



# LEGISLATIVE OVERSIGHT COMMITTEE

## Economic Development, Transportation, and Natural Resources Subcommittee

### Study of the Department of Motor Vehicles *July 25, 2019*

FULL COMMITTEE OPTIONS STANDARD PRACTICE 12.4	FULL COMMITTEE ACTION(S)	DATE(S) OF FULL COMMITTEE ACTION(S)
(1) Refer the study and investigation back to the Subcommittee or an ad hoc committee for further evaluation; (2) Approve the Subcommittee's study; or (3) Further evaluate the agency as a full Committee, utilizing any of the available tools of legislative oversight.		

# Legislative Oversight Committee



Post Office Box 11867  
Columbia, South Carolina 29211  
Telephone: (803) 212-6810 • Fax: (803) 212-6811  
*Room 228 Blatt Building*

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*Laurie Slade Funderburk, First Vice-Chair*

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*Carmen J. McCutcheon Simon*  
*Research Analyst/Auditor*

***Kendra H. Wilkerson***  
*Fiscal/Research Analyst*

Members and staff of the Economic Development, Transportation, and Natural Resources Subcommittee are in bold font, and an asterisk designates the chair.

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# AGENCY SNAPSHOT

## Department of Motor Vehicles

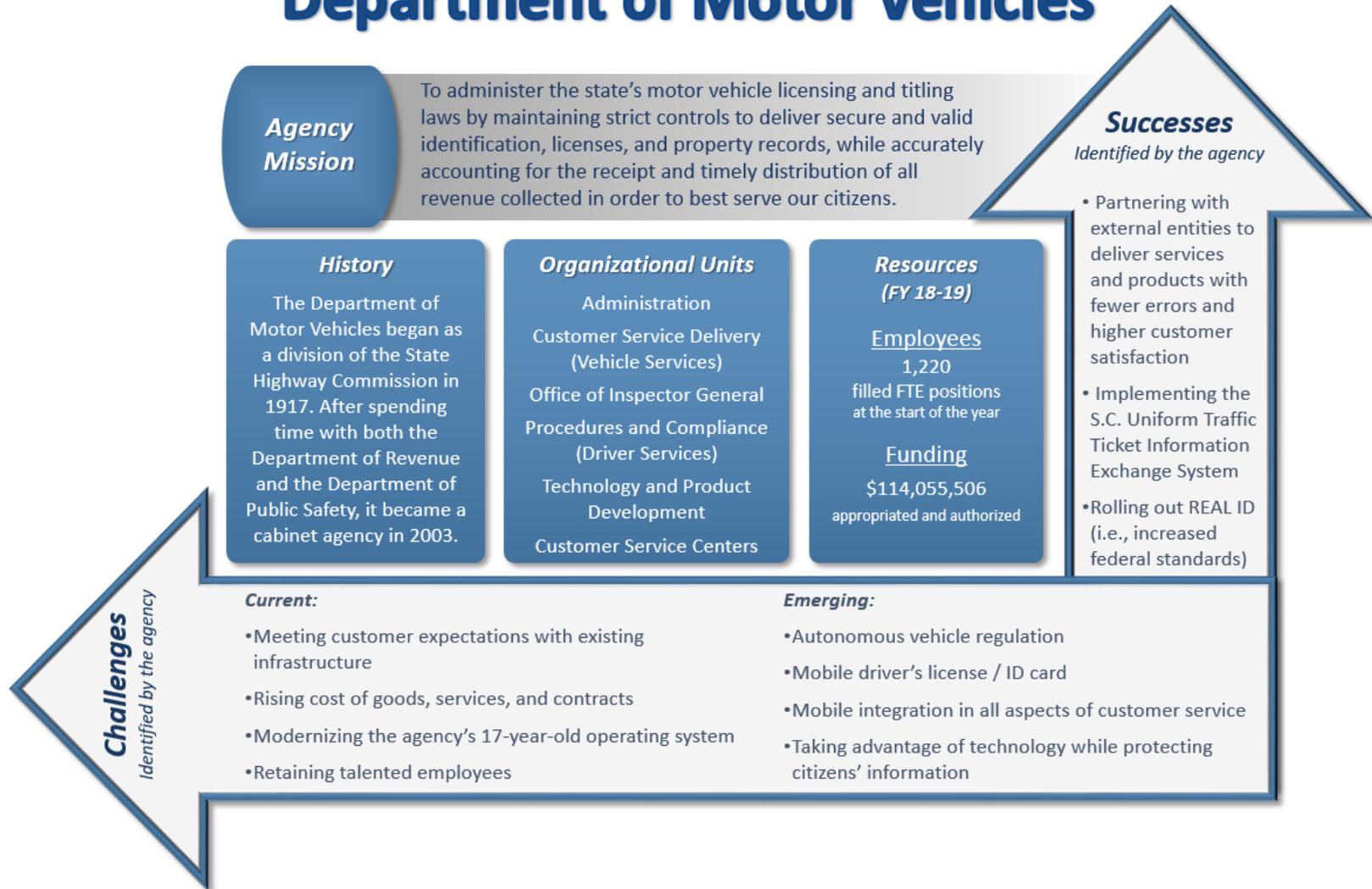


Figure 1. Snapshot of agency's mission, history, organizational units, FY 18-19 resources, successes, and challenges.<sup>1</sup>

# LEGISLATIVE HISTORY

The Department of Motor Vehicles (DMV) provides significant legislative events in the Program Evaluation Report (PER) it submits to the Committee. A timeline of these events is included in Figure 2.

1925	Office of Chief Highway Commissioner created <sup>2</sup>
1929	Act 137 requires vehicles to display two license plates
1930	Act 603 requires drivers to pass a driving test and hold a driver's license. Residents as young as 12 can apply for a 50¢ license
1949	Minimum driving age raised to 14; beginner's permits introduced <sup>3</sup>
1959	Minimum age for non-restricted driver's license raised to 16 <sup>4</sup>
1966	Minimum beginner's permit age raised to 15 <sup>5</sup>
1974	Act 1058 authorizes vehicles to display only one license plate
1977	Highway Department renamed Department of Highways and Public Transportation (DHPT) <sup>6</sup> Chief Highway Commissioner title becomes Chief Commissioner <sup>7</sup>
1993	DHPT ceases to exist under major government restructuring, and its duties are transferred to two newly created departments: <ul style="list-style-type: none"> <li>• Highway Patrol, State Transport Police, vehicle inspection, administrative services, driver records, and financial responsibility sections of the Division of Motor Vehicles are transferred to the Department of Public Safety<sup>8</sup></li> <li>• Division of Motor Vehicles is transferred to the Department of Revenue and Taxation<sup>9</sup></li> </ul>
1996	The licensing function of the Department of Revenue's Division of Motor Vehicles is moved from that agency to the Department of Public Safety <sup>10</sup>
1998	Graduated driver's license program introduced; minimum age for non-restricted driver's license raised to 17 <sup>11</sup>
2003	DMV becomes a standalone, cabinet agency. It is tasked with carrying out all functions, powers, duties, responsibilities, and authority statutorily exercised by the Motor Vehicle Division and the Motor Carrier Services unit, formerly of the Department of Public Safety. DMV's revenue is fee-based. <sup>12</sup>
2016	DMV receives appropriated funds for FY17, no longer retaining most of the fees it collects <sup>13</sup>

Figure 2: DMV timeline of significant legislative events.

# RECOMMENDATIONS

The following **recommendations continue, curtail, and/or eliminate agency programs**, and include areas for **potential improvement**. The Subcommittee recognizes these recommendations will not satisfy everyone nor address every issue or potential area of improvement at the agency. These recommendations are based on the agency’s self-analysis requested by the Committee, discussions with the agency during multiple meetings, and analysis of the information obtained by the Subcommittee. This information, including, but not limited to, the Program Evaluation Report, Accountability Report, Restructuring Report and videos of meetings with the agency, is available on the Committee’s website.

The Subcommittee has 29 recommendations. The Subcommittee recommendations are adopted at four meetings.<sup>14</sup> No member votes against any of the recommendations.<sup>15</sup> The Subcommittee’s recommendations fall into three categories: (1) recommendations to the Department of Motor Vehicles; (2) a recommendation to the House Legislative Oversight Committee; and (3) recommendations to the General Assembly for statutory changes. An overview of these recommendations is provided in the Executive Summary.

## Recommendations to DMV

The Subcommittee makes seven recommendations to DMV.

Table 1. Subcommittee recommendations to DMV.

Recommendations to DMV	
Topic	Recommendations
Efficiency	<ol style="list-style-type: none"> <li>1. Consider ways to allow out-of-state motor vehicle dealers to issue S.C. temporary tags.</li> <li>2. Develop policies and guidance for counties regarding the collection of road use fees (e.g., consistent process or forms to use).</li> <li>3. Examine the option of processing checks electronically at the point of sale.</li> </ol>
Consumer Protection	<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol>
Regulatory Review	<ol style="list-style-type: none"> <li>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).</li> </ol>

Recommendations to DMV	
Topic	Recommendations
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.

### Efficiency

1. **The Subcommittee recommends DMV consider ways to allow out-of-state motor vehicle dealers to issue S.C. temporary tags.** Currently, a South Carolina resident who buys a vehicle from an out-of-state dealer receives a temporary tag from the state in which the dealer is located. DMV is in the process of implementing an Electronic Vehicle Registration program that will allow licensed South Carolina dealers to apply for titles and registrations on newly acquired vehicles electronically. Agency representatives testify they need to examine current laws and consult stakeholders in order to determine the feasibility of including out-of-state dealers in this program.<sup>16</sup>
2. **The Subcommittee recommends DMV develop policies and guidance for counties regarding the collection of road use fees (e.g., consistent process or forms to use).** During the study, a representative of the S.C. Trucking Association testifies that collection of state road use fees from intra-state trucking fleets (i.e., commercial trucks that operate only in South Carolina) by county governments is confusing because the fees are not clearly labeled and may be grouped with local fees.<sup>17</sup> The development of DMV guidance for county governments regarding the appropriate way to notify businesses about these fees may encourage consistency and facilitate transparency in the collections process.
3. **The Subcommittee recommends DMV examine the option of processing checks electronically at the point of sale.** DMV estimates that it loses as much as \$800,000 per year due to bad checks. Although electronic check processing for in-person transactions is an option through the state's contract with South Carolina Interactive, DMV does not currently take advantage of this option in its field offices. Agency representatives testify that they tried processing checks electronically for in-person transactions at field offices, but even with the electronic process, some of the checks were returned.<sup>18</sup> A representative of South Carolina Interactive testifies that checks processed electronically through the state contract have a higher probability of processing correctly than paper checks, but the electronic process does not include verification in advance that sufficient funds are available to cover the check.<sup>19</sup>

### Consumer Protection

4. **The Subcommittee recommends DMV 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.** Agency representatives testify that they already have begun working with stakeholders to determine the best way to publicize some of this information.<sup>20</sup> Subcommittee members and agency representatives note

that several other state agencies provide similar information for licensees such as real estate agents, childcare programs, and restaurants.<sup>21</sup>

5. **The Subcommittee recommends DMV 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.** S.C. Code of Laws § 56-10-510 establishes an option for residents to register an uninsured motor vehicle after paying a \$550 annual fee. This money is deposited into the Uninsured Motorist Fund, which mostly is distributed by the Department of Insurance to companies that provide motor vehicle insurance in the state.<sup>22</sup> DMV representatives indicate that fewer than ten people have utilized this option in each of the last five fiscal years.<sup>23</sup> However, the same statute is used to impose a penalty on individuals who drive without insurance.<sup>24</sup> Imposition of this penalty on those that drive without insurance and do not register generates over \$2 million per year for the Uninsured Motorist Fund.<sup>25</sup> Subcommittee members express concern over allowing people to register as uninsured as well as a desire to preserve the state's ability to penalize those who choose to drive uninsured after registering their vehicles.<sup>26</sup>

### *Regulatory Review*

6. **The Subcommittee recommends DMV update outdated regulations (e.g., a prohibition on locating truck driver training schools within 1,500 feet of a building operated by the agency).** DMV representatives testify that the regulation prohibiting truck driver training schools within 1,500 feet of a building operated by the agency is an unnecessary impediment to filling the state's need for qualified truck drivers.<sup>27</sup> In order for any state agency's regulation to be changed, the agency itself must initiate the process in accordance with the Administrative Procedures Act.<sup>28</sup> However, DMV's regulations have not been updated since 2007.<sup>29</sup> After discussion about this at multiple Subcommittee meetings, DMV representatives testify that they are preparing to begin the process of updating their regulations.<sup>30</sup>

### *Conformity with Current DMV Practice*

7. **The Subcommittee recommends DMV 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.** This proviso directs DMV to retain fees collected "to recover the costs of the production, purchase, handling and mailing of documents, publications, records and data sets." However, DMV is currently depositing the majority of these fees into the Department of Transportation's State Highway Fund, as indicated in S.C. Code of Laws § 56-9-330(2).<sup>31</sup>

## Recommendation to the Committee

The Subcommittee makes one recommendation to the House Legislative Oversight Committee.

Table 2. Subcommittee recommendation to the Committee.

Recommendation to House Legislative Oversight Committee	
Topic	Recommendation
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).

8. **The Subcommittee recommends the House Legislative Oversight Committee 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).** Agency representatives testify that as of January 2019, approximately three million South Carolina residents have not yet opted to obtain a REAL ID compliant driver's license or identification card.<sup>32</sup> By comparison, fewer than half a million residents obtained a REAL ID compliant license or identification card in the first nine months of issuance in 2018.<sup>33</sup> A gold star on the license or identification card indicates that it is REAL ID compliant. Beginning October 1, 2020, this type of identification will be required to board any commercial flight, enter a secure federal building, or visit a military installation.<sup>34</sup> Agency representatives expect unusually long wait times at DMV field offices as the REAL ID deadline approaches and encourage customers to obtain their REAL ID compliant license or identification card as soon as possible.<sup>35</sup>

## Recommendations to the General Assembly

The Subcommittee makes 21 recommendations to the General Assembly for statutory changes.

Table 3. Subcommittee recommendations to the General Assembly.

Recommendations to the General Assembly for Statutory Changes	
Topic	Recommendations
Driver's Licenses and Identification Cards	<p>9. Extend the validity period of identification cards that do not confer driving privileges. ✓</p> <p>10. Limit the number of identification cards that do not confer driving privileges that must be issued to each individual free of charge. ✓</p> <p>11. Extend the validity period of the commercial driver's license. ✓</p>
Motor Vehicle Registration and Sales	<p>12. Require inclusion on vehicle titles of "brands" (e.g. "salvage water," "salvage rebuilt," etc.) that provide information about a vehicle's history.</p> <p>13. Strengthen laws relating to unfair vehicle dealer practices.</p>
License Plates	<p>14. Standardize the fees and eligibility requirements for different types of military license plates.</p>
Customer Service	<p>15. Allow DMV to charge a fee for in-person transactions that could be completed online.</p> <p>16. Clarify that a watermark printed from the DMV online system is sufficient certification of an official document for use in court proceedings.</p>
Finances	<p>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.</p> <p>18. Exempt DMV publications, such as driver's manuals, from sales tax.</p>
Efficiency	<p>19. Eliminate the requirement to print "Please Forward" on DMV notices.</p>
Conformity with Current DMV Practice	<p>20. Eliminate a four-year expiration date for service member licenses. ✓</p> <p>21. Eliminate a temporary driver's permit that DMV may issue during an investigation.</p> <p>22. Eliminate a requirement to cancel a minor's license if the sponsoring adult dies.</p> <p>23. Eliminate DMV's ability to garnish income tax refunds.</p> <p>24. Eliminate an outdated provision related to reinstatement of a license during an appeal of a verdict or plea.</p> <p>25. Eliminate the one-dollar fee for a veteran's designation on an ID card. ✓</p> <p>26. Eliminate the requirement for DMV to verify that registered vehicles are equipped with safety glass.</p> <p>27. Eliminate the requirement to display all license plate options in DMV offices.</p> <p>28. Eliminate an outdated provision relating to verification of motor vehicle insurance.</p> <p>29. Eliminate NASCAR license plates.</p>

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

## *Driver's Licenses and Identification Cards*

9. **The Subcommittee recommends the General Assembly extend the validity period of identification cards that do not confer driving privileges by amending S.C. Code of Laws § 56-1-3350(C), as proposed by DMV.** This would extend the validity period for identification cards from five to eight years, which is the same as the validity period for most driver's licenses.<sup>36</sup> This change is included in H.3789, which was approved by the General Assembly on May 21, 2019, and signed into law by the Governor on May 24, 2019.<sup>37</sup>
10. **The Subcommittee recommends the General Assembly limit the number of identification cards that do not confer driving privileges that must be issued to each individual free of charge by amending S.C. Code of Laws § 56-1-3350(C), as proposed by DMV.** S.C. Code of Laws § 56-1-3350(C) requires DMV to issue these ID cards, which can be used as voter identification, free of charge to qualifying individuals who are at least 17 years old.<sup>38</sup> A five-dollar fee is charged for those under 17 years old.<sup>39</sup> DMV representatives assert that many people obtain multiple free ID cards, including 1,606 individuals who received two or more replacement ID cards in FY 17-18.<sup>40</sup> This recommendation would limit each individual to one free ID card per issuance cycle and impose a fee to replace a card that has not yet expired. This change is included in H.3789, which was approved by the General Assembly on May 21, 2019, and signed into law by the Governor on May 24, 2019.<sup>41</sup>
11. **The Subcommittee recommends the General Assembly extend the validity period of the commercial driver's license by amending S.C. Code of Laws § 56-1-2100, as proposed by DMV.** This would extend the validity period for commercial driver's licenses, with the exception of those with a hazardous materials (i.e., HAZMAT) endorsement, from five to eight years, which is the same as the validity period for most driver's licenses.<sup>42</sup> This change is included in H.3789, which was approved by the General Assembly on May 21, 2019, and signed into law by the Governor on May 24, 2019.<sup>43</sup>

## *Motor Vehicle Registration and Sales*

12. **The Subcommittee recommends the General Assembly require inclusion on vehicle titles of "brands" (e.g. "salvage water," "salvage fire," etc.) that provide information about a vehicle's history by amending state law.** State law requires DMV to place a "salvage" brand on titles for motor vehicles that qualify as "wreckage" or "salvage."<sup>44</sup> However, DMV currently uses more specific brands to identify the particular types of damage that have caused vehicles to be identified as salvage. For example, a vehicle with an out-of-state title bearing a "flood damage" brand would receive a "salvage water" brand when titled in South Carolina. DMV includes brands from any previous title that has been issued for a particular vehicle to prevent the practice of "title washing" by obtaining a clean title in a state that does not recognize a particular brand.<sup>45</sup> DMV representatives assert that not following this international best practice could put motorists at risk, but the lack of clarity in the current state law has led to resistance from some customers to accept the brands DMV applies to titles.<sup>46</sup>
13. **The Subcommittee recommends the General Assembly strengthen laws relating to unfair vehicle dealer practices.** DMV representatives express concerns about two types of vehicle-related

crimes: (a) individuals selling vehicles without the required dealer license issued by the agency, and (b) dealers selling vehicles without paying financial obligations that prevent the customers from obtaining proper title.<sup>47</sup> DMV indicates that the current minimum penalties for these crimes are not a sufficient deterrent.<sup>48</sup> Further, the law regarding dealer licensure does not allow DMV to deny a license due to past convictions for crimes that do not involve the illegal transfer of a vehicle.<sup>49</sup> During the study process, professional associations representing both used and new car dealers in South Carolina express support for strengthening these laws.<sup>50</sup> While this is a concept recommendation, specific steps that could be taken as a result of this recommendation may include:<sup>51</sup>

- Increasing penalties for dealers who sell vehicles without proper title;
- Broadening the types of convictions that disqualify an individual from holding a dealer license (S.C. Code of Laws § 56-15-350(c));
- Requiring a salesperson’s license for all agents/salespeople working for a dealership; and
- Requiring a national fingerprint-based background check for dealer/salesperson licensure.

