

# **South Carolina Department of Motor Vehicles Key Officials**

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## SCDMV Agency Overview

### **Mission Statement**

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

To accomplish this mission, the SCDMV will administer South Carolina's motor vehicle laws in an efficient, effective, and professional manner in order to deliver accuracy and security in all transaction documents and to provide the highest levels of customer service to the citizens of South Carolina.

### **Major Program Areas**

**Executive Director:** The Executive Director of the SCDMV is appointed by Governor McMaster and confirmed by the Senate. The Executive Director is responsible overseeing the agency's day-to-day functions to ensure the mission stated above is met for the betterment of the State of South Carolina. The Executive Director is Kevin Shwedo.

**Chief of Staff/Operations:** The Chief of Staff/Operations Office oversees Legislative Affairs, Strategic Communications, Constituent Services, Training, Policies and Procedures, Information Security, and Information Technology. In this dual role, Rob Bailes serves as the agency's Chief of Staff and Director of Operations.

**Administration:** Administration manages the agency's Human Resources, Finance, procurement, Facilities, Inventory, and Grants teams. The Administration Director position is currently vacant.

**Branch Services:** Branch Services manages the agency's 66 branch offices strategically located throughout the state. This is the largest department in the agency, accounting for more than 800 employees. Branch Services also manages mobile operations for the agency. Branch Services is led by Director Courtney Saxon.

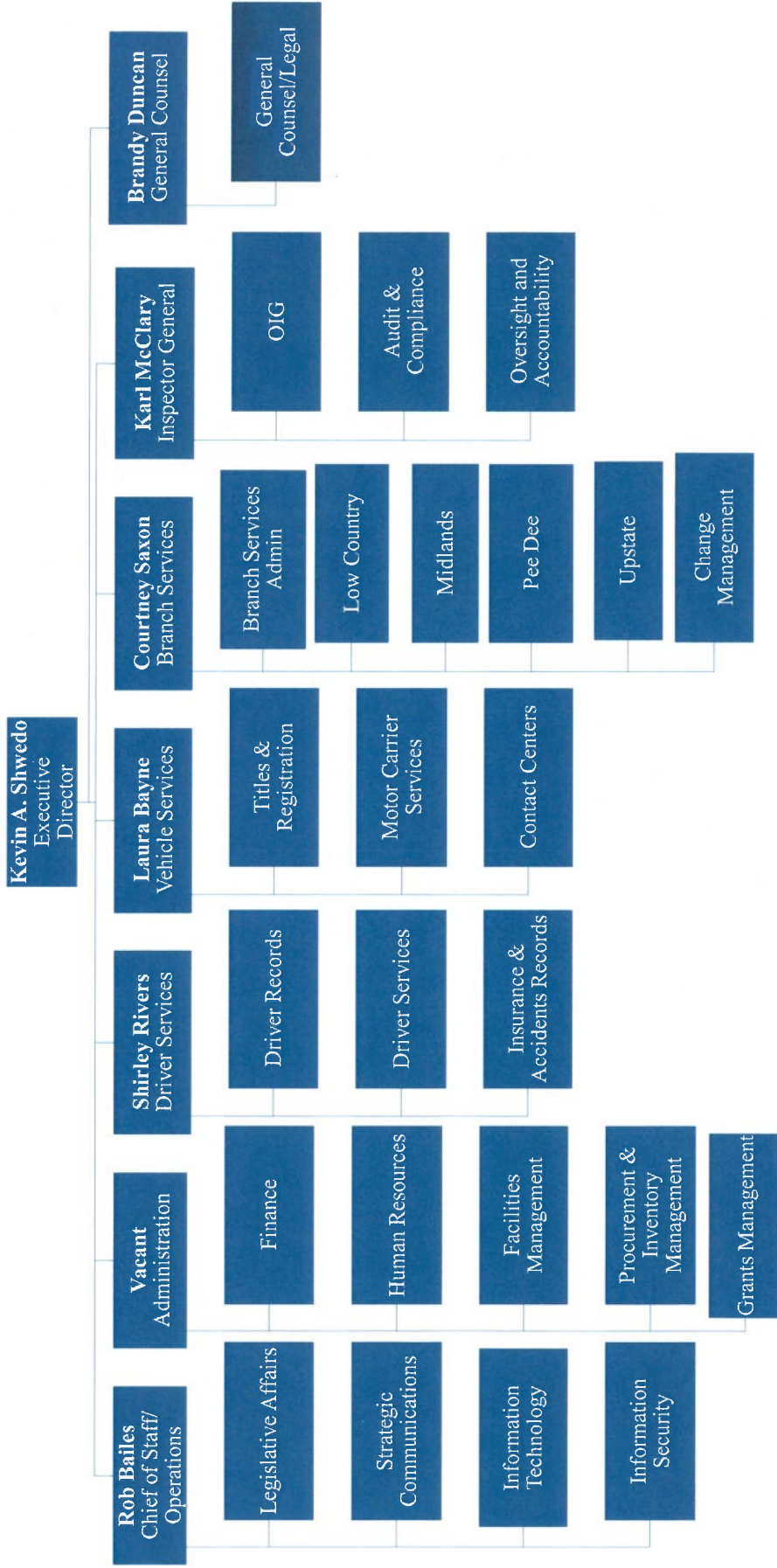
**Driver Services:** Driver Services is responsible for Data Quality, Motor Vehicle Records, International Customers, Suspensions, and Financial Responsibility. Driver Services also works extensively with the Judicial Branch. Driver Services is led by Director Shirley Rivers.

**General Counsel:** The General Counsel's Office oversees all of the agency's court cases and legal issues. The SCDMV's General Counsel is Brandy Duncan.

**Inspector General:** The Inspector General's Office oversees Internal Affairs, Driver's License and Title Fraud, Dealer Licensing, and Third Party Trainers and Schools. Karl McClary is the SCDMV's Inspector General.

**Vehicle Services:** Vehicle Services oversees all facets of Titles and Registrations, the Contact Center, and Motor Carrier Services. Vehicle Services is led by Director Laura Bayne.

# SCDMV Organizational Structure



## SCDMV FTE Information

		Auth	Filled	Vacant
Administration	Exec Director	1	1	0
	Unclassified	3	2	1
	Classified	106	102	4
Customer Service Centers	Unclassified	1	1	0
	Classified	796	764	32
Vehicle Services	Unclassified	1	1	0
	Classified	168	143	25
Driver Services	Unclassified	1	1	0
	Classified	121	94	27
Inspector General	Unclassified	1	1	0
	Classified	66	43	23
Technology & Product Development	Classified	50	50	0
Total FTEs		1315	1203	112

## SCDMV Performance Update

- The agency distributed \$780,398,228.99 in FY21, \$468,353,241.13 of which was revenue generated and distributed under Act #40 of 2017 (The Roads Bill). Further, \$66,547,383.76 of that was money collected as road use fees for large commercial motor vehicles - previously the motor carrier property tax collected by the Department of Revenue. Despite the COVID-19 pandemic, the agency remains committed to keeping its essential services readily available for citizens, businesses, and government partners.
- The General Assembly funded \$5m of a \$9.8m request for an Equitable Compensation Plan in FY22, and 95% of that \$5m was applied to positions in pay band 06 and below. While the agency is asking for the remaining funding in FY23, nearly every individual at the DMV was impacted by this request. DMV employees have a true path to future opportunities now and employees can more easily see steppingstones of their career with the DMV.
- The agency continues to work with the Federal Motor Carrier Safety Administration to grant waivers approved at the federal level for applicable commercial. The current guidance, issued December 1, 2021, expires at the end of February, but the agency will continue to look for ways to mitigate supply chain disruptions for the trucking industry should they be authorized by the FMCSA.
- The agency recently responded to Governor McMaster's Executive Order 2021-40 which requested suggestions on ways to alleviate supply chain disruptions in the state through short- and long-term solutions. This agency made a number of suggestions for statutory amendments which it looks forward to working with the General Assembly on should those ideas come to fruition.
- The federal enforcement date of the REAL ID Act of 2005 is less than 16 months away after being extended due to the COVID-19 pandemic. The agency recently issued its 2 millionth REAL ID, and currently, there are more than 2,001,902 REAL ID holders in South Carolina. Of those, 1,889,585 are driver's licenses and 112,317 are identification cards. More than 45% of credential holders in the state have a REAL ID. Still, there are more than 1.5 million South Carolinians who have not made the switch to a REAL ID. Come May 3, 2023, these individuals will not be able to board a domestic commercial flight, enter a secure federal facility, or visit a military installation unless they have another federally approved identification.
- The DMV is actively exploring a more secure credential issuance model called central issuance. This state is one of three in the Southeast that does not issue driver's licenses and identification cards via central issuance (including Arkansas and Louisiana). Using this model, people will no longer receive a physical credential at the DMV. Customers will still visit the DMV, when needed, to have their photographs taken, but they will leave the office with a temporary paper credential and, if already a license/ID card holder, a hole punched in that card (to show they recently applied for a new one) while awaiting their new physical credential in the mail. More than 90 percent of all US-issued licenses and IDs are issued this way. Not only does this mean shorter wait times at DMV branches and more efficient staff members who do not have to account for inventory or review fraud reports, but this means physical credentials are only issued

to people who have passed a series of checks (which are all currently completed *after* a physical card has been issued).

