

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

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South Carolina Department of Motor Vehicles Agency Overview and Summary of Accountability Report

Agency Overview

AGENCY HISTORY – SCDMV was a division of the Department of Public Safety until 5 June 2003; when DMV became a standalone state agency. From 2003 through FY2016, DMV was a non-appropriated State Agency funding operations by retaining revenues as allowed by the SC Code of Laws. In FY2017, DMV became an appropriated agency and the revenues DMV previously retained for operations were designated for the State Highway Fund at the Department of Transportation to secure the bonds issued to improve SC roads.

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

AGENCY VISION – SCDMV is a model State Agency delivering exceptional customer service and promoting efficient business practices, professional employees, innovative technology, and strategic partnerships.

Our statement of values is “Your SCDMV -- Each a Role Model – Competent, Committed, Courteous,” which has fostered a sense of comradery, teamwork and unity.

Fiscal Year 2015-16 Accountability Report – Executive Summary

SCDMV operates 67 customer service centers across the state. The majority offer full service transactions with expanded capabilities in some offices: 21 offices serve international customers; 9 strategic state-wide locations offer skills tests for commercial drivers; 7 offer Dealer Services, all offices accept dealer work; 9 process International Fuel Tax Agreement (IFTA) / International Registration Plan (IRP) transactions; 2 additional offices offer IFTA only; and 1 Community Area Response and Emergency Services (CARES) Vehicle.

In FY16, except for \$0.6M in federal grants, the DMV was a non-appropriated, revenue-generating Agency generating \$312.0M in revenues, distributing \$224.5M to other agencies and groups as mandated by state law, and expended \$84.4M to resource the headquarters and 67 branch offices.

We achieved our Strategic Objectives by aligning: the Governor’s priorities, Fiscal Budget Authority with Agency core functions, implementation of legislative mandates, and the expressed needs and requirements from constituents and Agency employees into a set of 6 Agency strategies. These strategies include:

- 1) Fostering awareness of organizational goals and objectives, laws and regulations, and policies and procedures through effective communication;
- 2) Setting goals, determining actions and mobilizing resources necessary to perform the Agency’s mission and core functions;
- 3) Providing superior customer service through alternative methods for product and service security and delivery and pursuing legislative support to ensure successful implementation;
- 4) Empowering employees through recognition, leadership development and performance accountability;

South Carolina Department of Motor Vehicles Agency Overview and Summary of Accountability Report

- 5) Developing, implementing, assessing and reassessing all internal and external systems and practices to identify areas of improvement; and
- 6) Ensuring fiscal and business responsibility to protect the state's monetary resources.

At the top of Agency priorities are Data Security and employee's ability to protect personal or proprietary information. We conducted a comprehensive gap analysis of the 13 DIS Security Policies and implemented a mitigation strategy for all identified threats. Through Agency initiatives we continue to maintain average customer wait times near or below 8 minutes while successfully processing a total of 14,113,064 transactions. Of these transactions, 6,516,495 were processed throughout the state in our 67 customer service centers and we continue to seek ways to improve business practices.