### *License Plates*

14. **The Subcommittee recommends the General Assembly standardize the fees and eligibility requirements for different types of military license plates by amending state law.** Fees for the 22 types of military license plates DMV issues vary. For example, a Vietnam veterans plate costs \$20 in addition to the normal \$40 registration fee, while a Korean War veterans plate is free.<sup>52</sup> Standardizing the fees for these plates could reduce confusion and any perceptions of unfairness among veterans.

### *Customer Service*

15. **The Subcommittee recommends the General Assembly allow DMV to charge a fee for in-person transactions that could be completed online by amending state law.** As there are 440 transactions a DMV customer service representative could be called on to do each day, the DMV strives to reduce the number of transactions completed in field offices in order to decrease costs and customer wait times.<sup>53</sup> The agency indicates revenue from this fee could be used to fund necessary modernization of processing systems and IT infrastructure (e.g., modernization of the agency’s application for managing and performing transactions, which will cost \$15-20 million) without need for large additional appropriations from the General Fund.<sup>54</sup>
16. **The Subcommittee recommends the General Assembly clarify that a watermark printed from the DMV online system is sufficient certification of an official document for use in court proceedings by amending S.C. Code of Laws § 19-5-30, as proposed by DMV.** Agency representatives indicate that courts currently require DMV records to be physically stamped by DMV staff in order to be accepted as official. This change would clarify for courts and other entities that a document a customer prints from DMV’s online system, which has a printed watermark, is considered official. DMV representatives assert this will reduce agency costs and minimize inconveniences to customers, including law enforcement officers, without increasing susceptibility to fraud.<sup>55</sup> See the recommended draft language in [Appendix D](#).

## Finances

17. **The Subcommittee recommends the General Assembly 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 by amending state law.** Proviso 82.2 (FY 18-19 Appropriations Act) directs DMV to retain fees collected “to recover the costs of the production, purchase, handling and mailing of documents, publications, records and data sets.” A version of this proviso has been in place for at least twenty years.<sup>56</sup> DMV representatives indicate their understanding is that this proviso does not allow them to keep fees collected for Freedom of Information Act (FOIA) requests, which amount to an estimated \$6,000 - \$7,000 annually. The agency currently distributes these revenues to the state General Fund but wishes to keep them to cover the agency’s costs associated with fulfilling FOIA requests.<sup>57</sup>
18. **The Subcommittee recommends the General Assembly exempt DMV publications, such as driver’s manuals, from sales tax by amending state law.** DMV representatives testify that the cost of collecting sales tax on its publications, which are educational materials such as driver manuals, exceeds the amount of tax collected.<sup>58</sup> The agency collects less than \$20,000 in sales tax each year and costs include staff time to program any changes to each county’s sales tax rate into the computer system.<sup>59</sup> S.C. Code of Laws § 12-36-2120 lists over 80 items that are exempt from state sales tax, but the proposed legislation resulting from work of the House Tax Policy Review Committee would remove many of those exemptions.<sup>60</sup>

## Efficiency

19. **The Subcommittee recommends the General Assembly eliminate the requirement to print “Please Forward” on DMV notices by repealing S.C. Code of Laws § 56-5-60.** Agency representatives testify the agency currently prints “Forwarding Service Requested” on notices, but it is ignored by the U.S. Postal Service, which will only forward mail if it has been requested by the addressee.<sup>61</sup> See the recommended draft language in [Appendix D](#).

## Conformity with Current DMV Practice

20. **The Subcommittee recommends the General Assembly eliminate a four-year expiration date for service member licenses by amending S.C. Code of Laws § 56-1-35.** This change would conform to current DMV practice, which is to issue service member licenses for the same eight-year validity period that regular driver’s licenses have.<sup>62</sup> This change is included in H.3789, which was approved by the General Assembly on May 21, 2019, and signed into law by the Governor on May 24, 2019.<sup>63</sup>
21. **The Subcommittee recommends the General Assembly eliminate a temporary driver’s permit that DMV may issue during an investigation by repealing S.C. Code of Laws § 56-1-70.** This law allows DMV to issue a temporary permit while completing an “investigation and determination of all facts relative to such applicant's right to receive a driver's license.” However, DMV

representatives testify that the agency does not issue any driver's license or temporary permit unless all qualifications have been appropriately verified.<sup>64</sup> See the recommended draft language in [Appendix D](#).

22. **The Subcommittee recommends the General Assembly eliminate a requirement to cancel a minor's license if the sponsoring adult dies by repealing S.C. Code of Laws § 56-1-250.** This change would conform to current DMV practice.<sup>65</sup> DMV representatives testify this requirement is not feasible because the agency is not notified when a sponsoring adult dies. Further, DMV representatives assert this practice would unfairly punish young people who have lost guardians.<sup>66</sup> See the recommended draft language in [Appendix D](#).
23. **The Subcommittee recommends the General Assembly eliminate DMV's ability to garnish income tax refunds by repealing S.C. Code of Laws § 56-1-288.** DMV representatives testify that the agency has never used the option under this section of law to garnish income tax refunds because the issue is more swiftly resolved by suspending driver's licenses.<sup>67</sup> See the recommended draft language in [Appendix D](#).
24. **The Subcommittee recommends the General Assembly eliminate an outdated provision related to reinstatement of a license during an appeal of a verdict or plea by amending S.C. Code of Laws § 56-1-365.** This law outlines a procedure in which a person who has appealed a conviction that resulted in the loss of his driver's license may pay a fee and receive a certificate allowing him to drive for six months after the conviction. DMV representatives testify that both the suspension of a license upon conviction and the reinstatement upon appeal are currently done electronically and automatically; accordingly, so there is no need for such a certificate and the agency does not issue it.<sup>68</sup> See the recommended draft language in [Appendix D](#).
25. **The Subcommittee recommends the General Assembly eliminate the one-dollar fee for a veteran's designation on an ID card by amending S.C. Code of Laws § 56-1-3350.** The fee for a veteran's designation on a driver's license was eliminated by Act 6 of 2017. This change would do the same for DMV-issued ID cards that do not confer driving privileges.<sup>69</sup> This change is included in H.3789, which was approved by the General Assembly on May 21, 2019, and signed into law by the Governor on May 24, 2019.<sup>70</sup>
26. **The Subcommittee recommends the General Assembly eliminate the requirement for DMV to verify that registered vehicles are equipped with safety glass by repealing S.C. Code of Laws § 56-5-5010.** DMV representatives testify that the agency has never checked vehicles for safety glass and that performing physical inspections of vehicles would pose a significant burden on the agency's resources. Further, there are federal standards for use of safety glass in new cars.<sup>71</sup> See the recommended draft language in [Appendix D](#).
27. **The Subcommittee recommends the General Assembly eliminate the requirement to display all license plate options in DMV offices by repealing S.C. Code of Laws § 56-3-1265.** DMV representatives testify that all license plates can be viewed on the agency's website, and there is not room in each DMV field office to display the 268 specialty license plates the agency offers.<sup>72</sup> See the recommended draft language in [Appendix D](#).
28. **The Subcommittee recommends the General Assembly eliminate an outdated provision relating to verification of motor vehicle insurance by amending S.C. Code of Laws § 56-10-510.** This law outlines a requirement for motor vehicle owners to present physical proof of insurance to DMV.

However, DMV reports that it uses an electronic database to verify insurance coverage, as outlined in S.C. Code of Laws § 56-10-650.<sup>73</sup> See the recommended draft language in [Appendix D](#).

29. **The Subcommittee recommends the General Assembly eliminate NASCAR license plates by repealing S.C. Code of Laws § 56-3-8710.** DMV representatives testify that due to the high cost of royalty and trademark fees associated with these license plates, the agency no longer issues them. All previously issued NASCAR plates have been replaced.<sup>74</sup> See the recommended draft language in [Appendix D](#).

## STUDY-RELATED INTERNAL CHANGE

During the study process, the agency posts information on its website about the personal information it sells in accordance with state and federal law.<sup>75</sup> It makes this change after a lengthy discussion of its practices related to sale of information at a Subcommittee meeting.<sup>76</sup>

# STUDY PROCESS

## *Agency Selection*

DMV is an agency subject to legislative oversight.<sup>77</sup> On May 3, 2018, during the 122<sup>nd</sup> General Assembly, the Committee prioritizes the agency for study.<sup>78</sup> The entire study process is summarized in Figure 3 in the [Meetings Regarding the Agency](#) section.

As the Committee encourages **collaboration in its legislative oversight process**, the Committee notifies the following individuals about the agency study: Speaker of the House, standing committee chairs in the House, members of the House, Clerk of the Senate, and Governor.

## *Subcommittee Membership*

The **Economic Development, Transportation, and Natural Resources Subcommittee of the House Legislative Oversight Committee studies the agency** during the 123<sup>rd</sup> General Assembly.<sup>79</sup> Throughout the study, the Honorable William M. “Bill” Hixon serves as chair. Other Subcommittee Members include:

- The Honorable Lee Hewitt;
- The Honorable Mandy Powers Norrell; and
- The Honorable Marvin R. Pendarvis.

## *Agency Reports to Legislative Oversight Committee*

During the legislative oversight process, the **Committee asks the agency to conduct self-analysis** by requiring it to complete and submit annual Restructuring Reports, a Seven-Year Plan for cost savings and increased efficiencies, and a Program Evaluation Report. Details about each report, including the submission dates, are included in [Appendix B](#). The Committee posts each report on the agency page of the Committee’s website.

## *Information from the Public*

**Public input is a cornerstone of the House Legislative Oversight Committee’s process.**<sup>80</sup> There are various opportunities for public input during the legislative oversight process. Members of the public have an opportunity to participate anonymously in a public survey, provide comments anonymously via a link on the Committee’s website, and appear in person before the Committee.<sup>81</sup> During the study, media articles related to the agency are compiled for member review. Details about each form of input are included in [Appendix C](#).

## Meetings Regarding the Agency

The Committee meets with, or about, the agency on two occasions, and the Subcommittee meets with, or about, the agency on seven occasions. All meetings are open to the public and stream live online; also, the videos are archived and the minutes are available online. A timeline of meetings is set forth below.

**May 3, 2018**  
Full Committee

The full Committee selects the agency for study at **Meeting 1**.<sup>82</sup>

**January 14, 2019**  
Full Committee

The full Committee holds **Meeting 2** with DMV to **receive public testimony** about it, the Department of Mental Health, and the Wil Lou Gray Opportunity School.<sup>83</sup> Four people testify about their experiences with DMV:

- Mr. Oren L. Brady, III, Spartanburg County Treasurer, recounts his positive experience with the DMV's County Issuance of Decals and Registrations (CIDRs) program.
- Mr. Darrell Hudson, Lexington County Council member, recommends all DMV field offices be co-located with the county treasurer's office.
- Mr. Ralph H. Bell, Jr., Director of SC ABATE, which is a motorcycle rights organization, testifies that DMV is a strong partner in promoting motorcycle safety.
- Ms. Tracy Moore, CEO and Executive Director of Donate Life SC, describes her organization's strong partnership with DMV.

DMV Executive Director Kevin A. Shwedo makes brief comments to the Committee and responds to questions from Committee members.

**January 23, 2019**  
Subcommittee

The Economic Development, Transportation, and Natural Resources Subcommittee holds **Meeting 3** with the agency.<sup>84</sup> Director Shwedo provides an **overview of the agency, including its mission, vision, values, history, organizational structure, and partnerships**. Several other agency representatives present on the following topics:

- Ms. Tracey (Teddi) Miller, Deputy Director of Internal Audits, presents about the agency's **internal audit process**.
- Mr. CL Clay, Chief Information Security Officer, discusses **information security**, followed by Mr. Frank Rodgers, Chief Information Officer, who discusses the **history of the agency's information technology systems**.
- Mr. John Laganelli, Chief of Staff and Director of Operations, discusses **agency organization, deliverables, and resources**.

Throughout the presentations, agency representatives respond to questions from Subcommittee members.

The Subcommittee approves Recommendation 8 (see [Recommendations](#) section). After the meeting, the Subcommittee requests and receives additional written information from the agency.<sup>85</sup>

**February 13, 2019**  
Subcommittee

The Subcommittee holds **Meeting 4** with the agency.<sup>86</sup> Director Shwedo makes opening comments, and then the following agency representatives testify:

- Ms. Patricia (Trish) Blake, Director of Administration, presents an overview of the **Administration organizational unit**.
- Ms. Shirley Rivers, Director of Driver Services, presents an overview of the **Driver Services organizational unit**.
- Mr. Larry Murray, Director of Vehicle Services, presents an overview of the **Vehicle Services organizational unit**.
- Mr. Frank Valenta, **General Counsel**, presents an overview of the organizational unit he leads.
- Mr. Karl McClary, **Inspector General**, presents an overview of the organizational unit he leads.

Throughout the presentations, agency representatives respond to questions from Subcommittee members. They also respond to additional questions from members regarding the follow-up information provided by DMV on January 28, 2019, and February 8, 2019; verification of the county associated with an address for vehicle tax purposes; and registration of utility or all-terrain vehicles and golf cart permits. After the meeting, the Subcommittee requests and receives additional written information from the agency.<sup>87</sup>

**February 27, 2019**  
Subcommittee

The Subcommittee holds **Meeting 5** with the agency.<sup>88</sup> DMV Executive Director Kevin Shwedo responds to questions from Subcommittee members about the follow-up information the agency submitted on February 22, 2019. Then, Mr. Rick Todd, President and CEO of the South Carolina Trucking Association, discusses concerns about the way in which the **state road use fee** is collected from intrastate commercial vehicles. He answers questions from Subcommittee members during and after his presentation. Director Shwedo and Mr. Larry Murray, DMV Director of Vehicle Services, also answer member questions after Mr. Todd's presentation.

Director Shwedo presents an overview of the agency's **strategic plan**, which can be found in the agency's [Program Evaluation Report](#). Several DMV representatives make presentations:

- Mr. John Laganelli, outgoing DMV Chief of Staff and Director of Operations, and Ms. Courtney Saxon, DMV Deputy Director of Field Services, present information about the agency's Strategy 1 under Goal 1.
- Mr. Larry Murray, DMV Director of Vehicle Services, presents information about the agency's Strategy 2 under Goal 1.

- Ms. Kristin Wicker, DMV Deputy Director of Finance, presents information about the agency's Strategy 3 under Goal 1.
- Ms. Shirley Rivers, DMV Director of Driver Services, and Mr. Brian Carlson, DMV Deputy Director of Titles and Registrations, present information about the agency's Strategy 4 under Goal 1.

Throughout the presentations, agency representatives respond to questions from Subcommittee members. Finally, Director Shwedo presents the agency's recommendations for law changes related to its first goal and responds to member questions about them. After the meeting, the Subcommittee requests and receives additional written information from the agency.<sup>89</sup>

**March 20, 2019**  
Subcommittee

The Subcommittee holds **Meeting 6** with the agency.<sup>90</sup> DMV Executive Director Kevin Shwedo updates some of the information provided at previous meetings and responds to questions from Subcommittee members about the follow-up information the agency submitted on March 14, 2019. Mr. Karl McClary, DMV Inspector General, also responds to questions.

Then, Director Shwedo continues the agency's presentation of its **strategic plan**, beginning with the agency's Goal 2. The following agency representatives present:

- Mr. John Laganelli, outgoing DMV Chief of Staff and Director of Operations, presents information about the agency's Strategy 1 under Goal 2.
- Mr. Frank Rodgers, DMV Chief Information Officer, and Mr. Michael Baum, DMV Application Systems Manager, present information about the agency's Strategy 2 under Goal 2.
- Mr. McClary, Ms. Shirley Rivers, DMV Director of Driver Services, and Mr. Larry Murray, DMV Director of Vehicle Services, present information about the agency's Strategy 3 under Goal 2.

Director Shwedo concludes Goal 2 with a presentation of the agency's related recommended law changes. Then, he introduces Goal 3 and the following agency representatives present:

- Mr. Rodgers presents information about the agency's Strategies 1 and 2 under Goal 3.
- Mr. McClary presents information about the agency's Strategy 3 under Goal 3.

Finally, Director Shwedo and Ms. Trish Blake, Director of Administration, present information about the agency's Goal 4. Throughout the presentations, agency representatives respond to questions from Subcommittee members.

March 27, 2019  
Subcommittee

The Subcommittee holds **Meeting 7** with the agency.<sup>91</sup> The following representatives of the State Fiscal Accountability Authority respond to member questions about the **state's contract with South Carolina Interactive**:

- Kimber Craig, Director of Procurement; and
- Delbert Singleton, Jr., Director of Procurement Service Division and Authority Secretary.

DMV Executive Director Kevin Shwedo answers member questions regarding the **agency's sale of information**. Ms. Kristin Wicker, DMV Deputy Director of Finance, Ms. Laura Bayne, DMV Deputy Director of Legislative Affairs, and Ms. Tracey Miller, DMV Deputy Director of Internal Audits, also answer questions from members on this topic.

The following agency representatives present the **agency's law change recommendations**, which can be found in its [Program Evaluation Report](#):

- Ms. Shirley Rivers, DMV Director of Driver Services, presents the agency's law change recommendations 1-5 and 7. The agency rescinds its law change recommendation 6.
- Mr. Larry Murray, DMV Director of Vehicle Services, presents the agency's law change recommendation 8.
- Ms. Trish Blake, DMV Director of Administration, presents the agency's law change recommendation 9.
- Mr. Karl McClary, DMV Inspector General, and Ms. Courtney Saxon, DMV Deputy Director of Field Services, present the agency's law change recommendation 10.
- Ms. Rivers and Mr. William Wannamaker, DMV Financial Responsibility Manager, present the agency's law change recommendation 11.
- Ms. Rivers presents the agency's law change recommendation 12.
- Ms. Laura Bayne, DMV Deputy Director of Legislative Affairs, presents the agency's law change recommendation 13.
- Ms. Rivers presents the agency's law change recommendation 14.
- Mr. Murray presents the agency's law change recommendation 15.
- Mr. Frank Rodgers, DMV Chief Information Officer, presents the agency's law change recommendation 16. The agency rescinds law change recommendation 17.
- Mr. McClary presents the agency's law change recommendations 18-20.
- Mr. Murray presents the agency's law change recommendation 21-23.
- Mr. Frank Valenta, DMV General Counsel, presents an additional law change recommendation.

Throughout the presentations, agency representatives respond to questions from Subcommittee members. The Subcommittee approves Recommendation 3 (see [Recommendations](#) section).

**April 4, 2019**  
Subcommittee

The Subcommittee holds **Meeting 8** with the agency.<sup>92</sup> The following representatives of other organizations testify prior to the DMV presentation:

- Ms. Christy Hall, Secretary of Transportation, presents information related to **revenue the Department of Transportation (DOT) receives from DMV**.
- Mr. Rick Makla, Chief Strategy Officer for the Office of Technology and Information Services in the Department of Administration, provides an overview of the administration of the **state's contract with South Carolina Interactive**.
- Mr. Jeff McCartney, Vice President of Portal Operations of NIC, which is the parent company of South Carolina Interactive, responds to Subcommittee members' questions related to the state's contract with South Carolina Interactive.
- Ms. Kace Smith, DOT Chief Financial Officer, responds to Subcommittee members' questions about **DOT's involvement with South Carolina Interactive**.
- Mr. Rick Todd, President and CEO of the South Carolina Trucking Association, presents his views on **DMV's law change recommendation 23**, relating to assessing the Infrastructure Maintenance Fee on commercial trucks by weight instead of value.

