

LEGISLATIVE OVERSIGHT COMMITTEE MEETING

Thursday, March 1, 2018

Contents

Agenda 2

Minutes from Previous Meeting 3

Agency Executive Summaries and Public Input Received as of 2.26.18.....14

 South Carolina Department of Labor, Licensing & Regulation..... 14

 South Carolina Department of Parks, Recreation & Tourism..... 22

 South Carolina Department of Revenue 31

DOR PER Extension Request 42

Committee Contact Information 45

AGENDA

South Carolina House of Representatives



Legislative Oversight Committee

Thursday, March 1, 2018

*1:00 p.m. or 30 minutes after adjournment, whichever is later
Blatt Building - Room 110*

Pursuant to Committee Rule 4.9, S.C. ETV shall be allowed access for internet streaming whenever technologically feasible.

AMENDED AGENDA

- I. Approval of minutes**
- II. Opportunity for Public Input about the Department of Labor, Licensing, and Regulation; Department of Parks, Recreation, and Tourism; and Department of Revenue**

Individuals can sign up to testify by calling the House Legislative Oversight Committee at 803-212-6810, emailing the Committee at hcommlegov@schouse.gov, or signing up in person a few minutes prior to the meeting. S.C. Code of Laws Section 2-2-70 provides that all testimony given to the investigating committee must be under oath.

An ongoing opportunity for public input is available on the Committee's website, which allows individuals to provide comments to the House Legislative Oversight Committee anonymously.

- III. Discussion of Committee administrative matters**
- IV. Adjournment**

MINUTES FROM PREVIOUS MEETING

First Vice-Chair:
Laurie Slade Funderburk

Chair Wm. Weston J. Newton

Legislative Oversight Committee



Katherine E. "Katie" Arrington
Gary E. Clary
Chandra E. Dillard
MaryGail K. Douglas
Phyllis J. Henderson
Joseph H. Jefferson Jr.
Robert L. Ridgeway, III
Tommy M. Stringer
Bill Taylor

Bruce W. Bannister
William K. "Bill" Bowers
Neal Collins
Raye Felder
William M. "Bill" Hixon
Jeffrey E. "Jeff" Johnson
Mandy Powers Norrell
Edward R. Tallon Sr.
Robert Q. Williams

South Carolina House of Representatives

Jennifer L. Dobson
Research Director

Cathy A. Greer
Administration Coordinator

Charles L. Appleby IV
Legal Counsel

Carmen J. McCutcheon Simon
Research Analyst/Auditor

Kendra H. Wilkerson
Fiscal/Research Analyst

Post Office Box 11867
Columbia, South Carolina 29211
Telephone: (803) 212-6810 • Fax: (803) 212-6811
Room 228 Blatt Building

Legislative Oversight Committee Meeting

Tuesday, December 19, 2017
Blatt Building Room 110
10:00 a.m.

Archived Video Available

- I. Pursuant to House Legislative Oversight Committee Rule 6.8, South Carolina ETV was allowed access for streaming the meeting. You may access an archived video of this meeting by visiting the South Carolina General Assembly's website (<http://www.scstatehouse.gov>) and clicking on *Committee Postings and Reports*, then under *House Standing Committees* click on *Legislative Oversight*. Then, click on *Video Archives* for a listing of archived videos for the Committee.

Attendance

- I. The House Legislative Oversight Committee was called to order by Chair Wm. Weston J. Newton on Tuesday, December 19, 2017, in Room 110 of the Blatt Building. All members of the Committee were present for all or a portion of the meeting, except: Representative Chandra E. Dillard, Representative Raye Felder, Representative Robert L. Ridgeway, III, and Representative Tommy M. Stringer.

Minutes

- I. House Rule 4.5 requires standing committees to prepare and make available to the public the minutes of committee meetings, but the minutes do not have to be verbatim accounts of meetings.

- II. Chairman Newton calls the meeting to order.
- III. Representative Gary E. Clary moves to approve the minutes from the Committee's meeting on November 13, 2017. A roll call vote is held, and the motion passes.

Representative Clary's motion to approve the minutes from the November 13, 2017 meeting:	Yea	Nay	Not Voting: Present	Not Voting: Absent
Katherine E. Arrington	✓			
Bruce W. Bannister	✓			
William K. Bowers	✓			
Gary E. Clary	✓			
Neal Collins	✓			
Chandra E. Dillard				✓
MaryGail Douglas	✓			
Raye Felder				✓
Laurie Slade Funderburk	✓			
Phyllis Henderson	✓			
Bill Hixon	✓			
Joseph H. Jefferson, Jr.	✓			
Jeffery E. Johnson			✓	
Mandy Powers Norrell				✓
Robert L. Ridgeway, III				✓
Tommy Stringer				✓
Edward R. Tallon	✓			
Bill Taylor			✓	
Robert Q. Williams				✓
Wm. Weston J. Newton	✓			

Discussion of the State Election Commission

- I. Representative Clary of the Executive Subcommittee provides an update on the study of the State Election Commission.
- II. Mr. Scott Slatton (Municipal Association of South Carolina) and Mr. Owen McBride (South Carolina Association of Counties) answer questions that arose during the last full committee meeting, regarding county and municipality election responsibilities.

Members ask questions, which Mr. Slatton and Mr. McBride answer.

III. State Election Commission Director Marci Andino addresses the committee. Members ask questions regarding protest and contest, which Director Andino answers.

IV. Representative Clary moves that the recommendation presented by the State Election Commission regarding the standardization of protest be adopted. A roll call vote is held, and the motion passes.

Representative Clary's motion that the SEC include a recommendation that SC Code Annotated Sections 5-15-80;5-15-100; and 5-15-130 be revised, as outlined on the screen, to standardize municipal election protest time frames to mirror the statewide election protest schedule.	Yea	Nay	Not Voting: Present	Not Voting: Absent
Katherine E. Arrington	✓			
Bruce W. Bannister	✓			
William K. Bowers	✓			
Gary E. Clary	✓			
Neal Collins	✓			
Chandra E. Dillard				✓
MaryGail Douglas	✓			
Raye Felder				✓
Laurie Slade Funderburk	✓			
Phyllis Henderson	✓			
Bill Hixon	✓			
Joseph H. Jefferson, Jr.	✓			
Jeffery E. Johnson	✓			
Mandy Powers Norrell	✓			
Robert L. Ridgeway, III				✓
Tommy Stringer				✓
Edward R. Tallon	✓			
Bill Taylor	✓			
Robert Q. Williams	✓			
Wm. Weston J. Newton	✓			

- V. Mr. Will Roberts, Mapping Program Director, and Mr. David Ballard, County Boundary Program, with the Revenue and Fiscal Affairs Office, address the committee. Members ask questions, which Mr. Ballard and Mr. Roberts answer, about various topics, including, but not limited to:
- a. Geographic boundaries; and
 - b. Geodetic surveys.
- VI. Representative Clary moves to approve the Subcommittee Report on the South Carolina State Election Commission, as presented. A roll call vote is held, and the motion passes.

Representative Clary's motion to approve the Subcommittee Report on the South Carolina State Election Commission:	Yea	Nay	Not Voting: Present	Not Voting: Absent
Katherine E. Arrington	✓			
Bruce W. Bannister	✓			
William K. Bowers	✓			
Gary E. Clary	✓			
Neal Collins	✓			
Chandra E. Dillard				✓
MaryGail Douglas	✓			
Raye Felder				✓
Laurie Slade Funderburk	✓			
Phyllis Henderson	✓			
Bill Hixon	✓			
Joseph H. Jefferson, Jr.	✓			
Jeffery E. Johnson	✓			
Mandy Powers Norrell	✓			
Robert L. Ridgeway, III				✓
Tommy Stringer				✓
Edward R. Tallon	✓			
Bill Taylor	✓			
Robert Q. Williams	✓			
Wm. Weston J. Newton	✓			

- VII. Director Marci Andino provides information on a recent Attorney General opinion that relates to cyber security at the agency. Members ask questions regarding protest, which Director Andino answers.

Discussion of the Department of Health and Environmental Control

- I. Representative Phyllis J. Henderson provides an update on the Economic Development, Transportation, and Natural Resources Subcommittee study of the Department of Health and Environmental Control.
- II. Representative Henderson moves to approve three recommendations relating to the study regarding the following topics:
 - a. Tanning beds;
 - b. Narcotics and Controlled Substances; and
 - c. Pinewood Hazardous Waste Facility.

Roll call votes are held, and the motions pass.

Representative Henderson's motion that the committee further evaluate and adopt as a recommendation, DHEC recommendation 2.7, which cleans up portions of the code related to the Pinewood Hazardous Waste facility that was closed in 2000:	Yea	Nay	Not Voting: Present	Not Voting: Absent
Katherine E. Arrington	✓			
Bruce W. Bannister	✓			
William K. Bowers	✓			
Gary E. Clary				✓
Neal Collins	✓			
Chandra E. Dillard				✓
MaryGail Douglas	✓			
Raye Felder				✓
Laurie Slade Funderburk	✓			
Phyllis Henderson	✓			
Bill Hixon	✓			
Joseph H. Jefferson, Jr.	✓			
Jeffery E. Johnson			✓	
Mandy Powers Norrell	✓			
Robert L. Ridgeway, III				✓
Tommy Stringer				✓
Edward R. Tallon	✓			
Bill Taylor				✓
Robert Q. Williams	✓			
Wm. Weston J. Newton	✓			

Representative Henderson's motion that the committee further evaluate and adopt as a recommendation, DHEC recommendation 2.18, which helps ensure the public's health by conducting routine inspections of tanning bed facilities and will be funded through the retention of annual registration fees:	Yea	Nay	Not Voting: Present	Not Voting: Absent
Katherine E. Arrington	✓			
Bruce W. Bannister	✓			
William K. Bowers	✓			
Gary E. Clary	✓			
Neal Collins	✓			
Chandra E. Dillard				✓
MaryGail Douglas	✓			
Raye Felder				✓
Laurie Slade Funderburk	✓			
Phyllis Henderson	✓			
Bill Hixon	✓			
Joseph H. Jefferson, Jr.	✓			
Jeffery E. Johnson	✓			
Mandy Powers Norrell	✓			
Robert L. Ridgeway, III				✓
Tommy Stringer				✓
Edward R. Tallon	✓			
Bill Taylor				✓
Robert Q. Williams	✓			
Wm. Weston J. Newton	✓			

Representative Henderson's motion that the committee further evaluate and adopt as a recommendation, DHEC recommendation 2.24, which seeks to improve drug inspections and create efficiencies in the scheduling of controlled substances:	Yea	Nay	Not Voting: Present	Not Voting: Absent
Katherine E. Arrington	✓			
Bruce W. Bannister	✓			
William K. Bowers	✓			

Gary E. Clary	✓			
Neal Collins	✓			
Chandra E. Dillard				✓
MaryGail Douglas	✓			
Raye Felder				✓
Laurie Slade Funderburk	✓			
Phyllis Henderson	✓			
Bill Hixon	✓			
Joseph H. Jefferson, Jr.	✓			
Jeffery E. Johnson	✓			
Mandy Powers Norrell	✓			
Robert L. Ridgeway, III				✓
Tommy Stringer				✓
Edward R. Tallon	✓			
Bill Taylor				✓
Robert Q. Williams	✓			
Wm. Weston J. Newton	✓			

III. Members ask question, which Representative Henderson and DHEC representatives answer.

IV. Representative Henderson moves to approve the Subcommittee Report on the South Carolina Department of Health and Environmental Control, as presented. A roll call vote is held, and the motion passes.

