

AGENCY NAME:	Department of Motor Vehicles		
AGENCY CODE:	R400	SECTION:	82

**Fiscal Year 2019–2020
Accountability Report**

SUBMISSION FORM

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, and property records, while accurately accounting for the receipt and timely distribution of all revenue collected in order best serve our citizens.
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AGENCY VISION	The SCDMV is a model state agency delivering exceptional customer service and promoting efficient business practices, professional employees, innovative technology, and strategic partnerships.
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Does the agency have any major or minor recommendations (internal or external) that would allow the agency to operate more effectively and efficiently?

RESTRUCTURING RECOMMENDATIONS:	Yes	No
	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Is the agency in compliance with S.C. Code Ann. § 2-1-230, which requires submission of certain reports to the Legislative Services Agency for publication online and to the State Library? See also S.C. Code Ann. § 60-2-30.

REPORT SUBMISSION COMPLIANCE:	Yes	No
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

AGENCY NAME:	Department of Motor Vehicles		
AGENCY CODE:	R400	SECTION:	82

Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 30-1-10 through 30-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

RECORDS MANAGEMENT COMPLIANCE:	Yes	No
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

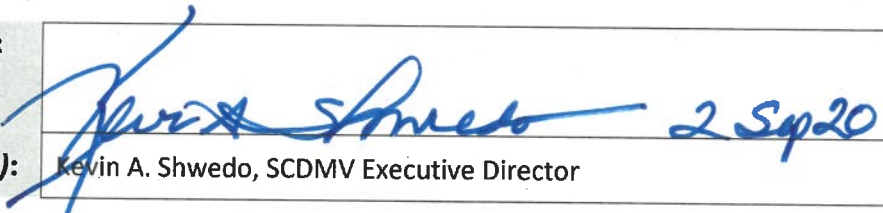
Is the agency in compliance with S.C. Code Ann. § 1-23-120(J), which requires an agency to conduct a formal review of its regulations every five years?

REGULATION REVIEW:	Yes	No
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please identify your agency's preferred contacts for this year's accountability report.

	<u>Name</u>	<u>Phone</u>	<u>Email</u>
PRIMARY CONTACT:	Kevin A. Shwedo	803-896-8924	Kevin.Shwedo@scdmv.net
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I have reviewed and approved the enclosed FY 2019–2020 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	
(TYPE/PRINT NAME):	Kevin A. Shwedo, SCDMV Executive Director
BOARD/CMSN CHAIR (SIGN AND DATE):	Not applicable
(TYPE/PRINT NAME):	Not applicable

AGENCY NAME:	Department of Motor Vehicles		
AGENCY CODE:	R400	SECTION:	82

The South Carolina Department of Motor Vehicles (SCDMV) is a model state agency delivering exceptional customer service and promoting efficient business practices, professional employees, innovative technology, and strategic partnerships. The SCDMV administers 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.

The agency’s statement of values is, “Your SCDMV – Each a Role Model – Competent, Committed, Courteous!” The agency director, through branch office visits, ceremonies, training sessions, weekly staff meetings, and agency leadership involvement and input has continued to promote the agency’s vision, encouraged open communication, and generated dialogue with the agency’s employees seeking input on ideas, best practices, standardization, and compliance to address their concerns.

The development and education of the SCDMV’s values has fostered a sense of comradery, teamwork, and unity. The agency developed a recognizable and memorable agency motto and seal that unites all agency staff under a common mission and direction. Most importantly, the agency has a very robust awards and recognition program aimed at great public servants who demonstrate the core values and vision of the SCDMV.

The SCDMV operates 66 permanent branch offices and three mobile units across the state. The majority of these branches offer full-service transactions with expanded capabilities in some offices outlined below.

- 21 offices serve international customers
- 9 offices, in strategic locations, offer skills tests for commercial driver’s licenses (CDL), and the CDL knowledge test is offered in each of the 66 branches
- 7 offices are considered “Dealer Central” branches where work from dealerships is processed within three business days, and all SCDMV branches accept dealer work over the counter
- 8 offices process International Fuel Tax Agreement (IFTA) and International Registration Plan (IRP) transactions for large commercial motor carriers
- 1 Community Area Response and Emergency Services (CARES) vehicle provides statewide emergency response services as its primary function and community outreach response as its second. Functionally, this is a tow-behind trailer outfitted with permanent fixtures, five work stations, and a generator that can serve as a self-contained office.
- 2 Self-contained Hazardous Area Response Kits (SHARKs) which provide statewide emergency response service as their primary function and community outreach response as their second. Functionally, these are two units that include work stations, printers, a camera, and storage containers that double as tables for the equipment when setup. These units are often used when indoor or covered space is available for personnel to set them up.

The SCDMV continues to partner with other agencies, localities, and associations to share information and identify laws to synchronize, verify, and ease our collective ability to service the citizens of South Carolina.

AGENCY NAME:	Department of Motor Vehicles		
AGENCY CODE:	R400	SECTION:	82

In November 2019, after partnering with the South Carolina Automobile Dealers Association, the agency finished the implementation of the state’s first traceable temporary license plate, a critical component in improving the safety of law enforcement officers who patrol the state’s roads. No longer are law enforcement officers, essentially, blind if stopping a vehicle with a temporary plate for a traffic infraction. Prior to this law taking effect, dealerships and casual sellers could provide hand-written paper tags that were not tied to the vehicle’s new owner upon selling or purchasing a car. There was no way for a law enforcement officer to see who he or she was to be interacting with when “running the plate” of one of these vehicles. Further, this old practice introduced a significant amount of fraud to our state, as drivers could simply re-write a new handwritten tag with a new expiration date and put it on the back of their vehicles, avoiding the state’s 45-day title and registration requirement of §56-3-210(H).

No longer is this the case. Now, vehicles are tied to the new owner immediately at the point of sale. When a law enforcement officer “runs” a traceable temporary license plate number, he or she is able to immediately identify to whom that vehicle should be registered and be more informed when approaching the driver of said vehicle. Approximately 1,970 franchise and independent dealerships in South Carolina are able to issue these traceable temporary license plates at their businesses, and the SCDMV looks forward to expanding that number in the future.

That same month, the State of South Carolina moved even further to being fully compliant with the Federal REAL ID Act of 2005 due to the passage of H.3789. At the end of November 2019, Act #86 of 2019 took effect standardizing more eight-year driver’s licenses and identification cards across the board and introducing a replacement fee for some ID cards thus cutting down on ID card fraud.

Now, almost all driver’s licenses, including commercial driver’s licenses (CDL), and identification cards are valid for eight years to be in compliance with the Federal REAL ID Act and create consistency among SCDMV products. Hazmat CDLs remain valid for the length of the Transportation Security Administration Threat Assessment that the applicant completes. Simultaneously, fees were increased for CDLs that are now valid for more than five years, and ID card fees increased to cover the agency’s activity-based cost. Furthermore, ID cards for people 17-years-old and older now carry a \$10 replacement fee if a person loses his or her ID card after being issued a free one during his or her validity period. This cuts down dramatically on ID card fraud and the long term costs to the state.

Due to the COVID-19 pandemic that impacted the state and, therefore, the 2020 legislative session, the General Assembly passed no bills directly impacting the SCDMV, but the agency was able to begin the conversation on needed legislation to update and standardize a number of ways the agency operates. For example, House members introduced a bill that would standardize the way the agency issues military license plates for qualifying citizens. The bill unanimously passed subcommittee and received support from the Military Caucus. The SCDMV looks forward to partnering with the General Assembly in 2021 on similar legislation. Additionally, the Senate introduced a bill that would codify and standardize current agency policy on vehicle title brands. While this consumer protection bill did not receive a hearing in 2020, the agency looks forward to working with the General Assembly in 2021 on this recommendation from the House Legislative Oversight Committee.

AGENCY NAME:	Department of Motor Vehicles		
AGENCY CODE:	R400	SECTION:	82

Finally, the SCDMV received favorable support in the House’s first version of the Appropriations Act passed in early March. The agency gained support for its multi-million dollar career pathing plan that would outline step increases for employees and positions throughout the agency. The plan would bring a large number of SCDMV positions up to the state salary average, a measure in goal four of the FY20 Accountability Report. The SCDMV also received support to modernize its more-than-20-year-old computer system, Phoenix, a step in providing increased efficiencies to the people the agency serves.

On July 4, 2019, the SCDMV’s branch in Moncks Corner was impacted by severe weather which destroyed the majority of the building and contents inside. Fortunately, since it was a state holiday, no SCDMV employees nor customers were hurt, and no personally identifiable information was compromised due to the disaster. While the agency saw a tremendous clean-up response from its employees and community members in Moncks Corner, the agency was without a branch office for a number of months. Thankfully, however, the SCDMV was able to continue serving the Moncks Corner area with little-to-no-interruption with its CARES vehicle mentioned above. Responding to natural disasters or emergency situations is exactly why the agency has the CARES vehicle and being able to continue providing SCDMV services to the people of the Lowcountry following the severe weather was a welcome sight for everyone in the community. The agency was able to open a new brick-and-mortar Moncks Corner branch approximately a mile from the old office about six months after the severe weather event. The employee response following the July storm was recognized as an American Association of Motor Vehicle Administrators regional award winner.

Beginning in January 2020, the SCDMV used its SHARKs to support the issuance of REAL IDs in each county throughout the state. This Statewide County Tour was cut short due to the COVID-19 pandemic and the postponement of the REAL ID enforcement deadline from October 1, 2020 to October 1, 2021, but the SCDMV still issued 1,165 REAL IDs during this tour. As of the end of FY20, 1,389,561 South Carolinians had a REAL ID driver’s license or identification card, and the agency anticipates more than 50 percent of South Carolinians to have one by the new enforcement date above. The agency hopes to restart the tour in 2021 before REAL ID enforcement takes effect.

The SCDMV’s executive leadership sustained the agency’s objectives through the translation of the Governor’s priorities, the linkage between the fiscal authority and agency core functions, direction from legislators, and the express needs and requirements from both constituents and agency employees into four executable, supportable, and succinct agency goals. These goals include:

- Deliver an excellent customer service experience while upholding the existing laws that govern agency operations
- Modernize customer service delivery methods
- Minimize the risk of fraud and breaches
- Invest in employees through development and recognition opportunities

The COVID-19 pandemic shifted the agency’s operations during the last quarter of the fiscal year, yet it presented a unique opportunity to operationalize the four goals above in new and challenging ways. As an essential agency that never closed during the pandemic, the SCDMV sought and implemented innovative ways to deliver an excellent customer service experience and modernize customer service

AGENCY NAME:	Department of Motor Vehicles		
AGENCY CODE:	R400	SECTION:	82

delivery methods all while minimizing the risk of security breaches and continue recognizing the outstanding men and women who made it all happen.

Not once did the SCDMV fully close during the pandemic. While there were shifts in operations to adhere to social distancing standards, the SCDMV maintained branch office hours at least one day a week (some, up to three days a week) in every county. Once restrictions started to lift, the SCDMV transitioned to opening five days a week, by appointment only, for all but two of its branches. The Allendale and McCormick branches opened on Wednesdays only since these two offices are typically only open two days a week during normal operations.

While the agency did see a decrease in the number of transactions it completed in person during COVID-19, 11 percent to be specific, when comparing this fiscal year to last, because customers were asked to complete their transactions online when possible, online transactions increased by more than 140,000 from March to June compared to the same time period last year. Meanwhile, revenue numbers remained high in FY20, and the agency's total revenue equaled \$686,874,707.01 this fiscal year. That is a \$19,239,524.41, or three percent, increase compared to last fiscal year.

Overall, the SCDMV successfully processed 15,599,029 transactions (including web, county, title, electronic lien and title, and registration services) in FY20. Of these transactions, 5,822,217 were processed throughout the state in the agency's 66 branch offices and 5,393,362 were processed at SCDMV Headquarters. In addition to these numbers, the headquarters employees processed 30,509 licenses surrendered from out of state, 398,623 tickets or violations, 507,329 financial responsibility (insurance) suspensions, and 317,846 driver suspensions.

During COVID-19, the SCDMV suspended its non-commercial, regular license road tests for approximately eight weeks. However, the agency continued to provide tests for motorcycle licenses and CDLs outside of a two-week period. Recognizing that CDL holders typically move commerce throughout South Carolina, the SCDMV felt it was important to continue offering this test if examiners felt comfortable and protected while testing applicants.

Once the agency restarted regular license skills tests, it did so in a modified way to protect employees and customers from potential virus transmission. The modified skills test the SCDMV offered was recognized on the national stage and by other jurisdictions as a model to implement. The SCDMV presented a modified skills test that maintained test fidelity while ensuring employees and customers social distanced. The modified skills test allowed agency examiners the opportunity to adequately test an applicant's ability to drive in a safe and consistent manner.

To support teleworking for employees with positions not typically suited for that type of work, the SCDMV made the decision to transition the majority of its traditional desktop computer setups in the agency to laptops and docking stations during the pandemic and moving forward. Employees are now able to easily take their work home if a situation requires distance working. Furthermore, the agency was able to transition 58.6 percent of its Contact Center staff members to a telework-only model. The vast majority of SCDMV positions are not conducive to teleworking as they require face-to-face interaction with customers or processing mail-in paperwork and transactions that customer send to

AGENCY NAME:	Department of Motor Vehicles		
AGENCY CODE:	R400	SECTION:	82

agency headquarters in Blythewood. These simple solutions kept employees feeling safe and healthy in their home environments while also continuing to provide exceptional customer service to the people of the state. Additionally, the SCDMV provided 55 employees to support the Department of Employment and Workforce's Contact Center when employment benefit calls were overwhelming DEW's system. These employees supported DEW's mission for three weeks before transitioning back to their regular positions at the SCDMV. This is an example of government collaboration working for the good of our state's citizens at a time when they needed it most.

Due to COVID-19, the agency evaluated what transactions were offered online and created and prioritized a list of transactions that could be added as online services. The agency added or is in the process of adding the ability to turn-in a license plate, and renew an identification card, among others, to the available online transactions. The agency continues to be committed to modernizing customer service delivery methods, and the addition of these transactions will push the agency even further towards achieving this goal.

Because the agency is focused on providing superior customer service, the agency delivered its products and services through multiple service channels, including in-person service in branch offices, mail-in and web services, call center operations, constituent services, and through our legislative liaisons. To that end, the agency provided more than 440 different products and services to the general public, businesses, and governmental entities including, but not limited to, federal and state agencies, insurance companies, banks, county tax offices, law enforcement, dealerships, the legislature, and judges and court administrators. Before the COVID-19 pandemic, the agency maintained its eight-minute average initial wait time (AIWT) for in-person customers statewide. During COVID-19, the agency transitioned to an appointment system negating the need to measure the AIWT.