- As of the end of FY21, all law enforcement agencies and courts in the state are reporting traffic citations through the South Carolina Uniform Traffic Ticket Information Exchange System, or SCUTTIES. This attributes to the agency's 92% success rate (federal compliance is 90%) for reporting out-of-state convictions within the federally mandated ten-day window.
- Military members and veterans in South Carolina will see a revised military license plate structure on May 6, 2022. In 2021, the General Assembly passed and Governor McMaster signed H. 3805 which reorganized and introduced new military license plates for South Carolina service members. Some of these license plates carry expanded privileges such as free registration fees and free parking so the men and women who have graciously served in the Armed Services.
- The agency is working to redevelopment its training courses to aid in employee retention and skill building while at the agency. The goal of this enhancement is to provide employees with leadership skills and strategic thinking opportunities outside of the technical skills needed to complete transactions.
- The agency is currently partnering with Grant Thornton Public Sector to review and edit its Strategic Plan. The agency anticipates many of those deliverables to feed into future decisions at the agency. The SCDMV is steadfast in its commitment to search for efficiencies and modernization and ensure that the missions the General Assembly entrust the agency to carry out is done so with professionalism, accuracy, and integrity.
- The DMV has requested a proviso in the 2023 Appropriations Act that establishes a study committee to explore the topic of digital identity. The purpose of this committee, which would include representation from a number of state agencies and the private sector, is to gain a sufficient understanding of the topic in order to provide a recommendation to the General Assembly regarding the implementation and acceptance of future digital identity solution(s) to benefit citizens. The requested proviso includes relevant stakeholders to ensure a comprehensive digital identity solution that enables not only a mobile driver's license format but additional digital formats to support various state government agencies in support of the State's Digital Government Services initiative.

**SCDMV Appropriations vs. Actual Spend FY2021-2022 (as of 12/28/2021)**

	General Fund			Earmarked			Federal		
	Approp	Actual	Variance	Approp	Actual	Variance	Approp	Actual	Variance
<b>Administration 0100.000000.000</b>	\$6,917,814	\$3,049,363	\$3,868,451						
Customer Service Centers 1000.102000.000	\$37,454,901	\$17,261,915	\$20,192,986						
Vehicle Services 1001.300000.000	\$8,897,248	\$3,264,238	\$5,633,010						
Driver Services 1001.200000.000	\$7,050,950	\$2,432,503	\$4,618,447						
Inspector General 1001.350100.000	\$3,132,544	\$1,251,763	\$1,880,781						
Technology & Product Development 1001.400000.000	\$13,803,971	\$5,322,364	\$8,481,607						
Employer Contributions 9500.050000.000	\$21,007,146	\$10,591,181	\$10,415,965						
Mail Tracking Non-Recurring	\$457,500		\$457,500						
Real ID Fund 3264 Non-Recurring				\$4,200,000	\$1,400,026	\$2,799,974			
Earmarked Authority Fund 3264				\$8,247,596		\$8,247,596			
Plate Replacement Fund 35C6				\$7,500,000	\$2,292,886	\$5,207,114			
Facial recognition	\$245,000	\$30,900	\$214,100						
<b>Totals</b>	<b>\$98,967,074</b>	<b>\$43,204,226</b>	<b>\$55,762,848</b>	<b>\$19,947,596</b>	<b>\$3,692,912</b>	<b>\$16,254,684</b>	<b>\$1,700,000</b>	<b>\$162,959</b>	<b>\$1,537,041</b>

## SCDMV Appropriations vs. Actual Spend FY2020-2021

	General Fund			Earmarked			Federal		
	Approp	Actual*	Variance	Approp	Actual	Variance	Approp	Actual	Variance
<b>Administration 0100.000000.000</b>	\$5,503,804	\$5,874,154	(\$370,350)						
Customer Service Centers <b>1000.102000.000</b>	\$36,040,598	\$31,109,407	\$4,931,191						
Customer Service Delivery (Vehicle) <b>1000.103000.000</b>	\$7,936,821	\$8,911,579	(\$974,758)						
Procedures and Compliance (Driver) <b>1001.2000000.000</b>	\$6,790,354	\$6,232,834	\$557,520						
Inspector General <b>1001.350100.000</b>	\$3,300,214	\$2,696,551	\$603,663						
Technology & Product Development <b>1001.400000.000</b>	\$12,564,423	\$11,887,274	\$677,149						
Employer Contributions <b>9500.050000.000</b>	\$18,967,172	\$18,545,410	\$421,762						
Real ID Capital Reserve Fund					\$207,199	(\$207,199)			
Real ID Authority fund 3264				\$4,000,000	\$3,387,711	\$612,289			
Earmarked Authority Fund 3264				\$4,247,596		\$4,247,596			
Plate Replacement Fund 35C6				\$6,500,000	\$6,173,402	\$326,598			
Facial recognition	\$245,000	\$30,900	\$214,100						
<b>Totals</b>	\$91,348,386	\$85,288,109	\$6,060,277	\$14,747,596	\$9,768,313	\$4,979,283	\$1,700,000	\$136,797	\$1,563,203

\*General Fund Actual spend includes \$1.9M in credits from SC CARES Covid-19 reimbursements



# SCDMV Carryforward Balances

See next page for carryforward utilization plan

## General Fund

FY21 General Fund Budget	\$91,348,386
FY21 General Fund Spend	(\$85,288,109)
FY21 General Fund Remaining	\$6,060,277
FY20 General Fund Remaining	\$4,245,761
FY19 General Fund Remaining	\$8,548,120
FY18 General Fund Remaining	\$1,816,927
FY17 General Fund Remaining	\$3,207,311
<b>DMV Cumulative General Fund Carryforward</b>	<b>\$23,878,396</b>

## Earmarked Funds

FY17 Beginning Balance	\$22,504,382
FY17 Expenditures (net)	(\$7,754,391)
FY18 Expenditures (net)	(\$457,979)
FY19 Expenditures (net)	(\$3,408,064)
FY20 Expenditures (net)	\$386,163
FY21 Expenditures (net)	(\$2,835,290)
FY22 Expenditures (net) YTD	(\$1,371,794)
<b>Current Earmarked Funds Balance (1/6/22)</b>	<b>\$7,063,027</b>

## Capital Reserve Fund 36340000

FY21 Real ID Cap Res Fund Remaining	\$207,199
FY21 Real ID Cap Res Fund Spend	(\$207,199)
<b>Current Real ID Fund Balance (1/6/22)</b>	<b>\$0</b>

### SCDMV Carryforward Utilization Plan

ITEM	FY IMPLEMENT	ESTIMATED COST	CF: EARMARKED	CF: GENERAL FUND	REMARKS
<b>BEGINNING CF BALANCE (as of July 1, 2021)</b>			<b>\$ 8,430,000</b>	<b>\$ 23,900,000</b>	
Act #38: Military License Plates	22	\$18k		\$ 18,000	Vendor charges for new plate designs for 15 car + 45 motorcycle plates @ \$300/plate = \$18K
Caduceus added to back of credentials	22	\$130k		\$ 130,300	\$66,557.50 for Entrust \$61,724 for IDEMIA
Customer Management Solution (AAPLUS system)	22	\$570k		\$ 570,000	Implementation costs for new queing system at branch offices
IT Infrastructure	22	\$3mill		\$ 3,000,000	replace critical server infrastructure that was deferred in FY21 due to continuing resolution (in house budget for FY22 exceeds appropriated budget so must cover this cost via CF)
REAL ID (FY 22)	22	\$3.6 mill	\$ 3,600,000		cover REAL ID expenditures in FY22 (temp employee salaries, marketing, advertising, ...)
Strategic Plan Update Consultant	22	\$300k		\$ 300,000	
Credential Processing Consultant	22	\$150k		\$ 148,000	
<i>professional development program / courses</i>	22	\$500k		\$ 500,000	Create Agency Career Development Program - including revise New Employee Training Course and adding Supervisor and Manager courses
Security System Upgrades	22	\$925k		\$ 921,921	upgrade existing security system at branch offices and HQ; increase number of cameras to include external coverage of branch offices
CDLPI Grant Match	22	\$113k	\$ 113,000		State match of Federal Grant to pave CDL test sites
SCDMV Capital Improvement Projects (HVAC, Roofs, Floors, Paving)	22	\$3mill	\$ 3,060,000		replenish accounts/establish projects to fund maintenance -- includes MBC parking; Laurens reno (CPIP 23); Spartanburg reno (CPIP 23); Fountain Inn reno (CPIP 24);
<i>workflow management solutions</i>	22	\$1mill		\$ 1,000,000	automate processes/forms for internal SCDMV operations and customer facing products
REAL ID (FY23)	23	\$3.6 mill	\$ 3,600,000		cover REAL ID expenditures in FY23 (temp employee salaries, marketing, advertising, ...)
Act #37: Intrastate Trucking - Educational Campaign	23	\$40k	\$ 40,000		
Act #37: Intrastate Trucking - SCDMV implementation	23	\$101.2k	\$ 101,200		\$35,200 update financial reporting PHX - MCS \$44,000 modify PHX/MCS for large interstate CMVs, \$8,800 modify PHX Web Svc for large interstate CMV pymt plan \$13,200 modify PHX suspension processing
Act #37: Motor Carrier System Upgrade	23	\$3.5 mill	\$ 2,650,000		\$3.5 mill total cost reduced by \$850k Fed Grant
Digital Mail Processing / Workflow Management	23	\$500k			FY22 Budget included \$434,500 non-recurring and \$65,500 recurring appropriation for this initiative, any additional costs would come from agency CF
SCDMV Accounting System (4 year effort FY22-25)	23	\$4 mill (\$1M/yr @ 4yr)		\$ 4,000,000	
Phoenix Modernization	23	\$23.5 M total (6 yr implement)		\$ 23,500,000	Full Phoenix Modernization costs \$23.5 million
<b>TOTAL PLANNED EXPENDITURES</b>			<b>\$ 13,164,200</b>	<b>\$ 34,088,221</b>	
<b>REMAINING CF BALANCE</b>			<b>\$ (4,734,200)</b>	<b>\$ (10,188,221)</b>	

