



South Carolina Department of Natural Resources

Office of Support Services FY 2017

Oversight Committee received
from DNR via email on 8.30.17

Purpose: To provide titling, registration and licensing services to the public and to support the agency's core mission by providing quality and efficient administrative support for all agency sections and programs.

- Columbia and Charleston Customer Service Sections have a staff of 34 employees.
- There are 4 express license offices: Clemson, York, Florence and the SCDNR at the State Farmers Market in West Columbia.
- Statewide, 500 non-SCDNR point of sale vendors (including 88 Wal-Marts) issue hunting and fishing licenses on behalf of the SCDNR.

FY 2017 Customer Service Activity			
Boating		Licensing	
Mail Count	43,591	Mail Count	27,323
Returns	8,026	Returns	4,086
Phone Calls	62,631	Phone Calls	40,741

Number of Boats Registered In South Carolina per U.S. Coast Guard		
2015	494,787	8 th
2016	503,743	7 th

Annual Boating Customers Served - 3Yr Average - 2014-2016	
New Titles Watercraft	14,702
Transfer Title Watercraft	26,327
Internet/Call Center Renewals	18,803
SCDNR Renewals	63,785
Number of Customers Served	123,617

FY 2017 – Hunting & Fishing Licenses Issued - 689,865		
Type	# Sold	Cost
Hunting (Resident)	148,898*	\$12.00 *Includes Combination Licenses
Hunting (Non-Resident)	26,174	\$125.00 Yr. 10 Day -\$75, 3 Day \$40
Hunting Total	175,072	
FW Fishing (Resident)	208,145	\$10.00
FW Fishing (Non-Resident)	71,202	\$ 35.00 Yr. 14 Day-\$11
SW Fishing (Resident)	125,470	\$10.00
SW Fishing (Non-Resident)	87,338	\$ 35.00 Yr. 14 Day-\$11
Fishing Total	492,155	
Lifetime & Lifetime Combo License	629	\$300,\$400, \$500
Gratis	477	\$0
Senior License	1,550	\$9 one-time
Disability License	6,983	\$0
Total Special Licenses	22,639	

In 2017 -Non-resident were responsible for approximately 25% of Freshwater fishing, 41% of Saltwater Fishing, and 15% of Hunting Licenses Sales.

SCDNR's last federal license certification (2015) showed that non-residents:

Made up only 12% of hunting license sales, but generated 44% of hunting revenue.

Made up only 24% of fishing license sales, but generated 40% of Fishing revenue.

FY 2017 Highlights of Additional Privileges	
Combination / Sportsman (Includes WMA) Licenses	130,613
Big Game Permits (Deer, Turkey, & Bear)	30,021
WMA Permits	7,709
Apprentice Licenses	1,077

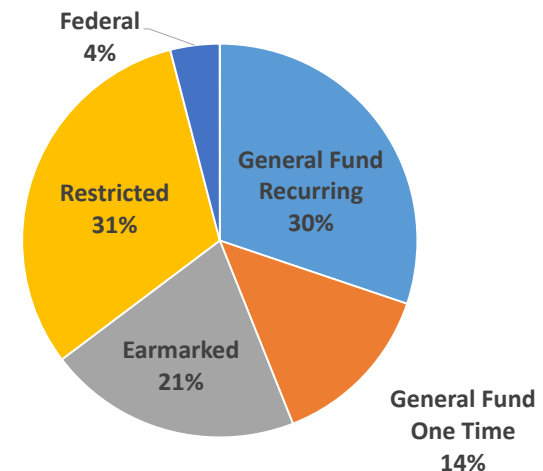
Services Provided at No Cost to the Public	
Turkey Tag Sets	129,993
No Cost Duplicate Tags & License	6,971
Licenses	6,983

FY 2017 Sales Sources	By %	+/- % Since FY 2015	Licensing & Boating Yearly Total	Licenses Minus Boating
Internet	38%	+11%	7,699,424.00	6,585,960.00
Wal-Mart	24%	0%	4,231,046.50	4,231,046.50
POS Vendors	22%	-10%	3,754,717.40	3,754,717.40
All SCDNR Offices	12%	-1%	9,118,366.46	2,123,202.26
Call Center	4%	-1%	824,413.00	726,064.00
Total			\$25,627,967.36	\$17,420,990.16

- SCDNR outsourced the printing and distribution of more than 1.9 million deer tags to more than 176,000 customers during July 2017.
- IT staff created a customer portal which permits license inquiries and includes the feature of a downloadable PDF (digital license) that can be stored and accessed via mobile devices.
- SCDNR issued 129,993 sets of turkey tags in FY 2017, of which at least 105,537 were mailed. SCDNR surveys show that there are between 45,000 to 50,000 turkey hunters who request tags per year. This results in more than 50,000 tags being issued, mailed and not used at a cost to the agency of at least \$29,000.
- The GIS section has created 9 customer application Interactive Maps of Public Lands, Boat Ramps (Freshwater and Saltwater Specific), Oyster Reefs, Artificial Reefs, S.C. Flooding Journals and Geological.
- The GIS Interactive Map Application recorded 81,060 visits, or hits, by the public on the public lands webpage and 29,519 hits on the boat ramp webpage.
- IT launched the agency's e-mail subscription service that delivers customer- desired SCDNR content. As of July 31st there are 171,841 subscribers, with 549,954 subscriptions covering 65 topics.

Expenses	Amount
General Fund Recurring	\$3,059,785
General Fund One Time	\$1,396,476
Earmarked	\$2,099,052
Restricted	\$3,168,692
Federal	\$409,472
Total Expenses	\$10,133,477

*Includes Executive Office and OSS



Employees	
FTEs	107.45
Hourly	5
Total	112.45

*Includes Executive Office and OSS