Agency leadership continues to participate in the promotion of community relationships aimed at improving the lives of employees, as well as the citizens of the state. Being a part of community partnerships is essential in meeting this goal. Over the past year, the SCDMV's executive director has continued to participate in more than 40 committees aimed at improving the lives of state employees and all South Carolinians.

The SCDMV continues to focus on data and information security as evident in its commitment of necessary resources to avoid information compromise or interdiction. During this fiscal year period, the Chief Information Security Officer (CISO) provided initial security awareness training to 302 new employees, temporary employees, Vets for Success, interns, volunteers, and contractors. Nearly 1,300 employees received security awareness training using a newly implemented learning management system. In light of the ever-increasing threat to our citizen's data, the SCDMV's primary goal is to maintain data integrity and the security of that data.

The SCDMV achieved compliance, validation, and attestation of all Payment Card Industry (PCI) – Data Security Standard (DSS) requirements this fiscal year. The agency participates in the state's master merchant card services agreement with Suntrust Merchant Services (STMS) and partners with SC.gov to accept and process card payments. In accordance with the SCDMV's participation agreement, the agency must at all times adhere to the current version of PCI-DSS. These include: compliance with the

AGENCY NAME:	Department of Motor Vehicles		
AGENCY CODE:	R400	SECTION:	82

standard, validation of the compliance with the standard, and attestation of validation of compliance with the standard.

In concert with the Chief Information Officer, the CISO continues to employ an Information Security Incident Response Team and processes that allow them to quickly respond to, identify the cause of, isolate, and remedy security-related incidents. The agency's CISO will continue to work with other state and federal partners to ensure threats are mitigated to the data network.

On a final note, in FY19, the agency selected 'no' in reference to "Is the agency in compliance with S.C. Code Ann. §2-1-230, which requires submission of certain reports to the Legislative Services Agency for publication online and to the State Library? See also S.C. Code Ann. §60-2-30." In FY20, the SCDMV has changed this response to 'yes' after reviewing the reports the agency produces and requirements of statute. This change was staffed with staff members of the Legislative Oversight Committee in winter 2020.

Risk Assessment and Mitigation Strategies

As in years past, a failure of the SCDMV's internal transaction database and/or the possible breach of customers' personally identifiable information remain the two most potentially negative impacts to the citizens of South Carolina. The agency's ability to communicate and secure the information from its database is our greatest priority. Our principal information application, Phoenix, was implemented in August 2002, and it has received more than 11,000 modifications since 2004. As mentioned above, modernizing this system was supported in the House's first version of the FY21 Appropriations Act. The House supported a \$5 million non-recurring funding request to fund year one of the four-year modernization project.

The House also passed a proviso allowing the agency to use carryforward money on Phoenix's modernization. The SCDMV has a plan to use appropriations or carryforward to begin the Phoenix modernization during FY21. With funding uncertainty following the COVID-19 pandemic, the SCDMV will work to focus on the most critical component of the modernization project: transitioning the computer language from the outdated COBOL coding to C# (C Sharp) language. Once completed, this modernization project will allow the agency to more quickly implement legislative mandates that require programming from the SCDMV's technology team.

In the meantime, the SCDMV started a Business Continuity Plan this fiscal year following a recent Social Security Administration Audit. This plan, which will integrate with the state's disaster recovery planning efforts, will ensure secure and continued operations in the event of a catastrophic system loss.

An additional risk is the replenishment of the agency's Plate Replacement Fund that is used to fund the cyclical replacement of license plates. Currently, there is more money exiting the fund than coming into the fund. For example, the SCDMV pays the vendor \$5 for each traceable temporary license plate the agency then sells to customers for \$5 each. The \$5 customers pay goes to the General Fund, yet the SCDMV is required to continue purchasing traceable temporary license plates to sustain this core mission. Furthermore, \$1 from each International Registration Plan license plate goes to the State

AGENCY NAME:	Department of Motor Vehicles		
AGENCY CODE:	R400	SECTION:	82

Infrastructure Bank for a total of approximately \$27,000 a year, yet the Plate Replacement Fund is paying for these license plates to be created.

Finally, the SCDMV's revenue reconciliation is a totally manual process using Excel spreadsheets due to the agency's internal system, Phoenix, having no accounting functions or reconciliation capabilities. Any adjustments made outside of Phoenix must be made in Excel spreadsheets. All of the funds collected within the SCDMV are posted in the SCEIS system, and our Revenue Accounting department must account for those funds against Phoenix to determine to where the funds should be distributed. With the additional revenues being received and distributed since the passage of Act #40 of 2017, the agency has a plan to spend carryforward money on an accounting system to automate the distribution process, as well as help to mitigate any risk associated with a manual reconciliation process.

South Carolina Department of Motor Vehicles

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Executive Director

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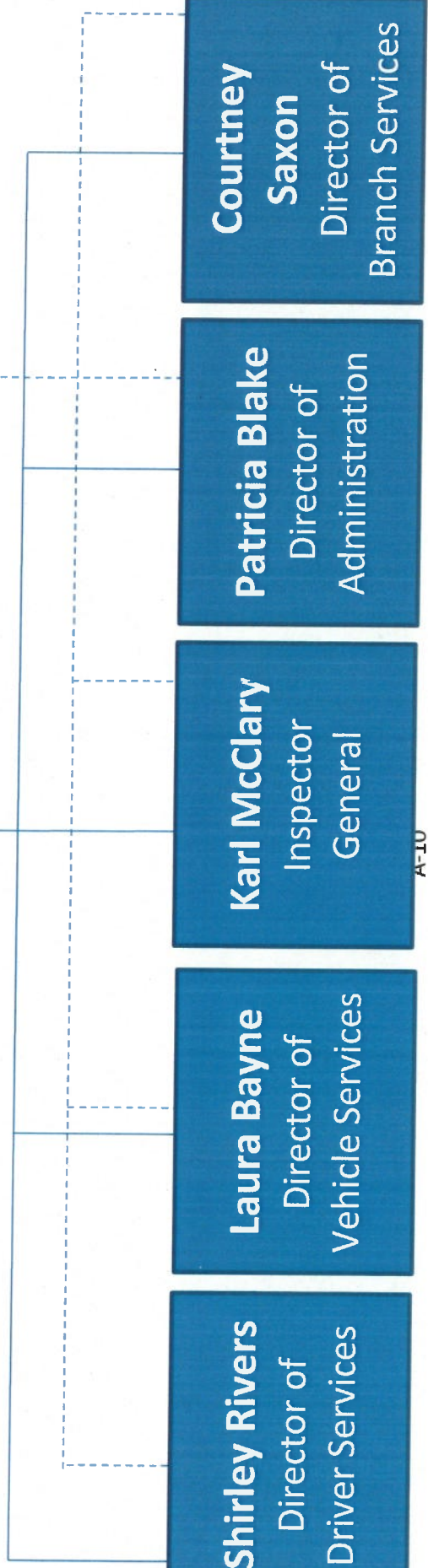
Shirley Rivers
Director of Driver Services

Laura Bayne
Director of Vehicle Services

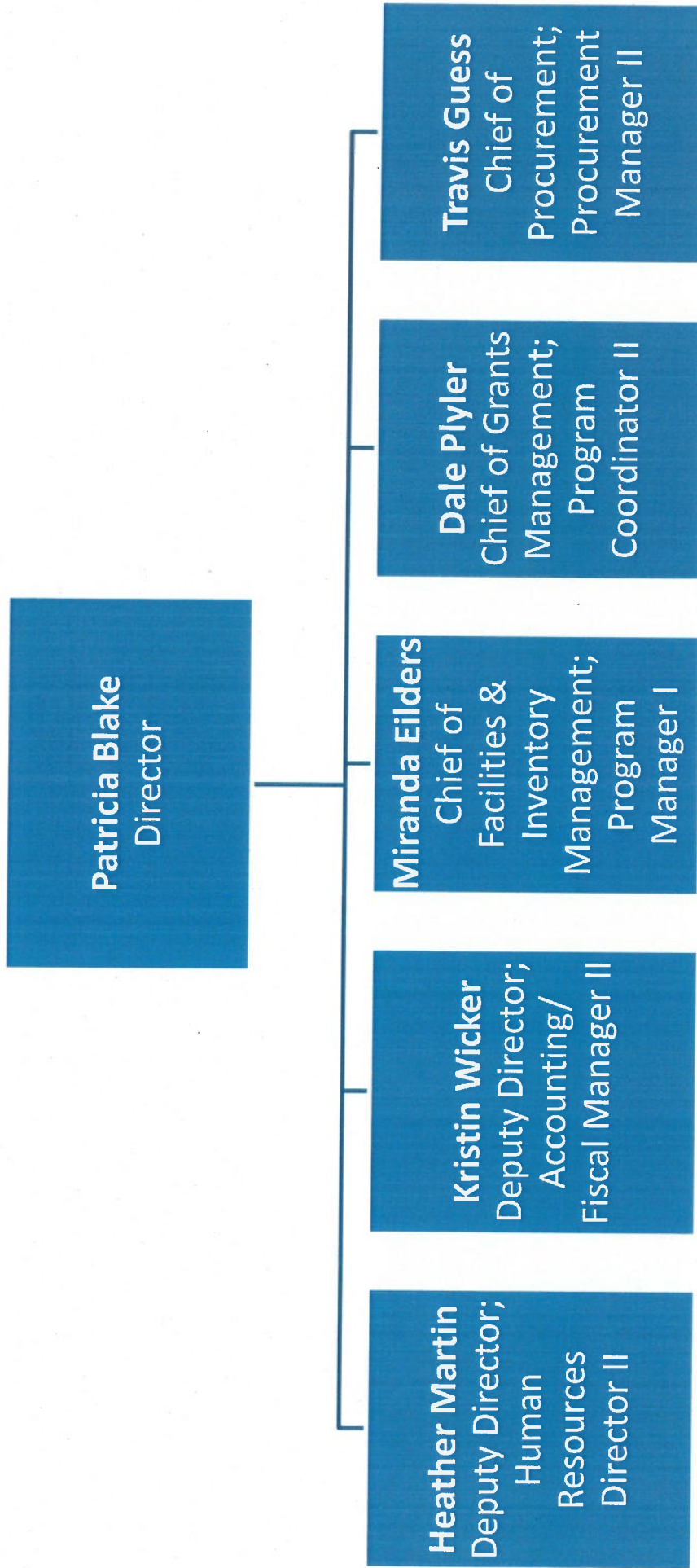
Karl McClary
Inspector General

Patricia Blake
Director of Administration

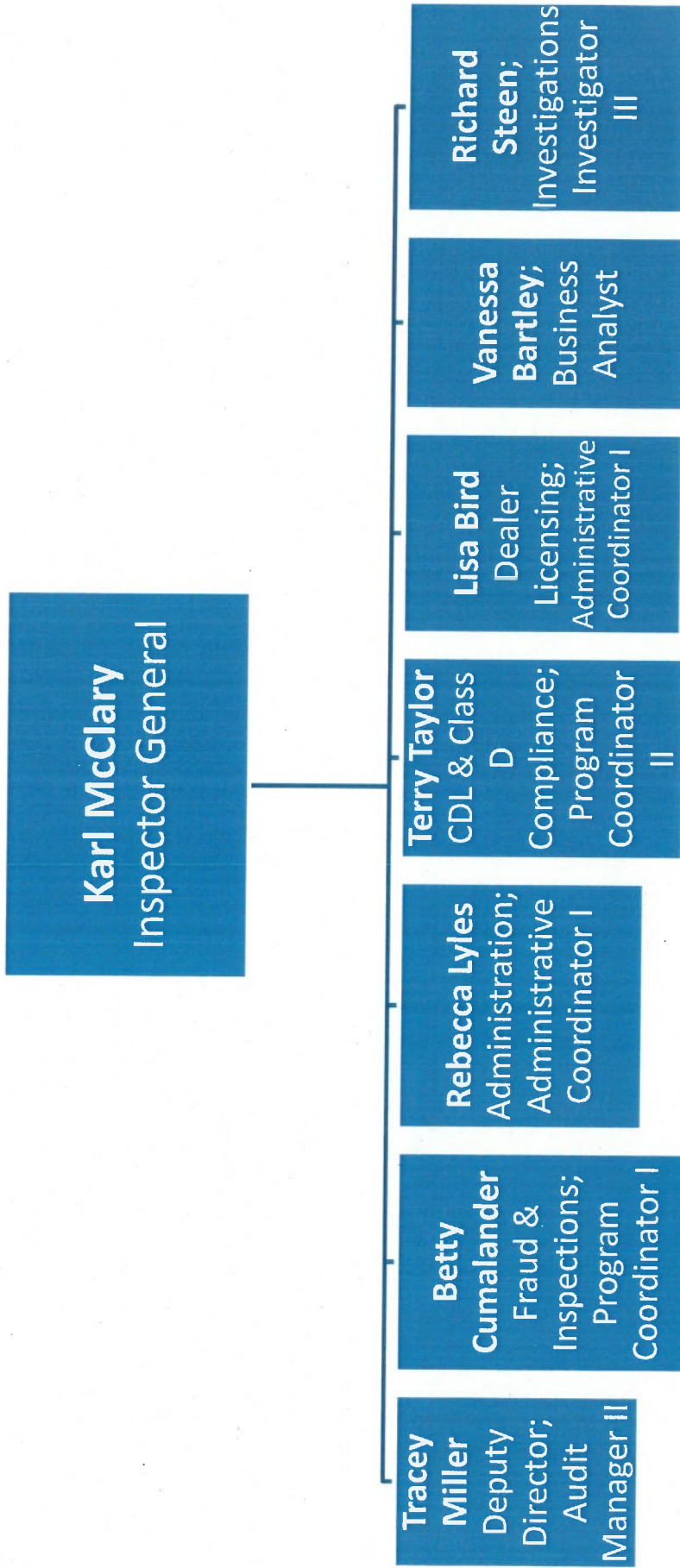
Courtney Saxon
Director of Branch Services



