

From: Williams, Marsha
To: Adams, Marcia S <Marcia.Adams@SCDMV.net>
Date: 3/16/2010 8:37:58 AM
Subject: Suggestions

It is my understanding that you are open to suggestions that DMV employees have to make. I would like to put forth a few:

One of our customers, who recently moved here from a northern state, said that their DMV's have vending machines that sell pens for \$0.25. We go through hundreds of pens each year and this is only one office. Times this by all the offices and that is quite an expense for the state.

The greeter station is a wonderful idea, but why not hire people (retired individuals) at a lower wage to be greeters. They can receive less training and this frees up the CSR's to continue working at the counter.

Regarding Saturday workdays, I lived in California for many years and some of their larger offices were open on Saturday. If they were open on Saturday, they were closed on Monday. No one had to come from other offices, no driving time, wear and tear on state vehicles, and the employees still had two days off together. By having a Monday off, they can setup appointments and meetings for doctors, dentists, schools, etc. It is a win-win situation.

Lastly, South Carolina DMV needs to aggressively go after people who owe money. There is probably hundreds of thousands of dollars just sitting in our system. Even if you use a collection agency and pay them a percentage of what they collect, the DMV will still come out ahead. Also headquarters needs to setup payment plans for those who need help. If a person wants to get his license off suspension and they owe \$400.00 (\$200.00/\$200.00) and they can't come up with that amount of money each time, the first thing they ask is if they can make payments. To a lot of people this is a lot of money and they can't afford to put out this amount of money at one time. There needs to be more flexibility in collecting these fees. I hope that you will at least read this and I would love to hear back from you.

Respectfully,

Marsha Williams
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