



STATE OF NORTH CAROLINA
OFFICE OF STATE BUDGET AND MANAGEMENT


PAT MCCRORY
GOVERNOR

ART POPE
STATE BUDGET DIRECTOR

October 1, 2013

MEMORANDUM

TO: House Appropriations Subcommittee on Transportation
Senate Appropriations Subcommittee on Transportation
Joint Legislative Transportation Oversight Committee
Director, Fiscal Research Division

FROM: Art Pope 
State Budget Director

SUBJECT: Legislative Report on the Combined Motor Vehicle and Registration Account

Per Section 24.10.(b) of House Bill 950, the Office of State Budget and Management (OSBM) shall report quarterly on the activities of the Combined Motor Vehicle and Registration Account (Combined Account). The attached report covers the period ending June 30, 2013.

Should you have questions, please contact State Budget analyst Thomas Cheek by telephoning (919) 807-4738 or emailing Thomas.Cheek@osc.nc.gov.

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cc: Mercidee Benton, OSBM
Thomas Cheek, OSBM
Bryce Ball, Fiscal Research
Senator Phil Berger, President Pro-Tempore of the Senate
Representative Thom Tillis, Speaker of the House of Representatives

FY 2013 - Fourth Quarter Report on the Combined Motor Vehicle and Registration Account

Per Section 24.10.(b) of House Bill 950, the Office of State Budget and Management shall report quarterly on the activities of the Combined Motor Vehicle and Registration Account (Combined Account). The report outlined below covers the period ending June 30, 2013.

I. Summary of Activities funded by the Combined Account to date

Department of Transportation

There were a multitude of achievements this quarter due to the combined efforts of the entire project team. Activities included: system development, conversion of county data into the new Vehicle Tax System, testing, implementation planning, training and the development of a communication plan.

System Development and Implementation:

Implementation of the Department of Revenue (DOR) – Division of Motor Vehicles (DMV) Vehicle Property Tax collection system is complete, with ongoing post-production support in progress. Farragut Systems Inc., a local vendor, has completed development on the customization required to implement their vehicle tax solution to meet State requirements. The North Carolina Vehicle Tax System was on schedule and went live April 1, 2013. All 100 county users were trained and have provided historical data which is loaded into the system. System Innovators completed development of the credit card payment solution and is being deployed to all DMV & License Plate Agency (LPA) sites. Currently, 50 offices are accepting credit card payments for registration and titling services. The remaining offices are being brought into production in a staggered approach. The Department expects all offices to be able to accept credit card payments by October 8, 2013.

There were many challenges that were addressed by the project team: DOR, DMV, 100 North Carolina counties, Farragut Systems Inc., and Systems Innovators. These include the completion of data conversion from the counties legacy systems, implementation of a DMV/LPA compliant environment that meets Payment Card Institute (PCI) requirements for the collection of fees utilizing credit card payments, and modifications of the State Titling and Registration System (STARS) legacy system to integrate with the new components. Planning sufficient testing and training time for this large complex integration effort proved to be a challenge.

The implementation of the Vehicle Tax System was very successful. Counties are currently working their queues for the December renewals. This is the third cycle of renewals processed by the counties and September is the first month new registrations are being issued with the collection of county vehicle property tax as well.

Division of Motor Vehicles

The Division of Motor Vehicles is continuing to hire staff members to support the Call Center, Field Operations Support, Raleigh and Charlotte Windows and Registration, Title and Plates (RTP) required for implementation of HB 1779. Testing for the HB 1779 started on February 19, 2013 and ended on April 12, 2013. Training for the 122 License Plate Agencies' (LPAs) employees and Vehicle Services employees began on April 13, 2013 in Morganton and Charlotte. The remaining classes were held on April 20, 2013 in

Rocky Mount and Wilmington, and April 27, 2013 in Raleigh. Phase I of the combined system was moved into production on June 8, 2013 for the processing of the September renewals in July. Testing for credit cards began February 7, 2013 and was completed on August 7, 2013. The credit card application began its pilot on August 8, 2013 with Raleigh Headquarters and two License Plate Agencies (Holly Park and Zebulon). Credit card implementation continues in a phased approach, with the largest LPAs using it on September 3, 2013. Currently the project is in the post implementation phase.

