

AGENCY NAME:	DEPARTMENT OF MOTOR VEHICLES		
AGENCY CODE:	R400	SECTION:	082

Fiscal Year 2020–2021 Accountability Report

SUBMISSION FORM

I have reviewed and approved the data submitted by the agency in the following online forms:

- Reorganization and Compliance
- Strategic Plan Results
- Strategic Plan Development
- Legal
- Services
- Partnerships
- Report or Review

I have reviewed and approved the financial report summarizing the agency’s budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	Signature on file.
(TYPE/PRINT NAME):	Kevin A. Shwedo, Executive Director

BOARD/CMSN CHAIR (SIGN AND DATE):	
(TYPE/PRINT NAME):	

FY 2020-2021 Agency Accountability Report
Reorganization and Compliance Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

DEPARTMENT OF MOTOR VEHICLES

Primary Contact:

First Name	Last Name	Role/Title	Phone	Email Address
Lauren	Phillips	Deputy Director	803-240-9560	Lauren.Phillips@scdmv.net

Secondary Contact

First Name	Last Name	Role/Title	Phone	Email Address
Rob	Bailes	Chief of Staff	803-896-9010	Robert.bailes@scdmv.net

Agency Mission

The South Carolina Department of Motor Vehicles (SCDMV) administers the states motor vehicle licensing and titling laws by maintaining strict controls to deliver secure and valid identification, licenses, and property records, while accurately accounting for the receipt and timely distribution of all revenue collected in order to best serve our citizens.

Adopted in: 2011

Agency Vision

The SCDMV is a model state agency delivering exceptional customer service and promoting effective and efficient business processes, professional employees, innovative technology, and strategic partnerships.

Adopted in: 2011

Recommendations for reorganization requiring legislative change.

No

Please list significant events related to the agency that occurred in FY 2020-2021.

Month Started	Month Ended	Description of Event	Agency Measures Impacted	Other Impacts

Does the agency intend to make any other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in FY 2021-22?

Note: It is not recommended that agencies plan major reorganization projects every year. This section should remain blank unless there is a need for reorganization.

No

Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? See also S.C. Code Ann. § 60-2-20.

Yes

If not, please explain why.

Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 20-1-10 through 20-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

Yes

These responses were submitted for the FY 2020-2021 Accountability Report by the

DEPARTMENT OF MOTOR VEHICLES

Does the law allow the agency to promulgate regulations?

Yes

Please list the law number(s) which gives the agency the authority to promulgate regulations.

56-23-100

Has the agency promulgated any regulations?

Yes

Is the agency in compliance with S.C. Code Ann. § 1-22-120(J), which requires an agency to conduct a formal review of its regulations every five years?

Yes

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AGENCY’S DISCUSSION AND ANALYSIS

The South Carolina Department of Motor Vehicles (SCDMV) is a model state agency with the goal of delivering exceptional customer service and promoting efficient business practices, professional employees, innovative technology, and strategic partnerships. The COVID-19 pandemic continues to require the agency to evolve its business practices, but the agency takes pride in its ability to maintain superior customer service while putting the health and safety of employees and citizens first.

The SCDMV continues to operate 66 branch offices across the state. The majority of these offices offer full-service transactions, but some do have expanded capabilities.

- 22 offices serve international customers
- 9 offices, in strategic locations, offer skills tests for commercial driver’s licenses (CDL) (every branch offers CDL knowledge tests)
- 7 offices are “Dealer Central” branches with a three-business-day turnaround time for transactions
- 8 offices process International Fuel Tax Agreement (IFTA) and International Registration Plan (IRP) transactions for large commercial motor vehicles (CMVs greater than 26,000 pounds)
- 1 Community Area Response and Emergency Services (CARES) vehicle provides statewide emergency response services as its primary function and community outreach as its second
- 2 Self-contained Hazardous Area Response Kits (SHARKs) provide statewide emergency response services as their primary function and community outreach as its second

The agency’s Headquarters in Blythewood completes many of the same transactions as branch offices in its mail-in units or offices that process online transactions for customers. Headquarters houses the units that license every motor vehicle, motorcycle, or recreational vehicle dealership in the state, driver training schools and third party testers, train those third party testers, and process identification card and driver’s license transactions for international customers and people with medical conditions that may impact their ability to drive, to name a few. In addition to many processing units, particularly within the Driver Services and Vehicle Services departments, Headquarters houses the agency’s administrative offices that work to provide strategic direction for one of the largest cabinet agencies in the state.

As seen in this year’s Strategic Plan results, the agency’s commitment to continue serving South Carolinians during the COVID-19 pandemic contributed to strong outcomes for the public, other state agencies, and private organizations.

The agency prides itself on its 20-minute average initial wait time (AIWT) standard which calculates the amount of time it takes for a customer to receive a ticket from our greeter or kiosk (in smaller offices where there is no actual person greeting customers) to the time that customer is served by a customer service representative (CSR) at the counter. During the COVID-19 pandemic through June 2021, the agency transitioned to an appointment system that negated the need to measure AIWT. In June 2021, the agency resumed walk-in operations like before the pandemic. For this reason, the AIWT for FY21 is

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calculated at 11 minutes. The agency has met its AIWT goal of 20 minutes, but the calculation reflected is solely for the month of June 2021. The agency is exploring ways to measure the complete customer experience, recognizing that customers at its branches calculate their time spent at the SCDMV from the time they enter the parking lot to the time they drive away. The need to capture this time in its entirety remains at the forefront of the agency’s mind and drives the agency’s desire to automate processes, offer more online transactions, and continue to modernize its business model all while maintaining strict controls to keep identities safe and secure.

As noted above, the agency shifted its business model during the pandemic to ensure the health and safety of employees and the public remained top of mind. One of the most visible shifts came in the form of the agency’s modified Class D (regular driver’s license) skills tests. While the agency continued to offer CDL skills tests as normal (with the proper personal protective equipment for both the SCDMV examiner and applicant), the agency transitioned its behind-the-wheel Class D skills test to a modified skills test allowing the examiner to observe the license applicant from outside of the vehicle. While the skills monitored in the modified test remained nearly identical to the traditional behind-the-wheel test where both the SCDMV examiner and applicant are inside the vehicle, this modified test allowed the agency to properly measure an applicant’s ability to operate a motor vehicle while maintaining a safe distance. This modified skills test was performed at 33 SCDMV branches that could accommodate it in an empty parking lot, so it was not offered at each office in the state.

During FY21, the agency relocated two branch offices and completed ADA renovations on two others. The Edgefield and McCormick offices are now fully ADA compliant. The Moncks Corner branch, which functioned in a temporary location following a July 4, 2019 severe weather event until the end of FY21, found its long-term home at the Berkeley County Administration building on July 6, 2021. In April 2021, the Greenville – University Ridge Road branch closed, yet the agency opened the Greenville – Edgeworth Street office with even more capacity and services for citizens in the Upstate.

Processing work expeditiously, with few errors, is a top priority as reflected through this year’s Accountability Report. State and private entities receive money the agency collects on their behalf within three to six weeks, 100 percent of mail-in transactions for parking placards for people with disabilities, driver’s license renewals, and motor vehicle records, for example, are completed within five business days, and 100 percent of work that dealers drop off at branches also meets the same five-business-day standard. Still, the agency knows that with proper resources it can find greater efficiencies.

For example, while the agency saw a high turnover rate in its Revenue Accounting office this fiscal year attributing to the three to six week distribution schedule, the process of distributing funds will be even faster with an accounting system that links the agency’s primary computer system, Phoenix, directly to SCEIS. The agency is committed to funding an accounting system from its carry forward balance to modernize the financial aspects of the agency which account for the hundreds of millions of dollars in revenue it collects and distributes.

Similarly, no dealership in South Carolina would have to take any work to any SCDMV branch with the electronic vehicle registration (EVR) system that allows dealerships to connect to the agency via

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authorized service providers (there are currently three in the state). Dealerships can currently complete both the titling and registration action for vehicles they sell without visiting a branch. The agency looks forward to more dealerships joining the EVR program. Currently, there are 2,297 of 3,439 dealerships authorized to title and register vehicles on customers' behalf without traveling to an SCDMV.

The agency distributed \$780,398,228.99 in FY21, \$468,353,241.13 of which was revenue generated and distributed under Act #40 of 2017 (The Roads Bill). Further, \$66,547,383.76 of that was money collected as road use fees for large commercial motor vehicles - previously the motor carrier property tax collected by the Department of Revenue. Despite the COVID-19 pandemic, the agency remains committed to keeping its essential services readily available for citizens, businesses, and government partners.

In FY21, the agency requested \$9.8 million to fund a Career Pathing Plan. When the SCDMV became a standalone agency (in June 2003), its positions were not evaluated to be in line with other cabinet agencies. For example, the SCDMV was a division of the Department of Public Safety, thus the new Executive Director of the SCDMV maintained the salary of a deputy director. As such, all other salaries remained the same. Similarly, the agency was non-appropriated until FY17, so any cost-of-living-adjustments (and associated fringe) passed by the General Assembly from 2003 to 2017 had to be absorbed in the agency's budget. The General Assembly graciously provided \$5 million of the \$9.8 million to allow the agency to start its Career Pathing Plan. With this, the agency looks forward to changing the outcomes of the measures associated with its fourth goal of investing in employees. The agency looks to close the gap on the number of SCDMV positions that are paid below the state average and those that have been with the agency for five years or more paid below the state average by overhauling its classifications and salary structure and applying longevity increases for Band 05 and below. Additionally, the agency believes that a clear career path for employees will help retain talented people and decrease the agency's turnover rate. With more than a third of its workforce being replaced annually, the agency sees a trickle-down effect of impacts from Human Resources, Training, Branch Services, and continuity of operations. Retaining employees and ensuring they see a future for themselves at the SCDMV remains a priority for agency leadership.

Through synchronized efforts and partnerships with Vocational Rehabilitation and the Veteran Administration's VetSuccess program, the agency employed 28 (27 VetSuccess and one Vocational Rehabilitation) individuals. These work opportunities provided real-world experiences with the public sector for these employees. These 28 employees worked a total of 327 weeks, resulting in a \$157,280 wage cost savings to the agency. Of the 28 individuals, eight were hired for full-time positions, six accepted temporary positions with the agency, and two earned employed with other state agencies.

Simultaneously, the General Assembly fully funded the agency's request for a Mail Tracking System in FY21, and the agency is making strides now to procure a functional solution that helps customers know where their transactions are within the SCDMV. Funding this project means citizens can call the SCDMV and know exactly where and with whom their transaction lies. Previously, the agency lacked the ability to fully track mail-in transactions as they moved throughout the agency after they arrived in the mailroom. As the agency pushes for more transactions to be completed online, the full implementation

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of this system is paramount in seeing that goal come to fruition. Further, this system will provide an additional level of transparency and accountability when reporting on the agency’s five-business-day-turnaround standard for the purpose of this report.

As of the end of FY21, all law enforcement agencies and courts in the state are reporting traffic citations through the South Carolina Uniform Traffic Ticket Information Exchange System, or SCUTTIES. This attributes to the agency’s 92% success rate (federal compliance is 90%) for reporting out-of-state convictions within the federally mandated ten-day window (measure 17).

In FY21, the agency’s Training unit, in concert with the Information Security Officer, provided initial security awareness training and Payment Card Industry standards training to 380 new employees, temporary employees, Vets for Success, interns, volunteers, and contractors. Protecting citizens’ personally identifiable information is the primary goal of the agency, along with data integrity. The agency, with support and assistance from both the Department of Homeland Security and the FBI, continues to interdict, mitigate, and significantly reduce its network intrusion attempts with the purchase and implementation of additional internal firewalls, two-factor VPN authentication, and the privileged account manager for auditing access to production servers.

This fiscal year, the agency added online transactions aimed at keeping more citizens from having to visit SCDMV branches. Citizens can now turn-in a license plate before canceling insurance or selling a vehicle at SCDMVOnline.com. Citizens can renew their identification cards, increase their vehicle’s gross weight for registration purposes, renew parking placards for people with disabilities, and purchase golf cart permits. Eye care providers can electronically submit vision examination results to the SCDMV to allow for the continued presence of online driver’s license renewals, as well.

In FY21, the General Assembly passed and the Governor signed H.3505 (Act #70 of 2021) which mandates that the payment of infrastructure maintenance fees is collected upon titling or registering a vehicle. The General Assembly also passed H.3805 (Act #38 of 2021) and H.3101 (Act #27 of 2021), all of which were priority bills for the SCDMV. The agency is currently implementing Act #38 with an effective date of May 6, 2022, and Act #27 with an effective date of October 25, 2021.

The agency has started work on implementing H. 3689 (Act #37 of 2021) which allows for intrastate CMVs to register solely at the SCDMV versus having to interact with the counties (current practice). While the law takes effect 24 months after being fully funded, via proviso and with the agency’s commitment, the SCDMV is spending nearly \$3.7 million of its carry forward money on implementing this Act. The agency is requesting the recurring money via the normal appropriations process.

