

**From:** Devlin, Lotte  
**To:** 'wday@aamva.org' <wday@aamva.org>  
**CC:** Adams, Marcia S <Marcia.Adams@SCDMV.net>  
**Date:** 10/31/2005 4:38:31 PM  
**Subject:** FW: Request for information related to Real ID

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Wendy,  
As requested - Responses below.

Lotte Devlin  
Policy and Planning Administrator  
SC Department of Motor Vehicles  
Office: 803.896.4879  
Mobile: 803.609.4852  
Fax: 803.896.9979  
P.O. Box 1498  
Blythewood, SC 29016

-----Original Message-----

**From:** Wendy Day [mailto:wday@aamva.org]  
**Sent:** Thursday, October 20, 2005 3:44 PM  
**To:** lotte.devlin@scdmv.net  
**Subject:** Request for information related to Real ID

## American Association of Motor Vehicle Administrators

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Request for information related to REAL ID

On behalf of Mike Calvin I am requesting your cooperation on the following.

The federal government is looking at requirements under the REAL ID ACT . To be able to assess the impact they need information that will help them develop the rulemaking. One such requirement is background checks.

The federal government has requested the following information from AAMVA:

How many people are working at your motor vehicle agency? [Devlin, Lotte] 1103 FTE, 259 temps and 6 grant Total = 1148

How many people are involved in the driver license issuance process? [Devlin, Lotte] Field offices = 640 permanent, 204 temporary Total = 844.  
Most field employees process driver and vehicle transactions. 5 additional HQ folks process backend international customers. 2 additional HQ folks process DL renewals and duplicates by mail and through web.

When answering please indicate if your jurisdiction is central issuance, over the counter, or hybrid (if hybrid please indicate how many staff involved in each part)

[Devlin, Lotte] Hybrid. We process US citizens over the counter, through mail and web. We process non-citizens with front end intake in 16 offices, assignment of paper temporary DL or id, then back end verification and central issuance.

Front end intake for international customer: 90-94 of the 844 total above = specialized customer service representatives in 16 offices that process international customers; 2 central issuance for mail in and web; 5 back end international customer central issuance.

AAMVA is interested in the following information related to the previous. We will receive additional questions from the federal government in the future. We want to simplify the gathering of information as much as possible. To do so we want to learn more about how your agency determines the need for staff per function/transaction.

Does your agency have a formula that you use to determine the number of staff needed to perform a function/transaction? [Devlin, Lotte] No If not a formula does your jurisdiction have a process in place to determine how much staff you need to perform a function? [Devlin, Lotte] no Please provide us your formula/process/or any other information you deem appropriate.

Please email your response at your earliest convenience to Wendy Day in the Programs Division at [wday@aamva.org](mailto:wday@aamva.org)

Please contact Harold Kocken at 703-908-5774 or [hkocken@aamva.org](mailto:hkocken@aamva.org) if you have any further questions regarding this request .

Thank you for your continued support in providing information to us for use by the federal government.

Sincerely,

***Harold P. Kocken***

Senior Director Driver Licensing

AAMVA, Programs Division

P: 703-908-5774

F: 703-908-5890

[hkocken@aamva.org](mailto:hkocken@aamva.org)

[www.aamva.org](http://www.aamva.org)