Representative Henderson's motion to approve the Subcommittee Report on the South Carolina Department of Health and Environmental Control:	Yea	Nay	Not Voting: Present	Not Voting: Absent
Katherine E. Arrington	✓			
Bruce W. Bannister	✓			
William K. Bowers	✓			
Gary E. Clary	✓			
Neal Collins	✓			
Chandra E. Dillard				✓
MaryGail Douglas	✓			
Raye Felder				✓

Laurie Slade Funderburk	✓			
Phyllis Henderson	✓			
Bill Hixon	✓			
Joseph H. Jefferson, Jr.	✓			
Jeffery E. Johnson	✓			
Mandy Powers Norrell	✓			
Robert L. Ridgeway, III				✓
Tommy Stringer				✓
Edward R. Tallon	✓			
Bill Taylor				✓
Robert Q. Williams	✓			
Wm. Weston J. Newton	✓			

Discussion of Recommendations to the Speaker for Agencies to Schedule for Study in 2018

- I. Chairman Newton explains that the Committee completed six studies of agencies and one study of an issue. So far in 2017, the Committee has approved ten studies. Also, he explains the process for selecting agencies to study in 2018.
- II. Representative Bruce W. Bannister, chair of the Economic Development, Transportation, and Natural Resources Subcommittee, put forth the names of three agencies that had been suggested for study in 2018: the Department of Revenue, the Department of Commerce, or the Department of Motor Vehicles.
- III. Representative Jefferson, chair of the Education and Cultural Subcommittee, recommends that the Subcommittee study the ETV Commission.
- IV. Representative Clary, chair of the Executive Subcommittee, recommends that the Subcommittee study the Department of Parks, Recreation, and Tourism. Representative Williams expresses interest in the Aeronautics Commission.
- V. Representative Henderson, chair of the Healthcare and Regulatory Subcommittee, stated that the Subcommittee is continuing its study of the Department of Disabilities and Special Needs. Once completed, Representative Henderson recommends that the Subcommittee study the Department of Labor, Licensing, and Regulation.
- VI. Representative Tallon, chair of the Law Enforcement and Criminal Justice Subcommittee, recommends that the Subcommittee continue its study of the Department of Natural Resources, and recommends the Subcommittee study the Commission on Indigent Defense and the Commission on Prosecution Coordination.

- VII. Representative Tallon moves to approve the Department of Revenue (Economic Development, Transportation, and Natural Resources Subcommittee); ETV Commission (Education and Cultural Subcommittee); Department of Parks, Recreation, and Tourism (Executive Subcommittee); Department of Labor, Licensing, and Regulation (Healthcare and Regulatory Subcommittee); and Commission on Indigent Defense and the Commission on Prosecution Coordination (Law Enforcement and Criminal Justice Subcommittee) as the next agencies to study. A roll call vote is held, and the motion passes.

Representative Tallon's motion to approve the Department of Revenue (Economic Development, Transportation, and Natural Resources Subcommittee); ETV Commission (Education and Cultural Subcommittee); Department of Parks, Recreation, and Tourism (Executive Subcommittee); Department of Labor, Licensing, and Regulation (Healthcare and Regulatory Subcommittee); and Commission on Indigent Defense and the Commission on Prosecution Coordination (Law Enforcement and Criminal Justice Subcommittee) as the next agencies to study:	Yea	Nay	Not Voting: Present	Not Voting: Absent
Katherine E. Arrington	✓			
Bruce W. Bannister	✓			
William K. Bowers	✓			
Gary E. Clary	✓			
Neal Collins	✓			
Chandra E. Dillard				✓
MaryGail Douglas	✓			
Raye Felder				✓
Laurie Slade Funderburk	✓			
Phyllis Henderson	✓			
Bill Hixon	✓			
Joseph H. Jefferson, Jr.	✓			
Jeffery E. Johnson	✓			
Mandy Powers Norrell	✓			
Robert L. Ridgeway, III				✓
Tommy Stringer				✓
Edward R. Tallon	✓			
Bill Taylor	✓			
Robert Q. Williams	✓			

Wm. Weston J. Newton	✓			
----------------------	---	--	--	--

Discussion of Committee Administrative Matters

- I. Chairman Newton provides an overview of administrative matters regarding the legislative process.
- II. Vice-Chair Laurie Slade Funderburk provides an update on the reoccurring issue of vacancies and holdovers on agency governing boards. For example, agencies with this issue include, but are not limited to: the Department of Agriculture, Human Affairs Commission, John de la Howe School, and Commission for Minority Affairs. Online information from the Secretary of State indicates there are over 90 pages of vacancies and holdovers on governing boards of various state agencies.
- III. Representative Bannister, chair of the Economic Development, Transportation, and Natural Resources Subcommittee, provides an update on the study of the Commission for Minority Affairs. Representative Bannister notes that many constituents have testified, mainly about the issue of Native American tribe and group recognition.
- IV. Representative Jefferson, chair of the Education and Cultural Subcommittee, provides an update on the study of John De La Howe and Patriots Point Development Authority. Representative Jefferson explains that the Subcommittee visited the campus and the school is doing what it can to improve.
- V. Representative Clary, chair of the Executive Subcommittee, provides an update on the State Treasurer's Office. He explains that one of the Committee's two recommendations for the General Assembly in the study of the State Treasurer's Office has been presented as a bill and became law in July. Representative Clary provides an update on the subcommittee's current study of the Office of the Adjutant General.
- VI. Representative Henderson, chair of the Healthcare and Regulatory Subcommittee, provides another update on DHEC. She explains that she has pre-filed nine bills related to this study. Representative Henderson provides an update on the study of Department of Disabilities and Special Needs and notes that this agency is very complex.
- VII. Representative Tallon, chair of the Law Enforcement and Criminal Justice Subcommittee, provides an update on the bills filed relating to the Law Enforcement and Criminal Justice Academy and the Department of Public Safety. Representative Tallon provides an update on the current study, the Department of Natural Resources. He

mentions that the subcommittee has met 9 times during this study with an average meeting duration of 4 hours.

VIII. There being no further business; the meeting is adjourned.

DRAFT

AGENCY EXECUTIVE SUMMARIES

South Carolina Department of Labor, Licensing & Regulation

Agency:	SC Department of Labor, Licensing & Regulation (SCLLR)
Agency Head:	Emily Farr, Director
Agency established pursuant to...	Section 51-1-10 "There is hereby created the Department of Parks, Recreation and Tourism which shall be a body corporate."
Overview:	LLR is an umbrella agency charged with the responsibility of providing administrative support for: the Division of Professional and Occupational Licensing; the Division of Fire and Life Safety; and the Division of Labor.
Mission:	The mission of the Department of Labor, Licensing and Regulation (LLR) is to promote the health, safety and economic well-being of the public through regulation, licensing, enforcement, training and education.
Vision:	LLR will provide responsible regulatory oversight. We will work with licensees, boards, associations, and citizens to achieve the shared goals and interests of our state. LLR will cultivate an atmosphere of trust, integrity, innovation, compliance and accountability with our partners, leading to a better future for citizens. Through the Agency's work, LLR will reduce injuries in the workplace, fire-related injuries and fatalities, and licensee misconduct through education and enforcement
FY 2017-18 Budget:	Total Funds: \$41,102,777 General Funds: \$1,400,905
Under LLR:	Division of Professional and Occupational Licensing (POL) Division of Fire and Life Safety <ul style="list-style-type: none">• Includes: Office of State Fire Marshal & the S.C. Fire Academy. Division of Labor; which includes: <ul style="list-style-type: none">• Elevator and Amusement Rides• Labor-Management Mediation

- Occupational Safety and Health (OSHA)
- OSHA Voluntary Program (OVP)
- Office of Immigrant Worker Compliance

Division of Administration

Office of Communications and Governmental Affairs

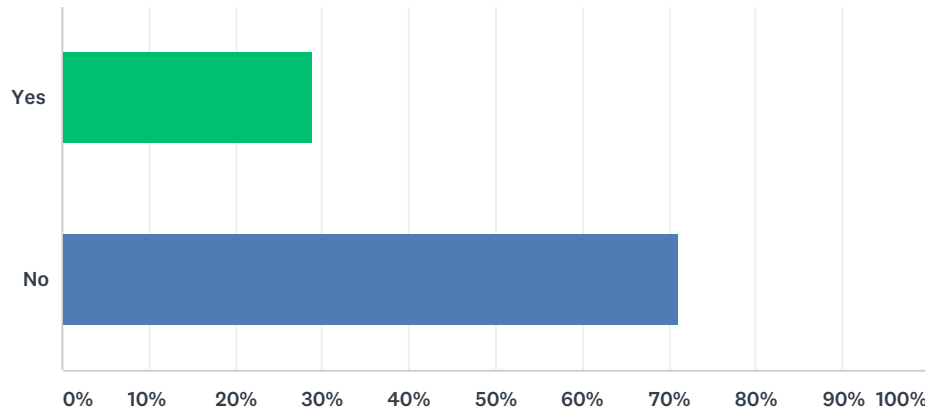
Office of Disciplinary Counsel

Office of Advice Counsel



Q11 Would you like to provide input about the Department of Labor, Licensing, and Regulation?

