

South Carolina Department of Motor Vehicles

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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. Administration is led by Director Trish Blake.

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.

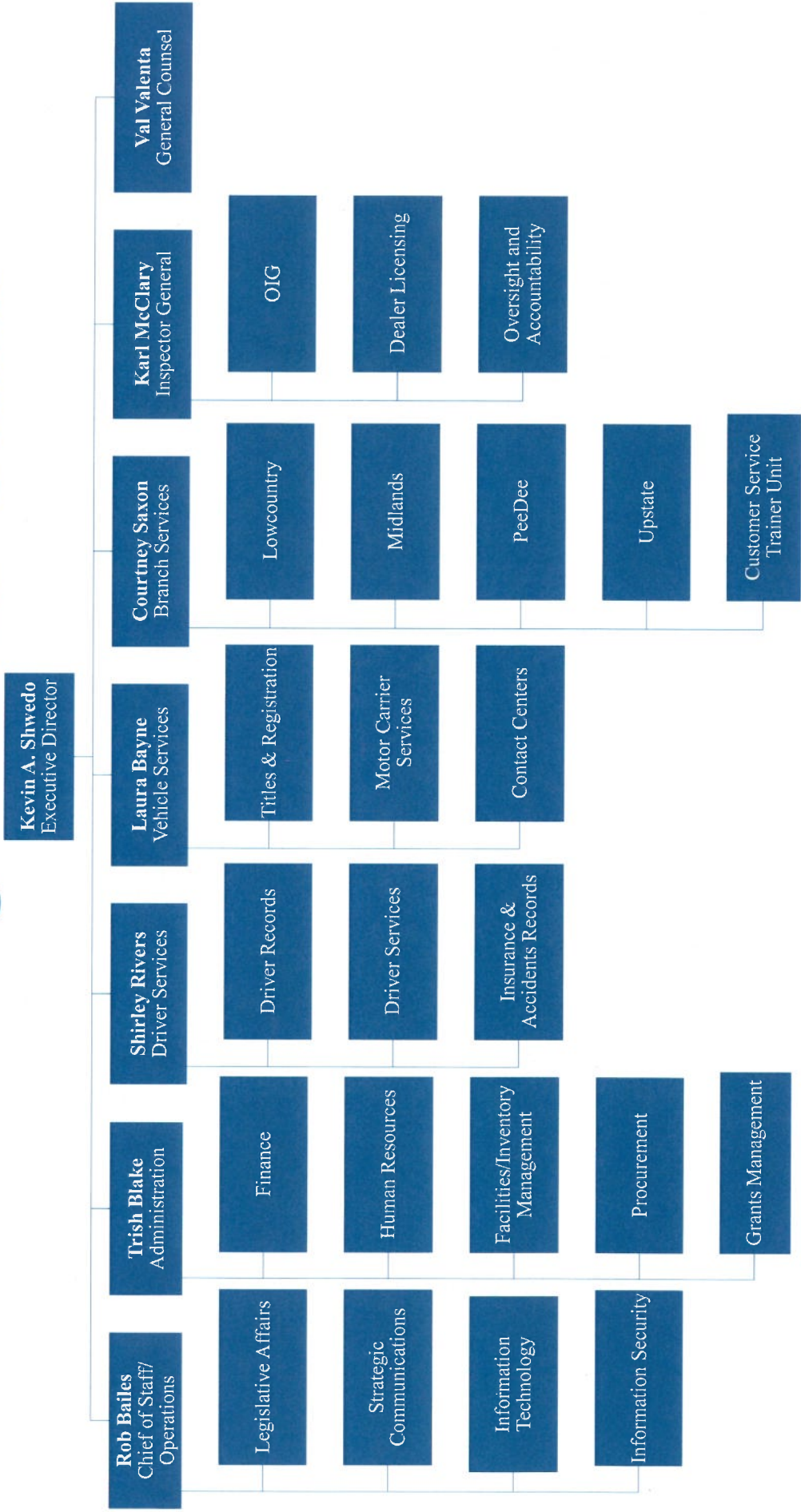
Driver Services: Driver Services is responsible for Data Quality, Motor Vehicle Records, International Customers, Suspensions, and Financial Responsibility. Driver Services also works extensively with the Judicial Branch. Driver Services is led by Director Shirley Rivers.

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

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	2	3	(1)
	Classified	107	96	11
Customer Service Centers	Unclassified		1	(1)
	Classified	797	776	21
Customer Service Delivery	Unclassified	1	1	0
	Classified	168	151	17
Procedures & Compliance	Unclassified	1	1	0
	Classified	121	98	23
Inspector General	Unclassified	1	1	0
	Classified	66	50	16
Technology & Product Development	Classified	50	51	(1)
Total FTEs		1315	1230	85

