DMV OF THE FUTURE

PLACES: ENSURING THAT ALL PLACES AND WAYS IN WHICH CUSTOMERS COME INTO CONTACT WITH SERVICES — CUSTOMER "TOUCH POINTS" ARE THOUGHTFULLY DESIGNED, ATTRACTIVE, AND FUNCTIONAL.

- "PLACES" Include DMV's Traditional Local Offices and Much More, Convenient New Locations in Cooperation with Businesses as well as the Virtual Place of the WORLDWIDE WEB.
- Partnering with Businesses to Integrate Services and Share Facilities Whenever This Adds Value for Customers and for the State.
- Facilities and Services Emphasize Convenience and Confidentiality.
- All Areas of Receiving Service is Consistent and Professional, no Matter what Form it is.

TECHNOLOGY: MAKING INNOVATIVE and EFFECTIVE USE of TECHNOLOGY TO PROVIDE SERVICES QUICKLY, RELIABLY and ACCURATELY, BY WHATEVER MEANS NECESSARY.

- Technology Supports, Expands, and Enhances QUALITY SERVICES for ALL CUSTOMERS and INFORMATION RESOURCES for ALL EMPLOYEES.
- WE Lead in the Adoption of BEST PRACTICES Found in BUSINESS, INDUSTRY and the GOVERNMENT.

PEOPLE: DEDICATED to EMPLOYEE EXCELLENCE THROUGH TRAINING, SUPPORT, DEVELOPMENT, and EXAMPLE at EVERY LEVEL of the ORGANIZATION.

DMV EMPLOYEES HAVE the KNOWLEDGE and RESOURCES TO MEET EACH CUSTOMER'S NEEDS IN a FRIENDLY, COURTEOUS MANNER.

- The DMV Assures that Each Employee Takes Responsibility for Positive Customer Experiences.
- The Confidence Provided by Broad and Deep Training and by Ready Access to needed Information Enables Employees to Focus Efficiently on Solutions to the Needs of each Customer.
- All Staff Dedicated to Meeting All of California's Culturally & Linguistically Diverse Population.

COMMITMENT TO SERVICE:

- Fully Integrated Systems Provide Simple and Convenient Access to Service through all Means.
- Customer Service Extends to a Choice of Payment Methods and Means of Service.
- Striving to Provide "One Stop" Service, Eliminating Multiple Calls/Visits to Complete Transactions as Possible & More Than One Customer Transaction Completed at One Time.
- All Appropriate Services Are Made Available Anytime, Anywhere.
- Working with Local Governments, California State Agencies, Other States & the Federal Government to Share Information of Importance to our Customers, to provide Convenient Related Services and Information, and to Educate the Public about Services and Laws of Concern to California's Drivers and Vehicle Owners.
- Taking Services to the Public Through Outreach & Education.

UNDERLYING ALL ASPECTS of the BLUEPRINT IS: EVERY EMPLOYEE RECOGNIZES the IMPORTANCE of MEETING & EXCEEDING CUSTOMER EXPECTATIONS AT EVERY OPPORTUNITY: IN PERSON at our OFFICE, BY PHONE, VIA the INTERNET, BY MAIL or AT A COMMUNITY OUTREACH SITE OR AUXILIARY SITE OF ANY TYPE.

DMV EXCELLENCE