Agency Activity Inventory
by Agency
Appropriation Period: FY 2010-11

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1400 Administration

Provide executive leadership, ombudsman, strategic planning, policy, legal and financial services, facilities management, personnel services, communications, procurement, internal auditing and other administrative services for the agency.

Statewide Result Area: Improve the safety of people and property

Strategy: Administration

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Other Fund - Subfund No. & Title:
3264-DMV Other Operating Revenue, $4,285,675; 3958 - Sale of Assets, $25,635; 3805 - Misc Revenue, $106,094

Budgetary Program No.: I.

Expected Results:
Ombudsman - Track and reconcile all ombudsman calls. Fiscal requirements: Meet all fiscal requirements by expected deadlines. Strategic Planning: Define requirements and project phasing for implementation of a digitized plate production and fulfillment process. Communications: Develop and distribute public awareness materials for driver, vehicle and insurance requirements. Internal Audit: Audit internal operations to ensure compliance with policies and laws. Support Services: Develop and implement facilities, financial, and HR programs and procedures to increase agency efficiency and ensure compliance with legal requirements.

Outcome Measures:
Ombudsman – responded to over 2,800 customer request last year. Project Management – Staff members provided oversight for the implementation of the following projects this fiscal year: International Fuel Tax Agreement (IFTA) and International Registration Plan (IRP) which replaced Motor Carrier Services’ legacy system that would be retired December 2010; National Motor Vehicle Title Information System (NMVTIS) which allows electronic real-time verification of a paper title with the state that issued the title; Digital License Plate reissue which included issuing additional license plates in the digital format and producing plates on-demand and; SC Enterprise Information System (SCEIS) which replaced the agency’s legacy accounting system. Communications – Communications processed 186 total information requests. Of that total, 53 were Freedom of Information Act requests and 133 were general information requests.* Sixty-seven (or 36%) of the total requests were media inquiries. During the fiscal year, the office issued four press releases, 20 media advisories and 21 law enforcement bulletins. The Communications Office also prepared communications for 16 agency projects and revised the South Carolina Driver’s Manual. *These totals have decreased because we now refer simple driver and vehicle record requests submitted on forms MV-70 and 5027-A directly to driver and vehicle services for processing. These requests are received from various law offices across the state. Support Services – maintained 69 field offices around the state in-house, as well as, a capital improvements project management function to oversee all facility construction and renovation projects, which included completing two major renovations; managed an $83M budget that was funded by revenues generated and retained by DMV; collected approximately $263M in total revenues and distributed approximately 73% to other entities; the Administrative Departments...
Agency Activity Inventory
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transitioned successfully from the Agency’s legacy accounting system to the new SC Enterprise Information System (SCEIS). (Internal Audits information should now be incorporated with Integrity and Accountability).

Agency: R40 - Department of Motor Vehicles
Functional Group: Transportation & Regulatory

1401 Customer Service Centers (There are 69 customer service centers throughout the state. All but three offer full service transactions - which total over 500 different types of services/transactions.)

There are 69 customer service centers located throughout the state. With the exception of 2 offices, all offer full service transactions including driver licensing services, vehicle registration, license reinstatements, and titling services. In addition to these services, 16 offices offer transactions for international customers, 36 offices offer skills tests for commercial drivers, and 10 offices provide fingerprinting for CDL hazardous material background checks.

Statewide Result Area: Improve the safety of people and property
Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2010-11

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Other Fund - Subfund No. & Title:
3264-DMV Other Operating Revenue, $22,447,361; 3537 - DUI In-Car Video, $283,400; 35C6 - Plate Replacement Fund, $4,000,000; 3595 - Uninsured Motorists Fees/Fines, $24,981,178; 41C5 - Uninsured Enforcement Funds, $894,338

Budgetary Program No.: II.A.1

Expected Results:
Office activity: Expect additional activity because of CDL fingerprinting and FR4 cancellation transactions.
Customer wait times: Maintain low wait times (15 minutes or less), even if activity and training increases. Due to budgetary constraints, the staffing levels in the field offices have decreased which has resulted in an increase in wait times for field offices. However, the overall average wait times statewide still remains below 15 minutes. Training: Improve new employee and manager training.

