all and others times we are referred to in this manner because we ask for clarification regarding the ever-changing policies. There is a zero tolerance policy for transaction errors in Phoenix (the software used for all DMV transactions), so we only request clarification in order to perform our duties properly. Such comments are unwarranted and are detrimental to the overall morale of the employees. Admittedly from time to time we all make misdirected comments, but there is absolutely no justification for employees being subjected to such negativity on a daily basis.

This letter does not detail all the employment/labor law violations nor does it detail every instance in which poor management skills were illustrated, but we are hopeful it explains enough of the dire issues – those which present potential liabilities - present at the Shop Road DMV. We would greatly appreciate your office investigating the ill treatment of the employees at the Shop Road DMV.

Thank you for your prompt attention to this matter. We acknowledge that you receive numerous emails from constituents and would respectfully request acknowledgement of this email. We look forward to hearing from you within seven (7) business days regarding our concerns.

Respectfully,

Concerned, Registered Voters of the Shop Road DMV