Financial Management Division

Fiscal staff continue to test the system preparing for the system implementation based on the dates defined above. The area continues to hire staff members.

Department of Revenue

The Department of Revenue has been involved in the following activities:

- Engaged in training county users for all 100 counties in the proper use of the Vehicle Tax System (VTS). The training was performed in classrooms across the State, as well as webinars, to reach as many county employees as possible.
- Provided assistance to the software vendor and valuation vendor in finalizing the VTS and solving issues found during testing.
- Manned the help desk during the quarter to aid counties processing the July 2013 renewals (Tax Valuation Specialists).
- Worked with the vendor and the counties as the Vehicle Tax System (VTS) went live.
- Designed fiscal reports and assisted the vendor in correcting issues to finalize the reports.
- Worked with the valuation vendor as the system was turned on, identified problems and solutions.
- Employees were available during the quarter to visit and assist counties as they processed their first renewals in the new VTS.
- Staff helped DMV and the VTS vendor in trouble shooting both software and hardware issues in order to achieve a successful July 1, 2013 go live date.

The \$30,000 telecommunication data services expense is a semiannual charge for the vehicle valuation service update. The State has one contract through the Department of Revenue for the joint Department of Revenue - Department of Motor Vehicle project to create savings for the State. The State Titling and Registration System is used by DMV on a day-to-day basis for titling vehicles. The data is refreshed semiannually by TEC Data.

II. Amounts transferred from the Combined Account and expended per activity

Total collections deposited into the account, including interest, since its inception in fiscal year 2005-06 are \$43,416,201.68. After accounting for the reimbursement requests for the 4th quarter expenditures for DOT and DOR, the ending balance in the account on June 30, 2013 was \$24,409,462.33.

Department of Transportation

The Department of Transportation has expended a total of \$18,846,952.22 for the Combined Motor Vehicle and Registration Tax Collection System through the end of June, 2013. Expenses per activity are outlined as follows:

- IT related expenses – 16,398,280.20
- Division of Motor Vehicles – 2,141,425.94
- Financial Management Division – 307,246.08

The total expenditures for the project started in fiscal year 2005-06 and will extend through implementation period.

Department of Revenue

As of June 30, 2013, the North Carolina Department of Revenue has incurred \$159,787.13 in expenditures to administer the Motor Vehicle Tax project. The expenditures include \$129,787.13 in personal services and \$30,000 for telecommunication data services.

III. A Detailed Listing of the Positions Funded by receipts from the Combined Account

Department of Transportation

The Department of Transportation has a total of 85 positions that are funded by receipts from the Combined Account. Six positions are in the Financial Management Division and the remaining seventy-nine positions are in the Division of Motor Vehicles. An update on the status of the filling of positions is as follows:

- At the end of the reporting period, 6 positions for the Financial Management Division were filled.
- At the end of the reporting period, 62 of the 79 positions for the Division of Motor Vehicles were filled.

The attached position summary provided by the Department of Transportation includes the detailed information required for each of the positions.

Department of Revenue

The Department of Revenue hired a Property Tax Valuation Specialist II on December 1, 2012, a Property Tax Valuation Specialist I on January 7, 2013, and a Business and Technology Application Specialist on February 18, 2013 to administer this program. A second Business & Technology Application Specialist was hired in May 2013. All positions are currently occupied and working on the implementation of the Tag and Tax project.

