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NMPRC releases 3-year strategic plan focused on themes identified by staff and external stakeholders

SANTA FE – The New Mexico Public Regulation Commission (NMPRC) has released its strategic plan for fiscal years 2023–2026. Outlined in the plan are the agency's updated mission, vision, and values and principles, as well as four new ambitious goals for the next three years.

This is the first strategic plan implemented by the NMPRC since the Commission transitioned earlier this year from an elected-body to an executive-appointed panel. The plan will act as a roadmap to help guide this restructured Commission to more effectively regulate utility, telecommunications, and motor carrier companies to ensure that these industries continue to offer reasonable rates and quality services to customers, as well as ensuring safe handling of the state's pipeline system. A copy of the NMPRC's new strategic plan can be found [here](#).

"Our strategic plan will keep us grounded in why we are called to public service and how we should be ambitious with our work," said **Commission Chair Pat O'Connell**. "I am grateful to all who participated in the creation of the plan and delighted by the result.

"As a result of thoughtful collaboration, I am excited about this Strategic Plan as we set sail on a collective journey towards a stronger future for the NMPRC, guided by the meaningful themes and shared aspirations set into this plan," said **Commissioner Gabriel Aguilera**. "Thank you to everyone who took the time and effort to be a part of this."

"Working on our mission, vision, and values brought the NMPRC together for a collaborative discussion on how we can best serve the public interest," said **Commissioner James Ellison**. "We then created a set of goals and objectives that call for specific measures to be taken. I'm confident that this effort will yield positive results."

The NMPRC worked with an independent planning consultant to lead two separate teams of agency staff to develop the elements of the strategic plan: a core planning team with a primary responsibility for formulating the plan and a review team that provided feedback to the core planning team. Using input from surveys that were sent to staff and a cross-section of external stakeholders to gather perspectives on the NMPRC's work and operations, both teams identified a list of significant issues that characterized the agency's strategic situation.

In a series of six virtual meetings, the core planning team developed a comprehensive strategic plan that consists of a brief and compelling mission statement, a set of core values supported by implementing action principles, a vision that raises the bar for NMPRC's future, four strategic goals supported by implementing objectives, a set of success indicators to measure progress, and a first-year action plan that provides assignments of responsibility, deadlines, and a set of trackable indicators that will be reviewed by agency leadership on a regular schedule and reported to the Commissioners.

The NMPRC's new strategic plan establishes the following primary goals:

- Create a mission-driven agency with a culture of teamwork and excellence.
- Optimize Internal Operations, Processes, and Time Management.
- Provide leadership in regulation through implementing legislation and state policies, working with the industry and public to be a resource for the State.
- Demystify the regulatory processes, and roles and achievements of the NMPRC regarding utility services, telecommunications, and pipeline safety.

Recent and significant changes to the NMPRC have created great opportunities for the agency to grow and set new standards of excellence. As regulatory caseloads continue to grow, so does the need for the NMPRC to engage in regional and national conversations. Despite these challenges, there is great anticipation and excitement within the agency as it works toward fulfilling New Mexico's climate promises while protecting its people and ensuring appropriate regulatory oversight.

The New Mexico Public Regulation Commission (PRC) regulates the utilities, telecommunications, and motor carrier industries to ensure fair and reasonable rates, and to assure reasonable and adequate services to the public as provided by law. The PRC also promotes public safety through the offices of Pipeline Safety Bureau and Transportation Division.

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