SCDMV Performance Update

- All 46 counties in South Carolina maintained in-person SCDMV services throughout the COVID pandemic. As an essential agency that ensures “the proper function and continuity of state government operations,” the SCDMV safely served the public and its employees since the onset of the pandemic. The SCDMV implemented an app-based appointment system and installed glass barriers at the counter to even further prevent the spread of COVID-19. The agency continues to practice proper social distancing by setting up temporary work stations that are at least six feet apart in lobbies and allowing South Carolinians to wait in their cars while their service counter is cleaned between customers.
- Commercial driver’s license (CDL) examiners at SCDMV branches across South Carolina have administered 3,251 CDL tests since March 2020 and capacity remains to test even more. Recognizing that the state’s CDL holders have always moved commerce and how they were heavily relied on, particularly, during the start of the COVID-19 pandemic, SCDMV examiners used personal protective equipment to ensure these drivers maintained their livelihoods. Nine SCDMV branches administer CDL tests, and each branch consistently has open opportunities to ensure CDL holders are tested and ready to hit the road.
- Since the COVID-19 pandemic, the SCDMV added five online transactions to allow customers to even more conveniently complete their business with the agency remotely. In 2017, the SCDMV introduced a newly designed mobile-first website which seamlessly transitions from smartphone to tablet to desktop. Customers can now file a dealer complaint, replace a lost or stolen license plate decal, turn in a license plate, purchase a duplicate ID card, and renew their beginner’s permit, among the many already existing transactions, from the palm of their hand. The SCDMV encourages customers to take advantage of SCDMVOnline.com from any mobile device or computer before feeling the need to visit a branch office in person.
- More than 37% of South Carolinians have a REAL ID driver’s license or identification card. The agency anticipates 47% of the state will have a REAL ID by this October. Since the rollout of the state’s most secure card to date in February 2018, the SCDMV has issued 1,615,660 REAL IDs. While more than 725,000 South Carolinians have chosen to purchase a non-REAL ID that says “Not for Federal Identification” and 1,975,790 people have made no change to their license or ID, the agency looks forward to continuing to message the current enforcement date of October 1, 2021 throughout the year. The original enforcement date of October 1, 2020 was pushed back due to the COVID-19 pandemic.

- The SCDMV and three service providers that issue traceable temporary license plates for vehicles and motorcycles have issued a combined 471,191 plates since November 2019. The agency is working to onboard additional service providers and anticipates having more on the system and ready to issue traceable temporary license plates in the future. Currently, there will be three more service providers added by the end of FY21 and an additional three by the end of FY22. By the end of FY22, there will be nine service providers issuing traceable temporary license plates in the state.
- More than 11,800 Certificates of Vision Examination have been electronically submitted to the SCDMV by optometrists and ophthalmologists in South Carolina since Act No. 220 of 2018 took effect on October 1, 2020. The SCDMV partnered with the South Carolina Optometric Association, South Carolina Society of Ophthalmology, and South Carolina Interactive to successfully implement the return of vision screenings at driver's license renewal last fall. There are 919 eye care providers registered to use the electronic portal and submit examination results to the SCDMV. This electronic submission ensures that individuals can continue to renew their driver's licenses online.
- The SCDMV's Mail-In Titles and Registration (MITR) Unit is processing customer paperwork in an average of less than one business day. The agency has a goal to process all mail-in work within five business days. Historically, this has been a challenge for the agency. In late 2018, however, MITR started a reorganization project to streamline its processes. This reorganization included both physical shifts in office/desk layout, as well as shifts in reporting lines and supervisory structures. This project also included more accurate mail accountability, detailed processing metrics and streamlining physical processes to minimize wasted time and effort while maximizing accountability, and processing metrics tracking. While the agency recognizes that there are still ways to improve the customer experience for mail-in paperwork, processing vehicle-related transactions in less than a day is a huge accomplishment for one of the agency's largest departments.

SCDMV Appropriations vs. Actual Spend FY2019-2020

	General Fund			Earmarked			Federal		
	Approp	Actual	Variance	Approp	Actual	Variance	Approp	Actual	Variance
Administration 0100.000000.000	\$5,503,804	\$5,681,826	(\$178,022)						
Customer Service Centers 1000.102000.000	\$36,040,598	\$31,317,733	\$4,722,865						
Customer Service Delivery (Vehicle) 1000.103000.000	\$7,936,821	\$8,284,955	(\$348,134)						
Procedures and Compliance (Driver) 1001.2000000.000	\$6,790,354	\$6,724,516	\$65,838						
Inspector General 1001.350100.000	\$3,300,214	\$3,323,269	(\$23,055)						
Technology & Product Development 1001.400000.000	\$12,564,423	\$12,425,933	\$138,490						
Employer Contributions 9500.050000.000	\$18,967,172	\$18,864,600	\$102,572						
Real ID (3634 Capital Reserve Fund)					\$3,940,776	(\$3,940,776)			
Earmarked Fund 3264				\$8,247,596	\$278,951	\$7,968,645			
Plate Replacement Fund 35C6				\$6,500,000	\$5,624,385	\$875,615			
Facial recognition	\$245,000	\$485,900	(\$240,900)						
End-to-End Encryption	\$400,000	\$400,000	\$0						
FY19-20 Bonus Allocation	\$660,754	\$654,645	\$6,109						
Totals	\$92,409,140	\$88,163,378	\$4,245,761	\$14,747,596	\$9,844,112	\$4,903,484	\$1,700,000	\$641,461	\$1,058,539

SCDMV Appropriations vs. Actual Spend FY2020-2021 (as of 12/28/2020)

