

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



Fiscal Year FY 2026-2027

Agency Budget Plan

FORM A - BUDGET PLAN SUMMARY

OPERATING REQUESTS (FORM B1)	For FY FY 2026-2027, my agency is (mark "X"):	
	☒	Requesting General Fund Appropriations.
	☒	Requesting Federal/Other Authorization.
	☐	Not requesting any changes.
NON-RECURRING REQUESTS (FORM B2)	For FY FY 2026-2027, my agency is (mark "X"):	
	☒	Requesting Non-Recurring Appropriations.
	☐	Requesting Non-Recurring Federal/Other Authorization.
	☐	Not requesting any changes.
CAPITAL REQUESTS (FORM C)	For FY FY 2026-2027, my agency is (mark "X"):	
	☐	Requesting funding for Capital Projects.
	☐	Not requesting any changes.
PROVISOS (FORM D)	For FY FY 2026-2027, my agency is (mark "X"):	
	☐	Requesting a new proviso and/or substantive changes to existing provisos.
	☐	Only requesting technical proviso changes (such as date references).
	☒	Not requesting any proviso changes.

Please identify your agency's preferred contacts for this year's budget process.

	<u>Name</u>	<u>Phone</u>	<u>Email</u>
PRIMARY CONTACT:	Jeremy Allison	(803) 896-9891	Jeremy.Allison@scdmv.net
SECONDARY CONTACT:	Kristin Wicker	(803) 896-3844	Kristin.Wicker@scdmv.net

I have reviewed and approved the enclosed FY FY 2026-2027 Agency Budget Plan, which is complete and accurate to the extent of my knowledge.

	<u>Agency Director</u>	<u>Board or Commission Chair</u>
SIGN/DATE:		
TYPE/PRINT NAME:	Jeremy Allison	

This form must be signed by the agency head – not a delegate.

Agency Name:	Department Of Motor Vehicles
Agency Code:	R400
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BUDGET REQUESTS			FUNDING					FTES				
Priority	Request Type	Request Title	State	Federal	Earmarked	Restricted	Total	State	Federal	Earmarked	Restricted	Total
1	B1 - Recurring	SCDMV Salary Retention Request	3,941,850	0	0	0	3,941,850	0.00	0.00	0.00	0.00	0.00
2	B1 - Recurring	Branch Office Operations	8,763,340	0	0	0	8,763,340	0.00	0.00	0.00	0.00	0.00
3	B2 - Non-Recurring	Branch Office Security Upgrades	6,867,750	0	0	0	6,867,750	0.00	0.00	0.00	0.00	0.00
4	B1 - Recurring	Federal Program Impact Authority	0	800,000	0	0	800,000	0.00	0.00	0.00	0.00	0.00
5	B1 - Recurring	Shared Services Increase	1,900,000	0	0	0	1,900,000	0.00	0.00	0.00	0.00	0.00
TOTALS			21,472,940	800,000	0	0	22,272,940	0.00	0.00	0.00	0.00	0.00

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

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	1
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Provide the Agency Priority Ranking from the Executive Summary.

TITLE	SCDMV Salary Retention Request
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Provide a brief, descriptive title for this request.

AMOUNT	General: \$3,941,850 Federal: \$0 Other: \$0 Total: \$3,941,850
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What is the net change in requested appropriations for FY 2026-2027? This amount should correspond to the total for all funding sources on the Executive Summary.

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

FACTORS ASSOCIATED WITH THE REQUEST	Mark “X” for all that apply:	
	☐	Change in cost of providing current services to existing program audience
	☐	Change in case load/enrollment under existing program guidelines
	☐	Non-mandated change in eligibility/enrollment for existing program
	☐	Non-mandated program change in service levels or areas
	☐	Proposed establishment of a new program or initiative
	☐	Loss of federal or other external financial support for existing program
	☒	Exhaustion of fund balances previously used to support program
	☒	IT Technology/Security related
	☒	HR/Personnel Related
	☒	Consulted DTO during development
	☐	Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark “X” for primary applicable Statewide Enterprise Strategic Objective:	
	☐	Education, Training, and Human Development
	☐	Healthy and Safe Families
	☐	Maintaining Safety, Integrity, and Security
	☐	Public Infrastructure and Economic Development
	☒	Government and Citizens

ACCOUNTABILITY OF FUNDS	4.1 Emphasize career development and employee retention within the SCDMV	
	4.1.1 Turnover rate	
	4.1.3 First year FTE turnover rate	
	4.2 Continue to request funding for employee salary increases commensurate with performance, duties, and experience	
	4.2.1 Percent of DMV positions that are paid below the state average	
	4.2.2 Percent of DMV employees with at least 5 years of agency experience paid	
	below the state average	
	By aligning salaries of positions from our agency with comparable positions within the state, we aim to improve the quality of recruitment, decrease turnover, and increase employee retention within the SCDMV ensuring we attract and retain highly skilled and experienced staff, thereby advancing the agency strategies above.	
	To track progress, we will incorporate these efforts into our accountability metrics. Specifically, we will monitor the quality of recruitment by assessing the qualifications and performance of new hires, focusing on year one and total turnover, as well as the percentage of DMV positions and employees with at least five years of agency experience that are paid below the state average. This data will continue to be reviewed regularly to ensure that our strategies are effective in attracting high-quality candidates, retaining experienced staff, and supporting career development within the agency. The use of these funds will be evaluated based on improvements in these metrics, ensuring that the investment in competitive compensation yields the desired outcomes.	
	<i>What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?</i>	

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RECIPIENTS OF FUNDS

SCDMV FTE's. Allocation will be by position, with the agency established pay structure. Increases will be implemented in partnership with Division of State Human Resources.

