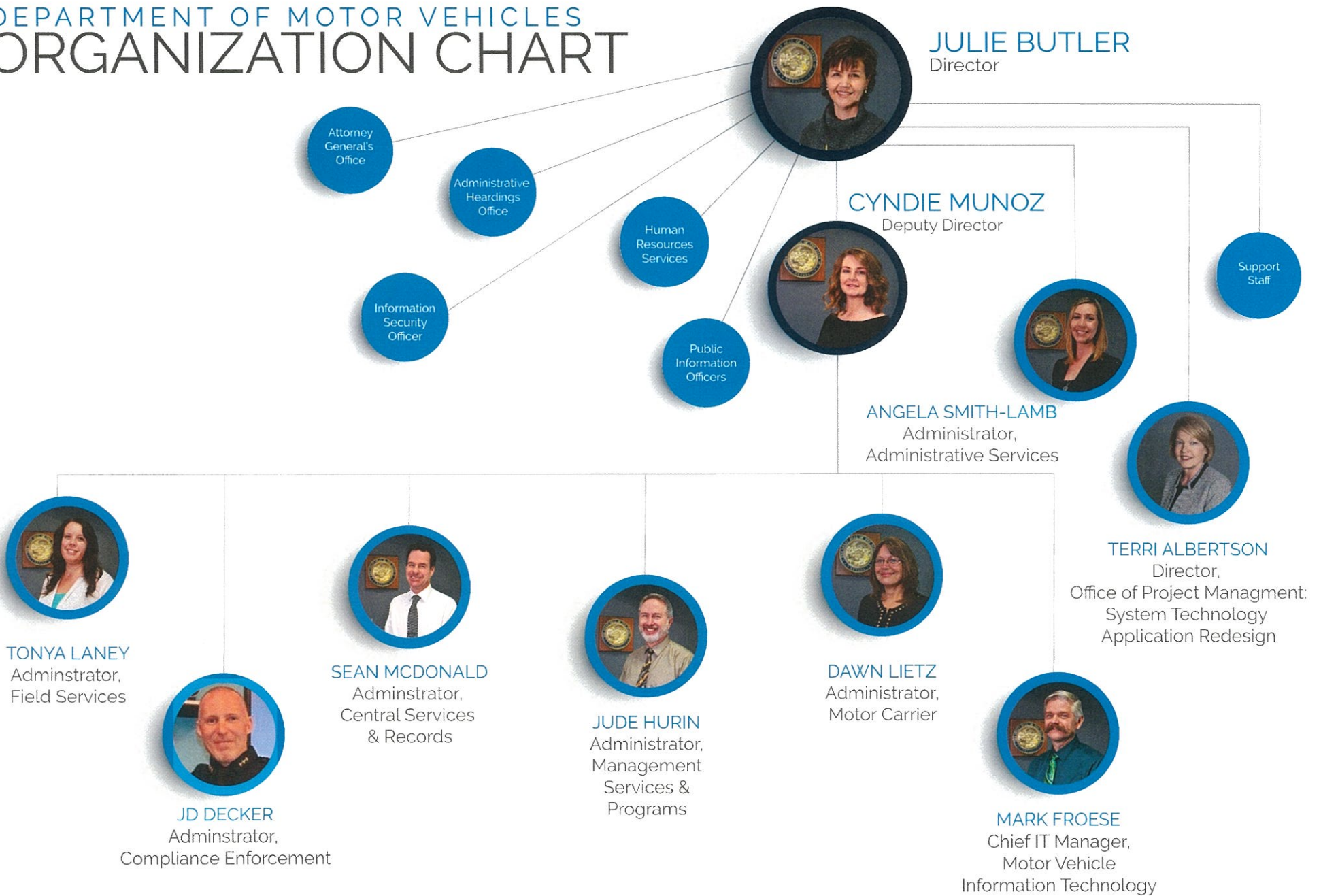


DEPARTMENT OF MOTOR VEHICLES ORGANIZATION CHART



JULIE BUTLER

Director

jbutler@dmv.nv.gov

(775) 684-4490

CYNDIE MUNOZ

Deputy Director

cmunoz@dmv.nv.gov

(775) 684-4848

ANGELA SMITH-LAMB

Administrator,
Administrative Services

asmith@dmv.nv.gov

(775) 684-4627

TONYA LANEY

Administrator,
Field Services

tlaney@dmv.nv.gov

(775) 684-4791

JD DECKER

Administrator,
Compliance
Enforcement

jdecker@dmv.nv.gov

(702) 486-4995

SEAN MCDONALD

Administrator,
Central Services &
Records

smcdonald@dmv.nv.gov

(775) 684-4934



TERRI ALBERTSON

Director, Office of Project
Management (STAR)

talbertson@dmv.nv.gov

(775) 687-7200

DAWN LIETZ

Administrator,
Motor Carrier

dlietz@dmv.nv.gov

(775) 684-4626

MARK FROESE

Chief IT Manager,
Motor Vehicle IT

mfroese@dmv.nv.gov

(775) 684-4995

JUDE HURIN

Administrator,
Management Services
& Programs

jhurin@dmv.nv.gov

(775) 684-4562

CHARLENE PETERS

Executive Assistant

cpeters@dmv.nv.gov

(775) 684-4955

DRIVING

NEVADA

DEPARTMENT OF MOTOR VEHICLES STRATEGIC SUMMARY 2018-2022



OUR MISSION

The Department of Motor Vehicles proudly delivers efficient, innovative and diverse services providing for the identification, licensure and protection of all we serve.