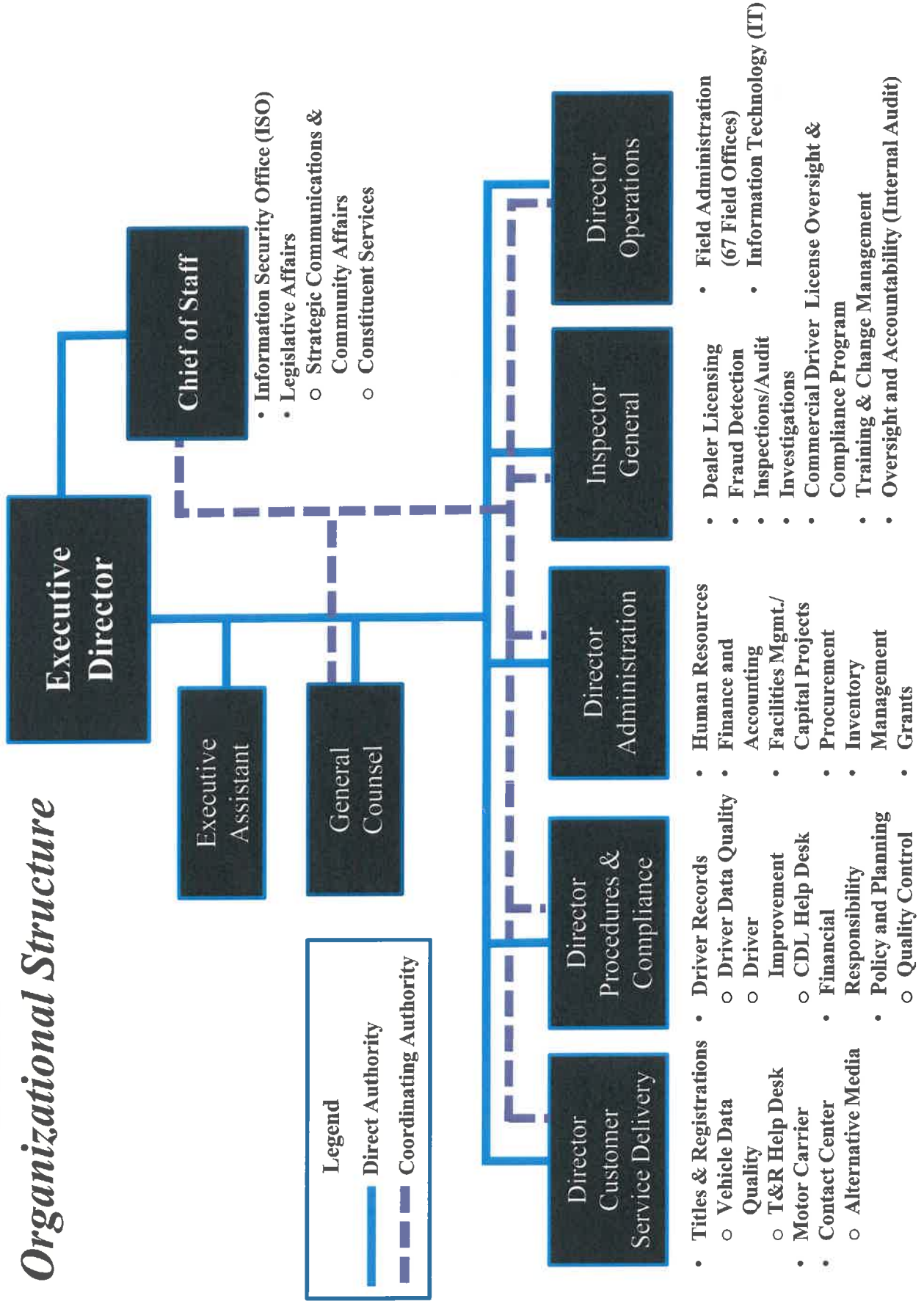
Bottom-line, the Agency's survival is based on its ability to sustain and secure operations. From the administration of the State's motor vehicle licensing and titling laws, to maintaining strict controls in order to deliver secure and valid identification, licenses, and property records, all while accurately accounting for the receipt and timely distribution of revenue collected, the Agency's main focus is, and always will be, directed on how the SCDMV can best serve the citizens of South Carolina.

Risk Assessment and Mitigation Strategies

A failure of DMV's internal transaction database and/or the possible breach of customer information are the two most potential negative impacts to the citizens of South Carolina. Our ability to communicate and secure the information from our database is our greatest priority. Our principal information application, Phoenix, was implemented in August 2002. SCDMV will have applied approximately 9,000 modifications to the Phoenix system since 2004. Within the next five years, SCDMV will have very limited staff with experience to maintain and support our existing IT architecture. This system will become unmaintainable without modernization. SCDMV needs to plan and save now for these eventualities.