What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated—using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

As South Carolina continues to grow and flourish in population and in commerce, the South Carolina Department of Motor vehicles proudly serves as the "front porch of the state", welcoming new state citizens as they visit branch offices to acquire their necessary vehicle and personal credentials. Our budget requests bear this important positioning in mind: we want to make lasting first impressions and represent that which makes us proud of our fine State, and we want to deliver on those first impressions with continued exemplary service. Our requests seek the growth, modernization, and consistent improvement of our agency from the branch level up all the way to the leadership that sets the tone for competent, committed, and courteous service of our citizens.

The South Carolina Department of Motor Vehicles (SCDMV) respectfully requests \$3,941,850 recurring to address critical salary disparities that are impacting the agency's ability to recruit and retain qualified personnel. As the agency's service demands grow increasingly complex in tandem with a soaring state population, so too must our workforce evolve to meet these needs. However, the SCDMV faces persistent challenges due to established compensation being distinctly below state pay averages and market conditions, particularly in professional and technical classifications that require formal education or specialized skills. This request seeks funding to bring agency salaries into alignment with state benchmarks, strengthen organizational stability, and ensure the continued delivery of high-quality and secure service to South Carolinians and the business community.

A comprehensive file of all positions and employees was provided to the Division of State Human Resources for further review, feedback, and approval. The agency remains steadfast in ensuring transparency in pay for our employees and citizens.

10-year Job Class Comparison

(Figures in red indicate amounts that are larger in pay disparity in 2025 than 2015)

		2015  2025				
Class Code	Title	2015 SCDMV AVG Salary	2015 Average Salary Difference	2025 State Averages	2025 Agency Average	2025 Average Salary Difference
AA75	INTERNATIONAL LICENSING SPECIALIST III	\$31,793.85	-\$1,149.83	\$41,946.25	\$40,157.84	-\$1,626.48
AH30	DOCUMENT SPECIALIST III	\$34,210.83	\$1,910.34	\$41,355.09	\$39,326.44	-\$1,642.56
AH10	FACILITIES SPECIALIST	\$46,120.89	\$4,394.83	\$50,094.13	\$46,358.50	-\$3,735.63
AH35	OFFICE SUPERVISOR II	\$46,556.88	\$6,633.12	\$49,722.61	\$49,358.56	-\$364.05
AC09	WAREHOUSE SUPERVISOR	\$47,476.00	\$6,756.19	\$54,729.79	\$52,100.00	-\$2,629.79
AC20	PROCUREMENT SPECIALIST	\$37,804.00	-\$2,627.60	\$54,594.38	\$49,206.00	-\$5,388.38
AM62	IT CUSTOMER SUPPORT SPECIALIST III	\$36,137.00	-\$5,103.03	\$52,227.12	\$51,111.00	-\$861.85
BE20	GRANTS COORDINATOR II	\$41,559.00	-\$3,525.08	\$53,702.29	\$48,671.00	-\$5,031.29
JA15	FRAUD INSPECTOR III	\$54,808.00	\$10,919.46	\$57,551.31	\$49,894.86	-\$7,656.45
AH40	MANAGERS	\$49,833.57	-\$1,598.99	\$63,205.51	\$62,535.08	-\$337.30
AH15	WAREHOUSE MANAGER	\$46,125.00	-\$6,697.13	\$66,001.92	\$62,443.00	-\$3,547.36
AM55	IT MANAGER I	\$80,694.00	\$3,816.61	\$89,773.00	\$85,041.00	-\$4,732.00
AH50	OFFICERS/REGIONAL MANAGERS	\$83,696.67	-\$2,134.97	\$103,635.39	\$94,486.62	-\$9,148.77
AM12	APPLICATION DEVELOPER IV	\$77,953.00	\$14,060.50	\$104,382.67	\$104,042.00	-\$274.95
AM56	IT MANAGER II	\$100,049.00	\$6,871.70	\$109,731.94	\$105,282.57	-\$4,449.37
AM76	NETWORK ENGINEER	\$86,235.50	-\$3,747.83	\$105,806.27	\$103,467.00	-\$2,293.09
AE50	DEPUTY DIRECTORS	\$93,403.00	-\$17,584.24	\$136,296.80	\$118,270.00	-\$17,052.42
AM57	IT DIRECTOR I	\$94,043.50	-\$14,939.94	\$131,902.86	\$121,190.00	-\$10,287.09
AM85	SENIOR IT SECURITY ADMINISTRATOR	\$100,154.00	-\$6,659.00	\$134,126.70	\$131,411.00	-\$2,662.20
AM58	AGENCY CIO	\$100,365.00	-\$16,841.63	\$154,559.30	\$135,791.00	-\$18,768.30
UA03	DIRECTOR	\$101,550.00	-\$16,795.00	\$166,649.96	\$135,791.00	-\$30,858.96
UA02	CHIEF OF STAFF	\$108,791.00	-\$34,227.83	\$174,120.60	\$144,552.00	-\$30,572.73
UA01	AGENCY HEAD	\$122,969.00	\$314.17	\$187,211.12	\$177,998.00	-\$9,213.12

Addressing these salary gaps is a strategic necessity. As seen in a 10-year Job Class Comparison (above) the agency has fallen behind its state counterparts for the past 10 years, with some pay disparities growing even larger over this period. The cost of turnover and training continues to rise, and without competitive pay, the agency will struggle to attract candidates with the specialized knowledge and technical acumen required to support modernization, innovation, and digital transformation. These challenges are already being felt across the organization, particularly as we prepare for a new era of services.