All of these individuals respond to questions from Subcommittee members throughout their presentations. Then, DMV Executive Director Kevin Shwedo and other DMV representatives answer questions from Subcommittee members regarding **DMV's law change recommendations**.

The **Subcommittee approves Recommendations 7, 9-12, 14-15, 17-27, and 29** (see [Recommendations](#) section). After the meeting, the Subcommittee requests and receives additional written information from the agency.<sup>93</sup>

**May 1, 2019**  
Subcommittee

The Subcommittee holds **Meeting 9** with the agency.<sup>94</sup> DMV Executive Director Kevin Shwedo and other DMV representatives address **Subcommittee member questions** regarding the follow-up information DMV sent to the Subcommittee on April 25, 2019. Mr. Julian Barton, Legislative Liaison for the South Carolina Department of Insurance, answers questions from Subcommittee members about the Uninsured Motorist Fund. Then, Director Shwedo and other DMV representatives answer Subcommittee member questions about a variety of additional topics related to DMV's recommendations for law changes.

The **Subcommittee approves Recommendations 1-2, 4-6, 13, 16, and 28** (see [Recommendations](#) section) and then directs staff to draft the report of the Subcommittee's study. Finally, Director Shwedo recognizes Melissa Cisson, DMV Deputy Director of the Contact Center, for her work as the lead contact for Committee staff during the study.

**June 19, 2019**  
Subcommittee

The Subcommittee holds **Meeting 10** with the agency.<sup>95</sup> Ms. Trish Blake, DMV Director of Administration, Ms. Kristin Wicker, DMV Deputy Director of Finance, and Mr. John Padgett, DMV Legislative Liaison answer Subcommittee members' questions regarding the agency's **handling of dishonored checks**.

**July 18, 2019**  
Subcommittee

The Subcommittee holds **Meeting 11** with the agency.<sup>96</sup> DMV Executive Director Kevin Shwedo, Deputy Director of Finance Kristin Wicker, and General Counsel Frank Valenta answer Subcommittee members' questions regarding the agency's **handling of dishonored checks**.

## Legislative Oversight Committee Actions

- May 3, 2018 – Prioritizes the agency for study at **Meeting 1**
- May 9, 2018 – Provides the agency with notice about the oversight process
- July 17 – August 20, 2018 - Solicits input from the public about the agency in the form of an online survey
- January 14, 2019 – Holds **Meeting 2** to **obtain public input** about the agency

## Economic Development, Transportation, and Natural Resources Subcommittee Actions

- January 23, 2019 – Holds **Meeting 3** with the agency to discuss an overview of its **mission, history, resources, and major programs**
- February 13, 2019 – Holds **Meeting 4** with the agency to continue discussing its **major programs, successes, challenges, and emerging issues**
- February 27, 2019 – Holds **Meeting 5** with the agency to discuss the agency's **strategic plan** and **performance measures**.
- March 20, 2019 – Holds **Meeting 6** with the agency to continue discussion of the agency's **strategic plan** and **performance measures**.
- March 27, 2019 – Holds **Meeting 7** with the agency to discuss the **agency's recommendations** for law changes.
- April 4, 2019 – Holds **Meeting 8** with the agency to continue discussing the **agency's recommendations** for law changes.
- May 1, 2019 – Holds **Meeting 9** with the agency to continue discussing the **agency's recommendations** for law changes.
- June 19, 2019 – Holds **Meeting 10** with the agency to discuss the agency's **handling of dishonored checks**.
- July 18, 2019 – Holds **Meeting 11** with the agency to continue discussing the agency's **handling of dishonored checks**.

## Department of Motor Vehicles Actions

- March 31, 2015 – Submits its **Annual Restructuring and Seven-Year Plan Report**
- January 12, 2016 – Submits its **2016 Annual Restructuring Report**
- September 2016 – Submits its **FY 2015-16 Accountability Report/Annual Restructuring Report**
- September 2017 – Submits its **FY 2016-17 Accountability Report/Annual Restructuring Report**
- September 2018 – Submits its **FY 2017-18 Accountability Report/Annual Restructuring Report**
- November 16, 2018 – Submits its **Program Evaluation Report**
- January-July 2019 – Meets with and **responds to Subcommittee**

## Public's Actions

- July 17 – August 20, 2018- Provides input about the agency via an **online public survey**
- January 14, 2019 – Provides **testimony** about the agency to the full Committee
- Ongoing – **Submits written comments on the Oversight Committee's webpage** on the General Assembly's website ([www.scstatehouse.gov](http://www.scstatehouse.gov))

Figure 3. Key dates and actions in the study process.

## *Study Process Completion*

Pursuant to Committee Standard Practice 11.8, any **Subcommittee member may provide a separate written statement for inclusion with the Subcommittee's study report.** After receipt of any written statements, the Subcommittee Chair, pursuant to Committee Standard Practice 11.9, notifies the Committee Chair in writing that a Subcommittee study is available for consideration by the full Committee.

Pursuant to Committee Standard Practice 12, the Committee Chair includes the Subcommittee Study on the agenda for a full Committee meeting after receiving written notice from the Subcommittee Chair. During a full Committee meeting at which the Subcommittee study is discussed, the Committee may vote to (1) refer the study and investigation back to the Subcommittee for further evaluation; (2) approve the Subcommittee's study; or (3) further evaluate the agency as a full Committee, utilizing any of the resources of legislative oversight available.

When the Committee approves a study, **any member of the Committee may provide a written statement for inclusion with the study.** The study, and written statements, are published online and the agency receives a copy.<sup>97</sup>

**To support the Committee's ongoing oversight by maintaining current information about the agency, the agency may receive an annual Request for Information.**

## SELECTED AGENCY INFORMATION

**Department of Motor Vehicles. "Program Evaluation Report, 2018."**

<https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/PER-DMV.pdf> (accessed May 22, 2019).

**Department of Motor Vehicles. "Restructuring and Seven-Year Plan Report, 2015."**

<https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/2015AgencyRestructuringandSevenYearPlanReports/2015%20Department%20of%20Motor%20Vehicles.pdf> (accessed May 22, 2019).

**Department of Motor Vehicles. "Agency Accountability Report, 2017-2018."**

<https://www.scstatehouse.gov/reports/aar2018/R400.pdf> (accessed May 22, 2019).

**S.C. House of Representatives, Legislative Oversight Committee. "July 17 - August 20, 2018 Survey Results."**

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/Public\\_Survey\\_JulAug2018.PDF](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/Public_Survey_JulAug2018.PDF) (accessed May 22, 2019).

# APPENDIX A. AGENCY OVERVIEW

The Committee requests the agency provide background information via the Program Evaluation Report, Accountability Report, and correspondence. The sections below provide an overview of the agency, as reflected in these submissions. It is augmented by information provided by other state agencies that aggregate statewide data.

## History

The **Department of Motor Vehicles provides the Committee with an overview of the agency's history.**<sup>98</sup> In addition, Committee staff confirms the accuracy of assertions of legislative action.

Agency Leaders	Other Agency Milestones
	<b>1916</b> <ul style="list-style-type: none"><li>• License plates produced by county include county and municipality name</li></ul>
	<b>1917</b> <ul style="list-style-type: none"><li>• South Carolina State Highway Commission establishes the Division of Automobile Licensing and Registration, earliest predecessor of today's DMV</li></ul>
<b>1920</b> <u>Division of Motor Vehicles Director:</u> W. W. Goodman (1920 – 1925)	
<b>1925</b> <u>Chief Highway Commissioner:</u> Samuel P. McGowan (1925 - 1926) <u>Division of Motor Vehicles Director:</u> J. W. Wilks (1925 – 1926)	<b>1925</b> <ul style="list-style-type: none"><li>• Office of Chief Highway Commissioner created<sup>99</sup></li></ul>
<b>1926</b> <u>Chief Highway Commissioner:</u> Ben M. Sawyer (1926 – 1940) <u>Division of Motor Vehicles Director:</u> N. A. Turner (1926 - 1929)	
<b>1929</b> <u>Division of Motor Vehicles Director:</u> W. V. Sutherland (1929 - 1933)	<b>1929</b> <ul style="list-style-type: none"><li>• Act 137 requires vehicles to display two license plates</li></ul>
<b>1933</b> <u>Division of Motor Vehicles Director:</u> Benjamin R. Stroup (1933 – 1935)	<b>1930</b> <ul style="list-style-type: none"><li>• Act 603 requires drivers to pass a driving test and hold a driver's license. Residents as young as 12 can apply for a 50¢ license</li></ul>
<b>1935</b> <u>Division of Motor Vehicles Director:</u> A.W. Bohlen (1935 – 1943)	

## Agency Leaders

**1940**

Chief Highway Commissioner:  
J. S. Williamson (1940 – 1947)

**1943**

Division of Motor Vehicles Director:  
W. L. Hardeman (1943 – 1947)

**1947**

Chief Highway Commissioner:  
Claude R. McMillan (1947 – 1961)  
Division of Motor Vehicles Director:  
Henry E. Quarles (1947 - 1968)

**1961**

Chief Highway Commissioner:  
Silas N. Pearman (1961 – 1976)

**1968**

Division of Motor Vehicles Director:  
Emory P. Austin (1968 – 1986)

**1976**

Chief Highway Commissioner:  
H. Ernest Quarles, Paul W. Cobb

**1986**

Division of Motor Vehicles Director:  
A. W. Utsey (1986-1988)

**1989**

Division of Motor Vehicles Director:  
M. W. Dufford (1989 - 1996)

**1993**

Director of Dept. of Public Safety:  
B. Boykin Rose  
Deputy Director of Motor Vehicles  
Division: T. R. 'Rusty' Easler

## Other Agency Milestones

**1949**

- Minimum driving age raised to 14; beginner's permits introduced<sup>100</sup>

**1959**

- Minimum age for non-restricted driver's license raised to 16<sup>101</sup>

**1966**

- Minimum beginner's permit age raised to 15<sup>102</sup>

**1974**

- Act 1058 authorizes vehicles to display only one license plate

**1977**

- Highway Department renamed South Carolina Department of Highways and Public Transportation (DHPT)<sup>103</sup>
- Chief Highway Commissioner title becomes Chief Commissioner<sup>104</sup>

**1993**

- DHPT ceases to exist under major government restructuring, and its duties are transferred to two newly created departments:
  - Highway Patrol, State Transport Police, vehicle inspection, administrative services, driver records, and financial responsibility sections of the Division of Motor Vehicles are transferred to the Department of Public Safety<sup>105</sup>
  - Division of Motor Vehicles is transferred to the Department of Revenue and Taxation<sup>106</sup>

Agency Leaders	Other Agency Milestones
<p><b>1996</b>  <u>Interim Director of Dept. of Public Safety:</u> W. Edward 'Eddie' Gunn</p>	<p><b>1996</b></p> <ul style="list-style-type: none"> <li>• The licensing function of the Department of Revenue's Division of Motor Vehicles is moved from that agency to the Department of Public Safety<sup>107</sup></li> <li>• Governor David Beasley removes Director Rose from office</li> </ul>
<p><b>1997</b>  <u>Interim Director of Dept. of Public Safety:</u> James W. Caulder, Jr.  <u>Division of Motor Vehicles Director:</u> Glenn Beckham (1997 – 2000)</p>	<p><b>1998</b></p> <ul style="list-style-type: none"> <li>• Graduated driver's license program introduced; minimum age for non-restricted driver's license raised to 17<sup>108</sup></li> </ul>
<p><b>2000</b>  <u>Director of Dept. of Public Safety:</u> B. Boykin Rose</p>	
<p><b>2001</b>  <u>Deputy Director of Motor Vehicles Division:</u> David Burgis (2001 – 2003)</p>	
<p><b>2003</b>  <u>Director of Dept. of Motor Vehicles:</u> Marcia Adams (2003 – 2011)</p>	<p><b>2003</b></p> <ul style="list-style-type: none"> <li>• DMV becomes a standalone, cabinet agency. It is tasked with carrying out all functions, powers, duties, responsibilities, and authority statutorily exercised by the Motor Vehicle Division and the Motor Carrier Services unit, formerly of the Department of Public Safety. DMV's revenue is fee-based<sup>109</sup></li> </ul>
<p><b>2011</b>  <u>Director of Dept. of Motor Vehicles:</u> Kevin Shwedo (2011 – present)</p>	<p><b>2016</b></p> <ul style="list-style-type: none"> <li>• DMV receives appropriated funds for FY17, no longer retaining most of the fees it collects<sup>110</sup></li> </ul>

Figure 4. DMV agency leaders and other agency milestones.

## Legal Obligations

In the Program Evaluation Report and the Annual Accountability Report, the Committee asks the agency to list the laws applicable to it. Table 4 includes a summary of the information the agency provides.<sup>111</sup>

Table 4. Summary of laws relating to DMV, as reported by the agency.

Code Section	Summary of Laws that Apply to DMV
Title 7 <i>Elections</i>	Provide needed information for voter registration and jury duty to the Election Commission and Court Administration
Title 12 <i>Taxation</i>	Various responsibilities related to: <ul style="list-style-type: none"> <li>• Tax on sale or lease of certain items</li> <li>• Tax year for motor vehicles</li> <li>• Issuance of tax notices and paid delegation of collection of taxes</li> <li>• Listing of license registration applications to be furnished to county auditors</li> <li>• Cancellation of license plate and registration certificate and refund or credit for property taxes paid</li> <li>• Suspension of driver's license and vehicle registration for failure to pay personal property tax on a vehicle</li> <li>• Suspension of driver's license for failure to pay motor carrier property tax</li> <li>• Assessment of motor vehicles and of road use fees</li> <li>• Property tax exemptions</li> </ul>
Title 14 <i>Courts</i>	Preparation of jury list from electronic file of persons holding valid South Carolina driver's license or identification card
Title 16 <i>Crimes and Offenses</i>	Restriction of a minor's driver license for failure to pay civil fines or complete required programs for purchasing tobacco products underage
Title 38 <i>Insurance</i>	Collection and use of funds to be placed in the Uninsured Motorist Fund
Title 44 <i>Health</i>	Provide information to medical donation programs, such as Donate Life

Code Section		Summary of Laws that Apply to DMV
Title 56 <i>Motor Vehicles</i>	Chapter 1	<p>Various responsibilities related to:</p> <ul style="list-style-type: none"> <li>• Issuing driver’s licenses and identification cards</li> <li>• The application of violations, suspensions, and driver's license revocations</li> <li>• Restricted driver's licenses</li> <li>• Driver's license and vehicle provisions specific to members of the military</li> <li>• Sharing information with the federal government, other states, state agencies, and local government</li> <li>• Collecting funds retained by DMV for limited purposes and distribution of funding</li> </ul>
	Chapter 2	Regulation of specialized vehicles, including low speed vehicles and mopeds
	Chapter 3	<p>Various responsibilities related to:</p> <ul style="list-style-type: none"> <li>• Registering vehicles for on-road use</li> <li>• Issue temporary license plates for use on vehicles before registration is complete</li> <li>• Issue license plates based on specific type/use of the vehicle or specific need of the driver (includes placards)</li> <li>• Issue specialty/personalized license plates</li> <li>• Distribution of funding to high school, colleges, universities and other third-party organizations</li> </ul>
	Chapter 5	Regulating traffic on highways, including traffic rules and accident reporting
	Chapter 7	Regulating traffic tickets and the use of uniform traffic ticketing
	Chapter 9	Administer the state's financial responsibility program, ensuring state-mandated insurance coverage for drivers on the road
	Chapter 10	<p>Various responsibilities related to:</p> <ul style="list-style-type: none"> <li>• Vehicle financial security</li> <li>• Insurance requirements relating to motor vehicles</li> <li>• The Uninsured Motorist Fund</li> <li>• Regulation of Motorist Insurance Database Program</li> </ul>
	Chapter 11	<ul style="list-style-type: none"> <li>• Ensure state and federal provisions relating to motor carriers, including the International Fuel Tax Agreement and the International Reciprocity Program, are enforced</li> <li>• Regulation of road tax</li> </ul>

Code Section		Summary of Laws that Apply to DMV
Title 56 <i>Motor Vehicles</i> <i>(continued)</i>	Chapter 14	Regulation of manufacturers, distributors and dealers of recreational vehicles
	Chapter 15	Regulation of manufacturers, distributors and dealers, including wholesaler licenses and auctions
	Chapter 16	Regulation of motorcycle manufacturers, distributors, dealers and wholesalers
	Chapter 17	Willful failure to purchase license, keep records, or supply information in violation of law
	Chapter 19	Various responsibilities related to: <ul style="list-style-type: none"> <li>• Issuing titles</li> <li>• Investigating DMV-related fraud</li> <li>• Secured interests and other liens</li> </ul>
	Chapter 23	Regulation of driver training schools
	Chapter 25	The application of violations, suspensions, and driver's license revocations for nonresidents
Title 61 <i>Alcohol and Alcoholic Beverages</i>		Notice of a vehicle seized that is registered with DMV
Title 63 <i>SC Children's Code</i>		Driver's license suspension and restrictions on driving privileges of juveniles
Code of Regulations, Chapter 90		Procedures relating to: <ul style="list-style-type: none"> <li>• Motorist Insurance Identification Database</li> <li>• Truck driver schools</li> <li>• Driver training schools</li> </ul>
Proviso 82.1		Authorizes DMV to expend federal and earmarked funds for expenses incurred in prior fiscal year
Proviso 82.2		Cost recovery fee/sale of photos or digitized images
Proviso 82.3		Drivers Privacy Protection Act compliance audit
Proviso 82.4		Underutilized offices
Proviso 82.6		Activities allowed on special restricted driver's licenses

Code Section	Summary of Laws that Apply to DMV
Proviso 82.7	General Fund balance carry forward
Proviso 82.8	Pilot of project to migrate agency-wide Phoenix III application to a new coding language
Proviso 82.9	REAL ID
Proviso 82.10	Electronic verification processing fees
Proviso 82.11	Minor identification card fees

## Agency Organization and Employees

### Governing Body

In the Program Evaluation Report, the Committee asks the agency to provide information about its governing body. DMV indicates that it is a cabinet agency, and as such, the Governor appoints the executive director with confirmation from the South Carolina Senate. The executive director reports directly to the Governor.<sup>112</sup>

### Agency Organizational Units

Every agency has an organization or hierarchy that is reflected in the agency's organizational chart. Within the organization are separate units. An agency may refer to these units as departments, divisions, functional areas, cost centers, etc. Each unit is responsible for contributing to the agency's ability to provide services and products.

During the study process, the Committee asks the agency about its organization and major operating programs.<sup>113</sup> DMV's major organizational units are described in Table 5. The organization of the agency is shown in Figure 5.

Table 5. DMV organizational units.

