

## Strategic Planning

Approved: December 14, 2023

---

### 1. PURPOSE

This policy addresses governance expectations of the biennial Strategic Planning process of the Texas Department of Motor Vehicles (TxDMV).

### 2. SCOPE

The directives presented in this policy apply to the TxDMV Board and department personnel who interact with the Board. Strategic planning attempts to develop, document, and expand operational guidance for the organization that is comprehensive in scope and supports continuous improvement of department operations.

### 3. POLICY

#### 3.1. TxDMV Board Strategic Planning

- 3.1.1. The Board is responsible for the strategic direction of the organization, including the vision, mission, values, strategic goals, and strategic objectives.
- 3.1.2. The department shall use a five-year strategic planning cycle, reviewed and updated each biennium.
- 3.1.3. The five-year strategic plan shall be structured based on the requirements and directions of the Governor's Office and the Legislative Budget Board.
- 3.1.4. In determining strategic direction, the Board shall seek input from stakeholders, motor vehicle industry representatives, and the public.
- 3.1.5. The Board shall:
  - 3.1.5.1. Ensure identification of and communication with all stakeholders at least annually.
  - 3.1.5.2. Seek input from department staff, representatives of industries served, and the public before determining or substantially changing strategic directions.
  - 3.1.5.3. Ensure receipt of continuous input about strategic direction and department performance through defined reporting processes.
- 3.1.6. The Board is responsible for development of a five-year strategic plan identifying key priorities and objectives of the organization, including:
  - 3.1.6.1. .
  - 3.1.6.2. An assessment of external factors or trends impacting operational success (i.e., customer needs, , economic factors, industry trends, technology factors, , etc.)
  - 3.1.6.3. Development of the specific goals and objectives the department must achieve and a timeline for achievement.
  - 3.1.6.4. Identification of key performance measures to measure success and the initiatives that drive results for the organization.
  - 3.1.6.5. Engage staff at all levels of the organization, through the Executive Director, in the development of the strategic plan, using surveys, interviews, focus groups, and direct communications.  
Ensure the strategic planning process produces the data necessary for the Legislative Budget Board (LBB) and Governor's Office Budget and Policy

## **Strategic Planning**

Approved: December 14, 2023

---

Division to perform state-required compliance activities while expanding and enhancing the strategic plan to support the needs of the department.

- 3.1.7. The Board delegates to the Executive Director the responsibility for implementing the department's strategic direction through the development and execution of divisional operational plans.