

2014-16 Strategic Plan
Motor Vehicle Dealer Board [506]

Mission

The Motor Vehicle Dealer Board (MVDB) will administer sections of the Commonwealth's Motor Vehicle Dealer Laws and regulations as charged; while providing a high level of customer service for the automotive consumer and dealer community.

Vision

Considered "World Class" regulatory agency that licenses motor vehicle dealers and salespersons; leading the way in customer service, consumer support, innovation, creativity, and automation. The Motor Vehicle Dealer Board support telework initiatives of which 40% of agency workforce have "home-based" offices and necessary IT support to accomplish field work and communication to Headquarters.

Values

Finance

Financial Overview

The Board receives no general fund monies. Fees submitted to the agency by dealers cover all business functions and services provided by the Board. We continue to experience a surge in costs associated with VITA rate increases, IT investment and support and other direct operating costs, necessary for keeping up with technological improvements and data security.

The Board's financial accounting and reporting functions are provided by DMV. As a result of this joint effort, the Board has been able to conduct its statutory responsibilities and its financial management functions in a most cost-effective manner.

Fiscal Year Ending June 30, 2014: Revenues= \$2,107,051. Expenses/Transfers=\$2,288,857; Cash Balance=\$532,495. Since the Motor Vehicle Dealer Board is self-funded, monies appropriated from the agency's reserve (special) funds cover the Board and operational expenses within the Administrative Service area. Agency revenue generated by fee collection provides funding for the Consumer Assistance and Motor Vehicle Dealer and Salesperson Regulation service areas.

Biennial Budget

	2015 General Fund	2015 Nongeneral Fund	2016 General Fund	2016 Nongeneral Fund
Initial Appropriation for the Biennium	0	2,505,974	0	2,513,452
Changes to Initial Appropriation	0	0	0	195,020

(Changes to Initial Appropriation will be 0 when the plan is created. They will change when the plan is updated mid-biennium.)

Customers

Anticipated Changes to Customer Base

Current Customer List

Predefined Group	User Defined Group	Number Served Annually	Potential Number of Annual Customers	Projected Customer Trend
Dealership	Commonwealth of Virginia Motor Vehicle Dealers	37,000	39,000	Increase
Employee	Commonwealth of Virginia Motor Vehicle Salespersons	23,000	240,000	Increase
Consumer	Commonwealth of Virginia Motor Vehicle Consumer	5,500	6,500	Increase
Local or Regional Government Authorities	Local law enforcement, and zoning officials	20	134	Increase
Victim	Attorneys for consumers	5	20	Increase
Transportation	Virginia automobile associations	3	3	Stable
Attorney General	Consumer Services	1	1	Stable
State Agency(s),	Department of Motor Vehicles	1	1	Stable

Partners

Name	Description
Department of Motor Vehicles	The Department of Motor Vehicles, for which the Commissioner chairs the Board, works closely with the Motor Vehicle Dealer Board by providing some administrative services, investigative services for those matters requiring enforcement, certification testing, and joint computer (application-specific) system sharing.
Office of the Attorney General	Provides legal advice in those cases requiring opinion or interpretation of law. Represents the agency in court on appealed decisions by the Board. Provides consumer assistance in those areas not governed by the Motor Vehicle Dealer Board code sections.
VITA/NG	The partnership with Virginia Information Technologies Agency and Northrup Grumman provides IT-related support outside the scope of the agency's seat management contract.
Screening One	Provides criminal background screening for dealer and salesperson applicants to the Agency for review and evaluation and to those dealerships that use this vendor services.
Virginia Automobile Dealers Association	The local chapter of the National Automobile Dealers Association, the Virginia Automobile Dealers Association, represents the Commonwealth's franchise automobile dealer community. The Motor Vehicle Dealer Board, for which some members are also members of VADA, work closely together to ensure timely communication of changes in business practices, cooperative legislation, and information gathering.
Virginia Independent Automobile Dealers Association	The local chapter of the Virginia Independent Automobile Dealers Association VIADA represents the Commonwealth's independent automobile dealer community. The Motor Vehicle Dealer Board, for which some members are also members of VIADA, work closely together to ensure timely communication of changes in business practices, cooperative legislation, and information gathering.
Washington Area New Automobile Dealers Association (WANADA)	The Washington Area New Automobile Dealers Association (WANADA) represents the Commonwealth's Northern Virginia and Southern Maryland franchise automobile dealer community. The Motor Vehicle Dealer Board works closely together to ensure timely communication of changes in business practices, cooperative legislation, and information gathering.