The Critical Need for Competitive Compensation

At the heart of this request lies a need to remain competitive in the state employment market. As of the latest analysis for pay grade Gen06 through Gen12 and Tec02 to Tech09—representing professional, IT, and midlevel to senior leadership staff—only 18.91% of SCDMV hiring salaries (base salaries) are at the state average. Additionally, all grades of executive leadership (Gen13, Gen14, Tec10, and Unclassified) demonstrate 0% alignment. These gross misalignments to the state average and market make it increasingly difficult to recruit and retain talent in these areas.

JUSTIFICATION
OF REQUEST

Pay Grade	% at or above State Average	Positions
Gen04	83.12%	TLS, Postal, T&R, Driver Specialist
Gen05	48.87%*	License Examiners
Gen06	10.81%	HR Asst., Accounting Technician,
Gen07	11.76%	Benfits and Payroll Specialist, Legal Assistant
Gen08	33.17%	Assistant Supervisors, Supervisors, Trainers, Paralegal
Gen09	34.56%	Managers (Branch, Business Units) Business Analyst
Gen10	38.09%	Managers (Procurement, Contract, HR I, Audit, Investigations, Project)
Gen11	44.00%	Senior Managers (Grants, Accounting, Business Unites, HR II)
Gen12	5.00%	Officers, Attorneys
Gen13	0.00%	Deputies, Procurement Officer
Gen14	0.00%	Deputy General Counsel
Director	0.00%	Director, Chief of Staff

Pay Grade	% at or above State Average	Positions
Tec02	20.00%	IT Customer Support Specialist
Tec03	0.00%	Application Developer I
Tec04	94.73%	Endpoint Technican, Network Tech II, Application Developer II
Tec05	75.00%	IT Security Specialist II, Systems Engineer I
Tec06	44.44%	BA III, Database Admin, II, System Engineer, II, Microsoft 365 Engineer
Tec07	0.00%	Network Engineer, IT Manager I, Application developer IV
Tec08	11.11%	CISO, IT Manager II, Application Architect, Security Team Manager
Tec09	0.00%	IT Director I
Tec10	0.00%	CIO

*Gen 4 is primarily License Examiners. We are the sole agency that uses this classification.

4

Agency comparison to state average by state job classification

(Post Class and Comp Reform. Displayed by pay grade.)

Key Positions vs. Similar and Smaller Agencies
(averages as of June 2025)

	SCDMV	Similar Sized (800-1600)	Smaller (<800)
ACCOUNTING/FISCAL MANAGER III	\$115,951	\$128,516	\$134,313
ATTORNEY V	\$115,951	\$127,990	\$132,130
GENERAL COUNSEL/ATTORNEY VI	\$133,251	\$157,969	\$163,619
AUDITS MANAGER I	\$76,271	\$81,907	\$88,680
HUMAN RESOURCES DIRECTOR III	\$115,951	\$135,476	\$131,891
HUMAN RESOURCES MANAGER II	\$74,298	\$88,138	\$88,290
IT DIRECTOR II	\$133,129	\$150,826	\$153,078
PROJECT MANAGER II	\$90,510	\$98,675	\$106,365
SENIOR AUDITOR	\$55,881	\$67,928	\$68,563
CISO	\$128,835	\$142,586	\$122,593
DIRECTOR	\$133,129	\$151,593	\$170,408
COS	\$141,718	\$180,237	\$180,159

These disparities are particularly concerning given the agency’s reliance on highly trained personnel. Among positions requiring a bachelor’s degree, only 30.73% meet or exceed state average pay, while positions requiring associate degrees or Juris Doctorates are at 0%. The consequences of this imbalance are already evident: the percentage of total turnover involving staff with a formal education requirement has increased from 4.7% in 2022 to 19.05% in 2025.

Degree Requirement	% at or above State Average
No Degree	60.14%
Associates	0.00%
Bachelors	30.73%
Juris Doctor	0%

Preserving Institutional Knowledge and Providing Organizational Readiness

In addition to the rising turnover of educated staff, the agency faces a looming retirement cliff. Over the next seven years, 22% of our total workforce and 25% of Support Services are eligible for full state retirement. The departure of these experienced employees, compounded by existing salary-related attrition, creates a significant risk to operational continuity. Investing in competitive compensation now will help stabilize critical positions, preserve institutional knowledge, and reduce the costly cycle of recruitment and onboarding.

Analysis and Implementation

As part of the agency's compensation review and alignment effort, the updated pay strategy was developed using the State Averages and Midpoint (Market Value), as established in the 2025 class and comp reform, as key guideposts. The revised plan intentionally does not adjust the majority of previous Band 03 and Band 04 salary groups, now designated as GEN04 and GEN05, as these bands received the vast majority of available funding during the agency's career pathing implementation in 2021–2022 making their salaries competitive with state and private industry (retail) averages for like positions.

The agency recognizes the impact that these generous funds had on the recruitment and retention of our lower pay bands, reducing our turnover from 41.55% year over year in 2022 to just over 20% today. Similarly, we believe that providing equitable pay, aligning to positions within the state, will have a positive impact on those positions we are now requesting for.

Rather than applying a blanket increase to meet state averages, SCDMV Human Resources evaluated job responsibilities to account for significant variations within class code based upon knowledge, skills, abilities, and accountabilities. Using a combination of market midpoints, state averages, and the agency's internal position hierarchy, positions were slotted into an internal pay band structure that now includes additional tiers, providing greater flexibility and clarity. Additionally, some roles were purposefully placed above the midpoint in recognition of the challenges in recruiting and retaining critical positions, ensuring the agency remains competitive in the labor market.

