

From: Marisa Crawford <mcrawf@gov.sc.gov>
To: Marcia.Adams@SCDMV.net; Marcia.Adams@SCDMV.net
Date: 9/24/2004 10:13:43 AM
Subject: Re: Employee Meeting

I'm not getting any movement on the original answer. Please look at a 2-3 day process that you could send ½ or a 1/3 of your folks from all offices???

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>>> <Marcia.Adams@SCDMV.net> 9/17/2004 12:28:32 PM >>>

Marisa,

I have discussed the employee meeting with my staff at our meeting this morning. The purpose of the "all hands" employee meeting is really two-fold. First, customer service and fraudulent document training will be presented. Secondly and more importantly, this meeting is meant to energize the employees. It is the only opportunity that employees have to come together as a group and understand that we are all working on one team for the citizens of this state as the Department of Motor Vehicles. At this time, all employees have the opportunity to learn about our strategic plan and how they fit into that plan directly from me. They hear our mission from me, and it is the only time that I ever have to address them as one unit. Employee buy-in is a critical component to the success of the agency and its strategic direction. Employees tell me that our last meeting left them more energized and ready to accomplish our mission, and they have been eagerly anticipating another meeting in October. This meeting sends a message telling employees that they are the key to providing excellent customer service and that they are important enough to invest this time in them. In the past, we have had little with which to motivate or reward them.

I understand the Governor's concern regarding breaks in service. It is true that customers will obtain services from the counties and not be able to complete transactions at the DMV. The same is true on Saturdays, when DMV is open for business but the county offices are not. Many of the transactions can be completed by mail or by a web transaction. Not having an "all hands" session would require us to deliver our message in at least 20 different sessions. In our opinion, that many sessions will negate the benefit of an "all hands" meeting. With all of this said, I respectfully request the Governor to reconsider his decision. Of course should his decision stand, we will continue to conduct customer service and fraudulent document training in our regularly scheduled regional training sessions.

Thanks for all of your help with this. I really appreciate your understanding of this matter.

Marcia

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