Agency Goals

• Provide a high level of customer service.

Summary and Alignment

The Motor Vehicle Dealer Board continues to implement automated activities that directly support service area objectives and responsibilities as charged. Application development continues to streamline work processes in these service areas to include functionality for a dealer lookup database accessed internally and the public via agency web site, email capability for consumer assistance, and document management capability for staff to view/research online scanned documents. A new imaging and retrieval system was recently deployed. Ease of use capabilities such as online access for the dealer community, automotive consumers, and business partners provide customer focused resources used effectively and aligns our goals with core objectives in these service areas. Service area process "modules" will continue to be further developed to enhance performance, reporting, and tracking capabilities during this planning period.

Associated State Goal

Economy: Be a national leader in the preservation and enhancement of our economy.

Associated Societal Indicator

Business Climate

Objectives

» Reduce postage expenditures.

Description

As of July 1, 2013, all dealers must have an email address. We have worked closely with dealers to enter their email address into our database. We believe we may now begin to shift to communicating, when practical, by email rather than traditional mail.

Objective Strategies

[Nothing Entered]

Measures

- ◆ Reduce the amount of dollars spent on postage.

» Process salespersons applications on a timely basis.

Description

Process "clean" salespersons applications within 5 business days. A "clean" application is one where the applicant's criminal history does

not cause staff to perform additional research to complete the application.

Objective Strategies

- Make processing an initial salesperson's application a top priority.

Measures

- ◆ Percentage of 'clean' salespersons applications processed within 5 business days. A "clean" application is one where the applicant's criminal history does not cause staff to perform additional research to complete the application.

» **Effectively manage the Transaction Recovery Fund.**

Description

The Motor Vehicle Dealer Board is responsible for administering the Motor Vehicle Transaction Recovery Fund (MVTRF). Individuals who have been awarded a judgment in court related to the purchase of a motor vehicle from a licensed dealer, may seek relief from the Fund if the dealer does not follow the court's direction. The Virginia Motor Vehicle Transaction Recovery Fund has been established to reimburse persons who have suffered loss or damage in connection with the purchase or lease of a motor vehicle due to illegal actions of licensed or registered motor vehicle dealers or salespersons. MVDB staff coordinate these efforts to ensure management of the fund is upheld in accordance with Transaction Recovery Fund laws and regulations.

Objective Strategies

- Make timely payments for the Fund to Consumers.

Measures

- ◆ Percent claims approved for payment within five business days of being authorized to approve payment.

» **Inspect original (new) dealerships on a timely basis.**

Description

In keeping with the theme of promoting employment and economic development we strive to open new business (dealers) in a timely fashion. This is one of our core functions and responsibilities.

Objective Strategies

- Make opening new dealers a top priority.

Measures

- ◆ Percentage of opening inspections of (new) original dealerships within 30 days.

• **Promote the interest of both the automotive consumer and the dealer body.**

Summary and Alignment

The Motor Vehicle Dealer Board continues to implement automated activities that directly support service area objectives and responsibilities as charged. Application development continues to streamline work processes in these service areas to include functionality for a dealer lookup database accessed internally and the public via agency web site, email capability for consumer assistance, and document management capability for staff to view/research online scanned documents. Ease of use capabilities such as online access for the dealer community, automotive consumers, and business partners provide customer focused resources used effectively and aligns our goals with core objectives in these service areas. Service area process "modules" will continue to be further developed to enhance performance, reporting, and tracking capabilities during this planning period.

Associated State Goal

Government and Citizens: Be recognized as the best-managed state in the nation.

Associated Societal Indicator

Consumer Protection

Objectives

» **Visit all licensed dealerships on a periodic basis.**

Description

The Motor Vehicle Dealer Board's eleven field staff are assigned geographic areas. All dealerships should be visited/subject to a random inspection.

Objective Strategies

[Nothing Entered]

Measures

- ◆ Percent of dealerships that a Motor Vehicle Dealer Board Field Representative visits at least once every two years.