FY 22-23 Prioritized Budget Request Summary

Department of Motor Vehicles

BUDGET REQUESTS										FUNDING				FTEs		
Priority	Request Type (recurring, non-recurring, capital)	Request Title	Brief Description	General - Recurring	General - Nonrecurring	Other	Federal	Total	State	Other	Federal	Total				
1	Recurring	Equitable Compensation and Employee Retention Career Pathing Plan	Funding to continue implementing the agency's Career Pathing Plan - \$3.2M salary increases plus \$0.9M employer contributions	\$4,100,000				\$4,100,000	0.00			0.00				
2	Recurring	Functional Capability Gaps (Right Sizing)	Positions to support critical agency needs due to population/business growth.	\$6,135,000				\$6,135,000	87.00			87.00				
3	Recurring	Infrastructure Maintenance Fee Quality Assurance Team	Required to perform quality assurance inspections of dealer sales records for the IMF program. Will identify uncollected IMF revenue.	\$220,300				\$220,300	4.00			4.00				
4	Recurring	Act #37 of 2021 (Intrastate Trucking)	Required to implement Act #37 of 2021. 3 FTE's, one IT contractor, and operating cost to fund systems maintenance on Celtic - the agency's motor carrier system.	\$495,450				\$495,450	3.00			3.00				
5	Recurring	Rental Car Companies Plate Management Program Team	Required to conduct routine quality assurance inspections and reconciliation of rental car companies' title and registrations records for the Plate Management Program	\$168,700				\$168,700	3.00			3.00				
6	Recurring	Cyber Insurance	Funding for Cyber Insurance premiums	\$120,000				\$120,000	0.00			0.00				
7	Capital	CDL Testing Site Expansion	Requested by Governor's Office. Construct 4 new CDL pads and refurbish/extend 5 CDL pads to meet federal guidelines		\$3,201,370			\$3,201,370	0.00			0.00				
8	Recurring	Recurring - Establish Motor Carrier Services State Funded Program	Establish a Motor Carrier Services state funded program to support commercial motor vehicle customers	\$471,228				\$471,228	13.00			13.00				
9	Non-Recurring	Non-Recurring - Establish Motor Carrier Services State Funded Program	Furniture, tractor-trailer combination, and headsets required to establish Motor Carrier Services state funded program		\$1,092,000			\$1,092,000	0.00			0.00				
<b>TOTAL BUDGET REQUESTS</b>				\$ 11,710,678	\$ 4,293,370	\$ -	\$ -	\$ 16,004,048	110.00	0.00	0.00	110.00				

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

## **FORM B1 – RECURRING OPERATING REQUEST**

<b>AGENCY PRIORITY</b>	1
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	<b>SCDMV Equitable Compensation and Employee Retention Career Pathing Plan</b>
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<b>General: \$4,100,000</b>  <b>Federal: \$0</b>  <b>Other: \$0</b>  <b>Total: \$4,100,000</b>
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	0.00
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*Please provide the total number of new positions needed for this request.*

<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<b>Mark "X" for all that apply:</b>	
	<input type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input type="checkbox"/>	Non-mandated program change in service levels or areas
	<input type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input checked="" type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input type="checkbox"/>	IT Technology/Security related
	<input type="checkbox"/>	Consulted DTO during development
<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority #	

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input checked="" type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
	<input type="checkbox"/>	Government and Citizens

<b>ACCOUNTABILITY OF FUNDS</b>	<p>1.1 Ensure the average initial wait time for a customer stays below 20 minutes per business day</p> <p>1.2 Ensure Revenues collected are distributed in order to provide financial support to outside organizations</p> <p>1.3 Reduce backlogs to ensure a five-business-day turnaround standard</p> <p>2.1 Increase amount of services available online</p> <p>2.2 Secure legislative support for modernization and efficiency efforts</p> <p>2.3 Leverage partnerships for deliverability of products and services</p> <p>3.1 Increase the SCDMV's security posture of our network infrastructure for business to business transactions to better protect SC citizens' data</p> <p>3.2 Maintain and increase internal and external auditing functions</p> <p>3.3 Keep effective measures to reduce fraud and introduce new measures when appropriate</p> <p>4.1 Emphasize career development and employee retention within the SCDMV</p>
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4.2 Continue to request funding for employee salary increases commensurate with performance, duties, and experience

4.3 Continue existing recognition program

*What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?*

## RECIPIENTS OF FUNDS

SCDMV Employees

*What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?*

## JUSTIFICATION OF REQUEST

### Overview

In FY22 the SCDMV implemented an Equitable Compensation and Employee Retention Career Pathing Plan (Career Pathing Plan) that helped better align agency salaries to state averages. The agency received \$5m of a \$9.8m recurring appropriation budget request to establish the career pathing plan. As a result, SCDMV was able to implement some components of the plan, but lacked sufficient funding to fully implement all aspects of the plan. This request seeks additional funding in the amount of \$4.1m to address remaining components of the career pathing plan that could not be implemented with the FY22 appropriation.

This request seeks additional funding in the amount of \$4.1m to address remaining components of the Career Pathing Plan as detailed below. Consideration and approval of the additional funding would allow the SCDMV to expand on the significant progress made with the FY22 funding. In addition to bringing agency salaries closer in line with state average salaries, benefits gained from full implementation of the Career Pathing Plan include increased customer service capacity and reduced employee turnover rates which directly correlates to higher agency administrative and training costs.

Departing employees continue to emphasize to the agency that SCDMV salaries are non-competitive with other state agencies positions that accomplish comparable work. By recognizing the importance of the work employees do at the SCDMV in protecting the personal information of and serving nearly every individual adult South Carolinian, the agency will be better able to retain our most experienced and critical-need employees.

### Key Considerations Detailed in this Request

- In FY22, through the generous Legislative appropriation of \$5m, the SCDMV implemented components of a Career Pathing Plan focused on the agency's lowest pay bands (86% of FY22 appropriations were applied to pay bands 3-5).
- Salary increases resulting from the \$5m appropriation narrowed the gap between SCDMV salaries and state averages in pay bands 3-5, however, these salaries remain below state averages, and specifically in direct comparison to agencies with comparable classes of positions.
- Applying the \$5m appropriation primarily to the agency's lowest salary bands (86% applied to bands 3-5) resulted in compression with salaries of employees in higher pay bands. Additional appropriations in FY23 would allow the agency to alleviate salary compression challenges between bands and support an equitable, tiered salary structure across the entire workforce.
- A key component of the agency's Career Pathing Plan was the establishment of longevity milestones to recognize employees for sustained, continued service to the agency. The \$5m appropriation in FY22 enabled the agency to implement limited longevity milestones, but only for employees in pay bands 3-5. Due to limited funding, the agency had to reduce the desired longevity increase amount in our newly created career pathing plan and would like to get this increased at a more equitable rate in years to come. Additional appropriation in FY23 would allow the agency to fully implement milestone increases in bands 3-5 and then apply commensurately across remaining pay bands.
- Another component of the agency's Career Pathing Plan that could not be implemented was special skills pay for a small number of positions with unique requirements, including license examiners who achieve certifications to license

multiple vehicle license classes and agency auditors who are proficient in conducting a variety of agency audit requirements. Ability to recognize and incentivize these positions will result in significant efficiency for the agency.

The SCDMV is grateful to the Legislature for the \$5m appropriated in FY22 to establish an Equitable Compensation and Employee Retention Career Pathing Plan for the agency. However, additional funding in the amount of \$4.1m is needed to continue implementing the agency's Career Pathing Plan and provide our employees with a comprehensive compensation framework that will assist the agency in retaining a qualified workforce by reducing employee turnover and increasing the operational efficiency of agency business processes. These enhancements will allow the SCDMV to improve on the already high level of customer service provided to the citizens of South Carolina.

*Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.*

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

## **FORM B1 – RECURRING OPERATING REQUEST**

<b>AGENCY PRIORITY</b>	2
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	Functional Capability Gaps
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<p><b>General: \$6,135,000</b></p> <p><b>Federal: \$0</b></p> <p><b>Other: \$0</b></p> <p><b>Total: \$6,135,000</b></p>
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	87.00
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*Please provide the total number of new positions needed for this request.*

<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<p><b>Mark "X" for all that apply:</b></p> <table border="1"> <tr><td><input checked="" type="checkbox"/></td><td>Change in cost of providing current services to existing program audience</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Change in case load/enrollment under existing program guidelines</td></tr> <tr><td><input type="checkbox"/></td><td>Non-mandated change in eligibility/enrollment for existing program</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Non-mandated program change in service levels or areas</td></tr> <tr><td><input type="checkbox"/></td><td>Proposed establishment of a new program or initiative</td></tr> <tr><td><input type="checkbox"/></td><td>Loss of federal or other external financial support for existing program</td></tr> <tr><td><input type="checkbox"/></td><td>Exhaustion of fund balances previously used to support program</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>IT Technology/Security related</td></tr> <tr><td><input type="checkbox"/></td><td>Consulted DTO during development</td></tr> <tr><td><input type="checkbox"/></td><td>Related to a Non-Recurring request – If so, Priority # 0</td></tr> </table>	<input checked="" type="checkbox"/>	Change in cost of providing current services to existing program audience	<input checked="" type="checkbox"/>	Change in case load/enrollment under existing program guidelines	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program	<input checked="" type="checkbox"/>	Non-mandated program change in service levels or areas	<input type="checkbox"/>	Proposed establishment of a new program or initiative	<input type="checkbox"/>	Loss of federal or other external financial support for existing program	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program	<input checked="" type="checkbox"/>	IT Technology/Security related	<input type="checkbox"/>	Consulted DTO during development	<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority # 0
<input checked="" type="checkbox"/>	Change in cost of providing current services to existing program audience																				
<input checked="" type="checkbox"/>	Change in case load/enrollment under existing program guidelines																				
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<input type="checkbox"/>	Consulted DTO during development																				
<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority # 0																				

