



2024 - 2027 DMV Strategic Plan

MISSION

We promote public safety, trust, and confidence for all Coloradans by delivering customer-centric driver license and motor vehicle services.

VISION

Improve the quality of life for all Coloradans through exemplary DMV services.

Strategic Priorities > Objectives > Success Measures

STRATEGIC PRIORITY 1: CUSTOMER-CENTRIC SOLUTIONS

Deliver a seamless, integrated, and exemplary customer experience.

- 1.1 Create omnichannel and accessible experiences for customers.
- 1.2 Increase customer outreach and awareness.
- 1.3 Capture and act on voices of customer insights.
- 1.4 Prevent fraud and protect customer privacy consistent with industry standards.
- 1.5 Create a single source of truth for DMV information.

Success Measures

- Increase satisfaction survey submission to 7% of all customers served.
- Maintain 3.5 or better satisfaction rating.
- Increase self-service platform usage from 42 to 45% with a stretch goal of 50%.

STRATEGIC PRIORITY 2: A LIVING CULTURE OF SUCCESS

Create a positive work environment and culture that promotes employee retention, satisfaction, and innovation.

- 2.1 Improve employee engagement and well-being.
- 2.2 Increase recruitment success and retention rates at the DMV.
- 2.3 Implement an organizational structure that is aligned with providing exemplary customer service and culture of success.
- 2.4 Enhance employee development opportunities.

Success Measures

- Increase Employee Engagement Score from 72.6% to 75%.



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STRATEGIC PRIORITY 3: STRONGER STRATEGIC PARTNERSHIPS

Enhance partnership relationships to improve service delivery

- 3.1 Increase road safety and consumer protection education.
- 3.2 Create desirable motor vehicle training programs for partners.
- 3.3 Increase electronic data sharing opportunities.
- 3.4 Improve alignment and standardization of information with DMV partners.

Success Measures

- Determine strategic partnership metric based on a partner survey and establish metric after Year 1.

STRATEGIC PRIORITY 4: OPTIMIZED TECHNOLOGY

Integrate planning, operations, design and use of technology

- 4.1 Modernization of DMV systems.
- 4.2 Leverage data to create meaningful performance measures.

Success Measures

- Strive for 100% of projects executed on time and are able to be successfully utilized by the identified customers.