» Facilitate timely re-certification of independent dealer-operators.

Description

In order for independent dealer operators to re-certify on time, we must notify them with the information they need and with sufficient time to re-certify by established deadlines.

Objective Strategies

- Using an internal database, track recertification process

Measures

- ◆ Mail 100% of re-certification notices at least 120 days prior to an independent dealer-operators certificate expiration.

• Administer sections of the Commonwealth's Motor Vehicle Dealer Laws and regulations, as charged.

Summary and Alignment

By being innovative and creative with the use of existing technology, the Motor Vehicle Dealer Board intends to raise the level of agency core business function performance. The Motor Vehicle Dealer Board anticipates numerous agency and customer benefits such as increased customer service delivery and staff productivity, decreased processing time, greater performance tracking and heightened traceability, and of course, operational cost savings.

Associated State Goal

Economy: Be a national leader in the preservation and enhancement of our economy.

Associated Societal Indicator

Business Climate

Objectives

» Ensure that administrative hearings are scheduled in a timely manner.

Description

Dealers, salespersons and applicants for licenses and certificates may request an informal fact finding conference or a formal hearing if the agency takes adverse action. These requests must be scheduled in a timely manner.

Objective Strategies

- Contract with hearing officers who will quickly schedule and conduct hearings.

Measures

- ◆ Percent of requests for informal conferences and hearings scheduled within 45 days of the request.
- ◆ Percent of requests for informal conferences and hearings scheduled within 45 days of the request.

Major Products and Services

Certify, license and educate motor vehicle dealers and salespersons. Assist consumers who have questions or problems related to the purchase of a car or truck. Administer the Motor Vehicle Transaction Recovery Fund. Impose disciplinary action on dealers and salespersons to include educational and warning notices; assessment of civil penalties; and suspension and revocation of licenses and certificates.

Performance Highlights

The Motor Vehicle Dealer Board tracked the following performance indicators during FY 2014:

- Completed 80% dealership opening (original) inspections within 30 days of assignment to a field representative. Target 90%. We believe we are meeting the needs of the new dealers in conducting opening inspections in a timely manner. We have experienced a number of instances where the new dealers submitted their paperwork before they were ready to open and they delayed the process of conducting the opening inspection.
- In FY 14, responded to 99.9% of email correspondence sent to the agency's email address within 3 business days. Target 98%
- Effectively managed the Transaction Recovery Fund by timely transferring administrative costs to the operating fund. Target 100%

Staffing

Authorized Maximum Employment Level (MEL)	24
Salaried Employees	23
Wage Employees	5
Contracted Employees	0

Key Risk Factors

During this planning period, appropriations will be closely monitored to keep up with incremental cost increases particularly for IT infrastructure; application development/upgrades; software expenditures and increases in telecommunications costs. Anticipated VITA rate increases will also impact funds available for application development and upgrades. Potential mandated budget reductions are also anticipated.

Management Discussion

General Information About Ongoing Status of Agency

The MVDB continues to make strides towards a "paperless" office environment by evaluating document management practices as prescribed by the Library of Virginia, VITA and internal practices. We continue to scan documents thereby creating an electronic file for all dealers. In the previous biennium we replaced the imaging software that we installed eight years ago with a modern system that is faster and easier to use. The new system provides many enhancements to the imaging process that will result in more efficient operations and organization of scanned documents. We are no longer filing paper documents once they are imaged/scanned.

Along these same lines, we prepare a notebook for each Board member and by request, interested parties for each of our Board meetings. We have implemented an electronic/paperless board notebook that Board members and interested parties may elect to receive. We have worked closely with individuals who receive these notebooks to convert them to "e-notebooks". Previous to this effort, we were printing 29 notebooks for six meetings per year. We have reduced that number by 18 and are now printing just 11 notebooks per meeting. We estimate that this reduction saves over 43,000 sheets of paper per year and nearly \$1,000 in paper alone. We will continue our efforts to reduce the number of notebooks that we print.

Key personnel in the agency have and are reaching an age where they may retire soon. In this biennium we will continue our efforts to cross train personnel.