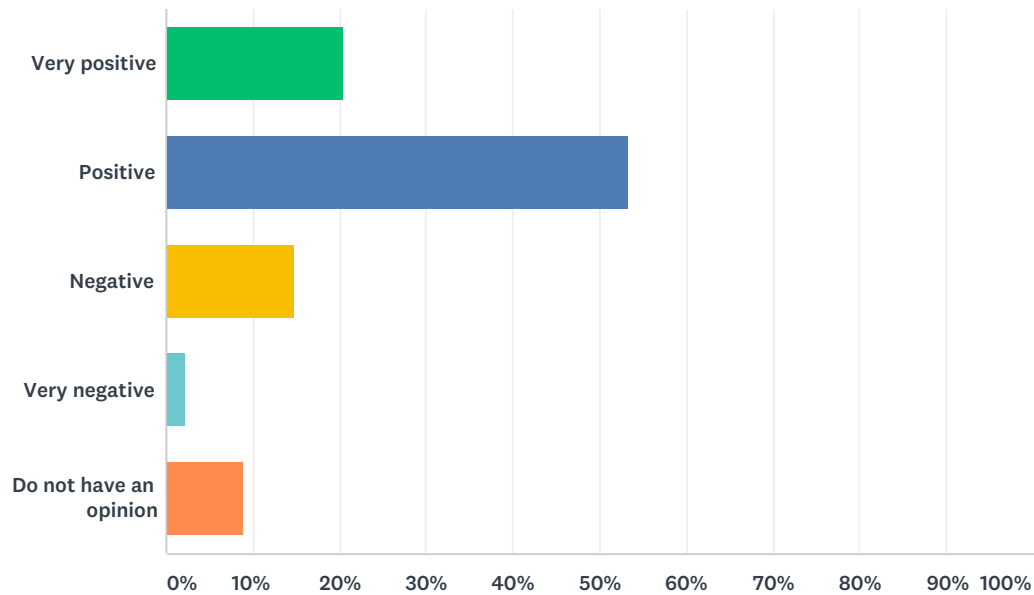
Answered: 363 Skipped: 76



ANSWER CHOICES	RESPONSES	
Yes	28.93%	105
No	71.07%	258
TOTAL		363

Q12 Overall, what is your opinion of the Department of Labor, Licensing, and Regulation?

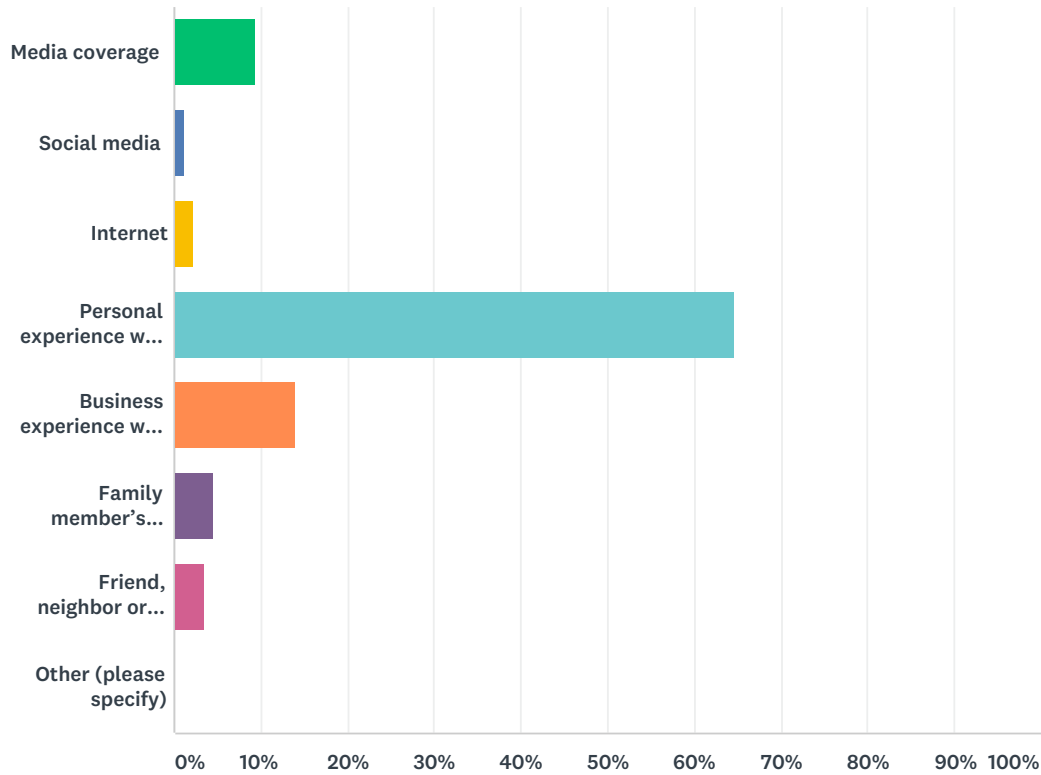
Answered: 88 Skipped: 351



ANSWER CHOICES	RESPONSES	
Very positive	20.45%	18
Positive	53.41%	47
Negative	14.77%	13
Very negative	2.27%	2
Do not have an opinion	9.09%	8
TOTAL		88

Q13 Which of the following has most influenced your opinion of the Department of Labor, Licensing, and Regulation?

Answered: 85 Skipped: 354

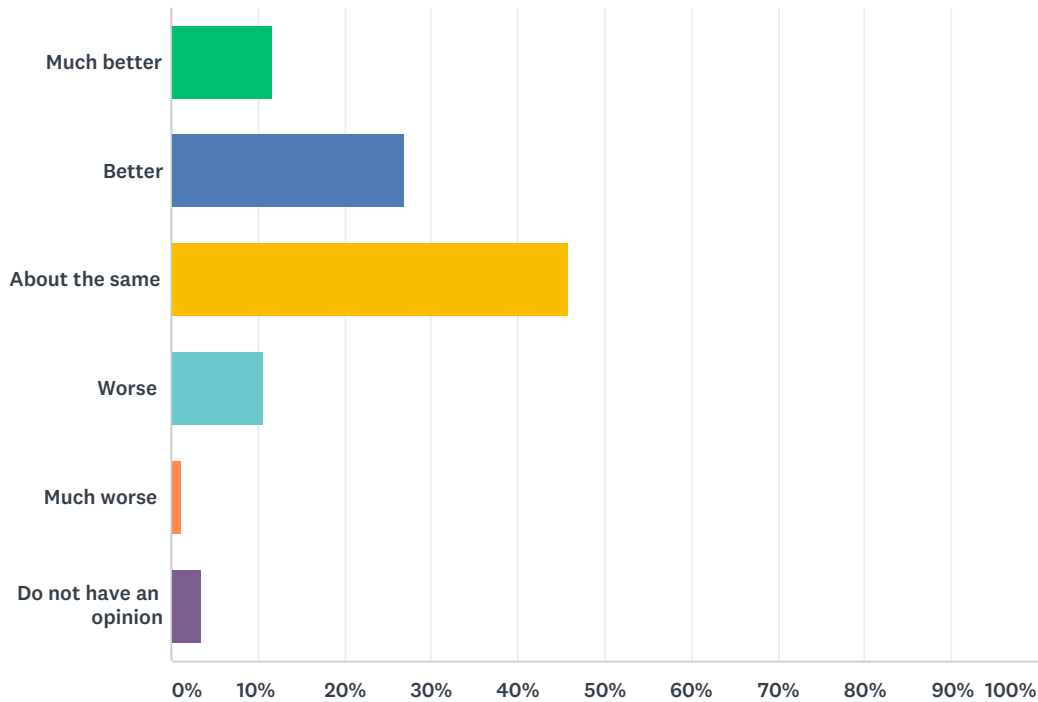


ANSWER CHOICES		RESPONSES	
Media coverage		9.41%	8
Social media		1.18%	1
Internet		2.35%	2
Personal experience with the agency		64.71%	55
Business experience with the agency		14.12%	12
Family member's experience with the agency		4.71%	4
Friend, neighbor or colleague's experience with the agency		3.53%	3
Other (please specify)		0.00%	0
TOTAL			85

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q14 How do you think the Department of Labor, Licensing, and Regulation functions on an overall basis in comparison to state agencies in South Carolina?

Answered: 85 Skipped: 354



ANSWER CHOICES	RESPONSES	
Much better	11.76%	10
Better	27.06%	23
About the same	45.88%	39
Worse	10.59%	9
Much worse	1.18%	1
Do not have an opinion	3.53%	3
TOTAL		85

Q15 Please list any comments, concerns, or suggestions you may have about the Department of Labor, Licensing, and Regulation, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 28 Skipped: 411

#	RESPONSES	DATE
1	They probably need a larger work force	2/22/2018 3:09 PM
2	over reaching, they create law with their rules	2/21/2018 7:56 AM
3	SCLLR speech pathology and audiology board is often unresponsive and inconsistent.	2/19/2018 10:26 PM
4	Far too much of the Department of Labor, Licensing, and Regulation has been coopted by the professions they regulate. Too many of their rules have to do with restraining competition than with protecting consumers.	2/19/2018 2:24 PM
5	This department needs to step up and protect consumers	2/19/2018 12:32 PM
6	Provides little information of process and rules	2/9/2018 6:30 PM
7	We need this organization to keep our citizens safe. They cover a wide variety of businesses, organizations and groups and need to continue to be able to do their jobs with the staff necessary.	2/7/2018 12:50 PM
8	The state OSHA program has gone to hell since Bill Lybrand retired as administrator of the program. Dottie Ison was hired to replace him and the program went down hill. SC OSHA use to conduct on average 2400 to 2500 inspections of businesses each year. If they're lucky, they now do 600 an year. 600 inspections a year when there are over 100,000 employers in the state. Ison's supervisor is a lawyer who before her appointment had never supervised anything. Their resources have not changed since Lybrand retired. They still get plenty of federal and state funds, but they are doing the job the law calls for. As a former OSHA compliance officer, I am embarrassed by the pitiful job this program is doing today to protect workers.	2/6/2018 9:09 PM
9	N/A	2/6/2018 3:37 PM
10	This comment is in regards to a personal experience with the Alcohol and Beverage Licensing, not sure how this happen but I do not understand how someone can have a business that sells beer at one location and have the address for that business listed at total different location.	2/6/2018 9:35 AM
11	The Law Enforcement credentials need to be returned to the investigators of this agency for the protection of the investigators and the public.	2/2/2018 10:19 AM
12	Department of Labor licensing and regulation needs update their IT department.	2/1/2018 7:41 AM
13	The Appraiser's Board has been extremely effective communicating with the appraisers and keeping them abreast of coming changes and new requirements. They are easily accessible and knowledgeable.	1/30/2018 11:55 AM
14	It would be nice if DOR could share some level of information with LLR regarding outstanding balances to use as a leverage tool for collections.	1/30/2018 10:19 AM
15	boards and commissions. More money, more rules, more waste. Does a woman who braided hair as a child really need so much of an education and oversight to make a living from her skill? Why is so much money spent to make rules when the consumer should be able to choose without the government telling them what they can choose.	1/26/2018 9:23 PM
16	HR division is corrupt. HR manager and director both gossip about employees on a daily basis and joke (make fun) of employees blatantly. They leave personal information such as the org charts in the stairwells. Very underhanded way of performing business such as promoting, giving bonuses & raises to their 'friends' and those liked by the admin Deputy Director. All of these underhanded dealings are known by the Admin Deputy Director. LLR has had to give payouts for work place complaints which is hypocritical since part of LLR is LABOR.	1/26/2018 12:14 PM