North Carolina Department of Transportation
Implementation Summary of HB1779 County Collections & Interest, NCDOT Expenditures, and Agency Reimbursement
June 30 2013

County Collections vs Actual NCDOT and NCDOR Expenditures									
	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	Total
County Fees	1,310,405.63	5,241,795.64	5,968,542.54	5,992,315.11	5,660,049.21	5,597,778.50	5,736,921.50	6,209,808.91	41,717,617.05
Interest			467,091.60	543,388.53	339,368.95	(2,316.75)	210,423.40	140,628.90	1,698,584.63
Total Collections	1,310,405.63	5,241,795.64	6,435,634.14	6,535,703.64	5,999,418.16	5,595,461.75	5,947,344.90	6,350,437.81	43,416,201.68
Expenditures									
Balance Available	1,310,405.63	5,241,795.64	6,435,634.14	6,051,747.18	1,920,861.67	476,993.99	1,600,890.76	14,524,036.47	19,006,739.35
					4,078,556.49	5,118,467.76	4,346,454.14	(8,173,598.66)	24,409,462.33

County Collections vs NCDOT/NCDOR Reimbursement Request (via OSBM)									
Total Collections	1,310,405.63	5,241,795.64	6,435,634.14	6,535,703.64	5,999,418.16	5,595,461.75	5,947,344.90	6,350,437.81	43,416,201.68
Reimbursement Request				483,956.46	1,920,861.67	476,993.99	1,600,890.76	14,524,036.47	19,006,739.35
Balance Available	1,310,405.63	5,241,795.64	6,435,634.14	6,051,747.18	4,078,556.49	5,118,467.76	4,346,454.14	(8,173,598.66)	24,409,462.33

NCDOT and NCDOR Expenditures vs Reimbursement Request									
Total Expenditures	-	-	-	483,956.46	1,920,861.67	476,993.99	1,600,890.76	14,524,036.47	19,006,739.35
Reimbursement Request				483,956.46	1,920,861.67	476,993.99	1,600,890.76	14,524,036.47	19,006,739.35
Eligible to be Reimbursed	-	-	-	-	-	-	-	-	-

* County Collections began December, 2006
 ** Interest began January, 2008
 Expenses to FC 150859, 151134, 151135

The North Carolina Department of Revenue - HB1779 Positions as of 6/30/2013

Department of Revenue - FID175 Positions as of 6/30/2013													
Org Unit	Pos No	Pos Title	Budget Code	Account	Fund	Funding Source	Cost Center	Effective Dates		Budgeted Salary	Total FTE Positions	Function of the Position	
20009997	REV ADM TA Local Gov Personal Property	65017880	Property Tax Valuation Specialist I	14700	531212	451629005	Receipts	4529100000	01/07/2013	12/31/9999	56,667.00	1.00	Testing of the Vehicle Tax System (VTS), assisting in the writing of the training manual and user manual, provided assistance to the software vendor and valuation vendor, training 300 county employees across the state on how to use the VTS system, conducting webinars and working the help desk on processing July renewals.
20009997	REV ADM TA Local Gov Personal Property	65017881	Property Tax Valuation Specialist II	14700	531212	451629005	Receipts	4529100000	12/01/2012	12/31/9999	61,950.00	1.00	Testing of the Vehicle Tax System (VTS), assisting in the writing of the training manual and user manual, provided assistance to the software vendor and valuation vendor, training 300 county employees across the state on how to use the VTS system, conducting webinars and working the help desk on processing July renewals.
21000134	REV ADM INFO TECH ADS TMS Applications	65017882	Bus & Tech Applications Specialist	14700	531212	451629005	Receipts	4529100000	02/18/2013	12/31/9999	75,000.00	1.00	Testing of the Vehicle Tax System (VTS), assisting in the writing of the training manual and user manual, provided assistance to the software vendor and valuation vendor, and helping with the training 300 county employees across the state on how to use the VTS system.
21000132	REV ADM INFO TECH TSS Legacy Appl's	65017883	Bus & Tech Applications Specialist	14700	531212	451629005	Receipts	4529100000	08/01/2012	12/31/9999	75,000.00	1.00	NA-vacant