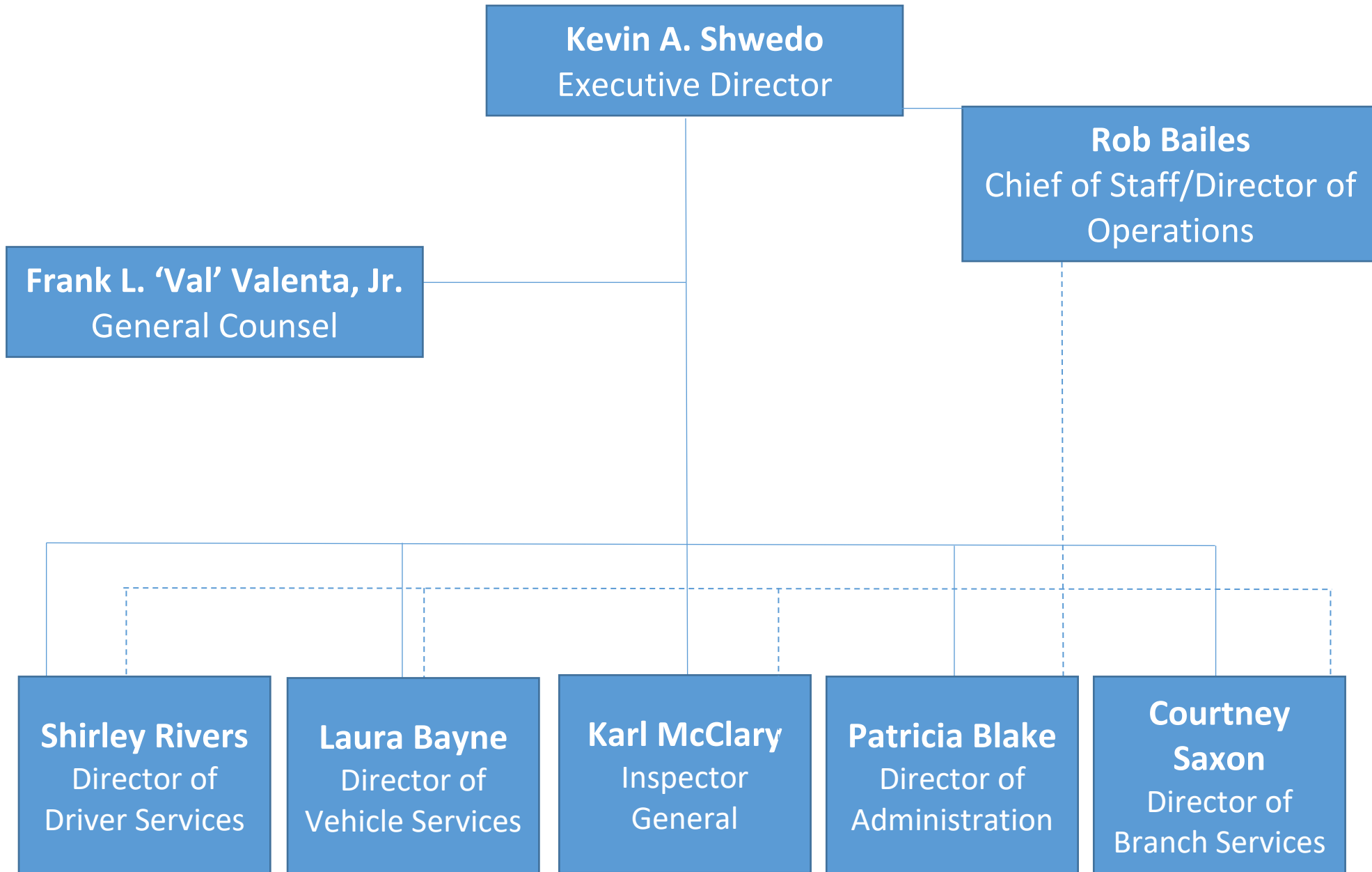
The agency continues to partner with external stakeholders to ensure both public sector resources and private sector needs align with one another. Through increased communication efforts with strategic stakeholders such as the South Carolina Truckers Association, the South Carolina Automobile Dealers Association, the Carolina Independent Automobile Dealers Association, and a myriad of others, the agency is constantly look for ways to ensure the needs of its partners are proactive addressed and solutions are found.

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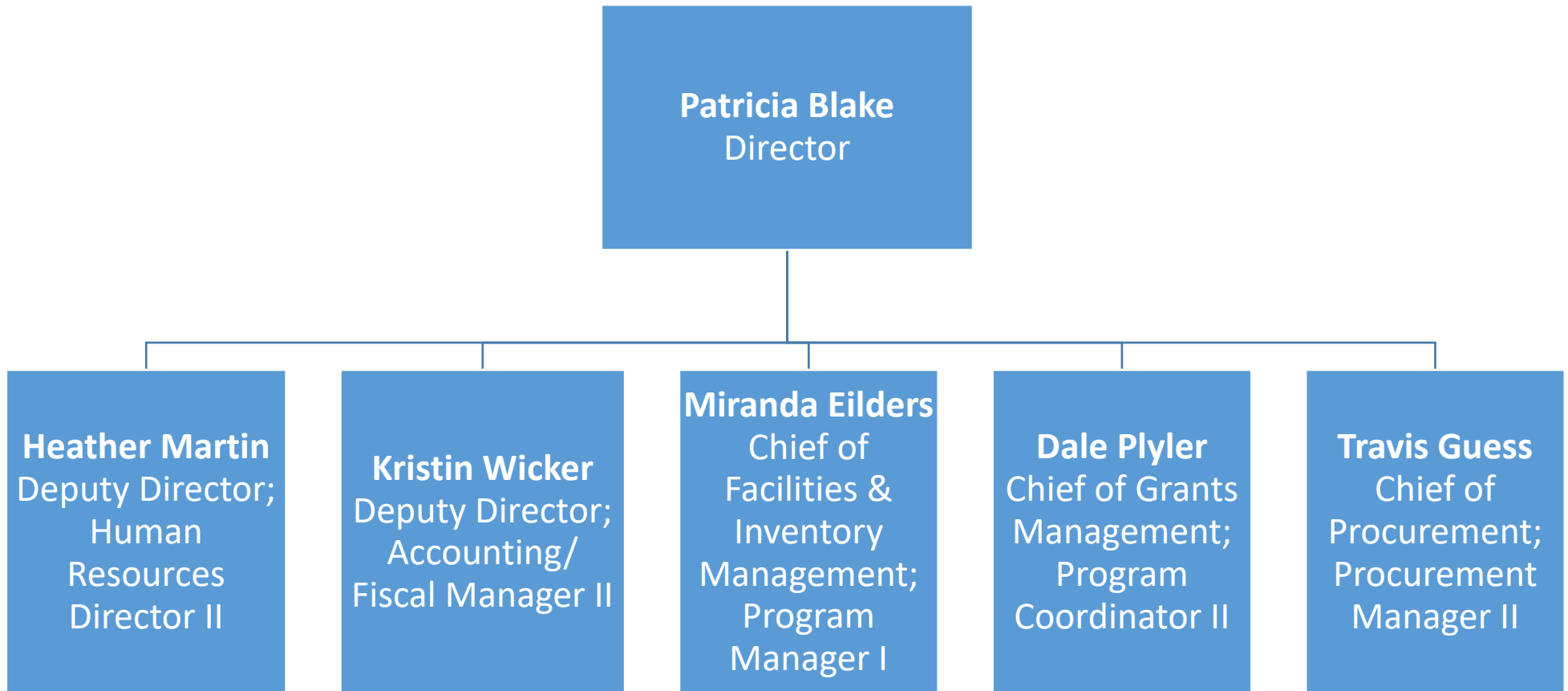
In FY22, the agency will be implementing a new license plate contract. The award is anticipated in fall of 2021. The SCDMV will also be soliciting for its next identification card and driver’s license processing system to ensure the cards that the agency issues remain as secure as possible. The agency will also be working to redevelopment its training courses to aid in employee retention and skill building while at the agency. The goal of this enhancement is to provide employees with leadership skills and strategic thinking opportunities outside of the technical skills needed to complete transactions.

Finally, in FY22, the agency is partnering with GrantThornton to review and edit its Strategic Plan. The agency anticipates many of those deliverables to feed into this Accountability Report in future years and looks forward to the external review of the agency. The SCDMV is steadfast in its commitment to search for efficiencies and modernization and ensure that the missions the General Assembly entrust the agency to carry out is done so with professionalism, accuracy, and integrity.

South Carolina Department of Motor Vehicles



**South Carolina Department of Motor Vehicles
Administration**



**South Carolina Department of Motor Vehicles
Inspector General**

Karl McClary
Inspector General

Tracey Miller
Deputy Director;
Audit Manager II

Betty Cumalander
Fraud & Inspections;
Program Coordinator I

Rebecca Lyles
Administration;
Administrative Coordinator I

Terry Taylor
CDL & Class D
Compliance;
Program Coordinator II

Lisa Bird
Dealer Licensing;
Administrative Coordinator I

Vanessa Bartley;
Business Analyst

Richard Steen;
Investigations Investigator III

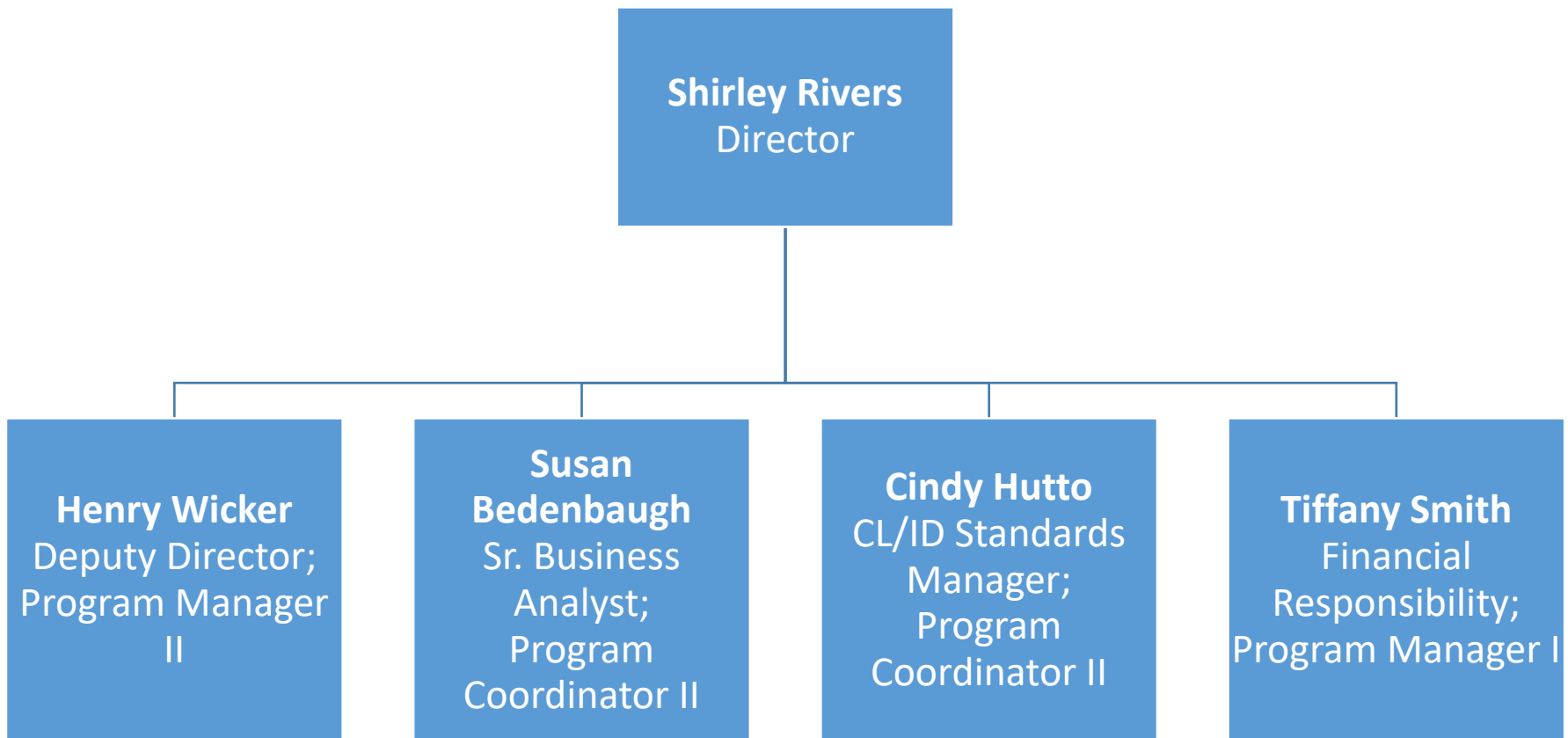
**South Carolina Department of Motor Vehicles
General Counsel**

Frank L. Valenta, Jr.
General Counsel

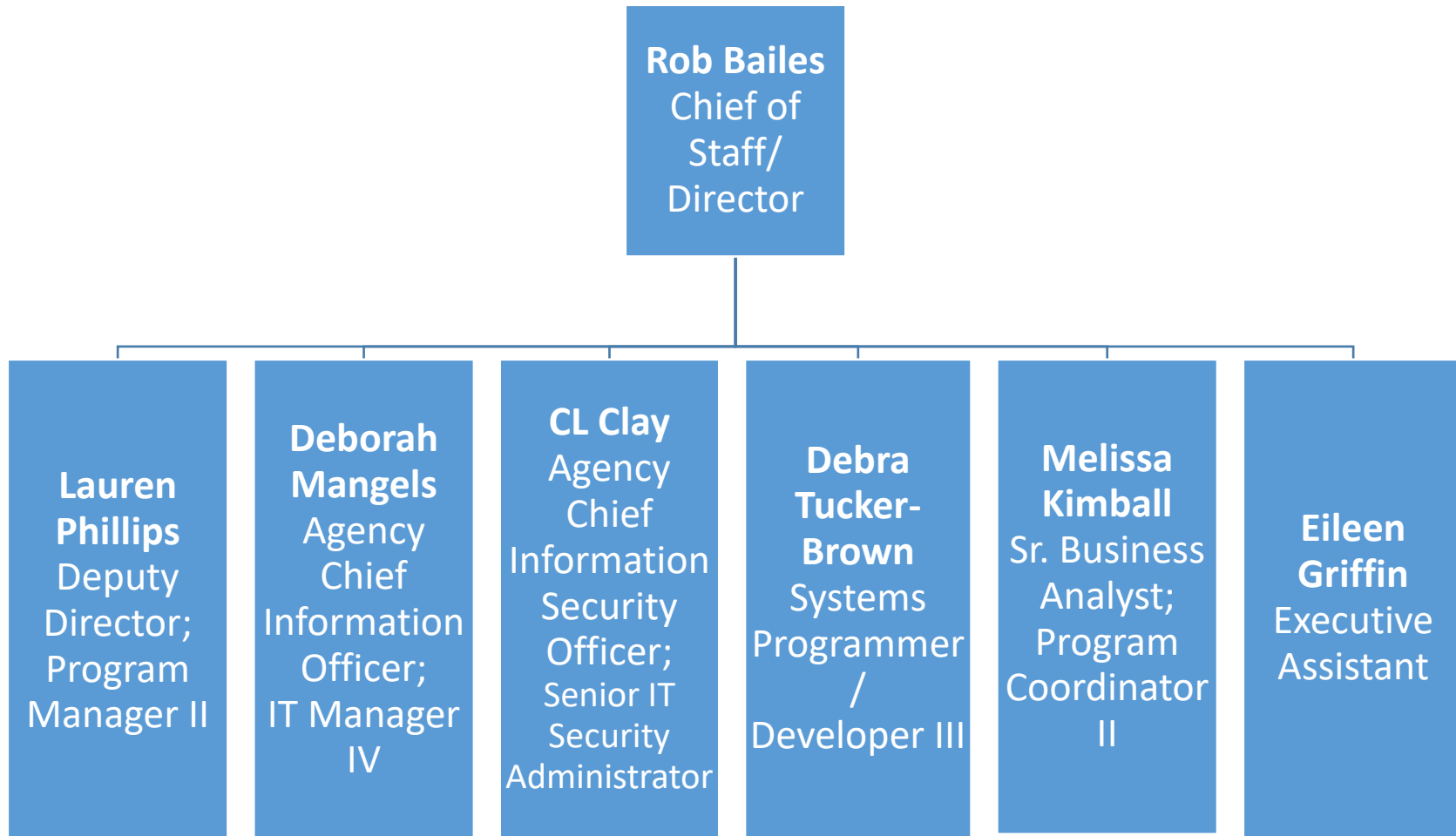
Brandy Duncan
Asst. General Counsel;
Attorney V