	General Fund			Earmarked			Federal		
	Approp	Actual	Variance	Approp	Actual	Variance	Approp	Actual	Variance
Administration 0100.000000.000	\$5,503,804	\$3,077,599	\$2,426,205						
Customer Service Centers 1000.102000.000	\$36,040,598	\$15,782,713	\$20,257,885						
Customer Service Delivery (Vehicle) 1000.103000.000	\$7,936,821	\$3,327,395	\$4,609,426						
Procedures and Compliance (Driver) 1001.200000.000	\$6,790,354	\$2,274,657	\$4,515,697						
Inspector General 1001.350100.000	\$3,300,214	\$1,250,456	\$2,049,758						
Technology & Product Development 1001.400000.000	\$12,564,423	\$7,085,391	\$5,479,032						
Employer Contributions 9500.050000.000	\$18,967,172	\$10,139,779	\$8,827,393						
Real ID (3634 Capital Reserve Fund)					\$207,199	(\$207,199)			
Earmarked Fund 3264				\$8,247,596	\$1,641,318	\$6,606,278			
Plate Replacement Fund 35C6				\$6,500,000	\$2,475,794	\$4,024,206			
Facial recognition	\$245,000	\$30,900	\$214,100						
Totals	\$91,348,386	\$42,968,889	\$48,379,497	\$14,747,596	\$4,324,311	\$10,423,285	\$1,700,000	\$57,718	\$1,642,282

SCDMV Carryforward Balances

See next page for carryforward utilization plan

General Fund

FY20 General Fund Budget	\$92,409,140
FY20 General Fund Spend	(\$88,163,378)
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
DMV Cumulative General Fund Carryforward	\$17,818,119

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) YTD	(\$2,272,232)
Current Earmarked Funds Balance (1/7/21)	\$8,997,879

Capital Reserve Fund 36340000

FY20 Real ID Budget (Carryforward)	\$4,147,975
FY20 Real ID Fund Spend	\$3,940,776
FY20 Real ID Fund Remaining	\$207,199
FY21 Real ID Fund Spend	\$207,199
Current Real ID Fund Balance (1/7/21)	\$0

SCDMV CARRYFORWARD UTILIZATION PLAN

ITEM	COST	Balance as of 7/1/20	
		EARMARKED \$11.3 million	GENERAL FUND \$17.8 million
Phoenix modernization-COBOL Computer Language Translation	\$8m over 4yrs		\$8 million
Phoenix modernization-Increased Web Capabilities	\$1m over 4yrs		\$1 million
Phoenix modernization-program management	\$4m over 4yrs		\$4 million
Phoenix middle piece- SCDMV Accounting System	\$4m over 4yrs		\$4 million
Motor Carrier System Upgrade (plus \$2m Federal Grant)	\$1.2m over 2yrs	\$1.2 million	
SCDMV Capital Improvement Projects (includes \$211k for Moncks Corner)	\$1.4m	\$1.4 million	
REAL ID (FY 21)	\$4.2m	\$4.2 million	
REAL ID (FY 22)	\$4.2m	\$4.2 million	
CDLPI Grant Match	\$113k	\$113k	
TOTAL PLANNED EXPENDITURES:	\$28.1m	\$11.1 million	\$17 million
REMAINING BALANCE:		\$0.2M	\$0.8M

Expenditures occur between FY21 and FY25.

- **COBOL Computer Language Translation.** This project encompasses translating the agency's computer system, Phoenix, from an outdated COBOL language to a more current C-Sharp language. This is the most critical component of the agency's FY21 budget request of \$24 million for its Phoenix III modernization effort and is essential to complete in the next few years, as the availability of COBOL programmers continues to rapidly decline. The estimated cost of this project is \$8 million over a four-year implementation period. In the 2020-2021 Appropriations Act, the House supported the start of this project by providing \$5 million in non-recurring funding for the SCDMV. That money would cover the first year of a complete system overhaul, not just the coding changes. The project will prioritize translating programs and portions of code that support financial transactions to facilitate the SCDMV Accounting System project implementation mentioned below.
- **Increased Web Capabilities.** This project will provide enhanced capabilities for processing even more transactions online versus in-person. The goals of this project are to integrate fillable forms and PDFs, a virtual customer/employee assistant, and more mobile and kiosk-model functionality to existing business processes and transactions.
- **IT Program Management.** The SCDMV must ensure no degradation in its ability to serve customers during the transition between COBOL and C-Sharp computer language and simultaneous efforts to increase web-based capabilities of its Phoenix IT system. This requires program management by a qualified IT program management vendor to ensure SCDMV meets objectives while not diverting scarce resources to manage modernization efforts. The \$4 million allocated to IT program management over a four year period will allow for consistent program management of all modernization efforts during the span of major projects.

- **SCDMV Accounting System.** This project will establish a much needed accounting system for the SCDMV that will pull financial revenue data from Phoenix, enable reconciliation of revenues, and facilitate distribution of revenues to the appropriate state agency via SCEIS. This project has been historically referred to as “the middle piece of Phoenix.” The rise in financial accounting tasks performed by the SCDMV necessitates an automated system to improve the accuracy and efficiency of revenue processing. The estimated cost for the project is \$4 million over a four-year period to provide a commercial off the shelf, or COTS, accounting system that can interface on the front end with Phoenix to draw revenue information, accurately process the revenues, and then interface with SCEIS to distribute the revenues to the proper agency.
- **Motor Carrier System Upgrade.** This project will substantially upgrade the SCDMV’s motor carrier system, colloquially referred to as “Celtic,” to provide increased capability and improve efficiency of processing motor carrier transactions. This upgrade will add the capability of processing intrastate commercial motor vehicle transactions and improve the efficiency in processing both interstate and intrastate motor carrier transactions, while also providing more utility to customers to conduct transactions online. The estimated total cost for the project is \$3.2 million, however, the SCDMV has applied for a \$2 million federal grant which would reduce the State funding to \$1.2 million (\$300,000 of which would be applied to the grant match). Implementation would be over a three-year period.
- **SCDMV Capital Improvement Projects.** This project would establish accounts for capital improvements of SCDMV facilities across the state including HVAC, roofing, parking lot repair/refurbishment, flooring, and deferred maintenance. The total cost of these projects is \$1.2 million and will provide the SCDMV the ability to support customers by maintaining facilities in good working order. An additional \$211k that SCDMV received from the Moncks Corner storm damage insurance claim will be used to outfit the new Moncks Corner location.
- **REAL ID Funding (FY21).** The SCDMV will spend \$4.2 million to support REAL ID implementation throughout FY21. The SCDMV requested authority, which was supported by the House in the FY21 Appropriations Act, to spend carryforward funds for REAL ID. This money will cover continued REAL ID marketing, materials, and personnel costs.
- **REAL ID Funding (FY22).** As a result of the delay of the Federal implementation date of REAL ID until October 1, 2021 and the potential for a further delay due to the COVID-19 response, the SCDMV will require additional REAL ID authority in FY22. Similar to the agency’s request for FY21, the SCDMV will seek the authority to spend carryforward funds to cover REAL ID marketing, materials, and personnel costs throughout FY22.
- **CDLPI Grant Match.** SCDMV has been awarded the FY18/19 CDLPI Federal Grant to be used for refurbishing CDL test courses. The grant requires SCDMV to pay \$113,642 of the total cost.