Organizational Unit	Purpose	Fiscal Year	Number of Employees	Turnover Rate
Executive Director	Provides leadership, guidance, and strategic direction in support of the agency's core missions of administering the state's motor vehicle licensing and titling laws by maintaining strict controls to deliver secure and valid identification, licenses, property records, while accurately accounting for the receipt and timely distribution of all revenue collected in order to best serve our citizens.	2015-16	2	0.00%
		2016-17	2	0.00%
		2017-18	2	0.00%

Organizational Unit	Purpose	Fiscal Year	Number of Employees	Turnover Rate
<b>General Counsel</b>	Renders legal advice to units of the agency and represents the DMV in any court cases. Advises agency staff and lawmakers as needed on various laws, policies, and procedures.	2015-16	6	0.00%
		2016-17	6	0.00%
		2017-18	7	28.60%
<b>Administration - Support Services</b>	Responsible for providing leadership, guidance, and services needed by agency management and other DMV organizational units to support the agency's mission.	2015-16	77	11.80%
		2016-17	81	16.30%
		2017-18	80	31.60%
Human Resources (HR)	Provides HR support to the organization, including benefits, recruiting, retention, classification, payroll, and employee relations	2015-16	14	28.60%
		2016-17	15	33.30%
		2017-18	14	50.00%
Finance	Responsible for the management and distribution of funds received according to applicable laws.	2015-16	20	5.00%
		2016-17	21	4.80%
		2017-18	21	19.00%
Procurement	Responsible for supporting the overall mission of the DMV by obtaining all required goods and services in the best economic way possible for the citizens of S.C. while abiding by all applicable laws, regulations, ethics and best practices.	2015-16	3	33.30%
		2016-17	3	33.30%
		2017-18	2	50.00%
Inventory Management and Facilities Management	Provides effective and efficient support to all DMV field offices through the following services: supplying goods, record management, mail delivery, imaging, and fleet and facilities management.	2015-16	37	8.10%
		2016-17	39	12.80%
		2017-18	40	32.50%
Grants Management	Responsible for researching, securing, and properly accounting for grant funding to aid the DMV in the fulfillment of its core mission while saving state funds.	2015-16	3	0.00%
		2016-17	3	33.30%
		2017-18	3	0.00%
<b>Customer Service Delivery (Vehicle Services)</b>	Responsible for setting policy on issuing vehicle titles and registrations; licensing South Carolina vehicle dealers; maintaining and providing consistent and accurate motor vehicle and dealer records; administering titling, registration and dealer laws; overseeing titling and registration of motor carriers and issuing customer vehicle products like handicapped placards, temporary tags, and golf permits.	2015-16	165	20.60%
		2016-17	165	22.70%
		2017-18	170	28.00%

Organizational Unit	Purpose	Fiscal Year	Number of Employees	Turnover Rate
Administration	Responsible for setting policy on issuing vehicle titles and registrations; licensing South Carolina vehicle dealers; maintaining and providing consistent and accurate motor vehicle and dealer records; administering titling, registration and dealer laws; overseeing titling and registration of motor carriers and issuing customer vehicle products like handicapped placards, temporary tags, and golf permits.	2015-16	7	42.90%
		2016-17	6	50.00%
		2017-18	5	40.00%
Motor Carrier Services	Responsible for the International Fuel Tax Agreement, the International Registration Plan, Unified Carrier Registration, and Certificates of Compliance. Also responsible for conducting compliance audits on motor carriers registered in the areas listed above.	2015-16	23	8.70%
		2016-17	22	18.20%
		2017-18	23	26.10%
Contact Centers	Serves the citizens of South Carolina by responding to customer questions and concerns pertaining to DMV policies and procedures and by offering secure accurate handling of information in a professional and courteous manner, for the purpose of timely deliverance of DMV issued credentials and placards.	2015-16	68	29.40%
		2016-17	67	26.90%
		2017-18	73	28.80%
Titles and Registrations	Institutes procedures and processes that allows the agency to comply with federal and state laws in registering and titling vehicles for the citizens of South Carolina; and by serving as a central customer service center for issuing vehicle credentials, and support of third-party entities that issues vehicle credentials.	2015-16	67	13.40%
		2016-17	67	16.40%
		2017-18	65	24.60%
License Plate Administration	Coordinates Special Plate Review Panel Meetings, receiving and reviewing applications for new organizational specialty plates, works with plate vendor, Highway Patrol, and other departmental areas to implement new plates. Also provides communications pertaining to plates, maintains plate class tables, coordinates DMV/SC auditors, treasurers and tax collectors meetings, provides support to other work units for specialty	2015-16	DNE	
		2016-17	3	33.30%
		2017-18	4	50.00%

Organizational Unit	Purpose	Fiscal Year	Number of Employees	Turnover Rate
	plates, and manages commission and state board registration process.			
Office of Inspector General (OIG)	Responsible for conducting and supervising audits, investigations, and inspections relating to the programs and operations of the department. The OIG is to examine, evaluate and, where necessary, critique these operations and activities, recommending ways for the Department to carry out its responsibilities in the most effective, efficient, and economical manner possible. The OIG is also responsible for the detection and deterrence of fraud. The OIG is also responsible for employee training and change management, and employee development.	2015-16	68	7.50%
		2016-17	66	20.00%
		2017-18	67	15.40%
Administration	Provides professional level technical and administrative support to the OIG to include fiscal and procurement activities by monitoring budgetary expenditures, managing aspects of the National Crime Information Center for the agency to ensure duties and responsibilities are adhered to as set forth in guidelines. Provides a safe and secure community to the law enforcement community by assisting in the pursuit of criminal activity and supports all functions of the OIG's administration.	2015-16	5	20.00%
		2016-17	5	0.00%
		2017-18	5	0.00%
Training and Change Management	Provides the skills and knowledge for exceptional career and personal development of all DMV employees and provides practical training guidance for agency change management. This equates to a more competent, courteous, and committed organization.	2015-16	16	18.80%
		2016-17	17	5.90%
		2017-18	17	11.80%
Dealer Licensing	Licenses and audits current and new licensed dealers in the state of South Carolina to ensure: dealers are in compliance for conducting business, customers of dealers are protected from fraud dealt within the jurisdiction of the DMV, and that the representatives of the unit are provided the necessary tools to operate and excel in a culture fostered by	2015-16	17	17.60%
		2016-17	19	31.60%
		2017-18	17	5.90%

Organizational Unit	Purpose	Fiscal Year	Number of Employees	Turnover Rate
	integrity, efficiency, and customer-focused improvements.			
Dealer Licensing Administration	Supports the Dealer Licensing unit by processing new and renewing current dealer licenses.	2015-16	4	0.00%
		2016-17	4	50.00%
		2017-18	4	0.00%
Commercial Driver's License and Class D (i.e., Basic Automobile License) Compliance	Licenses and audits the SC driver training schools and the third party tester programs. These units offer essential guidelines to ensure that all training schools are providing the necessary training that is required by state and federal laws and regulations. These units monitor and evaluate each program, ensuring that the school programs are not engaging in any unfair or illegal practices which promotes a more competent, courteous and committed organization.	2015-16	11	18.20%
		2016-17	11	9.10%
		2017-18	11	9.10%
Fraud Unit	Responsible for reducing the opportunity for fraud, impositions and other abuses upon the citizens of SC while ensuring the accuracy and integrity in all transaction documents issued by the DMV.	2015-16	4	25.00%
		2016-17	4	0.00%
		2017-18	8	0.00%
Vehicle Fraud Unit (merged with driver fraud in 2018)	Responsible for detecting and deterring fraud. In 2018 the unit was merged into a single unit to include vehicle and driver fraud. See Fraud Unit above.	2015-16	2	0.00%
		2016-17	2	50.00%
		2017-18	0	0.00%
Investigations	Acts to preserve public trust and confidence in DMV by conducting thorough and impartial investigations of alleged misconduct and seeking proactive measures to prevent misconduct, while maintaining the highest standards of fairness and respect towards citizens and employees.	2015-16	6	0.00%
		2016-17	2	0.00%
		2017-18	2	0.00%
Internal Audit	Assists members of management in the effective, efficient and economical discharge of their responsibilities. This is done in a variety of ways but generally through site visits, interviews, and documentation review.	2015-16	3	0.00%
		2016-17	2	100.00%
		2017-18	3	33.30%
Procedures and Compliance (Driver Services)	Responsible for ensuring that the laws and policies as they relate to Driver Services are applied.	2015-16	113	11.60%
		2016-17	113	14.40%
		2017-18	109	11.90%

Organizational Unit	Purpose	Fiscal Year	Number of Employees	Turnover Rate
Administration	Interprets laws, department procedures, and policies as they relate to DMV and plan and manage Driver Services to ensure that all are adhered to.	2015-16	9	0.00%
		2016-17	7	28.60%
		2017-18	5	20.00%
Driver Records	Responsible for updating the driver file with convictions on South Carolina driver and/or residents to ensure that the proper sanctions are taken.	2015-16	74	13.50%
		2016-17	74	14.90%
		2017-18	72	13.90%
Driver Services	Oversees the issuing of identity credentials, licensing, and appropriate sanctioning of South Carolina drivers. Maintains accurate driver histories.	2015-16	DNE	
		2016-17	3	0.00%
		2017-18	3	0.00%
Insurance and Accounts Receivable /Financial Responsibility	Collects and maintains insurance information for all vehicles registered in South Carolina. Store crash reports occurring inside the boundaries of South Carolina.	2015-16	30	10.00%
		2016-17	29	10.30%
		2017-18	29	6.90%
Administration - Chief of Staff	Synchronizes all DMV efforts toward a common goal. Oversees Legislative Affairs, Constituent Services, Strategic Communications, Field Operations, Information Security Officer, IT, and Business and Systems Analysts.	2015-16	12	20.00%
		2016-17	12	18.20%
		2017-18	13	7.70%
Administration	Coordinates and synchronizes the efforts of all directors to ensure a common operational picture of all DMV missions and operations.	2015-16	3	33.30%
		2016-17	4	0.00%
		2017-18	5	20.00%
Constituent Services	Supports the field staff in grant documentation exceptions for credentials and serves as first point of contact for legislative staff in addressing constituent concerns.	2015-16	4	0.00%
		2016-17	4	25.00%
		2017-18	4	0.00%
Legislative Affairs	Serves as the liaisons between the agency and the General Assembly, answering policy questions and testifying at committee hearings.	2015-16	3	0.00%
		2016-17	2	0.00%
		2017-18	2	0.00%
Strategic Communications & Community Affairs	Responsible for all outward facing communications, including media relations, social media, and community outreach opportunities.	2015-16	2	50.00%
		2016-17	2	50.00%
		2017-18	2	0.00%
Technology and Product Development	Provides secure, reliable, and integrated technology solutions in alignment with agency goals, while delivering excellence in customer service. Provides leadership and	2015-16	49	10.20%
		2016-17	50	4.10%
		2017-18	53	18.90%

Organizational Unit	Purpose	Fiscal Year	Number of Employees	Turnover Rate
	planning for the effective and strategic use of emerging technologies.			
IT Administration	Provides production and operational support for all DMV IT systems and processes including the DMV system development life cycle, software change management, and IT help desk support for DMV field offices.	2015-16	14	7.10%
		2016-17	16	12.50%
		2017-18	21	14.30%
Application Shared Services	Develops and maintains in house business software to support DMV mission. Manages procurement of and support for third party business applications used to support DMV missions. Manages and supports databases and unstructured data for DMV.	2015-16	15	13.30%
		2016-17	13	0.00%
		2017-18	11	18.20%
Systems Shared Services	Responsible for ensuring the availability, security, and advancement of DMV's IT infrastructure in order to support DMV's operations and organizational goals.	2015-16	20	10.00%
		2016-17	21	0.00%
		2017-18	21	23.80%
Customer Service Centers	Responsible for licensing, registration, and titling needs at the local level, providing face-to-face customer service in a timely manner at any of the 66 locations throughout South Carolina.	2015-16	808	29.60%
		2016-17	809	28.00%
		2017-18	875	36.80%
Field Services Administration	Responsible for overseeing the daily operations of 66 customer service centers.	2015-16	21	0.00%
		2016-17	21	14.30%
		2017-18	21	14.30%
Region 1	Region 1 has 13 offices serving the following counties: Chesterfield, Darlington, Dillon, Florence, Georgetown, Horry, Marion, Marlboro, and Williamsburg.	2015-16	131	27.50%
		2016-17	131	23.70%
		2017-18	145	34.50%
Region 2	Region 2 has 13 offices serving the following counties: Aiken, Bamberg, Barnwell, Calhoun, Clarendon, Edgefield, Greenwood, Lexington, McCormick, Saluda, and Sumter.	2015-16	117	25.60%
		2016-17	118	28.00%
		2017-18	128	38.30%
Region 3	Region 3 has 14 offices serving the following counties: Abbeville, Anderson, Greenville, Laurens, Newberry, Oconee, Pickens, and Spartanburg.	2015-16	189	36.00%
		2016-17	192	27.10%
		2017-18	205	40.00%

Organizational Unit	Purpose	Fiscal Year	Number of Employees	Turnover Rate
Region 4	Region 4 has 13 offices serving the following counties: Cherokee, Chester, Fairfield, Kershaw, Lancaster, Richland, Union, and York.	2015-16	175	36.00%
		2016-17	173	34.70%
		2017-18	191	36.10%
Region 5	Region 5 has 13 offices serving the following counties: Allendale, Beaufort, Berkeley, Charleston, Colleton, Dorchester, Hampton, Jasper, and Orangeburg.	2015-16	175	24.00%
		2016-17	174	27.00%
		2017-18	185	37.30%

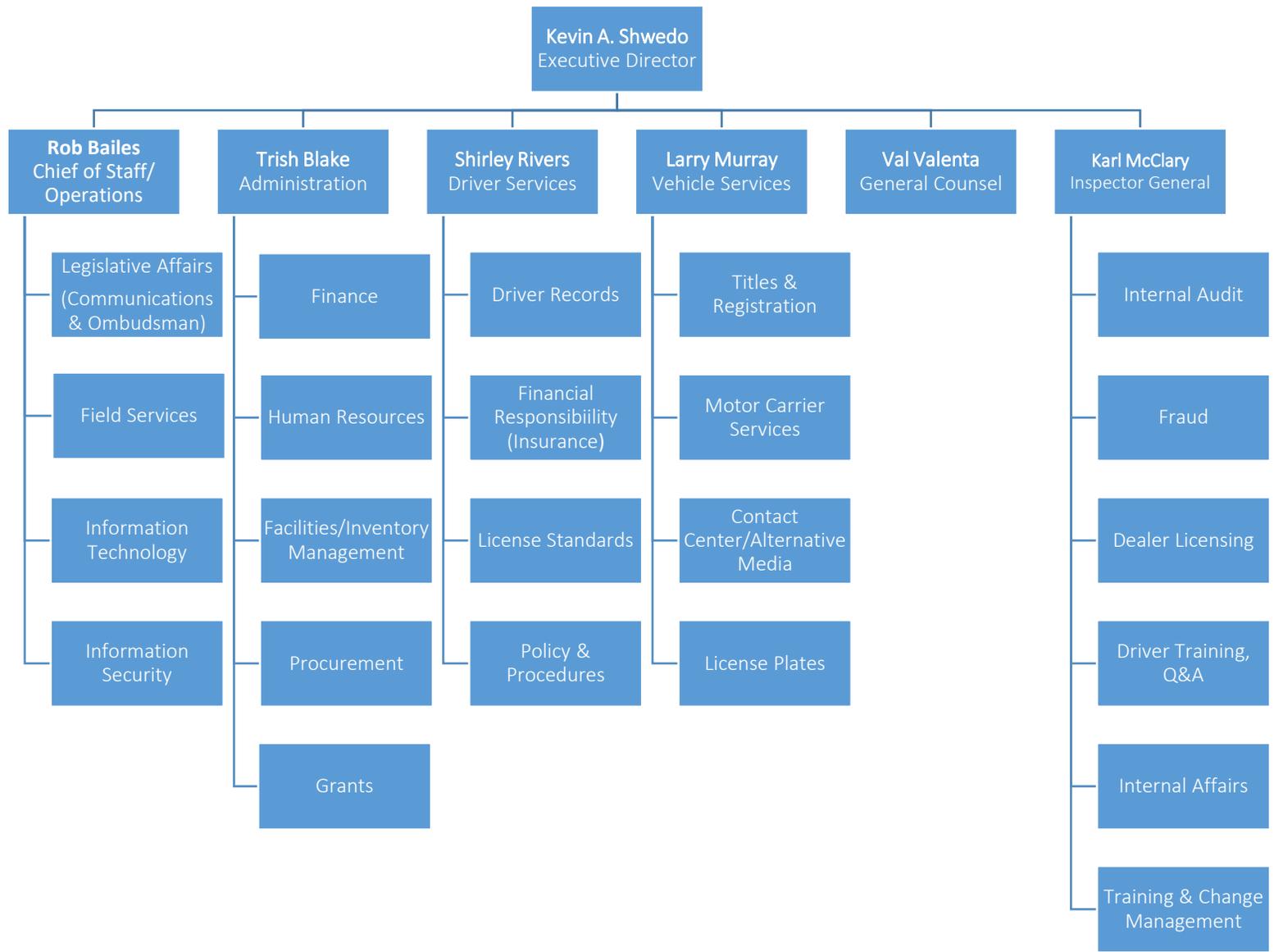
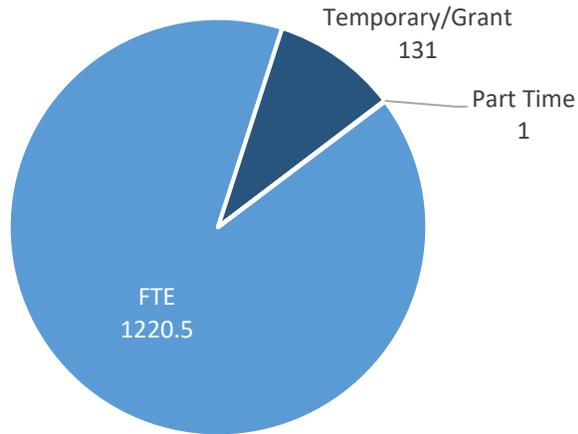


Figure 5. DMV organizational chart as of May 24, 2019.<sup>114</sup>

*Available Personnel*

DMV reports having 1,310 available full time equivalent (FTE) positions at the start of FY 18-19. Of these, 1,220.5 were filled. As Figure 6 shows, the majority of the agency's 1,352.5 filled positions were FTE positions.<sup>115</sup>



*Figure 6. DMV filled positions as of July 1, 2018, by type.*

### *Internal Audit Process*

In the Program Evaluation Report, the Committee asks the agency to provide information about its internal audit process, if it has one. The agency provides the information below.<sup>116</sup>

The DMV Internal Audit department has three staff members: an Audit Manager II and two Auditor IIs. The Audit Manager II reports administratively to the Director of the Office of Inspector General and functionally to executive management (Board of Directors). The Auditor II positions report to the Audit Manager II. The DMV established the Office of Internal Audit in August 2005 after the agency completely separated from the South Carolina Department of Public Safety and began conducting audits in 2006.

The agency most recently updated the Internal Audit Policy (AD-806, attached) in September 2017. The Office of Internal Audit conducts an annual audit universe to assess risks agency-wide. The purpose of the audit universe is to survey agency departments to determine the agency's greatest exposures to risk. The directors and managers review each process or product and assign a risk rating. The audit manager reviews and discusses the ratings with each director. Based on the audit universe and feedback from the directors, the audit manager determines priority of areas to be audited. Priority is determined based on the greatest risk to the citizens and the agency.

In addition to audits conducted based on the audit universe, the Office of Internal Audit is required by the internal audit policy to audit each of the 66 branch offices at least once every four years. In 2017, the agency completed a full cycle of branch office audits and revamped the branch office audit program. Internal audit has completed four audits of branch offices to test the revamped program metrics.