Jeannine Moore
Paralegal

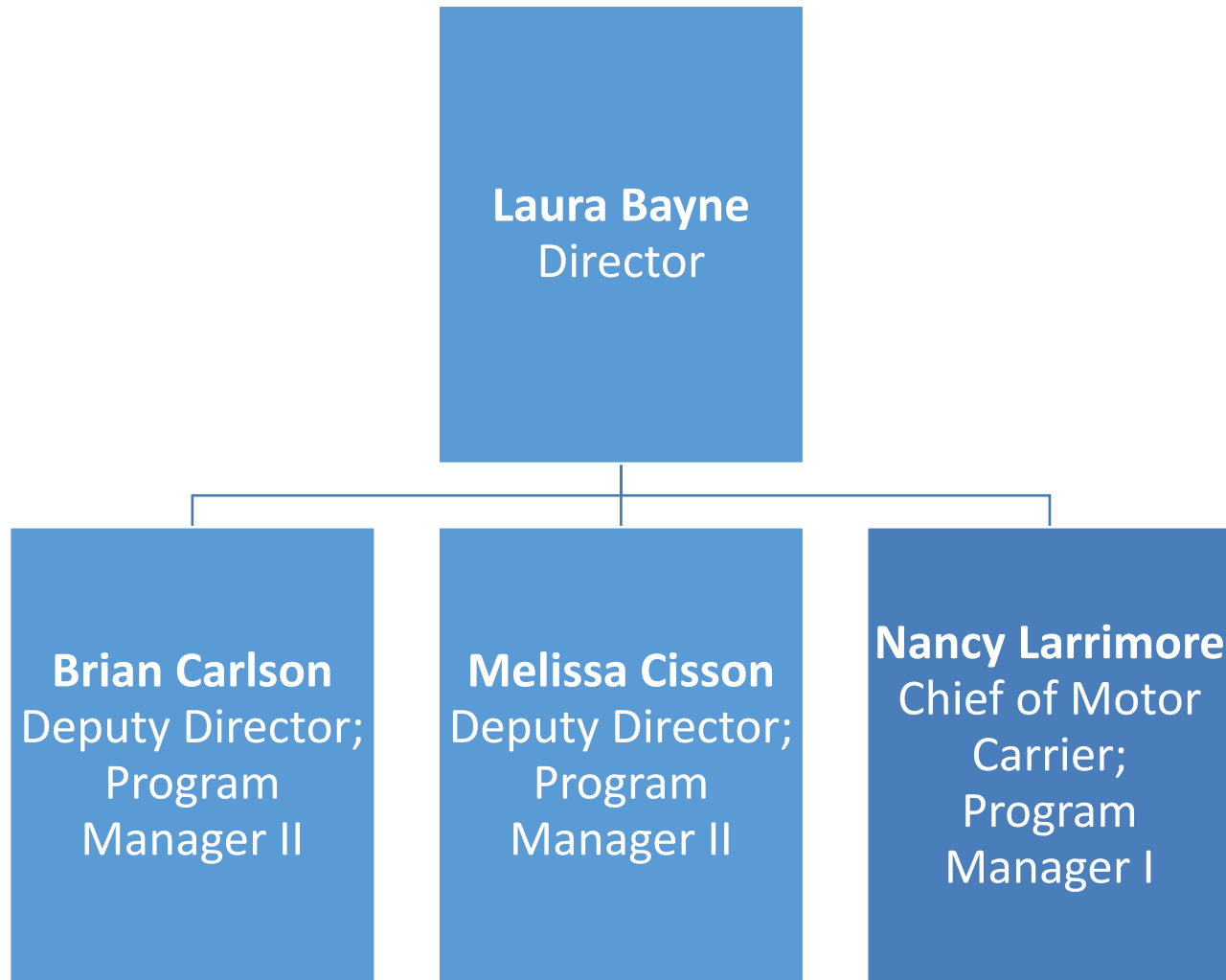
**South Carolina Department of Motor Vehicles
Driver Services**



**South Carolina Department of Motor Vehicles
Chief of Staff/Operations**



**South Carolina Department of Motor Vehicles
Vehicle Services**



**South Carolina Department of Motor Vehicles
Branch Services**

Courtney Saxon
Director

**Bobbi
Jacobs;**
Upstate
Regional
Manager

**Kim
Fralick;**
Midlands
Regional
Manager

**Scott
Strickland**
; Pee Dee
Regional
Manager

**Rebecca
Kittrell;**
Lowcountry
Regional
Manager

Sakia Golson
Change
Mangament
Facilitator;
Program
Coordinator II

Sekinah McDuffie
Project
Coordinator;
Program
Coordinator I

Steve Farrell
Branch
Services
Administrator;
Program Mgr
II

FY 2020-2021 Agency Accountability Report
FY2020-21 Strategic Plan:

These responses were submitted for the FY 2020-2021 Accountability Report by the
DEPARTMENT OF MOTOR VEHICLES

Goal Deliver an excellent customer service experience while upholding the existing laws that govern agency operations

Strategy 1.1

Statewide Enterprise Objective

Ensure the average initial wait time for a customer stays below 20 minutes per business day

Government and Citizens

Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.1.1	Statewide branch office average initial wait time	0.2486	20		11 Ratio	equal to or less than	State Fiscal Year (July 1 - June 30).	Wait time reports; Q-Flow in Minutes	Q Flow reports	SCDMV Branch Services	Citizens and businesses	Shows SCDMV commitment to maintaining efficient operations, allows customer to determine which office he or she would like to visit	1000.102000.000	Due to the COVID-19 pandemic, the SCDMV suspended its reporting of AIWT for the majority of FY21 since it transitioned to an appointment-only model which negated the need to measure wait times. In June 2021, the SCDMV transitioned back to its traditional business model. The AIWT reflected here measures only the month of June.
1.1.2	Success rate of keeping the initial wait time for a phone call to the SCDMV Contact Center below 15 minutes per business day.	83%	100%		65% Percent	Maintain	State Fiscal Year (July 1 - June 30).	number of calls with initial wait time of less than 15 minutes / total number of calls answered	System Daily Reports	SCDMV Contact Center	Citizens, primarily	Shows SCDMV commitment to maintaining efficient operations, agency use to share information through more channels	1001.300000.000	The average wait time for the fiscal year was 12:54 (Minutes: Seconds). Due to high call volumes, 65% of our calls were answered in under 15 minutes. We offered a call back option for customers who did not want to wait in queue, but due to the higher than expected volumes, the queue sizes became filled to capacity causing some callers to be disconnected. Additionally, turnover was high during this period resulting in 69% of the Contact Center staff having less than one year of service. The lack of experienced employees and a higher rate of staff in training (rather than production) slowed call resolution times. Higher call volumes were attributed to customers calling due to the need to schedule appointments prior to visiting an office. These changes were implemented due to the COVID-19 pandemic and the goal of limiting the number of customers in offices in a effort to reduce the risk of close contact exposure.
1.1.3	Initial wait time for a phone call to the SCDMV Contact Center in minutes.	8.5	15		13 Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Average speed of answering phone in minutes	System Daily Reports	SCDMV Contact Center	Citizens, primarily	Shows SCDMV commitment to maintaining efficient operations, agency use to share information through more channels	1001.300000.000	

Goal Deliver an excellent customer service experience while upholding the existing laws that govern agency operations														
Strategy 1.2										Statewide Enterprise Objective				
Ensure revenues collected are distributed in order to provide financial support to outside organizations										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.2.1	Average number of business days after the end of the month it takes for private entities to receive funds generated by Fees and Fines collected at the agency	34	30	41	Ratio	equal to or less than	State Fiscal Year (July 1 - June 30).	Total organizations which received revenues on a monthly basis	Monthly Phoenix reports and collections reconciled in Revenue Accounting department	SCDMV Finance Dept.	Private entities that receive money from the agency	Private entities can better plan financially	0100.000000.000	Half of the Revenue Accounting staff turned over throughout FY21 leading to this average days increase.
1.2.2	Average number of business days after the end of the month it takes for state agencies to receive funds generated by Fees and Fines collected at the agency	17	20	19	Ratio	equal to or less than	State Fiscal Year (July 1 - June 30).	Total organizations which received revenues on a monthly basis	Monthly Phoenix reports and collections reconciled in Revenue Accounting department	SCDMV Finance Dept.	Public entities that receive money from the agency	Public entities can better plan financially	0100.000000.000	
1.2.3	Total amount of Fees and Fines revenue distributed	\$686,874,707.01	\$700,612,201.15	\$780,398,228.99	Dollar Amount	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total amount of revenue distributed	Monthly distributions processed in General Accounting	SCDMV Finance Dept.	State of SC	State of SC can see how much revenue the agency distributes to other entities	0100.000000.000	

Goal Deliver an excellent customer service experience while upholding the existing laws that govern agency operations														
Strategy 1.3 Reduce backlogs to ensure a five-business-day turnaround standard										Statewide Enterprise Objective Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.3.1	Success rate of dealer (licensed motor vehicle dealerships that have titling and registration work to be completed in person at the SCDMV) transactions dropped off at branch offices	100%	100%	100%	Percent	Maintain	State Fiscal Year (July 1 - June 30).	End of Day report; packets of work measured in days, from drop off to completion	End of Day Phoenix report	SCDMV Branch Services	Dealerships	Dealers will know their paperwork will get turned around in five business days	1000.102000.000	
1.3.2	Success rate for Titles and Registration work received at SCDMV Headquarters - Processing time before being sent to batch	60%	100%	92%	Percent	Maintain	State Fiscal Year (July 1 - June 30).	Weekly reports, measured against date	Weekly reports, mail accountability	SCDMV Titles and Registration Unit	Citizens and businesses	Customers know their mail-in work is being processed in a timely manner	1001.300000.000	Due to COVID-related staffing, we saw an increase in Headquarters Titles & Registrations backlogs from July 2020 to December 2020, averaging seven business days or less for approximately ten of the 57 transactions that are tracked for completion within the five days or less standard. The remaining 47 transactions were executed within one business day or less for this period. Through cross training, reorganization efforts, and process improvements, we were able to reduce this backlog to an average of one business day or less, for all transactions, for the months of January through June. We are continuing to refine our processes and see no indications that we will not maintain an estimated 98-99% satisfactory processing rate.
1.3.3	Success rate for Driver Services work received at SCDMV Headquarters	100%	100%	100%	Percent	Maintain	State Fiscal Year (July 1 - June 30).	Comparison or report of when mail is received versus the report when the conviction is posted to a record	Weekly Phoenix reports	SCDMV Driver Services Dept.	Citizens and businesses	Customers know their mail-in work is being processed in a timely manner	1001.200000.000	
1.3.4	Success rate for Alternative Media work received at SCDMV Headquarters	100%	100%	100%	Percent	Maintain	State Fiscal Year (July 1 - June 30).	Measures the number of transactions processed by day from the date received	Monthly Transaction Report	SCDMV Alternative Media Unit	Citizens and businesses	Customers know their mail-in work and online requests are being processed in a timely manner	1001.300000.000	

Goal Modernize customer service delivery methods														
Strategy 2.1										Statewide Enterprise Objective				
Increase amount of services available online										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
2.1.1	Number of dealer (licensed motor vehicle dealerships that have titling and registration work to be completed in person at the SCDMV) transactions completed at branches	38726	34853	590591	Count	equal to or less than	State Fiscal Year (July 1 - June 30).	End of Day report; packets of work measured in days, from drop off to completion	End of Day Phoenix report	SCDMV IT/Phoenix/SQL	Citizens and businesses	Move dealer work to EVR versus in person, educate public on how many transactions are being done in person that could be done online by dealers	1001.300000.000, 1001.400000.000	
2.1.2	Reduce total transactions completed in branches by 10%	5822217	5239995	5841619	Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Number of branch office transactions	Phoenix Reports	SCDMV IT/Phoenix/SQL	Citizens and businesses	Increase awareness of online options for the public, educate them that an in-person visit is not necessary	1000.102000.000	
2.1.3	Increase the number of transactions completed by members of the public online by 10%	3243218	3567539	4657790	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total web public transactions	Phoenix Reports	SCDMV IT/Phoenix/SQL	Citizens and businesses	Save people the trip of coming into our branches	1001.400000.000	This count includes everytime a member of the public accessed a transaction online regardless of whether the customer completed the transaction or received a product. On October 1, 2020, the requirement that a vision screening be completed in order to renew a driver's license went into law (after being repealed in 2017). Because of this, the number of online renewals dramatically decreased since many people do not see an eye care professional annually in order to electronically submit vision examination results to the DMV. Additionally, extensions to expirations dates due to the COVID-19 pandemic may have impacted this number.
2.1.4	Increase the number of transactions completed by government or business partners online by 10%	8350544	9185598	8471555	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total web third party transactions	Phoenix Reports	SCDMV IT/Phoenix/SQL	Citizens and businesses	Shift more processes online to Member Services, show need for additional agency oversight of Member Services (Data Governance team)	1001.400000.000	This count includes: counties, electronic lien and title, electronic vehicle registrations, automobile liability insurance report, and identity management.

