DMV of the Future

GOV. OFFICE REVIEWED & GATHERED DATA
- CURRENT MEASUREMENT
- SURVEY DATA
- CUSTOMER DATA
- BUSINESS PROCESS DATA

DMV IDENTIFIED STAKEHOLDERS CUSTOMER SERVICE POINTS, AND DESIGN TEAM MEMBERSHIP INDEX & SUMMARIES OF DATA

DESIGN TEAM CHARTERED

DESIGN TEAM:
- ☐ IDENTIFIED NEED FOR VISION OF DMV OF THE FUTURE
- ☐ IDENTIFIED & ENGAGED KEY PRIVATE SECTOR PARTICIPANTS, CONSULTANTS & DESIGN TEAM MEMBERS
- ☐ ASSESSED CURRENT SERVICE LEVELS AND TECHNOLOGY

DESIGNED AND SCHEDULED CONFERENCES

SCHEDULED 3 STAKEHOLDER CONFERENCES
- ☐ SACRAMENTO, CENTRAL VALLEY & LA

POSSIBILITIES FOR THE DMV OF THE FUTURE

DESIGN TEAM INTEGRATES DATA/VISION FROM YOUR INPUT

1. INTEGRATE VISION
2. REVIEW OF DESIGN TEAM MEMBERSHIP
3. CLEAR NEXT STEPS

GOV. OFFICE, DMV, CONSULTANTS:
- ☐ CONDUCT SURVEYS & VALIDATE FORUM
- ☐ CONDUCT INTERACTIVE WEB SURVEYS AND VALIDATE FORUMS
- ☐ ADDRESS MEDIA RELATIONS

1. IVR SITE
2. WEB-SITE

GOV. OFFICE OF INNOVATION CONVENES PRIVATE SECTOR TO GENERATE IDEAS OF HOW TO ACHIEVE IDENTIFIED CUSTOMER DESIRES

IDEAS FOR RE-ENGINEERING NEEDS

RE-ENGINEERING

BLUEPRINT
- FINDINGS
- VISION
- RECOMMENDATIONS (SHORT, MEDIUM & LONG TIMELINES

RECOMMENDATIONS FOR THE BLUEPRINT

TOMORROW'S DMV EXPERIENCE