

# Occupational Licensing Industry News

## OLIN 2024-04

### NMVB 2024-2030 Strategic Plan

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#### **New Information**

The New Motor Vehicle Board (NMVB) is preparing to adopt and implement its 2024-2030 Strategic Plan. To advance this process, the NMVB Executive Committee is soliciting public comments, suggestions, and questions to be compiled and presented to NMVB. The Strategic Plan will be discussed at the NMVB General Meeting on April 25, 2024. All interested parties are invited to attend the meeting and/or present written or oral comments.

The proposed objectives of the NMVB Strategic Plan are:

- **Improve outcomes for all motor vehicle consumers.**
  - NMVB will enhance the NMVB 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 specified consumer complaints, and consider the feasibility of a binding arbitration option.
  - NMVB will better advocate for disadvantaged groups by connecting with local government and consumer protection organizations.
  - NMVB will encourage voluntary compliance with consumer rules and regulations.
- **Contribute to the advancement of the California State Transportation Agency (CalSTA) Core Four priorities: Safety, Equity, Climate Action, and Economic Prosperity.**
  - NMVB is committed to advancing the CalSTA Core Four priorities.
  - The Consumer Mediation Program will be enhanced to identify and act upon complaints alleging discriminatory sales practices.
  - NMVB will add content-specific information to the public website, establish an Equity Officer, and educate consumers on new vehicle technology and safety recalls (including the Takata airbag recall and Zero-Emission Vehicle owners resources).
  - Local jurisdictions that demonstrate Zero-Emission Vehicle readiness will be recognized.
  - NMVB will support the transition to Zero-Emission Vehicles by encouraging industry best practices.
- **Transform NMVB to become more resilient and conserve limited resources.**
  - NMVB will limit retired annuitant administrative law judges to short-term assignments, improve the Department of Motor Vehicles (DMV) licensee and vehicle distribution data collection, migrate to paperless processes, 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, industry, and litigant stakeholders.**
  - NMVB will modernize forms, improve document transmittals, adopt electronic payment options, and make NMVB records accessible.

### Background

NMVB was created in 1967 as the New Car Dealers Policy and Appeals Board. In 1973, the California Automobile Franchise Act (Stats. 1973, Ch. 966) gave the Board its present name and created its broad statutory framework as a forum for regulating and settling disputes in the new vehicle industry. More information regarding NMVB, its programs and services, and details pertaining to past and upcoming public meetings of NMVB can be found on its public website at [nmvb.ca.gov](https://nmvb.ca.gov).

### Reference

*Vehicle Code* §§3000–3085.10

### Distribution

Notification of this memo (available at [dmv.ca.gov](https://dmv.ca.gov) under Vehicle Industry Services) was made via the California DMV Automated Email Alert System in March 2024 to:

- Vehicle Dealers
- Vehicle Distributors
- Vehicle Manufacturers

### Contact

Comments, suggestions, or questions can be submitted by phone at (916) 445-1888, by email at [nmvp@nmvb.ca.gov](mailto:nmvp@nmvb.ca.gov), or by mail to:

New Motor Vehicle Board  
2415 1<sup>st</sup> Avenue, MS L242  
Sacramento, CA 95818

To request special accommodations for persons with disabilities who plan to attend the NMVB General Meeting, contact Alex Martinez at [Alejandro.martinez2@dmv.ca.gov](mailto:Alejandro.martinez2@dmv.ca.gov) or (916) 445-1888.