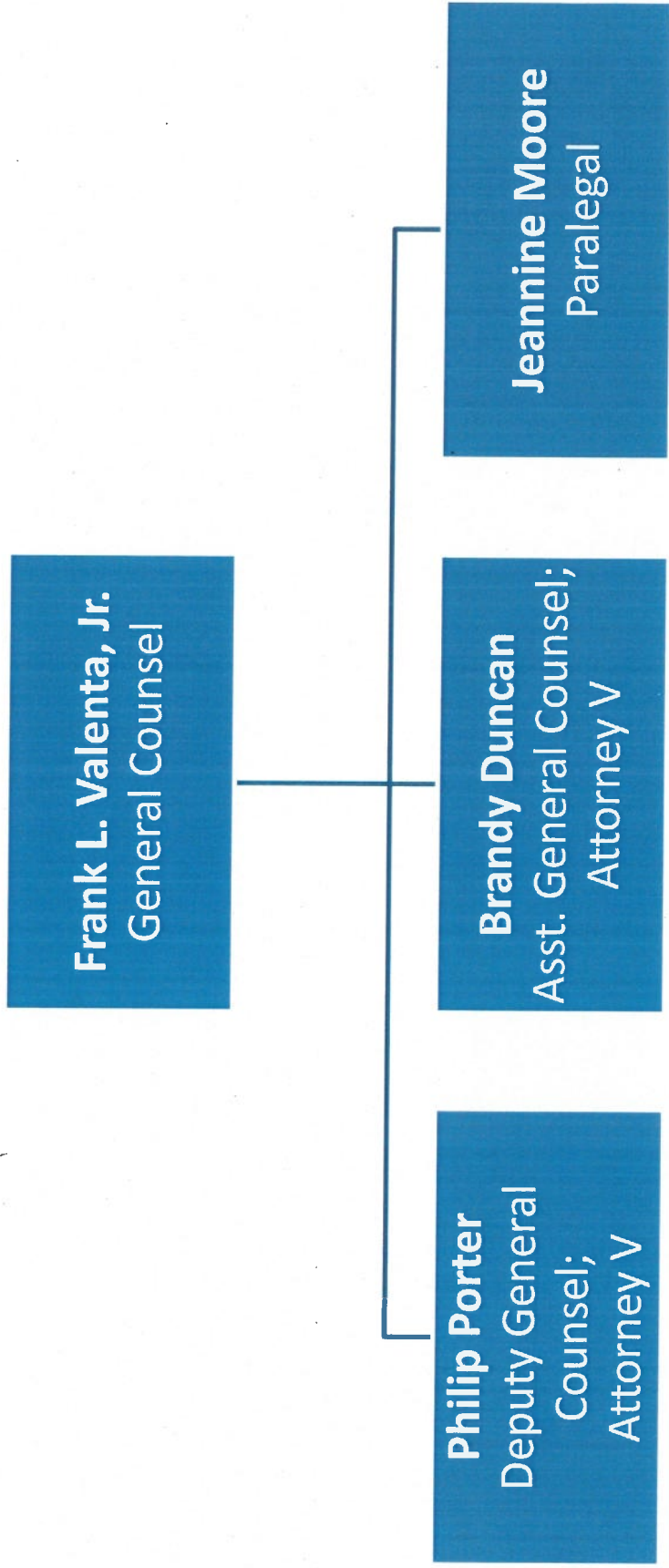
South Carolina Department of Motor Vehicles
Administration



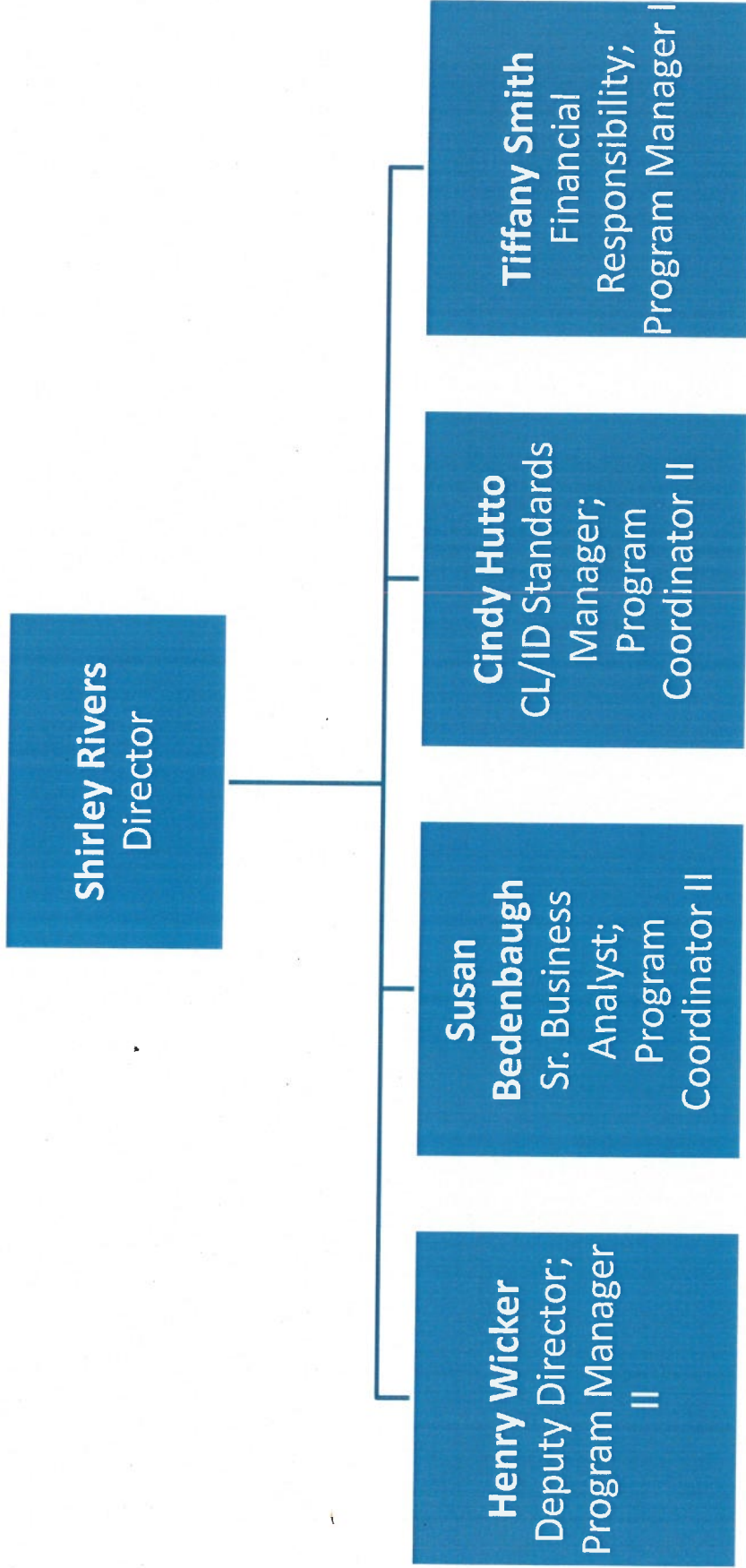
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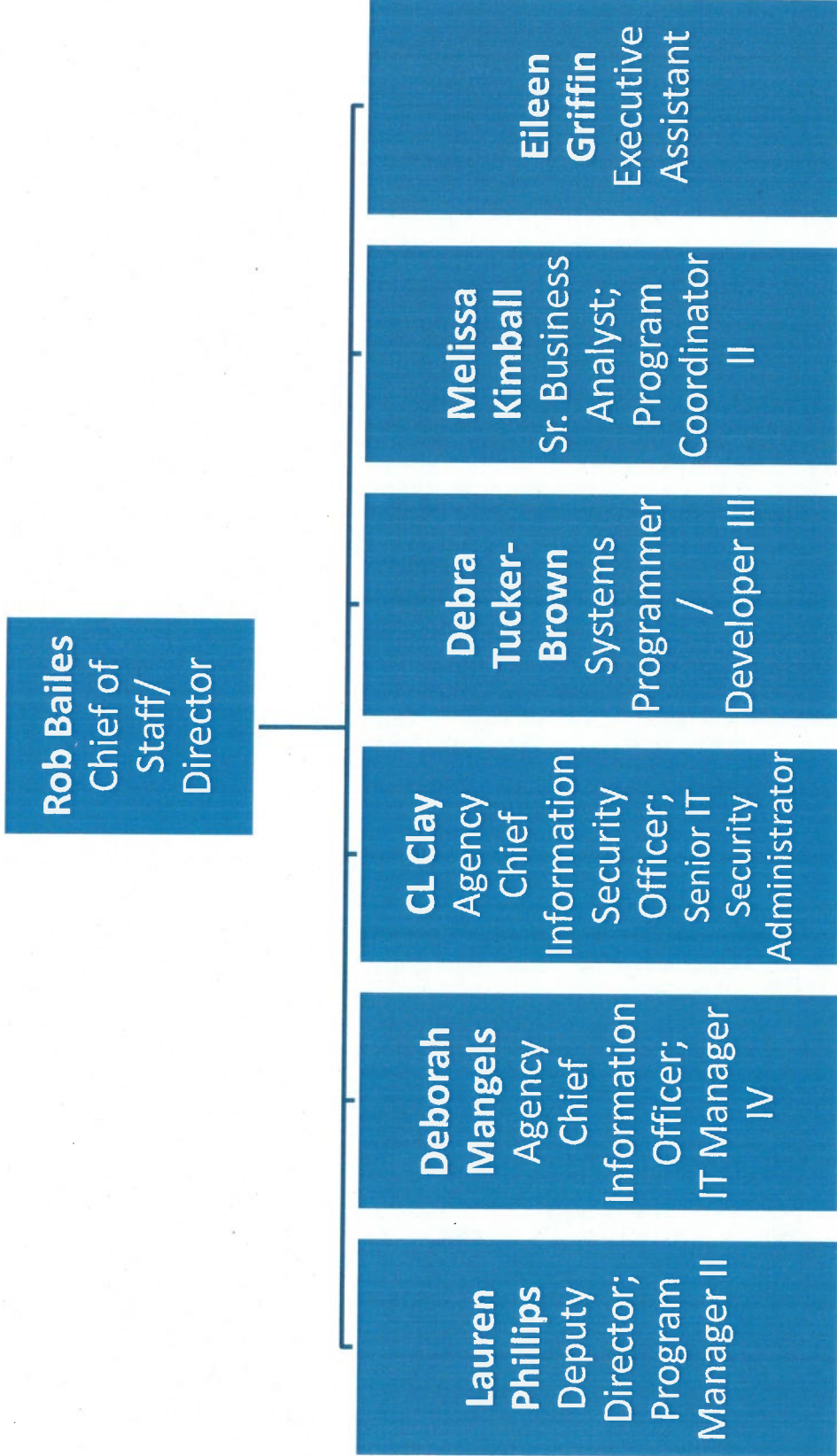
**South Carolina Department of Motor Vehicles
General Counsel**



South Carolina Department of Motor Vehicles
Driver Services



South Carolina Department of Motor Vehicles
Chief of Staff/Operations



South Carolina Department of Motor Vehicles
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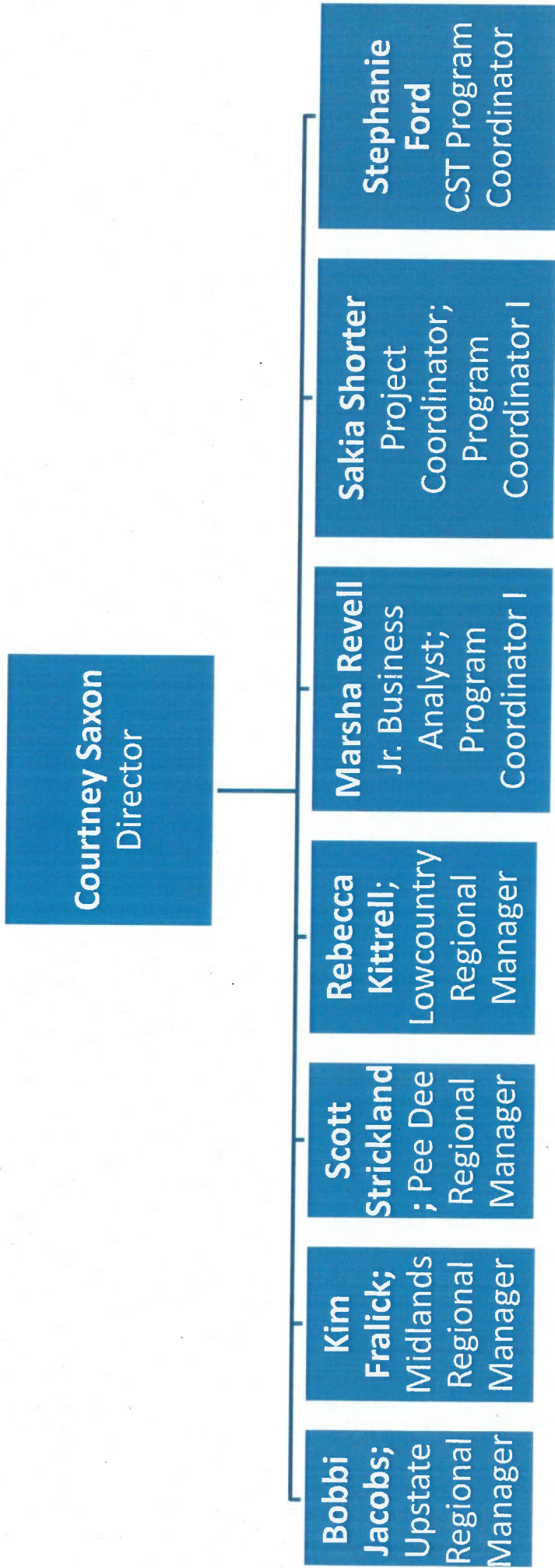
Melissa Cisson
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Shameka
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Coordinator II