Information Technology

Meeting our performance target goals and servicing our customers continues to be our responsibility to the Commonwealth. Information Technology (IT) infrastructure costs (VITA/NG) and our IT development costs will continue to be looked at carefully to ensure we are meeting mandates from external sources as well servicing our customers: dealers and salesperson and business partners. Current IT operations along with proposed IT solutions will require planned modifications/enhancements that we foresee in our core business segments: Dealer Licensing and Education. Applications that support these business segments continue to be updated in order to provide the best customer service and reduce redundancy in data entry and other work flow processes.

During this biennium period, application development will continue to focus on combining legacy applications into a single shared and integrated database for headquarters and field staff. We will implement methods to better communicate electronically with field staff. We have recognized the value for our staff to perform functional responsibilities in a single, shared and integrated system to support our core business functions. Application integration will allow for a single database for efficient data management and maintenance and ultimately retire unused network circuits and older servers while maintaining data integrity and allow for flexibility for future modifications or enhancement requirements.

Since MVDB is a special funded agency (non general Fund-NGF), all licensing fees generated from Virginia dealers and salespersons are our sole revenue source to manage agency core lines of business while meeting service delivery performance objectives to our dealers and automotive consumer base.

Estimate of Technology Funding Needs

Workforce Development

We are overhauling our internal automated systems into one integrated system. This process will facilitate how we do business and allow an "overhaul" of all existing core business functions within the Consumer Assistance and Motor Vehicle Dealer and Salesperson Regulation service areas. Work flow processes will streamline operational activities for staff allowing for more customer focused activities to be accomplished. Individual staff responsibilities continue to evolve with changes in demand for service and to improve customer service and record keeping.

Physical Plant

We are in leased space that fits our needs. It is convenient and easy to locate with easy parking for our customers who visit the office to conduct transactions. We are very happy in our current space.

Our eleven field representatives work out of their home offices. The eleven are stationed throughout the Commonwealth. This model saves the agency a significant amount of money as it reduces office space needs and travel costs.

Supporting Documents

Title	File Type
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Consumer Assistance [55002]

Description of this Program / Service Area

The Motor Vehicle Dealer Board provides consumer assistance and monitors dealer advertising to ensure compliance with Virginia Advertising Code and Regulations. The Board may on some occasions assess civil penalties or conduct hearings when a dealership's advertising practices continues to be non-complaint. Monitoring Internet advertising is a new priority.

Another critical component of this service area is the administration and management of the Motor Vehicle Transaction Recovery Fund (MVTRF). Automotive consumers who have suffered loss or damage in connection with the purchase or lease of a motor vehicle due to illegal actions of licensed or registered motor vehicle dealers may be reimbursed from the MVTRF. In FY 2010, \$124,072 was paid to eleven claimants; in FY 2011 \$51,875 was paid to eight claimants; and in FY 2012, \$164,60 was paid to twelve claimants.

Mission Alignment

The Motor Vehicle Dealer Board strives to provide a high level of customer service needs for the Virginia automobile consumer and dealer. Our primary objective is to provide information easily accessible and current to all customers across the Commonwealth. We continue to promote flexibility and cross training for staff to ensure we are meeting service delivery needs to our customers. Customers in the Commonwealth have the option of visiting our Richmond office in person, calling on the telephone, or access our web site for consumer assistance and information on dealer and salesperson licensing, advertising, and automobile industry news. During FY 2012 staff responded to nearly 4,900 consumers. The following further describes how we meet our customer service needs for Consumers.

- A Consumer Request for Assistance web form available from our website www.mvdb.Virginia.gov, consumers can email the Board by completing the text boxes with information about their consumer issues (complaints); MVDB staff will review these e-requests and respond back within 3 days via the email provided on the web form.

A performance measure has been established to ensure staff responds to consumer's requests within the 3 day time frame.

- An Automated Dealer Look Up Function (Search Active Dealers) available from our agency website. Anyone who has internet access may verify whether a dealer and salesperson are currently licensed (active) by the Board.

- Motor Vehicle Transaction Recovery Fund. The Board provides consumer assistance to guide consumers through the Motor Vehicle Transaction Recovery Fund (MVTRF) claim process. Instructions can be found on our web site or contact our MVTRF Analyst directly by telephone.

Products and Services

Description of Major Products and Services

Consumer assistance on automobile dealer issues which comprises assessment, evaluation, resolution and guidance for the Virginia automobile consumer. This service area also works with field operations on investigation of license dealers as it impacts consumers.

