



DEPARTMENT OF MOTOR VEHICLES STRATEGIC PLAN



2016-2021



Our Core Values

- Honesty and integrity
- Commitment to serve the public
- Respect and consideration for each other, our customers, and the environment
- Accuracy and quality in all our products and services

Our Vision

A trusted leader in delivering innovative DMV services.

Our Mission

We proudly serve the public by licensing drivers, registering vehicles, securing identities, and regulating the motor vehicle industry.



From the Director

I am pleased to present the 2016-2021 Strategic Plan for the Department of Motor Vehicles (DMV).

Planning is critical to our success as an organization. As our work evolves, we must take a close look at where we are today, where we want to go in the future, and develop a clear roadmap to get there.

Public service has, and always will be, fundamental to our work as a department. Our Strategic Plan reflects our commitment to delivering superior customer service and implementing convenient and innovative service options. Changes in technology continue to give us more opportunities to modernize our systems, streamline processes, and ensure operational sustainability. Building an agile workplace and workforce will further enable our capabilities to meeting both current and future customer expectations and needs.

We take fraud very seriously and we are taking actions to eliminate fraud. We continually strive to improve consumer protection and traffic safety, and ensure the integrity of our licensing and registration programs.

The plan is the foundation for the future of the DMV, to meet the expectations of customers today and tomorrow. I hope that you will take the time to read this document and learn more about what the DMV has planned for the future.

Jean Shiomoto

Director

Department of Motor Vehicles



Our Core Functions

Driver License and Identification Card Program

We test and issue licenses to qualified drivers, provide identification services to the public, and verify the identity of licensed drivers and identification card holders.

Vehicle Titling and Registration Program

We issue titles and register automobiles, trailers, and vessels, as well as commercial vehicles used for both interstate and intrastate commerce.

Driver Safety Program

We promote traffic safety by monitoring and evaluating the driving performance of licensed drivers.

Licensing of the Motor Vehicle Industry

We license and regulate the occupations and businesses related to the manufacture, transport, sale, and disposal of vehicles.

Our Support Functions

Administrative Services

Responsible for budgetary and fiscal management, contract and procurement processes, human resources management, facilities and properties management, mail operations and printing services.

Revenue Collection Distribution

Annually, the DMV collects and tracks over \$7 billion in revenue which is distributed to other state agencies, local government, and California's General Fund.

Information Technology (IT) Services

Provides programming, installation, and maintenance for DMV's complex and unique IT systems.

Enforcement Services

Conducts auditing, monitoring, inspecting, and investigative services on the internal and external entities related to our core programs.

Enterprise Risk Management

Provides an independent assessment of DMV's enterprise through risk management, oversight, enterprise planning, auditing, and privacy.

How Big Is the DMV?



231
Locations



9,527
Employees



33,768,367
Registered Vehicles*



29,067,936
Driver License
and ID Cards*



76,659,686
Total Transactions†



175 Auto
Clubs



4,389 Business
Partner Sites

Where Does the Money Go?



41.54%
LOCAL
GOVERNMENT
(Cities/Counties)



CHP
27.32%



DMV
14.60%



STATE
HIGHWAYS
(Caltrans)
13.20%



Air
RESOURCES
Board
1.76%



GENERAL
FUND
0.68%



ENVIRONMENTAL
AGENCIES
0.52%



Department
of Justice
0.35%



OTHER STATE
AGENCIES
0.03%

*Statistics as of January 1, 2016

†Includes all transactions across all available service channels, including field offices, online, and call centers

Based on 2014 fees. Fees are subject to law changes. California Vehicle Code, California Harbors and Navigation Code, California Civil Code, California Government Code, California Health and Safety Code, California Code of Civil Procedures, and California Revenue and Taxation Code sections noted for reference.



GOAL: Provide superior customer service

The State of California is home to one of the most diverse populations in the country. Customer service is at the heart of everything we do.

We will enhance customers' interactions with DMV by implementing innovative tools and technology that expand our online offerings and provide quality in-person services.

Strategies

- Communicate DMV's services and successes.
- Redefine the customer experience by offering convenient, innovative, and virtual service options.

GOAL: Develop and retain a versatile and informed workforce

A skilled and dedicated workforce is critical to the success of our organization. We will improve the ways we obtain a talented workforce, provide opportunities for growth and leadership, and invest in a culture that maximizes the knowledge, experience, and diversity that each employee brings to work every day.



Strategies

- Enhance our workforce and succession plan.
- Provide professional development opportunities.
- Apply best practices in the hiring and selection process.
- Enhance our recruitment efforts.