South Carolina Department of Motor Vehicles
Branch Services



Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 82

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2019-20			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Deliver an excellent customer service experience while upholding the existing laws that govern agency operations							
	S	1.1			Ensure the average initial wait time for a customer stays below 20 minutes per business day							
	M		1.1.1	Success rate of keeping the average initial wait time for a branch office visit below 20 minutes per business day	99.84%	100%	100%	July 1 - June 30	Q-Flow reports	Wait time reports; Q-Flow in Minutes	Demonstrates the ability to provide timely service in branch offices	
	M		1.1.2	Success rate of keeping the initial wait time for a phone call to the SCDMV Contact Center below 15 minutes per business day	92%	100%	83%	July 1 - June 30	System Daily Reports	Average speed of answering phone in minutes	Demonstrates the ability to provide timely service to phone customers	
	S	1.2			Ensure revenues collected are distributed in order to provide financial support to outside organizations							
	M		1.2.1	Number of organizations that received funds generated by Fees and Fines collected at the agency	127	129	129	July 1 - June 30	Monthly Phoenix reports and collections reconciled in Revenue Accounting department	Total organizations which received revenues on a monthly basis	Indicates the number of organizations which receive funds from the SCDMV on a monthly basis	
	M		1.2.2	Total amount of Fees and Fines revenue distributed to organizations	\$667,668,939.62	\$681,022,318.41	\$ 686,874,707.01	July 1 - June 30	Monthly distributions processed in General Accounting	Total amount of revenue distributed	Indicates the amount of revenue received and distributed by the SCDMV	
	S	1.3			Reduce backlogs to ensure a five-business-day turnaround standard							
	M		1.3.1	Success rate for dealer (licensed motor vehicle dealerships that have titling and registration work to be completed in person at the SCDMV)work dropped off at branch offices	99.92%	100%	99.88%	July 1-June 30	End of Day Phoenix report	End of Day report; packets of work measured in days, from drop off to completion	Demonstrates the ability to provide timely service to customers dropping off bulk work at branches	
	M		1.3.2	Success rate for Titles and Registration work received at SCDMV Headquarters - Processing time before being sent to batch	60%	100%	81%	July 1-June 30	Weekly reports, mail accountability	Weekly reports, measured against date	Demonstrates the ability to provide timely service to customers who choose to complete their SCDMV business via mail	
	M		1.3.3	Success rate for Driver Services work received at SCDMV Headquarters	100%	100%	100%	July 1-June 30	Weekly Phoenix reports	Comparison or report of when mail is received versus the report when the conviction is posted to a record	Shows exactly how long processing time is within the Driver Services directorate	
	M		1.3.4	Success rate for Alternative Media work received at SCDMV Headquarters	100%	100%	100%	July 1-June 30	Monthly Transaction Report	Measures the number of transactions processed by day from the date received	Demonstrates the ability to provide timely service to customers mailing applications or using our web services	
Government and Citizens	G	2			Modernize customer service delivery methods							
	S	2.1			Increase amount of services available online							
	M		2.1.1	Total transactions completed in branches	6,536,959	5,883,263 (10% reduction)	5,822,217 (11% reduction)	July 1 - June 30	Phoenix Reports	Number of branch office transactions	Fewer branch office transactions equates to greater ability to service customers outside of brick and mortar locations	

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	Base	2019-20		Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure			Target	Actual				
	M		2.1.2		Number of transactions completed via members of the public online	2,314,830	2,546,313 (10% increase)	3,243,218	July 1 - June 30	Phoenix Reports	Total web public transactions	Demonstrates success in communicating available public transactions, encouraging customers to complete them, and providing timely service through this medium
	M		2.1.3		Number of transactions completed by government or business partners online	10,697,041	11,766,745 (10% increase)	8,350,544	July 1 - June 30	Phoenix Reports	Total web third party transactions	Demonstrates the ability to provide service to government and business customers using our web services
	S		2.2		Secure legislative support for modernization and efficiency efforts							
	M		2.2.1		Percentage of efficiency legislation passed by the General Assembly	50%	100%	0%	July 1 - June 30	Scstatehouse.gov	Comparison of SCDMV-requested bills (requested for the purposes of achieving an efficiency) filed to those that became law	Demonstrates the support from public officials for the SCDMV's efforts to continually improve the customer experience
	M		2.2.2		Percentage of modernization/efficiency efforts achieved versus programmed	70%	100%	80%	July 1 - June 30	IT Strategic Plan	Number of programmed IT initiatives versus number of completed initiatives	Indicates ability to achieve IT project goals
	S		2.3		Leverage partnerships for deliverability of products and services							
	M		2.3.1		Number of third party Class D (regular, non-commercial, passenger vehicle driver's license) driving tests conducted	29,894	31,000	28,199	July 1 - June 30	CSTIMS and OIG records	Tests reported by third party testers	Reduced wait times in branches and provides more options for customers
	M		2.3.2		Percentage of convictions processed by the SCDMV within the federal turnaround standard (within 10 days of conviction)	91.23%	100%	92.29%	July 1 - June 30	AAMVA reported emailed monthly to the SCDMV	Date of conviction to the date the SCDMV posts to the individual's record	Federal requirement that may impact road funding
	M		2.3.3		Number of counties participating in County Issuance of Registrations and Decals 2 (CIDRs2) program (Counties are able to issue SCDMV products directly over-the-counter saving the customer a trip to the SCDMV when his or her vehicle's registration needs to be renewed)	33	35	35	July 1 - June 30	Phoenix Report	Total number of counties in CIDRs2	Increase in counties issuing decals reduces numbers of citizens requiring face-to-face interaction with the SCDMV
Maintaining Safety, Integrity and Security	G		3		Minimize the risk of fraud and breaches							
	S		3.1		Increase the SCDMV's security posture of its network infrastructure for business to business transactions to better protect citizens' data							
	M		3.1.1		Enhance security awareness training by completing at least one large-scale phishing simulation	0	1	2	July 1 - June 30	Third party vendor social engineering	Number of third party phishing simulation completed	Social tests help determine the effectiveness of the SCDMV's security awareness training program
	M		3.1.2		Reduce the number of critical external vulnerabilities found to zero within 30 days	1	0	3	July 1 - June 30	Nessus scans	Reported vulnerabilities in Nessus	Fewer critical vulnerabilities reduces the likelihood of external security breaches
	M		3.1.3		Reduced percentage of vulnerabilities identified by weekly scans by 15% of more	0%	15%	8%	Weekly, July 1 - Jur	Nessus scans	Reported vulnerabilities in Nessus	Fewer vulnerabilities identified each week shows an improvement in overall security of our system
	S		3.2		Maintain and increase internal and external auditing functions							

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 82

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	Base	2019-20		Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure			Target	Actual				
	M		3.2.1		Number of internal third party vulnerability audits	0	1		1 July 1 - June 30	Third party vendor internal assessment	Number of third party internal penetration tests completed	Penetration tests help determine the effectiveness of our internal security controls
	M		3.2.2		Number of third party external penetration test network infrastructure	1	1		1 July 1 - June 30	Third party vendor penetration assessment	Number of third party external penetration tests completed	Penetration tests help determine the effectiveness of our internal security controls
	M		3.2.3		Number of internal audits completed in branch offices and headquarters business units	11	15		10 July 1 - June 30	Internal Audit File	Audits Completed	Increasing the number of audits aids in identifying risks and improve efficiencies
	M		3.2.4		Percentage of applicants randomly recalled (56-1-15(B) - Customers who complete their driving tests at third parties are randomly asked to retest at the SCDMV to ensure fidelity with the third party program) that pass the SCDMV-conducted driving exam	99%	100%	99%	July 1 - June 30	Phoenix	Number of recall applicants that passed the Class D driving test at an SCDMV branch	Determine the integrity of the tests administered by third parties
	S		3.3		Keep effective measures to reduce fraud and introduce new measures when appropriate							
	M		3.3.1		Number of investigations dealing with potential fraud referred to SLED	488	415	347	July 1 - June 30	OIG Case Tracking	Total cases investigated for suspected fraud	Detect and deter fraud
	M		3.3.2		Number of employees participating in training to recognize security vulnerabilities at orientation	100%	100%	100% (302)	July 1 - June 30	Employee Orientation	CISO Training	Ensure network security before an employee has access
	M		3.3.3		Number of internal affairs investigations referred to SLED	11	8	12	July 1 - June 30	OIG Case Tracking	Total cases investigated for suspected fraud	Detect and deter fraud
	Education, Training, and Human Development	G		4		Invest in employees through development and recognition opportunities						
	S		4.1		Emphasize career development and employee retention within the SCDMV							
	M		4.1.1		Turnover rate	29.87%	22.00%	24%	July 1 - June 30	SCEIS	Total number of separations divided by total number of employees	High turnover represents increased training costs and loss of business knowledge
	M		4.1.2		Number of employees participating in a structured external development program	8	10	6	July 1 - June 30	HR Records	Total count of employees enrolled in Associate Public Manager and Certified Public Manager	Represents professional development of employees and succession planning for the organization
	M		4.1.3		Percent of internal candidates selected for positions	40.92%	51%	62%	July 1 - June 30	NEOGOV	Total number of internal candidates selected divided by total number of job offers	Represents employee's ability to grow and process within the agency
	S		4.2		Continue to request funding for employee increases and educational opportunities							
	M		4.2.1		Percentage of DMV positions that are paid at or above the state average	31.26%	40%	33.55%	July 1 - June 30	SCEIS	Compare salaries in each job class against state average	Demonstrates the salaries at the SCDMV are significantly below similar positions at other state agencies
	S		4.3		Continue existing recognition program							
	M		4.3.1		Number of award nominations received for notable employee achievements	360	450	390	July 1 - June 30	HR Records	Count employees receiving formal recognition nominations	Demonstrates agency's commitment to recognizing superior achievement

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 82

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	Base	2019-20		Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure			Target	Actual				

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 82

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	Base	2019-20		Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure			Target	Actual				

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 82

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Deliver an excellent customer service experience while upholding the existing laws that govern agency operations							
	S	1.1			Ensure the average initial wait time for a customer stays below 20 minutes per business day							
	M		1.1.1		Statewide branch office average initial wait time	5 minutes and 58 seconds	20 minutes		July 1 - June 30	Q Flow reports	Wait time reports; Q-Flow in Minutes	Measures a customer's wait time from checking-in at the greeter counter to the service counter
	M		1.1.2		Success rate of keeping the initial wait time for a phone call to the SCDMV Contact Center below 15 minutes per business day (Initial wait time for a phone call to the SCDMV Contact Center)	83% (8.5 minutes)	100% (15 minutes)		July 1 - June 30	System Daily Reports	Average speed of answering phone in minutes	Demonstrates the ability to provide timely service to phone customers
	S	1.2			Ensure revenues collected are distributed in order to provide financial support to outside organizations							
	M		1.2.1		Average number of business days after the end of the month it takes for private entities to receive funds generated by Fees and Fines collected at the agency	34 business days	30 business days		July 1 - June 30	Monthly Phoenix reports and collections reconciled in Revenue Accounting department	Total organizations which received revenues on a monthly basis	Shows the SCDMV's commitment to distributing other entities' revenues with timeliness
	M		1.2.2		Average number of business days after the end of the month it takes for state agencies to receive funds generated by Fees and Fines collected at the agency	17 business days	20 business days		July 1 - June 30	Monthly Phoenix reports and collections reconciled in Revenue Accounting department	Total organizations which received revenues on a monthly basis	Shows the SCDMV's commitment to distributing other entities' revenues with timeliness
	M		1.2.3		Total amount of Fees and Fines revenue distributed to organizations	\$ 686,874,707.01	\$700,612,201.15		July 1 - June 30	Monthly distributions processed in General Accounting	Total amount of revenue distributed	Indicates the amount of revenue received and distributed by the SCDMV
	S	1.3			Reduce backlogs to ensure a five-business-day turnaround standard							
	M		1.3.1		Success rate for dealer (licensed motor vehicle dealerships that have titling and registration work to be completed in person at the SCDMV) work dropped off at branch offices	99.92%	100%		July 1-June 30	End of Day Phoenix report	End of Day report; packets of work measured in days, from drop off to completion	Demonstrates the ability to provide timely service to customers dropping off bulk work at branches
	M		1.3.2		Success rate for Titles and Registration work received at SCDMV Headquarters - Processing time before being sent to batch	60%	100%		July 1-June 30	Weekly reports, mail accountability	Weekly reports, measured against date	Demonstrates the ability to provide timely service to customers who choose to complete their SCDMV business via mail; Measure does not account for time the mail-in item was received at the SCDMV, as there's no way to currently track the time between mail delivery and receipt at the processing unit; Measure does not account for customers the agency is actively working with to remedy paperwork challenges, it only accounts for work received and completed
	M		1.3.3		Success rate for Driver Services work received at SCDMV Headquarters	100%	100%		July 1-June 30	Weekly Phoenix reports	Comparison or report of when mail is received versus the report when the conviction is posted to a record	Shows how long processing time is within the Driver Services directorate; Measure does not account for time the mail-in item was received at the SCDMV, as there's no way to currently track the time between mail delivery and receipt at the processing unit

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 82

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	Base	2020-21		Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure			Target	Actual				
	M		1.3.4		Success rate for Alternative Media work received at SCDMV Headquarters	100%		100%	July 1-June 30	Monthly Transaction Report	Measures the number of transactions processed by day from the date received	Demonstrates the ability to provide timely service to customers mailing applications or using our web services; <i>Measure does not account for time the mail-in item was received at the SCDMV, as there's no way to currently track the time between mail delivery and receipt at the processing unit; Measure does not account for the time between Alternative Media sending items to a third party for central issuance and that third party printing and issuing the product to a customer via mail</i>
Government and Citizens	G	2			Modernize customer service delivery methods							
	S		2.1		Increase amount of services available online							
	M		2.1.1		Reduce total number of dealer and business customer work completed in branches by 10%	38,726		34,853	July 1-June 30	End of Day Phoenix report	End of Day report; packets of work measured in days, from drop off to completion	Demonstrates the ability to provide timely service to customers dropping off bulk work at branches
	M		2.1.2		Reduce total transactions completed in branches by 10%	5,822,217		5,239,995	July 1 - June 30	Phoenix Reports	Number of branch office transactions	Fewer branch office transactions equates to greater ability to service customers outside of brick and mortar locations
	M		2.1.3		Increase the number of transactions completed by members of the public online by 10%	3,243,218		3,567,539	July 1- June 30	Phoenix Reports	Total web public transactions	Demonstrates success in communicating available public transactions, encouraging customers to complete them, and providing timely service through this medium
	M		2.1.4		Increase the number of transactions completed by government or business partners online by 10%	8,350,544		9,185,598	July 1 - June 30	Phoenix Reports	Total web third party transactions	Demonstrates the ability to provide service to government and business customers using our web services
	S		2.2		Secure legislative support for modernization and efficiency efforts							
	M		2.2.1		Percentage of efficiency legislation passed by the General Assembly	0%		100%	July 1 - June 30	Scstatehouse.gov	Comparison of SCDMV-requested bills (requested for the purposes of achieving an efficiency) filed to those that became law	Demonstrates the support from public officials for the SCDMV's efforts to continually improve the customer experience
	M		2.2.2		Percentage of modernization/efficiency efforts achieved versus programmed	80%		100%	July 1 - June 30	IT Strategic Plan	Number of programmed IT initiatives versus number of completed initiatives	Indicates ability to achieve IT project goals
	S		2.3		Leverage partnerships for deliverability of products and services							