**North Carolina Department of Transportation
HB1779 positions as of 6/30/13**

Center number	Org Unit		Position number	Position Title	Funding Source	Effective Date	End date	Fund Percent	Annualized Budgeted Salary	Total FTE Positions	Function of the Position
Fiscal:											
702011341134	20001761	DOT SIA CFO FM DMV FINANCIAL OPERATIONS	65017693	Accounting Manager	Highway Funds	11/10/2012	12/31/9999	100.00	79,195.00	1.00	Oversee the collection of approximately \$2.5 billion a year for DMV revenue collections and the 100 counties Vehicle Property Tax collections. Initiate system projects and changes the effect the revenue capture and reporting from the State Registration and Tiling System (STARS), Vehicle Tax System (VTS), State Automated Driver License System (SADLS), Fuel Tax Compliance System (FuelTracs), SAP and the DMV Bad Debt System and all other DMV subsystems. Advise and support DMV in projects such as HB1779, the New Age Driver's License System and the IRP Trip Permit System. Analyze and report revenue trends that affect DMV Revenue to upper management, legislators and DMV leaders.
702011341134	20001762	DOT SIA CFO FM DMV FO REV AUDIT	65017694	Accountant	Highway Funds	10/27/2012	12/31/9999	100.00	45,238.00	1.00	Audit the daily revenue for DMV registration and the 100 counties vehicle property taxes collected by cash, check, and POS credit card collections collected by approximately 126 LPA offices, DMV State offices, online dealerships throughout the state, internet collections and registration accounts receivable accounts. Reconcile daily deposits to the collections reported using STARS, the State Cash Management System, Wells Fargo CEO, State Treasurer's Core Banking and Inovah credit/debit card reporting. Identify and report patterns that may be theft or fraudulent collection/deposit activities.
702011341134	20013506	DOT SIA CFO FM DMV FO REV COLLECTIONS	65017787	Accountant	Highway Funds	10/27/2012	12/31/9999	100.00	69,363.00	1.00	Supervise and oversee the Branch Audit Section, the Bad Debt Section and the DMV Refund Technician. Compile 100 counties transaction fees owed to DOT/DMV which includes internet credit/debit card transaction fees, point of sale credit/debit card transaction fees, for approximately 126 License Plate Agencies (LPA) and DMV State Vehicle Registration offices throughout the state, LPA compensation, DMV compensation and DOT/DMV/DOR overhead fees. Ensure net collections due to the 100 counties is accurate and the distribution amount is correct.

**North Carolina Department of Transportation
HB1779 positions as of 6/30/13**

Center number	Org Unit	Position number	Position Title	Funding Source	Effective Date	End date	Fund Percent	Annualized Budgeted Salary	Total FTE Positions	Function of the Position
702011341134	DOT SIA CFO FM DMV FO REV COLLECTIONS	65017913	Accounting Technician	Highway Funds	10/13/2012	12/31/9999	100.00	35,749.00	1.00	Position responsible for daily certification of electronic funds due to DMV using the State Treasurer's Cash Management Control System. Electronic funds include internet credit card collections, point of sale credit card collections for approximately 126 LPA locations throughout the state, NCDMV State offices and EFT funds for vehicle registration transactions processed by online dealerships. Also certify check collections processed electronically at DMV Headquarters and DOT DMV Financial Operations Unit. Identify refunds for electronic payment types and chargebacks for credit card transactions. Track and report credit card transactions processed at each branch location.
702011341134	DOT SIA CFO FM DMV FO REV AUDIT	65017695	Accountant	Highway Funds	12/08/2012	12/31/9999	100.00	45,238.00	1.00	Audit the daily revenue for DMV registration and the 100 counties vehicle property taxes collected by cash, check, and POS credit card collections collected by approximately 126 LPA offices. DMV State offices, online dealerships throughout the state, internet collections and registration accounts receivable accounts. Reconcile daily deposits to the collections reported using STARS, the State Cash Management System, Wells Fargo CEO, State Treasurer's Core Banking and iNovan credit/debit card reporting. Identify and report patterns that may be theft or fraudulent collection/deposit activities.
702011341134	DOT SIA CFO FM DMV FO REV COLLECTIONS	65017915	Accounting Technician	Highway Funds	02/16/2013	12/31/9999	100.00	33,881.00	1.00	Position responsible for daily certification of electronic funds due to DMV using the State Treasurer's Cash Management Control System. Electronic funds include internet credit card collections, point of sale credit card collections for approximately 126 LPA locations throughout the state, NCDMV State offices and EFT funds for vehicle registration transactions processed by online dealerships. Also certify check collections processed electronically at DMV Headquarters and DOT DMV Financial Operations Unit. Identify refunds for electronic payment types and chargebacks for credit card transactions. Track and report credit card transactions processed at each branch location.
7020 / 151134	Total Fiscal HB1779 positions								6.00	
DMV:								308,654.00	6.00	