Outcome Measures:
DMV operates 69 Field Offices throughout the state to deliver our products and services to customers. Our goal is to provide accurate, efficient service to the thousands of customers who visit our offices while maintaining an average statewide wait time of less than 20 minutes. In all but two offices, DMV provides all basic driver license and vehicle transactions. DMV also provides essential services for other state and federal agencies such as accepting applications for voter registration (nearly 80% of all registered voters register through DMV) and registering young men for selective service. DMV also plays a key role in the organ donor registry. DMV
Agency Activity Inventory
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continues to focus on the quality of service we provide in our offices. To improve customer service, DMV continuously reviews and improves our training programs, such as the new employee training program. This program was recently expanded to include 4 weeks of "mentoring" by a dedicated trainer in addition to the eight days of formal classroom instruction. DMV offices are split into 4 regions throughout the state and are managed by regional administrators who visit each office in their region and conduct office reviews with the manager. Regional and statewide manager meetings are held on a consistent basis to discuss, among other things, new policies, changes in business processes and best practices for dealing with customer issues. DMV continues to open 6 offices around the state on two Saturday mornings per month from 8:30 a.m. to 1:00 p.m. and this service is well received by the public.

Agency: R40 - Department of Motor Vehicles
Functional Group: Transportation & Regulatory

1402 Customer Service Delivery / Alternative Media

This activity describes the delivery of services to customers in ways other than visits to customer service centers. Included in this activity are web transactions, mail-in services for titles, registration and driver's license.

Statewide Result Area: Improve the safety of people and property
Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2010-11

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Other Fund - Subfund No. & Title:
3264 - DMV Other Operating Revenue

Budgetary Program No.: II.A.2

Expected Results:
Alternative methods of service delivery provide customers with more options than to just visit customer service centers to complete transactions. Promote use of web and mail-in services going forward. Develop new business transactions to provide information for authorized customers via the web instead of through the phone or in field offices.

Outcome Measures:
For fiscal year 2010, Alternative Media processed 44,171, driver license transactions through our web site. Another 9,563 driver license transactions through the mail, for 53,734 licenses transactions outside of our field offices. They completed 19,051 requests for driving records through our web site and another 17,182 requests for driving records through the mail.
Agency Activity Inventory
by Agency
Appropriation Period: FY 2010-11

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1405 Customer Service Delivery / Call Center

Provide customer service to our customers who call the agency. Help customers obtain access to our products and services and answer questions related to our driver and vehicle licensing requirements.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

Expected Results:
The mission of the Call Center is to respond to customer inquiries by providing accurate information in a professional and timely manner. The Call Center continues to set higher performance standards for each fiscal year. The acceptable service level agreement for this year was to answer 80% of the calls in less than two minutes. The average service level that we achieved was 88% of the calls in less than two minutes. The average abandon rate for the year was three percent. Seven percent of the call volume occurred after hours and 90% of the total call volume was answered by Call Center agents.

Outcome Measures:
In FY2010, the Call Center answered 849,442 telephone calls from the general public - 33% of all calls received were questions related to driver licensing, 34% related to vehicles, 16% were in reference to financial responsibility, 15% were categorized as "general" as they related to general DMV information (office hours, questions about fees, basic DMV license and titling requirements) and 2% were received from businesses who were calling to obtain or verify vehicle information, such as lien information. The average call response time for the Call Center this fiscal year was thirty eight seconds. This shows consistent improvement when compared to reported response times of one minute one second during last fiscal year.
Agency Activity Inventory
by Agency
Appropriation Period: FY 2010-11

1406 Product Development and Partnerships

This activity includes the development, enhancement and maintenance of new DMV products and systems used for DMV partnerships with other entities to provide services. New and emerging channels of service delivery at DMV include: on-line web transactions, internet-based solutions for service delivery (web services). This activity also includes the development of new technologies and system interfaces to provide DMV data/services to major stakeholders such as the insurance industry, financial industry, automotive dealers, law enforcement, county government, etc. This activity also includes partnerships with other entities to provide DMV services.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

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Other Fund - Subfund No. & Title:
3264 - DMV Other Operating Revenue

Budgetary Program No.: II.D

Expected Results:
Partnerships developed for alternative service delivery: EVR (Electronic Vehicle Registration) allowing dealers to issue titles and registrations; CIDR (County Issuance of Decals and Registrations) allowing counties to renew registrations on DMV's behalf; ELT (Electronic Liens and Titling), allowing the banking industry to add and remove liens from vehicle titles electronically. Expand Information services to commercial customers: develop web services business-to-business data interchange capability to migrate existing customers from outdated mainframe operations to business-to-business web services. Includes state portal customers, insurers, counties, magistrate courts. Improved service for law enforcement and other government entities. Improve real time access to DMV information by law enforcement through use of web-browser based technology.