Motor Vehicle Transaction Recovery Fund (MVTRF) management and administration for those who proven, via the court system, that they have been defrauded by a Virginia dealer(ship) licensed by the Board. The MVTRF is funded through assessments paid by all dealers the first three years they are in business.

Advertising assistance, guidance, and enforcement is conducted in this service area on Virginia dealers to ensure motor vehicle dealer advertising laws and regulations are followed.

Anticipated Changes

System enhancements planned for the biennium will include more automated features aligned with performance metrics and reporting capabilities for this service area.

Factors Impacting

Among the most significant factors impacting this service area has been the US automotive financial crisis. The agency experienced a high level of service demand to meet consumers' assistance needs as a direct result of this industry crisis and global economic slowdown. Other factors such as rising fuel costs and the credit crunch in 2008 shielded consumers away from purchasing vehicles. This trend has started to turn around for the better.

The following provides a drilled down perspective to our customer base of dealers and salespersons in the Commonwealth and the significance the US automobile crisis has impacted on our customer base of dealers and salespersons.

In October of 2007 there were approximately 3,800 total franchise (new) and independent (used) dealerships and 20,200 salespersons licensed in Virginia. At the close of FY 2012 there were 3,459 dealerships with approximately 17,400 licensed salespersons in the Commonwealth.

It appears that the number of dealerships has stabilized and the number of salespersons continues to increase.

This service area has had to provide assistance to many of Virginia's customers to ensure automobile purchases were complete and satisfactory according to Virginia motor vehicle dealer laws and regulations. We have worked with several entities such as DMV for title and registration guidance and processing to ensure Virginia's automotive consumers were satisfied. In some instances the consumer assistance area has had to intervene with sales transactions and worked with dealerships, financial institutions and our business partners.

At the same time MVDB has provided assistance to those dealerships that have suffered financial hardship or forced termination to ensure their businesses were properly closed or new ownership and location changes were appropriately conducted and in accordance with Virginia Code. This factor has also impacted other agency service areas of which resources were redirected to meet service delivery timeframes.

Financial Overview

The Consumer Assistance service area is funded solely by fee revenue collected from the dealer community. Fees submitted to the agency by dealers cover all core business functions and services provided by the Board.

DMV provides financial accounting and reporting assistance for us. As a result of this joint effort, the Board has been able to conduct its statutory responsibilities and its financial management functions in a most cost-effective manner.

Biennial Budget

	2015 General Fund	2015 Nongeneral Fund	2016 General Fund	2016 Nongeneral Fund
Initial Appropriation for the Biennium	0	0	0	0
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Motor Vehicle Dealer and Salesman Regulation [56023]

Description of this Program / Service Area

The Motor Vehicle Dealer Board's primary focus is to license and regulate Virginia Motor Vehicle dealers. At this time there are 3,459-combined franchise and independent dealers with a salesperson workforce of 17,377.

This service area is comprised of several functional components:

- Licensing (Education and Testing)
- Field Operations (Inspection Process)
- Hearings, Violations and Penalty process (Board authority)

Dealer and salesperson education and testing requirements are integral parts of the licensing process. The agency continues to provide education portals for dealers and salespersons to keep current on motor vehicle dealer laws and regulations. Educating the dealer community, we feel, directly supports the Service Area objectives and promotes positive interaction.

The licensing process also involves a collaborative effort with the Department of Motor Vehicles (DMV):

- Dealers and salespersons can visit any statewide DMV customer service center to take the salesperson and dealer qualification tests.
- The agency issues plates, tags, and decals directly as a "one-stop" service so that dealers can complete their license process directly from the Board rather than visiting a DMV service center.

Organizationally, the Board staff is divided into two functional areas: Field Operations and Headquarters Operations. The field operations consist of a supervisor and eleven field representatives who work out of their "home-offices" located throughout the Commonwealth. Headquarters (Richmond, VA) is comprised of Office Manager and 5 Program Support Technicians for licensing processing. Both field and Headquarters interact with the dealer community as well as external business partners to perform objectives of the service area.

Mission Alignment

As stated in the mission, "The Motor Vehicle Dealer Board will administer sections of the Commonwealth's Motor Vehicle Dealer Laws and regulations as charged." All service area functions are directly linked to this passage by Code.