**North Carolina Department of Transportation
HB1779 positions as of 6/30/13**

Center number	Org Unit	Position number	Position Title	Funding Source	Effective Date	End date	Fund Percent	Annualized Budgeted Salary	Total FTE Positions	Function of the Position
705511351135	DOT PAM/DP DMV II VS VR A TCC	65017746	Title Examiner Supervisor I	Highway Funds	11/10/2012	12/31/9999	100.00	35,687.00	1.00	Supervise & support 15 IPT's with complex Vehicle Registration and County Tax issues needing additional support & research to resolve. Monitor calls quality & accuracy. Assist with rate customers. Conduct performance management.
705511351233	DOT PAM/DP DMV II VS VR A FOS	65017748	Staff Development Specialist I	Highway Funds	11/24/2012	12/31/9999	100.00	35,442.00	1.00	Planning, implementing and training DMV personnel and License Plate Agencies as is relates to Vehicle Registration and the County Tax program.
705511351233	DOT PAM/DP DMV II VS VR A FOS	65017749	Staff Development Specialist I - TL	Highway Funds	11/24/2012	06/30/2014	100.00	34,474.00	1.00	Planning, implementing and training DMV personnel and License Plate Agencies as is relates to Vehicle Registration and the County Tax program.
705511351135	DOT PAM/DP DMV II VS VR A TCC	65017768	Title Examiner Supervisor I	Highway Funds	11/10/2012	12/31/9999	100.00	32,550.00	1.00	Supervise & support 15 IPT's with complex Vehicle Registration and County Tax issues needing additional support & research to resolve. Monitor calls quality & accuracy. Assist with rate customers. Conduct performance management.
705511351235	DOT PAM/DP DMV II VS VR C CHARLOTTE VR	65017769	Information Processing Technician	Highway Funds	11/24/2012	12/31/9999	100.00	29,856.00	1.00	Information Processing Technician processing title & registration documents and collecting vehicle property tax.
705511351236	DOT PAM/DP DMV II VS VR A RTP	65017770	Processing Assistant IV	Highway Funds	04/01/2013	12/31/9999	100.00	27,675.00	1.00	Receive, sort, research, and resolve all Remittance & Internet transaction error reports. Research and process correspondence pertaining to plate, registration and renewals.
705511351236	DOT PAM/DP DMV II VS VR A RTP	65017771	Processing Assistant IV	Highway Funds	04/01/2013	12/31/9999	100.00	32,873.00	1.00	Receive, sort, research, and resolve all Remittance & Internet transaction error reports. Research and process correspondence pertaining to plate, registration and renewals.
705511351135	DOT PAM/DP DMV II VS VR A TCC	65017772	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	DOT PAM/DP DMV II VS VR A TCC	65017773	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	DOT PAM/DP DMV II VS VR A TCC	65017774	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351235	DOT PAM/DP DMV II VS VR C CHARLOTTE VR	65017777	Information Processing Technician	Highway Funds	11/24/2012	12/31/9999	100.00	29,856.00	1.00	Information Processing Technician processing title & registration documents and collecting vehicle property tax.
705511351234	DOT PAM/DP DMV II VS VR C TLB	65017778	Information Processing Technician	Highway Funds	12/08/2012	12/31/9999	100.00	30,663.00	1.00	Information Processing Technician processing title & registration documents and collecting vehicle property tax.
705511351234	DOT PAM/DP DMV II VS VR C TLB	65017779	Information Processing Technician	Highway Funds	03/16/2013	12/31/9999	100.00	31,644.00	1.00	Information Processing Technician processing title & registration documents and collecting vehicle property tax.