During the past five fiscal years (FY14-FY18), the Office of Internal Audit has conducted or worked with external vendors to conduct 93 audits, four audits of branch offices to test the revamped program metrics, and seven damaged credential cardstock reviews to determine proper disposal of damaged cardstock. Subject matters include but are not limited to financial management, asset management, inventory management, document security, and data security and privacy.

The agency does not have a formal evaluation process of its performance measurement and improvement systems. The Office of Internal Audit has not received a peer review or self-assessment by the South Carolina State Internal Auditors Association. There are plans to implement a quality assurance and improvement program. Once implemented, the Office of Internal Audit with the approval of executive management will undergo either an external peer review or self-assessment with external validation.

In addition to internal audits, the agency has numerous risk mitigation practices. All users throughout the agency are assigned roles in the DMV database, SCEIS, and various computer programs based on job duties. The agency grants each user limited access to databases, electronic records, and paper records to allow access only where there is a valid business need. A history of user logins is maintained and reviewed as needed.

The finance department began working with the SCEIS Governance, Risk, and Compliance team in February 2018 to review roles, determine where there are

conflicting roles, and issue mitigating controls as needed. All duties in the finance department are segregated so that no user is permitted to control a process from start to finish.

The procurement department has implemented a policy that adds an additional review of purchasing card statements. In addition to the cardholder reviewing his or her individual statement, each cardholder is assigned a liaison employee within his or her department that is responsible for collecting and reviewing purchase receipts. Procurement then reviews the entire statement. If there are questions or concerns about a particular purchase, procurement contacts the liaison for the receipts and obtains any additional information about the purchase in question.

Payroll runs a bi-monthly report each pay period to detect any changes in an employee's salary greater than \$50. If there is a change, the reason must be validated. One specialist creates the report and a second specialist verifies the changes. After the two payroll employees review and verify, the class and compensation manager does an additional verification.

The DMV utilizes a plethora of controls to mitigate risks. The agency's most common controls for risk mitigation include technical controls, administrative controls, and operational controls. These controls include manual processes, automated tools, and information security systems to mitigate the risk of data breaches, maintain data integrity, and maintain the confidentiality of personally identifiable information (PII). Technical controls also include the use of systems to monitor for advance persistent threats (APT), data loss prevention (DLP), intrusion prevention systems, and encryption to protect data at rest and data in transit. The agency's network perimeter is safeguarded using various security appliances to filter email, web surfing, and other network traffic. As part of the agency's defense-in-depth approach, the agency prevents unauthorized access to data with multifactor authentication.

Administratively, the DMV uses policies and procedures agency-wide in accordance with the SC Department of Administration standards. The agency reviews and records results of internet vulnerability reports that are generated by various security tools to protect the network from a wide variety of viruses, malware, and other network intrusions. Regular vulnerability scans, along with an aggressive patch management process, allows the DMV to significantly reduce its attack surface. The formation of an incident response plan provides a road map to systematically resolving information security related events during and after business hours. The Information Security Officer (ISO) regularly audits enterprise network access, physical access, and database access in the agency's environments, additionally Internal Audit audits database access and physical access, and the Secure Access Administrator audits physical access to facilities.

The DMV's operational controls include annual security awareness training, initial security training during employee and contractor onboarding, and configuration management for both hardware and software. The ISO studies internal processes and provides recommendations as necessary to maintain a security strategy to help mitigate

risks. The Chief Information Officer (CIO), ISO, and Network Administrator work together to establish and manage the Information Security Program.

The agency also utilizes several training programs to proactively mitigate risks. The Office of Training and Change Management (TCM) produces and provides most of the programs in house; however, some are contracted through the Department of Administration. The TCM staff, compliance unit staff, driver services staff, the ISO, and field services staff administer the training programs. The programs include weekly training on Wednesday mornings for one hour to train employees to reduce errors, increase efficiency, and improve customer service skills. It also includes training, certification, and re-certification for all license examiners before administering skills tests. All branch managers receive training and certification on fraud, inventory management, information security, finance, and human resources. New employees must attend initial security training that covers data security, privacy, and confidentiality of information on their first day of employment.

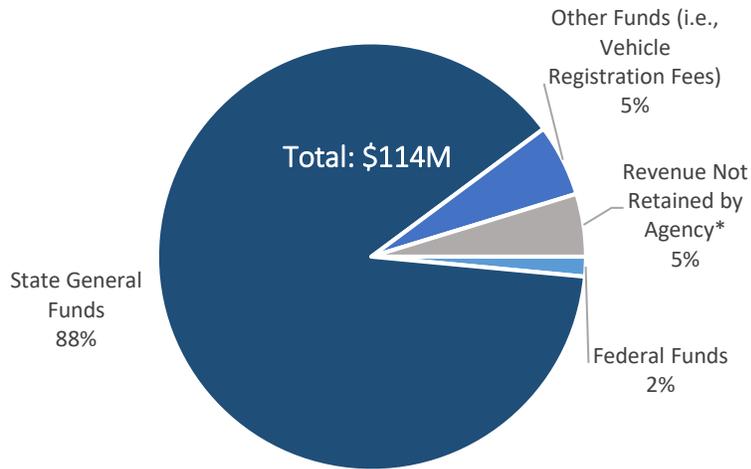
The agency has an Internal Affairs department with two investigators that uncover, fully research, and objectively report all facts and circumstances surrounding allegations of employee misconduct. The Internal Affairs unit works closely with law enforcement authorities to resolve cases with criminal implications.

The agency also has a fraud unit staffed by a supervisor (Program Coordinator), five inspectors, and two specialists. This unit focuses on vehicle and driver fraud, providing support to customers, employees, law enforcement, and other government agencies. This unit monitors fraud trends through networking, news and information exchanges, and various trainings, and provides input to improve policies, processes, and training. The unit works closely with other state agencies to promote and enhance the detection and reduction of fraud. The staff serves as a resource for law enforcement and other government agencies to obtain records to assist with investigations. The staff reviews various reports that identify potential fraud related to titles and driver's license, and utilizes facial recognition to detect fraud in the issuance of driver license and identification cards. The unit established and maintains a fraud hotline that allows individuals to report fraud or suspicious activity. It also coordinates with law enforcement agencies regarding vehicle thefts to assist in the proper removal of recovered stolen vehicles from National Crime Information Center (NCIC), National Insurance Crime Bureau (NICB), and the National Motor Vehicle Titling Information System (NMVTIS) databases.

The agency has a quality assurance program to ensure third party testers, which administer driver's license exams, comply with state laws and agency policies. This unit also reviews third party testers for fraud and/or questionable practices. The program includes a random recall process to verify the validity of third party test results. DMV license examiners conduct the recall portion in branch offices. Additionally, driver analysts conduct annual audits and inspections of the records, vehicles, and facilities of the third party testers.

## Services, Customers, and Performance

The Department of Motor Vehicles administers the state’s motor vehicle licensing and titling laws. To fulfill this purpose, DMV provides deliverables (i.e., products or services) to a variety of customers. In its PER, the agency provides details about its resources, strategic plan, performance measures, and deliverables. Figure 7 provides an overview of the agency’s revenues. Tables 6-13 show the allocation of the agency’s resources to its strategic plan as well as the performance measures associated with each goal. Table 14 lists all of the agency’s deliverables. All of this information is reported by DMV in its PER.



\* These revenues are sent to other state funds, including the General Fund and the State Highway Fund.

Figure 7. DMV budgeted revenues for FY 18-19, as reported in the agency’s PER.<sup>117</sup>

Table 6. Resources allocated to DMV's Goal 1: Deliver an excellent customer service experience while upholding the existing laws that govern agency operations, as reported in the agency's PER.<sup>118</sup>

Goal 1: Deliver an excellent customer service experience while upholding the existing laws that govern agency operations	2017-18 Actuals			2018-19 Budget			Related Agency Program/ Division
	# of FTEs used	Amount Spent	% of Total Available	# of FTEs using	Amount budgeted	% of Total Budget	
	854.8	\$61,283,630.00	56.41%	853	\$69,302,600.00	60.76%	
Strategy 1.1: Ensure the average initial wait time for a customer stays below 20 minutes per business day	644.7	\$46,218,902.00	42.54%	640.7	\$52,050,314.00	45.64%	Customer Service Centers
Strategy 1.2: Ensure revenues collected are distributed in order to provide financial support to outside organizations	22.6	\$1,622,118.00	1.49%	24.2	\$1,969,164.00	1.73%	Administration - Support Services Finance
Strategy 1.3: Ensure the average initial wait time for a customer calling the DMV contact center stays below 15 minutes per business day	44.4	\$3,181,313.00	2.93%	46.4	\$3,770,768.00	3.31%	Customer Service Delivery-Contact Centers
Strategy 1.4: Reduce backlogs to ensure a five-business-day turnaround standard	143.1	\$10,261,297.00	9.44%	141.7	\$11,512,354.00	10.09%	Customer Service Delivery, Customer Service Centers, Procedures/Compliance

Table 7. Performance measures associated with DMV's Goal 1, as reported in the agency's PER.<sup>119</sup>

Item #	Measure	Target	FY14	FY15	FY16	FY17	FY18	FY19
1.1.1	Success rate of meeting or exceeding the average initial wait time standard of 20 minutes or less	Target:	Meet exactly	100%	100%	100%	100%	100%
		Actual:		99.37%	99.88%	99.81%	99.81%	99.89%
		Comments:	Average initial wait time captures the time from when a customer receives a queuing ticket to when they first get to a customer service representative's counter.					
1.2.1	Number of organizations that received funds generated by fees and fines collected at DMV	Target:	Meet exactly	124	124	123	123	127
		Actual:		124	123	123	123	127
		Comments:	The target and actual totals mainly change depending on the production of new specialty plates or if no revenues are collected on existing specialty plates.					
1.2.2	Total amount of fees and fines revenue distributed to organizations	Target:	Meet exactly	284,422,293.74	294,407,535.16	311,057,063.42	327,912,911.69	337,748,584.96
		Actual:		280,388,128.73	296,244,822.30	312,298,011.13	321,664,319.01	593,016,101.86
		Comments:	With a continued increase in the total number of transactions processed in DMV field offices and via the web, the amount of revenues distributed will continue to increase.					

Item #	Measure	Target	FY14	FY15	FY16	FY17	FY18	FY19	
1.3.1	Success rate of meeting or exceeding the initial wait time for the call center standard of 15 minutes or less	Target:	Meet exactly	DNE	DNE	DNE	100%	100%	100%
		Actual:		DNE	DNE	DNE	100%	100%	TBD
1.4.1	Success rate for dealer work dropped off at branch offices (standard is a five-day turnaround)	Target:	Meet exactly	100%	100%	100%	100%	100%	100%
		Actual:		99.46%	99.76%	99.86%	99.79%	99.88%	TBD
		Comments:	DMV has 9 offices with 3 day turn around times for dealer work (called Dealer Centrals). All other DMV offices will accept and turn around dealer work in 5 days. These standards were coordinated with the various automobile dealer associations in the state.						
1.4.2	Success rate for titles and registrations work received at headquarters-processing time (before sent to third party vendors for printing and mailing)	Target:	Meet exactly	DNE	DNE	DNE	DNE	100%	100%
		Actual:		DNE	DNE	DNE	0%	0%	TBD
		Comments:	DMV is developing metrics for mail tracking, transaction processing times, backlogs, and individual performance measures, by transaction type and refining processes to produce greater efficiencies and improve processing times.						
1.4.3	Success rate for driver services work received at headquarters	Target:	Meet exactly	DNE	DNE	DNE	100%	100%	100%
		Actual:		DNE	DNE	DNE	100%	100%	TBD
		Comments:	DMV Driver Services views work received and the amount of transactions each employee processes on a daily basis. Standards are developed to ensure that employees meet the requirements as outlined.						
1.4.4	Success rate for alternative media work received at headquarters	Target:	Meet exactly	DNE	DNE	DNE	100	100%	100%
		Actual:		DNE	DNE	DNE	99%	99%	TBD
2.1.1	Total transactions completed in field offices	Target:	Meet or obtain lower value	DNE	DNE	DNE	DNE	DNE	5,960,389
		Actual:		7,692,697	7,035,945	6,612,176	6,479,779	6,622,655	TBD
		Comments:	Reduction in transactions in field offices would decrease operational cost and customer wait times. SCDMV FTE workforce has stayed relatively consistent however transactions processed have increased on the average of 5 percent per year.						
2.1.2	Number of transactions completed via members of the public online	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	817,297	891,473
		Actual:		DNE	DNE	DNE	742,997	810,430	TBD
		Comments:	More online transactions reduce in-person DMV visits. This metric also includes other forms of distributed transaction capabilities						

Item #	Measure	Target	FY14	FY15	FY16	FY17	FY18	FY19	
2.1.3	Number of transactions completed by government or business partners online	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	9,150,236	10,077,588
		Actual:		DNE	DNE	DNE	8,318,396	9,161,444	TBD
		Comments:	More online transactions reduces in person DMV visits for business and governmental agencies. Our goal is to increase access to DMV transactions and information to business partners, outside of DMV offices.						
2.3.1	Number of third party driving tests conducted	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	24,833	24,801
		Actual:		12,184	14,065	16,597	22,792	20,806	TBD
2.3.3	Number of counties participating in County Issuance of Decals and Registrations System (CIDRs)	Target:	Meet exactly	DNE	DNE	DNE	DNE	46	46
		Actual:		DNE	DNE	DNE	33	34	TBD
		Comments:	34 of 46 Counties currently offer some form of CIDRs transaction, which allows citizens in those counties to pay their taxes and receive their vehicle registration/stickers without visiting a DMV office.						
4.1.1	Turnover rate	Target:	Meet or obtain lower value	DNE	DNE	DNE	DNE	18.50%	18.50%
		Actual:		DNE	DNE	DNE	DNE	23.90%	TBD
4.3.2	Percentage of employees with >10 years DMV experience	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	33%	33%
		Actual:		DNE	DNE	DNE	DNE	41.20%	TBD

Table Note: DNE = Did not exist

Table 8. Resources allocated to DMV's Goal 2, Modernize customer delivery service methods, as reported in the agency's PER.<sup>120</sup>

Goal 2: Modernize customer delivery service methods	2017-18 Actuals			2018-19 Budget			Related Agency Program/ Division
	# of FTEs used	Amount Spent	% of Total Available	# of FTEs using	Amount budgeted	% of Total Budget	
	141.8	\$10,168,982.00	9.36%	152.5	\$12,385,959.00	10.86%	
Strategy 2.1: Increase amount of services available online	88.1	\$6,316,138.00	5.81%	98	\$7,959,370.00	6.98%	Customer Service Delivery, Customer Service Centers, IT, Procedures and Compliance
Strategy 2.2: Secure legislative support for modernization and efficiency efforts	9.8	\$705,588.00	0.65%	10.7	\$870,738.00	0.76%	Administration - Chief of Staff - Legislative Affairs
Strategy 2.3: Leverage partnerships for deliverability of products and services	43.9	\$3,147,256.00	2.90%	43.8	\$3,555,851.00	3.12%	Customer Service Delivery, Customer Service Centers, IT Inspector General

Table 9. Performance measures associated with DMV's Goal 2: as reported in the agency's PER.<sup>121</sup>

Item #	Measure	Target	FY14	FY15	FY16	FY17	FY18	FY19	
2.1.1	Total transactions completed in field offices	Target:	Meet or obtain lower value	DNE	DNE	DNE	DNE	5,960,389	
		Actual:		7,692,697	7,035,945	6,612,176	6,479,779	6,622,655	TBD
		Comments:	Reduction in transactions in field offices would decrease operational cost and customer wait times. DMV FTE workforce has stayed relatively consistent however transactions processed have increased on the average of 5 percent per year.						
2.1.2	Number of transactions completed via members of the public online	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	817,297	891,473
		Actual:		DNE	DNE	DNE	742,997	810,430	TBD
		Comments:	More online transactions reduce in-person DMV visits. This metric also includes other forms of distributed transaction capabilities						
2.1.3	Number of transactions completed by government or business partners online	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	9,150,236	10,077,588
		Actual:		DNE	DNE	DNE	8,318,396	9,161,444	TBD
		Comments:	More online transactions reduce in person DMV visits for business and governmental agencies. Our goal is to increase access to DMV transactions and information to business partners, outside of DMV offices.						
2.2.1	Percentage of DMV legislative priorities passed by General Assembly	Target:	Meet exactly	DNE	DNE	DNE	100%	100%	100%
		Actual:		DNE	DNE	DNE	66.67%	66.67%	TBD
		Comments:	The need for extended implementation timelines and the response time required for Fiscal Impact Statements present challenges for the DMV at the legislature.						
2.2.2	Percentage of modernization/efficiency efforts achieved versus programmed	Target:	Meet exactly	DNE	DNE	DNE	100%	100%	100%
		Actual:		DNE	DNE	DNE	63%	65%	TBD
2.3.1	Number of third party driving tests conducted	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	24,833	24,801
		Actual:		12,184	14,065	16,597	22,792	20,806	TBD
2.3.2	Percentage of convictions processed by the DMV within the federal turnaround standard (within 10 days of conviction)	Target:	Meet exactly	DNE	DNE	DNE	DNE	100%	100%
		Actual:		DNE	DNE	DNE	56%	90%	TBD
		Comments:	The federal standard for transmitting commercial motor vehicle and commercial driver's license convictions to other jurisdictions is 90 percent of convictions transmitted within 10 days.						
2.3.3	Number of counties participating in CIDRs2	Target:	Meet exactly	DNE	DNE	DNE	DNE	46	46
		Actual:		DNE	DNE	DNE	33	34	TBD
		Comments:	34 of 46 Counties currently offer some form of CIDRs (County Issuance of Decals and Registrations System) transaction, which allows citizens in those counties to pay their taxes and receive their vehicle registration/stickers without visiting a DMV office.						