With this mission we have implemented several education portals to inform dealers and salesperson on the most current Virginia motor vehicle dealer laws and regulations. Educating the dealer community, we feel, directly supports the objectives to this service area while promoting positive interaction.

The agency over the years has introduced a variety of methods to make information available to dealers and salespersons. Introducing a range of informational opportunities including our web site www.mvdb.virginia.gov promotes dealers and salespersons to abide by licensing regulations and laws. Indirectly this may help consumers when purchasing vehicles from dealers who are well informed about the dealer laws and regulations and act responsibly. Keeping dealers informed will continue to be a priority for the agency during this unstable period for the automobile industry and overall economic climate.

Products and Services

Description of Major Products and Services

The primary focus of the Board is to license and regulate the nearly 3500 franchise (new) and independent (used) automobile dealers with salesperson workforce of over 17,000 in the Commonwealth. This service area performs the following services of which Field and Headquarters staff directly support: As part of the licensing process, the Board also issues dealer license plates and renewal decals as directed by DMV. In a typical year, the agency will process over 3,000 dealer-related license transactions, over 18,500 salesperson license transactions, and issued nearly 36,000 dealer tags and decals. One of the Board's primary customer service functions is to educate dealers and salespersons. The agency, over the years, has introduced a variety of methods to make information available to dealers and salespersons. Introducing a range of informational opportunities including our web site www.mvdb.virginia.gov promotes dealers and salespersons to abide by licensing regulations and laws. Indirectly this ensures consumers are having well informed and responsible dealers when visiting dealerships in the Commonwealth.

The Hearing process is a service the Board is charged with by Virginia Code and the Administrative Process Act. Applicants who are denied a license or licensees against whom the Board takes action are entitled to the hearing process as outlined in the Administrative Process Act. The Board conducts informal and formal hearings with an assigned hearing officer. The assigned hearing officer (contractor) will conduct a hearing and provide written recommendation to the Board for review. There is an appeal process if decisions are appealed. In FY 2012, 78% of appeals were conducted within 45 days of appeal request. The hearing process and outcomes are tracked internally and presented in report format.

When there is non-compliance (violation) with any motor vehicle dealer laws including licensing, advertising, and any conduct of business the Board has the authority to assess a civil penalty of up to \$1,000 per violation. Any monies received will be deposited in the Transportation Trust Fund. In FY 2011, the Board assessed over \$50,500 and collected \$40,500 in civil penalties from dealers.

In FY 2012 the Board assessed and collected \$4,000 in advertising civil penalties. A total of \$172,750 in civil penalties was assessed for other types of violations with \$48,390 being collected. These penalties are deposited directly into the Transportation Trust Fund. As an alternative

approach the Board may also, on occasion, determine an educational telephone call or correspondence to the dealer may be a better method to communicate dealer laws and regulations. Additional inspections and requiring attending a dealer-operator class are other means the Board have employed as corrective measures. Some large civil penalties and "payment plans" explain the difference between the amount assessed and the amount collected.

Educating dealers and salesperson is an integral component of the service area products. Some resources that are used to meet target goals include:

Dealer and salesperson study guides found on our web site and made available in soft copy format to assist interested applicants with testing materials prior to taking the test at any DMV Customer Service Center throughout the Commonwealth. Applicants can visit the web site to take a sample test.

DealerTalk newsletter published throughout the year. Dealers can subscribe to this newsletter and past issues are available on our web site. DealerTalk provides the dealer community a broad range of articles including legislative changes, Board hearing decisions, and automobile industry trends.

Dealer Operator Course - Since 2006 any applicant interested in becoming a new independent automobile dealer must take the Dealer Operator course as a first step to becoming a licensed independent automobile dealer. The Dealer Operator course is a team effort by the Virginia Community College System and the VIADA (Virginia Independent Automobile Dealers Association) which offers a 2-day course at Virginia Community Colleges throughout the Commonwealth on a rotating basis. Beginning January 1, 2011, all independent dealer operators must re-certify every three years by either taking a test or by taking either an on-line or class room course. Two vendors provide the on-line and classroom courses.