Outcome Measures:
In FY 2010, SC county tax offices issued 1,082,913 decals and registrations. We now have 29 of the 46 counties providing one stop shopping for customers by issuing SCDMV decals and registrations. SCDMV now has 130 banks and credit unions participating in our Electronic Lien and Title program. In FY2010, SCDMV sent 104,424 electronic titles to lenders. Banks and credit unions released 23,139 liens electronically. A total of 136,021 ELT transactions were completed last year, saving significant time and effort for both SCDMV and the lenders participating in the program. SCDMV completed 1,996,906 transactions in FY2010 through the state's web portal - SC.GOV. A total of 5,539,957 other web transactions were completed through our web site. SCDMV processed 1,315,208 transactions for auto dealers through our Electronic Vehicle Registration (EVR) program.
Agency Activity Inventory
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1407  Driver Services - Driver Records & DL Issuance

Driver Records: Administer laws, policies and procedures as they relate to SC motor vehicle/driver license laws. Responsible for posting violations and suspensions to driver files, correcting information on driver files and maintaining inventory of uniform traffic tickets for State. Court order unit: Process changes to driver record through court orders. Compliance unit: Process requests for special licenses and processes suspension compliance. International Customer Unit: Develop and implement programs to improve communication with international customers; oversee DL issuance documentation for international customers. DL Issuance: Develop and establish standards for driver license and identification cards. Ensure state laws and federal regulations are administered.

Statewide Result Area: Improve the safety of people and property
Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2010-11

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Other Fund - Subfund No. & Title:
3264-DMV Other Operating Revenue

Budgetary Program No.: II.B

Expected Results:
The electronic transmission of citation data from the courts to DMV has been deferred until the SCCATTS (South Carolina Collision and Ticket Tracking System) Project is implemented. DPS is the lead agency. DMV has partnered with DPS, DOT and Court Administration to develop and implement a statewide system to electronically transmit collision reports and citations. DMV has developed a Credential Upgrade Project and part of the project will involve implementing a state-wide Security Plan that will improve the integrity of our Driver License and Identification card issuance system. Validate USCIS documents for all Non-US Citizens through SAVE (Systematic Alien Verification Entitlement) system.

Outcome Measures:
During the FY 2009-2010, 1.56 million citations were received and inventoried by DMV. All citations received did not result in a suspension. 212, 502 suspensions were added to customers' records. SAVE transactions: 29,394. The International Affairs unit continues to work with Immigration attorneys, USCIS and DHS representatives to keep abreast of all immigration law changes and document changes. Fall 2010 will issue new DL/ID card which contain integrated security features at each of the three security levels defined by AAMVA standard. Developed and implemented a security plan that improves the physical and procedural security of DMV field offices/facilities. Will also begin working on a project to implement a "Photo Up Front" function as part of the issuance of credentials in DMV field offices.
1408  Driver Services - Driver Improvement and Medical Review

DOE Testing Partnership Program: Responsible for developing/monitoring program that allows DMV to administer knowledge tests at high schools; Driver review: Conduct driver record and accident reviews. Commercial Driving School Oversight: Regulate/monitor driving schools (non-CDL) processes. Medical Record Review: Maintain and forward for medical board review medical records related to a person's ability to safely operate an automobile; identify and retest drivers who need to be re-examined.

Statewide Result Area:  Improve the safety of people and property

Strategy:  Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

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Other Fund - Subfund No. & Title:
3264-DMV Other Operating Revenue

Budgetary Program No.:  II.B

Expected Results:
Develop curriculum that can be used as model for schools. Establish regulation standards and processes for Automobile Driver Training Schools. Review and develop standards for medically at-risk drivers. Increase awareness of DOE high school program and increase number of students tested w/o increasing number of schools.