Public Survey About Agencies Under Study January 2018

17	South Carolina OSHA should expand the number of hired compliance officers, because we have been frozen at 17 safety and 12 health compliance officers since 1986. South Carolina has attracted more industry and its working population has grown. Moreover, SC OSHA needs to raise salaries to match the competitive wages paid to compliance officers in North Carolina, a neighboring approved state OSHA plan.	1/25/2018 6:12 PM
18	ok	1/25/2018 8:49 AM
19	There is great opportunity to increase services by ensuring individuals practice/work at the highest levels of their license/certification/training if admin assistants are required to do the work they are capable of doing that does not require higher education/understanding/training.	1/25/2018 8:27 AM
20	Productivity could improve if you removed the "one size fits all" attitude.	1/24/2018 6:49 PM
21	no comments.	1/24/2018 2:35 PM
22	Why isn't the Div of Fire and Life Safety a stand-alone agency? Or, at least, part of SLED or Criminal Justice?	1/24/2018 2:33 PM
23	LLR's website is horrible.	1/24/2018 2:03 PM
24	I would like to see the legislatures act upon the LAC report from 17-2. A State Fire is a Division of SC LLR. State Fire needs the State Legislatures to empower the State Fire Marshal's to provide a safe community within the State of South Carolina. By providing this authority it will help to reduce risks, provide improved fire safe structures, reduce fire exposures, minimize fire deaths and injuries, reduce hazards to fire fighters, minimize property loss (money), minimize fire insurance costs to citizens, improve images of the community, make code enforcement easier, and balance the cost of fire protection between the public and private sector.	1/24/2018 1:41 PM
25	LLR is a great place to work. LLR is needed in South Carolina.	1/24/2018 1:22 PM
26	I have worked at LLR for over 12 years and work with some amazing people who genuinely want to serve.	1/24/2018 12:20 PM
27	Salaries are far below the national average and employee retention is very poor.	1/24/2018 12:12 PM
28	The LLR website is easily navigable and leads users to appropriate web pages for boards and commissions and allows users to complete business with LLR online in many cases.	1/24/2018 12:11 PM

South Carolina Department of Parks, Recreation & Tourism

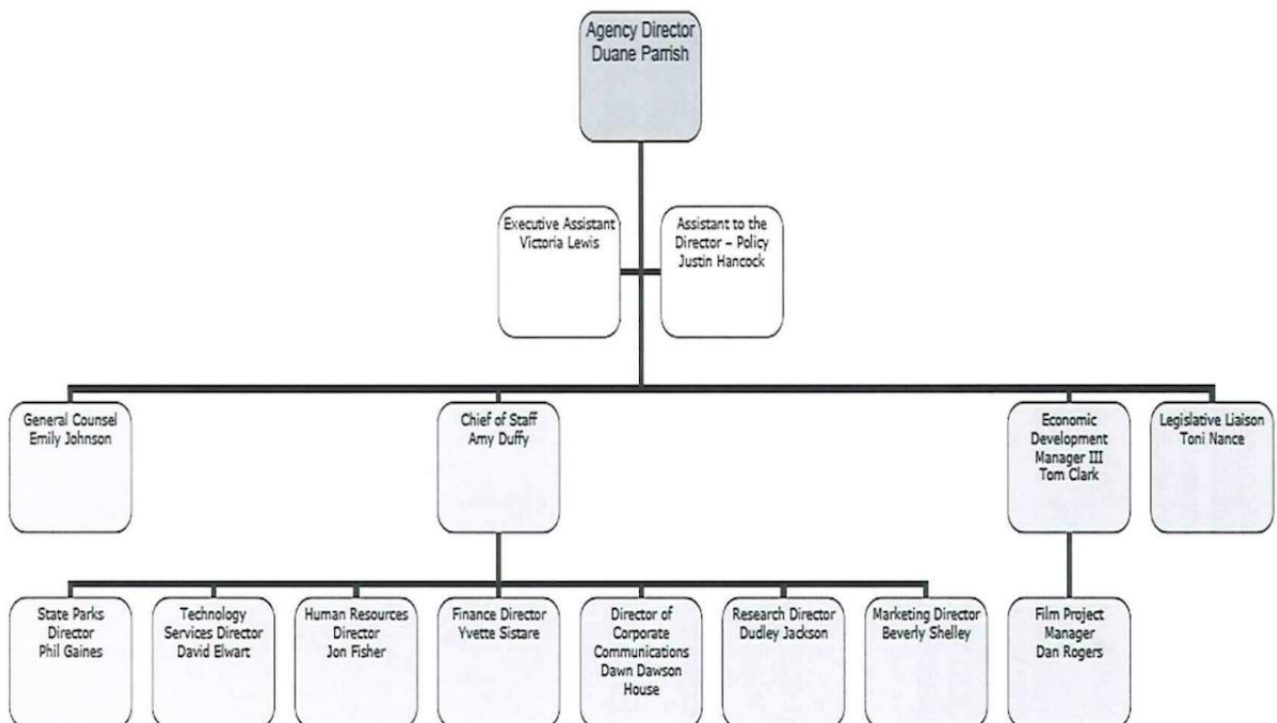
Agency:	SC Department of Parks, Recreation & Tourism (SCPRT)
Agency Head:	Duane Parrish, Director
Agency established pursuant to...	Section 51-1-10 "There is hereby created the Department of Parks, Recreation and Tourism which shall be a body corporate."
Overview:	SCPRT operates 47 state parks, markets the state as a tourist destination and provides grants for parks, recreation and tourism development. Legislators assigned SCPRT three very specific tasks: (1) to help foster and promote the state's emerging tourism industry, (2) to protect and promote South Carolina state parks, and (3) to help communities plan and develop recreational opportunities for local residents.
Mission:	Growing South Carolina's economy by fostering sustainable tourism, economic development, and effectively marketing our state to increase visitation and improve the quality of life for all South Carolinians.
Vision:	Grow the state (the economy, jobs, the product base, etc.); enhance the authentic experiences (remain true to what makes South Carolina special); sustain the resources (protect and preserve); and lead the way.
FY 2017-18 Budget:	Total Funds: \$101,906,715 General Funds: \$46,288,500
Recreation and Tourism Grants:	SCPRT administers several grant programs ranging from development of public recreational opportunities throughout the state to marketing support for qualified nonprofit organizations. All grant programs administered by this agency are reimbursable funds from various sources with specific qualifications and restrictions.

Grant programs include:

- Beach Renourishment Funding Assistance Grant Program
- Destination-Specific Tourism Marketing Grant
- Emerging Destination Marketing Grant Program
- Land and Water Conservation Fund
- Park and Recreation Development Fund
- Recreational Trails Program
- Sports Tourism Advertising and Recruitment Grant
- Statewide Comprehensive Outdoor Recreation Plan (SCORP)
- Tourism Advertising Grant
- Undiscovered SC Grant Program

Developing Recreation: SCPRT helps expand recreational resources in local communities through state and federal grant programs. These grants can be used to acquire land, cut trails, build facilities, and provide support for other recreational projects.

South Carolina Tourism: Tourism is a \$20.2 billion industry in South Carolina and supports one in every ten jobs in the Palmetto State.

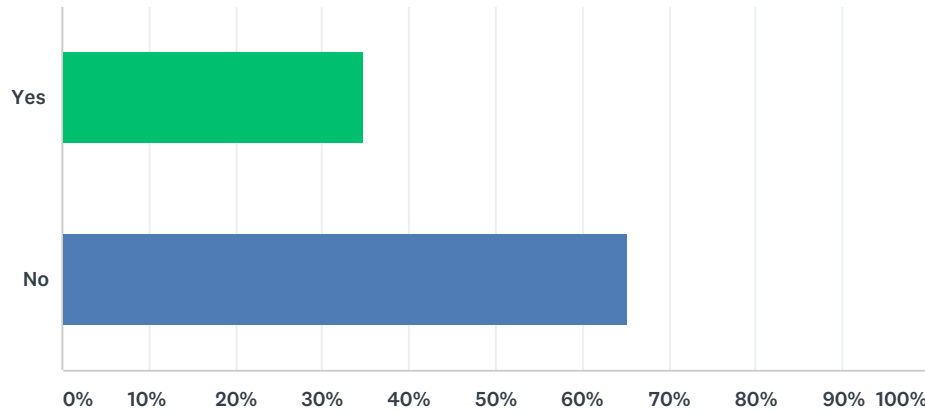


Public Survey About Agencies Under Study January 2018

17	South Carolina OSHA should expand the number of hired compliance officers, because we have been frozen at 17 safety and 12 health compliance officers since 1986. South Carolina has attracted more industry and its working population has grown. Moreover, SC OSHA needs to raise salaries to match the competitive wages paid to compliance officers in North Carolina, a neighboring approved state OSHA plan.	1/25/2018 6:12 PM
18	ok	1/25/2018 8:49 AM
19	There is great opportunity to increase services by ensuring individuals practice/work at the highest levels of their license/certification/training if admin assistants are required to do the work they are capable of doing that does not require higher education/understanding/training.	1/25/2018 8:27 AM
20	Productivity could improve if you removed the "one size fits all" attitude.	1/24/2018 6:49 PM
21	no comments.	1/24/2018 2:35 PM
22	Why isn't the Div of Fire and Life Safety a stand-alone agency? Or, at least, part of SLED or Criminal Justice?	1/24/2018 2:33 PM
23	LLR's website is horrible.	1/24/2018 2:03 PM
24	I would like to see the legislatures act upon the LAC report from 17-2. A State Fire is a Division of SC LLR. State Fire needs the State Legislatures to empower the State Fire Marshal's to provide a safe community within the State of South Carolina. By providing this authority it will help to reduce risks, provide improved fire safe structures, reduce fire exposures, minimize fire deaths and injuries, reduce hazards to fire fighters, minimize property loss (money), minimize fire insurance costs to citizens, improve images of the community, make code enforcement easier, and balance the cost of fire protection between the public and private sector.	1/24/2018 1:41 PM
25	LLR is a great place to work. LLR is needed in South Carolina.	1/24/2018 1:22 PM
26	I have worked at LLR for over 12 years and work with some amazing people who genuinely want to serve.	1/24/2018 12:20 PM
27	Salaries are far below the national average and employee retention is very poor.	1/24/2018 12:12 PM
28	The LLR website is easily navigable and leads users to appropriate web pages for boards and commissions and allows users to complete business with LLR online in many cases.	1/24/2018 12:11 PM

Q16 Would you like to provide input about the Department of Parks, Recreation, and Tourism?

