



**MISSISSIPPI MOTOR VEHICLE COMMISSION**

839-000

5 – YEAR STRATEGIC PLANS  
FOR FISCAL YEARS 2017 – 2021

# MISSISSIPPI MOTOR VEHICLE COMMISSION

## 1. Comprehensive Mission Statement:

The mission of the Mississippi Motor Vehicle Commission is to regulate sales, distribution, manufacturing, and advertising of new motor vehicles through enforcing present statutes and regulations, developing new statutes and regulations, adjusting to the changes in the automotive industry, expanding the electronic capabilities to record data, and issue licenses more efficiently.

## 2. Philosophy:

The Mississippi Motor Vehicle Commission is committed to providing automotive consumers with an environment that is safeguarded on many levels from production, distribution, and sales. The philosophy of the Commission is to adhere to professional standards by providing avenues of protection to all parties, quality service to our licensees, and respecting the rights and values of those they serve.

## 3. Relevant Statewide Goals and Benchmarks:

Statewide Goal #1: To provide economic development through the licensing of new motor vehicle dealerships and salespeople.

Relevant Benchmark #1:

- Number of licenses issued to dealerships
- Number of licenses issued to salespeople
- Number of licenses issued to out-of-state independent contractors to conduct "staffed event sales" at dealerships

Statewide Goal #2: To provide services as a government agency that serves the citizens of Mississippi both statewide and nationally.

Relevant Benchmark #2:

- Total number of licenses issued on-line or in-office
- Number of licenses issued to manufacturers/distributors that provide vehicles to dealers in Mississippi
- Number of licenses issued to representatives that contact dealers or serves as a point-of-contact for licensed dealers in Mississippi
- Number of warrantors licensed that provide products, via dealership, to consumers when purchasing vehicle

## 4. Overview of the Agency 5-Year Strategic Plan:

Over the next 5 years, the Mississippi Motor Vehicle Commission will focus on upgrading and maintaining our online license program to make it more effective and efficient in capturing key targets for reporting and be more "user-friendly" for all licensees including dealerships, and their salespeople; manufacturers/distributors and their representatives; and warrantors.

Funding for the Mississippi Motor Vehicle Commission is through Special Funds, or self-generated funding. It is estimated that upgrades to our system will cost approximately \$25,000 over the course of the next year. These upgrades will include expanding information currently not stored online; greater reporting capabilities to provide information requested by the Executive Director and Commissioners; and allow more effective entering of information from both administrative and online user aspects.

The Mississippi Motor Vehicle Commission would like to upgrade in areas of technology by getting new computers and/or software programs for the three computers currently utilized daily by the staff of the Commission.

It is estimated that in FY2017, these upgrades can be completed with purchases included in our current IT projections of services.

### **5. Agency's External/Internal Assessment:**

The Mississippi Motor Vehicle Commission consists of 6 motor vehicle dealers and 2 individuals appointed to represent the public. Their monthly meetings by the Commission help assess how the agency is meeting licensing goals and the demands of regulating licensees of the Commission. Budgetary constraints are reviewed to accommodate our requests to upgrade into a more technologically based office.

In addition to the information provided at the monthly meetings, daily reports are given to the Executive Director to track office work conducted by its' employees for issuing licenses and budget expenditures and cash receipts. Other reports, as deemed necessary, are compiled to verify all aspects of the Mississippi Motor Vehicle Commission's mission.

The assessment process is contingent on the following:

- 1) Changes in operating points provided to motor vehicle dealers
- 2) Demands on number of salespeople to sell vehicles in Mississippi
- 3) Restructuring from manufacturers/distributors to hire representatives to meet demands of licensed dealers
- 4) Changes in technology to meet demands of online services
- 5) Economic changes faced by dealerships to host staffed sales events that require additional licensing of personnel.