**North Carolina Department of Transportation
HB1779 positions as of 6/30/13**

Center number	Org Unit		Position number	Position Title	Funding Source	Effective Date	End date	Fund Percent	Annualized Budgeted Salary	Total FTE Positions	Function of the Position
705511351233	20002931	DOT PAM/DP DMV II VS VR A FOS	65017788	Administrative Assistant II - TL	Highway Funds	11/24/2012	06/30/2014	100.00	32,001.00	1.00	Customer service representative answering calls from License Plate Agencies as it relates to Vehicle Registration and County Tax issues.
705511351233	20002931	DOT PAM/DP DMV II VS VR A FOS	65017789	Administrative Assistant II - TL	Highway Funds	11/24/2012	06/30/2014	100.00	32,001.00	1.00	Customer service representative answering calls from License Plate Agencies as it relates to Vehicle Registration and County Tax issues.
705511351236	20002924	DOT PAM/DP DMV II VS VR A RTP	65017790	Processing Assistant IV - TL	Highway Funds	04/01/2013	12/31/9999	100.00	26,013.00	1.00	Receive, sort, research, and resolve all Remittance & Internet transaction error reports. Research and process correspondence pertaining to plate, registration and renewals.
705511351236	20002924	DOT PAM/DP DMV II VS VR A RTP	65017791	Processing Assistant IV - TL	Highway Funds	04/01/2013	12/31/9999	100.00	26,013.00	1.00	Receive, sort, research, and resolve all Remittance & Internet transaction error reports. Research and process correspondence pertaining to plate, registration and renewals.
705511351233	20002931	DOT PAM/DP DMV II VS VR A FOS	65017801	Staff Development Specialist I - TL	Highway Funds	11/24/2012	06/30/2014	100.00	34,474.00	1.00	Planning, implementing and training DMV personnel and License Plate Agencies as it relates to Vehicle Registration and the County Tax program.
705511351233	20002931	DOT PAM/DP DMV II VS VR A FOS	65017802	Staff Development Specialist I - TL	Highway Funds	11/24/2012	06/30/2014	100.00	34,474.00	1.00	Planning, implementing and training DMV personnel and License Plate Agencies as it relates to Vehicle Registration and the County Tax program.
705511351233	20002931	DOT PAM/DP DMV II VS VR A FOS	65017804	Administrative Assistant II	Highway Funds	11/24/2012	11/09/2012	100.00	33,379.00	1.00	Customer service representative answering calls from License Plate Agencies as it relates to Vehicle Registration and County Tax issues.
705511351233	20002931	DOT PAM/DP DMV II VS VR A FOS	65017806	Administrative Assistant II	Highway Funds	11/24/2012	11/09/2012	100.00	38,535.00	1.00	Customer service representative answering calls from License Plate Agencies as it relates to Vehicle Registration and County Tax issues.
705511351135	20002929	DOT PAM/DP DMV II VS VR A TCC	65017808	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/DP DMV II VS VR A TCC	65017809	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/DP DMV II VS VR A TCC	65017810	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/DP DMV II VS VR A TCC	65017811	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/DP DMV II VS VR A TCC	65017812	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.

**North Carolina Department of Transportation
HB1779 positions as of 6/30/13**

Center number	Org Unit		Position number	Position Title	Funding Source	Effective Date	End date	Fund Percent	Annualized Budgeted Salary	Total FTE Positions	Function of the Position
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017841	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017842	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017843	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017844	Information Processing Technician	Highway Funds	11/10/2012	11/09/2012	100.00	30,320.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017845	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017846	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017847	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017848	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017849	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017850	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017851	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	65017852	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.