Table Note: DNE = Did not exist

Table 10. Resources allocated to DMV's Goal 3: Minimize the risk of fraud and breaches, as reported in the agency's PER.<sup>122</sup>

Goal 3: Minimize the risk of fraud and breaches	2017-18 Actuals			2018-19 Budget			Related Agency Program/ Division
	# of FTEs used	Amount Spent	% of Total Available	# of FTEs using	Amount budgeted	% of Total Budget	
	102.5	\$7,349,168.00	6.76%	106.8	\$8,675,219.00	7.61%	
Strategy 3.1: Increase SC DMV security posture of our network infrastructure for B2B (third party web services) transactions to better protect SC citizens' data	48.7	\$3,488,816.00	3.21%	51.4	\$4,174,694.00	3.66%	Technology and Product Development (IT), Chief of Staff-Administration (ISO)
Strategy 3.2: Number of third party external penetration test on network infrastructure	7.3	\$523,640.00	0.48%	7.7	\$626,730.00	0.55%	Technology and Product Development (IT), Chief of Staff-Administration (ISO)
Strategy 3.3: Keep effective measures to reduce fraud and introduce new measures when appropriate	46.5	\$3,336,712.00	3.07%	47.7	\$3,873,795.00	3.40%	Technology and Product Development (IT), Chief of Staff-Administration (ISO), Inspector General

Table 11. Performance measures associated with DMV's Goal 3, as reported in the agency's PER.<sup>123</sup>

Item #	Measure		Target	FY14	FY15	FY16	FY17	FY18	FY19
3.1.1	Reduce false positive alerts found in network infrastructure	Target:	Meet or obtain lower value	DNE	DNE	DNE	DNE	100% Reduction	100% Reduction
		Actual:		DNE	DNE	DNE	DNE	111	TBD
		Comments:	False positive alerts are harmless notifications to network events. A high percentage of false positive increases workload unnecessarily.						
3.1.2	The number of identified critical external vulnerabilities	Target:	Meet exactly	DNE	DNE	DNE	0	0	0
		Actual:		DNE	DNE	DNE	5	0	TBD
3.1.3	Reduced percentage of vulnerabilities identified by weekly scans	Target:	Meet exactly	DNE	DNE	DNE	DNE	100%	100%
		Actual:		DNE	DNE	DNE	DNE	86%	TBD
3.2.1	Number of internal third party vulnerability audits	Target:	Meet or obtain higher value	DNE	DNE	DNE	1	1	0
		Actual:		DNE	DNE	DNE	1	0	TBD
3.2.2	Number of third party external penetration	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	4	4

Item #	Measure		Target	FY14	FY15	FY16	FY17	FY18	FY19
	test on network infrastructure	Actual:		DNE	DNE	DNE	1	0	TBD
3.2.3	Number of audits conducted on branch offices; headquarter business units and external partners	Target:	Meet or obtain higher value	17	17	17	17	17	17
		Actual:		20	24	26	18	16	TBD
3.2.4	Percentage of applicants randomly recalled that pass the DMV-conducted driving exam	Target:	Meet exactly	100%	100%	100%	100%	100%	100%
		Actual:		91%	86%	86%	88%	93%	TBD
		Comments:	This metric shows the quality of instruction being provided by third party organizations and their adherence to DMV testing standards.						
3.3.1	Number of investigations dealing with potential fraud referred to State Law Enforcement Division (SLED)	Target:	Meet or obtain lower value	DNE	DNE	DNE	DNE	432	487
		Actual:		573	587	499	480	541	TBD
		Comments:	This is an area where DMV could be of great assistance to SLED and the citizens who are victims of DMV related crimes. We receive many complaints of vehicle and driver related crimes that go unresolved because of other priorities that local and state law enforcement must respond to. Giving DMV law enforcement capabilities would allow DMV to focus on allegations of identity theft, driver's license fraud, title fraud, dealer fraud matters, and other such cases that cost the taxpayers' money and the state lost revenue.						
3.3.2	Number of employees participating in training to recognize and identify fraud	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	198	204
		Actual:		123	115	106	180	157	TBD
3.3.3	Number of internal affairs investigations involving fraud	Target:	Meet or obtain lower value	DNE	DNE	DNE	DNE	5	10
		Actual:		17	18	13	6	15	TBD

Table Note: DNE = Did not exist

Table 12. Resources allocated to DMV's Goal 4: Invest in employees through development and recognition opportunities, as reported in the agency's PER.<sup>124</sup>

Goal 4: Invest in employees through development and recognition opportunities	2017-18 Actuals			2018-19 Budget			Related Agency Program/ Division
	# of FTEs used	Amount Spent	% of Total Available	# of FTEs using	Amount budgeted	% of Total Budget	
	87.4	\$6,260,839.00	5.76%	81.6	\$6,623,305.00	5.81%	
Strategy 4.1: Emphasize career development and employee retention within the DMV	84.6	\$6,062,022.00	5.58%	78.5	\$6,376,209.00	5.59%	All DMV departments
Strategy 4.2: Continue to request funding for employee increases and educational opportunities	2.1	\$149,070.00	0.14%	2.3	\$184,867.00	0.16%	All DMV departments
Strategy 4.3: Continue existing recognition program	0.7	\$49,747.00	0.05%	0.8	\$62,229.00	0.05%	All DMV departments

Table 13. Performance measures associated with DMV's Goal 4, as reported in the agency's PER.<sup>125</sup>

Item #	Measure		Target	FY14	FY15	FY16	FY17	FY18	FY19
4.1.1	Turnover rate	Target:	Meet or obtain lower value	DNE	DNE	DNE	DNE	18.50%	18.50%
		Actual:		DNE	DNE	DNE	DNE	23.90%	TBD
4.1.2	Number of employees participating in a structured external development program	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	10	10
		Actual:		DNE	DNE	DNE	DNE	8	TBD
		Comments:	An example of a structured external development program is the Certified Public Manager Program administered by the Department of Administration. At any given time, two to three employees enter the program per year. American Association of Motor Vehicle Administrators leadership school is another example.						
4.1.3	Percent of internal candidates selected for positions	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	50%	50%
		Actual:		DNE	DNE	DNE	DNE	54.45%	TBD
4.1.4	Number of internal structured training sessions available for employees	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	192	184
		Actual:		147	156	130	164	180	TBD
		Comments:	A large amount of the training sessions happen every Wednesday morning, when the DMV is closed to the public for the first hour of the business day. DMV staff undergoes training to address gaps or educate on new requirements.						
4.2.1	Percentage of DMV positions that are paid at or above the state average	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	50%	50%
		Actual:		DNE	DNE	DNE	DNE	28.63%	TBD

Item #	Measure		Target	FY14	FY15	FY16	FY17	FY18	FY19
4.3.1	Number of award nominations received for notable employee achievements	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	864	885
		Actual:		DNE	DNE	DNE	DNE	258	TBD
4.3.2	Percentage of employees with >10 years DMV experience	Target:	Meet or obtain higher value	DNE	DNE	DNE	DNE	33%	33%
		Actual:		DNE	DNE	DNE	DNE	41.20%	TBD

Table Note: DNE = Did not exist

Table 14. DMV deliverables, as reported in the agency's PER.<sup>126</sup>

Item #	Deliverable	Required by law?	Associated Org Unit	Additional comments from agency	Recommendations to the General Assembly
1	Share information with the federal government, other states, state agencies, and local government	Required	All Directorates	DMV does not charge state entities for information. Per the agency's FY15 Activity Based Costing Study, "Sale of Information" cost \$2.73 per transaction. For Bulk Data, the cost to the agency is \$0.65 per transaction.	1. Codify the DMV's sale of information proviso
2	Retain records, collect data, and share public information	Required	All Directorates Operations /Communications	The agency evaluates customer satisfaction in a passive manner, taking and evaluating feedback when proactively given.	
3	Distribution of funding to other state agencies or accounts	Required	Administration	Several sections of law designate the Comptroller General's office as the entity to distribute funds, but the DMV (in practice) distributes all revenue it collects.*  The Department of Revenue previously collected 1/2 - 2/3 of the revenue DMV collects when it was a sales tax rather than an infrastructure maintenance fee.	1. The DMV recommends legislation allowing the agency to not charge sales tax on driver handbooks and manuals.
4	Distribution of funding to high schools, colleges, and universities	Required	Administration		
5	Distribution of funding to third-party organizations	Required	Administration		
6	Distribution of funding to counties and local government	Required	Administration		
7	Collects funds retained by the DMV for limited purposes	Required	Administration		1. Establish a technology fee to be used for future system modernization projects.

Item #	Deliverable	Required by law?	Associated Org Unit	Additional comments from agency	Recommendations to the General Assembly
8	Distribution of funding directed, but no revenue is being collected	Required	Administration		
9	Driver's license issuance	Required	Driver Services Operations/Field Services Inspector General	Customer satisfaction is evaluated through online comments and discussions with stakeholders. CDL examinees are provided with feedback surveys.	
10	Identification card issuance	Required	Driver Services Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	<ol style="list-style-type: none"> <li>1. Eliminate \$1 fee associated with veteran's status. ✓</li> <li>2. Limit free ID card issuance to one time per issuance cycle and charge for replacements. ✓</li> <li>3. Change issuance period to every eight years to coincide with driver's license expiration (and the maximum issuance period for a REAL ID). ✓</li> </ol>
11	Driver's license and vehicle provisions specific to members of the military	Required	Driver Services Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	
12	Driver's license endorsements/indicator	Required	Driver Services Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	<ol style="list-style-type: none"> <li>1. The SC Code allows the DMV to use a symbol to indicate a medical condition. Due to real estate and programming considerations, the DMV would request future legislation requiring indicators for specific conditions be limited. This recommendation is not noted in Section B.16 of the Program Evaluation Report Word document as there is no recommended legislation associated.</li> </ol>
13	Restricted driver's licenses	Required	Driver Services Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	
14	The application of violations, suspensions, and driver's license revocations	Required	Driver Services General Counsel Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	

Item #	Deliverable	Required by law?	Associated Org Unit	Additional comments from agency	Recommendations to the General Assembly
15	Issue commercial driver's licenses per state and federal laws and regulations	Required	Driver Services Operations/Field Services Inspector General	Customer satisfaction is evaluated through online comments and discussions with stakeholders. Per the Agency's FY15 Activity Based Costing Study, the cost per transaction to issue a CDL License totals \$44.88. A CDL Skills Test cost the agency 138.23 per transaction.	1. Change state law to have non-HAZMAT CDLs expire eight years from issuance date.
16	Administer the state's financial responsibility program, ensuring state-mandated insurance coverage for drivers on the road	Required	Driver Services	State law does require penalties be assessed if financial responsibility isn't maintained, but the DMV does not charge for recording an individual's proof of insurance. Customer satisfaction is evaluated through online comments and discussions with stakeholders.	1. Allow individuals to register mopeds, even if they owe a financial responsibility penalty for other vehicles.
17	Administer the state's uninsured motorist provisions	Required	Driver Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	
18	Provide needed information for voter registration and jury duty to the Election Commission and Court Administration	Required	Driver Services Operations/Field Services		
19	Provide information to medical donation programs, such as Donate Life	Required	Driver Services Operations/Field Services	Any agency could register organ donors and collect donations for the organization.	
20	Investigate DMV-related fraud	Required	Inspector General	The agency tracks the number of fraud incidents reported, and takes appropriate action to resolve individual issues, but does not have a formal evaluation process.	1. Give DMV law enforcement capability to administer and enforce the provision of Chapter 19 (Gambling and Lotteries) and Chapter 21 (Offenses Involving Motor Vehicle Titles) of Title 16 (Crimes and Offenses).

Item #	Deliverable	Required by law?	Associated Org Unit	Additional comments from agency	Recommendations to the General Assembly
21	License and regulate motor vehicle dealers	Required	Inspector General	Agency communicates with dealer to learn how we can serve them better, but it does not have an official evaluation process.	<ol style="list-style-type: none"> <li>1. Amend existing law to increase penalties and require minimum sentencing for vehicle dealers engaging in unfair practices.</li> <li>2. Amend existing law to allow the Department to consider additional crimes/fraudulent acts when considering an applicant for a vehicle dealer license.</li> <li>3. Recommend the General Assembly determine if there is a need to regulate moped dealers.</li> </ol>
22	License and regulate driver training schools	Required	Inspector General Driver Services	The agency does not have an official evaluation process, but it holds annual meetings with training schools to obtain feedback.	<ol style="list-style-type: none"> <li>1. Repeal regulations. Allow the Department to establish minimum standards as provided by SC Code of Laws 56-23-60. Often the industry presents practical ideas that do not compromise the quality of the training or impose any hardship to the consumer; however, the agency is restricted by regulations that prevent implementing the change/improvement.</li> </ol>
23	License and regulate third party testers	Required	Inspector General	Law requires that the agency randomly select customers that receive the service to be retested.	
24	Issue titles (ownership documents) reflective of any lien information and brands	Required	Vehicle Services Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	<ol style="list-style-type: none"> <li>1. Establish state law honoring other jurisdiction's or manufacturer's title branding (e.g., "for off road use only," "non-repairable," etc.)</li> </ol>
25	Register vehicles for on-road use	Required	Vehicle Services Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	<ol style="list-style-type: none"> <li>1. Allow individuals to register mopeds, even if they owe a financial responsibility penalty for other vehicles.</li> </ol>
26	Issue temporary license plates for use on vehicles before registration is complete	Required	Vehicle Services Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	
27	Issue license plates based on specific type/use of the vehicle or specific need of the driver (includes placards)	Required	Vehicle Services Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	

Item #	Deliverable	Required by law?	Associated Org Unit	Additional comments from agency	Recommendations to the General Assembly
28	Issue license plates based on specific type/use of the vehicle or specific need of the driver (includes placards)	Allow	Vehicle Services Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	
29	Issue specialty/personalized license plates	Required	Vehicle Services Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	1. Standardize fees associated with military plates.
30	Issue specialty/personalized license plates	Allow	Vehicle Services Operations/Field Services	Customer satisfaction is evaluated through online comments and discussions with stakeholders.	1. Standardize fees associated with military plates.
31	Ensure state and federal provisions relating to motor carriers, including International Fuel Tax Agreement and International Registration Plan, are enforced	Required	Vehicle Services Operations/Field Services	<p>Customer satisfaction is evaluated through online comments and discussions with stakeholders.</p> <p>The Department of Revenue previously administered much of the financial provisions of the Motor Carrier program when the money collected was considered a tax rather than an Infrastructure Maintenance Fee.</p>	1. Charge Infrastructure Maintenance Fee based on vehicle weight rather than value-wear and tear on roads are based on the weight of the vehicle, not the value. It complicates other states' processes in remitting fees to SC, as well.

Table Note: \*H.3312, legislation which would update the statutes to reflect current agency practice, was approved by the House this year and is pending in the Senate Judiciary Committee.

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

## Key Partners

In its Accountability Report, the **agency reports on partners it works with to achieve its mission**. DMV lists 454 federal, state, and local partners, of the types listed in Table 15. The majority of these partnerships relate to automobile driver training and examination or commercial driver’s license examination. Another sizable group of partners receives revenue from specialty license plates.<sup>127</sup>

Table 15. Number of DMV partners, by type.<sup>128</sup>

Type of Partner	Number of Entities
Private Business Organization	161
State Government	90
Local Government	73
Non-Governmental Organization	65
Higher Education Institute	50
Professional Association	7
Federal Government	6
K-12 Education Institute	2
<b>Total</b>	<b>454</b>

## APPENDIX B. AGENCY REPORTS TO COMMITTEE

During the legislative oversight process, the **Committee asks the agency to conduct self-analysis** by requiring it to complete and submit annual Restructuring Reports, a Seven-Year Plan for cost savings and increased efficiencies, and a Program Evaluation Report. The Committee posts each report on the agency page of the Committee's website.

### *Seven-Year Plan for Cost Savings and Increased Efficiencies*

S.C. Code Ann. §1-30-10 requires agencies to submit "a seven year plan that provides initiatives and/or planned actions that implement cost savings and increased efficiencies of services and responsibilities within the projected seven-year period."<sup>129</sup> DMV submits its plan on March 31, 2015.<sup>130</sup>

### *Restructuring Report*

The Annual Restructuring Report fulfills the requirement in S.C. Code Ann. §1-30-10(G)(1) that annually each agency report to the General Assembly "detailed and comprehensive recommendations for the purposes of merging or eliminating duplicative or unnecessary divisions, programs, or personnel within each department to provide a more efficient administration of government services." The report, at a minimum, includes information in the following areas - history, mission and vision, laws, strategic plan, human and financial resources, performance measures, and restructuring recommendations.

DMV submits its first Annual Restructuring Report on March 31, 2015.<sup>131</sup> The agency's FY 17-18 Annual Accountability Report to the Governor and General Assembly, which it submits in September 2018, serves as its most recent Annual Restructuring Report.<sup>132</sup>

### *Program Evaluation Report*

When an agency is selected for study, the Committee may acquire evidence or information by any lawful means, including, but not limited to, "requiring the agency to prepare and submit to the investigating committee a program evaluation report by a date specified by the investigating committee." S.C. Code Ann. § 2-2-60 outlines what an investigating committee's request for a program evaluation report must contain. It also provides a list of information an investigating committee may request. The Committee sends guidelines for DMV's Program Evaluation Report (PER) on July 17, 2018. The agency submits its report on November 16, 2018.

The PER includes information in the following areas: agency snapshot, agency legal directives, strategic plan and resources, performance, agency ideas/recommendations, and additional documents. **The Program Evaluation Report serves as the base document for the Subcommittee's study of the agency.**

## APPENDIX C. PUBLIC INPUT

**Public input is a cornerstone of the House Legislative Oversight Committee’s process.**<sup>133</sup> There are various opportunities for public input during the legislative oversight process. Members of the public have an opportunity to participate anonymously in a public survey, provide comments anonymously via a link on the Committee’s website, and appear in person before the Committee.<sup>134</sup> During the study, media articles related to the agency are compiled for member review.

### *Public Survey*

From July 17 through August 20, 2018, the Committee posts an **online survey to solicit comments from the public about the Department of Motor Vehicles** and four other agencies. The Committee sends information about this survey to all House members to forward to their constituents. Additionally, in an effort to communicate this public input opportunity widely, the Committee issues a statewide media release and notifies the State Library.<sup>135</sup>

There are 1,485 responses to the survey, with 466 of these relating to the agency. The responses relating to the agency come from 41 of South Carolina’s 46 counties.<sup>136</sup> These comments are not considered testimony.<sup>137</sup> As the survey press release notes, “input and observations from people who interact with these agencies are important because they may help direct the Committee to potential areas for improvement with these agencies.”<sup>138</sup> Survey results are posted on the Committee’s website. The **public is informed it may continue to submit written comments about agencies online** after the public survey closes.<sup>139</sup>

Of those survey participants responding to a question about general opinions of the agency, **63% have a positive or very positive opinion of the agency.**<sup>140</sup> Over 72% of the respondents base their opinions of the agency on personal experience with the agency. Positive customer service comments highlight **shorter wait times and increasing online services**. Negative comments include **overcrowded offices, inaccurate wait time estimates online, and inconsistent or incorrect information from employees**. Some employees are concerned about **low pay, lack of customer service center security, focus on quantity over quality, and religious language in agency-wide emails.**<sup>141</sup>

### *Public Input via Committee Website*

Throughout the course of the study, people are able to submit comments anonymously on the Committee website. The Committee posts comments verbatim to the website, but they are not the comment or expression of the House Legislative Oversight Committee, any of its Subcommittees, or the House of Representatives.<sup>142</sup> The Committee receives five comments via this method **regarding employee work conditions, agency policies, and the pleasant nature of staff.**<sup>143</sup>

### *Public Input via In-Person Testimony*

During the study, the Committee offers the opportunity for the public to appear and provide sworn testimony.<sup>144</sup> A press release announcing this opportunity is sent to media outlets statewide on January 2, 2019 and the State Library is notified.<sup>145</sup> The Committee holds a meeting dedicated to public input about the Department of Motor Vehicles and other agencies on January 14, 2019.<sup>146</sup> Further detail on the public input meeting and other meetings where public input is provided is in the [Meetings Regarding the Agency](#) section of this report.

## APPENDIX D. DRAFT LANGUAGE FOR RECOMMENDED STATUTORY CHANGES

### *Recommendation 16*

Clarify that a watermark printed from the DMV online system is sufficient certification of an official document for use in court proceedings.

#### **§ 19-5-30. Admissibility of photostatic or certified copies of certain motor vehicle records.**

Photostatic, optical disk, or certified copies of motor vehicle registration applications, registrations, notices of cancellation, suspensions or revocations, reports of violations, and documents pertaining to the motor vehicle safety responsibility laws of this State, when certified by the director of the Department of Motor Vehicles, or his designee, as true copies of originals, on file with the Department of Motor Vehicles, shall be admissible in any proceedings in any court in like manner as the original thereof. Certification includes a watermark applied to a copy of the document when it is printed from the department's computer system.

### *Recommendation 19*

Eliminate the requirement to print "Please Forward" on DMV notices.

#### **§ 56-5-60. Requirements for envelope containing certain notices.**

~~The envelope in which a notice required by law to be mailed by the Department of Motor Vehicles is mailed, other than by registered or certified mail, must have printed on it in bold letters "Please Forward".~~

### *Recommendation 21*

Eliminate a temporary driver's permit that DMV may issue during an investigation.

