The full report of the Economic Development, Transportation, and Natural Resources Subcommittee's study of the Department of Motor Vehicles, issued on July 25, 2019, is available on the House Legislative Oversight Committee's webpage.

Recommendations

The **Subcommittee** has **29** recommendations arising from its study of the agency. These recommendations fall into three categories: (1) recommendations to the Department of Motor Vehicles (DMV); (2) a recommendation to the House Legislative Oversight Committee; and (3) recommendations to the General Assembly for statutory changes.

Recommendations to DMV

EFFICIENCY

- 1. Consider ways to allow out-of-state motor vehicle dealers to issue S.C. temporary tags.
- 2. Develop policies and guidance for counties regarding the collection of road use fees (e.g., consistent process or forms to use).
- 3. Examine the option of processing checks electronically at the point of sale.

CONSUMER PROTECTION

- 4. Post online information about motor vehicle dealers, including a searchable list of licensed dealers and an indication of which dealers have been cited for licensure violations, to help inform consumers' purchasing decisions.
- 5. Work with the Department of Insurance to propose legislation that would remove the ability of drivers to voluntarily register as uninsured while preserving the penalty for those who are found to be driving without insurance.

REGULATORY REVIEW

6. Update outdated regulations (e.g., a prohibition on locating truck driver training schools within 1,500 feet of a building operated by the agency).

CONFORMITY WITH CURRENT DMV PRACTICE

7. Request Proviso 82.2 (FY 18-19 Appropriations Act), which appears to conflict with current agency practice, be removed or revised in future appropriations acts.

Recommendation to House Legislative Oversight Committee

Informing Constituents

8. Encourage fellow legislators to inform their constituents of the upcoming REAL ID deadline, which is October 1, 2020, and potential consequences of waiting (e.g., inability to board a domestic flight, enter a secure federal building, or visit a military installation).

Recommendations to the General Assembly for Statutory Changes

Driver's Licenses and Identification Cards	9. Extend the validity period of identification cards that do not confer driving privileges. ✓
	10. Limit the number of identification cards that do not confer driving privileges that must be issued to each individual free of charge. ✓
	11. Extend the validity period of the commercial driver's license. \checkmark
Motor Vehicle Registration and Sales	12. Require inclusion on vehicle titles of "brands" (e.g. "salvage water," "salvage fire," etc.) that provide information about a vehicle's history.
	13. Strengthen laws relating to unfair vehicle dealer practices.
LICENSE PLATES	14. Standardize the fees and eligibility requirements for different types of military license plates.
Customer Service	15. Allow DMV to charge a fee for in-person transactions that could be completed online.
	16. Clarify that a watermark printed from the DMV online system is sufficient certification of an official document for use in court proceedings.
FINANCES	17. Clarify that fees DMV collects in accordance with Section 30-4-30 of the Freedom of Information Act that are not covered under Section 56-9-330 relating to the sale of motor vehicle records are to be retained by the Department.
	18. Exempt DMV publications, such as driver's manuals, from sales tax.
EFFICIENCY	19. Eliminate the requirement to print "Please Forward" on DMV notices.
CONFORMITY WITH CURRENT DMV PRACTICE	20. Eliminate a four-year expiration date for service member licenses. ✓
	21. Eliminate a temporary driver's permit that DMV may issue during an investigation.22. Eliminate a requirement to cancel a minor's license if the sponsoring adult dies.
	23. Eliminate DMV's ability to garnish income tax refunds.
	Eliminate an outdated provision related to reinstatement of a license during an appeal of a verdict or plea.
	25. Eliminate the one-dollar fee for a veteran's designation on an ID card. \checkmark
	26. Eliminate the requirement for DMV to verify that registered vehicles are equipped with safety glass.

Table Note: ✓ indicates that the recommendation has been implemented by H.3789, signed into law in May 2019.

29. Eliminate NASCAR license plates.

Internal Change Implemented

During the study process, the agency posts information on its website about the personal information it sells in accordance with state and federal law.¹ It makes this change after a lengthy discussion of its practices related to sale of information at a Subcommittee meeting.²

27. Eliminate the requirement to display all license plate options in DMV offices.

28. Eliminate an outdated provision relating to verification of motor vehicle insurance.

Purpose of Oversight Study

To determine if agency laws and programs:

are being implemented and carried out in accordance with the intent of the General Assembly



should be continued, curtailed, or eliminated,

the Committee and Subcommittee evaluate:

the application, administration, execution, and effectiveness of the agency's laws and programs;

the organization and operation of the agency;



any conditions or circumstances that may indicate the necessity or desirability of enacting new or additional legislation pertaining to the agency.

S.C. Code Ann. § 2-2-20(B) and (C)

Study Process

Full Committee schedules agency for study and gathers initial information

Subcommittee investigates through meetings and information requests

Subcommittee publishes report

Full Committee considers Subcommittee report and may conduct further investigation

Full Committee publishes report

Public Input

519 Responses to an online public survey

5 Constituents testify

5 Online comments received

Subcommittee Membership

The Honorable William M. (Bill) Hixon (chair) The Honorable Lee Hewitt

The Honorable Mandy Powers Norrell The Honorable Marvin R. Pendarvis

Study Milestones

MEETINGS

Full Committee	Subcon	nmittee
5/3/18	1/23/19	3/27/19
1/14/19	2/13/19	4/04/19
	2/27/19	5/01/19
	3/20/19	6/19/19
	7/18	3/19

AGENCY REPORTS

March 2015	Seven-Year Plan Report
September 2018	Annual Accountability Report
November 2018	Program Evaluation Report

Agency Snapshot

Department of Motor Vehicles

Agency Mission To administer the state's 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.

Successes

Identified by the agency

Partnering with external entities to deliver services and products with fewer errors and higher customer satisfaction

- Implementing the S.C. Uniform Traffic Ticket Information Exchange System
- •Rolling out REAL ID (i.e., increased federal standards)

History

The Department of Motor Vehicles began as a division of the State Highway Commission in 1917. After spending time with both the Department of Revenue and the Department of Public Safety, it became a cabinet agency in 2003.

Organizational Units

Administration
Customer Service Delivery
(Vehicle Services)
Office of Inspector General
Procedures and Compliance
(Driver Services)
Technology and Product

Development

Customer Service Centers

Current:

- •Meeting customer expectations with existing infrastructure
- ·Rising cost of goods, services, and contracts
- •Modernizing the agency's 17-year-old operating system
- Retaining talented employees

meraina:

·Autonomous vehicle regulation

Resources

(FY 18-19)

filled FTE positions at the start of the year

Funding

appropriated and authorized

- •Mobile driver's license / ID card
- •Mobile integration in all aspects of customer service
- •Taking advantage of technology while protecting citizens' information

Sources: Agency Program Evaluation Report (2018) and Accountability Report (FY 17-18)

Endnotes

https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/Econo micSub/3.27.19_Minutes_EDTNR.PDF (accessed May 14, 2019). A video of the meeting is available at https://www.scstatehouse.gov/video/archives.php?key=8913&part=1. See video at 42:45.



Legislative Oversight Committee

https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee.php HCommLegOv@schouse.gov • (803) 212-6810

¹ SC Department of Motor Vehicles, "Disclosure of Information," under "Privacy" http://www.scdmvonline.com/Privacy (accessed May 14, 2019).

² S.C. House of Representatives, House Legislative Oversight Committee, "Meeting Minutes" (March 27, 2019), under "Committee Postings and Reports," under "House Legislative Oversight Committee," under "Motor Vehicles, Department of," and under "Meetings,"