Outcome Measures:
Twenty-three licenses were issued to new driver training schools. 850 new medical cases created. 1623 drivers were revoked for medical reasons. DMV did not add any high schools to the HS Program; 15,406 students were tested. Working group established to assist with the development of standards for driver training schools/curriculum. The group consists of representatives from the driver training schools, AAA, National Safety Council, DOE, DPS and DMV. Working with a representative from the Medical Advisory Board to incorporate medical guidelines established by NHTSA into our medical/impaired driver program.

Agency:  R40 - Department of Motor Vehicles

Functional Group:  Transportation & Regulatory

1410  Vehicle Services - Dealer Licensing, Regulation, and Enforcement

Enforce all laws pertaining to the buying, selling and exchanging of motor vehicles in the State. Responsible for licensing, inspecting and monitoring the operations of all SC motor vehicle dealers and wholesalers. Investigate all offenses and complaints related to dealer motor vehicle laws and conduct periodic audits of dealers.

Statewide Result Area:  Improve the safety of people and property
Agency Activity Inventory
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Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

Expected Results:
Implemented Dealer Sanction Policy effective 8/1/09. Implemented Immigration Law requiring dealers obtaining first time license after July 1, 2008 to certify lawful presence. Implemented program for scheduled VIN inspections for customers obtaining title only transactions.

Outcome Measures:
Implemented Sanction Review Board, developed guidelines governing multiple licensee use of licensed sites.

Agency: R40 - Department of Motor Vehicles

1411 Vehicle Services - Motor Carrier Services - State Highway Fuel Tax Funding

The International Fuel Tax Agreement (IFTA) is a base state fuel tax agreement. Persons based in a member jurisdiction operating a qualified motor vehicle(s) in two or more member jurisdictions must license under this agreement or purchase fuel trip permits to travel in member jurisdictions. IFTA requires persons to have an IFTA license and decal on their vehicle if they are traveling into other states transporting property or persons and meet certain weight or axle requirements. Upon receipt of a completed application, DMV issues the license and decals to the applicant. DMV then collects fuel taxes from applicants and disburses them to the SCDOT or to other jurisdictions. DMV also receives fuel taxes due to SC from other states and disburses them to SCDOT.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

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Agency Activity Inventory
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3346 - IFTA Operating Fund, $867,246; 3264 - DMV Other Operating Revenue, $376,203

Budgetary Program No.: II.C

Expected Results:
Issue licenses for all IFTA applicants, monitor tax disbursements and collections; current transaction system needed to be replaced by December 2010. Successfully implemented system to integrate with title and registration application in May 2010. Secured application: $900,000 in federal grants to support redesign.

Outcome Measures:
Development and rollout of on-line credentialing for Motor Carriers, beginning September 2010. Will allow carriers to file quarterly returns online and request additional credentials without coming to a DMV office or mailing paper applications.

Agency: R40 - Department of Motor Vehicles
Functional Group: Transportation & Regulatory

1615 Vehicle Services - Motor Carrier Services - Regulation

International Registration Plan (IRP): Issues registrations for apportioned vehicles, defined as any vehicle primarily used for the transportation of property and with a GVW over 26,000 lbs. Unified Carrier Registration (*UCR): Required for "for-hire" carriers with interstate authority, allowing them to haul for-hire commodities regulated by FMCSA. Administer the program for "for-hire" carriers who haul exempt commodities. Performance and Registration Information Systems Management (PRISM): National program allowing states to verify safety rating prior to registration or renewal of motor carrier credentials.

Statewide Result Area: Improve the safety of people and property
Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

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Other Fund - Subfund No. & Title:
3198 - Motor Carrier, $542,000; 3264 - DMV Other Operating Revenue, $2,289,759

Budgetary Program No.: II.C

Expected Results:
IRP: Current transaction system needed to be replaced by December 2010. Successfully implemented system to integrate with title and registration application in May 2010. Secured application: $900,000 in federal grants to support redesign. New Entrant Program: Successfully transferred program to DPS, where the program nicely dovetails with existing DPS safety compliance program.
Agency Activity Inventory  
by Agency  
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Outcome Measures:
Development and rollout of on-line credentialing for Motor Carriers, beginning September 2010. Will allow carriers to file renewals and request additional credentials without coming to a DMV office or mailing paper applications.