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

FORM B1 – RECURRING OPERATING REQUEST

**AGENCY
PRIORITY**

1

Provide the Agency Priority Ranking from the Executive Summary.

TITLE

SCDMV Equitable Compensation and Employee Retention Career Pathing Plan

Provide a brief, descriptive title for this request.

AMOUNT

General: \$9,800,000

Federal: \$0

Other: \$0

Total: \$9,800,000

What is the net change in requested appropriations for FY 2021-2022? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS

0.00

Please provide the total number of new positions needed for this request.

**FACTORS
ASSOCIATED
WITH THE
REQUEST**

Mark "X" for all that apply:

- Change in cost of providing current services to existing program audience
- Change in case load/enrollment under existing program guidelines
- Non-mandated change in eligibility/enrollment for existing program
- Non-mandated program change in service levels or areas
- Proposed establishment of a new program or initiative
- Loss of federal or other external financial support for existing program
- Exhaustion of fund balances previously used to support program
- IT Technology/Security related
- Consulted DTO during development
- Related to a Non-Recurring request – If so, Priority #

**STATEWIDE
ENTERPRISE
STRATEGIC
OBJECTIVES**

Mark "X" for primary applicable Statewide Enterprise Strategic Objective:

- Education, Training, and Human Development
- Healthy and Safe Families
- Maintaining Safety, Integrity, and Security
- Public Infrastructure and Economic Development
- Government and Citizens

**ACCOUNTABILITY
OF FUNDS**

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

4.2 Continue to request funding for employee increases and educational opportunities

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?

South Carolina Department of Motor Vehicles Budget Submission High-Level Overview

The South Carolina Department of Motor Vehicles (SCDMV) is requesting \$9.8 million in order to create an Equitable Compensation and Employee Retention Career Pathing Plan that would consist of reclassifications, salary adjustments and step increases based on years of service. Consideration and approval of the additional funding would allow the SCDMV to address its high turnover rate and associated 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

- Currently, SCDMV is not able to offer career pathing plans for employees due to the agency's insufficient personnel budget, which came from its long-standing status as a non-appropriated agency.
- SCDMV offers essential services to the state, as demonstrated during the COVID-19 pandemic, that are critical for the needs of the citizens of South Carolina.
- Pay equity and salary compression are issues due to the difference of salaries, wherein newly joined employees earn close to the same as more experienced employees do.
- Turnover has a detrimental effect on the agency, as we are losing a third of our employee base each year. For FY2021, we are on pace to experience a 33 percent turnover rate based on current agency trends.
- Approximately 70 percent of SCDMV positions are paid less than the state average salary amount for similar positions in the same classification.
- We are competing not only with all other state agencies, who pay more than we do in most job classifications, we are competing externally with the private sector.
- SCDMV's overall compa-ratio is 85 percent, which is in the bottom third of all state agencies.
- The entry level, Customer Service Representatives (CSRs) are incorrectly classified as Administrative Assistant AA50's. SCDMV would like to partner with the Division of State Human Resources (DSHR) to appropriately classify this large group of employees, as well as increase this position's starting salary from \$25,000 to \$28,000 annually, to be in line with the state's average salary for this classification, which is approximately \$28,800
- The transaction count in SCDMV Branch Offices has increased by 17 percent over the past six years and the agency has not increased its headcount to keep up with this demand.

South Carolina Department of Motor Vehicles Budget Submission Justification

The South Carolina Department of Motor Vehicles (SCDMV) would like to request additional recurring funding in order to create a Career Pathing Plan for our employees for equity and retention purposes. With this additional funding, in partnership with DSHR, SCDMV will create a Career Pathing Plan for our employees that will help us to retain our talented employee workforce. SCDMV consistently invests hundreds of hours of detailed and extensive training into our employees,

equating to thousands of dollars per employee in onboarding and turnover costs. SCDMV is requesting \$9.8 million in order to create a Career Pathing Plan that would consist of reclassifications, salary adjustments and increases based on years of service. The breakdown of this \$9.8 million request is \$7.3 million for the costs associated with the Career Pathing Plan and the remainder \$2.5 million would be to cover associated fringe costs.