In order to mitigate the risk of external breach of customer information, DMV needs continued support for our Information Technology and Information Security initiatives in our Budget submission. The Agency requires a more robust Disaster Recovery capability to ensure continued operations in the event of a catastrophic loss of our system. Additionally, over the next few years, it will be necessary to modernize our transactional database (Phoenix) system. We require funding to commission an external assessment of modernizing our current system, and based on that assessment, funding either incrementally over several years or one-time non-recurring to conduct a system modernization.

SCDMV Organizational Structure



South Carolina Enterprise Information System
 Appropriation Balances Report (477)
 R400 DEPARTMENT OF MOTOR VEHICLES

Funded Program - Budget	Budget Act CI	Fiscal Year 2014			Fiscal Year 2015			Fiscal Year 2016			
		Other Funds	Federal Funds	Other Funds	Federal Funds	Other Funds	Federal Funds	Other Funds	Federal Funds		
		Authorizations	YTD Actual Expense	Authorizations	YTD Actual Expense	Authorizations	YTD Actual Expense	Authorizations	YTD Actual Expense	Authorizations	YTD Actual Expense
0100.000000.000 ADMINISTRATION	501014	\$118,239.00	\$118,238.88	\$118,239.00	\$120,226.10	\$118,239.00	\$120,226.10	\$122,969.00	\$122,968.80	\$175,724.00	\$170,261.28
	501058	\$4,103,882.00	\$4,142,503.11	\$4,298,882.00	\$4,090,591.62	\$4,298,882.00	\$4,090,591.62	\$4,377,002.00	\$4,254,088.86	\$175,724.00	\$170,261.28
	501060	\$199,488.00	\$199,486.80	\$199,488.00	\$196,747.17	\$199,488.00	\$196,747.17	\$203,478.00	\$200,142.98	\$175,724.00	\$170,261.28
	501070	\$56,000.00	\$48,742.02	\$85,174.00	\$69,771.03	\$85,174.00	\$69,771.03	\$85,174.00	\$187,728.61	\$175,724.00	\$170,261.28
	512001	\$2,043,058.00	\$1,155,115.45	\$1,599,525.00	\$2,012,820.36	\$2,193,058.00	\$2,012,820.36	\$2,193,058.00	\$2,892,158.16	\$175,724.00	\$170,261.28
0100.000000.000 ADMINISTRATION Total:		\$6,520,667.00	\$5,664,086.26	\$6,894,841.00	\$6,490,156.28	\$6,894,841.00	\$6,490,156.28	\$6,981,681.00	\$7,657,087.41	\$175,724.00	\$170,261.28
1000.102000.000 CUSTOMER SERVICE CTR	501058	\$22,219,516.00	\$21,515,380.26	\$20,554,516.00	\$20,831,671.26	\$20,554,516.00	\$20,831,671.26	\$20,953,097.00	\$21,126,962.39	\$175,724.00	\$170,261.28
	501070	\$1,305,323.00	\$1,207,657.87	\$1,171,340.00	\$1,439,866.45	\$1,305,323.00	\$1,439,866.45	\$1,276,149.00	\$2,170,752.93	\$175,724.00	\$170,261.28
	512001	\$11,171,340.00	\$5,457,738.04	\$0.00	\$7,624,887.73	\$11,903,340.00	\$7,624,887.73	\$11,903,340.00	\$7,598,333.61	\$650,000.00	\$9,425.77
1000.102000.000 CUSTOMER SERVICE CTR Total:		\$34,696,179.00	\$28,180,776.17	\$33,734,005.00	\$29,896,425.44	\$33,734,005.00	\$29,896,425.44	\$34,132,586.00	\$30,896,048.93	\$650,000.00	\$9,425.77
1000.103000.000 CUSTOMER SERVICE DEL	501058	\$3,341,203.00	\$3,958,543.91	\$4,107,203.00	\$4,122,864.93	\$4,107,203.00	\$4,122,864.93	\$4,186,374.00	\$4,174,608.58	\$175,724.00	\$170,261.28
	501060	\$96,449.00	\$96,448.80	\$96,449.00	\$73,581.66	\$96,449.00	\$73,581.66	\$98,378.00	\$92,448.04	\$175,724.00	\$170,261.28
	501070	\$107,037.00	\$268,290.49	\$331,037.00	\$346,901.72	\$331,037.00	\$346,901.72	\$331,037.00	\$406,218.86	\$175,724.00	\$170,261.28
	512001	\$3,658,724.00	\$2,231,183.90	\$2,240.64	\$2,343,718.55	\$2,698,724.00	\$2,343,718.55	\$2,698,724.00	\$2,269,981.82	\$2,000.00	\$2,000.00
1000.103000.000 CUSTOMER SERVICE DEL Total:		\$7,203,413.00	\$6,554,467.10	\$7,203,413.00	\$6,887,066.86	\$7,203,413.00	\$6,887,066.86	\$7,314,513.00	\$6,943,257.30	\$2,000.00	\$2,000.00
