

DIVISION OF MOTOR VEHICLES

A Division of the New Hampshire Department of Safety

STRATEGIC PLAN



FY 25-27



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INTRODUCTION

The DMV is proud to present a strategic plan for the organization which spans state fiscal years 2025-2027, and emphasizes improvements to the employee and customer experience through enhanced safety and security measures and leveraging technology advancements to improve efficiency and access to DMV services.

The DMV can be counted on in a given year to have contact with nearly every resident throughout the state. For example, in SFY 2023, the DMV facilitated the following:

- 403,590 in-person transactions;
- Handled 477,094 calls;
- Issued 323,646 driver licenses;
- Issued 338,230 titles;
- Administered 27,480 driver license & CDL skills tests

This plan was carefully crafted by the executive leadership team and contains topics that are widely discussed amongst DMV supervisors and employees and have been identified as ways to provide exceptional service to the customers that we serve. In our quest to “Get to Yes!”, we have carefully crafted this strategic plan as a blueprint for the future – *At the DMV, We Work For **YOU!***



John C. Marasco

John C. Marasco
Director

AREAS OF FOCUS

The following Department of Safety areas of focus were considered when developing Division specific Goals and Objectives.

Operational Activities | Financial Stability | Customer Service | Organizational Capacity

Expand Customer Access to Public Safety Services

- Customers access services through different channels without interruption (omni channel)
- Public Awareness of services
- Web/In-person/phone/mail; Appointment vs. walk-ins / Courses vs. Modules
- Automate workflows and promote paperless processing
- Minimize vacancies

Increase Employee Training and Development

- Consistent learning and development requirements
- Expand leadership skills and competencies
- Set formal performance expectations
- Embrace initiative and innovation
- Align roles and responsibilities with knowledge economy (eliminate tasks)



Improve Effectiveness of Reporting and Decision Making

- Data governance/classification/reporting standards
- Expand access to data/info
- Automate data/feedback for efficient operations
- Identify areas for improvement in service delivery

Ensure Uninterrupted Access to Critical Resources

- Maintain functionality of facilities, fleet, and equipment
- Minimize Internal and External IT Systems and Service disruptions
- Enhance Interoperability of Communications Systems
- Maintain and Promote Cybersecurity best practices to all Public Safety entities
- Support Employee Wellness Initiatives

FRAMEWORK

The Department of Safety Strategic Planning Framework provides a comprehensive approach to developing goals and objectives that align with legislative authority and are supported by budgetary resources and formal management systems.



ENABLING LEGISLATION

21-P:8 Division of Motor Vehicles

There is established within the department the division of motor vehicles under the supervision of an unclassified director of motor vehicles who shall be responsible for the following functions, in accordance with applicable law:

- I. Motor vehicle and driver regulation, including, but not limited to, driver licensing, vehicle registration, financial responsibility compliance, and title issuance.
- II. Registration of commercial and private boats, as provided in RSA 270-E:3
- III. Administration of the motor vehicle laws under RSA 260, except for road toll administration under RSA 260:30 through RSA 260:65-a and the fuel tax agreement under RSA 260:65-b through RSA 260:65-e, which shall be administered by the division of administration.
- IV. [Repealed.]

Source. 1987, 124:1. 1990, 229:16. 2002, 220:11. 2011, 11:3, 6, II, eff. April 25, 2011. 2013, 100:12, eff. Aug. 23, 2013.

1-P:11-a Deputy Director of Motor Vehicles

The director of motor vehicles, with the approval of the commissioner, shall appoint the following assistants, who shall be classified employees:

- I. An assistant to the director of motor vehicles, who shall carry out such duties as may be assigned to him or her by the director.
- II. A financial responsibility supervisor who shall assume, under the control of the director of motor vehicles, the responsibility of the administration of the motor vehicle financial responsibility law. The director may delegate to said supervisor authority to sign and execute any documents pertaining to his or her work and such documents so signed by the supervisor shall have the same effect as though signed by the director.

Source 1987, 124:1; 356:3. 2005, 203:1, 2. 2011, 11:4, eff. April 25, 2011.

21-P:11-a Deputy Director of Motor Vehicles

- I. The commissioner of safety shall nominate a deputy director of motor vehicles for appointment by the governor, with the consent of the council. The deputy director of motor vehicles shall serve a term of 4 years, and may be reappointed. The deputy director of motor vehicles shall be qualified to hold that position by reason of education and experience.
- II. The deputy director of motor vehicles shall perform such duties as are assigned by the director of motor vehicles. The deputy director of motor vehicles shall assume the duties of the director of motor vehicles in the event that the director of motor vehicles is unable for any reason to perform such duties.
- III. The salary of the deputy director of motor vehicles shall be as specified in RSA 94:1-a.

Source. 1999, 225:23, eff. July 1, 1999.

MISSION



Mission Statement

Ensuring that only the safest drivers and vehicles travel on New Hampshire roadways by providing education, training, and conducting proper testing, while maintaining compliance with all laws and rules – at the DMV, we work for you.