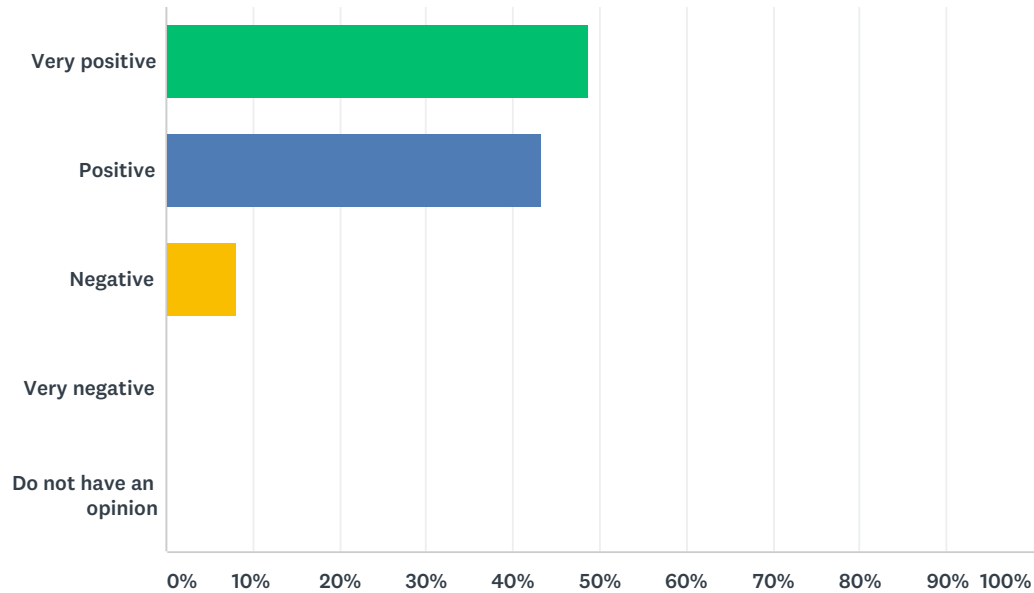
Answered: 343 Skipped: 96



ANSWER CHOICES	RESPONSES	
Yes	34.69%	119
No	65.31%	224
TOTAL		343

Q17 Overall, what is your opinion of the Department of Parks, Recreation, and Tourism?

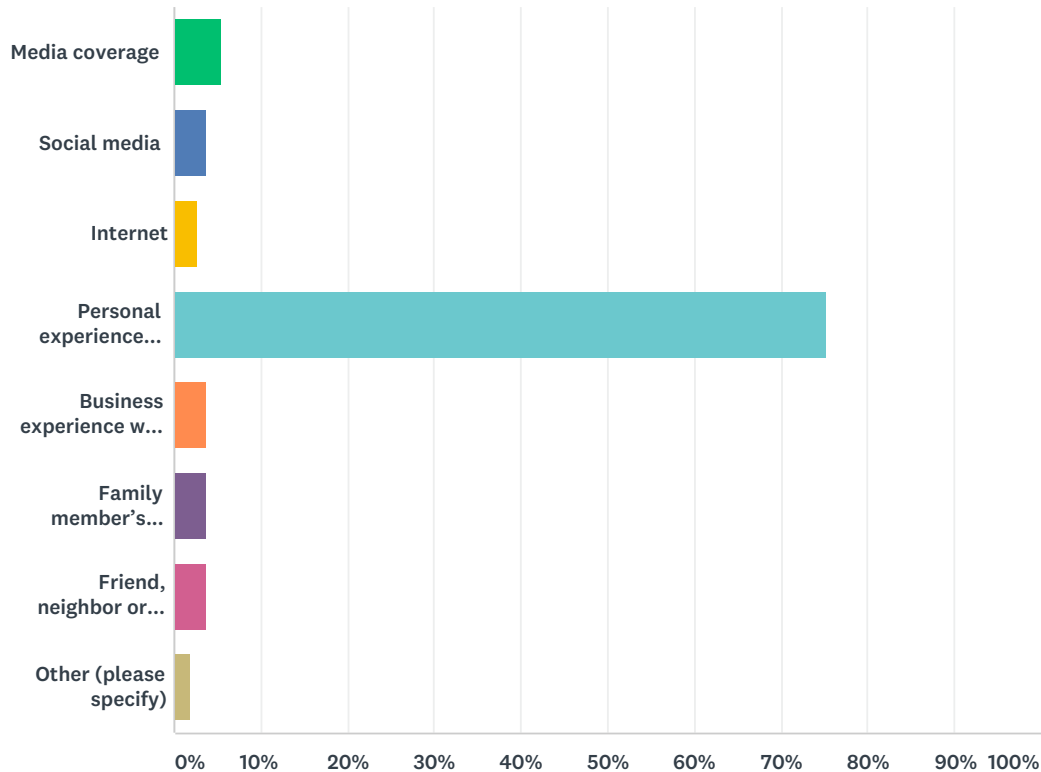
Answered: 111 Skipped: 328



ANSWER CHOICES	RESPONSES	
Very positive	48.65%	54
Positive	43.24%	48
Negative	8.11%	9
Very negative	0.00%	0
Do not have an opinion	0.00%	0
TOTAL		111

Q18 Which of the following has most influenced your opinion of the Department of Parks, Recreation, and Tourism?

Answered: 109 Skipped: 330

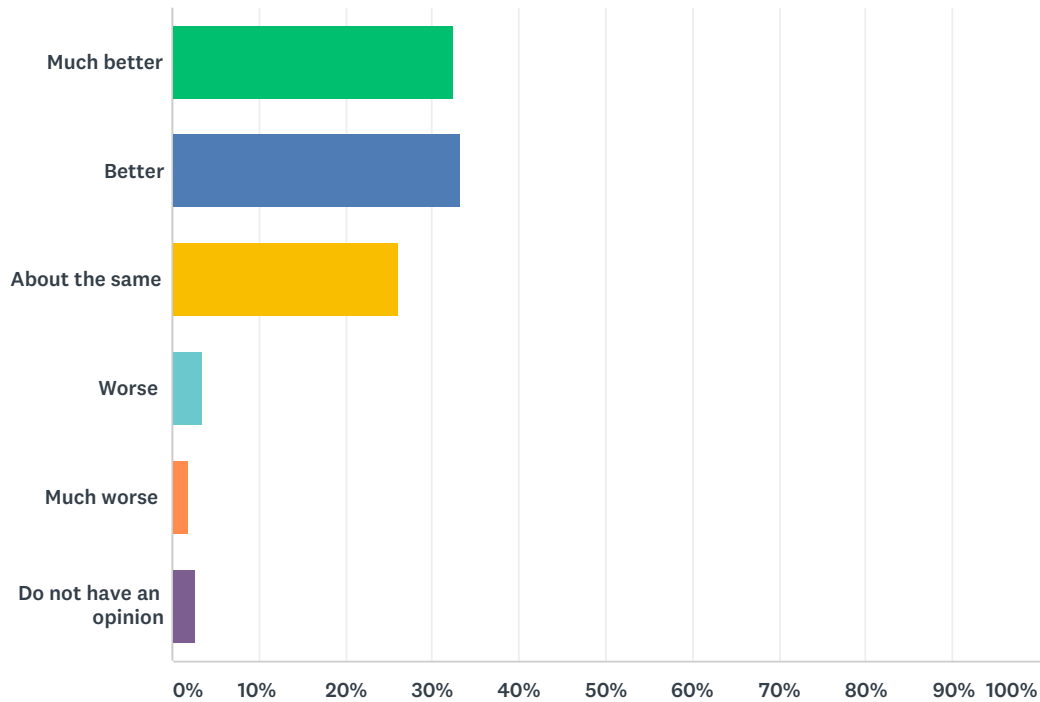


ANSWER CHOICES		RESPONSES	
Media coverage		5.50%	6
Social media		3.67%	4
Internet		2.75%	3
Personal experience with/tour of the agency		75.23%	82
Business experience with the agency		3.67%	4
Family member's experience with the agency		3.67%	4
Friend, neighbor or colleague's experience with the agency		3.67%	4
Other (please specify)		1.83%	2
TOTAL			109

#	OTHER (PLEASE SPECIFY)	DATE
1	work at SC welcome center	1/31/2018 3:00 PM
2	State Parks	1/31/2018 6:47 AM

Q19 How do you think the Department of Parks, Recreation, and Tourism functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 111 Skipped: 328



ANSWER CHOICES	RESPONSES	
Much better	32.43%	36
Better	33.33%	37
About the same	26.13%	29
Worse	3.60%	4
Much worse	1.80%	2
Do not have an opinion	2.70%	3
TOTAL		111

Q20 Please list any comments, concerns, or suggestions you may have about the Department of Parks, Recreation, and Tourism, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 40 Skipped: 399

#	RESPONSES	DATE
1	I believe PRT is doing a fantastic job with what they have been tasked with as an agency. If I could change one thing, it would be to make merit pay raises available to all staff in state parks. Most park staff are not eligible to even be considered for a merit pay increase. We've been told it's because state parks are to be 100% self-funded, not taking any tax dollars to run the parks. That's a nice idea but one of our park resources is our human resources. We can't ignore our employees. Many staff do have a strong work ethic and get a lot done above and beyond the basics. These employees should not automatically get a merit pay increase but it would do wonders for moral to have merit pay increases available to strive for. Right now, these staff members battle day in and day out to keep that work ethic high while they are surrounded by staff that have an abysmal work ethic. It would be great for hard working, diligent employees to have access to merit pay raises.	2/25/2018 10:20 AM
2	We have too many, they don't take care of them all equally	2/21/2018 7:57 AM
3	I love South Carolina's state parks. The Department does an amazing job with inadequate resources.	2/19/2018 2:25 PM
4	I love our state parks, but the entrance fees pushed onto individuals seem to be ever increasing, which in my opinion betrays the idea of public parks. I think parks should be better funded to reduce or eliminate entrance fees.	2/19/2018 12:41 PM
5	The cabins at Table Rock State Park and the experience there is excellent. Worth every penny. I think we should give a regular money stream to the parks system, and DNR, so that we can buy other lands for public use. This state's population is growing in size so much that we need to really start conserving and "locking down" land for public use. Whether hunting or fishing or camping or hiking.	2/13/2018 3:47 PM
6	SC State Parks are well run but underfunded. Charlestown Landing, for example, should be more of a draw for tourists but because it has not been fully developed as an educational resource it is only moderately interesting. It should be developed like similar sites in New England and Virginia.	2/12/2018 2:04 PM
7	The agency is a waste of taxpayer dollars.	2/12/2018 12:01 PM
8	I'm more impressed as we push to save our natural resources! This is one of the major attractions of our beautiful state. With proper funding it can drive our economy.	2/12/2018 8:51 AM
9	Staff very helpful	2/9/2018 6:30 PM
10	Love our State parks.	2/8/2018 10:16 AM
11	The parks in my part of the state are always well maintained and welcoming.	2/8/2018 9:21 AM
12	Keep doing what you are doing!	2/7/2018 10:44 AM
13	N/A	2/6/2018 3:38 PM
14	This agency is one the most important agencies that the state has. This agency is the foundation of all agencies in the state because it generates millions of dollars in revenue for the state. I would like to say also that the employees pay are low compared to other states employees, which is sad because these employees help bring the big bucks into the state.	2/6/2018 10:15 AM
15	The South Carolina Welcome Centers and State Parks are the best.	2/6/2018 9:39 AM
16	I enjoy our state parks. I wish they could be more affordable for visitors. Huntington Beach is an incredible place but \$5 per person admission probably discourages visitation.	2/3/2018 9:23 AM

