

Agency Activity Inventory
by Agency
Appropriation Period: FY 2009-10

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 to the agency.

Statewide Result Area: Improve the safety of people and property

Strategy: Administration

FY 2009-10

Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$5,373,504	\$0	\$0	\$0	\$0	\$5,373,504	89.00

Other Fund - Subfund No. & Title:

3264-DMV Other Operating Revenue, \$5,213,342; 3958 - Sale of Assets, \$12,650; 3805 - Misc Revenue, \$147,512

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 2,065 customer requests for assistance; Project Management staff provided oversight for the general reissue of the new Sunrise Plate, through this project a total of 2,688,702 plates have been issued; Communications - processed 240 media inquiries, 86 FOIA requests, 310 general information requests, developed and/or revised 8 publications, 25 press releases, 10 law enforcement bulletins and prepared communication materials for 16 agency projects; Internal Audit - performed audits on the 70 field offices located throughout the state, performed follow-up audits to ensure that adequate corrective actions had been taken, assisted the Office of Accountability and Integrity with on investigation involving potential fraud and employee wrongdoing, performed on consultative review requested by executive management, and actively participated and consulted on numerous internal committees regarding the development of Agency policies, business rules and internal controls; Support Services - Worked with the B&CB to transition the field office maintenance program in-house, maintained a construction project management function in-house to oversee all facility construction and renovation projects, managed an \$73M budget that was 100% funded by revenues generated and retained by DMV, collected approximately \$267M in total revenues and distributed approximately 70% to other entities, awarded contracts to outsource a portion of the call center and develop an IFTA/IRP database that will be fully integrated with our existing database.

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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 3 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, 34 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.

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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$56,346,906	\$0	\$0	\$0	\$0	\$56,346,906	961.00

Other Fund - Subfund No. & Title:

3264-DMV Other Operating Revenue, \$18,301,517; 3537 - DUI In-Car Video, \$281,800; 35C6 - Plate Replacement Fund, \$4,000,000; 3595 - Uninsured Motorists Fees/Fines, \$32,520,895; 41C5 - Uninsured Enforcement Funds, \$1,242,694

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.
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 three 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 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.

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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 Saturday mornings from 8:30 a.m. to 1:00 p.m. and this service is well received by the public.

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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.

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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$2,393,159	\$0	\$0	\$0	\$0	\$2,393,159	7.00

Other Fund - Subfund No. & Title:

3264 - DMV Other Operating Revenue, \$2,393,359

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 to authorized customers via the web instead of through the phone or in our field offices.

Outcome Measures:

For fiscal year 2009, Alternative Media processed 59,838 driver license renewals through our web site. Another 16,105 licenses were renewed through the mail, for 75,943 licenses renewed outside of our field offices. Alternative Media also reissued 2,979 licenses and issued 413 duplicate licenses. They completed 18,788 requests for driving records through our web site and another 14,797 requests for driving records through the mail.

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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.

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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$2,594,024	\$0	\$0	\$0	\$0	\$2,594,024	60.00

Other Fund - Subfund No. & Title:

3264 - DMV Other Operating Revenue, \$2,594,024

Budgetary Program No.: II.A.2

Expected Results:

The mission of the Call Center is to respond to customer inquiries by providing accurate information in a professional and timely manner. We are constantly searching for processes and technology to improve our operations. Recently, we started a pilot project to outsource the answering of some calls to a vendor who works alongside our employees in the Call Center. Although the project has only been in place for a few months, we have seen the cost per call reduced from \$3.75 to \$1.88 with an improvement in speed of answer.

Outcome Measures:

In FY2009, the Call Center answered 822,989 telephone calls from the general public - 34% of all calls received were questions related to driver licensing, 33% related to vehicles, 16% were in reference to financial responsibility, 14% were categorized as "general" as they related to general DMV information (office hours, questions about fees, basic DMV license and titling requirements) and 3% 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 one minute one second. This shows great improvement when compared to reported response times of three minutes during last fiscal year. The improvement is due to the added efficiency in handling the general information calls through a vendor enabling the higher skilled DMV employees to handle all other calls.

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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

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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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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$2,065,041	\$0	\$0	\$0	\$0	\$2,065,041	14.00

Other Fund - Subfund No. & Title:

3264 - DMV Other Operating Revenue, \$2,065,041

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 2008, SC county tax offices issued 325,466 decals and registrations (This number is significantly lower than FY2008 due to the reissuance of plates. This number does not include temporary registrations that were issued at the county due to the license plate reissue). We now have 27 of the 46 counties providing one stop shopping for customers by issuing SCDMV decals and registrations. SCDMV now has 103 banks and credit unions participating in our Electronic Lien and Title program. In FY2009, SCDMV sent 68,496 electronic titles to lenders. Banks and credit unions released 11,766 liens electronically. A total of 84,194 ELT transactions were completed last year, saving significant time and effort for both SCDMV and the lenders participating in the program. SCDMV completed 2,005,097 transactions in FY2008 through the state's web portal - SC.GOV. A total of 5,224,801 other web transactions were completed through our web site.