#### **§ 56-1-70. Temporary Driver's Permit.**

~~The Department of Motor Vehicles may, in its discretion, issue a temporary driver's permit to an applicant for a motor vehicle driver's license permitting him to operate a motor vehicle while the Department is completing its investigation and determination of all facts relative to such applicant's right to receive a driver's license. Such permit must be in his immediate possession while operating a motor vehicle, and it shall be invalid when the applicant's license has been issued or for good cause has been refused.~~

### **Recommendation 22**

Eliminate a requirement to cancel a minor's license if the sponsoring adult dies.

#### **§ 56-1-250. Cancellation of license or permit upon death of person signing minor's application.**

~~The Department of Motor Vehicles upon receipt of satisfactory evidence of the death of the person who signed the application of a minor for a license or permit shall cancel such license or permit and shall not issue a new license until such time as a new application, duly signed and verified, is made as required by this article.~~

### **Recommendation 23**

Eliminate DMV's ability to garnish income tax refunds.

#### **§ 56-1-288. Tax refund garnishment for failure to comply with financial responsibility.**

~~The Department of Motor Vehicles may garnish a person's income tax refund instead of revoking a person's driver's license or vehicle registration for failure to satisfy financial responsibility requirements of Title 56.~~

### **Recommendation 24**

Eliminate an outdated provision related to reinstatement of a license during an appeal of a verdict or plea.

#### **§ 56-1-365. Surrender of driver's license; fine; Department of Motor Vehicles to receive disposition and license surrender information; notice to defendant of suspension or revocation; multiple offenses; punishable offense.**

~~(F) If the defendant surrenders his license, upon conviction, and subsequently files a notice of appeal, the appeal acts as a supersedeas as provided in Section 56-1-430. Upon payment of a ten-dollar fee and presentment by the defendant of a certified or clocked-in copy of the notice of appeal, the department shall issue him a certificate which entitles him to operate a motor vehicle for a period of six months after the verdict or plea. The certificate must be kept in the defendant's possession while operating a motor vehicle during the six-month period, and failure to have it in his possession is punishable in the same manner as failure to have a driver's license in possession while operating a motor vehicle.~~

### **Recommendation 26**

Eliminate the requirement for DMV to verify that registered vehicles are equipped with safety glass.

#### **§ 56-5-5010. Safety glass in motor vehicles.**

~~No person shall sell any new motor vehicle nor shall any new motor vehicle be registered unless such vehicle is equipped with safety glass wherever glass is used in doors, windows, and windshields. The foregoing provisions shall apply to all passenger-type motor vehicles, including passenger buses and school buses. But in respect to trucks, including truck tractors, the requirements as to safety glass shall apply to all glass used in doors, windows, and windshields in the drivers' compartments of such vehicles.~~

~~The Department of Motor Vehicles shall not register any motor vehicle which is subject to the provisions of this section unless it is equipped with an approved type of safety glass, and the department may thereafter suspend the registration of any motor vehicle so subject to this section which it finds is not so equipped until it is made to conform to the requirements of this section.~~

### *Recommendation 27*

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

#### **§ 56-3-1265. Display of special license plates for particular groups.**

~~The Department of Motor Vehicles must display in all Department of Motor Vehicle offices where motor vehicle license plates or stickers may be obtained or renewed examples of all types of special license plates which individuals of a particular group may obtain. The provisions of this section do not apply to special personalized motor vehicle license plates which individuals may obtain from the department under Section 56-3-2010.~~

### *Recommendation 28*

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

#### **§ 56-10-510. Registration of uninsured motor vehicle; fee; use of fee; certificate of insurance; penalties for failure to submit certificate of insurance.**

In addition to any other fees prescribed by law, every person registering an uninsured motor vehicle, as defined in Section 56-9-20, at the time of registering or reregistering the uninsured vehicle, shall pay a fee of five hundred and fifty dollars. Notwithstanding any other provision of law, fifty dollars of the uninsured motor vehicle fee is nonrefundable and is directed to be paid to the South Carolina Reinsurance Facility for the recoupment of assessments or losses of the South Carolina Reinsurance Facility pursuant to Section 56-10-554 until otherwise ordered by the director of the Department of Insurance. However, if the uninsured motor vehicle is being registered for a period of less than a full year, the uninsured motor vehicle fee exclusive of any nonrefundable portion must be prorated to conform to the registration period. This uninsured motor vehicle fee shall be increased annually based upon and in relation to the average rate level increases for private passenger automobile insurance coverages by insurers in this State. The director of the Department of Insurance, by annual order, will set this exact fee. The application for registering an uninsured vehicle must have the following statements printed on or attached to the first page of the form, boldface, twelve point type: "THIS \$550 FEE IS NOT AN INSURANCE PREMIUM AND YOU ARE NOT PURCHASING ANY INSURANCE BY PAYING THIS FEE. THIS \$550 UNINSURED MOTORIST FEE IS FOR THE PRIVILEGE TO DRIVE AND OPERATE AN UNINSURED MOTOR VEHICLE ON THE SOUTH CAROLINA ROADS." This uninsured motorist notice required by this section must also be given to the person registering an uninsured motor vehicle. The director shall prescribe the exact format of this notice by regulation and shall adjust the amount of this fee annually as part of the order by the director of the Department of Insurance adjusting the uninsured motorist fee in relation to the average rate level increases for private passenger automobile insurance coverages by insurers in this State. ~~Every person applying for registration of a motor vehicle and declaring it to be an insured motor vehicle, under the penalties set forth in Section 56-10-520, shall execute and furnish to the director his certificate that the motor vehicle is an insured motor vehicle as defined by the laws of this State, or that the director has issued to~~

its owner, in accordance with Section 56-9-60, a certificate of self insurance applicable to the vehicle sought to be registered. The director, or his designee, may require any registered owner of a motor vehicle declared to be insured or any applicant for registration of a motor vehicle to be an insured to submit a certificate of insurance on a form prescribed by the director. The director must forward the certificate of insurance or bond to the insurance company or surety company, whichever is applicable, for verification as to whether the policy or bond named in the certificate is currently in force. At that time, and not later than thirty days following receipt of the certificate of insurance, the insurance company or surety company must cause to be filed with the director a written notice if the policy or bond was not applicable as to the named insured. The director must prescribe the manner in which the written notice must be made. The refusal or neglect of any owner within thirty days to submit the certificate of insurance when required by the director or his designee or the notification by the insurance company or surety company that the policy or bond named in the certificate of insurance is not in effect, must require the director to suspend any driver's license and all registration certificates and license plates issued to the owner of the motor vehicle until the person:

(1) has paid to the director of the Department of Motor Vehicles a fee of three hundred dollars to be disposed of as provided for in Sections 56-10-550 and 56-10-552 with respect to the motor vehicle determined to be uninsured; and

(2) furnishes proof of financial responsibility for the future in the manner prescribed in Section 56-10-10, et seq. of this chapter. An order of suspension required by this section is not effective until the director has offered the person an opportunity for a contested case hearing before the Office of Motor Vehicle Hearings to show cause why the order should not be enforced. Notice of the opportunity for hearing must be included in the order of suspension. When three years have elapsed from the effective date of the suspension required in this section, the director may relieve the person of the requirement of furnishing proof of future financial responsibility. If the director determines that the fee applicable to the registration of an uninsured motor vehicle has been paid on the vehicle in question on or before the date that the insurance certificate was requested, no suspension action must be taken. The director shall suspend the driver's license and all registration certificates and license plates of any person on receiving a record of his conviction of a violation of any provisions of Section 56-10-520, but the director shall dispense with the suspension when the person is convicted for a violation of Section 56-10-520 and the Department of Motor Vehicle's records show conclusively that the motor vehicle was insured or that the fee applicable to the registration of an uninsured motor vehicle has been paid by the owner before the date and time of the alleged offense.

### **Recommendation 29**

Eliminate NASCAR license plates.

#### **§ 56-3-8710. NASCAR Plates.**

(A) The Department of Motor Vehicles may issue special motor vehicle license plates to owners of private passenger motor vehicles as defined in Section 56-3-630 registered in their names which may have imprinted on the plates an emblem, a seal, or other symbol the department considers appropriate to NASCAR or a NASCAR driver or team. NASCAR or a NASCAR driver or team may submit to the department for approval of the emblem, seal, or other symbol it desires to be used for its respective special license plate. Before a design is approved, NASCAR or the NASCAR driver or team must submit to the department written authorization for the use of a copyrighted or

registered logo, trademark, or design. NASCAR or a NASCAR driver or team also may request a change in its respective emblem, seal, or other symbol once the existing supply has been exhausted. The fee for each special license plate is seventy dollars every two years in addition to the regular motor vehicle license fee set forth in Article 5. Each special license plate must be of the same size and general design of regular motor vehicle license plates. Each special license plate must be issued or revalidated for a biennial period which expires twenty four months from the month the special license plate is issued.

(B) The department may also provide, upon request, special NASCAR or NASCAR driver or team collector license plates which shall not be displayed on any vehicle registered or required to be registered in this State. Any person displaying the special NASCAR or NASCAR driver or team collector license plates on any vehicle registered or required to be registered in this State is guilty of a misdemeanor and, upon conviction, must be fined not less than one hundred dollars or be imprisoned for not more than thirty days. The special NASCAR or NASCAR driver or team collector license plates shall be the same size and general design of the regular NASCAR or NASCAR driver or team special motor vehicle license plates. The fee for issuance of the special NASCAR or NASCAR driver or team collector license plates is twenty five dollars. The words "collector license plate" shall be imprinted on the special NASCAR or NASCAR driver or team collector license plates.

(C) From the fees collected pursuant to this section, the Comptroller General shall place into the State Highway Fund as established by Section 57-11-20, to be distributed as provided in Section 11-43-167, an amount equal to the expenses of producing the special license plates. The remaining funds must be distributed in the following manner:

(1) one half deposited in a special account, separate and apart from the General Fund, designated the "South Carolina Children's Emergency Shelter Fund" established within and administered for use by the Department of Social Services. The Department of Social Services shall distribute at least one half of the funds from the special account to the South Carolina Association of Children's Homes and Family Services for the benefit of the South Carolina children's emergency shelters. Funds distributed to the South Carolina Association of Children's Homes and Family Services may be used only for providing donations to support the South Carolina children's emergency shelters. Funds received by the South Carolina Association of Children's Homes and Family Services pursuant to this section must be deposited in an appropriate nonprofit account designated by the South Carolina Association of Children's Homes and Family Services;

(2) one fourth deposited in a special account, separate and apart from the General Fund, designated the "South Carolina Sports Development Office Fund" established within and administered for use by the Department of Parks, Recreation and Tourism to promote the South Carolina Sports Development Office; and

(3) one fourth deposited in a special account, separate and apart from the General Fund designated the "NASCAR License Plate Highway Safety Fund" established within and administered for use by the Department of Public Safety to promote highway safety in conjunction with the Department of Transportation and NASCAR or a NASCAR driver or team.

(D) Before the department produces and distributes NASCAR's or a NASCAR driver's or team's respective special license plate pursuant to this section, it must receive four hundred prepaid applications for NASCAR's or the NASCAR driver's or team's respective special license plate or a deposit of four thousand dollars from the individual or organization seeking issuance of NASCAR's

or the NASCAR driver's or team's respective license plate. If a deposit of four thousand dollars is made by an individual or organization pursuant to this section, the department must refund the four thousand dollars once an equivalent amount of license plate fees is collected for the NASCAR or NASCAR driver's or team's respective license plate. If the equivalent amount is not collected within four years of the first issuance of the respective license plate, the department shall retain the deposit.

(E) If the department receives less than three hundred biennial applications and renewals for a particular NASCAR or NASCAR driver or team special license plate, it may choose not to produce additional special license plates in that series. However, the department shall continue to issue special license plates of that series until the existing inventory is exhausted.

# CONTACT INFORMATION

## Committee Contact Information

### Physical:

South Carolina House of Representatives  
Legislative Oversight Committee  
1105 Pendleton Street, Blatt Building Room 228

### Mailing:

Post Office Box 11867  
Columbia, South Carolina 29211

Telephone: 803-212-6810

Email: [HCommLegOv@schouse.gov](mailto:HCommLegOv@schouse.gov)

### Online:

You may visit the South Carolina General Assembly Home Page (<http://www.scstatehouse.gov>) and click on "Citizens' Interest" then click on "Agency Oversight by House Legislative Oversight Committee." This will list the information posted online for the Committee; click on the information you would like to review. Also, a direct link to Committee information is <http://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee.php>.

## Agency Contact Information

### Address:

Department of Motor Vehicles  
10311 Wilson Boulevard  
Building C  
Blythewood, SC 29016

### Telephone:

803-896-5000

### Email:

[help@scdmvonline.com](mailto:help@scdmvonline.com)

### Online:

<http://scdmvonline.com/>

# ENDNOTES

<sup>1</sup> Visual Summary Figure 1 is compiled from information in the Department of Motor Vehicles study materials available online under "Committee Postings and Reports," under "House Legislative Oversight Committee," and then under "Motor Vehicles, Department of"

<https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyPHPFiles/DMV.php> (accessed May 13, 2019).

<sup>2</sup> 1925 Act No. 163.

<sup>3</sup> 1949 Act No. 179.

<sup>4</sup> 1959 Act No. 309.

<sup>5</sup> 1966 Act No. 994 Part 2, § 20.

<sup>6</sup> 1977 Act No. 82.

<sup>7</sup> 1977 Act No. 82.

<sup>8</sup> 1993 Act No. 181.

<sup>9</sup> 1993 Act No. 181.

<sup>10</sup> 1996 Act No. 459.

<sup>11</sup> 1998 Act No. 258.

<sup>12</sup> 2003 Act No. 51.

<sup>13</sup> Act 284 of 2016.

<sup>14</sup> S.C. House of Representatives, House Legislative Oversight Committee, "Meeting Minutes" (January 23, 2019), under "Committee Postings and Reports," under "House Legislative Oversight Committee," under "Motor Vehicles, Department of," and under "Meetings,"

<https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/Econo>

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[micSub/1.23.19\\_Minutes\\_EDTNR.PDF](#) (accessed May 14, 2019). A video of the meeting is available at <https://www.scstatehouse.gov/video/archives.php?key=8762&part=1>. Hereinafter, “1/23/19 Meeting [Minutes](#) and [Video](#).”

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,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/3.27.19\\_Minutes\\_EDTNR.PDF](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/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>. Hereinafter, “3/27/19 Meeting [Minutes](#) and [Video](#).”

S.C. House of Representatives, House Legislative Oversight Committee, “Meeting Minutes” (April 4, 2019), under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Meetings,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/4.4.19\\_Minutes\\_EDTNR.PDF](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/4.4.19_Minutes_EDTNR.PDF) (accessed May 14, 2019). A video of the meeting is available at <https://www.scstatehouse.gov/video/archives.php?key=9234&part=1>. Hereinafter, “4/4/19 Meeting [Minutes](#) and [Video](#).”

S.C. House of Representatives, House Legislative Oversight Committee, “Meeting Minutes” (May 1, 2019), under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Meetings,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/5.1.19\\_Minutes\\_EDTNR.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/5.1.19_Minutes_EDTNR.pdf). A video of the meeting is available at <https://www.scstatehouse.gov/video/archives.php?key=9235&part=1>. Hereinafter, “5/1/19 Meeting [Minutes](#) and [Video](#).”

<sup>15</sup> 1/23/19 Meeting [Minutes](#) and [Video](#).

3/27/19 Meeting [Minutes](#) and [Video](#).

4/4/19 Meeting [Minutes](#) and [Video](#).

5/1/19 Meeting [Minutes](#) and [Video](#).

<sup>16</sup> 5/1/19 Meeting [Minutes](#) and [Video](#) at 50:00.

SC Department of Motor Vehicles, “Electronic Vehicle Registration Program,” under “Business Customers,” and under “Dealers,” <http://www.scdmvonline.com/Business-Customers/Dealers/Electronic-Vehicle-Registration-Program> (accessed May 21, 2019).

<sup>17</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Meeting Minutes” (February 27, 2019), under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Meetings,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/2.27.19\\_Minutes\\_EDTNR.PDF](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/2.27.19_Minutes_EDTNR.PDF) (accessed May 21, 2019). A video of the meeting is available at <https://www.scstatehouse.gov/video/archives.php?key=8911&part=1>. Hereinafter, “2/27/19 Meeting [Minutes](#) and [Video](#).” See video at 19:00.

<sup>18</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 1:31:00.

<sup>19</sup> 4/4/19 Meeting [Minutes](#) and [Video](#) at 22:50.

<sup>20</sup> 5/1/19 Meeting [Minutes](#) and [Video](#) at 1:08:50.

<sup>21</sup> Id.

<sup>22</sup> S.C. Code of Laws §§ 38-77-151 and 38-77-155.

<sup>23</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Uninsured Motorist Revenue” (April 30, 2019), under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” under “Goals, Spending, and Performance of Agency,” and under “Spending,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/Uninsured\\_Motorist\\_Revenues.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/Uninsured_Motorist_Revenues.pdf) (accessed May 23, 2019). Hereinafter, “Uninsured Motorist Revenue.”

<sup>24</sup> 5/1/19 Meeting [Minutes](#) and [Video](#) at 18:55.

<sup>25</sup> [Uninsured Motorist Revenue](#).

<sup>26</sup> 5/1/19 Meeting [Minutes](#) and [Video](#) at 18:55.

4/4/19 Meeting [Minutes](#) and [Video](#) at 47:00.