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<p><b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b></p> <table border="1"> <tr><td><input type="checkbox"/></td><td>Education, Training, and Human Development</td></tr> <tr><td><input type="checkbox"/></td><td>Healthy and Safe Families</td></tr> <tr><td><input type="checkbox"/></td><td>Maintaining Safety, Integrity, and Security</td></tr> <tr><td><input type="checkbox"/></td><td>Public Infrastructure and Economic Development</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Government and Citizens</td></tr> </table>	<input type="checkbox"/>	Education, Training, and Human Development	<input type="checkbox"/>	Healthy and Safe Families	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security	<input type="checkbox"/>	Public Infrastructure and Economic Development	<input checked="" type="checkbox"/>	Government and Citizens
<input type="checkbox"/>	Education, Training, and Human Development										
<input type="checkbox"/>	Healthy and Safe Families										
<input type="checkbox"/>	Maintaining Safety, Integrity, and Security										
<input type="checkbox"/>	Public Infrastructure and Economic Development										
<input checked="" type="checkbox"/>	Government and Citizens										

<b>ACCOUNTABILITY OF FUNDS</b>	<p>1.3 Reduce backlogs to ensure a five-business-day turnaround standard</p> <p>2.1 Increase amount of services available online</p> <p>3.1 Increase the SCDMV's security posture of its network infrastructure for business to business transactions to better protect citizens' data</p> <p>3.2 Maintain and increase internal and external auditing functions</p> <p>3.3 Keep effective measures to reduce fraud and introduce new measures when appropriate</p>
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*What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?*

<b>RECIPIENTS OF FUNDS</b>	SCDMV Employees
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*What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?*

	<p>Given the substantial increase in SC population and business growth over the last decade SCDMV requires additional or dedicated functional capabilities to support the increased demand of a growing state. This request seeks funding for FTEs to increase existing capabilities or establish dedicated capability to address critical agency needs.</p> <p>As a result of a decade of sustained population and economic growth that has seen South Carolina grow in residents and businesses by more than 20%, demand for DMV services has significantly increased. In addition to the growth of the SCDMV customer base, dynamic changes in technology and methods of delivering customer service have also given rise to greater opportunities for nefarious activity pertaining to SCDMV services and products as well as exponentially increasing the agency's risk of safeguarding customer's personally identifiable information.</p> <p>SCDMV is requesting recurring funding for one hundred seven (107) FTE positions to expand existing functional capability or establish critically needed capability within the agency in order to:</p> <ol style="list-style-type: none"> <li>1. Address demands resulting from significant, sustained growth of citizens and businesses throughout the state</li> </ol>
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2. Address rapid advancements in technology which increase the agency's risk of data compromise and challenges our ability to prevent fraudulent activity regarding SCDMV products and services.
3. Address expanding CDL testing sites as requested by the Governor's Office

SCDMV is requesting funding for one hundred seven (107) positions. The agency is able to utilize twenty (20) of our currently authorized (vacant) positions towards this request, resulting in requiring an additional eighty-seven (87) positions.

This request allows the agency to adequately service the growing number of citizens and businesses through innovative methods of customer service delivery while also mitigating the increased potential for fraudulent activity. Additionally, these positions create capability for the organization to improve governance of agency data and strengthen our network to better protect customer information.

See Functional Capability Gap supporting information (spreadsheet) for details of requested funding. **\*The top four rows are noted as positions critical to CDL testing site expansions.**

**SCDMV FUNCTIONAL CAPABILITY GAPS**

POSITION	CLASS	BAND	QTY	SALARY PER POSITION	TOTAL SALARIES	45% FRINGE	SALARIES + FRINGE	JUSTIFICATION
Examiner Training Unit Supervisor	AG44	6	1	\$49,050	\$49,050	\$22,073	\$71,123	<b>*This position (1) is critical for CDL Testing Site Expansions.</b> Supervises the Examiner Training Unit responsible for training all SCDMV and Third Party / Driving School examiners for the State. Oversees three training teams to train Class A,B,D,E,F,M
Senior Master Examiner Trainer	AG43	5	2	\$45,072	\$ 90,144	\$ 40,565	\$ 130,709	<b>*These positions (2) are critical for CDL Testing Site Expansions.</b> Senior Master Examiner Trainer of each team, leads a three person team in training SCDMV and Third Party / Driving School examiners for classes A,B,D,E,F,M [1 of 3 positions currently on hand]
Master Examiner Trainer	AG43	5	6	\$ 42,510	\$ 255,060	\$ 114,777	\$ 369,837	<b>*These positions (6) are critical for CDL Testing Site Expansions.</b> Master examiner training team for SCDMV and Third Party / Driving School examiners for classes A,B,D,E,F,M [2 of 6 positions currently on hand]
License Examiner II	JA92	4	37	\$ 33,896	\$ 1,254,152	\$ 564,368	\$ 1,818,520	<b>*These positions (37) are critical for CDL Testing Site Expansions.</b> License examiners for SCDMV that conduct performance tests for all classes of driver's licenses including Commercial Driver's Licenses (CDL)
Training Management System Administrator	AG41	4	1	\$ 35,970	\$ 35,970	\$ 16,187	\$ 52,157	Supports HQ training team and Examiner Training Unit team by maintaining agency Training Management System database and perform course administrative processes
Agency Knowledge Management Administrator	AH40	6	1	\$ 53,955	\$ 53,955	\$ 24,280	\$ 78,235	SCDMV Knowledge Manager responsible for content on agency's public facing website and managing agency internal knowledge management platforms (SharePoint, PowerDMS, etc)
Data Governance & Data Privacy Officer	AH50	8	1	\$ 92,650	\$ 92,650	\$ 41,693	\$ 134,343	Serves as the agency's Data Officer and agency Privacy Officer responsible for policy and governance regarding access to SCDMV data as well as the specific management and access to PII
Data Coordinator	AH10	5	4	\$ 52,320	\$ 209,280	\$ 94,176	\$ 303,456	Coordinate the receipt/review/processing/establishment and management of data access customer accounts -- one coordinator handles Bulk Data and FOIA / other handles Member Services and ENS
Data Administrator	AA75	4	1	\$ 41,420	\$ 41,420	\$ 18,639	\$ 60,059	Manages database of all agency data customers, to ensure agency awareness of data access, currency of contract vehicles, and management of customer accounts
Project Manager II	AK05	8	2	\$ 92,650	\$ 185,300	\$ 83,385	\$ 268,685	One position manages SCDMV PMO office to manage enterprise strategic projects for the agency; other position serves as the IT project manager to coordinate IT participation in IT projects
Project Manager I	AK04	7	1	\$ 76,300	\$ 76,300	\$ 34,335	\$ 110,635	Assists in oversight of agency PMO and provides project management for enterprise wide strategic projects
Project Coordinator	AK03	6	4	\$ 59,950	\$ 239,800	\$ 107,910	\$ 347,710	Provides project management for agency level projects to ensure cross-functional collaboration and completion
IT Services Specialist II	AM61	4	2	\$ 2,984	\$ 5,968	\$ 2,686	\$ 8,654	Convert 2 current night batch support temps to FTE and add responsibilities for monitoring and handling power and circuit outage alerts currently performed by on call NOC employee.
IT Technician III	AM72	6	3	\$ 3,159	\$ 9,477	\$ 4,265	\$ 13,742	Convert 3 current Desktop temps to FTE to help desktop team absorb unplanned requests and implement larger projects and equipment rollouts.