Public Survey About Agencies Under Study January 2018

17	The issue every agency is facing in regards to TERI and the ability to replace and promote staff at the rate needed to fill positions. Also we can't afford to lose many of the positions as staffing in most cases is already short 2-3 people from the ideal conditions for progress.	2/1/2018 1:45 PM
18	Merge PRT with Commerce like GA and NC. More efficient and less waste of money and duplication of programs	2/1/2018 7:55 AM
19	Awesome	1/31/2018 7:47 PM
20	Great web site, Park personnel are incredible and beautiful parks	1/31/2018 6:38 PM
21	Necessary for tourism in the state. One on one with the visitors.	1/31/2018 3:00 PM
22	I wish they promoted their virtues to more of the public in general	1/31/2018 11:29 AM
23	Custodial supervisors are paid at a poverty level. They need to give raises annually, and also give merit raises where appropriate.	1/31/2018 11:21 AM
24	Parks need funds to maintain infrastructure.	1/31/2018 11:20 AM
25	the parks division has a great informational website, as far as getting information	1/31/2018 9:29 AM
26	Love the new State Park Service website!	1/31/2018 9:29 AM
27	Hunting Island State Park.	1/31/2018 6:47 AM
28	Strong leadership. An asset to the SC tourism economy.	1/30/2018 11:21 PM
29	PRT is doing a very fine job for SC!	1/30/2018 8:51 PM
30	i believe they need more gyms for the youth to keep them off the streets	1/30/2018 3:38 PM
31	The website is great and promotes tourism in our state. It shows detailed information on where to visit and when. I love this!!	1/30/2018 11:22 AM
32	I think we can do better with the way we take care of the parks. we are getting better but we need to make sure no matter what they look good we want are kids to go outside and play in safe & clean places.	1/30/2018 10:38 AM
33	I don't think they should charge entrance or boat ramp fees.	1/30/2018 10:23 AM
34	Sponsor various activities and seminars for the rural communities of SC	1/27/2018 6:22 PM
35	Good people, low pay.	1/26/2018 9:23 PM
36	PTR's that I have encountered have all been very well kept and staff pleasing under the circumstance that they were working in. SC has some beautiful places and there are some places that need some work ; with people who still care that continues to try hard.	1/24/2018 3:45 PM
37	Our state parks are a treasure! I would love to see more advertising encouraging people to visit them (unless the parks are already at full-service capacity).	1/24/2018 3:38 PM
38	Very positive about the TNR program at the State Museum and very supportive of our maintenance of a feral cat colony there...	1/24/2018 3:12 PM
39	no comment	1/24/2018 2:36 PM
40	I would like to see the state legislatures provide a greater budget so PRT can become the best state parks system in the US. The infrastructure is in desperate need of repairs to be competitive in the PRT industry.	1/24/2018 1:45 PM

South Carolina Department of Revenue

Agency:	SC Department of Revenue (SCDOR)
Agency Head:	W. Hartley Powell, Director
Agency established pursuant to...	Section 12-4-10 "The South Carolina Department of Revenue is created to administer and enforce the revenue laws of this State; administer the licensing laws and regulations relating to alcoholic liquors, beer, and wine and assess penalties for violations thereof; and other laws specifically assigned to it."
South Carolina Statutes Relevant to SCDOR:	Title 12: State tax laws administered by SCDOR (in most instances) Title 61: Alcohol Beverage Licensing laws administered by SCDOR
Mission:	The Mission of the South Carolina Department of Revenue (SCDOR) is to administer the revenue and regulatory laws of this State with integrity, effectiveness, and fairness to all taxpayers, while maintaining the highest security and protection of taxpayer information.
Vision:	The South Carolina Department of Revenue strives to be an innovative and trustworthy service partner for all stakeholders.
FY 2017-18 Budget:	Total Funds: \$83,863,179 General Funds: \$49,686,086
About:	In FY17, SCDOR collected approximately \$7.8 billion in General Fund revenue which accounts for 95% of the source of funds allocated towards education, health and wellness, and safety of South Carolina citizens. In addition to General Funds collections, SCDOR collected approximately \$3.9 billion in non-General Fund revenue on behalf of the local governments and other state entities.

SCDOR's role in the State budget process:

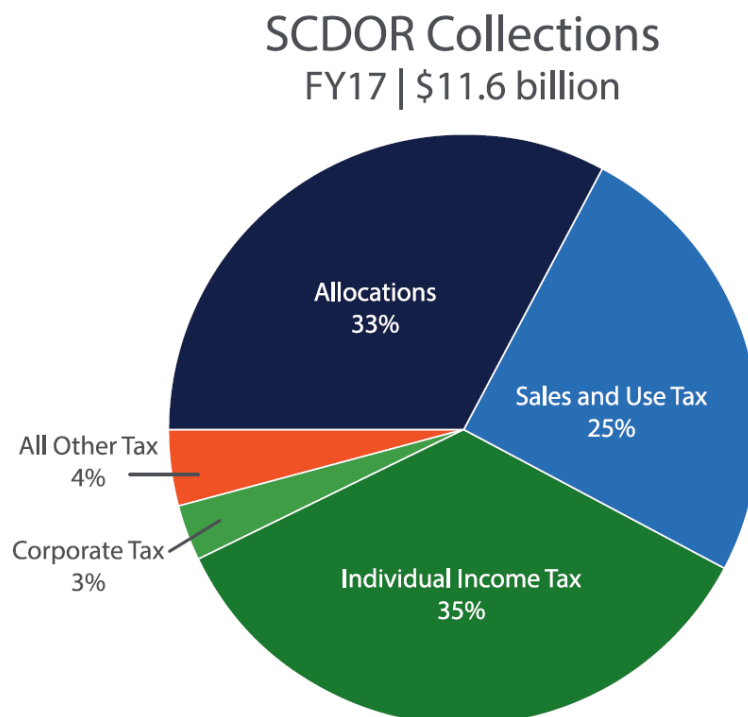
The Agency's Director represents the SCDOR in an ex-officio capacity at meetings of the Board of Economic Advisors (BEA). SCDOR provides information to the BEA during the formulation of budget estimates for purposes of developing guidelines for the General Assembly and the Governor to establish the State budget. SCDOR is also in attendance at all budget-related legislative committee meetings to aid in the formulation of budget policies related to revenue collection.

Strategic Planning Approach:

SCDOR starts with its Mission, Vision, and Fundamental Goals and then continuously develops and refines supporting strategies. Prior to establishing supporting strategies, SCDOR conducts multiple analyses of the external and internal environments.

Environmental analyses include:

- Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis
- Stakeholder Analysis
- Customer Survey
- Employee survey
- Employee and Employee Management Analysis
- South Carolina Population and Demographics Analysis





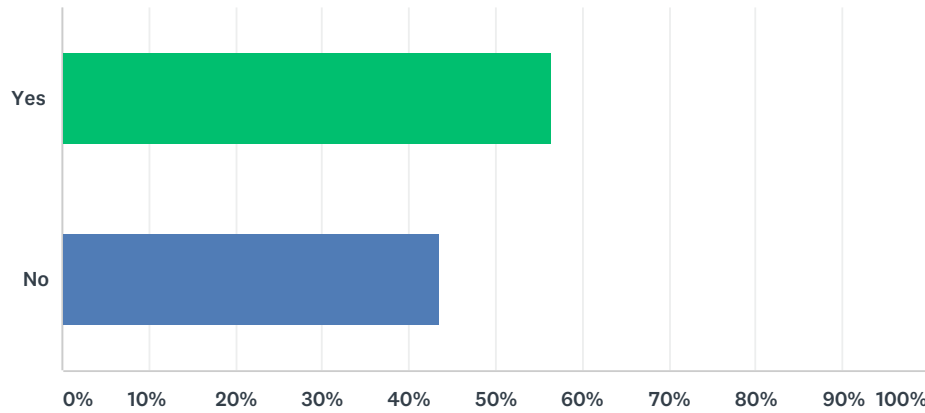
South Carolina Department of Revenue



September 2017

Q26 Would you like to provide input about the Department of Revenue?

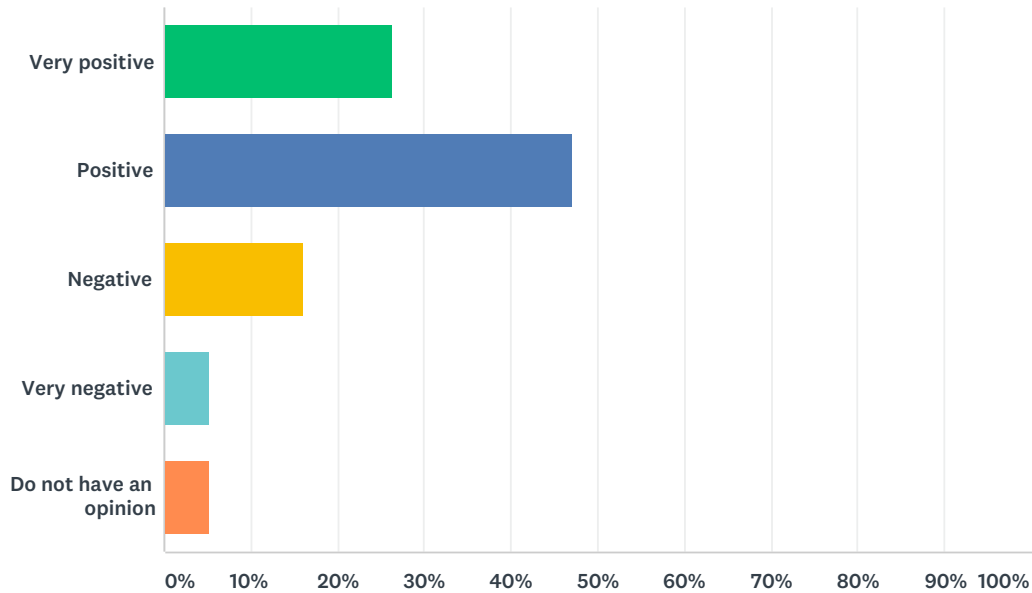
Answered: 322 Skipped: 117



ANSWER CHOICES	RESPONSES	
Yes	56.52%	182
No	43.48%	140
TOTAL		322

Q27 Overall, what is your opinion of the Department of Revenue?