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 82

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
	M		2.3.1		Increase by 5% the number of third party Class D (regular, non-commercial, passenger vehicle driver's license) driving tests conducted	28,199		29,608	July 1 - June 30	CSTIMS and OIG records	Tests reported by third party testers	Reduced wait times in branches and provides more options for customers
	M		2.3.2		Percentage of convictions processed by the SCDMV within the federal turnaround standard (within 10 days of conviction)	92.29%	At least 90% (Federal requirement)		July 1 - June 30	AAMVA reported emailed monthly to the SCDMV	Date of conviction to the date the SCDMV posts to the individual's record	Federal requirement that may impact road funding
	M		2.3.3		Number of counties participating in County Issuance of Registrations and Decals 2 (CIDRs2) program (Counties are able to issue SCDMV products directly over-the-counter saving the customer a trip to the SCDMV when his or her vehicle's registration needs to be renewed)	35		38	July 1 - June 30	Phoenix Report	Total number of counties in CIDRs2	Increase in counties issuing decals reduces numbers of citizens requiring face-to-face interaction with the SCDMV
Maintaining Safety, Integrity and Security	G	3			Minimize the risk of fraud and breaches							
	S		3.1		Increase the SCDMV's security posture of its network infrastructure for business to business transactions to better protect citizens' data							
	M		3.1.1		Decrease the number of employees who do not pass the agency's large-scale phishing (the fraudulent practice of sending emails purporting to be from reputable companies/entities in order to induce individuals to reveal personal information) simulation	8		6	July 1 - June 30	Third party vendor social engineering	Number of third party phishing simulation completed	Social tests help determine the effectiveness of the SCDMV's security awareness training program
	M		3.1.2		Reduce the number of days it takes to address critical external vulnerabilities following a penetration test	45 days		30 days	July 1 - June 30	Nessus scans	Reported vulnerabilities in Nessus	Fewer critical vulnerabilities reduces the likelihood of external security breaches
	M		3.1.3		Reduce percentage of vulnerabilities identified by weekly scans by 15% or more	8%		15%	Weekly, July 1 - June 30	Nessus scans	Reported vulnerabilities in Nessus	Fewer vulnerabilities identified each week shows an improvement in overall security of our system; contact the SCDMV for additional information on this metric
	S		3.2		Maintain and increase internal and external auditing functions							
	M		3.2.1		Number of internal penetration tests on SCDMV IT network conducted by a third party vendor	1		1	July 1 - June 30	Third party vendor internal assessment	Number of third party internal penetration tests completed	Penetration tests help determine the effectiveness of our internal security controls
	M		3.2.2		Number of third party external penetration test on network infrastructure	1		1	July 1 - June 30	Third party vendor penetration assessment	Number of third party external penetration tests completed	Penetration tests help determine the effectiveness of our internal security controls
	M		3.2.3		Number of internal audits completed in branch offices and headquarters business units	10	20 (17 branches a year = one branch every 4 years; plus 3 headquarters units)		July 1 - June 30	Internal Audit File	Audits Completed	Increasing the number of audits aids in identifying risks and improve efficiencies; These audits are completed by a staff of three Headquarters Auditors whose goal is it to audit 17 of the 66 DMV branches every year and at least three HQ units every year.

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 82

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	Base	2020-21		Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure			Target	Actual				
	M				Number of compliance reviews completed by SCDMV staff on bulk data customers, dealerships, third party testers, driving schools, and motor carrier accounts	2527		2550	July 1 - June 30		Audits Completed	Serves as a consumer protection measure to include compliances and laws are followed; These reviews are completed by dozens of SCDMV staff members whose primary job duty is to monitor these external entities. The target on this metric is reflected of the unpredictability of COVID-19 during FY21.
			3.2.4							Count of non-DMV services and entities being reviewed such as bulk data customers, dealerships		
	M		3.2.5		Percentage of applicants randomly recalled (56-1-15(B) - Customers who complete their driving tests at third parties are randomly asked to retest at the SCDMV to ensure fidelity with the third party program) who pass the SCDMV-conducted driving exam	99%		100%	July 1 - June 30	Phoenix	Number of recall applicants that passed the Class D driving test at an SCDMV branch	Determine the integrity of the tests administered by third parties
	S		3.3		Keep effective measures to reduce fraud and introduce new measures when appropriate							
	M		3.3.1		Reduce the number of incidences that lead to investigations of potential fraud referred to SLED by 15%	347		295	July 1 - June 30	OIG Case Tracking	Total cases investigated for suspected fraud	Detect and deter fraud
	M		3.3.2		Percent of employees participating in training to recognize security vulnerabilities at orientation	100%		100%	July 1 - June 30	Employee Orientation	CISO Training	Ensure network security before an employee has access
Education, Training, and Human Development	G		4		Invest in employees through development and recognition opportunities							
	S		4.1		Emphasize career development and employee retention within the SCDMV							
	M		4.1.1		Turnover rate	24%		20%	July 1 - June 30	SCEIS	Total number of separations divided by total number of employees	High turnover represents increased training costs and loss of business knowledge
	M		4.1.2		Number of employees participating in an SCDMV/state-funded state or external development program	35		45	July 1 - June 30	HR Records	Total count of employees enrolled in SCDMV/state-funded courses	Represents professional development of employees and succession planning for the organization
	M		4.1.3		Percent of internal candidates selected for positions	62%		65%	July 1 - June 30	NEOGOV	Total number of internal candidates selected divided by total number of job offers	Represents employee's ability to grow and process within the agency
	S		4.2		Continue to request funding for employee salary increases commensurate with performance, duties, and experience							
	M		4.2.1		Percent of DMV positions that are paid below the state average	66.45%		40%	July 1 - June 30	SCEIS	Compare salaries in each job class against state average	Demonstrates the salaries at the SCDMV are significantly below similar positions at other state agencies
	M		4.2.2		Percent of DMV employees with at least 5 years of agency experience paid below the state average	60%		0%	July 1 - June 30	SCEIS	Of the total number of employees with at least five years of agency experience, this percent is paid below the state average for their job classification	Demonstrates the salaries at the SCDMV are significantly below similar positions at other state agencies
	S		4.3		Continue existing recognition program							
	M		4.3.1		Number of award nominations received for notable employee achievements	390		450	July 1 - June 30	HR Records	Count employees receiving formal recognition nominations	Demonstrates agency's commitment to recognizing superior achievement

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 82

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 82

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2020-21			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 082

Program Template

Program/Title	Purpose	FY 2019-20 Expenditures (Actual)				FY 2020-21 Expenditures (Projected)				Associated Measure(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
1. Administration	Includes: Administrative Support Services, Communications and Constituent Services, General Counsel, Director's Office and agency Operations Support activities	\$ 5,725,026	\$ (260)		\$ 5,724,766	\$ 6,549,800	\$ 328,888	\$ 175,000	\$ 7,053,688	1.2.2., 1.2.3, 2.2.1, 2.2.2, 3.1.1, 3.1.2, 3.1.3, 3.2.1, 3.2.2, 4.1.1, 4.1.2, 4.1.3, 4.2.1, 4.3.1, 4.3.2
IIA1. Customer Service Centers	Includes all 66 branch offices, providing full range of customer services and products.	\$ 31,709,407			\$ 31,709,407	\$ 32,753,400	\$ 3,038,880	\$ 138,091	\$ 35,930,371	1.1.1, 1.3.1, 2.1.1, 4.1.1
IIA2. Customer Service Delivery	Includes all alternative customer service delivery centers at headquarters: Call Center, Mail In Titles and Registration, Alternative Media and Plate Replacement	\$ 8,351,405	\$ 5,624,385	\$ 55,605	\$ 14,031,395	\$ 8,483,227	\$ 6,750,000	\$ 5,000	\$ 15,238,227	1.1.2, 1.3.2, 1.3.4, 2.1.3, 2.3.3, 4.1.1
IIB. Procedures and Compliance (formerly Driver Services)	Includes Compliance, Customer Records, Financial Responsibility, Document Review, Driver Improvement, Planning and Policy development	\$ 6,778,516		\$ 165,163	\$ 6,943,680	\$ 6,630,295		\$ 206,952	\$ 6,837,247	1.3.3, 2.1.3, 2.3.2, 4.1.1
IID. Inspector General	Includes Dealer Licensing, Fraud Detection, Driver Training, Training and Change Management, Third Party Testers, Internal Audit, and Facial Recognition	\$ 3,844,569		\$ 86,999	\$ 3,931,568	\$ 2,775,695		\$ 9,891	\$ 2,785,586	2.1.3, 2.3.1, 3.2.3, 3.2.4, 3.3.1, 3.3.2, 3.3.3, 4.1.1
IIE. Technology & Product Development	Includes Information Technology and End-to-End Encryption	\$ 12,843,333	\$ 279,211	\$ 327,315	\$ 13,449,859	\$ 14,738,112	\$ 22,079	\$ 16,329	\$ 14,776,520	1.1.1, 1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.3.3
Contributions	Contributions	\$ 18,911,121		\$ 6,380	\$ 18,917,501	\$ 19,346,615	\$ 560,153		\$ 19,906,768	
Capital Projects	Capital Projects		\$ 159,734		\$ 159,734		\$ 709,090		\$ 709,090	1.1.1
REAL ID	Real ID (All Expenditures Applicable to Real ID) Includes Administration; Customer Service Centers; Customer Service Delivery; Procedures and Compliance; Technology and Program Dev		\$ 3,940,776		\$ 3,940,776				\$ -	1.1.1, 1.3.4
Totals		\$ 88,163,378	\$ 10,003,846	\$ 641,461	\$ 98,808,685	\$ 91,277,144	\$ 11,409,090	\$ 551,263	\$ 103,237,497	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 082

Program Template

Program/Title	Purpose	<u>FY 2019-20 Expenditures (Actual)</u>				<u>FY 2020-21 Expenditures (Projected)</u>				Associated Measure(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	
					\$ -				\$ -	

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 082

Legal Standards Template

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
1	56-1-35	State	Statute	Member of the armed services has 90 days to apply for an SC DL and license expires 8 years after issuance	Yes	Yes	Other service or product our agency must/may provide	Driver's licenses for members of the Armed Services
2	56-1-40(7)	State	Statute	International customer driver's licenses cost \$25 if valid for more than four years, \$12.50 is valid for not more than four years	Yes	Yes	Other service or product our agency must/may provide	Driver's licenses for international customers
3	56-1-140	State	Statute	Requirements to receive "Veteran" on driver's license	No	Yes	Other service or product our agency must/may provide	Service: Adding "Veteran" designation to front of driver's license
4	56-1-210(A)	State	Statute	Expiration date of license is eight years after issued date	No	Yes	Other service or product our agency must/may provide	Driver's licenses
5	56-1-2100(E)	State	Statute	CDL with no HAZMAT expires eight years; CDL with HAZMAT expires in five years	No	Yes	Other service or product our agency must/may provide	Commercial driver's licenses with and without HAZMAT endorsements
6	56-1-3350(B)	State	Statute	Requirements to receive "Veteran" on identification card	No	Yes	Other service or product our agency must/may provide	Service: Adding "Veteran" designation to front of identification card
7	56-1-3350(C)(1)	State	Statute	Price of an identification card for someone 5 to 16-years-old	Yes	Yes	Other service or product our agency must/may provide	Identification cards to people 5 to 16-years-old
8	56-1-3350(C)(2)	State	Statute	Price for replacement ID if 17-years-old or older	Yes	Yes	Other service or product our agency must/may provide	Identification cards to people 17-years-old and older
9	56-1-3350(D)	State	Statute	Identification cards expire eight years from date of issuance	No	Yes	Other service or product our agency must/may provide	Identification cards
10	56-3-210(A)(1)	State	Statute	DMV authorized to administer a program for and regulate the issuance of temporary license plates for newly acquired vehicles	No	Yes	Other service or product our agency must/may provide	Temporary license plate program
11	56-3-210(A)(2)	State	Statute	DMV establishes design and layout of temporary license plates issued by the state. Material should be resistant to deterioration or fading from exposure to the elements	No	Yes	Other service or product our agency must/may provide	Temporary license plates themselves
12	56-3-210(A)(3)	State	Statute	Size of temporary license plates for regular passenger vehicles and motorcycles	No	No - But relates to manner in which one or more agency deliverables is provided		
13	56-3-210(A)(4)	State	Statute	Licensed motor vehicle dealers, leasing companies, and other entities shall not	Yes	No - But relates to manner in which one or more agency deliverables is provided		
14	56-3-210(A)(4)(a)			Obtain or buy temporary license plates from any entity other than the DMV or one of the DMV's registered temporary license plate distributors	Yes	Yes	Other service or product our agency must/may provide	Temporary license plates themselves
15	56-3-210(A)(4)(b)	State	Statute	Charge a fee that exceeds the actual cost of issuing a temporary license plate plus standard shipping and handling costs	No	No - But relates to sources of funding for one or more agency deliverables		
16	56-3-210(A)(5)	State	Statute	DMV can administer an electronic system for county auditors' offices, licensed dealers, leasing companies, and other entities authorized by the DMV to use in issuing temporary license plates. The DMV may contract with vendors to provide service connection between the issuing entities and the DMV, or may provide the service directly to participating entities	Yes	Yes	Other service or product our agency must/may provide	Service: Temporary license plate distributors
17	56-3-210(A)(6)	State	Statute	Outlines what must be printed on each temporary license plate	No	No - But relates to manner in which one or more agency deliverables is provided		
18	56-3-210(A)(7)	State	Statute	Temporary license plate must be linked to vehicle record and vehicle owner in DMV database. Plate must be issued upon sale of a vehicle	No	No - But relates to manner in which one or more agency deliverables is provided		
19	56-3-210(A)(8)	State	Statute	DMV shall develop program specifications defining requirements of temporary plate program governing issuance of plates by authorized entities	No	Yes	Other service or product our agency must/may provide	Specifications for issuing temporary license plates
20	56-3-210(A)(9)	State	Statute	Registered temporary license plate distributors must be a statewide dealer association	No	No - But relates to manner in which one or more agency deliverables is provided		
21	56-3-210(A)(9)(a)	State	Statute	Licensed dealers and leasing companies must receive temporary license plates from registered temporary license plate distributors	No	No - But relates to manner in which one or more agency deliverables is provided		
22	56-3-210(A)(9)(b)	State	Statute	Counties and other nondealer entities may receive temporary license plates from a registered distributor or the DMV	Yes	Yes	Other service or product our agency must/may provide	Temporary license plates themselves
23	56-3-210(B)	State	Statute	Person who newly acquires a vehicle or moves a foreign vehicle into SC, that is required to be registered and does not properly register it before operating it on state roads during the 45-day period must	No	No - But relates to manner in which one or more agency deliverables is provided		
24	56-3-210(B)(1)	State	Statute	Transfer a license plate from another vehicle pursuant to 56-3-210(G) and 56-3-1290	No	No - But relates to manner in which one or more agency deliverables is provided		
25	56-3-210(B)(2)	State	Statute	Purchase a new license plate and registration	No	No - But relates to manner in which one or more agency deliverables is provided		
26	56-3-210(B)(3)	State	Statute	Purchase a temporary license plate from the DMV pursuant to 56-3-210(D)	Yes	Yes	Other service or product our agency must/may provide	Temporary license plates themselves
27	56-3-210(B)(4)	State	Statute	Purchase a temporary license plate from the county auditor's office in the county in which the person resides pursuant to 56-3-210(D) or	No	No - Does not relate directly to any agency deliverables		

