



*Commonwealth of Virginia
Office of the Governor*

Executive Order

NUMBER FIVE (2022)

ESTABLISHING THE POSITION OF COMMONWEALTH CHIEF TRANSFORMATION OFFICER AND INITIATING REVIEW OF THE DEPARTMENT OF MOTOR VEHICLES AND THE VIRGINIA EMPLOYMENT COMMISSION

By virtue of the authority vested in me as Governor, I hereby issue this Executive Order establishing the position of Commonwealth Chief Transformation Officer within the Office of the Governor, and direct him to begin his review of all government agencies with the Department of Motor Vehicles and the Virginia Employment Commission.

Importance of the Initiative

Virginia is fortunate to have many dedicated and hard-working individuals serving our Commonwealth. The workforce of our state government is one of our Commonwealth's greatest resources. However, we must constantly pursue improvements to the function of our government. The performance of the state government should be measured by the satisfaction of its citizens. And when government fails to meet the needs of its citizens, it is the duty of the Chief Executive Officer to hear these complaints, duly consider their merits, and produce speedy reforms. Sometimes, in the performance of this duty, it will be necessary and beneficial to utilize outside experts to assist state government in performing at the standards our citizens demand.

The performance of two state agencies, in particular, underscores the necessity of our continued pursuit of improvement in our government. In recent years, the Virginia Employment Commission (VEC) and the Department of Motor Vehicles (DMV) have fallen short of

performing at the high standard set by our citizens. Both agencies provide essential services to Virginians, and the success of their missions are directly dependent on their ability to serve their customers.

These and other agencies require analysis to identify areas of improvement and ensure that our government is transparent, accountable, and working for the citizens of the Commonwealth. A team with expertise, imagination, and enthusiasm for delivery of services, the Commonwealth's operations and finances, and customer satisfaction is necessary to accomplish these goals.

Directive

By virtue of the authority vested in me as Governor under Article V of the Constitution of Virginia, and the *Code of Virginia*, and subject to my continuing and ultimate authority and responsibility to act in such matters, I hereby establish the position of Commonwealth Chief Transformation Officer within the Office of the Governor. The Commonwealth Chief Transformation Officer will serve in the Governor's Cabinet.

The Commonwealth Chief Transformation Officer, and such other employees within the Office of the Governor as so designated, shall comprise the Office of Transformation.

The primary responsibilities of the Commonwealth Chief Transformation Officer will be to help build a culture of transparency, accountability, and constructive challenge across our government; ensure employees at all levels of government are reminded that our government works for the citizens of Virginia; drive changes improving the effectiveness and efficiency of our government through tracking key performance metrics; identify, coordinate, and lead targeted transformation efforts; and all other duties and responsibilities as determined and assigned by the Governor.

While the Commonwealth Chief Transformation Officer's work will stretch across all government, he shall begin his work with a review of the operations of the Virginia Employment Commission and the Virginia Department of Motor Vehicles.

Effective Date

This Executive Order shall be effective upon its signing and shall remain in force and effect unless amended or rescinded by further executive order or directive.

Given under my hand and under the Seal of the Commonwealth of Virginia, this 15th day of January, 2022..



A handwritten signature in black ink, reading "Glenn Youngkin".

Glenn Youngkin, Governor

Attest:

A handwritten signature in black ink, reading "Kelly Thomasson".

Kelly Thomasson, Secretary of the Commonwealth