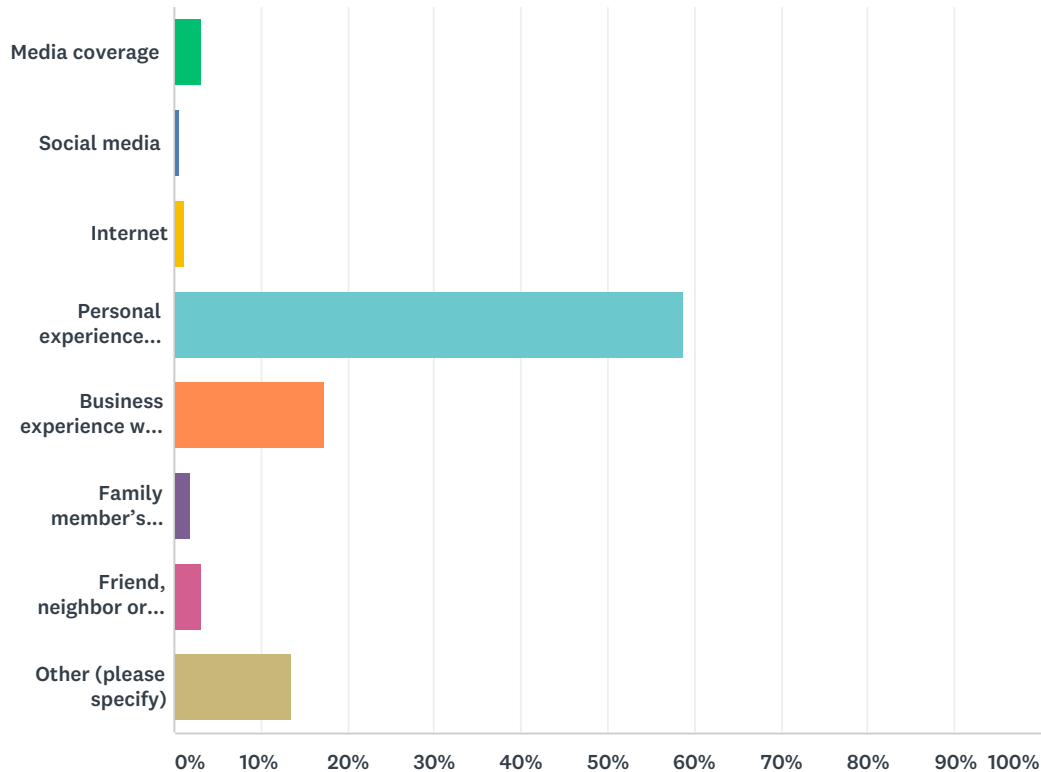
Answered: 155 Skipped: 284



ANSWER CHOICES	RESPONSES	
Very positive	26.45%	41
Positive	47.10%	73
Negative	16.13%	25
Very negative	5.16%	8
Do not have an opinion	5.16%	8
TOTAL		155

Q28 Which of the following has most influenced your opinion of the Department of Revenue?

Answered: 155 Skipped: 284



ANSWER CHOICES		RESPONSES	
Media coverage		3.23%	5
Social media		0.65%	1
Internet		1.29%	2
Personal experience with/tour of the agency		58.71%	91
Business experience with the agency		17.42%	27
Family member's experience with the agency		1.94%	3
Friend, neighbor or colleague's experience with the agency		3.23%	5
Other (please specify)		13.55%	21
TOTAL			155

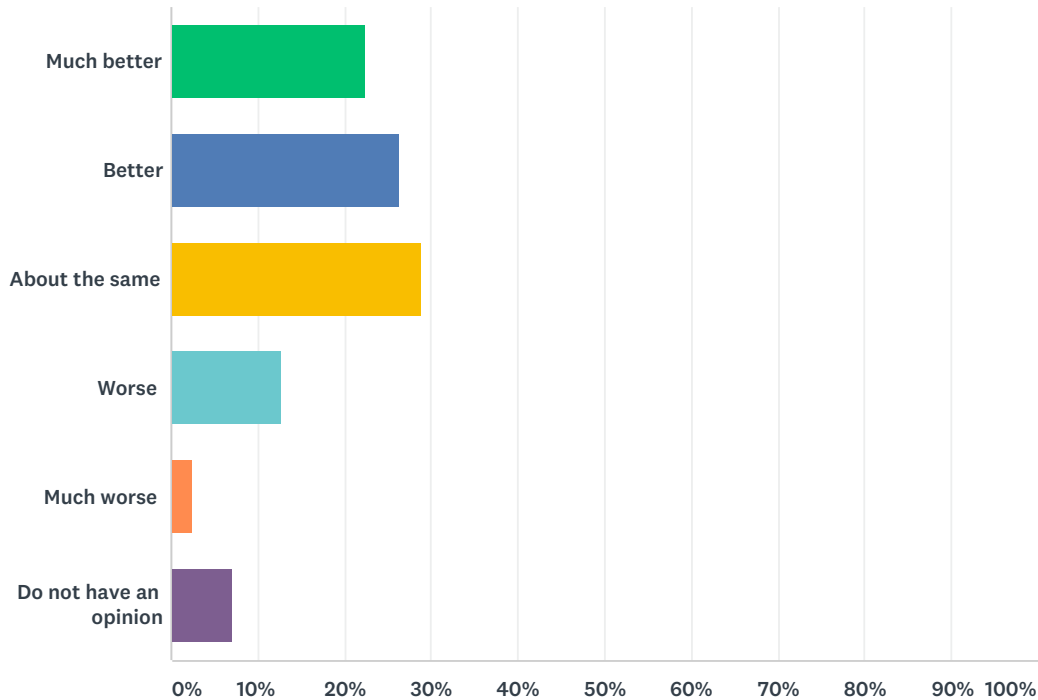
#	OTHER (PLEASE SPECIFY)	DATE
1	Working at the Department	2/22/2018 6:56 PM
2	Employee	2/14/2018 5:02 PM
3	Employee	2/14/2018 3:10 PM
4	Employee	2/14/2018 12:02 PM

Public Survey About Agencies Under Study January 2018

5	Employee	2/7/2018 9:11 AM
6	Being an employee and seeing changes implemented to improve the agency and staff.	2/6/2018 3:25 PM
7	Employee of the agency	2/5/2018 11:38 AM
8	communication w/ DOR in conjunction with another state agency	2/2/2018 9:15 AM
9	I work at DOR	1/31/2018 9:39 AM
10	personal work experience	1/30/2018 8:09 PM
11	Employee	1/30/2018 3:35 PM
12	Employee of the agency	1/30/2018 1:27 PM
13	Employee	1/30/2018 11:22 AM
14	Employee	1/30/2018 11:10 AM
15	I'm an employee of DOR	1/30/2018 11:06 AM
16	employment	1/30/2018 11:05 AM
17	I work at SCDOR.	1/30/2018 10:45 AM
18	employment	1/30/2018 10:28 AM
19	I am long-time employee	1/30/2018 10:11 AM
20	Employment	1/30/2018 10:08 AM
21	I am an employee	1/30/2018 10:02 AM

Q29 How do you think the Department of Revenue functions on an overall basis in comparison to other state agencies in South Carolina?

Answered: 156 Skipped: 283



ANSWER CHOICES	RESPONSES	
Much better	22.44%	35
Better	26.28%	41
About the same	28.85%	45
Worse	12.82%	20
Much worse	2.56%	4
Do not have an opinion	7.05%	11
TOTAL		156

Q30 Please list any comments, concerns, or suggestions you may have about the Department of Revenue, including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.

Answered: 45 Skipped: 394

#	RESPONSES	DATE
1	This agency needs to be drastically trimmed from the top down. You have one Deputy Director who runs much of the agency. She has retired and her TERI has ended. She is still at the agency as a temp! Raises and promotions not based of experience. Based on buddy system. It seems that knowledgeable employees over a certain age are looked over and ignored. Is this not illegal? Younger supervisors get pay increases but others do not? Why so many in management? There are not many left to manage. Please send someone objective and impartial to look at the agency.	2/26/2018 11:53 AM
2	The major problem with the Department of Revenue is the way they treat their employees. Not all employees are treated fairly. The new procedures put in to place for Revenue Officers are unattainable and frankly unfair with the way they are handled throughout the agency.	2/22/2018 6:56 PM
3	Too many people	2/21/2018 7:59 AM
4	I have worked for dor over 10 years in TBS and it sucks. Our deputy is all about control and made decision that will negatively impact the state for years. She promoted an individual who lacks the experience for the job and he promoted another person who has less knowledge. We fear retaliation and hope you will get to the bottom of the problems in collections.	2/21/2018 6:30 AM
5	Information is easily accessible through the website at dor.sc.gov. MyDORWay makes filing returns and remitting a payments easier and web messaging can be utilized to contact the DOR.	2/16/2018 8:49 AM
6	There is a large repository of information on the website	2/15/2018 2:22 PM
7	Very professional and helpful during Farm Aid program execution.	2/15/2018 11:13 AM
8	DOR assisted SCDA with Farm Aid application review (process development, workflow establishment, data management). I found their staff to be very competent, professional, and technically sound. Their experience in processing large amounts of information securely, in a short window, was invaluable to Farm Aid's successful outcomes, including keeping hard-working farmers in business until the next harvest season.	2/15/2018 11:01 AM
9	We make every effort to ensure taxpayer security and fairly administer all tax laws of South Carolina. Taxpayer confidence is essential and we aspire to keep compliance as high as possible.	2/14/2018 5:02 PM
10	There is a culture of nepotism and dire incompetence that cost South Carolina taxpayers millions. It's literally criminal. No one has the balls to fix it and it's a down right disgrace and the entire state suffers from the colossal waste in resources.	2/12/2018 4:01 PM
11	Seems internally disfunctional.	2/9/2018 10:47 PM
12	The personnel seems to lack proper respect and understanding of taxpayer's needs when called upon. I have called in for various issues and have been referred to someone else with an attitude the Door person just simply didn't want to deal with and put it off on someone else. They may not have been able to deal with issue but couldn't admit that fact.u	2/8/2018 10:26 PM
13	A festering wormhole of an agency.	2/8/2018 1:49 PM
14	They continue to work towards being more accessible and user friendly. Just don't get rid of all the tax forms. A lot of folks still don't have computers.	2/7/2018 12:51 PM
15	N/A	2/6/2018 3:38 PM