28	56-3-210(B)(5)	State	Statute	Obtain a temporary license plate from a dealer of new or used vehicles pursuant to 56-3-210E	No	No - But relates to manner in which one or more agency deliverables is provided		
29	56-3-210C	State	Statute	Owner of a foreign vehicle moved to SC when properly registered does not need a temporary plate. The owner has 45-days to register it in SC unless the registration from OOS is expired and he or she must register it immediately	No	No - But relates to manner in which one or more agency deliverables is provided		
30	56-3-210(D)	State	Statute	DMV or county auditor must issue a temporary license plate to a casual buyer pursuant to 56-3-210(B). Expiration date cannot be more than 45-days in the future. Bill of sale, title, lease contract, temporary registration card, or copies of these documents must be maintained in the vehicle at all times. Documents must provide a description of the vehicle, name and address of both the seller and purchaser of the vehicle, and its date of sale or lease. The DMV may charge \$5 for a temporary plate. The county auditor may charge \$5 for the plate.	Yes	Yes	Other service or product our agency must/may provide	Temporary license plates themselves
31	56-3-210E	State	Statute	Licensed dealers/leasing companies may issue temporary license plates in accordance with law, top 50% is reserved for dealer/company identification, bottom 50% for plate sequence, dealer may not issue plate until vehicle sold, dealer may be assessed points if violating section	No	No - But relates to manner in which one or more agency deliverables is provided		
32	56-3-210(F)	State	Statute	Any person or entity issuing temporary plates must maintain records and shall be inspected by the DMV or agents during reasonable business hours	Yes	Yes	Other service or product our agency must/may provide	Service: Inspecting dealer records related to the issuance of temporary license plates
33	56-3-210(G)	State	Statute	If transferring a license plate, no temporary plate needed, but vehicle must be registered within 45 days	No	No - But relates to manner in which one or more agency deliverables is provided		
34	56-3-210(H)	State	Statute	Person must replace temporary license plate with permanent license plate registration as required in 56-3-110 within 45 days of acquiring the vehicle or moving a foreign vehicle to SC; penalties	No	No - But relates to manner in which one or more agency deliverables is provided		
35	56-3-210(I)	State	Statute	Insurance must be obtained before operating a vehicle	No	No - Does not relate directly to any agency deliverables		
36	56-3-210(J)	State	Statute	Only one temporary license plate issued per purchaser. The DMV may issue 15-day special permit if someone doesn't receive their permanent plate within 45 days	Yes	No - But relates to manner in which one or more agency deliverables is provided		
37	56-3-210(K)	State	Statute	DMV may restrict or revoke ability the ability to issue temporary license plates if in violation of section	Yes	Yes	Other service or product our agency must/may provide	Service: Revoke or restrict ability for entities in violation of section to issue temporary license plates

Agency Name:	DEPARTMENT OF MOTOR VEHICLES
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Agency Code:	R400	Section:	82
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Customer Template

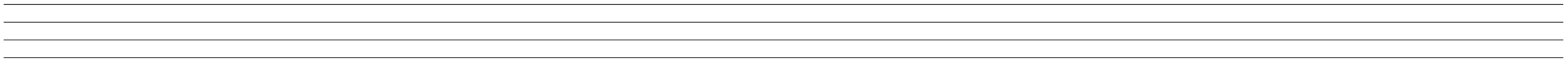
Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	<i>Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.</i>
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Driver Services/ Branch Services/ Information Technology	State issued Driver's License and ID Card	State identification cards that specify whether or not an individual has the legal authorization to drive and any restrictions or specific endorsements associated with his/her driving ability	General Public	Public, 5 years old and over
Vehicle Services/ Branch Services	License Plates	Issue plates that support various types of vehicles and benefit a variety of special interest groups	General Public	Private and commercial motor vehicle owners, political subdivision vehicle owners
Branch Services	Voter and Donor Registration	Allow people to register as an organ donor and as a voter in South Carolina	General Public	Donors - 17 and over, voters - 18 and over
Administration/ Branch Services Driver Services	Revenue Distribution Financial Responsibility	Receipt and distribution of revenues Enforce mechanisms to ensure every driver's financial responsibility obligations (i.e.- car insurance)	Executive Branch/State Agencies General Public	Distribute revenue from various sources to Schools, Organizations, State Entities Private and commercial motor vehicle owners
Information Security/ Branch Services/ Information Technology/ General Counsel	Information Security and Privacy	Secure PII in the agency's possession	General Public	Ensure the security and privacy of PII for all customers of the DMV
Information Technology/ Communications/ Administration/ General Counsel	FOIA, DPPA, FPPA	Partner with federal, state, and local governments to share information to which they are legally entitled for the purpose carrying out of government activities	General Public	Share information as authorized by FOIA, DPPA and FPPA
Branch Services/ Driver Services/ Vehicle Services/ Administration/ Inspector General/ Information Technology/ Communications	Information Access, Public	Provide access to public information for permitted individuals	General Public	Share information as authorized by FOIA, DPPA and FPPA
Office of Inspector General/ Information Technology	Third Party Testers and Member Services	Work with industry partners to maximize existing efficiency measures and explore new partnerships to serve the public	Professional Organization	Third Party Commercial and Non-Commercial Driver Training and Testing Schools; Law Enforcement and Other Authorized Entities with access to Member Services.
Driver Services/ Motor Carrier/ General Counsel	Cooperative Agreements	Uphold cooperative agreements, such as IFTA/IRP and the Driver's License compact agreement, which ensures South Carolina laws are respected by out-of-state drivers and that fuel taxes are allotted appropriately based on road use	Professional Organization	International Fuel Tax Agreement Members, International Registration Plan Members, and Driver's License Compact Signatories









Agency Name:

DEPARTMENT OF MOTOR VEHICLES

Agency Code:

R400

082

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
SC Autism Society	Non-Governmental Organization	Recipient of revenue from specialty license plate	1
American Cancer Society	Non-Governmental Organization	Recipient of revenue from specialty license plate	1
Ancient Free Masons	Non-Governmental Organization	Recipient of revenue from specialty license plate	1
Alpha Kappa Alpha Sorority	Non-Governmental Organization	Recipient of revenue from specialty license plate	1
University of Alabama	Higher Education Institute	Recipient of revenue from specialty license plate	1
Alpha Phi Alpha	Non-Governmental Organization	Recipient of revenue from specialty license plate	1
American National Red Cross	Federal Government	Recipient of revenue from specialty license plate	1
Appalachian State University	Higher Education Institute	Recipient of revenue from specialty license plate	1
Auburn University	Higher Education Institute	Recipient of revenue from specialty license plate	1
I Believe SC	Non-Governmental Organization	Recipient of revenue from specialty license plate	1
Boy Scouts of America	Federal Government	Recipient of revenue from specialty license plate	1
Boykin Spaniel Foundation	Non-Governmental	Recipient of revenue from specialty license plate	1
Beaufort Water Festival	Non-Governmental	Recipient of revenue from specialty license plate	1
SC Cattlemen's Association	Private Business Organization	Recipient of revenue from specialty license plate	1
Coastal Conservation Association	Non-Governmental	Recipient of revenue from specialty license plate	1
Chase After A Cure	Non-Governmental	Recipient of revenue from specialty license plate	1
Carolinas Dist Kiwanis Foundation	Non-Governmental	Recipient of revenue from specialty license plate	1
SC State Coon Hunters Association	Non-Governmental	Recipient of revenue from specialty license plate	1
Benedict College	Higher Education Institute	Recipient of revenue from specialty license plate	1
Bob Jones University	Higher Education Institute	Recipient of revenue from specialty license plate	1
Citadel	Higher Education Institute	Recipient of revenue from specialty license plate	1
Charleston Southern University	Higher Education Institute	Recipient of revenue from specialty license plate	1
Coastal Carolina University	Higher Education Institute	Recipient of revenue from specialty license plate	1
Claflin College	Higher Education Institute	Recipient of revenue from specialty license plate	1
Columbia College	Higher Education Institute	Recipient of revenue from specialty license plate	1
College of Charleston	Higher Education Institute	Recipient of revenue from specialty license plate	1
Clemson University	Higher Education Institute	Recipient of revenue from specialty license plate	1
Converse College	Higher Education Institute	Recipient of revenue from specialty license plate	1

Coker College	Higher Education Institute	Recipient of revenue from specialty license plate	1
Erskine College	Higher Education Institute	Recipient of revenue from specialty license plate	1
Furman University	Higher Education Institute	Recipient of revenue from specialty license plate	1
Frances Marion University	Higher Education Institute	Recipient of revenue from specialty license plate	1
Lander University	Higher Education Institute	Recipient of revenue from specialty license plate	1
Limestone College	Higher Education Institute	Recipient of revenue from specialty license plate	1
Morris College	Higher Education Institute	Recipient of revenue from specialty license plate	1
Newberry College	Higher Education Institute	Recipient of revenue from specialty license plate	1
Presbyterian College	Higher Education Institute	Recipient of revenue from specialty license plate	1
Southern Wesleyan	Higher Education Institute	Recipient of revenue from specialty license plate	1
SC State University	Higher Education Institute	Recipient of revenue from specialty license plate	1
Winthrop College	Higher Education Institute	Recipient of revenue from specialty license plate	1
Wofford College	Higher Education Institute	Recipient of revenue from specialty license plate	1
University of South Carolina	Higher Education Institute	Recipient of revenue from specialty license plate	1
Voorhees College	Higher Education Institute	Recipient of revenue from specialty license plate	1
Allen University	Higher Education Institute	Recipient of revenue from specialty license plate	1
North Greenville University	Higher Education Institute	Recipient of revenue from specialty license plate	1
MUSC Alumni Association	Non-Governmental	Recipient of revenue from specialty license plate	1
USC School of Medicine	Higher Education Institute	Recipient of revenue from specialty license plate	1
Sertoma International	Non-Governmental	Recipient of revenue from specialty license plate	1
SC Department of Health & Environmental	State Government	Partner on resolution of birth certificates for issuance of credentials	1,2,3
Donate Life SC	State Government	Registration of donors and collection of funds in support of Donate	1
SC Department of Natural Resources	State Government	Recipient of revenue	1
SC Department of Agriculture	State Government	Recipient of revenue	1
SC Department of Education	State Government	Recipient of revenue from specialty license plate and driving history	1
SC Department of Insurance	State Government	Development of Vehicle liability insurance requirements	1,3
SC Department of Revenue	State Government	Collection and distribution of Taxes	1
SC Department of Transportation	State Government	Traffic safety and recipient of revenues collected	1,2,3
SC Department of Public Safety	State Government	Traffic safety and recipient of revenues collected and driving history	1,3
Ducks Unlimited Inc.	Non-Governmental	Recipient of revenue from specialty license plate	1
Earth Echo International	Non-Governmental	Recipient of revenue from specialty license plate	1
SC Elks Association	Non-Governmental Organization	Recipient of revenue from specialty license plate	1
SC Emergency Medical Services	Professional Association	Recipient of revenue from specialty license plate	1
Eagle Scouts of America	Non-Governmental	Recipient of revenue from specialty license plate	1
SC Equality	Non-Governmental	Recipient of revenue from specialty license plate	1
SC Fire Academy	State Government	Recipient of revenue from specialty license plate	1
University of Florida	Higher Education Institute	Recipient of revenue from specialty license plate	1
SC Farm Bureau Federation	Private Business Organization	Recipient of revenue from specialty license plate	1