**North Carolina Department of Transportation
HB1779 positions as of 6/30/13**

Center number	Org Unit	Position number	Position Title	Funding Source	Effective Date	End date	Fund Percent	Annualized Budgeted Salary	Total FTE Positions	Function of the Position
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	Information Processing Technician	Highway Funds	10/01/2012	12/31/9999	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV/ II VS VR A TCC	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002931	DOT PAM/PD DMV/ II VS VR A FOS	Administrative Officer I TL	Highway Funds	11/24/2012	06/30/2014	100.00	34,474.00	1.00	Supervise & support 20 AA II's and assist them with resolving problem telephone calls at it relates to Vehicle Registration and County Tax issues. Monitor calls quality & accuracy. Conduct performance management.
705511351135	20002924	DOT PAM/PD DMV/ II VS VR A RTP	Processing Assistant III TL	Highway Funds	11/24/2012	06/30/2014	100.00	24,381.00	1.00	Open & inspect mail order applications & enter info into STARS to create, update, and/or modify registration records. Collect fees & balance transactions & cash drawer. Operate & perform data entry via Remittance Processor. Open, date, route incoming mail.
705511351135	20002924	DOT PAM/PD DMV/ II VS VR A RTP	Processing Assistant III TL	Highway Funds	11/24/2012	06/30/2014	100.00	24,381.00	1.00	Open & inspect mail order applications & enter info into STARS to create, update, and/or modify registration records. Collect fees & balance transactions & cash drawer. Operate & perform data entry via Remittance Processor. Open, date, route incoming mail.
705511351135	20002931	DOT PAM/PD DMV/ II VS VR A FOS	Staff Development Specialist I	Highway Funds	11/24/2012	12/31/9999	100.00	34,474.00	1.00	Planning, implementing and training DMV personnel and License Plate Agencies as it relates to Vehicle Registration and the County Tax program.
705511351135	20002931	DOT PAM/PD DMV/ II VS VR A FOS	Administrative Assistant II TL	Highway Funds	11/24/2012	06/30/2014	100.00	32,001.00	1.00	Customer service representative answering calls from License Plate Agencies as it relates to Vehicle Registration and County Tax issues.
705511351135	20002931	DOT PAM/PD DMV/ II VS VR A FOS	Administrative Assistant II TL	Highway Funds	11/24/2012	06/30/2014	100.00	32,001.00	1.00	Customer service representative answering calls from License Plate Agencies as it relates to Vehicle Registration and County Tax issues.
705511351135	20002931	DOT PAM/PD DMV/ II VS VR A FOS	Administrative Assistant II TL	Highway Funds	11/24/2012	06/30/2014	100.00	32,001.00	1.00	Customer service representative answering calls from License Plate Agencies as it relates to Vehicle Registration and County Tax issues.

**North Carolina Department of Transportation
HB1779 positions as of 6/30/13**

Center number	Org Unit	Position number	Position Title	Funding Source	Effective Date	End date	Fund Percent	Annualized Budgeted Salary	Total FTE Positions	Function of the Position
705511351233	DOT PAM/PD DMV/ II VS VR A FOS	65017966	Administrative Assistant II TL	Highway Funds	11/24/2012	06/30/2014	100.00	32,001.00	1.00	Customer service representative answering calls from License Plate Agencies as it relates to Vehicle Registration and County Tax issues.
705511351135	DOT PAM/PD DMV/ II VS VR A TCC	65017967	Title Examining Supervisor I TL	Highway Funds	02/16/2013	06/30/2014	100.00	37,066.00	1.00	Supervise & support 15 IPTs with complex Vehicle Registration and County Tax issues needing additional support & research to resolve. Monitor calls quality & accuracy. Assist with rate customers. Conduct performance management.
705511351135	DOT PAM/PD DMV/ II VS VR A TCC	65017968	Information Processing Technician I TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	DOT PAM/PD DMV/ II VS VR A TCC	65017969	Information Processing Technician I TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	DOT PAM/PD DMV/ II VS VR A TCC	65017970	Information Processing Technician I TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	DOT PAM/PD DMV/ II VS VR A TCC	65017971	Information Processing Technician I TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	DOT PAM/PD DMV/ II VS VR A TCC	65017972	Information Processing Technician I TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351234	DOT PAM/PD DMV/ II VS VR C TLB	65017973	Information Processing Technician I TL	Highway Funds	02/16/2013	06/30/2014	100.00	33,694.00	1.00	Information Processing Technician processing title & registration documents and collecting vehicle property tax.
705511351234	DOT PAM/PD DMV/ II VS VR C TLB	65017974	Information Processing Technician I TL	Highway Funds	11/24/2012	06/30/2014	100.00	34,041.00	1.00	Information Processing Technician processing title & registration documents and collecting vehicle property tax.
705511351234	DOT PAM/PD DMV/ II VS VR C TLB	65018000	Information Processing Technician I TL	Highway Funds	11/24/2012	06/30/2014	100.00	29,856.00	1.00	Information Processing Technician processing title & registration documents and collecting vehicle property tax.
705511351235	DOT PAM/PD DMV/ II VS VR C CHARLOTTE	65018001	Information Processing Technician I TL	Highway Funds	11/24/2012	06/30/2014	100.00	29,856.00	1.00	Information Processing Technician processing title & registration documents and collecting vehicle property tax.
705511351235	DOT PAM/PD DMV/ II VS VR C CHARLOTTE	65018002	Information Processing Technician I TL	Highway Funds	11/24/2012	06/30/2014	100.00	29,856.00	1.00	Information Processing Technician processing title & registration documents and collecting vehicle property tax.