SCDMV's low pay rates make it extraordinarily difficult to compete with other State Agencies and private industry and as such, the agency experiences an extremely high turnover rate annually. Throughout the COVID-19 pandemic, SCDMV maintained its essential services for the state the entire time with limited interruption. Due to the majority of our positions being essential and customer facing, SCDMV had to adapt and work through some very challenging situations in order to provide critical services to the citizens of South Carolina. SCDMV continues to serve the citizens of our state daily during the COVID-19 pandemic, who find themselves in dire situations and need our services to receive benefits and assistance.

In order to maintain our exceptional customer service, retain a qualified workforce, and reduce training costs for approximately a third of our workforce annually, SCDMV would appreciate your consideration of our request. While SCDMV recognizes \$9.8 million is a large sum of money, this amount is being requested to create a career pathing plan that includes: locality increases, promotional increases, step increases to reward employees for time with the agency and salary adjustments to recognize specialty services such as being certified in international services and being multi-lingual.

SCDMV would like to raise the starting salary of our front line, public facing, mission critical positions from \$25,000 to \$28,000 annually, to include increases based on location, specialized services and years of experience with the agency. The average state salary for employees in the AA50 classification is approximately \$28,800 annually, according to DSHR. The SCDMV has the largest population of employees in this classification, which is close to 550 FTE's. By raising the salaries of our AA50 CSR's, SCDMV also has to take into account the compression and equity concerns throughout the agency. To address this across the agency, SCDMV would like to implement an equitable compensation and employee retention career pathing plan agency wide. The breakdown of the \$9.8 million request goes as follows:

- Approximately \$4.6 million will be utilized to address the pay equity and compression concerns in SCDMV Branch Offices, to include the majority of the AA50 CSR positions, approximately 380.
- Approximately \$2.7 million will be utilized to address the pay equity and compression concerns within SCDMV Headquarters, which also includes over 170 AA50 CSR positions.
- The remaining \$2.5 million will be utilized to cover the fringe costs associated with this plan.
- To address the classification concern within SCDMV Branch Offices, we propose approval to reclassify the below positions as follows:
 - AA50 Band 03 -->JA90 Band 03
 - JA90 Band 03 -->JA92 Band 04
 - JA92 Band 04 --> JA95 Band 05
 - AA75 Band 04 --> AH35 Band 05
 - AH10 Band 05 --> AH40 Band 06

To address the compression concerns within the entire agency, wherein newly joined employees earn close to the same as more experienced employees, SCDMV would like to implement an initial step increase for time in position.

SCDMV will be collaborating with DSHR to accurately assess the remaining positions at Headquarters to implement reclassifications and specialized service increases where needed and applicable. This will better align SCDMV salaries with the state salary averages for comparable positions and appropriate classifications.

SCDMV Historical Information and Current Revenue Collected for the State

In June 2003, SCDMV became a stand-alone cabinet agency reporting to the Governor. Prior to this time, SCDMV had been a division within several other state agencies (Department of Revenue, Department of Transportation, and Department of Public Safety). When SCDMV converted from a division within an agency to a stand-alone agency, salaries remained the same. For example, at the time, the salary of the Deputy Director of the Division of Motor Vehicles stayed the same and became the salary of the Executive Director of the Department of Motor Vehicles. As such, all other salaries remained in line.

Additionally, prior to FY2017, SCDMV was a non-appropriated state agency and received no state appropriated dollars. During the timeframe of 2003 to 2017, when the state would pass a cost of living adjustment (COLA), SCDMV had to absorb the

JUSTIFICATION OF REQUEST

cost of \$8.4 million within our budget, as the agency was not given general funds to cover the increase. Each percentage point given as the COLA, increased SCDMV's salary and fringe cost by \$500,000. Likewise, operating cost were increasing with no increases in fees. Given the fact that SCDMV was a non-appropriated state agency up until three years ago and had to absorb all increases in costs with current revenue streams, the agency has been unable to sustain the state salary average in almost every job class.

For FY2020, SCDMV collected \$687 million for our state and dispersed \$665 million to other state agencies as well as non-state agencies, colleges, universities and special interest groups. Some of the state agencies that receive SCDMV collected revenues are: SC Department of Transportation—\$417 million, State Infrastructure Bank—\$124 million, SC Department of Education—\$40 million, State Treasurer's Office—\$51 million and SC Department of Public Safety—\$18 million. SCDMV retained only \$1.8 million out of the \$687 million revenues collected after deducting \$4 million for plate replacement. As information, the revenue that SCDMV collects has doubled with the passing of the roads bill.

SCDMV Current Day and Challenges Faced

SCDMV currently has 1315 classified positions and seven unclassified positions. Our total personnel budget currently is \$62.7 million (total salary plus fringe) and our average agency annual salary is \$31,100. When comparing this to other cabinet agencies of similar size or even smaller, the personnel budgets and average agency annual salaries are disproportionate. The total agency turnover for FY2019 totaled 30 percent and for FY2020, it was slightly lower at 24 percent due to the COVID-19 pandemic. In FY2020, the agency lost close to 300 employees. The largest staffed division within our agency, Branch Services, experienced a 32 percent turnover rate for FY2019 and a 25 percent turnover for FY2020. For FY2021, we are on pace to experience a 33 percent turnover rate based on current agency trends. Approximately 70 percent of SCDMV positions are paid less than the state average salary amount for similar jobs in the same classification. It is also important to note that because SCDMV has not had the funding, employees who have been here 20+ years are making almost the same as employees working for less than a year, doing the exact same job. This can be extremely demotivating to our tenured employees who have to carry the burden of knowledge as well as continually train all new employees who are on-boarded. We are competing not only with all other state agencies, who pay more than we do in most job classes, we are competing externally with the private sector. Given the inequity in salaries when compared to private and public sector, the SCDMV simply cannot compete.