1000.103005X000 Plate Replacement	512001	\$3,350,000.00	\$2,289,247.33	\$3,350,000.00	\$3,089,472.45	\$3,350,000.00	\$3,089,472.45	\$4,900,000.00	\$4,315,681.93	\$175,724.00	\$170,261.28
1000.103005X000 Plate Replacement Total:		\$3,350,000.00	\$2,289,247.33	\$3,350,000.00	\$3,089,472.45	\$3,350,000.00	\$3,089,472.45	\$4,900,000.00	\$4,315,681.93	\$175,724.00	\$170,261.28
1001.200000.000 PROC AND COMPLIANCE	501058	\$3,557,249.00	\$3,165,345.48	\$3,525,249.00	\$3,183,725.93	\$3,525,249.00	\$3,183,725.93	\$3,588,556.00	\$3,084,312.77	\$175,724.00	\$170,261.28
	501060	\$96,187.00	\$96,226.04	\$96,187.00	\$99,088.80	\$96,187.00	\$99,088.80	\$98,111.00	\$99,088.80	\$175,724.00	\$170,261.28
	501070	\$56,106.00	\$25,389.92	\$50,606.00	\$81,248.86	\$50,606.00	\$81,248.86	\$50,606.00	\$90,737.88	\$175,724.00	\$170,261.28
	512001	\$3,189,333.00	\$2,440,182.27	\$3,115,333.00	\$2,674,221.91	\$3,115,333.00	\$2,674,221.91	\$3,115,333.00	\$2,495,007.64	\$111,625.00	\$111,625.00
1001.200000.000 PROC AND COMPLIANCE Total:		\$6,898,875.00	\$5,727,143.71	\$6,787,375.00	\$6,038,285.50	\$6,787,375.00	\$6,038,285.50	\$6,852,606.00	\$5,769,147.09	\$111,625.00	\$111,625.00
1001.350100.000 Inspector General	501058	\$1,708,472.00	\$1,736,271.44	\$1,650,415.00	\$1,671,530.17	\$1,650,415.00	\$1,671,530.17	\$1,683,334.00	\$1,518,081.51	\$175,724.00	\$170,261.28
	501060	\$0.00	\$0.00	\$90,057.00	\$67,927.17	\$90,057.00	\$67,927.17	\$91,863.00	\$98,108.88	\$175,724.00	\$170,261.28
	501070	\$23,000.00	\$29,172.66	\$28,500.00	\$57,087.33	\$28,500.00	\$57,087.33	\$28,500.00	\$55,989.01	\$175,724.00	\$170,261.28
	512001	\$218,557.00	\$283,758.83	\$292,557.00	\$326,080.84	\$292,557.00	\$326,080.84	\$292,557.00	\$334,102.25	\$61,901.00	\$253,638.99
1001.350100.000 Inspector General Total:		\$1,950,029.00	\$2,049,202.93	\$2,061,529.00	\$2,125,625.51	\$2,061,529.00	\$2,125,625.51	\$2,096,254.00	\$2,006,281.65	\$61,901.00	\$253,638.99
1001.350500X000 Facial Recognition P	512001	\$245,000.00	\$232,517.00	\$245,000.00	\$900,501.54	\$245,000.00	\$900,501.54	\$245,000.00	\$297,965.00	\$175,724.00	\$170,261.28
1001.350500X000 Facial Recognition P Total:		\$245,000.00	\$232,517.00	\$245,000.00	\$900,501.54	\$245,000.00	\$900,501.54	\$245,000.00	\$297,965.00	\$175,724.00	\$170,261.28
1001.400000.000 TECHNOLOGY & PROG DEV	501058	\$2,735,137.00	\$2,626,357.01	\$2,937,137.00	\$3,028,042.48	\$2,937,137.00	\$3,028,042.48	\$2,989,664.00	\$2,912,464.66	\$175,724.00	\$170,261.28
	501070	\$0.00	\$42,397.73	\$0.00	\$17,774.10	\$0.00	\$17,774.10	\$0.00	\$53,666.89	\$175,724.00	\$170,261.28
	512001	\$5,923,630.00	\$5,527,425.71	\$5,923,630.00	\$5,971,952.00	\$5,923,630.00	\$5,971,952.00	\$5,923,630.00	\$7,569,113.28	\$698,750.00	\$93,614.70
1001.400000.000 TECHNOLOGY & PROG DEV Total:		\$8,658,767.00	\$8,196,180.45	\$8,860,767.00	\$9,017,768.58	\$8,860,767.00	\$9,017,768.58	\$8,913,294.00	\$10,535,244.83	\$698,750.00	\$93,614.70
9500.050000.000 STATE EMPLOYER CONTR	513000	\$13,722,070.00	\$14,485,869.75	\$4,225.00	\$8,759.68	\$14,578,070.00	\$15,258,372.61	\$14,831,662.00	\$15,785,340.62	\$0.00	\$2,424.14
9500.050000.000 STATE EMPLOYER CONTR Total:		\$13,722,070.00	\$14,485,869.75	\$4,225.00	\$8,759.68	\$14,578,070.00	\$15,258,372.61	\$14,831,662.00	\$15,785,340.62	\$0.00	\$2,424.14
R400 DEPARTMENT OF MOTOR VEHICLES Total:		\$83,245,000.00	\$73,379,490.70	\$83,745,000.00	\$79,700,674.77	\$83,745,000.00	\$79,700,674.77	\$86,267,596.00	\$84,206,054.76	\$1,700,000.00	\$575,767.22