Field Operations (Inspection Process) - During FY 2012 agency field representatives (11) conducted 2,244 inspections throughout Virginia. Field assignments are managed by the Field Supervisor in Richmond using an internal application to track inspection status, review and approve inspection reports and route any follow up work to the Program Support Technicians in Richmond. The dealership record of inspection is electronically transmitted back to Richmond from the field representative assigned. The report highlights the inspection result and areas of unsatisfactory or non-compliance a dealership may have including necessary follow up work. For this biennium report the 30 day opening (initial) inspection process performed by Field Operations has a 82% metric. This opening rate was just short of our target goal of 90% set for this time period. For five months of FY 2012 we only had 10 field representatives. In addition three others experienced personal situations that required that they be out of work for a month or more. These factors explain why we conducted fewer inspections this year and we did not meet our opening inspection goal.

Anticipated Changes

The agency anticipates expanding knowledge base support for dealers through our web site www.mvdb.virginia.gov and re-certification initiative. Agency web site metrics indicate there is an increased demand for licensing services to be accessed via on-line. This is primarily because of more dealerships having computers and internet access, particularly those in the rural areas of the state. Our recently revamped web site (Will go "live" prior to November 1.) focuses on providing more thorough, concise and ease of use content for users.

As noted above, we have expanded educational requirements for currently licensed independent Dealer-Operators. Recently promulgated regulations require dealer operators to re-certify every 36 months from their anniversary date. Dealer operator continuing educational courses are offered both in a classroom setting and on-line.

Current legacy systems which support this service area and related components will continue to be refined to support technology demands from the public and business partners. We will continue to evaluate current workflow as it impacts the licensing process to support dealer and salesperson service objectives. Work planned for this biennium includes further development of a 360 view of dealers and salespersons for field and headquarters staff.

Factors Impacting

Among the most significant factors impacting the services in this area has been the US automotive financial crisis. Poor automobile sales and rising fuel costs forced many dealerships to close and terminate salespersons. Current data indicates dealership closings may be slowing and leveling off.

Financial Overview

The Motor Vehicle Dealer and Salesperson Regulation service area is funded solely by fee revenue collected from the dealer community.

DMV provides assistance with the Board's financial accounting and reporting functions. As a result of this joint effort, the Board has been able to conduct its statutory responsibilities and its financial management functions in a most cost-effective manner.

Biennial Budget

	2015 General Fund	2015 Nongeneral Fund	2016 General Fund	2016 Nongeneral Fund
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Initial Appropriation for the Biennium	0	0	0	0
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Administrative Services [56048]

Description of this Program / Service Area

This service area provides operational and logistical support to the agency to accomplish our mission and functional responsibilities. The service area focuses on planning, coordination and guidance for the administration of agency policy and procedure; financial and budgetary management; staffing; information technology; and operational resources. The service area serves as a primary point of contact to the nineteen (19) member Board appointed by the Governor and to our business partners and general public.

This service area also will coordinate administrative hearings; any proposed legislative changes, impact analysis; and legislative direction as it relates to agency statute responsibilities.

- Board Administration

Board Correspondence
Meeting Management

- Operations

Hearings
Facilities
Legal
Staff
Inter agency Processing
Information Technology

Mission Alignment

This service area supports the agency mission through analysis and refinements of business processes to meet target and performance goals. We accomplish these objectives through cross agency support for the overall management of administrative functions as outlined in the following strategic focus areas:

Oversight of policy development, interpretation and implementation
Financial and budgetary planning
Cost management
Forms and Supply Management
Information Resources Management
Facility (safety) and Operational Management
Regulatory and Legislation Analysis
Board Management and Administration

Each of these strategic focus areas include programs and projects, policies and directives, performance targets, and evaluation and assessment criteria aligned with the overall agency mission. These focus areas also support outside central state agencies requirements and objectives.

Products and Services

Description of Major Products and Services

Continuity of Operations Planning (COOP) - As directed by the Virginia Department of Emergency Management (VDEM), Office of Emergency Preparedness and the Office of the Governor the agency has developed a continuity of operations plan for guidance in situations when mission critical operations may be temporarily out of service. Plan is evaluated along with an assessment score by VDEM and remediation and corrective actions plans are provided before finalized. An annual agency review along with plan submission is conducted and coordinated with VDEM and the Office of the Governor.