OUR VISION

A pioneer in efficient and responsive government, the Nevada Department of Motor Vehicles is committed to innovative services and solutions, today and tomorrow.

OUR VALUES

Dedication
Modernization
Vision

DMVNV.COM



DMV STRATEGIC PRIORITIES



Responsive Agency Administration

We are dedicated to continuous improvement through maximizing efficiencies as we proactively serve our customers, the citizens of Nevada.



Innovation in Technology & Service

With technological enhancements, we can proactively better serve our citizens and become a leader in innovation and customer service.



Cultivate a Customer-Centric Culture

We are in a people-focused business and our priority is to treat every customer as if they have a choice on where to receive governmental service.

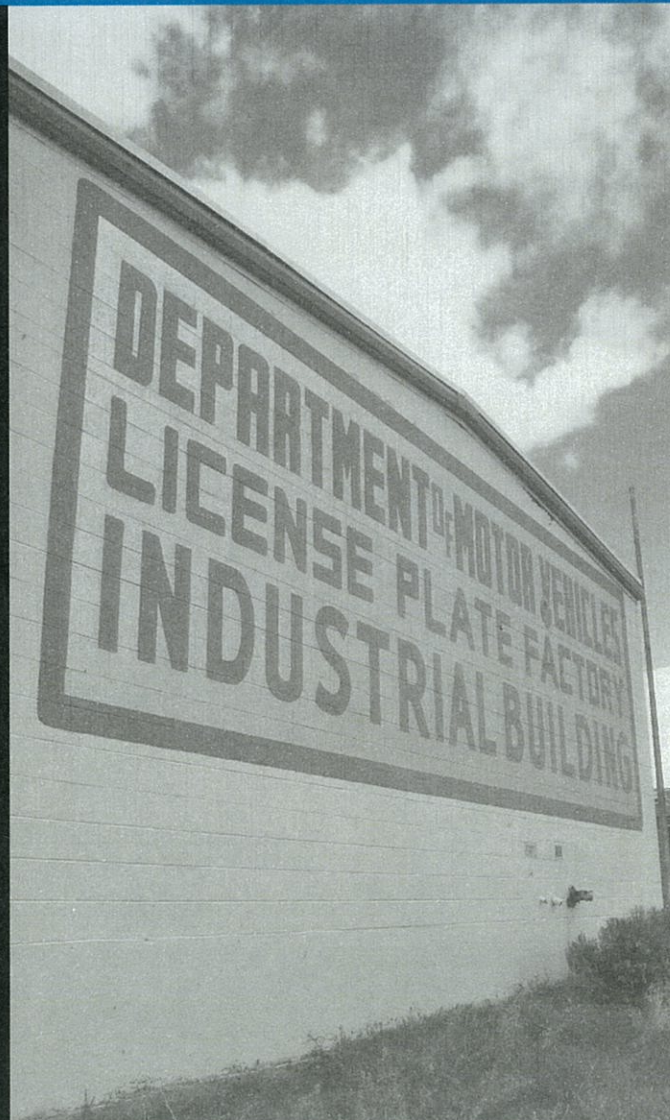


Enhance Public Safety & Security

Public safety and protection are key components of what we do on a daily basis. Effective administration of our resources is vital to ensuring we can remain dedicated to what is important.



WHO ARE WE?



THE PROMISE OF OPPORTUNITY: DEDICATION, MODERNIZATION, AND VISION

GOAL 1: Modernize DMV Systems with Advanced & Efficient Technologies

- Merge Records: create "Customer 360" View
- Reduce paper & ease business with online fillable forms
- Reduce bad debt & ensure accuracy with integrated system
- Introduce voice activated & secure payment platforms
- Improve validation for motor fuel & special fuel licenses
- Provide commercial customers with access to online tools

GOAL 2: Improve Customer Convenience with Innovation in Technology & Data Security

- Introduce web based tool for customized experience
- Expand alternative service partnerships statewide
- Implement new customer queueing system & appointments
- Allow mobile capture stations for ADA/special needs customers
- Improve MyDMV security & sign on
- Strengthen DMV data security
- Promote and improve electronic dealer registration services
- Increased driver's license security and innovation

GOAL 3: Efficient & Effective Administration of the Department

- Develop and implement supplemental communication plan
- Annually review and revise policies and procedures
- Work through plate reissuance backlog and remain current
- Modernize DMV Service Requests & Change Management Process
- Invest in staff development, including succession planning and training
- Develop and implement internship program
- Provide employees with the tools to do their jobs

GOAL 4: Introduce Compliance Enforcement and Public Safety Improvements & Efficiencies

- Efficiencies and legislative improvements for Occupational Business Licensing
- Improve emissions program efficiencies
- Improve case management of enforcement cases
- Increase resolution of consumer complaints for industry cases