This budget request represents a critical investment in the workforce that powers the SCDMV. Aligning compensation with statewide standards will help mitigate turnover, increase our ability to recruit specialized talent, reduce training and vacancy costs, and safeguard the continuity of essential public services. We appreciate your consideration and support in ensuring that the SCDMV remains a competitive and resilient agency, prepared to meet South Carolina's transportation and customer service needs now and in the future.

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

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

FORM B1 – RECURRING OPERATING REQUEST

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

TITLE	Branch Office Operations
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Provide a brief, descriptive title for this request.

AMOUNT	General: \$8,763,340 Federal: \$0 Other: \$0 Total: \$8,763,340
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What is the net change in requested appropriations for FY 2026-2027? This amount should correspond to the total for all funding sources on the Executive Summary.

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

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

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark “X” for primary applicable Statewide Enterprise Strategic Objective:	
		Education, Training, and Human Development
		Healthy and Safe Families
	X	Maintaining Safety, Integrity, and Security
		Public Infrastructure and Economic Development
		Government and Citizens

ACCOUNTABILITY OF FUNDS	1.1.1 - Statewide branch office average initial wait time
	Without adequate funding, the SCDMV may be forced to close of offices to address budget shortfall. This would result in longer wait times at the remaining offices as well as place undue travel burden on constituents whose nearest branches have closed.

What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency’s accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	Appropriated to South Carolina Department of Motor Vehicles (SCDMV) and disbursed to vendors and contractors providing supporting services for branch operations
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What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

	The South Carolina Department of Motor Vehicles (SCDMV) requests additional funding in FY27 to address the continued rise in the contract costs necessary to branch operation. Due to sustained inflation, the cost to maintain branch operations has risen dramatically. Appropriated operating funds, however, have not risen to match the increase in branch operation costs. The last increase to the SCDMV’s operating budget was in 2017. The SCDMV has used its existing carryforward funds to bridge the increasing gap, but these carryforward funds have been depleted, and so the agency requests an adjustment of appropriated operating budget funding to provide for present-day expenses.
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Branch Operation Cost Increases FY2026

Item	Annual Spend	Service Appropriated At	Appropriated When?	Annual Shortfall	Remarks
Branch Office Sustainment	3,044,068.70	1,304,670.10	2017	1,739,398.60	Actual Expense vs. Original Appropriations
Infrastructure Increases	8,019,501.69	4,469,082.58	2017	3,550,419.11	Actual Expense vs. Original Appropriations
Technonogly Increases	7,767,456.69	4,293,934.16	2017*	3,473,522.53	Actual Expense vs. Original Appropriations
Total Contractual	18,831,027.08	10,067,686.84		8,763,340.24	

* Appropriations provided in 2023 for implementation of Act 37

Branch Office Sustainment

Inflation in key infrastructure services has steadily eroded the agency's purchasing power. For the past 8 years, there has been an average inflation rate of 5-8% per year for services such as facility maintenance and janitorial services. The costs associated with these services have also surged due to labor shortages, supply chain constraints, and increased demand. Commercial leasing costs have also escalated, making it more costly to operate our branch offices and support facilities statewide.

- **Janitorial Services:** Janitorial contract costs for our locations have risen an average of 8% since 2018.
- **Landscaping Services:** Routine grounds maintenance contract costs have increased an average of 7% since 2018, due to fuel price fluctuations, equipment costs, and labor shortages. Routine grounds maintenance has become more expensive due to fuel price fluctuations, equipment costs, and labor shortages.
- **Leased Buildings:** Lease rental rates have increased by over 6% since 2019, in addition to increases in pass-through costs such as property taxes, maintenance, and insurance.
- **Branch Office Maintenance:** General facility maintenance costs, including HVAC, plumbing, and electrical services, have increased by upwards of 7% since 2018.

Infrastructure

SCDMV relies on a suite of American Association of Motor Vehicle Administrators (AAMVA) managed systems that are critical to compliance with federal and state regulations, interjurisdictional coordination, and the verification of identity and driving credentials. This suite of services has experienced an average inflation rate of 9% per year since 2019:

- **State-to-State Verification Services (S2S)** – Required to comply with REAL ID Act requirements by preventing multiple driver's licenses across states.
- **Commercial Driver's License Information System (CDLIS)** – Supports the issuance, tracking, and enforcement of commercial driver's licenses across jurisdictions.
- **Social Security Online Verification (SSOLV)** – Allows real-time validation of Social Security numbers to ensure identity integrity.
- **United States Passport Verification System (USPVS)** – Provides the means to verify U.S. passport documents for identity authentication.

Additionally, inflation impacting the infrastructure of SCDMV has affected other essential operational contracts, including:

- **SFAA Liability Insurance Premiums** – The State Fiscal Accountability Authority (SFAA) has implemented premium adjustments that reflect increased claim liabilities and market shifts resulting in higher liability insurance costs to maintain required coverage levels. Premiums for SCDMV have increased 145% since 2018.
- **Postage Rate Increases** – United States Postal Service (USPS) postage rates have increased. Given that the agency mails nearly 1 million notices and compliance correspondences annually, the sustained postal increases have led to a substantial budget shortfall in this area.
- **Branch Office Utility Costs** – The agency maintains 65 branch locations statewide to ensure equitable access to services. Utility expenses—electricity, water, and natural gas—have risen sharply across all regions due to inflation and service rate adjustments from utility providers. These facilities must always remain operational and customer ready.
- **Branch Scanning** – This initiative allowed for branch offices to securely scan and transmit document directly to headquarters improving processing speed, reducing risk of lost or delayed mail, and enhancing data security and operational efficiency.