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- 3/27/19 Meeting [Minutes](#) and [Video](#) at 1:51:30.
- <sup>27</sup> 1/23/19 Meeting [Minutes](#) and [Video](#) at 38:45.  
S.C. Code Ann. Regs. 90-107.
- <sup>28</sup> S.C. Code of Laws §§ 1-23-10 *et seq.*
- <sup>29</sup> S.C. Code Ann. Regs. Chapter 90.
- <sup>30</sup> 1/23/19 Meeting [Minutes](#) and [Video](#) at 38:45.  
S.C. House of Representatives, House Legislative Oversight Committee, “Meeting Minutes” (February 13, 2019), under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Meetings,”  
[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/2.13.19\\_Minutes\\_EDTNR.PDF](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/2.13.19_Minutes_EDTNR.PDF) (accessed May 21, 2019). A video of the meeting is available at <https://www.scstatehouse.gov/video/archives.php?key=8910&part=1>. Hereinafter, “2/13/19 Meeting [Minutes](#) and [Video](#).” See video at 2:36:37.
- 5/1/19 Meeting [Minutes](#) and [Video](#) at 1:36:20.
- <sup>31</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 2:08:00.  
Email communication between Trish Blake, DMV and Kendra Wilkerson, Committee staff, April 3, 2019.
- <sup>32</sup> 1/23/19 Meeting [Minutes](#) and [Video](#) at 2:18:45. The total South Carolina population estimate is from the United States Census Bureau’s July 2018 estimate. United States Census Bureau, “Explore Data,” and under “Quick Facts,” and enter “South Carolina” in the search, <https://www.census.gov/quickfacts/SC> (accessed May 29, 2019).
- <sup>33</sup> Department of Motor Vehicles, “Program Evaluation Report (2018),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” and under “Department of Motor Vehicles,”  
<https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/PER-DMV.pdf> (accessed May 23, 2019). Hereinafter, “DMV PER.” See p. 2.
- <sup>34</sup> SC Department of Motor Vehicles, “REAL ID,” under “Driver Services,” and under “Driver’s License,”  
<http://www.scdmvonline.com/Privacy> (accessed May 22, 2019).
- <sup>35</sup> 1/23/19 Meeting [Minutes](#) and [Video](#) at 2:18:45.
- <sup>36</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 1:59:25.
- <sup>37</sup> Act number not assigned as of May 30, 2019.
- <sup>38</sup> SC Election Commission, “Photo ID Requirements,” <https://www.scvotes.org/node/235> (accessed May 22, 2019).
- <sup>39</sup> S.C. Code of Laws § 56-1-3350(C).
- <sup>40</sup> Email communication between Melissa Cisson, DMV, and Kendra Wilkerson, Committee staff, March 27, 2019.
- <sup>41</sup> Act number not assigned as of May 30, 2019.
- <sup>42</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 2:16:50.
- <sup>43</sup> Act number not assigned as of May 30, 2019.
- <sup>44</sup> S.C. Code of Laws § 56-19-485.
- <sup>45</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 2:50:00;  
Email correspondence between Melissa Cisson of DMV and Kendra Wilkerson, Committee staff, June 3, 2019; and  
Phone conversation between Brian Carlson and Melissa Cisson of DMV and Kendra Wilkerson, Committee staff, June 4, 2019.
- <sup>46</sup> [DMV PER](#), p. 27;  
3/27/19 Meeting [Minutes](#) and [Video](#) at 2:50:00; and  
Phone conversation between Brian Carlson and Melissa Cisson of DMV and Kendra Wilkerson, Committee staff, June 4, 2019.
- <sup>47</sup> S.C. Code of Laws §§ 56-15-310 and 56-19-210.
- <sup>48</sup> S.C. House of Representatives, House Legislative Oversight Committee, “DMV Response to Subcommittee (March 14, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Correspondence,”  
[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/3.14.19\\_DMV\\_Response.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/3.14.19_DMV_Response.pdf) (accessed May 22, 2019). Hereinafter, “3/14/19 DMV Response Letter.”
- Penalties for failing to secure a dealer license are outlined in S.C. Code of Laws § 56-15-310:
- (1) \$50-\$200 fine or up to thirty days imprisonment for the first offense;
  - (2) \$200-\$1,000 fine or up to six months imprisonment, or both, for the second offense; and
  - (3) \$1,000-\$10,000 fine or up to two years imprisonment, or both, for the third or any subsequent offense.

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Selling a vehicle without providing proper title may fall under multiple statutes. The penalties for breach of trust with fraudulent intent are outlined in S.C. Code of Laws § 16-13-230:

- (1) Up to \$1,000 fine or up to thirty days imprisonment if the amount is less than \$2,000 (misdemeanor);
- (2) Unspecified fine or up to five years imprisonment if the amount is \$2,000 - \$10,000 (felony); and
- (3) Unspecified fine or up to ten years imprisonment if the amount is \$10,000 or more (felony).

The penalties for willful failure to deliver a title are outlined in S.C. Code of Laws § 16-21-130: up to \$100 fine or up to thirty days imprisonment (misdemeanor).

S.C. Code of Laws §§ 56-19-210, 56-19-340, 56-19-360, and 56-19-370 require that vehicles for sale be titled, and that titles be transferred to buyers upon sale. Although no penalties are specified, DMV considers the failure of a dealer to title a vehicle to be an unfair or deceptive practice under S.C. Code of Laws §§ 56-15-30 and 56-15-40, which could result in DMV sanctioning a dealer's license (per email communication between Melissa Cisson and Philip S. Porter of DMV and Kendra Wilkerson, Committee staff, June 4, 2019).

<sup>49</sup> [3/14/19 DMV Response Letter](#).

<sup>50</sup> S.C. House of Representatives, House Legislative Oversight Committee, "CIADA Letter to Subcommittee (April 3, 2019)," under "Committee Postings and Reports," under "House Legislative Oversight Committee," under "Motor Vehicles, Department of," and under "Correspondence," [https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/CIADA\\_Letter.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/CIADA_Letter.pdf) (accessed May 22, 2019). Hereinafter, "4/3/19 CIADA Letter."

S.C. House of Representatives, House Legislative Oversight Committee, "SCADA Letter to Subcommittee (April 3, 2019)," under "Committee Postings and Reports," under "House Legislative Oversight Committee," under "Motor Vehicles, Department of," and under "Correspondence," [https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/SCADA\\_Letter.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/SCADA_Letter.pdf) (accessed May 22, 2019). Hereinafter, "4/3/19 SCADA Letter."

<sup>51</sup> S.C. House of Representatives, House Legislative Oversight Committee, "DMV Response to Subcommittee (February 22, 2019)," under "Committee Postings and Reports," under "House Legislative Oversight Committee," under "Motor Vehicles, Department of," and under "Correspondence," [https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/2.22.19\\_DMV\\_Response.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/2.22.19_DMV_Response.pdf) (accessed May 22, 2019). Hereinafter, "2/22/19 DMV Response Letter."

<sup>52</sup> S.C. House of Representatives, House Legislative Oversight Committee, "DMV Response to Subcommittee (April 25, 2019)," under "Committee Postings and Reports," under "House Legislative Oversight Committee," under "Motor Vehicles, Department of," and under "Correspondence," [https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/4.25.19\\_DMV\\_Response.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/4.25.19_DMV_Response.pdf) (accessed May 22, 2019). Hereinafter, "4/25/19 DMV Response Letter." See p. 9;

Email communication between Melissa Cisson, DMV, and Kendra Wilkerson, Committee staff, May 29, 2019.

<sup>53</sup> 2/27/19 Meeting [Minutes](#) and [Video](#) at 58:15;

Email communication between Melissa Cisson, DMV, and Kendra Wilkerson, Committee staff, May 29, 2019.

<sup>54</sup> [DMV PER](#), pp. 51 and 27.

<sup>55</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 3:00:55.

<sup>56</sup> Act 458 of 1996, Proviso 34.10.

<sup>57</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 2:08:05;

Email communication between Trish Blake, DMV and Kendra Wilkerson, Committee staff, April 3, 2019;

4/4/19 Meeting [Minutes](#) and [Video](#) at 54:30.

<sup>58</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 2:08:05.

<sup>59</sup> 4/4/19 Meeting [Minutes](#) and [Video](#) at 54:30.

<sup>60</sup> H.4532 of 2019.

<sup>61</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 1:46:10.

<sup>62</sup> [DMV PER](#), p. 15.

<sup>63</sup> Act number not assigned as of May 30, 2019.

<sup>64</sup> [DMV PER](#), p. 15.

<sup>65</sup> [DMV PER](#), p. 16.

<sup>66</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 1:28:50.

<sup>67</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 1:30:13.

<sup>68</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 1:35:49.

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<sup>69</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 1:39:30.

<sup>70</sup> Act number not assigned as of May 30, 2019.

<sup>71</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 1:47:38.

<sup>72</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 2:21:24;

Email communication between Melissa Cisson, DMV, and Kendra Wilkerson, Committee staff, May 29, 2019.

<sup>73</sup> [DMV PER](#), pp. 21-23.

3/27/19 Meeting [Minutes](#) and [Video](#) at 1:51:25.

<sup>74</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 1:40:18 and 2:20:40.

<sup>75</sup> SC Department of Motor Vehicles, "Disclosure of Information," under "Privacy," <http://www.scdmvonline.com/Privacy> (accessed May 14, 2019).

<sup>76</sup> 3/27/19 Meeting [Minutes](#) and [Video](#) at 42:45.

<sup>77</sup> S.C. Code of Laws § 2-2-10(1).

<sup>78</sup> S.C. House of Representatives, House Legislative Oversight Committee, "Meeting Minutes" (May 3, 2018), under "Committee Postings and Reports," under "House Legislative Oversight Committee," under "Motor Vehicles, Department of," and under "Meetings,"

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/FullCommitteeMinutes/5.3.18\\_Meeting\\_Minutes\\_Full\\_LOC.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/FullCommitteeMinutes/5.3.18_Meeting_Minutes_Full_LOC.pdf) (accessed May 13, 2019). A video of the meeting is available at

<https://www.scstatehouse.gov/video/archives.php?key=8173&part=1>. Hereinafter, "5/3/18 Meeting [Minutes](#) and [Video](#)."

<sup>79</sup> S.C. House of representatives, House Legislative Oversight Committee, "Subcommittees - 2019," under "Committee Information," under "Subcommittees,"

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/Subcommittees\\_2019.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/Subcommittees_2019.pdf) (accessed May 21, 2019).

<sup>80</sup> A brochure about the House Legislative Oversight's Committee process is available online. Also, there are ongoing opportunities to request notification when meetings are scheduled and to provide feedback about state agencies under study that can be found online.

<https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/Brochure%20-%20updated%20November%206,%202018.pdf> (accessed May 21, 2019).

<sup>81</sup> S.C. House of Representatives, House Legislative Oversight Committee.

<http://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee.php> (accessed May 21, 2019).

<sup>82</sup> 5/3/18 Meeting [Minutes](#) and [Video](#).

<sup>83</sup> S.C. House of Representatives, House Legislative Oversight Committee, "Meeting Minutes" (January 14, 2019), under "Committee Postings and Reports," under "House Legislative Oversight Committee," under "Motor Vehicles, Department of," and under "Meetings,"

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/FullCommitteeMinutes/01.14.19%20Meeting%20Minutes%20\[Full%20-%20Public%20Input\].pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/FullCommitteeMinutes/01.14.19%20Meeting%20Minutes%20[Full%20-%20Public%20Input].pdf) (accessed May 21, 2019). A video of the meeting

is available at <https://www.scstatehouse.gov/video/archives.php?key=8651&part=1>. Hereinafter, "1/14/19 Meeting [Minutes](#) and [Video](#)."

<sup>84</sup> 1/23/19 Meeting [Minutes](#) and [Video](#).

<sup>85</sup> S.C. House of Representatives, House Legislative Oversight Committee, "Subcommittee Letter to DMV (January 24, 2019)," under "Committee Postings and Reports," under "House Legislative Oversight Committee," under "Motor Vehicles, Department of," and under "Correspondence,"

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/1.24.19\\_Subcommittee\\_Letter-DMV.PDF](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/1.24.19_Subcommittee_Letter-DMV.PDF) (accessed May 21, 2019).

S.C. House of Representatives, House Legislative Oversight Committee, "DMV Response to Subcommittee (January 28, 2019)," under "Committee Postings and Reports," under "House Legislative Oversight Committee," under "Motor Vehicles, Department of," and under "Correspondence,"

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/1.28.19\\_DMV\\_Response\\_to\\_Subcommittee.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/1.28.19_DMV_Response_to_Subcommittee.pdf) (accessed May 21, 2019).

S.C. House of Representatives, House Legislative Oversight Committee, "DMV Response to Subcommittee (February 8, 2019)," under "Committee Postings and Reports," under "House Legislative Oversight Committee," under "Motor Vehicles, Department of," and under "Correspondence,"

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[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/2.8.19\\_DMV\\_Response.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/2.8.19_DMV_Response.pdf) (accessed May 21, 2019).

<sup>86</sup> 2/13/19 Meeting [Minutes](#) and [Video](#).

<sup>87</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Subcommittee Letter to DMV (February 15, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Correspondence,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/2.15.19\\_Subcommittee\\_Letter-DMV.PDF](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/2.15.19_Subcommittee_Letter-DMV.PDF) (accessed May 21, 2019).

S.C. House of Representatives, House Legislative Oversight Committee, “DMV Response to Subcommittee (February 22, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Correspondence,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/2.22.19\\_DMV\\_Response.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/2.22.19_DMV_Response.pdf) (accessed May 21, 2019).

<sup>88</sup> 2/27/19 Meeting [Minutes](#) and [Video](#).

<sup>89</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Subcommittee Letter to DMV (February 28, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Correspondence,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/2.28.19\\_Subcommittee\\_Letter\\_to\\_DMV.PDF](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/2.28.19_Subcommittee_Letter_to_DMV.PDF) (accessed May 21, 2019).

S.C. House of Representatives, House Legislative Oversight Committee, “DMV Response to Subcommittee (March 14, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Correspondence,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/3.14.19\\_DMV\\_Response.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/3.14.19_DMV_Response.pdf) (accessed May 21, 2019).

<sup>90</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Meeting Minutes” (March 20, 2019), under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Meetings,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/3.20.19\\_Minutes\\_EDTNR.PDF](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/3.20.19_Minutes_EDTNR.PDF) (accessed May 21, 2019). A video of the meeting is available at <https://www.scstatehouse.gov/video/archives.php?key=8912&part=1>. Hereinafter, “3/20/19 Meeting [Minutes](#) and [Video](#).”

<sup>91</sup> 3/27/19 Meeting [Minutes](#) and [Video](#).

<sup>92</sup> 4/4/19 Meeting [Minutes](#) and [Video](#).

<sup>93</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Subcommittee Letter to DMV (April 4, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Correspondence,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/4.4.19\\_Letter\\_to\\_DMV.PDF](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/4.4.19_Letter_to_DMV.PDF) (accessed May 21, 2019).

S.C. House of Representatives, House Legislative Oversight Committee, “DMV Response to Subcommittee (April 25, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Correspondence,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/4.25.19\\_DMV\\_Response.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/DMV/4.25.19_DMV_Response.pdf) (accessed May 21, 2019).

<sup>94</sup> 5/1/19 Meeting [Minutes](#) and [Video](#).

<sup>95</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Meeting Minutes” (June 19, 2019), under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Meetings,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/6.19.19\\_Minutes\\_EDTNR.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/6.19.19_Minutes_EDTNR.pdf). A video of the meeting is available at <https://www.scstatehouse.gov/video/archives.php?key=9682&part=1>. Hereinafter, “6/19/19 Meeting [Minutes](#) and [Video](#).”

<sup>96</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Meeting Minutes” (July 18, 2019), under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles,

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Department of,” and under “Meetings,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/7.18.19\\_Minutes\\_EDTNR.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/SubcommitteeMinutes/EconomicSub/7.18.19_Minutes_EDTNR.pdf). A video of the meeting is available at <https://www.scstatehouse.gov/video/archives.php?key=9683&part=1>. Hereinafter, “7/18/19 Meeting Minutes and Video.”

<sup>97</sup> Committee Standard Practice 12.

<sup>98</sup> DMV PER, pp. 6-8.

<sup>99</sup> 1925 Act No. 163.

<sup>100</sup> 1949 Act No. 179.

<sup>101</sup> 1959 Act No. 309.

<sup>102</sup> 1966 Act No. 994 Part 2, § 20.

<sup>103</sup> 1977 Act No. 82.

<sup>104</sup> 1977 Act No. 82.

<sup>105</sup> 1993 Act No. 181.

<sup>106</sup> 1993 Act No. 181.

<sup>107</sup> 1996 Act No. 459.

<sup>108</sup> 1998 Act No. 258.

<sup>109</sup> 2003 Act No. 51.

<sup>110</sup> Act 284 of 2016.

<sup>111</sup> Department of Motor Vehicles, “Agency Accountability Report (2017-2018),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” and under “Department of Motor Vehicles” <https://www.scstatehouse.gov/reports/aar2018/R400.pdf> (September 2018). Hereinafter, “DMV 2018 Accountability Report.” See Legal Standards Chart, p.15.

<sup>112</sup> DMV PER, p. 9.

Agency PER, Agency Legal Directives, Plan & Resources, Question #2.

<sup>113</sup> DMV PER.

<sup>114</sup> On May 28, 2019, it was announced that Mr. Larry Murray, the agency’s Director of Vehicle Services, was selected to serve as the next executive director of the Patriots Point Development Authority. Patriots Point Development Authority, “News and Events,” <https://www.patriotspoint.org/news-and-events/patriots-point-development-authority-selects-larry-murray-to-serve-as-executive-director/> (accessed May 30, 2019).

<sup>115</sup> DMV PER, pp. 51-52.

<sup>116</sup> DMV PER, pp. 9-12.

<sup>117</sup> DMV PER, pp. 46-47.

<sup>118</sup> DMV PER, pp. 51-52.

<sup>119</sup> DMV PER, pp. 48-50.

<sup>120</sup> DMV PER, pp. 51-52.

<sup>121</sup> DMV PER, pp. 48-50.

<sup>122</sup> DMV PER, pp. 51-52.

<sup>123</sup> DMV PER, pp. 48-50.

<sup>124</sup> DMV PER, pp. 51-52.

<sup>125</sup> DMV PER, pp. 48-50.

<sup>126</sup> DMV PER, pp. 31-40.

<sup>127</sup> DMV 2018 Accountability Report, pp. 99-110.

<sup>128</sup> DMV 2018 Accountability Report, pp. 99-110.

<sup>129</sup> S.C. Code of Laws § 1-30-10(G)(2).

<sup>130</sup> Department of Motor Vehicles, “Restructuring and Seven-Year Plan Report” (March 31, 2015) under “Committee Postings and Reports” under “House Legislative Oversight Committee,” and under “Department of Motor Vehicles” <https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/2015AgencyRestructuringandSevenYearPlanReports/2015%20Department%20of%20Motor%20Vehicles.pdf> (accessed May 23, 2019).

Hereinafter, “DMV Restructuring and Seven-Year Plan Report.”

<sup>131</sup> DMV Restructuring and Seven-Year Plan Report.

<sup>132</sup> DMV 2018 Accountability Report.

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<sup>133</sup> A brochure about the House Legislative Oversight’s Committee process is available online. Also, there are ongoing opportunities to request notification when meetings are scheduled and to provide feedback about state agencies under study that can be found online.

<https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/Brochure%20-%20Updated%20November%206,%202018.pdf> (accessed May 23, 2019).

<sup>134</sup> 1/14/19 Meeting [Minutes](#) and [Video](#).

<sup>135</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Press Release Announcing Public Survey (July 17, 2018),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Public Survey and Public Input,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/AeronauticsCommission/Press%20Release%20Announcing%20Public%20Survey%20\(July%2017,%202018\).pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/AeronauticsCommission/Press%20Release%20Announcing%20Public%20Survey%20(July%2017,%202018).pdf) (accessed May 22, 2019). Hereinafter, “[Press Release announcing Public Survey](#).”

<sup>136</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Survey Results (July 17 – August 20, 2018),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Public Survey and Public Input,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/Public\\_Survey\\_JulAug2018.PDF](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/Public_Survey_JulAug2018.PDF) (accessed May 23, 2019). Hereinafter, “[Results of July-August 2018 Survey](#).”

<sup>137</sup> Committee Standard Practice 10.4.

<sup>138</sup> [Press Release announcing Public Survey](#).

<sup>139</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Submit Public Input,” under “Committee Postings and Reports,” under “House Legislative Oversight Committee”

<https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee.php> (accessed May 23, 2019).

<sup>140</sup> [Results of July-August 2018 Survey](#).

<sup>141</sup> [Results of July-August 2018 Survey](#).

<sup>142</sup> Committee Standard Practice 10.4.5 allows for the redaction of profanity.

<sup>143</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Public Input received via House Legislative Oversight Committee webpage,” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Public Survey and Public Input,”

<https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyPHPFiles/DMV.php> (accessed May 23, 2019).

<sup>144</sup> Also, the chair of either the Committee or the Economic Development, Transportation, and Natural Resources Subcommittee has the discretion to allow testimony during meetings.

<sup>145</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Press Release Inviting the Public to Provide Testimony (January 2, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Motor Vehicles, Department of,” and under “Public Survey and Public Input,”

[https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/Press\\_Release\\_Jan2019.pdf](https://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/Press_Release_Jan2019.pdf) (accessed May 23, 2019). Hereinafter, “[Press Release Inviting Public Testimony](#).”

<sup>146</sup> 1/14/19 Meeting [Minutes](#) and [Video](#).