Cash Balance at 6/30/2016 22,829,246.00
 Transfer to DOT (10,000,000.00)
 Remaining Cash 12,829,246.00

South Carolina Department of Motor Vehicles
FY 17-18 Budget Priorities Summary

Priority No.		Budget Priorities							Funding					FTEs			
		Type (non-recurring/other)	Title	Description	Recurring	Non-Recurring	Other	Federal	Total	State	Other	Federal	Total				
1	Recurring	FLSA	Raise Salaries to avoid overtime	\$1,200,000								\$1,200,000					
2	Recurring	Supply Costs	Increase in Supplies due to increased costs to vendors and increased transactions	\$720,000								\$720,000					
3	Recurring	Living Wage	CSR's salaries from \$23,742 to \$24,300	\$268,300								\$268,300					
4	Non-Recurring	Annual Leave Payouts	Annual Leave payouts for (TERI) retirees		\$140,000							\$140,000					
5	Recurring	Performance Increases	Performance Increases for outstanding employees	\$300,000								\$300,000					
6	Recurring	CARES Staffing	CARES vehicle staffing 1 manager; 1 CSR - No FTE's requested	\$99,000								\$99,000					
7	Recurring	PHXIII Proof of Concept	POC for Replacement of DMV's Primary Customer System; no cash needed; only authority to spend carryforward earmarked funds			\$1,000,000						\$1,000,000					
8	Non-Recurring	Disaster Recovery	Preparing DMV systems for Integration with Statewide Strategy		\$500,000							\$500,000					
9	Non-Recurring	Chip and Pin	EMV infrastructure dedicated switches/modems in field offices		\$300,000							\$300,000					
10	Non-Recurring	State to State	Secure transmission of point violations from other states		\$150,000							\$150,000					
11	Non-Recurring	Community Response	Suitcase sized DMV stations and SUV's for transport (SHARK)		\$210,000							\$210,000					
12	Non-Recurring	CSTIMS	Secure transfer of CDL test scores		\$150,000							\$150,000					
									Total						\$5,037,300		