When comparing this to other cabinet agencies of similar size or even smaller, the personnel budgets and average agency annual salaries are disproportionate. A comparable agency, SC Department of Natural Resources (DNR) currently offer their AA50 employees a higher starting wage, offer step increases for time in position for employees and a career path for growth and development. SCDMV currently cannot offer any type of time in position increases or career path options for its employees. Data pulled from 2019 shows DNR's average agency salary is \$42,420 with 924 FTEs, and the DMV's average is \$31,100, with 1315 FTE's.

Below are a few additional agencies and their average salary and FTE headcount:

- Dept. of Admin—Average Salary=\$55,132 with 654 FTEs
- Dept. of Public Safety—Average Salary=\$44,983 with 1514 FTEs
- Parks, Recreation & Tourism—Average Salary=\$37,339 with 405 FTEs
- Dept. of Juvenile Justice—Average Salary=\$36,191.32 with 1490 FTEs

According to the [Classification and Compensation System Study Project](#) that the state funded in 2016, one major focus on this report is the compa-ratio formula. The compa-ratio formula is commonly used by human resource professionals to assess the competitiveness of an employee's pay level. It is the salary expressed as a percentage of the mid-point of a pay band. SCDMV's overall compa-ratio is 85 percent, which is in the bottom third of all state agencies. The executive summary portion of this report states "when viewed in conjunction with a comparison with the market, shows current salaries lagging other States by an average of 15%, lagging the in-State public sector market by 16% and lagging the in-State private sector market by 18%, means that the State's pay band midpoints and actual pay is uncompetitive. This creates challenges both in recruitment and retention of qualified employees." The report also states, "Unlike in some other States where the overall competitiveness of the benefits package offsets the level of competitiveness of salaries, this is not the case for the State. While annual leave and holidays are above market, the 8.16% employee contribution to the retirement plan is the highest in the Southeastern States and significantly higher than employee contributions to defined benefit plans in the private sector." Please note that this employee contribution increased since this study was completed and is now 9 percent. The report also states, "The employee cost sharing of 21.3% for healthcare is above the 7-15% in other State Governments and in line with the 15-29% in the private sector. The analysis shows that the level of competitiveness of benefits should not be a distraction from dealing with the main focus of the recommendations, that being a redesign of the classification and

compensation plan and a move towards funding of salaries to a more competitive level." For entry-level positions at SCDMV, who on average make approximately \$12 an hour, the take home pay amount is staggeringly low. For a married employee who has family medical coverage, her gross earnings per paycheck equals \$1,041. Her total deductions per paycheck, which includes her 9 percent retirement deduction, family medical costs and life insurance, equals \$317 with \$173 going to taxes. Her net pay per paycheck is \$551. For a single employee who has medical coverage for himself only, his gross earnings per paycheck equals \$1041. His total deductions per paycheck equals \$158, with taxes being \$165, making his net pay per paycheck \$718.

The largest group of SCDMV employees, the entry level Customer Service Representatives (CSRs) are incorrectly classified as Administrative Assistants (class code AA50). These are public facing, mission critical positions and the complexity of the various roles in our Branch Offices and in Headquarters increase substantially from there. SCDMV struggles to compete internally with other state agencies, as the majority of agencies have AA50's in administrative/secretarial type roles that have duties such as answering the telephone, typing up word documents, responding to emails, etc. The type of responsibility that is placed on CSR's, more closely aligns with the paralegal classification as it pertains to interpreting law and making critical decisions with the private and secure information for the citizens of South Carolina. The employees in our Branch Offices and Headquarters have to know over 400 transaction types that heavily involve interpreting law and analyzing critical customer data. SCDMV has requested to be a part of next year's classification study with DSHR to either create our own classification series to align more properly with the work our employees do or edit the classification series for our License Examiners (JA90/JA92/JA95), to better align with all positions in our Branch Offices.

The transaction count in SCDMV Branch Offices has increased by 17 percent over the past six years and the agency has not increased its headcount to keep up with this demand. With the very high turnover amount and increase in transactions, the majority of our Branch Offices cannot properly schedule time off for our employees. SCDMV employee morale is adversely impacted by the pay inequities and increase in transaction counts. SCDMV employees raise concerns through exit surveys about inadequate pay for the work that they do. Employees also raise concerns around not being able to use their earned state benefit of annual and sick leave. These employee concerns are due to the demands that turnover and the increase in transaction count have placed on our employees. We require our Branch Offices to meet the 20-minute wait time standard and management struggles to allow employees to take off the time that they desire and need. Just in the Branch Services division alone, the annual and sick leave balance for our 750 employees equals 348,126 hours. This number represents approximately 12 weeks of annual and sick leave that each of these 750 employees have not been able to use. The impacts of pay inequity and employees not being able to take their earned annual and sick leave result in low morale across the agency.

The agency strives every day to meet and exceed our strategic goals and deliver exceptional customer service. The details of SCDMV's Strategic Plan are outlined on the last portion of this document. Meeting these critical deliverables has become challenging, given the increase in transactions, high turnover rates, and overall low employee morale. The work that SCDMV does is critical for our state. Consideration and approval of the additional funding would allow the SCDMV to address its high turnover rate and associated 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. Thank you for your consideration of this very critical agency request.