Information Technology

The SCDMV relies on technology contracts to serve the citizens of South Carolina and to safeguard personal information. Costs in these areas have risen annually, while the last increase to the SCDMV's operating budget for these expenses occurred in 2017. Until now, we have managed these increases through carryforward and internal reallocations; however, this approach is no longer sustainable.

The requested increase in recurring operating funds will be applied to the following areas:

- **IT Contractors** – The SCDMV relies on IT contractors to maintain DMV applications, infrastructure, system integration, and modernization projects. They are the backbone of the agency's operations. Contractor rates have risen due to labor market competition and inflationary wage adjustments.
- **License and Application Support** – Costs for software licensing, maintenance agreements, and vendor-supported application services have risen steadily for the past 8 years. This represents general operating systems that support Branch Office and HQ operations.
- **Internet Services** – This section represents internet service that the agency uses in branch offices as well as headquarters. In the agency's move toward modernization, networking services have become more costly to meet growing bandwidth demands

JUSTIFICATION OF REQUEST

and to accommodate infrastructure upgrades.

- **Information Security Services** – Information security services are a vital component of the agency’s risk management posture. The SCDMV holds PII for the majority of its citizens. It is vital that this information is stored securely. Funding for information security services provides for our cyber security expenses from hardware and software to contractors who perform security penetrating tests to identify potential vulnerabilities, threat monitoring, intrusion detection, and vulnerability management. Cybersecurity has become an even more important investment today as criminal organizations make increasing attempts at infiltration of citizen and government information.

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

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

FORM B1 – RECURRING OPERATING REQUEST

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

TITLE	Federal Program Impact Authority
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Provide a brief, descriptive title for this request.

AMOUNT	General: \$0 Federal: \$800,000 Other: \$0 Total: \$800,000
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What is the net change in requested appropriations for FY 2026-2027? This amount should correspond to the total for all funding sources on the Executive Summary.

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

FACTORS ASSOCIATED WITH THE REQUEST	Mark “X” for all that apply:	
	☐	Change in cost of providing current services to existing program audience
	☐	Change in case load/enrollment under existing program guidelines
	☐	Non-mandated change in eligibility/enrollment for existing program
	☐	Non-mandated program change in service levels or areas
	☐	Proposed establishment of a new program or initiative
	☐	Loss of federal or other external financial support for existing program
	☒	Exhaustion of fund balances previously used to support program
	☐	IT Technology/Security related
	☐	HR/Personnel Related
	☐	Consulted DTO during development
	☐	Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark “X” for primary applicable Statewide Enterprise Strategic Objective:	
	☐	Education, Training, and Human Development
	☐	Healthy and Safe Families
	☐	Maintaining Safety, Integrity, and Security
	☒	Public Infrastructure and Economic Development
	☐	Government and Citizens

ACCOUNTABILITY OF FUNDS	3.3.1 - Reduce the number of incidences that lead to investigations of potential fraud 1.3.3 - Success rate for Driver Services work received at SCDMV HQ Without adequate federal authority, South Carolina could risk falling out of compliance with FMCSA mandates, jeopardizing future grant funding or triggering administrative consequences from federal oversight agencies, such as a loss of SCDMV CDL Program certification, preventing further issuance of Commercial Drivers Licenses (CDL) in the state of South Carolina.
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What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency’s accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	Appropriated to South Carolina Department of Motor Vehicles (SCDMV) and disbursed to vendors, contractors, or temporary employees funded with grants, providing supporting services for CDL or Fraud Mitigation.
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What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

	Without adequate federal authority, South Carolina could risk falling out of compliance with FMCSA mandates, which would jeopardize future grant funding or trigger administrative consequences from federal oversight agencies. These consequences could include the loss of SCDMV CDL Program certification, which would prevent further issuance of Commercial Drivers Licenses (CDL) in the state of South Carolina and would drastically impact the state’s commerce. South Carolina Department of Motor Vehicles requests an increase in federal funds authority for FY2027 to enable the agency to expend federal grant funds awarded in support of critical operational initiatives. Increasing Federal Funds authority would enable the SCDMV to spend already-awarded federal dollars at no
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JUSTIFICATION OF
REQUEST

additional burden to the state's General Fund. This would reduce the need for state appropriations while maximizing federal return on investment across

By increasing Federal Funds authority, SCDMV can spend already-awarded federal dollars with no additional burden to the state's General Fund, reducing the need for state appropriations while maximizing federal return on investment across several priority areas:

• **Commercial Driver's License (CDL) Monitoring and Compliance:**

Continued investment in CDL oversight and monitoring ensures South Carolina maintains full compliance with federal requirements under the Federal Motor Carrier Safety Administration (FMCSA), including Medical Certification Monitoring, Examiner Training, and Skills test auditing and monitoring per FMCSA Regulations §384.229, §384.234, §384.228

• **Fraud Detection and Prevention Programs:**

These funds support critical fraud mitigation systems, including document authentication, Examination Monitoring, and data analytics designed to detect and prevent identity fraud—particularly within the commercial licensing sector. These systems directly contribute to improved highway safety and national security by reducing the risk of fraudulent CDL issuance.

• **Refurbishment of CDL Testing Pads and Facilities:**

Federal authority is also required to fund the rehabilitation and enhancement of CDL skills testing infrastructure, including repaving, restriping, and safety upgrades at testing pads across the state. These facilities are essential to ensure the accurate and consistent administration of commercial driving exams in accordance with FMCSA testing

If the requested Federal Funds authority is not restored or increased:

- SCDMV will be unable to fully deploy federal funds intended for programs, forcing increased reliance/future requests for the state's General Fund to maintain compliance with requirements for fraud prevention, CDL monitoring, and infrastructure improvements.
- South Carolina could risk falling out of compliance with FMCSA mandates, jeopardizing future grant funding or triggering administrative consequences from federal oversight agencies.
- The agency may be forced to defer repairs or upgrades to CDL testing sites, potentially causing bottlenecks in driver certification and limiting access to testing, especially in rural or high-demand regions.