Fraternal Order of Police	Professional Association	Recipient of revenue from specialty license plate	1
Florida State University	Higher Education Institute	Recipient of revenue from specialty license plate	1
Greenville Children's Hospital	Private Business Organization	Recipient of revenue from specialty license plate	1
Georgia Tech Foundation	Non-Governmental	Recipient of revenue from specialty license plate	1
Heritage Classic Foundation	Non-Governmental	Recipient of revenue from specialty license plate	1
The Friends of Hunting Island State Park, Inc.	Non-Governmental	Recipient of revenue from specialty license plate	1
Save the Hunley/Hunley Commission	State Government	Recipient of revenue from specialty license plate	1
Kappa Alpha Psi	Non-Governmental	Recipient of revenue from specialty license plate	1
Mothers Against Drunk Driving	Non-Governmental	Recipient of revenue from specialty license plate	1
Marine Corps League	Non-Governmental	Recipient of revenue from specialty license plate	1
MUSC Children's Hospital	Higher Education Institute	Recipient of revenue from specialty license plate	1
NC State Alumni Association	Non-Governmental	Recipient of revenue from specialty license plate	1
Northwestern HS Alumni Association	Non-Governmental	Recipient of revenue from specialty license plate	1
National Multiple Sclerosis Society	Non-Governmental	Recipient of revenue from specialty license plate	1
Prince Hall Masons, Order of Eastern Star	Non-Governmental	Recipient of revenue from specialty license plate	1
Omega Psi Phi	Non-Governmental	Recipient of revenue from specialty license plate	1
Ohio State University	Higher Education Institute	Recipient of revenue from specialty license plate	1
Purdue Alumni Association	Non-Governmental	Recipient of revenue from specialty license plate	1
Phi Beta Sigma	Non-Governmental	Recipient of revenue from specialty license plate	1
Palmetto Cycling Coalition, Inc.	Non-Governmental	Recipient of revenue from specialty license plate	1
Penn Center, Inc.	Non-Governmental	Recipient of revenue from specialty license plate	1
SC Parrot Head Club Council/SC Alzheimer's	Non-Governmental	Recipient of revenue from specialty license plate	1
Palmetto Health Foundation	Non-Governmental	Recipient of revenue from specialty license plate	1
Prince Hall Masons	Non-Governmental	Recipient of revenue from specialty license plate	1
Patriots Point Foundation	Non-Governmental	Recipient of revenue from specialty license plate	1
SC Department of Parks, Recreation, and	State Government	Recipient of revenue from specialty license plate	1
Quality Deer Management Association	Non-Governmental	Recipient of revenue from specialty license plate	1
US Department of State	Federal Government	Partner in identity management	1,3
Rocky Mountain Elk Foundation	Non-Governmental	Recipient of revenue from specialty license plate	1
Ronald McDonald House Charities	Non-Governmental	Recipient of revenue from specialty license plate	1
Carolina Recycling Association	Non-Governmental	Recipient of revenue from specialty license plate	1
Rotary International	Private Business Organization	Recipient of revenue from specialty license plate	1
SC Arts Commission	State Government	Recipient of revenue from specialty license plate	1
SC Citizens for Life	Private Business Organization	Recipient of revenue from specialty license plate	1
Nurse's Foundation	Professional Association	Recipient of revenue from specialty license plate	1
SC Association of Realtors	Professional Association	Recipient of revenue from specialty license plate	1
SC Division of the Sons of Confederate	Non-Governmental	Recipient of revenue from specialty license plate	1
Sigma Gamma Rho	Non-Governmental	Recipient of revenue from specialty license plate	1
Surfrider Foundation	Non-Governmental	Recipient of revenue from specialty license plate	1

SC Transportation Infrastructure Bank	State Government	Recipient of revenue from specialty license plate	1
SC State Treasurer's Office	State Government	Recipient of revenues	1
Morris Island Lighthouse/Save the Light Inc.	Non-Governmental	Recipient of revenue from specialty license plate	1
SC Special Olympics	Non-Governmental	Recipient of revenue from specialty license plate	1
Delta Sigma Theta	Non-Governmental	Recipient of revenue from specialty license plate	1
Support Our Troops Inc.	Non-Governmental	Recipient of revenue from specialty license plate	1
Chabad of Charleston, Inc.	Non-Governmental	Recipient of revenue from specialty license plate	1
SC Technology Alliance	Professional Association	Recipient of revenue from specialty license plate	1
University of Tennessee	Higher Education Institute	Recipient of revenue from specialty license plate	1
Twin City Outreach Mission	Non-Governmental	Recipient of revenue from specialty license plate	1
SC Tennis Patrons Foundation	Non-Governmental	Recipient of revenue from specialty license plate	1
Trees SC	Non-Governmental	Recipient of revenue from specialty license plate	1
University of Georgia	Higher Education Institute	Recipient of revenue from specialty license plate	1
U.S. Naval Academy Alumni Association	Non-Governmental	Recipient of revenue from specialty license plate	1
Wilson HS Alumni Association	Non-Governmental	Recipient of revenue from specialty license plate	1
National Wild Turkey Foundation	Non-Governmental	Recipient of revenue from specialty license plate	1
Zeta Phi Beta	Non-Governmental	Recipient of revenue from specialty license plate	1
DAODAS	State Government	Partner on state Ignition Interlock Device (IID) program	1
South Carolina Auto Dealers Association	Private Business Organization	Vendor for temporary license plates; Industry advocacy organization	1,2,3
ABATE	Private Business Organization	Industry advocacy organization	1,2
Carolina Independent Auto Dealers	Private Business Organization	Industry advocacy organization	1,2
Federal Motor Carrier Safety Administration	Federal Government	Regulates commercial motor carriers	1,2,3
National Highway Traffic Safety	Federal Government	Regulates national highway safety standards	1,2,3
American Association of Motor Vehicle	Professional Association	Develops industry best practices, provides verification services, and	1,2,3,4
Department of Homeland Security	Federal Government	Sets the federal requirements for identification issuance	1,2,3
Driving Schools	Private Business Organization	Fulfills the legal requirements for driver training	1,2,3
United Way of South Carolina	Non-Governmental	Recipient of charitable funds raised by employees; coordinates	1
Department of Juvenile Justice	Local Government	Partner in issuing identification cards to those in custody	1,2,3
Department of Corrections	State Government	Partner in issuing identification cards to those in custody, driving	1,2,3
Department of Social Services	State Government	Recipient of SCDMV reports	1,2
Emergency Management Division	State Government	Support during natural disasters	1
Department of Probation, Pardon, and Parole	State Government	Partner on Ignition interlock device program and access to member	1,2,3
Office of Revenue and Fiscal Affairs	State Government	Provide input for fiscal impact statements	1,2
SC Association of Auditors, Treasurers, and	Professional Association	Recipient of registration renewals, suspensions and CIDRs	1,2
SC Election Commission (state and county)	State Government	Provide voter registration applications	1,2,3
County Veteran's offices	Local Government	Veteran related questions and legislative issues	1
SC Trucking Association	Non-Governmental	Commercial motor vehicle and commercial driver license related	1,2
County Coroners	Local Government	access to member services	1,2
Law Enforcement Network	Local Government	partner on public safety and law enforcement related issues	1,2,3

Motorcycle Safety Foundation	Non-Governmental	Motorcycle training standards for third party training/testing	1,2
State Courts	Local Government	Provide driver information and citation	1,2
Safe Road Alliance	Non-Governmental	Parent supervised driving program	1,2
SC Counties	Local Government	Recipient of revenues	1
10 ZERO DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
123 DRIVE! DRIVING ACADEMY, INC	Private Business Organization	Automobile Driver Training, examination	1,2
1st IN CLASS	Private Business Organization	Automobile Driver Training, examination	1,2
1st MILE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
3 J'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
5 STAR DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
843 LETS DRIVE, LLC	Private Business Organization	Automobile Driver Training, examination	1,2
911 DRIVING SCHOOL (CHARLESTON)	Private Business Organization	Automobile Driver Training, examination	1,2
911 DRIVING SCHOOL (GREENVILLE)	Private Business Organization	Automobile Driver Training, examination	1,2
911 DRIVING SCHOOL (RICHLAND)	Private Business Organization	Automobile Driver Training, examination	1,2
911 DRIVING SCHOOL (YORK)	Private Business Organization	Automobile Driver Training, examination	1,2
A & R DRIVER TRAINING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
AAAA DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
ABBIE'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
ABC DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
ABLES DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
ACCURATE DRIVER EDUCATION SERVICES	Private Business Organization	Automobile Driver Training, examination	1,2
ACE DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
ADVANTAGE DRIVING LLC	Private Business Organization	Automobile Driver Training, examination	1,2
AFFORDABLE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
AIKEN DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
ALERT DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
A-LORD ASHLEY DRIVING	Private Business Organization	Automobile Driver Training, examination	1,2
ANOINTED HANDS DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
ARRIVE ALIVE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
ATKINSON DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
ATLAS DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
AUTO SAFE DRIVING SCHOOL EST	Private Business Organization	Automobile Driver Training, examination	1,2
BACK TO BASICS DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
BALDWIN POINT REDUCTION /DRIVER TRNG.	Private Business Organization	Automobile Driver Training, examination	1,2
BEACH DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
BEAMS'S AA DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
BLINDSPOT DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
BOYTER'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
BREEZY'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2

BUDGET DRIVING SCHOOL EST	Private Business Organization	Automobile Driver Training, examination	1,2
C.O.P.S. DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
CALCUTT'S DRIVING SCHOOL LLC	Private Business Organization	Automobile Driver Training, examination	1,2
CAMPBELL'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
CAROLINA DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
CAROLINA PRIDE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
CARROLL'S BLUE LINE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
CHAMPIONSHIP DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
CHK SECURITY DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
CODY'S DRIVING SCHOOL INC.	Private Business Organization	Automobile Driver Training, examination	1,2
COMPLETE DRIVERS TRAINING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
CRUISE CONTROL DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
DAVIS DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
DIVINE FAVOR DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
DRIVE 4 LIFE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
DRIVE ALERT TRAINING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
DRIVE SAFE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
DRIVER EDUCATION ACHIEVED	Private Business Organization	Automobile Driver Training, examination	1,2
DRIVERS EDGE DRIVING SCHOOL, LLC	Private Business Organization	Automobile Driver Training, examination	1,2
DRIVING 101	Private Business Organization	Automobile Driver Training, examination	1,2
DRIVING UNLIMITED	Private Business Organization	Automobile Driver Training, examination	1,2
DUTCH FORK DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
E.O.T.O CAREER & EDUCATION	Private Business Organization	Automobile Driver Training, examination	1,2
EAGLE EYE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
EMILY'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
EXCELLENT CHOICE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
FIRST STEP DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
FREEMAN GROUP LLC DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
GREENLIGHT DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
GREENVILLE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
GREENVILLE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
HANDS-ON-DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
HANNA'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
HARTNESS DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
HIGHWAY MAN DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
HOLMAN'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
J's DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
JAMES ISLAND DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
J-MAC DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2

JONES DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
JONES DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
JUST CAUSE DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
LAKE MURRAY DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
LAKELANDS DRIVING ACADEMY LLC	Private Business Organization	Automobile Driver Training, examination	1,2
LEXINGTON DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
LR "U DRIVE"	Private Business Organization	Automobile Driver Training, examination	1,2
LUDWIG DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
LUDWIG DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
MARTY WILLIAMS DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
MAVERICK DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
MCINTOSH DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
MILLER'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
MISTER C's DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
MR. MIKES DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
MURPHY'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
NATIONAL SAFETY COUNCIL DRIVING	Private Business Organization	Automobile Driver Training, examination	1,2
NAVIGATION DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
NEXTSTEP REHAB SERVICES	Private Business Organization	Automobile Driver Training, examination	1,2
O'BRIEN'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
ON POINT DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
O'BRIEN'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
PALMETTO DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
PALMETTO DRIVING SCHOOL, LLC	Private Business Organization	Automobile Driver Training, examination	1,2
PARNELL'S DRIVER TRAINING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
PICKENS DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
POSTON-COLEMAN DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
POTTS DRIVING SCHOOL EST	Private Business Organization	Automobile Driver Training, examination	1,2
PRECIOUS CARGO DRIVING SCHOOL, LLC	Private Business Organization	Automobile Driver Training, examination	1,2
PRECISION DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
PREMIER DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
PRICE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
PRICELESS CARGO DRIVING SCHOOL, LLC	Private Business Organization	Automobile Driver Training, examination	1,2
RED FOX DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
ROAD RUNNER DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
RULES OF THE ROAD DRIVING ACADEMY, LLC	Private Business Organization	Automobile Driver Training, examination	1,2
RUSTY'S AUTO DRIVER TRAINING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
SABBADINO DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
SACKS DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2

SAFE DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
SAFE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
SJ TRAINING WHEELS DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
SMALLS DRIVING ACADEMY, LLC	Private Business Organization	Automobile Driver Training, examination	1,2
SMALLS DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
SOUTHEASTERN DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
SOUTHLAND DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
STEER CLEAR DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
THE DRIVING CLINIC	Private Business Organization	Automobile Driver Training, examination	1,2
THE DRIVING ZONE	Private Business Organization	Automobile Driver Training, examination	1,2
THE ULTIMATE DRIVING SCHOOL, LLC	Private Business Organization	Automobile Driver Training, examination	1,2
THINKSAFE DRIVER TRAINING	Private Business Organization	Automobile Driver Training, examination	1,2
TJ's DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
TLM DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
TRUSSELL DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
UNION COUNTY DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
UNITED DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
VALENTINE DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
WARD'S DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
WATSON'S DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
WILKINS DRIVING ACADEMY, LLC	Private Business Organization	Automobile Driver Training, examination	1,2
WRECK-LESS DRIVING SCHOOL	Private Business Organization	Automobile Driver Training, examination	1,2
YOUNG'S DRIVING ACADEMY	Private Business Organization	Automobile Driver Training, examination	1,2
Thunder Tower Harley Davidson	Private Business Organization	MC training, examination	1,2
Cox's Harley Davidson of Rock Hill	Private Business Organization	MC training, examination	1,2
Myrtle Beach Harley Davidson LLC	Private Business Organization	MC training, examination	1,2
Trident Technical College	Higher Education Institute	MC training, examination	1,2
Tri-County Technical College	Higher Education Institute	MC training, examination	1,2
Aiken Technical College	Higher Education Institute	MC training, examination	1,2
Technical College of the Low Country	Higher Education Institute	MC training, examination	1,2
Horry-Georgetown Technical College	Higher Education Institute	MC training, examination	1,2
Tri-dent Technical College	Higher Education Institute	MC training, examination	1,2
Low Country Harley-Davidson, SIIS LLC	Private Business Organization	MC training, examination	1,2
Florence Cycles DBA Black Jack Harley	Private Business Organization	MC training, examination	1,2
Spartanburg Community College	Higher Education Institute	MC training, examination	1,2
Georgetown Board of Education	Local Government	CDL Examination	1,2
North Charleston Sewer District	Local Government	CDL Examination	1,2
Northwood Academy	K-12 Education Institute	CDL Examination	1,2
Barnwell District 45	Local Government	CDL Examination	1,2