South Carolina Department of Motor Vehicles Mission and Vision

SCDMV's mission is to administer the State's motor vehicle licensing and titling laws by maintaining strict controls to deliver secure and valid identification, licenses, property records, all while accurately accounting for the receipt and timely distribution of all revenue collected in order to best serve our citizens. Our vision is to be a model state agency who delivers exceptional customer service and promotes effective and efficient business processes, professional employees, innovative technology and strategic partnerships.

SCDMV's Strategic Goals and Performance Measures

1. Deliver an excellent customer service experience while upholding the existing laws that govern agency operations.
 - Ensure the average initial wait time for a customer stays below 20 minutes per business day.
 - Ensure Revenues collected are distributed in order to provide financial support to outside organizations.
 - Reduce backlogs to ensure a five-business-day turnaround standard.
2. Modernize customer delivery service methods
 - Increase amount of services available online

- Secure legislative support for modernization and efficiency efforts
- Leverage partnerships for deliverability of products and services
- 3. Minimize the risk of fraud and breaches .
 - Increase SCDMV security posture of our network infrastructure for B2B transactions to better protect SC citizen's data.
 - Maintain and increase internal and external auditing functions.
 - Retain effective measures to reduce fraud and introduce new measures when appropriate.
- 4. Invest in employees through development and recognition opportunities
 - Emphasize career development and employee retention within the DMV.
 - Continue to request funding for employee increases and educational opportunities.
 - Continue existing recognition program

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

AGENCY PRIORITY	2
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Mail Tracking System - Recurring
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Provide a brief, descriptive title for this request.

AMOUNT	<p>General: \$65,500</p> <p>Federal: \$0</p> <p>Other: \$0</p> <p>Total: \$65,500</p>
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What is the net change in requested appropriations for FY 2021-2022? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	0.00
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Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	<p>Mark "X" for all that apply:</p> <table border="1"> <tr><td><input type="checkbox"/></td><td>Change in cost of providing current services to existing program audience</td></tr> <tr><td><input 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 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 checked="" type="checkbox"/></td><td>Related to a Non-Recurring request – If so, Priority # 3</td></tr> </table>	<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 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"/>	Related to a Non-Recurring request – If so, Priority # 3
<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																				
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<input type="checkbox"/>	Consulted DTO during development																				
<input checked="" type="checkbox"/>	Related to a Non-Recurring request – If so, Priority # 3																				

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	<p>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</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										

ACCOUNTABILITY OF FUNDS	<p>1.3 Reduce backlogs to ensure a five-business-day turnaround standard</p> <p>2.3 Leverage partnerships for deliverability of products and services</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	Vendors and DMV employees
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FUNDS

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

DMV is requesting funding for a modern mail tracking system that would allow every mail parcel to be tracked from arrival at the DMV to the end user in real-time. Our current system only tracks the arrival date of certified mail and offers no ability to track regular first class mail.

If a customer asks about the status of their request, we are unable to determine the status unless we physically search for their documents. A mail tracking system would allow us to provide detailed, real-time status of their request and protect customer PII.

A modern digital mail tracking system would also provide us the ability to digitize incoming mail and have those digital documents readily available for the appropriate DMV employee to action the request. This would reduce manual handling of incoming mail to a single time, which lessens the opportunity for an item to be misplaced. Additionally, with the documents in a digital format, the time to route an item to the appropriate end user is almost instantaneous. This would be a significant gain in efficiency, as currently it takes approximately three days for an item received by our main mailroom to make it to the end user. A modern system could reduce that time down to three to four hours.

Recurring costs include:

Salary/fringe increases - \$50,000 DMV can avoid adding positions by increasing salaries due to increased duties/supervisory responsibilities (\$35,700 salary increases + \$14,300 fringe increases)

Annual equipment/software service plan - \$15,500

If the SCDMV is not able to acquire this technology and equipment, we would be required to continue to operate as we currently are, which limits our ability to fully meet the desires and expectations of our customers, as well as remain consistent and current with emerging technical advances.

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 B2 – NON-RECURRING OPERATING REQUEST

AGENCY PRIORITY	3
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Mail Tracking System - Non Recurring
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Provide a brief, descriptive title for this request.

AMOUNT	\$457,500
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What is the net change in requested appropriations for FY 2021-2022? This amount should correspond to the total for all funding sources on the Executive Summary.

FACTORS ASSOCIATED WITH THE REQUEST	Mark "X" for all that apply:	
	<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 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"/>	Request for Non-Recurring Appropriations
	<input checked="" type="checkbox"/>	Request for Federal/Other Authorization to spend existing funding
<input checked="" type="checkbox"/>	Related to a Recurring request – If so, Priority # Mail Tracking System - Recurring	

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark "X" for primary applicable Statewide Enterprise Strategic Objective:	
	<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

ACCOUNTABILITY OF FUNDS	<p>1.3 Reduce backlogs to ensure a five-business-day turnaround standard</p> <p>2.3 Leverage partnerships for deliverability of products and services</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 and contractors
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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?

JUSTIFICATION OF REQUEST

DMV is requesting funding for a modern mail tracking system that would allow every mail parcel to be tracked from arrival at the DMV to the end user in real-time. Our current system only tracks the arrival date of certified mail and offers no ability to track regular first class mail.

If a customer asks about the status of their request, we are unable to determine the status unless we physically search for their documents. A mail tracking system would allow us to provide detailed, real-time status of their request and protect customer PII.