**JUSTIFICATION OF REQUEST**



Microsoft Services Engineer	AM21	8	1	\$ 95,920	\$ 95,920	\$ 43,164	\$ 139,084	Responsible for management of Microsoft application and online technologies to ensure we are leveraging full functionality,
Security Team Manager	AM56	8	1	\$ 95,920	\$ 95,920	\$ 43,164	\$ 139,084	Dedicated Security Team Manager responsible for managing the IT security team including overseeing daily operational activities, monitoring and reporting on security projects, maintaining security currency
Systems Engineer I	AM20	7	1	\$ 81,750	\$ 81,750	\$ 36,788	\$ 118,538	Need a second resource for AAMVA UNI system technologies. Planning and implementing upgrades, maintenance, troubleshooting, etc. In addition to staying abreast of AAMVA roadmap of technology changes.
IT Data Analyst	AM05	7	1	\$ 70,850	\$ 70,850	\$ 31,883	\$ 102,733	Assist agency data governance process, agency strategic objective assessments and provide analytical information to enable data driven decision making in the agency.
Customer Service Specialist	AA50	3	21	\$ 27,250	\$ 572,250	\$ 257,513	\$ 829,763	Add 21 FTE Cust Ser Spec to contact center to service the increased call volume which has increased more than 30% in last two years. Current manning: 42 FTEs and 22 Part-Time Temps.
Assistant Office Supervisor	AH30	4	3	\$ 34,880	\$ 104,640	\$ 47,088	\$ 151,728	Provides management and supervision of increased contact center capacity
Office Supervisor	AH35	5	3	\$ 40,330	\$ 120,990	\$ 54,446	\$ 175,436	Add supervisors in key functional areas of MITR, Research, MCS areas to improve efficiency, provide quality assurance and ensure leader/led ratio
HR Technician	AG06	4	1	\$ 34,008	\$ 34,008	\$ 15,304	\$ 49,312	Additional HR Technician to increase HR support capacity to SCDMV workforce
General Maintenance Tech. III	KC35	5	3	\$ 45,605	\$ 136,815	\$ 61,567	\$ 198,382	SCDMV has 65 buildings statewide. Facilities Mgmt current staffed by 2 managers, 7 gen maint techs III (2 on workers comp), 1 gen maint tech I.
General Maintenance Tech. I	KC32	3	1	\$ 29,021	\$ 29,021	\$ 13,059	\$ 42,080	SCDMV has 65 buildings statewide. Facilities Mgmt current staffed by 2 managers, 7 gen maint techs III (2 on workers comp), 1 gen maint tech I.
Internal Audit Manager	AN23	7	1	\$ 65,400	\$ 65,400	\$ 29,430	\$ 94,830	Supervisory position to oversee auditing functions of the agency which would be consolidated into an agency audit office.
Internal Auditor	AF10	6	2	\$ 44,690	\$ 89,380	\$ 40,221	\$ 129,601	Increase Internal Audit capacity to conduct routine audits of SCDMV Branch Office and business unit operations.
Fraud Inspector	JA80	4	1	\$ 32,700	\$ 32,700	\$ 14,715	\$ 47,415	Adds one investigator to the Fraud Detection Unit to improve agency's ability to proactively identify fraudulent activity and quickly effect controls.
Internal Investigator	JA20	6	1	\$ 51,230	\$ 51,230	\$ 23,054	\$ 74,284	Adds one investigator to the Internal Affairs Unit to improve efficiency of investigations as well as add capacity to handle investigations.
			<b>107</b>		<b>\$ 4,179,400</b>	<b>\$ 1,880,735</b>	<b>\$ 6,060,135</b>	
<b>RECURRING OPERATING COST (\$700 annual per employee*)</b>							<b>\$ 74,900</b>	
<b>TOTAL COST</b>							<b>\$ 6,135,035</b>	

**Recurring Operating Cost per employee:**

Computer \$1,000, replaced every three years \$333

Managed Print printer \$300

Software, office equipment, supplies \$67

**Total \$700**

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

## **FORM B1 – RECURRING OPERATING REQUEST**

<b>AGENCY PRIORITY</b>	3
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	<b>Infrastructure Maintenance Fee Quality Assurance Team</b>
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<p><b>General: \$220,300</b></p> <p><b>Federal: \$0</b></p> <p><b>Other: \$0</b></p> <p><b>Total: \$220,300</b></p>
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	4.00
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*Please provide the total number of new positions needed for this request.*

<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<b>Mark "X" for all that apply:</b>	
	<input type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input checked="" type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input checked="" type="checkbox"/>	Non-mandated program change in service levels or areas
	<input type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input type="checkbox"/>	IT Technology/Security related
<input type="checkbox"/>	Consulted DTO during development	
<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority #	

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input checked="" type="checkbox"/>	Public Infrastructure and Economic Development
	<input type="checkbox"/>	Government and Citizens

<b>ACCOUNTABILITY OF FUNDS</b>	<p>1.2 Ensure revenues collected are distributed in order to provide financial support to outside organizations</p> <p>3.2 Maintain and increase internal and external auditing functions</p> <p>3.3 Keep effective measures to reduce fraud and introduce new measures when appropriate</p>
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*What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?*

## RECIPIENTS OF FUNDS

DMV Employees

*What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?*

## JUSTIFICATION OF REQUEST

The DMV is requesting four new positions within the Infrastructure Maintenance Fee (IMF) section to assist with the quality assurance inspections and reconciliation of dealer sales records for the IMF Program. These positions would consist of three AA75 Administrative Assistants and one AH10 Program Coordinator I (QA Manager).

The DMV currently has one Administrative Assistant that performs quality reviews of IMF transactions. Since starting the program in late 2019, the agency suspects it has identified nearly \$1 million in revenue the State is otherwise owed that wasn't paid by dealerships. Due to the COVID-19 pandemic, the DMV had to shift the employee who was completing these quality assurance checks to other departments meaning the agency could not solely focus on continuing the program. Before COVID, however, the agency can definitively say that in four months, the single employee identified approximately \$300,000 in IMF revenue that was not collected. This program will pay for itself and benefit the Department of Transportation.

Due to the time and research required, our current employee has only been able to review between 5%-10% of the total transactions. Adding four positions to this staff will allow the DMV to maintain a quality review of approximately 50% of the total IMF and Road Use Fee transactions.

Maintaining a 50% review capability should significantly reduce lost revenue and improve dealer transactions by reducing potential errors or fraud.

- Four (4) Quality Assurance FTEs to perform quality assurance reviews. Personnel would consist of:
  - **1 x AH10 Program Coordinator I (QA Manager) - Salary: \$44,692**
    - Full cost with fringe (45%): \$64,803
    - Plus technology cost of \$700/year
    - Total cost for one AH10: \$65,503
  - **3 x AA75 Administrative Assistants – Salary: \$35,103**
    - Full cost with fringe (45%): \$50,900
    - Plus technology cost of \$700/year per employee
    - Total cost for three AA75s: \$154,798

*Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.*

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

## **FORM B1 – RECURRING OPERATING REQUEST**

<b>AGENCY PRIORITY</b>	4
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	Act #37 of 2021
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<p><b>General: \$495,450</b></p> <p><b>Federal: \$0</b></p> <p><b>Other: \$0</b></p> <p><b>Total: \$495,450</b></p>
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	3.00
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*Please provide the total number of new positions needed for this request.*

<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<b>Mark "X" for all that apply:</b>	
	<input type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input type="checkbox"/>	Non-mandated program change in service levels or areas
	<input checked="" type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input type="checkbox"/>	IT Technology/Security related
<input type="checkbox"/>	Consulted DTO during development	
<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority #	

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input checked="" type="checkbox"/>	Public Infrastructure and Economic Development
<input type="checkbox"/>	Government and Citizens	

<b>ACCOUNTABILITY OF FUNDS</b>	<p>This request does not have a specific strategy linked to it. The purpose of this request is to fully implement Act #37 of 2021 which does not take effect until 24 months after being fully funded. Proviso 82.6 directs the agency to spend its carry forward on the non-recurring portions of this Act. The employees that will be hired with these appropriations will be supervised and monitored through the traditional employment mechanisms and EPMS protocol.</p>
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*What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?*

**RECIPIENTS OF FUNDS**

1 IT Contractor, 3 DMV FTEs

*What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?*

**JUSTIFICATION OF REQUEST**

In order to fully implement Act #37 of 2021, the DMV is requesting three new FTEs, one IT contractor, and recurring appropriations to fund system maintenance of the agency's motor carrier system, colloquially referred to as its vendor name, "Celtic."

The total recurring cost of \$495,450 is broken down as follows:

Each FTE would cost \$61,450. This includes a salary of \$41,897 and 45% fringe. Additionally, each employee's computer, printer, and software would be an additional \$700 each year. The total for the three DMV FTEs is \$184,350.

The IT contractor cost is \$166,400 plus an additional \$700 for computer, printer, and software, totaling \$167,100 annually.

The system maintenance for Celtic is \$144,000 annually.

In 2021, the DMV submitted a Fiscal Impact Statement (FIS) to Revenue and Fiscal Affairs with the recurring portion totaled at \$472,050. The IT Contractor and the system maintenance costs remain the same in this request as in the FIS, but the reason for the increase in the salaries of requested FTEs is due to the 2.5% general increase the General Assembly provided state employees at the start of FY22. Additionally, the General Assembly partially funded the DMV's Career Pathing Plan in FY22 meaning the DMV is applying the same Career Pathing amounts to this request as it applied to other positions in the agency when determining accurate salaries and classifications for most of its employees (please see priority #1 for more information).

The IT Contractor will be a dedicated contractor solely for the agency's motor carrier system.

The three FTEs will work in the agency's Motor Carrier Services (MCS) office, which falls under Titles and Registrations in the Vehicle Services department. These three employees will be additional staff to process transactions for large intrastate commercial motor vehicles (CMVs) as required under the Act. Currently, MCS solely handles interstate CMVs. The agency is requesting new positions to complete the requirements of this Act because it is using the majority of its currently unfunded FTE headcount to "right size" based on the need to increase agency personnel to handle other mission-critical functions (please see priority #2 for more information).

*Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.*

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

## **FORM B1 – RECURRING OPERATING REQUEST**

<b>AGENCY PRIORITY</b>	5
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	Rental Car Companies Plate Management Program Team
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<p><b>General: \$168,700</b></p> <p><b>Federal: \$0</b></p> <p><b>Other: \$0</b></p> <p><b>Total: \$168,700</b></p>
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*What is the net change in requested appropriations for FY 2022-2023?. This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	3.00
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*Please provide the total number of new positions needed for this request.*

<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<b>Mark "X" for all that apply:</b>	
	<input type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input checked="" type="checkbox"/>	Non-mandated program change in service levels or areas
	<input checked="" type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input type="checkbox"/>	IT Technology/Security related
	<input type="checkbox"/>	Consulted DTO during development
<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority #	

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input checked="" type="checkbox"/>	Public Infrastructure and Economic Development
<input type="checkbox"/>	Government and Citizens	

<b>ACCOUNTABILITY OF FUNDS</b>	<p>3.2 Implement internal and external auditing functions</p> <p>3.3 Introduce effective measures to reduce fraud and introduce new measures when appropriate</p>
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*What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?*

**RECIPIENTS OF FUNDS**

DMV Employees

*What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?*

**JUSTIFICATION OF REQUEST**

The DMV is requesting three new positions within the Electronic Registrations & Titles (ERT) department to conduct routine quality assurance (QA) inspections and reconciliation of rental car companies' title and registrations records for the Plate Management Program. These positions would consist of two AH30 Program Assistants and one AH35 Program Coordinator II (QA Manager).