Agency: R40 - Department of Motor Vehicles  
Functional Group: Transportation & Regulatory

1616  Driver Services - Commercial Driver's License Regulation
Establish standards for issuance of commercial driver's license. Ensures state is in compliance with state laws and federal regulations for licensing and testing commercial driver license holders. Coordinates and monitors updates to the CDLIS/MCSIA component of the system on an on-going basis and in response to regularly scheduled audits conducted by FMCSA.

Statewide Result Area: Improve the safety of people and property
Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

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Other Fund - Subfund No. & Title:
3264 - DMV Other Operating Revenue

Budgetary Program No.: II.B

Expected Results:
CDL Helpdesk: Increase functionality and effectiveness of unit. CDLIS (Commercial Driver License Information System) Modernization Project: Develop/revise current policies, procedures, business rules, system changes. Replace current knowledge testing system with web-based automated knowledge testing system.

Outcome Measures:
Majority of non-compliant CDL audit issues were corrected. Developing business and technical specifications for implementing CDLIS system changes mandated by FMCSA. Will begin piloting the new (web-based) knowledge test system in three CDL field offices in Fall 2010. Goal is to implement the system in all 36 CDL field offices by 2011. The Road Test Skills project will allow CDL examiners to utilize Tablet PC portable devices while scoring CDL applicant during all phases of the CDL Road Test Exam. Rollout of the portable PC devices will begin later this year.
Agency Activity Inventory by Agency
Appropriation Period: FY 2010-11

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1617 Driver Services - Financial Responsibility


Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

Outcome Measures: The SC ALIR system receives over 85,000 electronic transactions from insurance companies and agents every month, identifying over 15,000 uninsured motorists monthly. The system currently maintains an estimated 7% uninsured motorist rate based on the number of motorist insured at the time of accident (decrease from estimated 20-25% uninsured rate in 2003). The SC ALIR system receives over 40,000 insurance verification transactions every month (currently 97% of all insurance received following cancellations is received electronically) significantly reducing paper insurance compliance processed by DMV (Insurance received following accident, SR22/26 reporting). The program improves customer service through a dedicated customer support unit for insurance related inquiries, self service options such as web payment. Implemented mandatory VIN file reporting requiring insurance companies to electronically submit their entire book of business weekly. Insurance data is used to verify insurance following vehicle registration renewal. The system currently receives over 3.1 Million VIN records every week. VIN file reporting closes the loop on uninsured motorists and increase the efficiency of the overall program by decreasing insurance company and customer involvement (automated verification following cancellation notice to DMV, accidents, etc.) Implemented real-time insurance verification through web services technology to enhance the program. The SC ALIR system can now verify insurance information provided by the customer in real-time directly with the insurance company. The SC ALIR system is considered to be one of the most effective and efficient insurance reporting system in the nation.
1618 Administration - Internal Affairs / Document Review and Fraud

The Office of Integrity and Accountability (OIA) is responsible for investigating any suspected or alleged acts that involve violations of law or policy committed by customers, employees, or other parties that involve the South Carolina Department of Motor Vehicles. Recently, the Commercial Driver License Unit collaborated with OIA to provide continuing education to DMV driver license examiners and the departments' third party tester program participants in an effort to assure that the licensing of drivers is in accordance with established state and federal guidelines thereby potentially reducing instances of non-qualified drivers receiving licenses. In addition, the office serves as the liaison between the department and law enforcement agencies. The unit works to ensure the integrity of department transactions and staff and protect the department and its customers from unethical or illegal conduct. The efforts of OIA are designed to promote safety and security throughout the agency and enforce established codes of conduct for employees and customers as regulated by state or federal laws as well as departmental policies. OIA also monitors transactions and helps formulate policies and processes designed to detect and deter fraudulent activity involving the department.

**Statewide Result Area:** Improve the safety of people and property

**Strategy:** Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

**FY 2010-11**

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**Other Fund - Subfund No. & Title:**
3264-DMV Other Operating Revenue

**Budgetary Program No.:** I.

**Expected Results:**

Office of Integrity and Accountability: Detect and deter fraudulent activity by analyzing trends and patterns found in OIA cases. Investigate allegations of fraud or misconduct and document these cases. Review select transactions for fraudulent activity. Provide information and resources to other SCDMV work units about fraudulent activity. Develop recommendations to improve policies to reduce opportunities for fraudulent activities. Develop mutually beneficial working relationship with law enforcement entities and help fulfill information requests for law enforcement. Work to provide information and resources to detect, deter, or combat fraud to employees, customers, and other agencies and entities.