Public Survey About Agencies Under Study January 2018

16	The recent website update has improved the ability to access information about DOR, particularly with respect to guiding the user to the most appropriate department at DOR to address a particular issue. Additionally, the professional staff is responsive, helpful and a pleasure to work with. The professional staff is collaborative and their general approach to questions or issues is the fair (and not overly draconian) application of the tax laws and policy of the State.	2/6/2018 10:01 AM
17	Wish that the South Carolina Department of Revenue and our State Government could come up with funds to repair our highways in SC.	2/6/2018 9:45 AM
18	I have dealt with the Myrtle Beach office several times. I have always had a positive and professional experience with them.	2/3/2018 9:24 AM
19	DOR should work on the GEAR program. It is not very successful in obtaining overdue funds from businesses. There are times when businesses are required to pay fines, and when they do not, the information is sent to DOR for collection through the GEAR program. Unfortunately, the success rate is very low.	2/2/2018 9:15 AM
20	For the amount of money that was dumped in to the agency after the breach of tax payer records, I would expect much more from the agency.	2/1/2018 1:46 PM
21	The department of Revenue is good agency at its core but needs to work on pay for its employees	2/1/2018 8:35 AM
22	N/A	1/31/2018 4:16 PM
23	All SC State Agencies pay less than the private sector on jobs, but the Department of Revenue pays their employees proportionally less than other state agencies for the same exact job functions. Perhaps if the lawmakers would equalize pay based on title instead of which agency you worked, then the DOR employees would take more pride in their work functions and excel in providing better customer service to the taxpayers of our state.	1/30/2018 7:35 PM
24	Field Revenue officers pay should be looked at	1/30/2018 5:01 PM
25	The agency needs to compensate its "baseline" employees better to keep these key personnel longer.	1/30/2018 4:17 PM
26	I think that the Department Of Revenue has made great progress increasing online capabilities and broadening access points to the public.	1/30/2018 1:27 PM
27	Good agency to work for	1/30/2018 1:22 PM
28	An issue that could improve with SCDOR is when employees must travel for work. Currently, in most cases, the employee uses their funds to pay for travel expenses out of pocket until they fill out an expense form for reimbursement. This usually takes a few days but on occasion has taken a week or more. For most, the cost of a hotel for multiple nights is a large sum to have tied up. Other SC agencies make the travel plans before hand, this avoids confusion and mistakes with per diem rates for hotels and meals including and what qualifies, improper receipts, and incorrectly using the manual input with the expense system. By consulting with other SC state agencies on how they plan their employees overnight travel, this will reduce unnecessary paperwork, save HR time trying to individually correct mistakes on expense forms, and saves employees from having to front hundreds when they have to travel for work. If this response is pulled, thank you for taking the time to consider this.	1/30/2018 12:14 PM
29	The increased efficiencies of the DORWay system have proven well worth the expenditure. There does seem to be a GREAT deal of inefficiency and lack of knowledge in the centralized call center. It is also very difficult to contact local Revenue Officers to resolve issues or simply answer questions.	1/30/2018 11:59 AM
30	Sr Employees have been here way toooo long and want things done the way "they have always been done".	1/30/2018 11:06 AM
31	Public access is improving al the time	1/30/2018 11:05 AM
32	SCDOR is a model of how agencies should operate. SCDOR works very hard to implement solid processes, good customer service, and has an excellent IT staff and Security department. SCDOR is a very well managed organization.	1/30/2018 10:45 AM
33	I would like to see all departments on one page.	1/30/2018 10:39 AM
34	The moral of the department has gone down a lot especially in the collections division.	1/30/2018 10:38 AM
35	More pay and cost of living increases. Have not had a pay increase in years.	1/30/2018 10:28 AM
36	The DOR needs to communicate better internally to present a more united front to the public.	1/30/2018 10:28 AM

Public Survey About Agencies Under Study January 2018

37	Even though the agency wants to go paperless, some of the people in the State stil have old fashion values and like to fill out paper and with this in mind, we as an agency need to look after their needs also.	1/30/2018 10:27 AM
38	I work for the Department and love my job. I would say that most of my fellow employees are dedicated to serving the citizens with of South Carolina and feel good about their jobs and the difference they make.	1/30/2018 10:22 AM
39	Finally! Credit card payments in person. Would be nice to be able to pay with a credit card over the phone instead of having to create an account online.	1/30/2018 10:21 AM
40	I see daily that the Department provides many channels and services to help citizens	1/30/2018 10:11 AM
41	I have worked for the SC Department of Revenue for over 29 years. During this time, the agency has undergone many changes, almost always for the better. One thing has held true through all of these changes and that is the dedication of the agency to the citizens of the State of South Carolina.	1/30/2018 10:08 AM
42	Giving taxpayers a way to make comments on the person dealing with their account.	1/30/2018 10:04 AM
43	You waste my money and I want you to please stop.	1/26/2018 9:26 PM
44	no comment	1/24/2018 2:38 PM
45	SCDOR pursues contract employees at great cost instead of seeking to hire internal candidates in technology.	1/24/2018 2:11 PM

DOR PER EXTENSION REQUEST

Legislative Oversight Committee

South Carolina House of Representatives

Post Office Box 11867

Columbia, South Carolina 29211

Telephone: (803) 212-6810 • Fax: (803) 212-6811



Program Evaluation Report Extension Request Guidelines

PLEASE NOTE:

The information included in the agency's report will appear online for all legislators and the public to view.

Agency Name:

South Carolina Department of Revenue

Date Request Submitted:

February 9, 2018

Background

Committee Standard Practices 10.1.3 - 10.1.5

Extensions for PER

10.1.3 The Chairman may, for reasons he determines as good cause, provide an agency an extension and new deadline to submit its Program Evaluation Report ("New Deadline"). The Chairman will not provide more than one, thirty day extension without unanimous consent from the full committee.

10.1.4. Before the Chairman will consider granting an extension, the Chairman may require the agency to provide a written letter, which may be sent via U.S. mail or included as an attachment to an email, explaining the reason the agency is requesting the extension and the number of days it is requesting, not to exceed thirty.

10.1.5 Until the agency receives a response, it should continue to complete the report to the best of its ability as if it is due on the original deadline.

__Note this Extension Request Form will be published online.

Agency	South Carolina Department of Revenue
Date of Submission	9-Feb-18

Instructions : Please complete this Extension Request Form. The completed form should be submitted electronically to the House Legislative Oversight Committee (HCommLegOv@schouse.gov) in both the original format (Excel) and saved as a PDF for online reporting. Please direct any questions about this process to Jennifer Dobson (jenniferdobson@schouse.gov) or Charles Appleby (charlesappleby@schouse.gov).

I. Extension Request

- | | | |
|---|--|-----------|
| 1 | State the date the agency originally received the report guidelines: | 1/23/2018 |
| 2 | State the date the agency submitted this request for an extension: | 2/9/2018 |
| 3 | State the original deadline for the report: | 3/9/2018 |
| 4 | State the number of additional days the agency is requesting: | 90 Days |
| 5 | State the new deadline if the additional days are granted: | 5/31/2018 |

II. History of Extensions

- | | | |
|---|--|--|
| 1 | List the years in which the agency previously requested an extension, putting the years the extension was granted in bold: | 2015 - 14 days (Restructuring and Seven-Year Plan Report) |
|---|--|--|

III. Good Cause

- | | | |
|---|---|--|
| 1 | Please state good cause as to why the Committee should grant the extension requested by the agency. Please limit the response to 1,000 words or less. | <p><i>On January 29th, DOR officially kicked-off the Individual Income Tax filing season. This is the heaviest return processing season for the Agency. It is our first filing season, processing all Individual Income Tax returns through our new tax system called DORWay. While we do not anticipate any problems, our Agency is focused on the accurate processing of all returns and issuing timely refunds to taxpayers. It is imperative that our employees maintain their focus over the next 3 months, so all returns are processed securely, precisely, and timely.</i></p> |
|---|---|--|

[Link to Tax Filing Season Press Release](#)

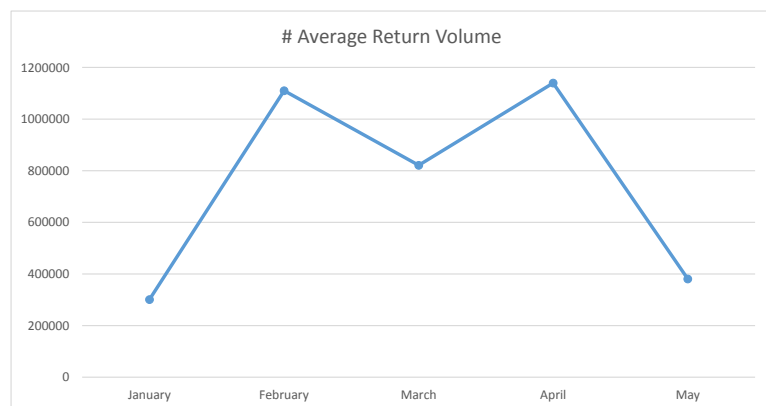
IV. Verification

- | | | |
|---|--|-----------------------------|
| 1 | Please state the name of the agency head, or person designated and authorized by the agency head to do so, that has approved and reviewed the information provided in this Extension Request form. | Kim Witte |
| 2 | Does the agency head, or designated person by the agency head, affirm that the information contained in this form from the agency is complete and accurate to the extent of his or her knowledge. | Affirmed by Director Powell |

V. Committee Response

Leave this section blank.

- | | | |
|---|------------------------------------|--|
| 1 | Date extension was granted: | 13-Feb-18 |
| 2 | Number of additional days granted: | Per Committee Standard Practice 10.1.3, a 30-day extension is granted by the Chair. An additional extension will be considered by the Committee at its next meeting. |
| 3 | New deadline for agency response: | 8-Apr-18 |



# AVERAGE RETURN VOLUME, for the past three calendar years 2015, 2016, and 2017					
Tax Type	January	February	March	April	May
IIT	76,123	892,991	580,443	868,172	180,351
Corporate	3,856	11,457	54,608	18,444	7,375
Fiduciary	623	1,025	2,362	7,371	4,413
Partnership	1,229	2,710	13,297	12,299	6,901
Withholding	96,679	104,525	58,840	121,496	81,025
Sales	119,274	94,949	108,816	109,013	97,134
Miscellaneous Taxes	3,118	2,628	2,721	2,625	3,326
Total	300,902	1,110,284	821,086	1,139,420	380,525



- Website - <http://www.scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee.php>
- Phone Number - 803-212-6810
- Email - HCommLegOv@schouse.gov
- Location - Blatt Building, Room 228