In 2018, the DMV authorized a pilot for two rental car companies (Hertz & Enterprise) to store and manage license plates for their rental car fleet. Rental car companies were seeking operational efficiencies due to the introduction of traceable temporary license plate legislation. By managing a pre-established stock of metal plates within the company, the rental car companies greatly reduced the logistical burden and cost of coordinating the delivery of registration cards and metal plates to all current rented vehicles, many of which travel out of state. The program has proven extremely beneficial for the participating rental car companies. It immediately increases the available rental car stock to the general public by offering immediate registrations and plating of newly arrived rental vehicle stock.

This authorization was implemented without appropriate oversight mechanisms. This initiative did not include enforceable program standards or quality assurance measures that ensure that plate stock is adequately managed and secured. This initiative also failed to include other rental car companies that are not affiliated with the two participating rental car companies.

With approved funding for three positions, the DMV will implement a structured Quality Assurance Program for rental car companies' plate management and registration activities. This program would include program standards, penalties, oversight, and contractual agreements between the agency and companies agreeing to the program terms.

An authorized and funded program will encompass:

- Three (3) Quality Assurance FTEs to oversee, inspect, and manage plate stock issuance to rental car companies who sign a binding program contract. Personnel would consist of:
  - 1 x Quality Assurance (QA) Program Coordinator II (AH35/Band 05) - Salary: \$44,692
    - Full cost with fringe (45%): \$64,803
    - Plus technology cost of \$700/year
    - Total for AH35: \$65,503
  - 2 x Program Assistants (AH30/Band 04) – Salary: \$35,102 each
    - Full cost with fringe (45%): \$101,796
    - Plus technology cost of \$700/year for both employees
    - Total cost for two AH30s: \$103,196
- Program standards that specify, at a minimum, the following:
  - Plate ordering procedures (Through the HQs QA team)
  - Plate storage procedures and secure room standards
  - Title & Registration processing
  - Reporting requirements
  - Documentation maintenance requirements
  - Penalties and actions for non-compliance
  - On-site Inspection requirements
- Fully executed Memorandum of Agreement (MOA) or contract that specifies compliance requirements with program standards and acknowledges actions for non-compliance

Without approved funding, the DMV will be forced to cancel the current pilot program with Hertz and Enterprise, collecting all stored plates. This course of action will increase the rental car companies' costs and levy a negative operational impact. Rental car companies will be required to either track all new fleet vehicles through the registration process, coordinating the shipment of the metal plate to the appropriate rented registered vehicle, or not place new fleet vehicles into operation until a metal plate is received. Both actions would negatively impact revenue for impacted companies.

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

## **FORM B1 – RECURRING OPERATING REQUEST**

<b>AGENCY PRIORITY</b>	6
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	Cyber Insurance
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<b>General: \$120,000</b> <b>Federal: \$0</b> <b>Other: \$0</b> <b>Total: \$120,000</b>
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	0.00
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*Please provide the total number of new positions needed for this request.*

<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<b>Mark "X" for all that apply:</b>	
	<input type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input type="checkbox"/>	Non-mandated program change in service levels or areas
	<input checked="" type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input checked="" type="checkbox"/>	IT Technology/Security related
<input type="checkbox"/>	Consulted DTO during development	
<input type="checkbox"/>	Related to a Non-Recurring request – If so, Priority #	

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input checked="" type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
<input type="checkbox"/>	Government and Citizens	

<b>ACCOUNTABILITY OF FUNDS</b>	<p>3.1 Increase the SCDMV's security posture of its network infrastructure for business to business transactions to better protect SC citizens' data</p> <p>3.3 Keep effective measures to reduce fraud and introduce new measures when appropriate</p>
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*What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?*



**RECIPIENTS OF FUNDS**

Vendors

*What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?*

**JUSTIFICATION OF REQUEST**

Cyber Liability Insurance is necessary for the Department of Motor Vehicles to mitigate any losses caused by damage, theft, disruption or corruption of electronic data due to a cyber-attack. Cyber liability insurance is designed to cover losses related to hacking that other insurance policies will not cover.

Cyber Attacks have become a prominent threat to public organizations that store Personally Identifiable Information (PII) and the Department of Motor Vehicles has taken adequate precautions to ensure the security of our PII by participating in Cyber Security Awareness Training and Cyber Security initiatives.

Even with the precautions taken by DMV, cyber-attacks remain a relevant threat to our agency and the citizens of South Carolina. An example of this would be the South Carolina Department of Revenue (SCDOR) data breach resulting in the theft of 3.6 Million taxpayers' social security numbers and as a result, the State of SC incurred ~\$24 Million in damages/losses.

The SCDMV is requesting updated quotes for cyber insurance policies from vendors on state contract. Based on 2019 quotes, a policy for \$10m in coverage had an \$80,000 annual premium. We will revise this budget request when current quotes are received however, given recent rise in cyber attacks across US companies, indications are premiums have risen by 50% or more in the last year so this request is currently for \$120k.

*Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.*

Agency Name:	Department Of Motor Vehicles		
Agency Code:	R400	Section:	82

## **FORM C – CAPITAL REQUEST**

<b>AGENCY PRIORITY</b>	7 <i>Provide the Agency Priority Ranking from the Executive Summary.</i>
<b>TITLE</b>	CDL Testing Site Expansion <i>Provide a brief, descriptive title for this request.</i>
<b>AMOUNT</b>	\$3,201,370 <i>How much is requested for this project in FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.</i>
<b>CPIP PRIORITY</b>	<p>This request originated from the Governor’s Office.</p> <p>SCDMV CPIP includes refurbishing CDL sites to meet new federal guidelines in year 2 of 2 (priority 9 of 18). There is no contingency plan in the event that funding is not made available.</p> <p><i>Identify the project’s CPIP plan year and priority number, along with the first year in which the project was included in the agency’s CPIP. If not included in the agency’s CPIP, please provide an explanation. If the project involves a request for appropriated state funding, briefly describe the agency’s contingency plan in the event that state funding is not made available in the amount requested.</i></p>
<b>OTHER APPROVALS</b>	<p>Requested by Governor’s office.</p> <p><i>What approvals have already been obtained? Are there additional approvals that must be secured in order for the project to succeed? (Institutional board, JBRC, SFAA, etc.)</i></p>
<b>LONG-TERM PLANNING AND SUSTAINABILITY</b>	<p>Recurring budget requests are associated with this Capital Request.</p> <p>Thirty-seven (37) License Examiner positions and nine (9) License Examiner training positions are included in the SCDMV priority #2 request that are essential to this Capital Request. Classified salaries for these positions total \$1,648,406, Employer Benefits total \$741,783, and recurring operating costs for these forty-six totals \$32,200 (Includes annualized computer, printer, software, and supplies totaling \$700 per FTE). Total recurring costs of \$2,422,389 are associated with these positions. <b>See priority #2 – Functional Capability Gaps recurring budget request for forty-six positions that are noted as critical for this request.</b></p> <p><i>What other funds have already been invested in this project (source/type, amount, timeframe)? Will other capital and/or operating funds for this project be requested in the future? If so, how much, and in which fiscal years? Has a source for those funds been identified/secured? What is the agency’s expectation with regard to additional annual costs or savings associated with this capital improvement? What source of funds will be impacted by those costs or savings? What is the expected useful life of the capital improvement?</i></p>
	<p>This Capital Request originated from the Governor’s Office. The intent is to allow the State of South Carolina to increase capability of performing Commercial Driver’s License testing.</p> <p>This Capital Request is comprised of developing CDL testing sites at the locations listed below. Due to time allotted to develop this request, a professional assessment could not be performed on these sites. A 15% contingency cost is included for each location to allow for unforeseen issues. Sites included in this request are listed below.</p> <p><b>* Construct new CDL pads at four DMV offices:</b></p> <p>North Augusta \$446,545  Bennettsville \$389,275  Rock Hill \$619,275  Sumter \$446,775</p> <p><b>**Refurbish/extend pads to meet federal guidelines at five DMV offices:</b></p> <p>Beaufort \$259,900  Charleston (Leeds Ave) \$259,900  Dillon \$259,900  Lake City \$259,900  Spartanburg (Southport) \$259,900</p> <p><b>Total cost estimate to develop nine additional CDL testing sites is \$3,201,370.</b></p>