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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

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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.

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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$4,330,433	\$0	\$0	\$0	\$0	\$4,330,433	73.00

Other Fund - Subfund No. & Title:

3264-DMV Other Operating Revenue, \$4,330,433

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 Alient Verification Entitlement) system.

Outcome Measures:

During 2008/2009 FY 1.5 million citations were received and inventoried by DMV. All citations received did not result in a suspension. 464,042 violations and suspensions were added to customers' records. The objective of the Credential Upgrade Project Security Plan is to develop and implement an effective protection program and to ensure the program is properly documented. The plan will address the protection of the SCDMV defined critical assets as related to the Driver License and Identification card credentialing business function, and will include people, property, information and products. The objective of the Security Plan is to ensure that security measures, operational policy, physical facilities, related IT systems and personnel conduct activities in an integrated and effective way to avoid situations that could compromise the integrity of our DL/ID credential. SAVE transactions: Initial Queries 5,953 , Additional Queries 524, Re-submittal 213, Manual 2, and Third 54.

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1408 Driver Services - Driver Improvement and Medical Review

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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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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$1,096,983	\$0	\$0	\$0	\$0	\$1,096,983	14.00

Other Fund - Subfund No. & Title:

3264-DMV Other Operating Revenue, \$1,096,983

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 # of students tested w/o increasing # of schools.

Outcome Measures:

Classroom audits are conducted on Saturdays for 8-hour course. 25 classroom audits were conducted. 16 licenses issued to new driver training schools. In an effort to better monitor the training schools, new audit, tracking, and complaint forms were developed/revised. 901 new medical cases created. 845 drivers were revoked for medical reasons. DMV added 6 schools to High School Testing Program and tested 15,412 students.

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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

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

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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$1,377,524	\$0	\$0	\$0	\$0	\$1,377,524	25.00

Other Fund - Subfund No. & Title:

3264-DMV Other Operating Revenue, \$1,377,524

Budgetary Program No.: II.C**Expected Results:**

Conduct audit of dealer licensing program to identify inefficient areas within program. Begin to develop statistics surrounding number of sanctions as % of actions.

Outcome Measures:

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.

Agency: R40 - Department of Motor Vehicles**Functional Group:** Transportation & Regulatory**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 SC DOT or to other jurisdictions. DMV also receives fuel taxes due to SC from other states and disburses them to SC DOT.

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 2009-10**

Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$1,343,833	\$0	\$0	\$0	\$0	\$1,343,833	5.00

Other Fund - Subfund No. & Title:

3346 - IFTA Operating Fund, \$1,131,260; 3264 - DMV Other Operating Revenue, \$212,573

Budgetary Program No.: II.C

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Expected Results:

Issue licenses for all IFTA applicants, monitor tax disbursements and collections; current transaction system needs to be replaced by December 2010. Complete development and implement system by 2nd quarter 2010.

Outcome Measures:

Developing requirements and designing and developing tax return processing system to integrate with title and registration application, Expected Implementation 2nd quarter 2010 (Calendar year). Secured app. \$900,000 in federal grants to support redesign.

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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. Single State Registration System (SSRS): 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. New Entrant Program: New Interstate motor carriers must register with FMCSA and have an audit conducted to demonstrate that the carrier has safety management controls in place.

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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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$3,112,202	\$0	\$135,491	\$0	\$0	\$2,976,711	37.00

Other Fund - Subfund No. & Title:

3198 - Motor Carrier, \$1,030,060; 3264 - DMV Other Operating Revenue, \$1,946,651

Budgetary Program No.: II.C

Expected Results:

CVIEW-Enable real-time exchange of registration data with law enforcement personnel at the roadside. PRISM Implement PRISM program. IRP - current transaction system needs to be replaced by December 2010. Complete development and implement system by 2nd quarter 2010.

Outcome Measures:

Developing requirements and designing and developing IRP registration system to integrate with title and registration application. Expected Implementation 2nd quarter 2010 (Calendar year). Secured app. \$900,000 in federal grants to support redesign, including online credentialing.

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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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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$788,512	\$0	\$377,844	\$0	\$0	\$410,668	9.00

Other Fund - Subfund No. & Title:

3264 - DMV Other Operating Revenue, \$410,668

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:

Legislation will be resubmitted during 2010 session. CDL audit was conducted by FMCSA in February, 2009. DMV is correcting all non-compliant problems that were addressed during the audit. New telephone system installed at CDL Helpdesk (grant). Received final requirements for CDLIS system changes. Received app. \$400,000 in grants to implement new requirements. Completed selection process for vendor for testing system. Received app. \$350,000 in grants to upgrade knowledge testing system.