Goal Modernize customer service delivery methods														
Strategy 2.2										Statewide Enterprise Objective				
Secure legislative support for modernization and efficiency efforts										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
2.2.1	Percentage of SCDMV-initiated legislation passed by the General Assembly	0%	100%	75%	Percent	Maintain	State Fiscal Year (July 1 - June 30).	Comparison of SCDMV-requested bills (requested for the purposes of achieving an efficiency) filed to those that became law	Scstatehouse.gov	SCDMV Legislative Affairs	General Assembly, citizens, and businesses	The DMV is working with the General Assembly to find efficiencies and best practices. The agency actively reviews ways to get better.	0100.000000.000	The SCDMV had four priority bills during FY21. Of those four, three became law.
2.2.2	Percentage of modernization/efficiency efforts achieved versus programmed	80%	100%	77%	Percent	Maintain	State Fiscal Year (July 1 - June 30).	Number of programmed IT initiatives versus number of completed initiatives	IT Strategic Plan	SCDMV IT	Citizens and businesses	The DMV is actively looking for modernization efforts to assist all entities in their interaction with the agency.	1001.400000.000	

Goal Modernize customer service delivery methods														
Strategy 2.3										Statewide Enterprise Objective				
Leverage partnerships for deliverability of products and services										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
2.3.1	Increase by 5% the number of third party Class D (regular, non-commercial, passenger vehicle driver's license) driving tests conducted	28199	29608	30845	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Tests reported by third party testers	CSTIMS and OIG records	SCDMV OIG Department	Citizens and businesses	Customers do not have to come to the DMV, they can go to a TPT	1001.350100.000	
2.3.2	Percentage of convictions processed by the SCDMV within the federal turnaround standard (within 10 days of conviction)	92%	90%	92%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Date of conviction to the date the SCDMV posts to the individual's record	AAMVA reported emailed monthly to the SCDMV	SCDMV Driver Services Dept.	Citizens, courts, law enforcement	Unsafe drivers get off the road faster	1001.200000.000	
2.3.3	Number of counties participating in County Issuance of Registrations and Decals 2 (CIDRs2) program (Counties are able to issue SCDMV products directly over-the-counter saving the customer a trip to the SCDMV when his or her vehicle's registration needs to be renewed)	35	38	35	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total number of counties in CIDRs2	Phoenix Report	SCDMV IT	Citizens and counties	Customers have options to renew their registrations so they don't have to visit the DMV	1001.400000.000	

Goal: Minimize the risk of fraud and breaches														
Strategy: 3.1										Statewide Enterprise Objective				
Increase the SCDMV's security posture of its network infrastructure for business to business transactions to better protect citizens' data										Maintaining Safety, Integrity and Security				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.1.1	Decrease the number of employees who do not pass the agency's large-scale phishing (the fraudulent practice of sending emails purporting to be from reputable companies/entities in order to induce individuals to reveal personal information) simulation	8	6	6	Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Number of third party phishing simulation completed	Third party vendor social engineering	SCDMV CISO Office	Citizens and businesses	SCDMV is committed to ensuring customer information remains safe and secure. Protecting the data citizens entrust with us is a driving priority.	1001.400000.000	This was not measured in FY21. In lieu of performing a large-scale phishing simulation, the agency enhanced security awareness training by establishing quarterly training this during FY21.
3.1.2	Reduce the number of days it takes to address critical external vulnerabilities following a penetration test	45	30	30	Ratio	equal to or less than	State Fiscal Year (July 1 - June 30).	Reported vulnerabilities in Nessus	Nessus scans	SCDMV CISO Office	Citizens and businesses	SCDMV is committed to ensuring customer information remains safe and secure. Protecting the data citizens entrust with us is a driving priority.	1001.400000.000	
3.1.3	Percentage of vulnerabilities identified by weekly scans must be reduced by 15% or more	8%	15%	19%	Percent	equal to or less than	Other	Reported vulnerabilities in Nessus	Nessus scans	SCDMV CISO Office	Citizens and businesses	SCDMV is committed to ensuring customer information remains safe and secure. Protecting the data citizens entrust with us is a driving priority.	1001.400000.000	We reduced the vulnerabilities found in our system 19.4%. This measure was met.

Goal Minimize the risk of fraud and breaches														
Strategy 3.2										Statewide Enterprise Objective				
Maintain and increase internal and external auditing functions										Maintaining Safety, Integrity and Security				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.2.1	Number of internal penetration tests on SCDMV IT network conducted by a third party vendor	1	1	1	Count	Maintain	State Fiscal Year (July 1 - June 30).	Number of third party internal penetration tests completed	Third party vendor internal assessment	SCDMV CISO Office	Citizens and businesses	SCDMV is committed to ensuring customer information remains safe and secure. Protecting the data citizens entrust with us is a driving priority.	1001.400000.000	
3.2.2	Number of third party external penetration test on network infrastructure	1	1	1	Count	Maintain	State Fiscal Year (July 1 - June 30).	Number of third party external penetration tests completed	Third party vendor penetration assessment	SCDMV CISO Office	Citizens and businesses	SCDMV is committed to ensuring customer information remains safe and secure. Protecting the data citizens entrust with us is a driving priority.	1001.400000.000	
3.2.3	Number of internal audits completed in branch offices and headquarters business units	10	20	9	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Audits Completed	Internal Audit File	SCDMV OIG Department	DMV employees, citizens, and businesses	Auditors look for compliance with the laws the agency is charged with carrying out	1001.350100.000	
3.2.4	Number of compliance reviews completed by SCDMV staff on bulk data customers, dealerships, third party testers, driving schools, and motor carrier accounts	2527	2550	3543	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Audits Completed	Count of non-DMV services and entities being reviewed such as bulk data customers, dealerships	SCDMV OIG Department and Motor Carrier Services office	DMV employees, citizens, and businesses	Customers know the businesses they're doing business with are monitored by the agency and compliant with law	1001.350100.000	
3.2.5	Percentage of applicants randomly recalled (56-1-15(B) - Customers who complete their driving tests at third parties are randomly asked to retest at the SCDMV to ensure fidelity with the third party program) who pass the SCDMV-conducted driving exam on the first attempt	99%	100%	99%	Percent	Maintain	State Fiscal Year (July 1 - June 30).	Number of recall applicants that passed the Class D driving test at an SCDMV branch	Phoenix	SCDMV OIG Department	Citizens and businesses	Testing standards regardless of going to DMV or TPT	1000.102000.000, 1001.350100.000, 1000.102000.000	

Goal: Minimize the risk of fraud and breaches														
Strategy: 3.3 Keep effective measures to reduce fraud and introduce new measures when appropriate										Statewide Enterprise Objective Maintaining Safety, Integrity and Security				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.3.1	Reduce the number of incidences that lead to investigations of potential fraud	347	295	200	Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Total cases investigated for suspected fraud	OIG Case Tracking	SCDMV OIG Department	DMV employees, citizens, law enforcement, businesses	Agency recognizes when fraud occurs and acts appropriately	1001.350100.000	
3.3.2	Percent of employees participating in training to recognize security vulnerabilities at orientation	100%	100%	100%	Percent	Maintain	State Fiscal Year (July 1 - June 30).	CISO Training	Employee Orientation	SCDMV CISO Office	Citizens and businesses	Customers know employees are trained to keep their information safe	1001.400000.000	

Goal Invest in employees through development and recognition opportunities														
Strategy 4.1										Statewide Enterprise Objective				
Emphasize career development and employee retention within the SCDMV										Education, Training, and Human Development				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.1.1	Turnover rate	24%	20%	36%	Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Total number of separations divided by total number of employees	SCEIS	SCDMV HR	DMV employees, citizens, businesses	SCDMV classifications and salaries need to be in line with other state agencies to reduce this. Customers can see large turnover may lead to inexperienced staff members, longer waits, more errors	0100.000000.000	
4.1.2	Number of employees participating in an SCDMV/state-funded state or external development program	35	45	5	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total count of employees enrolled in SCDMV/state-funded courses	HR Records	SCDMV HR	DMV employees, citizens, businesses	Agency is committed to workforce training opportunities	0100.000000.000	
4.1.3	Percent of internal candidates selected for positions	62%	65%	59%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total number of internal candidates selected divided by total number of job offers	NEOGOV	SCDMV HR	DMV employees, citizens, businesses	Agency selects most qualified applicants for positions, some of which are internal	0100.000000.000	

Goal Invest in employees through development and recognition opportunities														
Strategy 4.2										Statewide Enterprise Objective				
Continue to request funding for employee salary increases commensurate with performance, duties, and experience										Education, Training, and Human Development				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.2.1	Percent of DMV positions that are paid below the state average	66%	40%	63%	Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Compare salaries in each job class against state average	SCEIS	SCDMV HR	DMV employees, citizens, businesses	SCDMV classifications and salaries need to be in line with other state agencies to reduce this. Customers can see large turnover may lead to inexperienced staff members, longer waits, more errors	0100.000000.000	
4.2.2	Percent of DMV employees with at least 5 years of agency experience paid below the state average	60%	0%	27%	Percent	Maintain	State Fiscal Year (July 1 - June 30).	Of the total number of employees with at least five years of agency experience, this percent is paid below the state average for their job classification	SCEIS	SCDMV HR	DMV employees, citizens, businesses	SCDMV classifications and salaries need to be in line with other state agencies to reduce this. Customers can see large turnover may lead to inexperienced staff members, longer waits, more errors	0100.000000.000	

Goal Invest in employees through development and recognition opportunities														
Strategy 4.3										Statewide Enterprise Objective				
Continue to request funding for employee salary increases commensurate with performance, duties, and experience										Education, Training, and Human Development				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.3.1	Number of award nominations received for notable employee achievements	390	450	166	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Count employees receiving formal recognition nominations	HR Records	SCDMV HR	DMV employees	Agency recognizes outstanding employees and their commitment to the agency. Impact on morale	0100.000000.000	
4.3.2	Percentage of employees with >10 years of agency experience	31%	33%	30%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of employees with >10 years of SCDMV service divided by total number of FTEs	SCEIS	SCDMV HR	DMV employees, citizens	Longevity does exist at the SCDMV for approximately 30 percent of the workforce	0100.000000.000	

FY 2020-2021 Agency Accountability Report
FY2021-22 Strategic Plan:

These responses were submitted for the FY 2020-2021 Accountability Report by the
DEPARTMENT OF MOTOR VEHICLES

Goal Deliver an excellent customer service experience while upholding the existing laws that govern agency operations

Strategy 1.1
 Ensure the average initial wait time for a customer stays below 20 minutes per business day

Statewide Enterprise Objective
 Government and Citizens

Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.1.1	Statewide branch office average initial wait time	11	20		Ratio	equal to or less than	State Fiscal Year (July 1 - June 30).	Wait time reports; Q-Flow in Minutes	Q Flow reports	SCDMV Branch Services	Citizens and businesses	Shows SCDMV commitment to maintaining efficient operations, allows customer to determine which office he or she would like to visit	1000.102000.000	
1.1.2	Success rate of keeping the initial wait time for a phone call to the SCDMV Contact Center below 15 minutes per business day.	65%	100%		Percent	Maintain	State Fiscal Year (July 1 - June 30).	number of calls with initial wait time of less than 15 minutes / total number of calls answered	System Daily Reports	SCDMV Contact Center	Citizens, primarily	Shows SCDMV commitment to maintaining efficient operations, agency use to share information through more channels	1001.300000.000	
1.1.3	Initial wait time for a phone call to the SCDMV Contact Center in minutes.	0	0		Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Average speed of answering phone in minutes	System Daily Reports	SCDMV Contact Center	Citizens, primarily	Shows SCDMV commitment to maintaining efficient operations, agency use to share information through more channels	1001.300000.000	

Goal Deliver an excellent customer service experience while upholding the existing laws that govern agency operations														
Strategy 1.2										Statewide Enterprise Objective				
Ensure revenues collected are distributed in order to provide financial support to outside organizations										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.2.1	Average number of business days after the end of the month it takes for private entities to receive funds generated by Fees and Fines collected at the agency	41	30		Ratio	equal to or less than	State Fiscal Year (July 1 - June 30).	Total organizations which received revenues on a monthly basis	Monthly Phoenix reports and collections reconciled in Revenue Accounting department	SCDMV Finance Dept.	Private entities that receive money from the agency	Private entities can better plan financially	0100.000000.000	
1.2.2	Average number of business days after the end of the month it takes for state agencies to receive funds generated by Fees and Fines collected at the agency	19	17		Ratio	equal to or less than	State Fiscal Year (July 1 - June 30).	Total organizations which received revenues on a monthly basis	Monthly Phoenix reports and collections reconciled in Revenue Accounting department	SCDMV Finance Dept.	Public entities that receive money from the agency	Public entities can better plan financially	0100.000000.000	
1.2.3	Total amount of Fees and Fines revenue distributed	\$780,398,228.99	\$803,810,175.00		Dollar Amount	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total amount of revenue distributed	Monthly distributions processed in General Accounting	SCDMV Finance Dept.	State of SC	State of SC can see how much revenue the agency distributes to other entities	0100.000000.000	

Goal Deliver an excellent customer service experience while upholding the existing laws that govern agency operations														
Strategy 1.3										Statewide Enterprise Objective				
Reduce backlogs to ensure a five-business-day turnaround standard										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.3.1	Success rate of dealer (licensed motor vehicle dealerships that have titling and registration work to be completed in person at the SCDMV) transactions dropped off at branch offices	100%	100%		Percent	Maintain	State Fiscal Year (July 1 - June 30).	End of Day report; packets of work measured in days, from drop off to completion	End of Day Phoenix report	SCDMV Branch Services	Dealerships	Dealers will know their paperwork will get turned around in five business days	1000.102000.000	
1.3.2	Success rate for Titles and Registration work received at SCDMV Headquarters - Processing time before being sent to batch	92%	100%		Percent	Maintain	State Fiscal Year (July 1 - June 30).	Weekly reports, measured against date	Weekly reports, mail accountability	SCDMV Titles and Registration Unit	Citizens and businesses	Customers know their mail-in work is being processed in a timely manner	1001.300000.000	
1.3.3	Success rate for Driver Services work received at SCDMV Headquarters	100%	100%		Percent	Maintain	State Fiscal Year (July 1 - June 30).	Comparison or report of when mail is received versus the report when the conviction is posted to a record	Weekly Phoenix reports	SCDMV Driver Services Dept.	Citizens and businesses	Customers know their mail-in work is being processed in a timely manner	1001.200000.000	
1.3.4	Success rate for Alternative Media work received at SCDMV Headquarters	100%	100%		Percent	Maintain	State Fiscal Year (July 1 - June 30).	Measures the number of transactions processed by day from the date received	Monthly Transaction Report	SCDMV Alternative Media Unit	Citizens and businesses	Customers know their mail-in work and online requests are being processed in a timely manner	1001.300000.000	