Summerville CPW	State Government	CDL Examination	1,2
Durham School Services	Non-Governmental	CDL Examination	1,2
Orangeburg School District 5	Local Government	CDL Examination	1,2
Jasper County School District	Local Government	CDL Examination	1,2
Miller-Motte Technical College	Higher Education Institute	CDL Examination	1,2
Orangeburg Technical College	Higher Education Institute	CDL Examination	1,2
Berkeley County Roads & Bridges	Local Government	CDL Examination	1,2
Hilton Head Fire Rescue	Local Government	CDL Examination	1,2
SCDOE (St. George)	State Government	CDL Examination	1,2
SCDOT (Hampton)	State Government	CDL Examination	1,2
SCDOT (Holly Hill)	State Government	CDL Examination	1,2
SCDOT (St George)	State Government	CDL Examination	1,2
SCDOT (North Charleston)	State Government	CDL Examination	1,2
SCDOT (North Charleston)	State Government	CDL Examination	1,2
SCDOT (North Charleston)	State Government	CDL Examination	1,2
SCDOT (Beaufort)	State Government	CDL Examination	1,2
SCDOT (Allendale)	State Government	CDL Examination	1,2
SCDOT (Walterboro)	State Government	CDL Examination	1,2
SCDOT (Barnwell)	State Government	CDL Examination	1,2
SCDOT (Orangeburg)	State Government	CDL Examination	1,2
SCDOT (Orangeburg)	State Government	CDL Examination	1,2
SCDOT (Williamsburg)	State Government	CDL Examination	1,2
Landmark Construction	Private Business Organization	CDL Examination	1,2
Berkeley County Schools	Local Government	CDL Examination	1,2
Colleton County Schools	Local Government	CDL Examination	1,2
Dorchester School District 2	Local Government	CDL Examination	1,2
Allendale County Schools	Local Government	CDL Examination	1,2
SCDOT (Bamberg)	State Government	CDL Examination	1,2
Orangeburg School District 4	Local Government	CDL Examination	1,2
Beaufort County School District	Local Government	CDL Examination	1,2
City of North Charleston	Local Government	CDL Examination	1,2
Bamberg School District One	Local Government	CDL Examination	1,2
SCDOE (Summerville Bus Shop)	State Government	CDL Examination	1,2
Pepsi Cola	Private Business Organization	CDL Examination	1,2
SDDOE (Walhalla)	State Government	CDL Examination	1,2
SCDOE (Spartanburg) (skills pad only)	State Government	CDL Examination	1,2
Pike Electric	Private Business Organization	CDL Examination	1,2
SCDOT (Anderson)	State Government	CDL Examination	1,2
SCDOT (Greenville)	State Government	CDL Examination	1,2

SCDOT (Greenville)	State Government	CDL Examination	1,2
SCDOT (Oconee)	State Government	CDL Examination	1,2
SCDOT (Oconee)	State Government	CDL Examination	1,2
SCDOT (Pickens)	State Government	CDL Examination	1,2
SCDOT (Pickens)	State Government	CDL Examination	1,2
SCDOT (Spartanburg)	State Government	CDL Examination	1,2
SCDOT (Union SP & RR only)	State Government	CDL Examination	1,2
City of Greenville	Local Government	CDL Examination	1,2
York School District 1	Local Government	CDL Examination	1,2
Cherokee County Schools	Local Government	CDL Examination	1,2
Clover School District 2	Local Government	CDL Examination	1,2
Spartanburg School District 3	Local Government	CDL Examination	1,2
Greenville County Schools	Local Government	CDL Examination	1,2
Anderson School District 5	Local Government	CDL Examination	1,2
Pickens County School District	Local Government	CDL Examination	1,2
City of Union	Local Government	CDL Examination	1,2
Fort Mill School District 4	Local Government	CDL Examination	1,2
Spartanburg School District 5	Local Government	CDL Examination	1,2
United Parcel Service	Private Business Organization	CDL Examination	1,2
Union County Schools	Local Government	CDL Examination	1,2
Anderson School District 3	Local Government	CDL Examination	1,2
Spartanburg School District 6	Local Government	CDL Examination	1,2
Spartanburg School District 1	Local Government	CDL Examination	1,2
School for the Deaf and Blind	State Government	CDL Examination	1,2
Spartanburg School District 2	Local Government	CDL Examination	1,2
Spartanburg Water Systems	Local Government	CDL Examination	1,2
Tri-County Technical College	Higher Education Institute	Training, MC & CDL Examination	1,2
Greenville Technical College	Higher Education Institute	Training, MC & CDL Examination	1,2
Oconee County School District	Local Government	CDL Examination	1,2
Anderson County Alternative School	K-12 Education Institute	CDL Examination	1,2
Fire Department Donaldson	Local Government	CDL Examination	1,2
Spartanburg School District 4	Local Government	CDL Examination	1,2
Sunbelt Human Advancement Reso Inc	Private Business Organization	CDL Examination	1,2
Pelham-Batesville Fire Department	Local Government	CDL Examination	1,2
Asplundh Tree Expert LLC	Private Business Organization	CDL Examination	1,2
Spartanburg School District 7	Local Government	CDL Examination	1,2
Fairfield County Schools	Local Government	CDL Examination	1,2
Chester County Schools	Local Government	CDL Examination	1,2
Richland School District 1	Local Government	CDL Examination	1,2

Truck Driver Institute	Non-Governmental	Truck Driver Training, CDL Examination	1,2
Pepsi of Columbia	Higher Education Institute	CDL Examination	1,2
SCDOE	State Government	CDL Examination	1,2
SCDOE (Columbia)	State Government	CDL Examination	1,2
SCDOE (Hopkins)	State Government	CDL Examination	1,2
SCDOE (Laurens)	State Government	CDL Examination	1,2
SCDOT (Chester)	State Government	CDL Examination	1,2
SCDOT (Chester)	State Government	CDL Examination	1,2
SCDOT (Columbia / Park Street)	State Government	CDL Examination	1,2
SCDOT (Columbia / Fairfield Road)	State Government	CDL Examination	1,2
SCDOT (Lexington)	State Government	CDL Examination	1,2
SCDOT (Aiken)	State Government	CDL Examination	1,2
Edgefield School District	State Government	CDL Examination	1,2
SCDOT (Edgefield)	State Government	CDL Examination	1,2
SCDOT (Saluda)	State Government	CDL Examination	1,2
SCDOT (Greenwood)	State Government	CDL Examination	1,2
SCDOT (Ruby SP & RR only)	State Government	CDL Examination	1,2
SCDOT (Rock Hill SP & RR only)	State Government	CDL Examination	1,2
SCDOT (Richburg SP & RR only)	State Government	CDL Examination	1,2
SCDOT (Laurens SP & RR Only)	State Government	CDL Examination	1,2
SCDOT (Fairfield SP & RR only)	State Government	CDL Examination	1,2
Laurens School District 55	Local Government	CDL Examination	1,2
Laurens School District 56	Local Government	CDL Examination	1,2
LCPW	Local Government	CDL Examination	1,2
City of Laurens	Local Government	CDL Examination	1,2
Lexington / Richland School District 5	Local Government	CDL Examination	1,2
Saluda County Schools	Local Government	CDL Examination	1,2
Department of Corrections	State Government	CDL Examination	1,2
Richland School District 2	Local Government	CDL Examination	1,2
Criminal Justice Academy	State Government	CDL Examination	1,2
Rock Hill School District 3	Local Government	CDL Examination	1,2
Stevenson Weir Inc	Private Business Organization	CDL Examination	1,2
United Parcel Service	Private Business Organization	CDL Examination	1,2
Lexington School District 2	Local Government	CDL Examination	1,2
Aiken County Schools	Local Government	CDL Examination	1,2
Lexington School District 4	Local Government	CDL Examination	1,2
Transdev Services Inc	Non-Governmental	CDL Examination	1,2
Utilities Lines Construction	Private Business Organization	CDL Examination	1,2
Fairfield County Public Works & Recycling	Local Government	CDL Examination	1,2

Darlington School District	Local Government	CDL Examination	1,2
Pepsi Cola	Private Business Organization	CDL Examination	1,2
Lancaster County Schools	Local Government	CDL Examination	1,2
Florence School District 1	Local Government	CDL Examination	1,2
Sumter School District	Local Government	CDL Examination	1,2
Chesterfield County Schools	Local Government	CDL Examination	1,2
Kershaw County Schools	Local Government	CDL Examination	1,2
Clarendon School District 2	Local Government	CDL Examination	1,2
Pee Dee Regional Trans. Authority	Non-Governmental	CDL Examination	1,2
Florence School District 3	Local Government	CDL Examination	1,2
Marion School District 1	Local Government	CDL Examination	1,2
Florence-Darlington Technical College	Higher Education Institute	CDL Examination	1,2
SCDOE (Heath Springs)	State Government	CDL Examination	1,2
SCDOE (Bishopville)	State Government	CDL Examination	1,2
SCDOT (Manning)	State Government	CDL Examination	1,2
SCDOT (Camden)	State Government	CDL Examination	1,2
SCDOT (Conway)	State Government	CDL Examination	1,2
SCDOT (Bennettsville)	State Government	CDL Examination	1,2
SCDOT (Bishopville)	State Government	CDL Examination	1,2
SCDOT (Dillon)	State Government	CDL Examination	1,2
SCDOT (Darlington)	State Government	CDL Examination	1,2
SCDOT (Florence)	State Government	CDL Examination	1,2
SCDOT (Marion)	State Government	CDL Examination	1,2
SCDOT (Sumter)	State Government	CDL Examination	1,2
Horry County Schools	Local Government	CDL Examination	1,2
Marlboro County School District	Local Government	CDL Examination	1,2
Pepsi Bottling Ventures of Conway	Private Business Organization	CDL Examination	1,2
Newberry County Schools	Local Government	CDL Examination	1,2
Lexington School District 3	Local Government	CDL Examination	1,2
Abbeville County Schools	Local Government	CDL Examination	1,2
SCDOE	State Government	CDL Examination	1,2
SCDOT (Newberry)	State Government	CDL Examination	1,2
SCDOT (Abbeville)	State Government	CDL Examination	1,2
Lexington School District 1	Local Government	CDL Examination	1,2
Florence-Darlington Technical College	State Government	MC & Truck Driver Training, MC examination	1,2
Orangeburg-Calhoun Technical College	State Government	Truck Driver Training, CDL Examination	1,2
Technical College of the Low Country	State Government	MC & Truck Driver Training, MC examination	1,2

Agency Name: DEPARTMENT OF MOTOR VEHICLES

Fiscal Year 2019-2020
Accountability Report

Agency Code: R400 Section: 082

Report and External Review Template

Item	Is this a Report, Review, or both?	Report or Review Name	Name of Entity Requesting the Report or Conducting Review	Type of Entity	Reporting Frequency	Current Fiscal Year: Submission Date or Review Timeline (MM/DD/YYYY)	Summary of Information Requested in the Report or Reviewed	Method to Access the Report or Information from the Review
1	Internal Review and Report	Accountability Report	SC Department of Administration	State	Annually	Prior to 09/15/2020	The report must contain the agency's or department's mission, objectives to accomplish the mission, and performance measures that show the degree to which objectives are being met. Agencies must identify key program area descriptions and expenditures and link these to key financial and performance results measures.	A copy of the Annual Accountability Report is placed on the SCDMV web-site and submitted to the SC Department of Administration
2	External Review only	Executive Director's Annual Planning Stage	Governor's Office/ Agency Head Salary Commission	State	Annually	Submitted to Governor's Office on 07/09/2020	Overview of the Agency's Executive Director (and Agency) plans to accomplish in the upcoming year.	The report is submitted to the Governor's Office and Agency Head Salary Commission
3	External Review and Report	Executive Director's Annual Evaluation	Governor's Office/ Agency Head Salary Commission	State	Annually	07/15/20	Overview of the Agency's Executive Director (and Agency) has accomplished during the past year.	The report is submitted to the Governor's Office and Agency Head Salary Commission
4	External Review and Report	Federal Grant Progress Reports	Various Federal Entities	Federal	Quarterly	Quarterly	Summary of Federal Spending	Reports are submitted to the appropriate Federal Oversight Agency and maintained by the Department
5	Internal Review and Report	Fees and Fines Report	Required by Proviso	State	Annually	8/31/2020	Report listing any Fees and Fines collected by the Agency and how the fees and fines are distributed	A copy of the Fees and Fines Report is placed on the SCDMV website, submitted to SCDMV's House Ways and Means Budget Analyst, and to SCDMV's Senate Finance Budget Analyst
6	External Review and Report	Federal Highway Administration Report	SC Department of Transportation (for Federal Reporting purposes)	State	Annually	Varies	Number of Drivers Licenses broken down by gender and age; types of licenses issued; information re: Commercial Licenses; summary of all registration fees collected and how they were distributed	The report is submitted to the SC Department of Transportation and maintained by the Department. The SC DOT uses the information for Federal Mandated reporting.
7	Internal Review and Report	State Infrastructure Report	SC Department of Transportation and the State Infrastructure Bank	State	Annually	08/31/20	Summary of all funds transferred to the State Highway Fund and the State Infrastructure Bank broken down by Gross Vehicle Weight (GVW).	A copy of the report is maintained by the Finance Department at the SCDMV and is submitted to the SC DOT.
8	External Review and Report	Fiscal Year Closing Packages	State Comptroller General's Office	State	Annually	Various	Various information regarding the fiscal year closeout	SCDMV or the Comptroller General's Office
9	Internal Review and Report	Capital Projects Improvement Plan	Department of Administration, Budget Office	State	Annually	06/06/20	5-year Capital Project Plan	Contact SCDMV or SC Department of Administration
10	Internal Review and Report	Capital Projects Strategic Plan	Department of Administration, Budget Office	State	Annually	07/06/20	Listing of all property owned / utilized by the SC SCDMV	Contact SCDMV or SC Department of Administration
11	Internal Review and Report	Annual IT Strategic Plan	Department of Administration, Division of Technology Operations	State	Annually	07/30/20	With the consultation and approval of DTO, Cabinet Agencies must create an information technology plan for purchases that exceed \$50,000 to ensure compliance with the Statewide Strategic Information Technology Plan and the standards defined by DTO.	Contact SCDMV or SC Department of Administration
12	External Review and Report	Heavy Vehicle Use Tax (HVUT)	Federal Highway Administration (for IRS)	Federal	Annually		Audit and Compliance of collections of heavy use tax for the IRS	Contact SCDMV
13	External Review and Report	Annual AUP Audit	State Auditor's Office	State	Other	Varies	Audit of Agency's Financial Transactions	State Auditor's Office Web-Site
14	External Review and Report	Audit	State Procurement Auditor's Office	State	Other	Varies	Audit of Agency's Procurement Practices in accordance with State Law	State Procurement's Office Web-Site
15	External Review and Report	Audit	State Division of Human Resources	State	Other	Varies	Audit of Agency's HR Practices in accordance with State Regulations	Contact SCDMV or State Human Resources for a copy
16	External Review and Report	Federal Grant Progress Reports	FEMA (Federal Emergency Management Agency)	Federal	Other	Quarterly	Review of Federal Expenditures in accordance with the Federal Grant Guidelines	SCDMV
17	External Review and Report	Federal Grant Progress Reports	FMCSA (Federal Motor Carrier Safety Administration)	Federal	Other	Quarterly	Review of Federal Expenditures in accordance with the Federal Grant Guidelines	SCDMV