GOAL: Eliminate fraud

We take fraud very seriously.

Our actions are to understand and eliminate the opportunity for fraud, and to create a culture of integrity, honesty, and transparency.

We will enhance DMV's awareness and knowledge of fraud and implement measures to detect, investigate, and eliminate fraud to protect consumers and maintain the highest public trust.

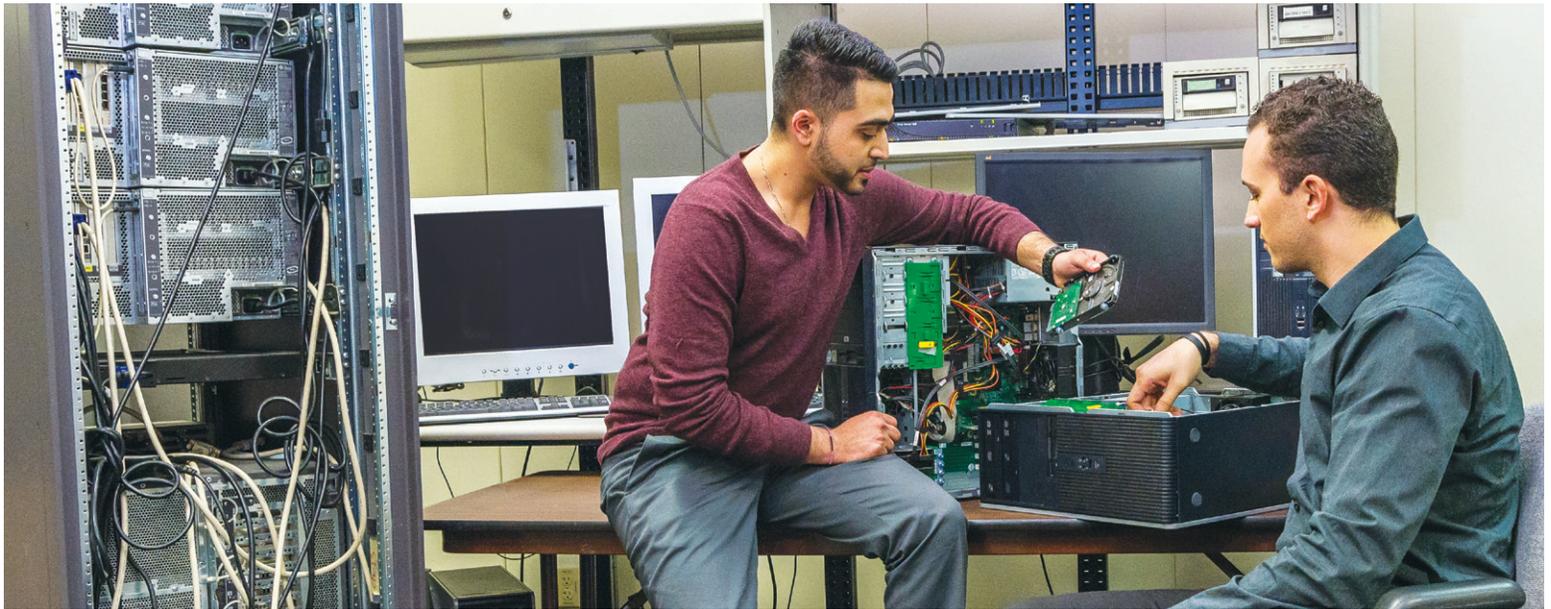
We will ensure that every driver on our roadways is properly licensed and every vehicle is properly registered.

Strategies

- Educate our workforce and the public about fraud.
- Implement fraud prevention measures.

GOAL: Optimize our processes and update our technology

Technology is integral to our daily activities. We will pursue business processes and technological changes to ensure the sustainability and modernization of our current systems. We will implement new technology to help us deliver the best service possible and meet the changing business needs of DMV, our partners, and our customers.



Strategies

- Document systems and business processes.
- Improve business processes.
- Modernize our systems.

GOAL:

Equip our employees with the tools and facilities to meet DMV's current and future responsibilities

We will provide our employees with the tools, technology, and resources to help them perform at their best. Additionally, we will design and maintain our facilities to deliver outstanding service to our customers and our partners.



Strategies

- Provide our employees with the technology and equipment necessary to do their jobs.
- Improve our facilities infrastructure.



Contact Us

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This plan is available to employees on the DMV Intranet and to the public on the Internet at dmv.ca.gov.

Edmund G. Brown Jr., Governor
State of California

Brian P. Kelly, Secretary
California State Transportation Agency

Jean Shiomoto, Director
Department of Motor Vehicles