Goal Modernize customer service delivery methods														
Strategy 2.1										Statewide Enterprise Objective				
Increase amount of services available online										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
2.1.1	Number of dealer (licensed motor vehicle dealerships that have titling and registration work to be completed in person at the SCDMV) transactions completed at branches	590591	66305		Count	equal to or less than	State Fiscal Year (July 1 - June 30).	End of Day report; packets of work measured in days, from drop off to completion	End of Day Phoenix report	SCDMV IT/Phoenix/SQL	Citizens and businesses	Move dealer work to EVR versus in person, educate public on how many transactions are being done in person that could be done online by dealers	1001.300000.000, 1001.400000.000	The large discrepancy in FY21 numbers compared to FY20 has to do with us counting "packets" versus individual transactions. Packet counting is a manual process, but in FY21, we attempted to find the same number by running an SQL from our system, Phoenix. Moving forward, the agency will count "dealers" and "business customers" separately (see Strategic Planning Development). By doing this, the agency will be able to show the number of in-person dealer transactions that can be reduced by all dealers moving to the currently authorized electronic vehicle registration program.
2.1.2	Reduce total transactions completed in branches by 10%	5841619	5257457		Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Number of branch office transactions	Phoenix Reports	SCDMV IT/Phoenix/SQL	Citizens and businesses	Increase awareness of online options for the public, educate them that an in-person visit is not necessary	1000.102000.000	
2.1.3	Increase the number of transactions completed by members of the public online by 10%	4657790	1327059		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total web public transactions	Phoenix Reports	SCDMV IT/Phoenix/SQL	Citizens and businesses	Save people the trip of coming into our branches	1001.400000.000	
2.1.4	Increase the number of transactions completed by government or business partners online by 10%	8471555	40580599		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total web third party transactions	Phoenix Reports	SCDMV IT/Phoenix/SQL	Citizens and businesses	Shift more processes online to Member Services, show need for additional agency oversight of Member Services (Data Governance team)	1001.400000.000	

Goal Modernize customer service delivery methods														
Strategy 2.2										Statewide Enterprise Objective				
Secure legislative support for modernization and efficiency efforts										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
2.2.1	Percentage of SCDMV-initiated legislation passed by the General Assembly	75%	100%		Percent	Maintain	State Fiscal Year (July 1 - June 30).	Comparison of SCDMV-requested bills (requested for the purposes of achieving an efficiency) filed to those that became law	Scstatehouse.gov	SCDMV Legislative Affairs	General Assembly, citizens, and businesses	The DMV is working with the General Assembly to find efficiencies and best practices. The agency actively reviews ways to get better.	0100.000000.000	
2.2.2	Percentage of modernization/efficiency efforts achieved versus programmed	77%	100%		Percent	Maintain	State Fiscal Year (July 1 - June 30).	Number of programmed IT initiatives versus number of completed initiatives	IT Strategic Plan	SCDMV IT	Citizens and businesses	The DMV is actively looking for modernization efforts to assist all entities in their interaction with the agency.	1001.400000.000	

Goal: Modernize customer service delivery methods														
Strategy: 2.3										Statewide Enterprise Objective				
Leverage partnerships for deliverability of products and services										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
2.3.1	Increase by 5% the number of third party Class D (regular, non-commercial, passenger vehicle driver's license) driving tests conducted	30845	32387		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Tests reported by third party testers	CSTIMS and OIG records	SCDMV OIG Department	Citizens and businesses	Customers do not have to come to the DMV, they can go to a TPT	1001.350100.000	
2.3.2	Percentage of convictions processed by the SCDMV within the federal turnaround standard (within 10 days of conviction)	92%	100%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Date of conviction to the date the SCDMV posts to the individual's record	AAMVA reported emailed monthly to the SCDMV	SCDMV Driver Services Dept.	Citizens, courts, law enforcement	Unsafe drivers get off the road faster	1001.200000.000	
2.3.3	Number of counties participating in County Issuance of Registrations and Decals 2 (CIDRs2) program (Counties are able to issue SCDMV products directly over-the-counter saving the customer a trip to the SCDMV when his or her vehicle's registration needs to be renewed)	35	38		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total number of counties in CIDRs2	Phoenix Report	SCDMV IT	Citizens and counties	Customers have options to renew their registrations so they don't have to visit the DMV	1001.400000.000	

Goal: Minimize the risk of fraud and breaches														
Strategy: 3.1											Statewide Enterprise Objective			
Increase the SCDMV's security posture of its network infrastructure for business to business transactions to better protect citizens' data											Maintaining Safety, Integrity and Security			
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.1.1	Reduce the number of days it takes to address critical external vulnerabilities following a penetration test	17	15		Ratio	equal to or less than	State Fiscal Year (July 1 - June 30).	Reported vulnerabilities in Nessus	Nessus scans	SCDMV CISO Office	Citizens and businesses	SCDMV is committed to ensuring customer information remains safe and secure. Protecting the data citizens entrust with us is a driving priority.	1001.400000.000	
3.1.2	Percentage of vulnerabilities identified by weekly scans must be reduced by 15% or more	19%	15%		Percent	equal to or less than	Other	Reported vulnerabilities in Nessus	Nessus scans	SCDMV CISO Office	Citizens and businesses	SCDMV is committed to ensuring customer information remains safe and secure. Protecting the data citizens entrust with us is a driving priority.	1001.400000.000	

Goal: Minimize the risk of fraud and breaches														
Strategy: 3.2										Statewide Enterprise Objective				
Maintain and increase internal and external auditing functions										Maintaining Safety, Integrity and Security				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.2.1	Number of internal penetration tests on SCDMV IT network conducted by a third party vendor	1	1	1	Count	Maintain	State Fiscal Year (July 1 - June 30).	Number of third party internal penetration tests completed	Third party vendor internal assessment	SCDMV CISO Office	Citizens and businesses	SCDMV is committed to ensuring customer information remains safe and secure. Protecting the data citizens entrust with us is a driving priority.	1001.400000.000	
3.2.2	Number of third party external penetration test on network infrastructure	1	1	1	Count	Maintain	State Fiscal Year (July 1 - June 30).	Number of third party external penetration tests completed	Third party vendor penetration assessment	SCDMV CISO Office	Citizens and businesses	SCDMV is committed to ensuring customer information remains safe and secure. Protecting the data citizens entrust with us is a driving priority.	1001.400000.000	
3.2.3	Number of internal audits completed in branch offices and headquarters business units	9	12	12	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Audits Completed	Internal Audit File	SCDMV OIG Department	DMV employees, citizens, and businesses	Auditors look for compliance with the laws the agency is charged with carrying out	1001.350100.000	
3.2.4	Percentage of applicants randomly recalled (56-1-15(B) - Customers who complete their driving tests at third parties are randomly asked to retest at the SCDMV to ensure fidelity with the third party program) who pass the SCDMV-conducted driving exam on the first attempt	99%	100%		Percent	Maintain	State Fiscal Year (July 1 - June 30).	Number of recall applicants that passed the Class D driving test at an SCDMV branch	Phoenix	SCDMV OIG Department	Citizens and businesses	Testing standards regardless of going to DMV or TPT	1000.102000.000, 1001.350100.000, 1000.102000.000	

Goal														
Minimize the risk of fraud and breaches														
Strategy 3.3											Statewide Enterprise Objective			
Keep effective measures to reduce fraud and introduce new measures when appropriate											Maintaining Safety, Integrity and Security			
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.3.1	Reduce the number of incidences that lead to investigations of potential fraud	1336	1309		Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Total cases investigated for suspected fraud	OIG Case Tracking	SCDMV OIG Department	DMV employees, citizens, law enforcement, businesses	Agency recognizes when fraud occurs and acts appropriately	1001.350100.000	
3.3.2	Percent of employees participating in training to recognize security vulnerabilities at orientation	100%	100%		Percent	Maintain	State Fiscal Year (July 1 - June 30).	CISO Training	Employee Orientation	SCDMV CISO Office	Citizens and businesses	Customers know employees are trained to keep their information safe	1001.400000.000	

Goal Invest in employees through development and recognition opportunities														
Strategy 4.1										Statewide Enterprise Objective				
Emphasize career development and employee retention within the SCDMV										Education, Training, and Human Development				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.1.1	Turnover rate	36%	30%		Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Total number of separations divided by total number of employees	SCEIS	SCDMV HR	DMV employees, citizens, businesses	SCDMV classifications and salaries need to be in line with other state agencies to reduce this. Customers can see large turnover may lead to inexperienced staff members, longer waits, more errors	0100.000000.000	
4.1.2	Percent of internal candidates selected for positions	59%	60%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total number of internal candidates selected divided by total number of job offers	NEOGOVS	SCDMV HR	DMV employees, citizens, businesses	Agency selects most qualified applicants for positions, some of which are internal	0100.000000.000	

Goal Invest in employees through development and recognition opportunities														
Strategy 4.2										Statewide Enterprise Objective				
Continue to request funding for employee salary increases commensurate with performance, duties, and experience										Education, Training, and Human Development				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.2.1	Percent of DMV positions that are paid below the state average	63%	25%		Percent	equal to or less than	State Fiscal Year (July 1 - June 30).	Compare salaries in each job class against state average	SCEIS	SCDMV HR	DMV employees, citizens, businesses	SCDMV classifications and salaries need to be in line with other state agencies to reduce this. Customers can see large turnover may lead to inexperienced staff members, longer waits, more errors	0100.000000.000	
4.2.2	Percent of DMV employees with at least 5 years of agency experience paid below the state average	27%	0%		Percent	Maintain	State Fiscal Year (July 1 - June 30).	Of the total number of employees with at least five years of agency experience, this percent is paid below the state average for their job classification	SCEIS	SCDMV HR	DMV employees, citizens, businesses	SCDMV classifications and salaries need to be in line with other state agencies to reduce this. Customers can see large turnover may lead to inexperienced staff members, longer waits, more errors	0100.000000.000	
4.2.3	Number of award nominations received for notable employee achievements	166	175		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Count employees receiving formal recognition nominations	HR Records	SCDMV HR	DMV employees	Agency recognizes outstanding employees and their commitment to the agency. Impact on morale	0100.000000.000	

Goal Invest in employees through development and recognition opportunities														
Strategy 4.3										Statewide Enterprise Objective				
Continue existing recognition program										Education, Training, and Human Development				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.3.1	Percentage of employees with >10 years of agency experience	30%	31%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of employees with >10 years of SCDMV service divided by total number of FTEs	SCEIS	SCDMV HR	DMV employees, citizens	Longevity does exist at the SCDMV for approximately 30 percent of the workforce	0100.000000.000	

**FY 2020-2021 Agency Accountability Report
Budget Responses:**

These responses were submitted for the FY 2020-2021 Accountability Report by the
DEPARTMENT OF MOTOR VEHICLES

			FY 2020-21 Expenditures (Actual)				FY 2021-22 Expenditures (Projected)			
State Funded Program Number	State Funded Program Title	Description of State Funded Program	General	Other	Federal	TOTAL	General	Other	Federal	TOTAL
0100.000000.000	Administration	Executive Director and Administrative support services	\$5,874,155.00	\$197,586.00		\$6,071,741.00	\$6,523,304.00	\$2,130,000.00	\$175,724.00	\$8,829,028.00
1000.102000.000	Customer Service Centers	66 branch offices throughout the state to meet over-the-counter requirements and customer needs at a local level	\$31,109,407.00	\$1,928,279.00		\$33,037,686.00	\$40,040,598.00	\$4,000,000.00	\$650,000.00	\$44,690,598.00
1000.103000.000	Customer Service Delivery	Changed to Vehicle Services effective FY22	\$8,911,579.00	\$162,435.00	\$22,770.00	\$9,096,784.00				
1000.103005X000	Plate Replacement	Changed to Plate Replacement SFP 1001.300100x000 effective FY22		\$6,173,402.00		\$6,173,402.00				
1001.200000.000	Driver Services	Responsible for oversight and compliance of issuing driver's licenses and identification cards of all types. Maintains driver records and collision reports. Oversees the financial responsibility unit and insurance-related matters. Ensures compliance with federal regulations when issuing commercial driver's licenses.	\$6,232,835.00		\$76,651.00	\$6,309,486.00	\$6,390,354.00		\$111,625.00	\$6,501,979.00
1001.300000.000	Vehicle Services	Responsible for oversight and compliance of issuing vehicle titles, registrations (license plates), and motor carriers. Includes the agency's contact center. Oversees and facilitates the state's electronic vehicle registration program. Was identified as Customer Service Delivery prior to FY22.					\$7,768,521.00		\$2,000.00	\$7,770,521.00
1001.300100X000	Plate Replacement	Special funded program for the sole purpose of issuing license plates. Authorized in 56-3-1230(A). Replaced SFP 1000.103005X000 in FY22.						\$7,500,000.00		\$7,500,000.00
1001.350100.000	Inspector General	Licenses every dealership, third party tester, and driving school in the state. Oversees compliance with licensing requirements. Audits branch offices and headquarters units. Houses the Fraud and Internal Affairs units.	\$2,696,552.00		\$29,954.00	\$2,726,506.00	\$2,900,214.00		\$61,901.00	\$2,962,115.00
1001.350500X000	Facial Recognition Program	Special funded program used to reduce the opportunities to issue fraudulent driver's licenses and identification cards	\$30,900.00			\$30,900.00	\$245,000.00			\$245,000.00
1001.400000.000	Technology & Program Development	Provides information technology services for the agency	\$11,887,274.00	\$491,546.00	\$3,143,380.00	\$15,522,200.00	\$13,564,423.00	\$2,117,596.00	\$698,750.00	\$16,380,769.00
9500.050000.000	State Employer Contributions	Employer contribution expenses	\$18,545,410.00	\$607,867.00	\$7,423.00	\$19,160,700.00	\$18,981,472.00			\$18,981,472.00

**These responses were submitted for the FY 2020-2021 Accountability Report by the
DEPARTMENT OF MOTOR VEHICLES**

			FY 2020-21 Expenditures (Actual)				FY 2021-22 Expenditures (Projected)			
State Funded Program Number	State Funded Program Title	Description of State Funded Program	General	Other	Federal	TOTAL	General	Other	Federal	TOTAL
9816.040000X000	Real ID	Special funded program for REAL ID expenses		\$207,199.00		\$207,199.00		\$4,200,000.00		\$4,200,000.00

FY 2020-2021 Agency Accountability Report

Legal Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the
DEPARTMENT OF MOTOR VEHICLES