VISION

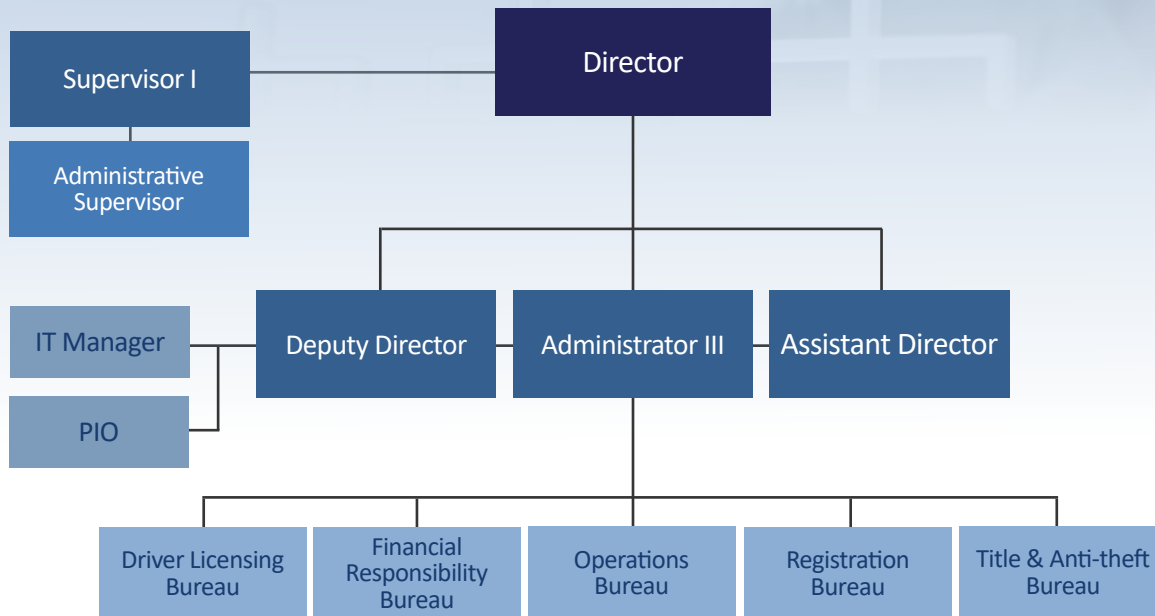


Vision Statement

Striving to provide exceptional service to our customers, stake holders and community by fostering a dynamic, solution-oriented environment, modernizing through enhanced technology, and always maintaining a strong collaborative vision for the future.

DIVISION OF MOTOR VEHICLES

ORGANIZATIONAL STRUCTURE



GOALS & OBJECTIVES

Leverage technology to increase customer access

By increasing the number of online transactional opportunities for customers, to include leveraging technology to serve customers via phone, the DMV will increase customer satisfaction, reduce wait time for in-person visits, and will enhance DMV operations conducted by key stakeholders and partners.

OBJECTIVES

Decrease the number of in person transactions



Decrease the number of phone calls



Expand the number of transactions completed online



Implement online vehicle transactions

Continue to improve the safety and security of all DMV employees

The DMV has an obligation to ensure the safety and security of all of its employees and customers. By providing for timely safety assessments of all DMV facilities we will ensure that all DMV employees and customers have a safe and efficient experience. The DMV will consider additional safety and security initiatives that reduce risk for high liability functions, such as conducting driving exams on the roadway, and by implementing training programs that enhance employee and customer awareness of safety and security best practices.

OBJECTIVES

Decrease the number of close call collisions



Complete facility safety assessment

GOALS & OBJECTIVES

Deliver a consistent and professional customer experience across all channels

In order to provide for the highest level in customer experience the DMV must enhance uniform operations, to include leveraging technology to support seamless communication through the use of automated interpreter services, and by ensuring that all DMV locations are professional in appearance, allow for proper customer flow, and are uniform in design.

OBJECTIVES

Achieve uniformity in presentation in all locations



Increase Interpreter services



Increase the number of successful customer interactions

Increase uniform operations and adherence to laws and rules

The DMV must always be seeking ways to reduce liability, increase awareness of risk management, maintain internal accountability for both employees and processes, and identify opportunities to reduce fraud. Through the development of comprehensive policies, the DMV can increase uniform operations and adherence to laws, can address all high liability areas within the organization, and can allow for continuity of operations.

OBJECTIVES

Increase the number of division policies



Reduce the instances of fraudulent activities

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CONTACT US

LOCATIONS

Colebrook*

17 Bridge Street

Concord/Concord IRP

23 Hazen Drive

Dover

50 Boston Harbor Road

Epping

315 Calef Highway

Gorham

491 Main Street

Keene

149 Emerald Street

Manchester

377 South Willow Street

Milford

4 Meadowbrook Drive

Nashua

110 Broad Street

Newport

20 North Main Street

North Haverhill*

3785 Dartmouth College Highway

Salem

154 Main Street

Tamworth

1864 White Mountain Highway

Twin Mountain

549 Route 302 West

HOURS

Business Hours: Monday - Friday 8:00 am to 4:30 pm

(*North Haverill & Colebrook - limited availability, Driver Licensing appointments only)

PHONE

DMV General Customer Service: 603-227-4000 | TDD Access: Relay NH (7-1-1)

EMAIL

NH.DMVHelp@dos.nh.gov

ONLINE

www.dmv.nh.gov

