

SCDMV Restructure

Agency Mission

The South Carolina Department of Motor Vehicles administers South Carolina's Motor Vehicle laws in an efficient, effective and professional manner in order to deliver accuracy and security in all transaction documents and to provide the highest levels of customer service to the citizens of South Carolina.

Office of the Executive Director Director: Marcia Adams

Constituent Services

- Communications
- Ombudsman
- Legislative Affairs

General Counsel

Compliance and Oversight Administration Administrator: Annie Phelps

Functions:

Compliance

- Customer Record Maintenance
(Tickets, Driver/Vehicle Suspensions & Clearances)
- Driver/Vehicle Court Orders
- Accident Data Entry

Customer Record Data Entry

Administrative Hearings

Motor Carrier Services

- Third Party Tester Oversight
- IFTA and IRP
- CDL Compliance

Document Review and Investigation

- Foreign Citizens Unit
- Document Review
- Fraud Investigations

Driver Improvement

- Third Party Tester Oversight
- Driver Medical Oversight

Dealer Licensing

Customer Service Administration Administrator: Jimmy Earley

Functions:

Information Technology

Headquarters Customer Service

- Call Center
- Alternative Media
- Mail-In Processing Units

Field Services

Customer Service Delivery Products

Policy and Planning Administration Administrator: Lotte Devlin

Functions:

Business Analysis & Process Development

Policy Development

Agency Planning

Training

Quality Control

- Statistical Quality Control
- Data Quality
- Performance Measures

Stakeholder Communications

Support Services Administration Administrator: Steven Lake

Functions:

Human Resources

Financial Services

- Accounting

- Budget

Procurement/Contracts

Audit Services

Asset Management

Facilities & Capital Improvement