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

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

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY

5

Provide the Agency Priority Ranking from the Executive Summary.

TITLE

Shared Services Increase

Provide a brief, descriptive title for this request.

AMOUNT

General: \$1,900,000

Federal: \$0

Other: \$0

Total: \$1,900,000

What is the net change in requested appropriations for FY 2026-2027? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS

0.00

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

FACTORS ASSOCIATED WITH THE REQUEST

Mark “X” for all that apply:

X

Change in cost of providing current services to existing program audience

Change in case load/enrollment under existing program guidelines

Non-mandated change in eligibility/enrollment for existing program

Non-mandated program change in service levels or areas

Proposed establishment of a new program or initiative

Loss of federal or other external financial support for existing program

Exhaustion of fund balances previously used to support program

X

IT Technology/Security related

HR/Personnel Related

X

Consulted DTO during development

Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES

Mark “X” for primary applicable Statewide Enterprise Strategic Objective:

Education, Training, and Human Development

Healthy and Safe Families

Maintaining Safety, Integrity, and Security

Public Infrastructure and Economic Development

X

Government and Citizens

ACCOUNTABILITY OF FUNDS

1.1.1 - Statewide branch office average initial wait time

2.1.3 - Increase the number of transactions completed by members of the public online by three percent

2.1.4 - Increase the number of transactions completed by government or business partners online by three percent

By funding SCDMV’s increase for Shared Services, we will continue to promulgate online services to the public to achieve our objectives of increasing our online presence and reducing wait times in Branch Offices. Additional funding is critical in avoiding service delays and operational shortfalls

What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency’s accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS

SCDMV is the initial recipient of the funds, but final allocation would distribute funds to the Department of Administration

What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

SCDMV migrated to the Department of Administration’s shared services environment in 2024. The Department of Administration manages the IT operations for more than 40 state agencies in the areas of network, firewall, desktop support, server hosting and storage. With this management comes redundant staffing, flexible scaling of computing resources through an operational expense model and dedicated security oversight that lets agencies focus on their core missions and provide better service to citizens. These capabilities provide the opportunity for shared services customers to experience savings from not having to recruit and retain staff with increasingly difficult to find IT skillsets, allows for the adoption of a common statewide computing platform that drives consistency and efficiency, and offers enhanced security to rapidly identify and remediate security vulnerabilities while adhering to state standards. The IT shared services model also allows purchasing at an

**JUSTIFICATION OF
REQUEST**

enterprise scale, which drives millions of dollars in negotiated savings for the state as a whole. Admin had not substantially raised rates for approximately 20 years until July 2025, and during that time, absorbed the increased cost associated with the delivery of IT shared services. While some service costs increased due to the exponentially rising expenses associated with technology (hardware, software, vendor support, etc.), other costs were reduced due to economies of scale and the continued adoption of IT shared services by agencies throughout the state. In one such example, the cost of server hosting and management was reduced by over \$2 million yearly, resulting in an overall billing reduction of 12%. The recurring funding requested by SCDMV will allow DTO to return to a net neutral financial position and continue to deliver secure, flexible and scalable shared IT services.

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

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

FORM B2 – NON-RECURRING OPERATING REQUEST

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

TITLE	Branch Office Security Upgrades
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Provide a brief, descriptive title for this request.

AMOUNT	\$6,867,750
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What is the net change in requested appropriations for FY 2026-2027? This amount should correspond to the total for all funding sources on the Executive Summary.

FACTORS ASSOCIATED WITH THE REQUEST	Mark “X” for all that apply:	
	☐	Change in cost of providing current services to existing program audience
	☐	Change in case load/enrollment under existing program guidelines
	☐	Non-mandated change in eligibility/enrollment for existing program
	☒	Non-mandated program change in service levels or areas
	☒	Proposed establishment of a new program or initiative
	☐	Loss of federal or other external financial support for existing program
	☐	Exhaustion of fund balances previously used to support program
	☒	IT Technology/Security related
	☐	Consulted DTO during development
	☐	HR/Personnel Related
	☒	Request for Non-Recurring Appropriations

Request for Federal/Other Authorization to spend existing funding
Related to a Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	Mark “X” for primary applicable Statewide Enterprise Strategic Objective:	
	☐	Education, Training, and Human Development
	☐	Healthy and Safe Families
	☒	Maintaining Safety, Integrity, and Security
	☐	Public Infrastructure and Economic Development

Government and Citizens

ACCOUNTABILITY OF FUNDS	1.2.3 - Total amount of Fees and Fines revenue distributed
	4.1.1 – Turnover Rate
	The safe and secure handling of these funds is essential to maintaining public confidence and ensuring uninterrupted financial operations. The recent robbery highlights vulnerabilities in our current transport procedures. Frontline employees responsible for managing and transporting large sums of money are placed under, particularly in high-risk environments. The recent incident has heightened concerns for personal safety.