Details of cost estimates are listed below

**SUMMARY**

*COUNTY	AIKEN	**COUNTY	BEAUFORT
LOCATION	NORTH AUGUSTA	LOCATION	BEAUFORT
PROJECT MGMT	\$10,000	PROJECT MGMT	\$7,000
CIVIL ENGR	\$17,000	CIVIL ENGR	\$10,000
INSPECTOR	\$9,800	INSPECTOR	\$7,500
ADD PAD	\$350,000	REFURB & EXT	\$200,000
STRIPE	\$1,500	STRIPE	\$1,500
<b>SUBTOTAL</b>	<b>\$388,300</b>	<b>SUBTOTAL</b>	<b>\$226,000</b>
15% CONTINGENCY	\$58,245	15% CONTINGENCY	\$33,900
<b>TOTAL</b>	<b>\$446,545</b>	<b>TOTAL</b>	<b>\$259,900</b>
*COUNTY	MARLBORO	**COUNTY	CHARLESTON
LOCATION	BENNETTSVILLE	LOCATION	LEEDS AVE
PROJECT MGMT	\$10,000	PROJECT MGMT	\$7,000
CIVIL ENGR	\$17,000	CIVIL ENGR	\$10,000
INSPECTOR	\$10,000	INSPECTOR	\$7,500
ADD PAD	\$300,000	REFURB & EXT	\$200,000
STRIPE	\$1,500	STRIPE	\$1,500
<b>SUBTOTAL</b>	<b>\$338,500</b>	<b>SUBTOTAL</b>	<b>\$226,000</b>
15% CONTINGENCY	\$50,775	15% CONTINGENCY	\$33,900
<b>TOTAL</b>	<b>\$389,275</b>	<b>TOTAL</b>	<b>\$259,900</b>
*COUNTY	YORK	**COUNTY	DILLON
LOCATION	ROCK HILL	LOCATION	DILLON
PROJECT MGMT	\$10,000	PROJECT MGMT	\$7,000
CIVIL ENGR	\$17,000	CIVIL ENGR	\$10,000
INSPECTOR	\$10,000	INSPECTOR	\$7,500
ADD PAD	\$500,000	REFURB & EXT	\$200,000
STRIPE	\$1,500	STRIPE	\$1,500
<b>SUBTOTAL</b>	<b>\$538,500</b>	<b>SUBTOTAL</b>	<b>\$226,000</b>
15% CONTINGENCY	\$80,775	15% CONTINGENCY	\$33,900
<b>TOTAL</b>	<b>\$619,275</b>	<b>TOTAL</b>	<b>\$259,900</b>
*COUNTY	SUMTER	**COUNTY	FLORENCE
LOCATION	SUMTER	LOCATION	LAKE CITY
PROJECT MGMT	\$10,000	PROJECT MGMT	\$7,000
CIVIL ENGR	\$17,000	CIVIL ENGR	\$10,000
INSPECTOR	\$10,000	INSPECTOR	\$7,500
ADD PAD	\$350,000	REFURB & EXT	\$200,000
STRIPE	\$1,500	STRIPE	\$1,500
<b>SUBTOTAL</b>	<b>\$388,500</b>	<b>SUBTOTAL</b>	<b>\$226,000</b>
15% CONTINGENCY	\$58,275	15% CONTINGENCY	\$33,900
<b>TOTAL</b>	<b>\$446,775</b>	<b>TOTAL</b>	<b>\$259,900</b>
		**COUNTY	SPARTANBURG
		LOCATION	SOUTHPORT
		PROJECT MGMT	\$7,000
		CIVIL ENGR	\$10,000
		INSPECTOR	\$7,500
		REFURB & EXT	\$200,000
		STRIPE	\$1,500
		<b>SUBTOTAL</b>	<b>\$226,000</b>
		15% CONTINGENCY	\$33,900
		<b>TOTAL</b>	<b>\$259,900</b>

Provide a summary of the project and explain why it is necessary. Please refer to the budget guidelines for appropriate questions and thoroughly answer all related items.

<b>AGENCY NAME:</b>	<b>South Carolina Department of Motor Vehicles</b>		
<b>AGENCY CODE:</b>	<b>R400</b>	<b>SECTION:</b>	<b>82</b>

## FORM B1 – RECURRING OPERATING REQUEST

<b>AGENCY PRIORITY</b>	<b>8</b>
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	<b>Recurring - Establish Motor Carrier Services State Funded Program</b>
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<b>General: \$471,228</b> <b>Federal:</b> <b>Other:</b> <b>Total: \$471,228</b>
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*What is the net change in requested appropriations for FY 2022-23? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	<b>13</b>
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*Please provide the total number of new positions needed for this request.*

<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<b>Mark "X" for all that apply:</b>	
	<input type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input checked="" type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input checked="" type="checkbox"/>	Non-mandated program change in service levels or areas
	<input checked="" type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input type="checkbox"/>	IT Technology/Security related
	<input checked="" type="checkbox"/>	Consulted DTO during development
<input checked="" type="checkbox"/>	Related to a Non-Recurring request – If so, Priority # 9	

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
<input checked="" type="checkbox"/>	Government and Citizens	

AGENCY NAME:	<b>South Carolina Department of Motor Vehicles</b>		
AGENCY CODE:	<b>R400</b>	SECTION:	<b>82</b>

<b>ACCOUNTABILITY OF FUNDS</b>	<p>1.3 Reduce backlogs to ensure five-business-day turnaround standard</p> <p>2.1 Increase the number of services available online and technologies for improved processing rates and accuracy</p> <p>2.2 Secure legislative support for modernization and efficiency efforts</p> <p>2.3 Leverage partnerships for deliverability of products and services</p> <p>3.2 Maintain and increase internal and external auditing functions</p> <p>3.3 Keep and improve effective measures to reduce fraud and introduce new measures when appropriate</p>
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*What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?*

<b>RECIPIENTS OF FUNDS</b>	SCDMV employees
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*What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?*

<b>JUSTIFICATION OF REQUEST</b>	<p><b>Note: based on current procedures, the IFTA portion of duties performed by these 13 positions will be charged to IFTA. The IFTA charges are transferred to the SC Dept. of Transportation.</b></p> <p><b>The total cost for thirteen (13) positions- salaries, fringes, operating =\$905,504.</b>  <b>Salaries/fringes charged to IFTA (DOT) =\$434,276</b>  <b>DMV cost for salaries, fringes, operating costs = \$471,228</b></p> <p><b>SCDMV is requesting funding for costs that will be paid by SCDMV (after IFTA reductions). SCDOT may also require funding for the \$434,276 IFTA portion of this request.</b></p> <p>Given the current supply chain concerns, increased commercial motor vehicle (CMV) demands, and business growth over the last few years, SCDMV requires additional and dedicated capabilities to support increased capabilities for CMV processing, training, testing, and information sharing to better support the commercial trucking industry. This request seeks funding to create a Motor Carrier Services Program within SCDMV, focused on improved, efficient service delivery for commercial motor vehicle customers.</p> <p>The current supply-chain crisis has highlighted requirements to rapidly process motor carrier transactions, train additional examiners, certify Third-Party testing agencies, and to better inform the CMV industry of changes within state laws and federal regulations. The CMV industry has informed the agency that its current organizational structure and processing capacity is lagging industry needs; hindering industry's ability to meet supply chain requirements in efficiently and effectively.</p> <p>SCDMV is requesting to stand up a dedicated Motor Carrier Services Program within the agency, maximizing the use of internal resources and requesting additional positions to better serve this unique customer base. This request will require recurring funding for</p>
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thirteen (13) additional FTE positions to expand current functional capabilities to:

- 1) Address the increased need for additional CMV examination certifications across the state
- 2) Centralize information channels between SCDMV and CMV industry partners
- 3) Increase capabilities for rapid and efficient processing of motor carrier transactions through centralized organization and the use of future technology to increase online processing.

SCDMV is requesting funding for thirteen (13) new FTE positions. Most of these positions will support processing, training, auditing, or coordinating IRP/IFTA transactions. Each requested FTE position's salary/fringe amount has been reduced by the percentage of time estimated for performing IFTA related work. IFTA related job responsibilities range from 30% to 90%. SCDMV transfers charges for IFTA related work to SCDOT.

The agency will utilize and restructure thirty-seven (37) existing positions towards this request, allowing the agency to establish a Motor Carrier Services Program consisting of fifty (50) total personnel. The combination of the existing position and newly requested positions will enable SCDMV to provide a centralized, focused, and efficient organization dedicated to improving the CMV industry's ability to increase the availability of certified truckers and the speed in which we process their transactions.

Approving these funds will allow SCDMV to centralize CMV specific functions within the agency, improving synergy, efficiency, and focus on improving the agency's processing and coordination capabilities for multiple CMV activities (CDL, IRP/IFTA, etc.). This request also better positions the workflows when enacting all statutes within Act 37 of 2021, once fully funded.

This request will:

- 1) Improve SCDMV's capability to process motor carrier transactions through organizational efficiencies and having the focused strategic leadership to plan and implement future technologies to increase online processing
- 2) Centralize information channels through a newly established Motor Carrier Information Center (MCIC), providing increased information flow, more accurate information, more efficient processing through the reduction of documentation errors, increasing overall efficiency within the CMV industry.
- 3) Improve training capabilities for SCDMV employees and Third-Party testing organizations and increasing Commercial Driver's License (CDL) capacity
- 4) Increase auditing capability and capacity to reduce fraud and improve industry practices

Failure to provide these funds will negatively impact the motor carrier industry, furthering current supply chain issues by maintaining the current structure and operational capabilities.

