



DMV's STRATEGIC PLAN 2010-2011 Biennium

- 1. Ensure the security of the Department's resources.**
 - A. Comply with state and federal programs.
 - B. Authenticate and identify users accessing data.
 - C. Continue to strengthen the security and integrity of licensing processes.
 - D. Construct and initiate a strategic plan campaign to revise the Department's funding structure and mechanisms.
 - E. Identify other revenue sources.
 - F. Create and implement a Critical Incident and Communication plan.

- 2. Deliver progressive, responsive service to our customers.**
 - A. Promote and encourage customers to use alternative services.
 - B. Expand the range of on-line services.
 - C. Provide continuous quality improvement:
 - Leadership knowledge and competency training;
 - Customer service training;
 - Communication skills training;
 - *Best Practices* implementation.
 - D. Use existing facilities and resources to the fullest extent.

- 3. Ensure Department's revenue collection and accounting efforts operate at peak efficiency.**
 - A. Increase frequency of Motor Carrier fuel supplier audits.
 - B. Monitor audits/transmittals performed by other jurisdictions.
 - C. Evaluate alternative payment technologies.
 - D. Expand Bad Debt collection for Department.

4. Enhance programs and services through the use of technology.

- A. *One Individual-One Record* implementation.
- B. Expansion of the bar coding system.
- C. Improve systems availability and performance.
- D. Improve and maintain data integrity.
- E. Expand document imaging to improve Department record retention and efficient retrieval of information.
- F. Continuation of Electronic Data Interchange (EDI).
- G. Use of electronic means to foster efficiency and to maximize the use of technology.

5. Enhance employee relations and efficiencies.

- A. Improve communication channels and skills.
- B. Implement *Best Practices* program throughout the Department.
- C. Expand use of Intranet for internal communication.

6. Provide opportunities for employee growth and stability.

- A. Recognize and reward employees for exceptional service.
- B. Address and standardize Work Force planning to minimize the effects of attrition and improve the quality, professionalism and morale of all staff.
- C. Implement systemic, mandatory annual professional development plans, reviews and evaluative processes.
- D. Utilize organizational design to maximize efficiencies.

7. Protect state consumers and businesses against fraud and unfair business practices.

- A. Utilize Facial Recognition technology to increase consumer protection against fraud and the theft of personal identification information.

- B.** Utilize technology to aid in the identity of those persons who could impose frauds and other abuses on the citizens of this state and the public at large with other law enforcement agencies.

8. Growth and development plan.

- A.** Construct new DMV office on S. Reno/S. Meadows land that DMV currently owns.
- B.** Work with Buildings and Grounds for new DMV office (s) in Las Vegas.
- C.** Evaluate existing offices for remodels to better address increased customer traffic.