**Outcome Measures:**

The Office of Integrity and Accountability investigated 87 Internal Affairs cases, 302 Fraud cases, 122 Identity Theft cases, 33 Preliminary Investigations and fielded 158 General Correspondence cases. In addition, OIA fulfilled 614 requests for information or assistance from law enforcement officers; the unit also continued to process requests from SC Highway Patrol’s Insurance Enforcement Unit for alerts to be added to customers’
record to verify invalid addresses. OIA persisted in reviewing out-of-state titles and reviewing results of the agency’s Social Security On-Line Verification (SSOLV) process to include manually verifying any numbers that did not match customer information provided. The unit was also able to review customer applications for special serial numbers for vehicles and forward approved requests to the Titles and Registration unit. The unit as a whole responded to phone calls from field offices or customers as well as faxes and emails. The unit provided support for field offices who suspected fraud that resulted in arrests of two customers by local law enforcement. OIA persisted in reviewing and/or researching a variety of field office transactions and forwarded any quality control errors that were detected to the appropriate unit for correction. OIA was also able to partner with the CDL Compliance unit to complete the following audits: 87 Random Sampling, 158 TPT Audits, 58 SPEs, 232 Course Approvals/Skills Pad, 7 DMV CDL Examiner Training, 3 CDL TPT Truck Classes, 12 Examiner Refresher Classes, 2 TPT Refresher Classes, 5 Handicap Waivers, 3 Covert Operations, 70 CVSA Inspections, 30 Truck School Inspections, and 30 Instructor Applications (test given). The Office of Internal Audit was also merged with the Office of Integrity and Accountability. Internal Audit completed the following assignments during FY2010: performed 5 field office audits; provided technical assistance during investigations involving potential fraud or employee wrong-doing; assisted Field Administration in the development of a self-assessment process to ensure that the department’s field offices were complying with applicable policies, procedures, laws, and regulations; reviewed 24 field office self-assessments to evaluate the effectiveness of the assessment process; performed consultative reviews, requested by management, of the department’s warehouse inventory, time sheet accountability, cell phone charges, and research of deeds and plats of SCDMV property; assisted Procurement Manager with the development of RFP to obtain an audit firm to perform accountability procedures on vendors who purchase driver’s license and vehicle data from SCDMV; and participated on numerous committees to assist management in the development of agency policies, procedures, and internal controls.

Agency: R40 - Department of Motor Vehicles

**Vehicle Services - Titles & Registration**

This activity includes all headquarters-based titling and registration activities. Included are services for mail in title and registration activities, personalized license plates, fleet and permanent vehicles, and vehicle history documentation and issuance. Includes Vehicle Compliance area that deals with exception processing of biennial registrations and suspension of tags, and Titles and Registration Help Desk, that assists field offices in processing of title and registration transactions. Also includes Special Plate Review program, through which all license plates issued by the agency are subjected to a design review panel before production and distribution. This area is also responsible for general plate reissues.

**Statewide Result Area:** Improve the safety of people and property

**Strategy:** Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

### FY 2010-11

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**Other Fund - Subfund No. & Title:**
Agency Activity Inventory
by Agency
Appropriation Period: FY 2010-11

3264-DMV Other Operating Revenue

Budgetary Program No.: II. C

Expected Results:
Implementation of National Motor Vehicle Titling Information System (NMVTIS), an electronic exchange of titling information among states. Implementation of NMVTIS will increase the security and titling of SC motor vehicles through the interchange of title VIN and brand information among states. Phase one will encompass batch updates and should be implemented by or around October 2009. Phase two will permit online real time inquiries prior to SC title being issued, and will be implemented first quarter 2010 (calendar).

Outcome Measures:
Completed reissue of approximately 2.5 million plates between July 2009 and June 2009. Secured approx. $290,000 in federal grants to assist with NMVTIS implementation. Developed program specifications for Phase I implementation.

AGENCY TOTALS

Department of Motor Vehicles

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