What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency’s accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	SCDMV is the initial recipient of the funds, but final allocation would distribute funds to contracted vendors for security services
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What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

	The safe and secure handling of funds is essential to maintaining public confidence and ensuring uninterrupted financial operations. A recent robbery at a branch highlights vulnerabilities in our current transport procedures. Frontline employees who manage and transporting large sums of money are put in an unreasonably dangerous position. It is incumbent upon the agency to better provide for the safety of its employees and the security of its funds. The South Carolina Department of Motor Vehicles (SCDMV) is responsible for administering the state’s motor vehicle laws and issuing identity documents, driver’s licenses, vehicle titles, registrations, and other essential credentials to the citizens of South Carolina. In the collection of fees for these products and services, the SCDMV handles on average over 8,000 monetary transactions daily, including cash, checks, and money orders. The agency collects over \$800 million annually across its 65 branch offices statewide and at headquarters. As a public-facing agency, one of SCDMV’s highest priorities is the safety and well-being of its employees and the citizens it serves. On March 6, 2025, an SCDMV employee was held at gunpoint and forced to surrender funds being transported from a branch office to the bank. This event has had a lasting impact, placing stress not only on the victim directly involved but also on other employees in that office and across the state, all of whom are required to transport significant sums of money daily without the means to defend themselves. In addition to the recent incident mentioned, SCDMV has experienced an array of security related incidents across several office locations including, assaults involving customers —
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JUSTIFICATION OF REQUEST	both directed at other patrons and toward SCDMV employees, multiple break-ins occurring after business hours, and most alarmingly, there has been a confirmed incident involving gun violence at one of our office locations, underscoring the urgent need for enhanced security measures. Our current investment in camera infrastructure has directly supported SLED and other law enforcement agencies by providing critical video and photographic evidence. This footage has played a key role in ongoing investigations, enabling both the apprehension of suspects and the successful prosecution of criminal cases. To address these risks and ensure the safety of our employees, the integrity of state funds, and the security of branch facilities, the SCDMV is requesting a total of \$6.8M in funding to implement a comprehensive security strategy. Of this amount, \$4.4M will be spent to contract a licensed and insured armored car service provider to perform daily deposit pickups; to upgrade and expand surveillance systems at branch locations to include cloud-based storage solutions and thereby reduce the risk of evidence loss due to physical damage or tampering; and to maintain/replace exterior lighting at branch offices, particularly in parking lots and around employee access points, to deter criminal activity. The remaining \$2.4M would allow for the procurement and implementation of related security hardware, which would include additional security cameras (interior and exterior), the initial upgrade of exterior lighting, crash bars on entrances, and panic buttons. While the SCDMV currently maintains a collaborative working relationship with local law enforcement agencies to support the secure transport of funds, limitations in personnel and resources prevent consistent daily coverage across all locations. In many counties, law enforcement can provide periodic escort services for branch employees transporting funds; however, these efforts are constrained by competing public safety priorities and staffing shortages. To ensure uniform security standards statewide, the agency will utilize contracted armored transportation services in counties where local law enforcement is unable to provide reliable, consistent support for daily deposit escorts. This hybrid approach allows the SCDMV to continue leveraging existing law enforcement partnerships where feasible while supplementing coverage with professional armored carriers to close critical gaps and reduce overall risk.
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Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

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

FORM E – AGENCY COST SAVINGS AND GENERAL FUND REDUCTION CONTINGENCY PLAN

TITLE	Agency Cost Savings and General Fund Reduction Contingency Plan
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AMOUNT	\$3,650,414
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What is the General Fund 3% reduction amount? This amount should correspond to the reduction spreadsheet prepared by EBO.

ASSOCIATED FTE REDUCTIONS	None
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How many FTEs would be reduced in association with this General Fund reduction?

PROGRAM / ACTIVITY IMPACT	Administration, Customer Service Centers, Driver Services, Vehicle Services, Office of Inspector General, Motor Carriers, Facial Recognition, Technology and Program Development
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What programs or activities are supported by the General Funds identified?

SUMMARY	DMV is a customer service-oriented agency. About 70% of our general fund appropriations are personnel and fringes. As a result, DMV has limited options to reduce cost without reducing personnel. If mandated to take a 3% General Fund Reduction, DMV would postpone IT equipment refresh in the amount of \$800,000. Although unsustainable for multiple years, this would prevent a significant impact on customer services in the current year. DMV would eliminate temporary employees in the amount of \$1,878,054. The temporary employee reduction would negatively impact customer service by increasing wait times and possibly result in long lines at DMV Field Offices around the State. Finally, DMV would scale back operations by reducing the number of field offices in the amount of \$972,360. This cut could be detrimental to wait times and service availability, resulting in longer lines at nearby offices.
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Please provide a detailed summary of service delivery impact caused by a reduction in General Fund Appropriations and provide the method of calculation for anticipated reductions. Agencies should prioritize reduction in expenditures that have the least significant impact on service delivery.

AGENCY COST SAVINGS PLANS	DMV established a "Third Party Testing" program with driving schools. Authorized driving schools can now administer driving skills tests that previously required DMV License Examiners to perform. During the previous year, Third Party Testers (driving schools) administered 5,099 commercial vehicle (CDL) driving skills tests (2.5 hours per test) and 36,489 class D (automobile) driving skills tests (35 minutes per test). Combined, Third Party Testers administered a total of 34,033 man-hours of driving skills tests. This equates to 16 License Examiners that DMV was able to avoid hiring with a cost savings of \$718,500 for salaries and employer contributions.
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What measures does the agency plan to implement to reduce its costs and operating expenses by more than \$50,000? Provide a summary of the measures taken and the estimated amount of savings. How does the agency plan to repurpose the savings?