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Requirements to receive "Veteran" on driver's license	Requires a service	56-1-140	State	Statute	Service: Adding "Veteran" designation to front of driver's license
Expiration date of license is eight years after issued date	Requires a service	56-1-210(A)	State	Statute	Driver's licenses
CDL with no HAZMAT expires eight years; CDL with HAZMAT expires in five years	Requires a service	56-1-2100(E)	State	Statute	Commercial driver's licenses with and without HAZMAT endorsements
Requirements to receive "Veteran" on identification card	Requires a service	56-1-3350(B)	State	Statute	Service: Adding "Veteran" designation to front of identification card
Price of an identification card for someone 5 to 16-years-old	Requires a service	56-1-3350(C)(1)	State	Statute	Identification cards to people 5 to 16-years-old
Price for replacement ID if 17-years-old or older	Requires a service	56-1-3350(C)(2)	State	Statute	Identification cards to people 17-years-old and older
Identification cards expire eight years from date of issuance	Requires a service	56-1-3350(D)	State	Statute	Identification cards
Member of the armed services has 90 days to apply for an SC DL and license expires 8 years after issuance	Requires a service	56-1-35	State	Statute	Driver's licenses for members of the Armed Services
International customer driver's licenses cost \$25 if valid for more than four years, \$12.50 is valid for not more than four years	Requires a service	56-1-40(7)	State	Statute	Driver's licenses for international customers
DMV authorized to administer a program for and regulate the issuance of temporary license plates for newly acquired vehicles	Requires a service	56-3-210(A)(1)	State	Statute	Temporary license plate program
DMV establishes design and layout of temporary license plates issued by the state. Material should be resistant to deterioration or fading from exposure to the elements	Requires a service	56-3-210(A)(2)	State	Statute	Temporary license plates themselves
Size of temporary license plates for regular passenger vehicles and motorcycles	Requires a manner of delivery	56-3-210(A)(3)	State	Statute	
Licensed motor vehicle dealers, leasing companies, and other entities shall not	Requires a manner of delivery	56-3-210(A)(4)	State	Statute	
Obtain or buy temporary license plates from any entity other than the DMV or one of the DMV's registered temporary license plate distributors	Requires a service	56-3-210(A)(4)(a)			Temporary license plates themselves
Charge a fee that exceeds the actual cost of issuing a temporary license plate plus standard shipping and handling costs	Funding agency deliverable(s)	56-3-210(A)(4)(b)	State	Statute	
DMV can administer an electronic system for county auditors' offices, licensed dealers, leasing companies, and other entities authorized by the DMV to use in issuing temporary license plates. The DMV may contract with vendors to provide service connection between the issuing entities and the DMV, or may provide the service directly to participating entities	Requires a service	56-3-210(A)(5)	State	Statute	Service: Temporary license plate distributors
Outlines what must be printed on each temporary license plate	Requires a manner of delivery	56-3-210(A)(6)	State	Statute	
Temporary license plate must be linked to vehicle record and vehicle owner in DMV database. Plate must be issued upon sale of a vehicle	Requires a manner of delivery	56-3-210(A)(7)	State	Statute	
DMV shall develop program specifications defining requirements of temporary plate program governing issuance of plates by authorized entities	Requires a service	56-3-210(A)(8)	State	Statute	Specifications for issuing temporary license plates

**These responses were submitted for the FY 2020-2021 Accountability Report by the
DEPARTMENT OF MOTOR VEHICLES**

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Registered temporary license plate distributors must be a statewide dealer association	Requires a manner of delivery	56-3-210(A)(9)	State	Statute	
Licensed dealers and leasing companies must receive temporary license plates from registered temporary license plate distributors	Requires a manner of delivery	56-3-210(A)(9)(a)	State	Statute	
Counties and other nondealer entities may receive temporary license plates from a registered distributor or the DMV	Requires a service	56-3-210(A)(9)(b)	State	Statute	Temporary license plates themselves
Person who newly acquires a vehicle or moves a foreign vehicle into SC, that is required to be registered and does not properly register it before operating it on state roads during the 45-day period must	Requires a manner of delivery	56-3-210(B)	State	Statute	
Transfer a license plate from another vehicle pursuant to 56-3-210(G) and 56-3-1290	Requires a manner of delivery	56-3-210(B)(1)	State	Statute	
Purchase a new license plate and registration	Requires a manner of delivery	56-3-210(B)(2)	State	Statute	
Purchase a temporary license plate from the DMV pursuant to 56-3-210(D)	Requires a service	56-3-210(B)(3)	State	Statute	Temporary license plates themselves
Purchase a temporary license plate from the county auditor's office in the county in which the person resides pursuant to 56-3-210(D) or	Not related to agency deliverable	56-3-210(B)(4)	State	Statute	
Obtain a temporary license plate from a dealer of new or used vehicles pursuant to 56-3-210€	Requires a manner of delivery	56-3-210(B)(5)	State	Statute	
DMV or county auditor must issue a temporary license plate to a casual buyer pursuant to 56-3-210(B). Expiration date cannot be more than 45-days in the future. Bill of sale, title, lease contract, temporary registration card, or copies of these documents must be maintained in the vehicle at all times. Documents must provide a description of the vehicle, name and address of both the seller and purchaser of the vehicle, and its date of sale or lease. The DMV may charge \$5 for a temporary plate. The county auditor may charge \$5 for the plate.	Requires a service	56-3-210(D)	State	Statute	Temporary license plates themselves
Any person or entity issuing temporary plates must maintain records and shall be inspected by the DMV or agents during reasonable business hours	Requires a service	56-3-210(F)	State	Statute	Service: Inspecting dealer records related to the issuance of temporary license plates
If transferring a license plate, no temporary plate needed, but vehicle must be registered within 45 days	Requires a manner of delivery	56-3-210(G)	State	Statute	
Person must replace temporary license plate with permanent license plate registration as required in 56-3-110 within 45 days of acquiring the vehicle or moving a foreign vehicle to SC; penalties	Requires a manner of delivery	56-3-210(H)	State	Statute	
Insurance must be obtained before operating a vehicle	Not related to agency deliverable	56-3-210(I)	State	Statute	
Only one temporary license plate issued per purchaser. The DMV may issue 15-day special permit if someone doesn't receive their permanent plate within 45 days	Requires a manner of delivery	56-3-210(J)	State	Statute	
DMV may restrict or revoke ability the ability to issue temporary license plates if in violation of section	Requires a service	56-3-210(K)	State	Statute	Service: Revoke or restrict ability for entities in violation of section to issue temporary license plates

**These responses were submitted for the FY 2020-2021 Accountability Report by the
DEPARTMENT OF MOTOR VEHICLES**

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Licensed dealers/leasing companies may issue temporary license plates in accordance with law, top 50% is reserved for dealer/company identification, bottom 50% for plate sequence, dealer may not issue plate until vehicle sold, dealer may be assessed points if violating section	Requires a manner of delivery	56-3-210€	State	Statute	
Owner of a foreign vehicle moved to SC when properly registered does not need a temporary plate. The owner has 45-days to register it in SC unless the registration from OOS is expired and he or she must register it immediately	Requires a manner of delivery	56-3-210©	State	Statute	

FY 2020-2021 Agency Accountability Report
Services Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the
DEPARTMENT OF MOTOR VEHICLES

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
State identification cards that specify whether or not an individual has the legal authorization to drive and any restrictions or specific endorsements associated with his/her driving ability	Public, 5 years old and over	Citizens	Law enforcement, international customers, anyone who desires to operate a vehicle or commercial motor vehicle	Driver Services/ Branch Services/ Information Technology	State issued Driver's License and ID Card	
Issue plates that support various types of vehicles and benefit a variety of special interest groups	Private and commercial motor vehicle owners, political subdivision vehicle owners	Citizens	Law enforcement, private and public entities that have special license plates	Vehicle Services/ Branch Services	License Plates	
Allow people to register as an organ donor and as a voter in South Carolina	Donors - 17 and over, voters - 18 and over	Citizens	Donate Life	Branch Services	Voter and Donor Registration	
Receipt and distribution of revenues	Distribute revenue from various sources to Schools, Organizations, State Entities	Public and private entities	Primarily SCDOT for the State, other private special interest groups	Administration/ Branch Services	Revenue Distribution	
Enforce mechanisms to ensure every driver's financial responsibility obligations (i.e.- car insurance)	Private and commercial motor vehicle owners	Citizens	Insurance companies, Law enforcement	Driver Services	Financial Responsibility	
Secure PII in the agency's possession	Ensure the security and privacy of PII for all customers of the DMV	Citizens	Businesses with access to the DMV, Bulk Data Customers	Information Security/ Branch Services/ Information Technology/ General Counsel	Information Security and Privacy	
Partner with federal, state, and local governments to share information to which they are legally entitled for the purpose carrying out of government activities	Share information as authorized by FOIA, DPPA and FPPA	Citizens	Any federal, state, and local partner, law enforcement, courts	Information Technology/ Communications/ Administration/ General Counsel	FOIA, DPPA, FPPA	
Provide access to public information for permitted individuals	Share information as authorized by FOIA, DPPA and FPPA	Citizens	Law enforcement, courts	Branch Services/ Driver Services/ Vehicle Services/ Administration/ Inspector General/ Information Technology/ Communications	Information Access, Public	
Work with industry partners to maximize existing efficiency measures and explore new partnerships to serve the public	Third Party Commercial and Non-Commercial Driver Training and Testing Schools; Law Enforcement and Other Authorized Entities with access to Member Services.	Citizens	Business, driver training schools, DMV branch offices	Office of Inspector General/ Information Technology	Third Party Testers and Member Services	
Uphold cooperative agreements, such as IFTA/IRP and the Driver's License compact agreement, which ensures South Carolina laws are respected by out-of-state drivers and that fuel taxes are allotted appropriately based on road use	International Fuel Tax Agreement Members, International Registration Plan Members, and Driver's License Compact Signatories	Citizens	Businesses, STP	Driver Services/ Motor Carrier/ General Counsel	Cooperative Agreements	

Agency Partnerships Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

DEPARTMENT OF MOTOR VEHICLES

Name of Partner Entity	Type of Partner Entity	Description of Partnership
10 ZERO DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
123 DRIVE! DRIVING ACADEMY, INC	Private Business Organization	Automobile Driver Training, examination
1st IN CLASS	Private Business Organization	Automobile Driver Training, examination
1st MILE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
3 J'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
5 STAR DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
843 LETS DRIVE, LLC	Private Business Organization	Automobile Driver Training, examination
911 DRIVING SCHOOL (CHARLESTON)	Private Business Organization	Automobile Driver Training, examination
911 DRIVING SCHOOL (GREENVILLE)	Private Business Organization	Automobile Driver Training, examination
911 DRIVING SCHOOL (RICHLAND)	Private Business Organization	Automobile Driver Training, examination
911 DRIVING SCHOOL (YORK)	Private Business Organization	Automobile Driver Training, examination
A & R DRIVER TRAINING SCHOOL	Private Business Organization	Automobile Driver Training, examination
AAAA DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
ABATE	Private Business Organization	Industry advocacy organization
Abbeville County Schools	Local Government	CDL Examination
ABBIE'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
ABC DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
ABLES DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
ACCURATE DRIVER EDUCATION SERVICES	Private Business Organization	Automobile Driver Training, examination
ACE DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
ADVANTAGE DRIVING LLC	Private Business Organization	Automobile Driver Training, examination
AFFORDABLE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Aiken County Schools	Local Government	CDL Examination
AIKEN DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Aiken Technical College	Higher Education Institute	MC training, examination
ALERT DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
Allen University	Higher Education Institute	Recipient of revenue from specialty license plate
Allendale County Schools	Local Government	CDL Examination
A-LORD ASHLEY DRIVING	Private Business Organization	Automobile Driver Training, examination
Alpha Kappa Alpha Sorority	Non-Governmental Organization	Recipient of revenue from specialty license plate
Alpha Phi Alpha	Non-Governmental Organization	Recipient of revenue from specialty license plate
American Association of Motor Vehicle Administrators	Professional Association	Develops industry best practices, provides verification services, and as serves as a linkage point for all jurisdiction administrators
American Cancer Society	Non-Governmental Organization	Recipient of revenue from specialty license plate
American National Red Cross	Federal Government	Recipient of revenue from specialty license plate
Ancient Free Masons	Non-Governmental Organization	Recipient of revenue from specialty license plate
Anderson County Alternative School	K-12 Education Institute	CDL Examination
Anderson School District 3	Local Government	CDL Examination
Anderson School District 5	Local Government	CDL Examination
ANOINTED HANDS DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Appalachian State University	Higher Education Institute	Recipient of revenue from specialty license plate
ARRIVE ALIVE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Asplundh Tree Expert LLC	Private Business Organization	CDL Examination
ATKINSON DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
ATLAS DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Auburn University	Higher Education Institute	Recipient of revenue from specialty license plate
AUTO SAFE DRIVING SCHOOL EST	Private Business Organization	Automobile Driver Training, examination

These responses were submitted for the FY 2020-2021 Accountability Report by the

DEPARTMENT OF MOTOR VEHICLES

Name of Partner Entity	Type of Partner Entity	Description of Partnership
BACK TO BASICS DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
BALDWIN POINT REDUCTION /DRIVER TRNG.	Private Business Organization	Automobile Driver Training, examination
Bamberg School District One	Local Government	CDL Examination
Barnwell District 45	Local Government	CDL Examination
BEACH DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
BEAMS'S AA DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
Beaufort County School District	Local Government	CDL Examination
Beaufort Water Festival	Non-Governmental Organization	Recipient of revenue from specialty license plate
Benedict College	Higher Education Institute	Recipient of revenue from specialty license plate
Berkeley County Roads & Bridges	Local Government	CDL Examination
Berkeley County Schools	Local Government	CDL Examination
BLINDSPOT DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Bob Jones University	Higher Education Institute	Recipient of revenue from specialty license plate
Boy Scouts of America	Federal Government	Recipient of revenue from specialty license plate
Boykin Spaniel Foundation	Non-Governmental Organization	Recipient of revenue from specialty license plate
BOYTER'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
BREEZY'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
BUDGET DRIVING SCHOOL EST	Private Business Organization	Automobile Driver Training, examination
C.O.P.S. DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
CALCUTT'S DRIVING SCHOOL LLC	Private Business Organization	Automobile Driver Training, examination
CAMPBELL'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
CAROLINA DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Carolina Independent Auto Dealers Association	Private Business Organization	Industry advocacy organization
CAROLINA PRIDE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Carolina Recycling Association	Non-Governmental Organization	Recipient of revenue from specialty license plate
Carolinas Dist Kiwanis Foundation	Non-Governmental Organization	Recipient of revenue from specialty license plate
CARROLL'S BLUE LINE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Chabad of Charleston, Inc.	Non-Governmental Organization	Recipient of revenue from specialty license plate
CHAMPIONSHIP DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Charleston Southern University	Higher Education Institute	Recipient of revenue from specialty license plate
Chase After A Cure	Non-Governmental Organization	Recipient of revenue from specialty license plate
Cherokee County Schools	Local Government	CDL Examination
Chester County Schools	Local Government	CDL Examination
Chesterfield County Schools	Local Government	CDL Examination
Citadel	Higher Education Institute	Recipient of revenue from specialty license plate
City of Greenville	Local Government	CDL Examination
City of Laurens	Local Government	CDL Examination
City of North Charleston	Local Government	CDL Examination
City of Union	Local Government	CDL Examination
CJK SECURITY DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Clafin College	Higher Education Institute	Recipient of revenue from specialty license plate
Clarendon School District 2	Local Government	CDL Examination
Clemson University	Higher Education Institute	Recipient of revenue from specialty license plate
Clover School District 2	Local Government	CDL Examination
Coastal Carolina University	Higher Education Institute	Recipient of revenue from specialty license plate
Coastal Conservation Association	Non-Governmental Organization	Recipient of revenue from specialty license plate
CODY'S DRIVING SCHOOL INC.	Private Business Organization	Automobile Driver Training, examination
Coker College	Higher Education Institute	Recipient of revenue from specialty license plate
College of Charleston	Higher Education Institute	Recipient of revenue from specialty license plate
Colleton County Schools	Local Government	CDL Examination