Information technology (IT) resources planning and evaluation activities are coordinated in this service area. This service area serves as the primary agency information technology resource point of contact with VITA/NG on agency Transformation initiatives and overall Enterprise IT transformation objectives for the Commonwealth as mandated by the Office of the Governor. FY 2009 and early FY 2010 the agency has completed desktop, and network transformation. We expect to refresh both tablet and desktop computers in this biennium.

The administrative service area provides the structure for operating all agency service areas, core business functions, and business operations. Many of our services are requirements from state central agencies such as VITA (Virginia Information Technology Administration) to accomplish overall state mandates and enterprise performance objectives. Services are performed on an ad hoc basis or annually and are coordinated with cross agency support when required. These services are integrated into the strategic focus areas included in this Service Area as follows:

SWaM (Small, Women and Minority Business) reporting and planning as directed.

This service area manages the penalty assessment, suspension, revocation of licenses and/or certificates for dealers and salespersons as needed. System tracking and correspondence review is conducted and communicated to the dealers and salespersons when appropriate.

This service area produces several financial reporting documents on agency revenue and expenditures, budget and strategic planning reporting as required by the Department of Planning and Budget (DPB) and the Department of Accounts (DOA). To accomplish these services, we utilize DMV and DPB resources to produce financial and budget reports as required.

Coordinates with the Board, and other constituencies including the General Assembly any proposed legislation and regulations impacting the agency mission.

The agency produces a Board Meeting Book which is used for discussion at the Board meetings held six times a year in Richmond. The meeting book entails a comprehensive account of Board's activities in the areas of Licensing, Advertising, Dealer Practices, Transaction Recovery Fund, and other pertinent matters. This biennium we will transition to an electronic book thereby saving paper, time producing the book and money.

This agency serves on several inter-agency councils and working groups.

This service area is responsible for all bill payments to outside agencies, vendors and contractual services.

This service area is responsible for human resources management activities to include leave reporting, performance evaluations, other staffing requirements.

Anticipated Changes

During this biennium we anticipate this service area to continue to work with VITA/NG on tablet and desk top refresh and transition of a legacy circuit and retirement of an old server.

We anticipate more effort on business processes and work flow refinement through analysis. We will continue to streamline manual and automated work processes. We anticipate a fully integrated system (OnBoard) which will incorporate a 360 profile of dealer and salesperson data for agency use.

Factors Impacting

Increase demand on service area resources to accomplish the VITA/NG requirements/changes and related complexity of security and contingency planning have challenged resources. Outside contractors must be utilized to coordinate mandated changes by VITA/NG.

The Motor Vehicle Dealer Board continues to implement automated activities that directly support service area objectives and responsibilities as charged. Application development continues to streamline work processes in these service areas to combine legacy applications into a single integrated system for headquarters and field staff. This single system, OnBoard, will continue development work during the 2012-14 biennium and house all dealer and salesperson licensing data for staff use. We envision a complete 360 profile of a dealership including general licensing data on the dealership and salespersons for licensing processing and to assist customers. OnBoard will also provide central data point for dealership record of fields inspections, customer complaints, violations, hearings, scanned images (forms, correspondence) for staff. OnBoard will also eventually service data to our current web applications to promote more online access for the dealer community, consumers, and business partners while meeting service area objectives.

Current economic and market downturns have placed demand on this service area to carefully monitor strategic focus areas and resources.

Financial Overview

The Administrative Services area is funded solely by fee revenue collected from the dealer community. Fees submitted to the agency by dealers cover all core business functions and services provided by the Board. Fee increases, effective December 1, 2007 will provide for sound financial management funding of this service area as anticipated for the next 5-6 years.

In FY 2010, the General Assembly transferred \$85,000 from the MVDB Operating Fund to the Commonwealth's General Fund. This action will have an impact on the longterm financial picture of the MVDB.

The Board's financial accounting and reporting functions are provided by DMV. As a result of this joint effort, the Board has been able to conduct its statutory responsibilities and its financial management functions in a most cost-effective manner.

Biennial Budget

	2015 General Fund	2015 Nongeneral Fund	2016 General Fund	2016 Nongeneral Fund
Initial Appropriation for the Biennium	0	0	0	0

Changes to Initial Appropriation	0	0	0	0
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Supporting Documents

Title	File Type
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