**South Carolina Department of Motor Vehicles
Transportation, Regulatory & Cultural Subcommittee
Proviso Request Summary**

FY16-17 Proviso #	Renumbered FY17-18 Proviso #	Proviso Title	Short Summary	FY of Proviso Introduction/ # of years in budget	Recommended Action	Proviso Language
None		Phoenix III Development and Data Migration	Replacement of the primary vehicle and driver records system will cost at least \$48 Million. DMV seeks proviso to designate remaining cash carryforward from FY16 for PHXIII development and implementation	FY2018/0	Add	(DMV: Phoenix III Development and Data Migration) The Department shall transfer up to \$12,800,000 in the current fiscal year, from any available other earmarked cash at the end of fiscal year 2016-2017, to a reserve fund to be used for the agency's development, implementation and migration to a new Phoenix III system.
82.11	82.9	DOT Transfer	DMV complied with \$10 Million transfer to DOT in FY17; therefore delete proviso	FY2017	Delete	(DMV: DOT Transfer) The Department shall transfer \$10,000,000 in the current fiscal year from any available cash balances to the Non-Federal Aid Highway Fund at the Department of Transportation.
82.7	82.6	Facial Recognition Program	DMV has and will continue to pay for the program, therefore no proviso is necessary.	FY2014/4 years	Delete	The Department of Motor Vehicles is directed to utilize the funds authorized for the agency to continue the Facial Recognition Program.
82.3	82.2	Publish Headquarters Call Center Telephone Number	DMV has complied and phone number is readily available, therefore no proviso is necessary.	FY2016/2 years	Delete	From the funds appropriated in Part IA, Section 82 to the Department of Motor Vehicles, it is the intent of the General Assembly that the Department of Motor Vehicles in each county should have the Headquarters Call Center telephone number published.
82.8	82.7	Five Year Eye Exam Suspension	DMV requests proviso be codified	FY2014/4 years	Codify	For the current fiscal year, Section 56-1-220(B), relating to the requirement for a vision screening certificate during the fifth year of a ten-year drivers license, is suspended.
82.12	82.10	General Fund Balance Carryforward	DMV requests proviso be codified	FY2017/1 year	Codify	The Department of Motor Vehicles may carry forward any unexpended general fund balance from the prior fiscal year and expend those funds in the current fiscal year.



SCDMV Budget Overview



\$312M in Collections

Registration fees

Titles

Fees: Late/Reinstatement/
Uninsured Motorists

Sale of Information

Vehicle Plates

Licenses

Knowledge Tests

Manuals

**\$224.5M Disbursed
to non-DMV
agencies**

Department of Motor Vehicles

87,628,193

Other State Agencies which receive DMV revenues

State Infrastructure Bank	112,828,461
Department of Revenue	45,550,579
Department of Transportation	20,197,705
Department of Public Safety	18,338,562
State General Fund	11,466,050
Department of Insurance	2,121,160
State Treasurer's Office	643,613
Dept. of Natural Resources	139,462
Department of Education	128,309
Parks, Recreation and Tourism	45,930
Department of Agriculture	44,975
DHEC	10,535
Department of Social Services	801
Total to Other State Agencies	211,516,142

Non-State Agencies which receive DMV revenues

IFTA & Customer Refunds	7,956,889
Counties	3,502,994
Special Interest Groups (66)	811,105
South Carolina Colleges and Universities (31)	532,297
Out of State Colleges and Universities (11)	110,311
Fraternities and Sororities (7)	50,240
Total to Non-State Agencies	12,963,836