These responses were submitted for the FY 2020-2021 Accountability Report by the

DEPARTMENT OF MOTOR VEHICLES

Name of Partner Entity	Type of Partner Entity	Description of Partnership
Columbia College	Higher Education Institute	Recipient of revenue from specialty license plate
COMPLETE DRIVERS TRAINING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Converse College	Higher Education Institute	Recipient of revenue from specialty license plate
County Coroners	Local Government	access to member services
County Veteran's offices	Local Government	Veteran related questions and legislative issues
Cox's Harley Davidson of Rock Hill	Private Business Organization	MC training, examination
Criminal Justice Academy	State Government	CDL Examination
CRUISE CONTROL DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
DAODAS	State Government	Partner on state Ignition Interlock Device (IID) program
Darlington School District	Local Government	CDL Examination
DAVIS DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Delta Sigma Theta	Non-Governmental Organization	Recipient of revenue from specialty license plate
Department of Corrections	State Government	Partner in issuing identification cards to those in custody, driving history reports, and has access to member services
Department of Corrections	State Government	CDL Examination
Department of Homeland Security	Federal Government	Sets the federal requirements for identification issuance
Department of Juvenile Justice	Local Government	Partner in issuing identification cards to those in custody
Department of Probation, Pardon, and Parole	State Government	Partner on Ignition interlock device program and access to member services
Department of Social Services	State Government	Recipient of SCDMV reports
DIVINE FAVOR DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Donate Life SC	State Government	Registration of donors and collection of funds in support of Donate Life SC
Dorchester School District 2	Local Government	CDL Examination
DRIVE 4 LIFE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
DRIVE ALERT TRAINING ACADEMY	Private Business Organization	Automobile Driver Training, examination
DRIVE SAFE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
DRIVER EDUCATION ACHIEVED	Private Business Organization	Automobile Driver Training, examination
DRIVERS EDGE DRIVING SCHOOL, LLC	Private Business Organization	Automobile Driver Training, examination
DRIVING 101	Private Business Organization	Automobile Driver Training, examination
Driving Schools	Private Business Organization	Fulfills the legal requirements for driver training
DRIVING UNLIMITED	Private Business Organization	Automobile Driver Training, examination
Ducks Unlimited Inc.	Non-Governmental Organization	Recipient of revenue from specialty license plate
Durham School Services	Non-Governmental Organization	CDL Examination
DUTCH FORK DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
E.O.T.O CAREER & EDUCATION	Private Business Organization	Automobile Driver Training, examination
EAGLE EYE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Eagle Scouts of America	Non-Governmental Organization	Recipient of revenue from specialty license plate
Earth Echo International	Non-Governmental Organization	Recipient of revenue from specialty license plate
Edgefield School District	State Government	CDL Examination
Emergency Management Division	State Government	Support during natural disasters
EMILY'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Erskine College	Higher Education Institute	Recipient of revenue from specialty license plate
EXCELLENT CHOICE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Fairfield County Public Works & Recycling	Local Government	CDL Examination
Fairfield County Schools	Local Government	CDL Examination
Federal Motor Carrier Safety Administration	Federal Government	Regulates commercial motor carriers
Fire Department Donaldson	Local Government	CDL Examination
FIRST STEP DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
Florence Cycles DBA Black Jack Harley Davidson	Private Business Organization	MC training, examination
Florence School District 1	Local Government	CDL Examination
Florence School District 3	Local Government	CDL Examination

These responses were submitted for the FY 2020-2021 Accountability Report by the

DEPARTMENT OF MOTOR VEHICLES

Name of Partner Entity	Type of Partner Entity	Description of Partnership
Florence-Darlington Technical College	Higher Education Institute	CDL Examination
Florence-Darlington Technical College	State Government	MC & Truck Driver Training, MC examination
Florida State University	Higher Education Institute	Recipient of revenue from specialty license plate
Fort Mill School District 4	Local Government	CDL Examination
Frances Marion University	Higher Education Institute	Recipient of revenue from specialty license plate
Fraternal Order of Police	Professional Association	Recipient of revenue from specialty license plate
FREEMAN GROUP LLC DRIVER TRAINING DIVISON	Private Business Organization	Automobile Driver Training, examination
Furman University	Higher Education Institute	Recipient of revenue from specialty license plate
Georgetown Board of Education	Local Government	CDL Examination
Georgia Tech Foundation	Non-Governmental Organization	Recipient of revenue from specialty license plate
GREENLIGHT DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Greenville Children's Hospital	Private Business Organization	Recipient of revenue from specialty license plate
Greenville County Schools	Local Government	CDL Examination
GREENVILLE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
GREENVILLE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Greenville Technical College	Higher Education Institute	Training, MC & CDL Examination
HANDS-ON-DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
HANNA'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
HARTNESS DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Heritage Classic Foundation	Non-Governmental Organization	Recipient of revenue from specialty license plate
HIGHWAY MAN DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Hilton Head Fire Rescue	Local Government	CDL Examination
HOLMAN'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Horry County Schools	Local Government	CDL Examination
Horry-Georgetown Technical College	Higher Education Institute	MC training, examination
I Believe SC	Non-Governmental Organization	Recipient of revenue from specialty license plate
J's DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
JAMES ISLAND DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Jasper County School District	Local Government	CDL Examination
J-MAC DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
JONES DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
JONES DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
JUST CAUSE DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
Kappa Alpha Psi	Non-Governmental Organization	Recipient of revenue from specialty license plate
Kershaw County Schools	Local Government	CDL Examination
LAKE MURRAY DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
LAKELANDS DRIVING ACADEMY LLC	Private Business Organization	Automobile Driver Training, examination
Lancaster County Schools	Local Government	CDL Examination
Lander University	Higher Education Institute	Recipient of revenue from specialty license plate
Landmark Construction	Private Business Organization	CDL Examination
Laurens School District 55	Local Government	CDL Examination
Laurens School District 56	Local Government	CDL Examination
Law Enforcement Network	Local Government	partner on public safety and law enforcement related issues
LCPW	Local Government	CDL Examination
Lexington / Richland School District 5	Local Government	CDL Examination
LEXINGTON DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Lexington School District 1	Local Government	CDL Examination
Lexington School District 2	Local Government	CDL Examination
Lexington School District 3	Local Government	CDL Examination
Lexington School District 4	Local Government	CDL Examination

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DEPARTMENT OF MOTOR VEHICLES

Name of Partner Entity	Type of Partner Entity	Description of Partnership
Limestone College	Higher Education Institute	Recipient of revenue from specialty license plate
Low Country Harley-Davidson, SII LLC	Private Business Organization	MC training, examination
LR "U DRIVE"	Private Business Organization	Automobile Driver Training, examination
LUDWIG DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
LUDWIG DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Marine Corps League	Non-Governmental Organization	Recipient of revenue from specialty license plate
Marion School District 1	Local Government	CDL Examination
Marlboro County School District	Local Government	CDL Examination
MARTY WILLIAMS DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
MAVERICK DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
MCINTOSH DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Miller-Motte Technical College	Higher Education Institute	CDL Examination
MILLER'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
MISTER C's DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Morris College	Higher Education Institute	Recipient of revenue from specialty license plate
Morris Island Lighthouse/Save the Light Inc.	Non-Governmental Organization	Recipient of revenue from specialty license plate
Mothers Against Drunk Driving	Non-Governmental Organization	Recipient of revenue from specialty license plate
Motorcycle Safety Foundation	Non-Governmental Organization	Motorcycle training standards for third party training/testing programs
MR. MIKES DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
MURPHY'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
MUSC Alumni Association	Non-Governmental Organization	Recipient of revenue from specialty license plate
MUSC Children's Hospital	Higher Education Institute	Recipient of revenue from specialty license plate
Myrtle Beach Harley Davidson LLC	Private Business Organization	MC training, examination
National Highway Traffic Safety Administration	Federal Government	Regulates national highway safety standards
National Multiple Sclerosis Society	Non-Governmental Organization	Recipient of revenue from specialty license plate
NATIONAL SAFETY COUNCIL DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
National Wild Turkey Foundation	Non-Governmental Organization	Recipient of revenue from specialty license plate
NAVIGATION DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
NC State Alumni Association	Non-Governmental Organization	Recipient of revenue from specialty license plate
Newberry College	Higher Education Institute	Recipient of revenue from specialty license plate
Newberry County Schools	Local Government	CDL Examination
NEXTSTEP REHAB SERVICES	Private Business Organization	Automobile Driver Training, examination
North Charleston Sewer District	Local Government	CDL Examination
North Greenville University	Higher Education Institute	Recipient of revenue from specialty license plate
Northwestern HS Alumni Association	Non-Governmental Organization	Recipient of revenue from specialty license plate
Northwood Academy	K-12 Education Institute	CDL Examination
Nurse's Foundation	Professional Association	Recipient of revenue from specialty license plate
O'BRIEN'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
O'BRIEN'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Oconee County School District	Local Government	CDL Examination
Office of Revenue and Fiscal Affairs	State Government	Provide input for fiscal impact statements
Ohio State University	Higher Education Institute	Recipient of revenue from specialty license plate
Omega Psi Phi	Non-Governmental Organization	Recipient of revenue from specialty license plate
ON POINT DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
Orangeburg School District 4	Local Government	CDL Examination
Orangeburg School District 5	Local Government	CDL Examination
Orangeburg Technical College	Higher Education Institute	CDL Examination
Orangeburg-Calhoun Technical College	State Government	Truck Driver Training, CDL Examination
Palmetto Cycling Coalition, Inc.	Non-Governmental Organization	Recipient of revenue from specialty license plate
PALMETTO DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination

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DEPARTMENT OF MOTOR VEHICLES

Name of Partner Entity	Type of Partner Entity	Description of Partnership
PALMETTO DRIVING SCHOOL, LLC	Private Business Organization	Automobile Driver Training, examination
Palmetto Health Foundation	Non-Governmental Organization	Recipient of revenue from specialty license plate
PARNELL'S DRIVER TRAINING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Patriots Point Foundation	Non-Governmental Organization	Recipient of revenue from specialty license plate
Pee Dee Regional Trans. Authority	Non-Governmental Organization	CDL Examination
Pelham-Batesville Fire Department	Local Government	CDL Examination
Penn Center, Inc.	Non-Governmental Organization	Recipient of revenue from specialty license plate
Pepsi Bottling Ventures of Conway	Private Business Organization	CDL Examination
Pepsi Cola	Private Business Organization	CDL Examination
Pepsi Cola	Private Business Organization	CDL Examination
Pepsi of Columbia	Higher Education Institute	CDL Examination
Phi Beta Sigma	Non-Governmental Organization	Recipient of revenue from specialty license plate
Pickens County School District	Local Government	CDL Examination
PICKENS DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Pike Electric	Private Business Organization	CDL Examination
POSTON-COLEMAN DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
POTTS DRIVING SCHOOL EST	Private Business Organization	Automobile Driver Training, examination
PRECIOUS CARGO DRIVING SCHOOL, LLC	Private Business Organization	Automobile Driver Training, examination
PRECISION DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
PREMIER DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Presbyterian College	Higher Education Institute	Recipient of revenue from specialty license plate
PRICE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
PRICELESS CARGO DRIVING SCHOOL, LLC	Private Business Organization	Automobile Driver Training, examination
Prince Hall Masons	Non-Governmental Organization	Recipient of revenue from specialty license plate
Prince Hall Masons, Order of Eastern Star	Non-Governmental Organization	Recipient of revenue from specialty license plate
Purdue Alumni Association	Non-Governmental Organization	Recipient of revenue from specialty license plate
Quality Deer Management Association	Non-Governmental Organization	Recipient of revenue from specialty license plate
RED FOX DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Richland School District 1	Local Government	CDL Examination
Richland School District 2	Local Government	CDL Examination
ROAD RUNNER DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Rock Hill School District 3	Local Government	CDL Examination
Rocky Mountain Elk Foundation	Non-Governmental Organization	Recipient of revenue from specialty license plate
Ronald McDonald House Charities	Non-Governmental Organization	Recipient of revenue from specialty license plate
Rotary International	Private Business Organization	Recipient of revenue from specialty license plate
RULES OF THE ROAD DRIVING ACADEMY, LLC	Private Business Organization	Automobile Driver Training, examination
RUSTY'S AUTO DRIVER TRAINING SCHOOL	Private Business Organization	Automobile Driver Training, examination
SABBADINO DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
SACKS DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
SAFE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
SAFE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Safe Road Alliance	Non-Governmental Organization	Parent supervised driving program
Saluda County Schools	Local Government	CDL Examination
Save the Hunley/Hunley Commission	State Government	Recipient of revenue from specialty license plate
SC Arts Commission	State Government	Recipient of revenue from specialty license plate
SC Association of Auditors, Treasurers, and Tax Collectors	Professional Association	Recipient of registration renewals, suspensions and CIDRs participation
SC Association of Realtors	Professional Association	Recipient of revenue from specialty license plate
SC Autism Society	Non-Governmental Organization	Recipient of revenue from specialty license plate
SC Cattlemen's Association	Private Business Organization	Recipient of revenue from specialty license plate
SC Citizens for Life	Private Business Organization	Recipient of revenue from specialty license plate

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DEPARTMENT OF MOTOR VEHICLES

