

From: Parks, Beth S
To: 'Cindi Scoppe' <cscoppe@thestate.com>
Date: 6/15/2005 5:11:03 PM
Subject: RE: E-Release: SCDMV PARTNERS WITH DORCHESTER COUNTY TREASURER'S OFFICE

Cindi,

First, I apologize for the delayed response. Now, let me see if I can answer your questions.

Yes, citizens can currently mail their tax payment to the county office and they will forward the information to DMV. In these instances, we mail out vehicle renewal registrations and decals through our overnight process. If they pay their taxes in a county office in person, they can also take their receipt to a DMV office to get their registration renewal and decal.

What's different about the pilot project in Dorchester is that once a customer pays their taxes in the county office, Dorchester County can issue them a new registration and decal right there in that office--no visit to DMV is required. Dorchester County will also process registration renewals for customers who pay their registration fees and their property taxes together by mail.

Dorchester County is the first county to participate in the pilot project, but the entire project is a partnership between DMV and all county offices. Right now, we're working out the kinks with this project while we get ready to move the pilot forward in other counties. Our Phoenix system, which is much more technologically advanced, is allowing us to expand our services. We're working with Richland County with the hopes of going online in the Fall, but because we're tying two different systems together, it can be a slow process. So, our Fall plans are tentative.

Our ultimate goal is to better serve the customer by offering more convenient ways for them to get those services. We're trying to take our services to our customers using methods and places they already use to conduct business, rather than making them come to us. For example, we've brought our services to our customers by mail, the internet, in person and now in the county offices. It just makes sense to let them get their registration in the county since they are already there to pay their property taxes.

As to your question, about 20% of the vehicle registration renewals in SC are processed in person at a DMV office. If you have any additional questions, please let me know. Feel free to call me on my cell at 331-9664.

Beth Parks

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

From: Cindi Scoppe [mailto:cscoppe@thestate.com]
Sent: Wednesday, June 15, 2005 9:14 AM
To: Beth.Parks@SCDMV.net
Subject: Re: E-Release: SCDMV PARTNERS WITH DORCHESTER COUNTY TREASURER'S OFFICE

Ms. Parks

I'm hoping you can give me a couple of more specifics about this new program, and also make sure my understanding of the current situation is correct.

First, the current situation: I'm aware that people can mail in their tax payment to the county, which will automatically forward the registration information to the DMV, which will mail the taxpayers' renewal registration to them. I'm also aware that people can go in person to the county tax office and then take their receipt in person to the DMV. The Charleston news article seemed to imply a third option, of going in person to the tax office and then having the tax office forward the information and payment to the DMV, which would mail the registration to the taxpayer. Is that correct?

Now, the specifics of the new program:

Could you tell me when Richland County is slated to go online with this new program?

Also, could you tell me what percentage of vehicle renewals are done in person at the DMV offices statewide?

Thanks so much for your help.

Cindi Scoppe
Associate Editor
The State

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

From: <Beth.Parks@SCDMV.net>

Sent: Friday, June 03, 2005 1:46 PM

Subject: E-Release: SCDMV PARTNERS WITH DORCHESTER COUNTY TREASURER'S OFFICE

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> > FOR IMMEDIATE RELEASE
> > Contact: Beth Parks
> > 803-896-5599
> > beth.parks@scdmv.net
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> > SCDMV PARTNERS WITH DORCHESTER COUNTY TREASURER'S OFFICE TO ISSUE
VEHICLE
> > REGISTRATIONS
> >
> > Blythewood, S.C., June 3, 2005 - The South Carolina Department of Motor
> > Vehicles and the Dorchester County Treasurer's Office announced today
the
> > implementation of a joint project to allow the issuance of vehicle
> > registration renewals in the County Treasurer's Office. The project is
the
> > first of its kind in South Carolina.
> > "This is a big step for both DMV and Dorchester County," said DMV
> > Executive Director Marcia Adams. "We've combined our efforts to bridge
the
> > gap between our technology systems so that we can offer this service to
> > our customers. This project also paves the way for other counties that
> > want to participate in the future."
> > The project began as a cooperative effort between the South Carolina
> > Auditors, Treasurers and Tax Collectors Association (SCATT) and the
> > Department of Motor Vehicles. The two groups meet monthly to discuss
> > mutual customer service issues and the vehicle registration renewal
> > process has been a common concern for members of both organizations.
> > Through a partnership with DMV, county tax offices have long offered
> > taxpayers the opportunity to pay their vehicle registration fees at the
> > same time they pay their vehicle property taxes. Dorchester County
> > taxpayers, however, will no longer have to wait to receive their vehicle
> > registration and decal from DMV. This service will be available at
> > Dorchester County Treasurer's Offices in both St. George and
Summerville.
> > "Every month, we have tax payers who pay their taxes and then visit a
DMV
> > office to get their registration and decal. Now they won't have to make
> > that extra trip because we can issue their registration renewal here in
> > our office," said Dorchester County Treasurer Patsy Knight.
> > When DMV and county officials began discussing the project, Dorchester
> > county officials were the first to commit their participation. Since
that
> > time four other counties have joined the pilot program: Anderson,
> > Clarendon, Georgetown and Richland Counties.
> > The county vehicle registration project, made possible by the DMV
> > Reform Act, which was signed by Governor Mark Sanford in June 2003, will
> > make it easier for South Carolina citizens to conduct business with both

> > DMV and the county offices.
> > "We are very appreciative to SCATT for their support, " said Mrs.
> > Adams. "This is just the first step. We've been working with members of
> > SCATT for several months to define and develop this project so that all
> > counties can eventually be a part of the program. We will continue our
> > cooperative efforts to find new ways to better serve the citizens of
this
> > state."
> > The county registration renewal project is just one of many service
> > improvements DMV has made since it became a stand-alone agency in 2003.
> > Some of those service improvements include Saturday service and online
> > transactions at www.scdmvonline.com.
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> > Beth Parks
> > Communications and Constituent Services
> > (803) 896-5599
> >
> > <<PR - DMV-Dorchester Event 6-3-05.pdf>>
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