\$86.5M DMV's ceiling/spending authority

***\$87,628,193 - DMV retained in revenues;**
(*\$83.8M after deducting \$3.8M for plate replacement)

\$56.4M Payroll/fringe

***\$28.0M DMV Operations**
(\$23.7M left to conduct DMV operations
after deducting for plate replacement)



SCDMV Budget Overview



Out of State Colleges & Universities

University of Georgia	24,869
Auburn University	17,348
Florida State University	14,091
Georgia Tech Foundation	12,390
University of Florida	9,475
NC State Alumni Association	8,298
University of Alabama	8,281
Ohio State University	5,055
Purdue Alumni Association	4,561
University of Tennessee	4,269
Appalachian State University	1,674
Total	110,311

Fraternities and Sororities

Alpha Kappa Alpha Sorority	15,880
Fraternity and Sorority	15,440
Omega Psi Phi	7,840
Zeta Phi Beta	4,040
Kappa Alpha Psi	3,680
Alpha Phi Alpha	1,800
Phi Beta Sigma	1,560
Total	50,240

South Carolina Colleges and Universities

University of South Carolina	212,560	Southern Wesleyan	2,560
Clemson University	185,540	Columbia College	2,520
Citadel	29,800	Lander University	2,200
SC State University	14,120	North Greenville University	2,200
USC Baseball National Champions	13,077	Coker College	1,760
Wofford College	11,760	Morris College	1,600
College of Charleston	8,200	Limestone College	1,520
Furman University	7,880	Charleston Southern University	1,200
Presbyterian College	5,240	Allen University	1,120
Benedict College	5,080	MUSC Alumni Association	1,120
Newberry College	3,680	Erskine College	1,080
Coastal Carolina University	3,200	Bob Jones University	680
Clafin College	2,960	Voorhees College	680
Winthrop College	2,960	Anderson College	640
Converse College	2,680	USC School of Medicine	80
Frances Marion University	2,600	Total	532,297



SCDMV Budget Overview



Special Interest Groups

Gift of Life Fund	255,470	Boylkin Spaniel Foundation	9,536	Special Olympics	1,664
Ducks Unlimited	46,422	Donate Life	7,570	Quality Deer Management	1,522
Morris Island Lighthouse	33,238	Marine Corps League	7,099	Palmetto Health Children's Hospital	1,514
United We Stand	29,350	Support Our Troops	6,874	Rocky Mountain Elk Foundation	1,323
Fraternal Order of Police	26,829	SC Citizens for Life	6,010	SC Technology Alliance	1,297
Nurse's Foundation	26,293	SC Equality	4,955	Sertoma International	1,293
Share the Road	25,421	Wilson High School Alumni Association	4,880	Penn Center	1,274
Ancient Free Masons	21,873	US Navy Chief Petty Officer	4,864	Northwestern High School Alumni Association	1,120
Heritage Classic	21,463	SC Tennis Patrons Foundation	4,384	Beaufort Water Festival	1,106
I Believe SC	19,569	Firefighter	4,000	Dr. Mary McLeod Bethune	1,090
Our Farms Our Future	19,250	Rotary International	3,349	Eagle Scouts of America	1,008
H. L. Hunley Submarine	17,460	National Multiple Sclerosis	3,018	SC Stands With Israel	927
Surfrider Foundation	17,380	Tree My Dog	2,735	SC Elks Association	922
Sons of Confederate Veterans	15,848	Boy Scouts of America	2,697	US Air Force Academy	843
Home Ownership: The American Dream	13,187	Coastal Conservation Association	2,619	Carolinas District Kiwanis Foundation	714
Earth Echo International	12,708	SC Autism Society	2,444	Greenville Children's Hospital	628
Veteran Logo	12,112	Reduce, Reuse, Recycle	2,263	NASCAR	604
MUSC Children's Hospital	12,030	Trees SC	2,248	American National Red Cross	567
Prince Hall Masons	11,675	Ronald McDonald House	2,159	Mothers Against Drunk Driving	460
Hunting Island State Park	11,031	SC Cattlemen's Association	2,152	Total	811,105
Emergency Medical Services	11,027	Prince Hall Masons, Order of Eastern Star	2,144		
Arts Awareness	10,785	U.S. Naval Academy	2,090		
Breast Cancer Awareness	10,535				
Parrot Head	10,497				
Wild Turkey Foundation	9,686				

Revised: 21 Oct 2016