



MISSISSIPPI MOTOR VEHICLE COMMISSION

839-000

5 – YEAR STRATEGIC PLANS
FOR FISCAL YEARS 2021 – 2025

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, ensuring fair competition in the marketplace, 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 online 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:

The Mississippi Motor Vehicle Commission will be utilizing an 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. The licensing system costs for maintenance is about \$5,000 annually. The program includes expanded information previously not stored online; greater reporting capabilities to provide information requested by the Executive Director and Commissioners; and more efficient entering of information from both administrative and online user aspects.

The Mississippi Motor Vehicle Commission would like to upgrade in areas of technology by purchasing software and programs for the computers utilized by the staff.

It is estimated that in FY2021, 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. The Commission's monthly meetings assess how the agency is meeting licensing goals and the demands of regulating its licensees. Budgetary considerations are given in adopting and implementing measures to reduce the regulatory burdens on compliance and focus on enforcement of regulations.

In addition to the information provided at the monthly meetings, the Executive Director reviews reports prepared by its' employees for issuing licenses, 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 2021 through FY 2025:

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 the licensing 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

Outcome: Allow administration to retrieve information from database as needed for effective communication with licensees, and renewal data

A.1.1. Strategy: Refine the software program to fully allow access to all necessary reporting areas for each staff member

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 Commission thereby reducing funding needs for certain commodities

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

Output: Increased number of licenses issued online

Efficiency: All applications process online

Explanatory: Reduce costs to consumers to process applications

A.1.3. Strategy: Provide "user-friendly" interface for staff using online system

Output: Increased reports and information readily available to staff

Efficiency: Reduced time in office functions by reducing steps

Explanatory: Reduce time associated with application review

Goal B: Create hierarchy for licensees to ensure all entities are licensed 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 administer

ation to review hierarchy of licenses 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