Name of Partner Entity	Type of Partner Entity	Description of Partnership
SC Counties	Local Government	Recipient of revenues
SC Department of Agriculture	State Government	Recipient of revenue
SC Department of Education	State Government	Recipient of revenue from specialty license plate and driving history report
SC Department of Health & Environmental Control	State Government	Partner on resolution of birth certificates for issuance of credentials
SC Department of Insurance	State Government	Development of Vehicle liability insurance requirements
SC Department of Natural Resources	State Government	Recipient of revenue
SC Department of Parks, Recreation, and Tourism	State Government	Recipient of revenue from specialty license plate
SC Department of Public Safety	State Government	Traffic safety and recipient of revenues collected and driving history reports and has access to member services
SC Department of Revenue	State Government	Collection and distribution of Taxes
SC Department of Transportation	State Government	Traffic safety and recipient of revenues collected
SC Division of the Sons of Confederate Veterans	Non-Governmental Organization	Recipient of revenue from specialty license plate
SC Election Commission (state and county)	State Government	Provide voter registration applications
SC Elks Association	Non-Governmental Organization	Recipient of revenue from specialty license plate
SC Emergency Medical Services	Professional Association	Recipient of revenue from specialty license plate
SC Equality	Non-Governmental Organization	Recipient of revenue from specialty license plate
SC Farm Bureau Federation	Private Business Organization	Recipient of revenue from specialty license plate
SC Fire Academy	State Government	Recipient of revenue from specialty license plate
SC Parrot Head Club Council/SC Alzheimer's Assoc.	Non-Governmental Organization	Recipient of revenue from specialty license plate
SC Special Olympics	Non-Governmental Organization	Recipient of revenue from specialty license plate
SC State Coon Hunters Association	Non-Governmental Organization	Recipient of revenue from specialty license plate
SC State Treasurer's Office	State Government	Recipient of revenues
SC State University	Higher Education Institute	Recipient of revenue from specialty license plate
SC Technology Alliance	Professional Association	Recipient of revenue from specialty license plate
SC Tennis Patrons Foundation	Non-Governmental Organization	Recipient of revenue from specialty license plate
SC Transportation Infrastructure Bank	State Government	Recipient of revenue from specialty license plate
SC Trucking Association	Non-Governmental Organization	Commercial motor vehicle and commercial driver license related issues
SCDOE	State Government	CDL Examination
SCDOE	State Government	CDL Examination
SCDOE (Bishopville)	State Government	CDL Examination
SCDOE (Columbia)	State Government	CDL Examination
SCDOE (Heath Springs)	State Government	CDL Examination
SCDOE (Hopkins)	State Government	CDL Examination
SCDOE (Laurens)	State Government	CDL Examination
SCDOE (Spartanburg) (skills pad only)	State Government	CDL Examination
SCDOE (St. George)	State Government	CDL Examination
SCDOE (Summerville Bus Shop)	State Government	CDL Examination
SCDOT (Abbeville)	State Government	CDL Examination
SCDOT (Aiken)	State Government	CDL Examination
SCDOT (Allendale)	State Government	CDL Examination
SCDOT (Anderson)	State Government	CDL Examination
SCDOT (Bamberg)	State Government	CDL Examination
SCDOT (Barnwell)	State Government	CDL Examination
SCDOT (Beaufort)	State Government	CDL Examination
SCDOT (Bennettsville)	State Government	CDL Examination
SCDOT (Bishopville)	State Government	CDL Examination
SCDOT (Camden)	State Government	CDL Examination
SCDOT (Chester)	State Government	CDL Examination
SCDOT (Chester)	State Government	CDL Examination
SCDOT (Columbia / Fairfield Road)	State Government	CDL Examination
SCDOT (Columbia / Park Street)	State Government	CDL Examination

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DEPARTMENT OF MOTOR VEHICLES

Name of Partner Entity	Type of Partner Entity	Description of Partnership
SCDOT (Conway)	State Government	CDL Examination
SCDOT (Darlington)	State Government	CDL Examination
SCDOT (Dillon)	State Government	CDL Examination
SCDOT (Edgefield)	State Government	CDL Examination
SCDOT (Fairfield SP & RR only)	State Government	CDL Examination
SCDOT (Florence)	State Government	CDL Examination
SCDOT (Greenville)	State Government	CDL Examination
SCDOT (Greenville)	State Government	CDL Examination
SCDOT (Greenwood)	State Government	CDL Examination
SCDOT (Hampton)	State Government	CDL Examination
SCDOT (Holly Hill)	State Government	CDL Examination
SCDOT (Laurens SP & RR Only)	State Government	CDL Examination
SCDOT (Lexington)	State Government	CDL Examination
SCDOT (Manning)	State Government	CDL Examination
SCDOT (Marion)	State Government	CDL Examination
SCDOT (Newberry)	State Government	CDL Examination
SCDOT (North Charleston)	State Government	CDL Examination
SCDOT (North Charleston)	State Government	CDL Examination
SCDOT (North Charleston)	State Government	CDL Examination
SCDOT (Oconee)	State Government	CDL Examination
SCDOT (Oconee)	State Government	CDL Examination
SCDOT (Orangeburg)	State Government	CDL Examination
SCDOT (Orangeburg)	State Government	CDL Examination
SCDOT (Pickens)	State Government	CDL Examination
SCDOT (Pickens)	State Government	CDL Examination
SCDOT (Richburg SP & RR only)	State Government	CDL Examination
SCDOT (Rock Hill SP & RR only)	State Government	CDL Examination
SCDOT (Ruby SP & RR only)	State Government	CDL Examination
SCDOT (Saluda)	State Government	CDL Examination
SCDOT (Spartanburg)	State Government	CDL Examination
SCDOT (St George)	State Government	CDL Examination
SCDOT (Sumter)	State Government	CDL Examination
SCDOT (Union SP & RR only)	State Government	CDL Examination
SCDOT (Walterboro)	State Government	CDL Examination
SCDOT (Williamsburg)	State Government	CDL Examination
School for the Deaf and Blind	State Government	CDL Examination
SDDOE (Walhalla)	State Government	CDL Examination
Sertoma International	Non-Governmental Organization	Recipient of revenue from specialty license plate
Sigma Gamma Rho	Non-Governmental Organization	Recipient of revenue from specialty license plate
SJ TRAINING WHEELS DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
SMALLS DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
SMALLS DRIVING ACADEMY, LLC	Private Business Organization	Automobile Driver Training, examination
South Carolina Auto Dealers Association	Private Business Organization	Vendor for temporary license plates; Industry advocacy organization
SOUTHEASTERN DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Southern Wesleyan	Higher Education Institute	Recipient of revenue from specialty license plate
SOUTHLAND DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Spartanburg Community College	Higher Education Institute	MC training, examination
Spartanburg School District 1	Local Government	CDL Examination
Spartanburg School District 2	Local Government	CDL Examination
Spartanburg School District 3	Local Government	CDL Examination

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DEPARTMENT OF MOTOR VEHICLES

Name of Partner Entity	Type of Partner Entity	Description of Partnership
Spartanburg School District 4	Local Government	CDL Examination
Spartanburg School District 5	Local Government	CDL Examination
Spartanburg School District 6	Local Government	CDL Examination
Spartanburg School District 7	Local Government	CDL Examination
Spartanburg Water Systems	Local Government	CDL Examination
State Courts	Local Government	Provide driver information and citation
STEER CLEAR DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Stevenson Weir Inc	Private Business Organization	CDL Examination
Summerville CPW	State Government	CDL Examination
Sumter School District	Local Government	CDL Examination
Sunbelt Human Advancement Reso Inc	Private Business Organization	CDL Examination
Support Our Troops Inc.	Non-Governmental Organization	Recipient of revenue from specialty license plate
Surfrider Foundation	Non-Governmental Organization	Recipient of revenue from specialty license plate
Technical College of the Low Country	Higher Education Institute	MC training, examination
Technical College of the Low Country	State Government	MC & Truck Driver Training, MC examination
THE DRIVING CLINIC	Private Business Organization	Automobile Driver Training, examination
THE DRIVING ZONE	Private Business Organization	Automobile Driver Training, examination
The Friends of Hunting Island State Park, Inc.	Non-Governmental Organization	Recipient of revenue from specialty license plate
THE ULTIMATE DRIVING SCHOOL, LLC	Private Business Organization	Automobile Driver Training, examination
THINKSAFE DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination
Thunder Tower Harley Davidson	Private Business Organization	MC training, examination
TJ's DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
TLM DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Transdev Services Inc	Non-Governmental Organization	CDL Examination
Trees SC	Non-Governmental Organization	Recipient of revenue from specialty license plate
Tri-County Technical College	Higher Education Institute	MC training, examination
Tri-County Technical College	Higher Education Institute	Training, MC & CDL Examination
Trident Technical College	Higher Education Institute	MC training, examination
Tri-dent Technical College	Higher Education Institute	MC training, examination
Truck Driver Institute	Non-Governmental Organization	Truck Driver Training, CDL Examination
TRUSSELL DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Twin City Outreach Mission	Non-Governmental Organization	Recipient of revenue from specialty license plate
U.S. Naval Academy Alumni Association	Non-Governmental Organization	Recipient of revenue from specialty license plate
UNION COUNTY DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Union County Schools	Local Government	CDL Examination
UNITED DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
United Parcel Service	Private Business Organization	CDL Examination
United Parcel Service	Private Business Organization	CDL Examination
United Way of South Carolina	Non-Governmental Organization	Recipient of charitable funds raised by employees; coordinates working groups with multiple governmental and non-profit agencies exploring solutions for vulnerable populations
University of Alabama	Higher Education Institute	Recipient of revenue from specialty license plate
University of Florida	Higher Education Institute	Recipient of revenue from specialty license plate
University of Georgia	Higher Education Institute	Recipient of revenue from specialty license plate
University of South Carolina	Higher Education Institute	Recipient of revenue from specialty license plate
University of Tennessee	Higher Education Institute	Recipient of revenue from specialty license plate
US Department of State	Federal Government	Partner in identity management
USC School of Medicine	Higher Education Institute	Recipient of revenue from specialty license plate
Utilities Lines Construction	Private Business Organization	CDL Examination
VALENTINE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
Voorhees College	Higher Education Institute	Recipient of revenue from specialty license plate
WARD'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination

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DEPARTMENT OF MOTOR VEHICLES

Name of Partner Entity	Type of Partner Entity	Description of Partnership
WATSON'S DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
WILKINS DRIVING ACADEMY, LLC	Private Business Organization	Automobile Driver Training, examination
Wilson HS Alumni Association	Non-Governmental Organization	Recipient of revenue from specialty license plate
Winthrop College	Higher Education Institute	Recipient of revenue from specialty license plate
Wofford College	Higher Education Institute	Recipient of revenue from specialty license plate
WRECK-LESS DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination
York School District 1	Local Government	CDL Examination
YOUNG'S DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination
Zeta Phi Beta	Non-Governmental Organization	Recipient of revenue from specialty license plate
911 Driving School - Hilton Head	Private Business Organization	Class D training school and TPT
Criteria Corp	Private Business Organization	Provides pre-employment screening
CVR	Private Business Organization	Service provider for electronic registration and titling
DDI	Private Business Organization	Service provider for electronic registration and titling
Elyon	Private Business Organization	Partner in the agency's development of its business continuity plan
Shorty and Goose's Driving School	Private Business Organization	Class D training school and TPT
TeamIA	Private Business Organization	Assists the agency in electronic workflow management
TitleTec	Private Business Organization	Service provider for electronic registration and titling
WHich Way Jay LLC?	Private Business Organization	Class D training school and TPT

**FY 2020-2021 Agency Accountability Report
Reports Responses:**

**These responses were submitted for the FY 2020-2021 Accountability Report by the
DEPARTMENT OF MOTOR VEHICLES**

Report Name	Law Number (If required)	Summary of Information Requested in the Report	Most Recent Submission Date	Reporting Frequency	Type of Entity	Method to Access the Report	Direct access hyperlink or agency contact
Agency Accountability Report	§1-1-810	The report "must contain the agency's or department's mission, objectives to accomplish the mission, and performance measures that show the degree to which objectives are being met." Agencies must "identify key program area descriptions and expenditures and link these to key financial and performance results measures."	September 15, 2021	Annually	Governor or Lt. Governor AND Legislative entity or entities	Provided to LSA for posting online	
Annual IT Strategic Plan	Proviso 117.112	With the consultation and approval of DTO, Cabinet Agencies must create an information technology plan for purchases that exceed \$50,000 to ensure compliance with the Statewide Strategic Information Technology Plan and the standards defined by DTO.	August 20, 2021	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Electronic copy maintained by the Department of Administration
Bank Account Transparency and Accountability	Proviso 117.80	Report on Agency's Composite Reservoir Accounts	September 29, 2020.	Annually	Legislative entity or entities	Electronic copy available upon request	
Capital Projects Improvement Plan	§2-47-50	5-year Capital Project Plan	June 8, 2021	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Could also contact EBO
Capital Projects Strategic Plan (SC Real Property Management Data Report)	Proviso 93.8	Listing of all property owned / utilized by the SC SCDMV	June 8, 2021	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Could also contact EBO
Debt Collection Report	Proviso 117.33	Report on Agency's Outstanding Debt and methods used to collect.	February 19, 2021.	Annually	Legislative entity or entities	Electronic copy available upon request	
Executive Director's Annual Evaluation	State Agency Salary Head Commission	Overview of the Agency's Executive Director (and Agency) has accomplished during the past year.	August 25, 2021	Annually	Governor or Lt. Governor	Electronic copy available upon request	
Executive Director's Annual Planning Stage	State Agency Salary Head Commission	Overview of the Agency's Executive Director (and Agency) plans to accomplish in the upcoming year.	July 20, 2021	Annually	Governor or Lt. Governor	Electronic copy available upon request	
Federal Grant Progress Reports	Grant Agreement Regulation	Summary of Federal Spending	7/29/2021	Quarterly	Entity within federal government	Electronic copy available upon request	contact margaret.pennebaker@sccbank.sc.gov
Federal Highway Administration Report	The request for this report comes from the SCDOT.	Number of Drivers Licenses broken down by gender and age; types of licenses issued; information re: Commercial Licenses; summary of all registration fees collected and how they were distributed	December 8, 2020	Annually	South Carolina state agency or agencies	Electronic copy available upon request	
Fees and Fines Report	Proviso 117.71	Report listing any Fees and Fines collected by the Agency and how the fees and fines are distributed	August 11, 2021	Annually	Legislative entity or entities	Available on agency's website	https://www.scdmvonline.com/About/Agency-Reports

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Report Name	Law Number (If required)	Summary of Information Requested in the Report	Most Recent Submission Date	Reporting Frequency	Type of Entity	Method to Access the Report	Direct access hyperlink or agency contact
Fiscal Year Closing Packages	Comprehensive Annual Financial Report	Various information regarding the fiscal year closeout	Various - July 9, 2021 through October 22, 2021	Annually	South Carolina state agency or agencies	Electronic copy available upon request	
State Infrastructure Report	§57-3-910	Summary of all funds transferred to the State Highway Fund and the State Infrastructure Bank broken down by Gross Vehicle Weight (GVW).	September 8, 2021	Annually	South Carolina state agency or agencies	Electronic copy available upon request	
Travel Report	Proviso 117.20	Report on Agency's Travel Expenditures for the fiscal year	9/27/2021	Annually	Legislative entity or entities	Electronic copy available upon request	