**DMV Salaries (after IFTA reduction) for 13 positions = \$313,150**  
**DMV Fringes (after IFTA reductions) for 13 positions = \$140,918**  
**DMV operating cost (software, equipment, supplies) = \$17,160**  
**Total DMV Cost = \$471,228**

**Details for the thirteen (13) requested positions are listed below.**

One (1) UA03 Unclassified Director – salary \$111,262  
 Salary with 45% fringe = \$161,330 - 30% IFTA reduction = \$112,931  
 Operating cost of \$1,320/year/FTE  
 Total cost for one Director = \$114,251

**Critical to strategic leadership for the new Motor Carrier Services (MCS) Program**, ensuring the department executes planning, operations, and future IT integration in concert with SCDMV's Executive Director's vision, laws, regulations, policies and procedures. [0 currently assigned]

One (1) AH55 Classified Deputy Director – salary \$93,310  
 Salary with 45% fringe = \$135,300 - 30% IFTA reduction = \$94,710  
 Operating cost of \$1,320/year/FTE  
 Total cost for one Deputy Director = \$96,030

**Critical to strategic leadership for the new Motor Carrier Services (MCS) Program**, ensuring the department executes planning, operations, and future IT integration in concert with SCDMV's executive Director's vision, laws, regulations, policies and procedures. [0 currently assigned]

One (1) AH30 Classified Program Assistant – salary \$31,592  
 Salary with 45% fringe = \$45,808 - 50% IFTA reduction = \$ 22,904  
 Operating cost of \$1,320/year/FTE  
 Total cost for one Program Assistant = \$24,224

**Supplements the current Motor carrier processing unit** Assists SCDMV employees and customers with accurate & timely transactions. [12 of 13 on hand]

One (1) AH40 Classified Program Coordinator II – salary \$43,030  
 Salary with 45% fringe = \$62,394 - 50% IFTA reduction = \$31,197  
 Operating cost of \$1,320/year/FTE  
 Total cost for one Program Coordinator II = \$32,517

**Critical for the implementation of a new Motor Carrier Information Center (MCIC)**. Manages daily operations of the MCIC. Ensures SCDMV employees and customers are provided with accurate & timely information and are assisted with transactions. [0 currently assigned]

One (1) AH35 Classified Program Coordinator I – salary \$36,845  
 Salary with 45% fringe = \$53,425 - 50% IFTA reduction = \$26,713  
 Operating cost of \$1,320/year/FTE  
 Total cost for one Program Coordinator I = \$28,033

**Critical for the implementation of a new Motor Carrier Information Center (MCIC)**. Supervises daily operations of the MCIC. Ensures SCDMV employees and customers are provided with accurate & timely information and are assisted with transactions. Assists MCIC Managers with daily management tasks. [0 currently assigned]

Four (4) AH30 Classified Program Assistant – salary \$31,592  
 Salary with 45% fringe = \$45,808 - 50% IFTA reduction = \$22,904 x 4 FTE = \$91,617  
 Operating cost of \$1,320/year/FTE  
 Total cost for 4 Program Assistants = \$96,897

**Critical for the implementation of a new Motor Carrier Information Center.**

AGENCY NAME:

South Carolina Department of Motor Vehicles

AGENCY CODE:

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Centralizes communications between customers, SCDMV employees, and stakeholders. Assists SCDMV employees and customers with accurate & timely transactions. [0 currently assigned]

Two (2) AG43 Master Examiner Trainer – salary \$42,510  
Salary with 45% fringe = \$61,640 - 50% IFTA reduction = \$30,820 x 2 FTE = \$61,640  
Operating cost of \$1,320/year/FTE

Total cost for 2 Master Examiner Trainers = \$64,280

**\*These positions (2) are critical for agency IFTA/IRP training and CDL Testing Site Expansions.** Master Examiner Training Team for SCDMV focusing on internal/external IFTA/IRP training, while supporting Third Party / Driving School examiners for classes A,B,D,E,F,M. [2 of 6 positions currently on hand]

Two (2) AF10 Compliance Analyst – salary \$42,612

Salary with 45% fringe = \$61,787 - 90% IFTA reduction = \$6,179 x 2 FTE = \$12,357  
Operating cost of \$1,320/year/FTE

Total cost for 2 Compliance Analyst = \$14,997

**\* These (2) positions are critical to meet IRP/IFTA audit requirements.** International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA) requires a set percentage of audits based on motor carriers in South Carolina. {6 of 8 on hand}

Each FTE's \$1,320 annual operating cost consist of computer \$333 (\$1,000 replaced every 3 yrs), ManagedPrint printer \$300, software-office equipment-supplies \$67, and Segra phone software \$620.

**SCDMV also has 5 positions requested on our 2<sup>nd</sup> priority request (Functional Capability Gaps) that are essential to establishing a Motor Carrier Services state funded program:**

**One Examiner Training Unit Supervisor – \$71,123 for salary/fringe**

**One Senior Master Examiner - \$65,355 for salary/fringe**

**Three Master Examiner Trainers - \$184,919 for salary/fringe**

**Total salaries and fringes for 5 positions - \$321,396**

*Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.*



<b>AGENCY NAME:</b>	<b>South Carolina Department of Motor Vehicles</b>		
<b>AGENCY CODE:</b>	<b>R400</b>	<b>SECTION:</b>	<b>82</b>

**FORM B2 – NON-RECURRING OPERATING REQUEST**

<b>AGENCY PRIORITY</b>	<b>9</b> <i>Provide the Agency Priority Ranking from the Executive Summary.</i>
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<b>TITLE</b>	<b>Non-Recurring – Establish Motor Carrier Services State Funded Program</b> <i>Provide a brief, descriptive title for this request.</i>
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<b>AMOUNT</b>	<b>\$1,092,000</b> <i>What is the net change in requested appropriations for FY 2022-23? This amount should correspond to the total for all funding sources on the Executive Summary.</i>
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<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<b>Mark "X" for all that apply:</b>
	<input checked="" type="checkbox"/> Change in cost of providing current services to existing program audience
	<input checked="" type="checkbox"/> Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/> Non-mandated change in eligibility/enrollment for existing program
	<input checked="" type="checkbox"/> Non-mandated program changes in service levels or areas
	<input checked="" type="checkbox"/> Proposed establishment of a new program or initiative
	<input type="checkbox"/> Loss of federal or other external financial support for existing program
	<input type="checkbox"/> Exhaustion of fund balances previously used to support program
	<input type="checkbox"/> IT Technology/Security related
	<input type="checkbox"/> Consulted DTO during development
	<input checked="" type="checkbox"/> Request for Non-Recurring Appropriations
	<input type="checkbox"/> Request for Federal/Other Authorization to spend existing funding
<input checked="" type="checkbox"/> Related to a Recurring request – If so, Priority # <b>8</b>	

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>
	<input type="checkbox"/> Education, Training, and Human Development
	<input type="checkbox"/> Healthy and Safe Families
	<input type="checkbox"/> Maintaining Safety, Integrity, and Security
	<input type="checkbox"/> Public Infrastructure and Economic Development
	<input checked="" type="checkbox"/> Government and Citizens

<b>ACCOUNTABILITY OF FUNDS</b>	1.1 Ensure the average initial wait time for a customer stays below 20 minutes per business day
	1.3 Reduce backlogs to ensure five-business-day turnaround standard
	2.2 Secure legislative support for modernization and efficiency efforts
	2.3 Leverage partnerships for deliverability of products and services
	3.2 Maintain and increase internal and external auditing functions
	3.3 Keep and improve effective measures to reduce fraud and introduce new measures when appropriate

*What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?*

AGENCY NAME:  
AGENCY CODE:

South Carolina Department of Motor Vehicles

R400

SECTION:

82

RECIPIENTS OF FUNDS

Vendors

*What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?*

JUSTIFICATION OF REQUEST

Given the recent supply chain concerns and growth in businesses and population of the past several years, SCDMV is requesting non-recurring funds to conduct the physical reorganization of one of the agency's floors to accommodate a dedicated Motor Carrier Services (MCS) Program.

The Commercial Motor Vehicle (CMV) industry has informed the agency that its current organizational structure and processing capacity is lagging industry needs; hindering industry's ability to meet supply chain requirements in efficiently and effectively. Reorganizing SCDMV's current physical department layout is critical to consolidating multiple groups of existing employees into a centralized MCS Program.

Currently most of the agency's furnishings are over two (2) decades old. Cubicle furniture parts and partitions are no longer available to facilitate repurposing existing materials. To facilitate the organizational restructuring necessary to meet the CMV industry needs, **SCDMV is requesting \$1,010,000 in non-recurring funds to purchase new furniture** to efficiently use existing space within SCDMV's headquarters building. The build plan would restructure SCDMV's Driver Services Department into a more efficient layout, freeing up space to buildout the new MCS Program cubicle furniture.

Cubicle furniture purchase plans would utilize newer furniture designs to maximize space and productivity. The availability of modern modular design affords the agency to create safe and efficient workspaces in smaller areas than previously used. Use of newly designed modular furnishings have allowed cost effective workspace design that dramatically improve workflows, gaining increased productivity, visibility, collaboration, and accountability.

**\$80,000 in non-recurring funds are also requested to purchase a >26,000lb tractor-trailer combination** to increase Commercial Driver's License (CDL) training/certification and training capability. Currently SCDMV must borrow or rent a tractor trailer to increase throughput of training/certification, which has proven unreliable and inefficient for meeting the trucking community's training/certification needs.

**Lastly, \$2,000 non-recurring funds are requested for a one-time purchase for headsets for a newly organized Motor Carrier Information Center (MCIC).** The MCIC will greatly enhance the agency's capability to centralize motor carrier specific information for the CMV industry and SCDMV employees processing CMV transactions.

Failure to approving these funds will result in forcing SCDMV to maintain the current operating structure, which has proven to lack the efficient and effective, results oriented service levels the trucking industry requires.

AGENCY NAME:

South Carolina Department of Motor Vehicles

AGENCY CODE:

R400

SECTION:

82

Request summary:

Purchase/install cubicle furniture \$1,010,000

Purchase tractor-trailer \$80,000

Purchase headsets \$2,000

**Total \$1,092,000**

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*Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. Does this non-recurring appropriation request create an annualization or need for recurring funds?*

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