

# Virginia State Corporation Commission

## STRATEGIC PLAN

### VISION

The Commission strives to be a premier, high-performing agency serving and protecting the citizens of the Commonwealth of Virginia.

The Commission will proactively seek opportunities to enhance processes and increase productivity to provide constantly improving and timely public service; including, but not limited to, leveraging efficiencies available through electronic capabilities.

### CHIEF GOALS AND OBJECTIVES

- Carry out the duties prescribed by the Constitution and the laws enacted by the Virginia General Assembly fully and to the best of our ability.
- Strive to ensure that all parties and persons receive due process of law.
- Provide reliable, timely, and high quality information, assistance, and education to members of the public, the business community, and, as appropriate, state and federal regulators and legislators.
- Ensure that our staff provides objective, timely, and expert assistance.

### MISSION

The State Corporation Commission will strive to apply law and regulation to balance the interests of businesses and citizens in regulating Virginia's business and economic concerns and work continually to improve the regulatory and administrative processes.

### GUIDING PRINCIPLES

#### High Performance

Make performance a benchmark for others to emulate.

#### Integrity

Perform all duties and operations with integrity.

#### Innovation

Create new and more user-friendly processes.

#### Competency

Continually advance the expertise of the organization.

#### Efficiency

Maximize effectiveness in the most cost-effective manner.

#### Outward Focus

Consider impact of administrative decisions on citizens and regulated businesses.

### CHIEF GOALS AND OBJECTIVES (con't.)

- Ensure the equitable assessment, distribution, and collection of applicable taxes and fees.
- Strive to ensure that our operational and administrative responsibilities are carried out with integrity.
- Ensure that we attract, develop, engage, retain, and care for a high performing workforce.
- Ensure that our information technology infrastructure is robust and secure while supporting and serving the needs and requirements of the Commission, its workforce, consumers, and the business community.
- Ensure that the Commission maintains essential operations in the event of a disaster.
- Adopt rules and regulations that keep pace with legislative, business, economic, social, and technological changes.