A modern digital mail tracking system would also provide us the ability to digitize incoming mail and have those digital documents readily available for the appropriate DMV employee to action the request. This would reduce manual handling of incoming mail to a single time, which lessens the opportunity for an item to be misplaced. Additionally, with the documents in a digital format, the time to route an item to the appropriate end user is almost instantaneous. This would be a significant gain in efficiency, as currently it takes approximately three days for an item received by our main mailroom to make it to the end user. A modern system could reduce that time down to three to four hours.

Non-recurring costs include:

Mail processing equipment – \$425,000 (Mail Processing Sorters/Openers, handheld scanners, OCR readers, barcode sprayer)

Mail processing software - \$1,500

Workflow software - \$2,000

Ancillary equipment – \$29,000 (carts, bins, cube redesign for new equipment)

If the SCDMV is not able to acquire this technology and equipment, we would be required to continue to operate as we currently are, which limits our ability to fully meet the desires and expectations of our customers, as well as remain consistent and current with emerging technical advances.

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 B2 – NON-RECURRING OPERATING REQUEST

AGENCY PRIORITY	4
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Real ID Earmarked Spend Authority
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Provide a brief, descriptive title for this request.

AMOUNT	\$4,200,000
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What is the net change in requested appropriations for FY 2021-2022? This amount should correspond to the total for all funding sources on the Executive Summary.

FACTORS ASSOCIATED WITH THE REQUEST	Mark "X" for all that apply:	
	<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 checked="" type="checkbox"/>	Request for Non-Recurring Appropriations	
<input type="checkbox"/>	Request for Federal/Other Authorization to spend existing funding	
<input type="checkbox"/>	Related to a Recurring request – If so, Priority #	

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark "X" for primary applicable Statewide Enterprise Strategic Objective:	
	<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

ACCOUNTABILITY OF FUNDS	<p>1.1 Ensure the average initial wait time for a customer stays below 20 minutes per business day</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>This request enables DMV to comply with the provisions of Real ID.</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 and vendors
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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?

**JUSTIFICATION
OF REQUEST**

Due to the COVID-19 Pandemic, the federal deadline for Real ID has been extended by one year- until October 1, 2021 (State of SC FY2021-22). DMV expects a high level of requests for Real ID's as the federal deadline approaches. DMV also expects high levels of requests after the federal deadline, when citizens realize they can no longer use their non-Real ID credentials for federal identification (air travel).

DMV data suggests that many of our citizens have procrastinated obtaining their Real ID credentials. The Coronavirus, along with the extended federal deadline, have also contributed to delays in obtaining Real ID's.

DMV is requesting \$4.2 million in **Earmarked Authority** to continue our Real ID program through FY2021-22.

Salaries/Employer Contributions \$2,782,000

Operating Costs \$1,418,000

Total \$4,200,000

It is crucial that DMV receives this earmarked authority. If authority is not received, DMV will not have the resources required to service the high level of Real ID's requested by South Carolina citizens.

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

AGENCY PRIORITY	5
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Increase Plate Replacement Spend Authority
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Provide a brief, descriptive title for this request.

AMOUNT	<p>General: \$0</p> <p>Federal: \$0</p> <p>Other: \$500,000</p> <p>Total: \$500,000</p>
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What is the net change in requested appropriations for FY 2021-2022? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	0.00
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Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	Mark "X" for all that apply:	
	<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 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 #	

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark "X" for primary applicable Statewide Enterprise Strategic Objective:	
	<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

ACCOUNTABILITY OF FUNDS	<p>1.2 Ensure revenues collected are distributed in order to provide financial support to outside organizations</p> <p>2.1 Increase amount of services available online</p> <p>2.3 Leverage partnerships for deliverability of products and services</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	Vendors
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FUNDS

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

DMV is requesting an increase in Plate Replacement Earmarked Authority of \$500,000 (from \$6.5M to \$7.0M).

Our current License Plate contract will expire prior to FY2021-22. DMV expects our new contract to be more costly than our current contract. An estimated 15% cost increase would result in an additional \$800,000 in Plate Replacement spending.

The traceable temporary license plates implemented in FY20 have also contributed to an increase in Plate Replacement funding requirements. The traceable plates cost significantly more than the previous non-traceable 45-day plates (\$5.00/plate vs. \$0.56/plate). DMV is currently exploring less costly options for the traceable temporary plates.

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

AGENCY PRIORITY	6
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	FTE Reclassifications
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Provide a brief, descriptive title for this request.

AMOUNT	General: \$0 Federal: \$0 Other: \$0 Total: \$0
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What is the net change in requested appropriations for FY 2021-2022? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	0.00
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Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	Mark "X" for all that apply:	
	<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 checked="" 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 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 #	

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark "X" for primary applicable Statewide Enterprise Strategic Objective:	
	<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

ACCOUNTABILITY OF FUNDS	4.1 Emphasize career development and employee retention within the DMV
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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	DMV employees
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FUNDS

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**

Convert Attorney V position 60029683 from Classified to Unclassified. A form BD211 was submitted and approved in 2017 to convert the General Council position in Administration (0100.000000.000). DMV was recently informed that a Form B1 is required to make the approval recurring.

Convert Program Manager II position 60031468 from Classified to Unclassified. A form BD211 has been submitted to convert the Deputy Director of DMV Customer Service Centers (1000.102000.000) from Classified to Unclassified.

No additional appropriations or positions are requested to convert these positions.

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.