### **6. Agency Goals, Objectives, Strategies, and Measures by Program for FY 2017 through FY 2021:**

#### **Program: Online Licensing to All Licensees**

#### **Goal A: Restructure and maintain online database for issuing licenses deemed necessary by the Mississippi Motor Vehicle Law (MMVC § 63-17-75)**

**Objective A.1** Enhance and maintain current database to support issuing of all licenses by the Mississippi Motor Vehicle Commission and provide a more precise online system for the administration to extract necessary reports

*Outcome:* Provide licensing totals to compare to previous years totals and spot trends

*Outcome:* Allow licensees to conduct all license related needs centrally on the online system and decrease physical mailing of applications and funds

**A.1.1. Strategy:** Adjust code and logic of current online system

*Output:* Logistical calculations of all information stored in the database

*Efficiency:* Calculate money received by licensing and use for comparison to previous years

*Explanatory:* Reduce paper trails to track number of licensees for reporting to the Board of Commissioners thereby reducing funding needs for certain commodities

**A.1.2. Strategy:** Provide "user-friendly" interface with customers using online system

*Output:* Increased number of licenses issued online

*Efficiency:* All applications process online

*Explanatory:* Reduce costs to consumers to process applications

**Goal B: Create hierarchy for licensees to ensure all entities are licenses in accordance with Mississippi Motor Vehicle Law (MMVC § 63-17-75, § 63-17-81, § 63-17-83, Regulation 7)**

**Objective B.1** Build a linking operation within the database that shows all related licenses issued by the Motor Vehicle Commission

*Outcome:* Allow administration to review hierarchy of license to ensure that all dealers have a licensed manufacturer/distributor and vice versa

*Outcome:* Ensure all manufacturer/distributor representatives that contact dealers or serve as point-of-contact are licensed

*Outcome:* Verify all Warrantors that provide vehicle protection products are licensed to provide the services sold by dealerships

**B.1.1. Strategy:** Adjust database to include capturing information on each licensee and link all parts as needed to show hierarchy

*Output:* Reports that show all parts of the licensing ladder are filled

*Efficiency:* Ability to track where licensing is missing and follow-through with getting licensee licensed

*Explanatory:* Calculate and track licensing needs and increase revenue to gain licensing as needed

**PROGRAM PERFORMANCE INDICATORS AND MEASURES**

Program Data Collected in Accordance with the Mississippi Performance Budget and Strategic Planning Act of 1994

Motor Vehicle Commission (839-00)

1 - Licensing

Name of Agency

PROGRAM NAME

PROGRAM OUTPUTS: (This is the measure of the process necessary to carry on the goals and objectives of this program. This is the volume produced, i.e., how many people served, how many documents generated.)

	FY 2015 ACTUAL	FY 2016 ESTIMATED	FY 2017 PROJECTED
1 Number of License Issued : (includes Warrantors,Manufacturers,Distributors, Representatives, New Motor Vehicle Dealerships, Salesmans)	7,008.00	7,150.00	7,150.00
2 Number of Investigations Conducted (includes formal complaints and background checks)	236.00	300.00	300.00

PROGRAM EFFICIENCIES: (This is the measure of the cost, unit cost or productivity associated with a given outcome or output. This measure indicates linkage between services and funding, i.e., cost per investigation, cost per student or number of days to complete investigation.)

	FY 2015 ACTUAL	FY 2016 ESTIMATED	FY 2017 PROJECTED
1 Cost Per License	54.23	53.15	53.15
2 Cost Per Background Check for Salesman	9.50	9.50	9.50

PROGRAM OUTCOMES: (This is the measure of the quality or effectiveness of the services provided by this program. This measure provides an assessment of the actual impact or public benefit of your agency's actions. This is the results produced, i.e., increased customer satisfaction by x% within a 12-month period, reduce the number of traffic fatalities due to drunk drivers within a 12-month period.)

	FY 2015 ACTUAL	FY 2016 ESTIMATED	FY 2017 PROJECTED
1 Reduce the amount of paper used to process and issue licenses	2,000.00	2,000.00	2,000.00
2 Utilize the internet to communicate with Warrantors, Manufacturers, Distributors, and New Car Dealerships	500.00	500.00	500.00