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

FORM F – REDUCING COST AND BURDEN TO BUSINESSES AND CITIZENS

TITLE	Legislative Accomplishments and Upcoming Priorities <i>Provide a brief, descriptive title for this request.</i>										
EXPECTED SAVINGS TO BUSINESSES AND CITIZENS	Citizens won't have to travel to and interact with the DMV to ensure their paperwork from dealers is correctly actioned by the dealer thus saving them time and money; more citizens can now participate in a driver's license reinstatement payment plan which will enable them to continue to operate their vehicle and earn a living while paying installment payments to SCDMV. <i>What is the expected savings to South Carolina's businesses and citizens that is generated by this proposal? The savings could be related to time or money.</i>										
FACTORS ASSOCIATED WITH THE REQUEST	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">Mark "X" for all that apply:</td></tr> <tr> <td style="text-align: center;">☐</td><td>Repeal or revision of regulations.</td></tr> <tr> <td style="text-align: center;">☒</td><td>Reduction of agency fees or fines to businesses or citizens.</td></tr> <tr> <td style="text-align: center;">☒</td><td>Greater efficiency in agency services or reduction in compliance burden.</td></tr> <tr> <td style="text-align: center;">☐</td><td>Other</td></tr> </table>	Mark "X" for all that apply:		☐	Repeal or revision of regulations.	☒	Reduction of agency fees or fines to businesses or citizens.	☒	Greater efficiency in agency services or reduction in compliance burden.	☐	Other
Mark "X" for all that apply:											
☐	Repeal or revision of regulations.										
☒	Reduction of agency fees or fines to businesses or citizens.										
☒	Greater efficiency in agency services or reduction in compliance burden.										
☐	Other										
METHOD OF CALCULATION	In support of system modernization and efforts to reduce the need for South Carolina citizens to visit DMV branch offices, the SCDMV is leveraging legislative changes, including Act #51 of 2023. \$18 million of SCDMV's carryforward been placed in a special restricted account dedicated to modernization efforts, along with additional appropriations from the General Assembly. <i>Describe the method of calculation for determining the expected cost or time savings to businesses or citizens.</i>										
REDUCTION OF FEES OR FINES	SCDMV is committed to reducing the cost and service burden on South Carolina citizens by modernizing its core systems and improving operational efficiency. To support this effort, the agency has designated \$18 million in carryforward funds into a special restricted account, ensuring that these funds are used solely for modernization initiatives. Additionally, the \$20 million and \$5.9 million appropriated by the General Assembly in FY24 and FY25 respectively, has also been secured in this account to support the modernization effort. This enterprise system modernization will allow SCDMV to deliver faster, more accessible digital services—minimizing the need for in-person visits to branch offices. By streamlining processes and automating routine functions, modernization will reduce wait times, eliminate paperwork bottlenecks, and provide real-time access to services for both customers and agency partners. This results in both time and cost savings for citizens and businesses across the state. Modernization will also enhance internal project planning, enabling the agency to implement improvements more efficiently and responsively. A modern system provides the foundation for long-term sustainability, customer satisfaction, and service innovation. Act 51 further improved access for citizens by allowing drivers to "finance" reinstatement fees through payment plans. Previously, individuals had to pay their entire fee upfront before regaining driving privileges. Now, drivers owing as little as \$200 (down from \$300 as of May 2024) can enter a 12-month payment plan—doubling the previous six-month term—allowing them to legally return to the road while gradually paying off fees. This reform provides relief to working individuals and promotes compliance without imposing excessive financial hardship. Through these combined initiatives, SCDMV is not only modernizing its infrastructure but also actively reducing financial and logistical burdens on the citizens it serves. <i>Which fees or fines does the agency intend to reduce? What was the fine or fee revenue for the previous fiscal year? What was the associated program expenditure for the previous fiscal year? What is the enabling authority for the issuance of the fee or fine?</i>										
REDUCTION OF REGULATION	After a recent regulatory review with the Department of Public Safety, both agencies realized that there were existing DMV-related regulations within DPS's regulation in Chapter 38. These regulations were already in existence however, they were not moved to DMV regulations when the DMV became a standalone cabinet agency in 2003. Both agencies agreed that these regulations were applicable to DMV and needed to be moved to Chapter 90. While the DMV successfully reduced its number of regulations in 2021 and 2022, the agency increased its regulations in 2024 with the incorporation of these existing regulations within Chapter 90. However, the long-term goal of the Department is to ultimately decrease its regulations all together by codifying necessary rules. <i>Which regulations does the agency intend to amend or delete? What is the enabling authority for the regulation?</i>										
	SCDMV remains committed to being a responsible steward of the state dollars it receives and continually seeks ways to operate more efficiently and effectively. The agency is focused on improving service delivery through technology and process enhancements that will reduce the need for customers to visit brick-and-mortar locations. With thoughtful planning and the implementation of modern systems, SCDMV is confident that a more streamlined, digital experience for South Carolina residents is an achievable goal. One key area of focus is the expansion of online and automated services, which will help reduce administrative burdens on both the agency and its customers. These advancements are designed to save time and reduce inconvenience for South Carolinians by providing faster, more accessible service options from anywhere in the state. SCDMV also continues to support residents through initiatives like the driver's license reinstatement payment plan. This program allows individuals to legally drive to and from work while making manageable installment payments on reinstatement fees. It addresses the challenges many citizens face when their ability to drive—and thus earn a										

SUMMARY

living—is restricted due to unpaid fees. Recent legislative updates have expanded access to this program, lowering the eligibility threshold and extending repayment terms to make it even more accessible and effective for those in need.

Lastly, while the number of DMV regulations may temporarily increase due to the transfer of regulatory authority from DPS’s Chapter 38 to DMV’s Chapter 90, these changes are administrative in nature. The agency does not anticipate any substantive impact on regulated entities.

Provide an explanation of the proposal and its positive results on businesses or citizens. How will the request affect agency operations?