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1617 Driver Services - Financial Responsibility

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Financial Responsibility: Responsible for administering and enforcing laws relating to Financial Responsibility Act, Uninsured Motorist Act, the Registration and Financial Security Act and the Uninsured Motorist Database Act. Suspend drivers and/or owners for operating vehicles uninsured and for non-compliance of accidents and judgments. Provide enhancements to ALIR system to improve detection of uninsured motorists and ease of reporting for insurers and customers on financial responsibility suspensions.

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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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$4,515,985	\$0	\$0	\$0	\$0	\$4,515,985	55.00

Other Fund - Subfund No. & Title:

3264-DMV Other Operating Revenue, \$690,064; 41C5 - Uninsured Enforcement Funds, \$3,787,290; 43D2 - DUI, \$38,631

Budgetary Program No.: II.B

Expected Results:

ALIR System: Increase functionality of system to allow for electronic reporting of additional transactions, working towards paperless insurance tracking system. Accident suspensions: Reduce backlog for accident suspensions through more efficient processing.

Outcome Measures:

Receiving over 85,000 electronic transactions from insurance companies and agents every month. Identifying over 15,000 uninsured motorist every month. Currently maintaining an estimated 9% uninsured motorist rate based on the number of motorist insured at the time of accident (decrease from estimated 20-25% uninsured rate in 2003). Receiving over 40,000 insurance verification transactions every month (currently 93% of all insurance received following cancellations is received electronically) Significantly reducing paper insurance compliance processed by DMV (Insurance received following accident, SR22/26 reporting) Improving customer service (dedicated customer support unit for insurance related inquiries, self service options such as web payment). Implemented mandatory VIN file reporting (entire book of business) in order to begin verifying insurance following new vehicle registration and renewals. Currently receiving 3.1 Million VIN records every week. VIN file reporting will close 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.) Through web services technology the SC ALIR system can now verify insurance information provided by the customer in real-time directly with the insurance company. SC's ALIR system is considered to be one of the most effective and efficient insurance reporting system in the nation.

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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.

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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$827,690	\$0	\$0	\$0	\$0	\$827,690	13.00

Other Fund - Subfund No. & Title:

3264-DMV Other Operating Revenue, \$827,690

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 109 Internal Affairs cases, 371 Fraud cases, 208 Identity Theft cases, 46 Preliminary Investigations and fielded 120 General Correspondence cases. In addition, OIA fulfilled 502 requests for information or assistance from law enforcement officers; the unit also fulfilled 93 requests for alerts to be added to customers' record to verify invalid addresses. OIA was able to review 16,827 titles, manually verify 6,555 Social Security numbers, and issue 1376 special serial numbers for vehicles. The unit as a whole responded to 3193 phone calls from field offices or customers and 812 faxes and emails. The unit provided support for field offices who suspected fraud that resulted in 9 arrests by local law enforcement. By reviewing and/or researching a variety of field office transactions, 785 quality control errors were detected and forwarded to the appropriate unit for correction. OIA was also able to partner with the CDL Compliance unit to complete the following audits: 117 Random Sampling, 332 TPT Audits, 240 SPE, 306 Course Approvals/Skills Pad, 3 DMV CDL Examiner Training, 4 CDL TPT Truck Classes, 3 CDL TPT Bus Classes, 10 Examiner Refresher Classes, 5 TPT Refresher Classes, 7 Handicap Waivers, 18 Covert Operations, 79 CVSA Inspections,

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20 Truck School Inspections, 1 Motorcycle TPT Audit, 40 Instructor Applications (test given), 55 "Other" includes: Exams, Training and Livescan, of CDL examiners as well as assisted TCM by conducting 20 Fraud I classes.

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1891 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.

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Total	General Funds	Federal Funds	Non-Recurring Provisos	Part III (ARRA Funds)	Other Funds	FTEs
\$4,140,624	\$0	\$29,813	\$0	\$0	\$4,110,811	53.00

Other Fund - Subfund No. & Title:

3264-DMV Other Operating Revenue, \$4,110,811

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 I will encompass batch updates. Phase I should be implemented on or about October 2009. Phase II 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.

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AGENCY TOTALS

Department of Motor Vehicles

TOTAL AGENCY FUNDS	TOTAL GENERAL FUNDS	TOTAL FEDERAL FUNDS	TOTAL OTHER FUNDS
\$90,306,420	\$0	\$543,148	\$89,763,272
	TOTAL NON-RECURRING FUNDS	TOTAL PART III FUNDS	TOTAL FTEs
	\$0	\$0	1,415.00