

FISCAL YEAR 2011-12 BUDGET PLAN

I. EXECUTIVE SUMMARY

A. **Agency Section/Code/Name:**

Section 66 / R40 / SC Department of Motor Vehicles

B. **Statewide Mission:**

DMV's mission is to support the Governor's efforts to promote economic growth, deliver cost effective and efficient services, enhance quality of life, and increase educational opportunity for the citizens of South Carolina.

DMV accomplishes this mission by being a model state agency delivering exceptional customer service and promoting public safety through efficient business processes, professional employees, innovative technology and strategic partnerships.

C. **Summary Description of Strategic or Long-Term Goals:**

- (1) Adapt products, services and delivery channels to meet customer needs.
- (2) Ensure customers receive timely, accurate and consistent service in a professional manner.
- (3) Empower employees through recognition, training, development and accountability.
- (4) Raise awareness of organization, policies and services thru effective communication.
- (5) Provide resources for employees to perform their duties.
- (6) Maintain the integrity, validity and security of products, services and records.
- (7) Improve public safety and consumer protection through programs, partnerships and legislation.
- (8) Ensure fiscal responsibility.

D. **Agency Recurring Base Appropriation:**

State	\$0
Federal	\$1,450,000
Other	\$83,067,098

E. **Agency-wide Vacant FTEs**

Vacant FTEs as of July 31, 2010: 276
% Vacant 19.5%

F. **Efficiency Measures:**

Through a comprehensive strategic plan and monitoring of actual results, DMV is constantly striving to provide a quality service to the citizens of this state in an effective, efficient and professional manner. Our most recent results can be viewed at Section III, Category 7, Results of our FY 2008 - 2009 Accountability Report.

G. **Number of Proviso Changes:**

None

H. **Signature/Agency Contacts/Telephone Numbers:**

	<u>9/1/10</u>
Marcia S. Adams, Exec. Dir.	Date

Contacts:

- (1) Marcia S. Adams, Executive Director, (803) 896-8924
- (2) Cassandra T. Alston, Acting Chief Financial Officer, (803) 896-9024
- (3) Trish D. Blake, Director of Finance, (803) 896-3844

Address for the individuals listed above:

10311 Wilson Boulevard
PO Box 1498
Blythewood, SC 29016