

STATE OF CALIFORNIA



MEMO

To : EXECUTIVE COMMITTEE
RAMON ALVAREZ C., CHAIR
GLENN E. STEVENS, MEMBER

Date: March 6, 2012

From : WILLIAM G. BRENNAN

Subject: ANNUAL REVIEW OF THE BOARD'S MISSION AND VISION STATEMENTS

At the June 5, 2009, General meeting, the Board approved its present mission and vision statements. They are designed to reflect its unique purpose, responsibilities, and Board development activities. In order to insure that they accurately reflect the Board's current responsibilities, they are scheduled for annual review and were last reviewed in March 2011.

MISSION STATEMENT

It is the mission of the New Motor Vehicle Board to enhance relations between dealers and manufacturers throughout the state by resolving disputes in the new motor vehicle industry in an efficient, fair and cost-effective manner.

VISION STATEMENT

Safeguard for the Board's constituency, a fair, expeditious and efficient forum for resolving new motor vehicle industry disputes, which ultimately improves industry relations and reduces the need for costly litigation. Assist consumers in mediating concerns with dealers, manufacturers, and distributors licensed by the California Department of Motor Vehicles.

Develop methods that further improve the delivery of Board services in a timely and cost-effective manner. Educate Board members concerning industry matters, which further improve the Board's ability to equitably resolve industry disputes.

This matter is being agendaized for the March 20, 2012, General Meeting, to allow full Board review and is for informational purposes only. No Board action is required.

If you have any questions concerning this matter, please contact me at (916) 324-6197.