**North Carolina Department of Transportation
HB1779 positions as of 6/30/13**

Center number	Org Unit		Position number	Position Title	Funding Source	Effective Date	End date	Fund Percent	Annualized Budgeted Salary	Total FTE Positions	Function of the Position
705511351235	20013583	DOT PAM/ PD DMV/ II VS VR C CHARLOTTE VR	65018003	Information Processing Technician I TL	Highway Funds	11/24/2012	06/30/2014	100.00	29,856.00	1.00	Information Processing Technician processing title & registration documents and collecting vehicle property tax.
705511351236	20002924	DOT PAM/ PD DMV/ II VS VR A RTP	65018007	Processing Assistant III TL	Highway Funds	11/24/2012	06/30/2014	100.00	24,381.00	1.00	Open & inspect mail order applications & enter info into STARS to create, update, and/or modify registration records. Collect fees & balance transactions & cash drawer. Operate & perform data entry via Remittance Processor. Open, date, route incoming mail.
705511351135	20002929	DOT PAM/ PD DMV/ II VS VR A TCC	65018128	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/ PD DMV/ II VS VR A TCC	65018129	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/ PD DMV/ II VS VR A TCC	65018130	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/ PD DMV/ II VS VR A TCC	65018131	Information Processing Technician-TL	Highway Funds	03/16/2013	06/30/2014	100.00	32,875.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/ PD DMV/ II VS VR A TCC	65018132	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/ PD DMV/ II VS VR A TCC	65018133	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/ PD DMV/ II VS VR A TCC	65018134	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/ PD DMV/ II VS VR A TCC	65018135	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/ PD DMV/ II VS VR A TCC	65018136	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/ PD DMV/ II VS VR A TCC	65018137	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.

**North Carolina Department of Transportation
HB1779 positions as of 6/30/13**

Center number	Org Unit		Position number	Position Title	Funding Source	Effective Date	End date	Fund Percent	Annualized Budgeted Salary	Total FTE Positions	Function of the Position
705511351135	20002929	DOT PAM/PD DMV II VS VR A TCC	65018138	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV II VS VR A TCC	65018139	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV II VS VR A TCC	65018140	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV II VS VR A TCC	65018141	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
705511351135	20002929	DOT PAM/PD DMV II VS VR A TCC	65018142	Information Processing Technician-TL	Highway Funds	10/01/2012	06/30/2014	100.00	29,856.00	1.00	Customer service representative answering inbound calls pertaining to Vehicle Registration and County Tax issues. Required to answer at least 80 calls/day.
7055 / 151135	Total DMV HB1779 positions								2,418,935.00	79.00	

Total as of 6/30/13

2,727,599.00

85.00

* There were no positions funded in the IT HB1779 fund center, 7025150859, as of 6/30/13 but 2 positions have been created effective 7/1/13 per SB402.
* There will be 3 additional positions in Fiscal effective 7/1/13 per SB402.