**A** **SENATE RESOLUTION**

TO HONOR LOTTE DEVLIN OF COLUMBIA FOR HER MANY YEARS OF DEDICATED SERVICE TO THE STATE OF SOUTH CAROLINA, TO CONGRATULATE HER ON THE OCCASION OF HER RETIREMENT FROM THE SOUTH CAROLINA DEPARTMENT OF MOTOR VEHICLES, AND TO WISH HER MUCH SUCCESS AND FULFILLMENT IN ALL HER FUTURE ENDEAVORS.

Whereas, the Senate, appreciative of her many years of faithful service to the Palmetto State, is pleased to recognize Lotte Devlin, who will retire on May 31, 2014, from her position as director of the South Carolina Department of Motor Vehicles Customer Service Delivery division; and

Whereas, Lotte Devlin has served the South Carolina Department of Motor Vehicles (DMV) with distinction for more than ten years. During her tenure, she has revolutionized the manner in which DMV provides vehicle services for its customers; and

Whereas, beginning with Web‑based services, Lotte expanded plates on demand to more than ninety plates, thus reducing inventory in DMV’s sixty‑seven field offices. She personally oversaw the design and development of “Plates on the Web,” which allows customers to replace or exchange an existing license plate. Additionally, Lotte was instrumental in the enactment of legislation granting DMV the authority to issue a special permit as a temporary plate until the customer receives the actual plate in the mail. With a keen eye for avoiding choke points, Lotte programmed the replacement of more than sixty thousand handicapped placards without the need to surge in personnel and without any disruption in other services; and

Whereas, Lotte, utilizing her knack for legislative matters, provided both education and assistance for authoring legislation to change the requirements for operating golf carts on secondary roads, including the mandate that the operator be a minimum age of sixteen and licensed and that the permit expire in five years. She also furthered legislation that resulted in DMV’s ability to recoup plate costs, to grant demolishers access to the National Motor Vehicle Titling Information System as a means to verify vehicle status as not stolen, and to reduce lost income as a result of dishonored checks by introducing the No Pay/No Play bill; and

Whereas, this skilled facilitator, mentor, and coach volunteered to lead DMV’s executive staff through a successful reorganization of headquarters staff. The result was a three‑phased implementation plan designed to streamline missions and functions and accommodate growth and new business enterprises; and

Whereas, her contributions and performance have modeled the proudest traditions of public service, reflecting great credit upon DMV and the citizens of South Carolina; and

Whereas, at home, Lotte, a native of Linz, Austria, is the wife of sports writer John Devlin and proud mother of two grown children, Larissa and Kirk; and

Whereas, grateful for the legacy of consistent commitment and excellence Lotte Devlin has bestowed on this great State, the Senate takes much pleasure in wishing her well in her retirement and trusts she will find much enjoyment in the more leisurely pace of the days ahead. Now, therefore,

Be it resolved by the Senate:

That the members of the South Carolina Senate, by this resolution, honor Lotte Devlin of Columbia for her many years of dedicated service to the State of South Carolina, congratulate her on the occasion of her retirement from the South Carolina Department of Motor Vehicles, and wish her much success and fulfillment in all her future endeavors.

Be it further resolved that a copy of this resolution be provided to Lotte Devlin.

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