

STATE OF SOUTH CAROLINA
OFFICE OF THE LIEUTENANT GOVERNOR

GLENN F. McCONNELL
LIEUTENANT GOVERNOR



POST OFFICE BOX 142
COLUMBIA, SC 29202
(803) 734-2080

October 7, 2013

Ms. Katherine Veldran
Office of the Governor
State of South Carolina
Columbia, South Carolina 29201

Dear Katherine:

I am enclosing correspondence we received from Ms. Julie McCrum reciting problems she has encountered with the Division of Motor Vehicles. The Lieutenant Governor asked me to forward this to you so that the proper person in your office can see what, if anything, can be done.

Thank you for your attention to this request.

Sincerely,

A handwritten signature in cursive script, appearing to read "Debbie".

Debbie Hammond
Chief of Staff

DH:rkg

Enclosures

1075 Winchester Lane
Aiken, SC 29803

August 21, 2013

Lt. Governor Glenn McConnell
State House, 1st Floor
PO Box 142
Columbia, SC 29201

Dear Sir:

I am writing your office as I understand your office is in charge of the Division of Motor Vehicles for licensing a new vehicle and drivers license for the state of SC. I feel compelled to comment on the process as it now exists.

I recently had the experience to accompany a Canadian friend and new SC resident to the Department of Motor Vehicles to get her driver's license and transfer her New Brunswick, Canada plates to SC. It took us three days to accomplish this goal, each day driving more than 20 miles one way to accomplish such.

August 12. We were given an applications for a drivers license and registration in Aiken and were told to pay the road tax. It all had to be done at the 'International' location which was in North Augusta.

August 13. Drove to N. Augusta and we were told we had to return to Aiken to pay the tax and get a social security card. When we paid the tax at the treasurers office, we were told we could process all of this in Aiken. At the social security office, we can't get a card because she has no job, her passport clearly states she entered this country on a TD1 documentation. (This document is placed there by US Immigration, she can live here with her husband but does not entitle her to work). Social security provided such in their letter.

August 14. With all documents now in hand, we return to North Augusta. We are then told we needed a letter of employment from her husband's HR dept. stating he was employed and she was his wife. Husband faxed such to DMV office. After another 2 hours, we receive her tags for her vehicle and a paper license. The plastic license would be mailed after homeland security processed her information to ensure it was legal and documented.

August 21, The husband of the lady above went to N. Augusta to register his vehicle and get a license. They would not accept his letter that was faxed to them the week prior. 'The supervisor is not here to authorize'. His letter was used for his trade NAFTA for his entry into this country. It states his company, his name and his documentation for work. He said that 'no wonder everyone from out of state are not getting a license, it's too much hassle'. I couldn't agree more. We came here 25 years ago and got the same run around. Ours was a Ohio to SC transfer of plates.

When you present a passport, why is this not an acceptable legal form of status? (The TD1 indicates such.)

For a new resident to endure this upheaval and distance driven, not to mention gas, it is such a negative introduction onto your new homeland. The supervisor at the DMV was always referring to her book for information and each time we returned, we were told another document was needed. Why can't this process be streamlined?

For example, within the US and outside the state of SC, you need this list of documents. Outside the US, another list, but clearly indicated what is necessary. To constantly be referring to a book was a negative reminder that perhaps the clerk was making up excuses for another roadblock that would prevent us from meeting the law.

SC wants new residents to abide by the law, and license their vehicles, giving a new drivers license within 45 days upon arrival, yet; as noted above, have a complicated process for doing so. If you have no idea where the DMV is, let alone where to pay taxes, can you imagine the confusion and frustration in doing so? My friend mentioned on more than one occasion, 'how do people do this when they don't know the area, nor the process'!!!!

I look forward to a response in writing and hopefully corrective action in the process of registering a vehicle in SC and getting a drivers license for a new resident.

Sincerely,

Julie McCrum