



Memorandum

Date : February 2024

To : Public Mailing List
Attorneys and Manufacturers/Distributors Appearing before the Board

From : New Motor Vehicle Board
2415 1st Avenue, MS L242
Sacramento, CA 95818
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Subject : Strategic Plan July 2024-June 2030

The New Motor Vehicle Board (NMVB) is preparing to adopt and implement its 2024-2030 Strategic Plan. The Executive Committee is soliciting public comments, suggestions, and questions that will be compiled and presented to the Board.

The Strategic Plan will be discussed at the April 25, 2024, General Meeting. All interested parties are invited to attend the meeting and/or present written or oral comments.

The proposed objectives of the Strategic Plan are as follows:

- **Improve outcomes for all motor vehicle consumers.**

The NMVB will enhance the mediation program by identifying and acting upon allegations of discriminatory business practices, with an emphasis on historically disadvantaged and excluded communities. NMVB staff will participate in specialized mediation training; regularly update the public website; use existing petition authority to address certain consumer complaints; and consider the feasibility of a binding arbitration option. Additionally, we will better advocate for disadvantaged groups by connecting with local government and consumer protection organizations. Through education, we will encourage voluntary compliance with consumer rules and regulations.

- **Contribute to the advancement of the California State Transportation Agency's Core Four priorities: Safety, Equity, Climate Action and Economic Prosperity.**

The NMVB is committed to the advancement of the California State Transportation Agency (CalSTA) Core Four. To that end, the Consumer Mediation Program will be enhanced to identify and act upon complaints alleging discriminatory sales practices. We will add content specific information to the public website; establish an Equity Officer; educate consumers on new vehicle technology and safety recalls, including the Takata airbag recall; and provide Zero-Emission Vehicle owners resources. Local jurisdictions that demonstrate Zero-Emission Vehicle readiness will be recognized. Additionally, the NMVB will support the transition to Zero-Emission Vehicles by encouraging industry best practices.

- **Transform our organization to become more resilient and conserve limited resources.**

We will limit retired annuitant administrative law judges to short-term assignments; improve DMV licensee and vehicle distribution data collection; migrate to paperless; create an NMVB Analyst Development Plan; standardize written procedures; and develop a comprehensive onboarding and training program.

- **Reimagine the engagement experience to meet the needs of the public, our industry, and litigant stakeholders.**

We will modernize forms; improve document transmittals; adopt electronic payment options; and make NMVB records accessible to all.

Comments, suggestions, or questions can be submitted by phone at (916) 445-1888, via email at nmvb@nmvb.ca.gov, or by mail to the New Motor Vehicle Board, 2415 1st Avenue, MS L242, Sacramento, CA 95818.

If you require additional information, please do not hesitate to contact the Board staff. To request special accommodations for persons with disabilities, please contact Alex Martinez at Alejandro.martinez2@dmv.ca.gov or (916) 445-1888.