



Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

2019
CHAIRMAN'S
ANNUAL
REPORT



Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

April 23, 2020

The Honorable Greg Abbott
Office of the Governor
Post Office Box 12428
Austin, Texas 78711-2428

Dear Governor Abbott,

It is my privilege to share with you the state of affairs at the Texas Department of Motor Vehicles (TxDMV). TxDMV continues its dedication to customer service, consumer protection and the success of motor vehicle-related industries.

The continued growth in Texas' population combined with customers' and stakeholders' continuously changing needs reinforces the department's need and commitment to leverage technology and process improvement to better serve the citizens of Texas. As TxDMV reached its 10th Anniversary of existence as a standalone agency this last fiscal year, the department staff initiated the TxDMV Organizational Assessment Project (TOAP) to better ensure we are meeting our vision and have a strong foundation upon which to grow and mature for the years to come.

In this report you will find information regarding the major activities and key accomplishments of TxDMV during Fiscal Year 2019. Moreover, this report also contains the underlying performance data to illustrate the department's progress in modernizing processes and increasing efficiencies.

Since the drafting of this annual report, the world around us has been drastically affected by the COVID-19 pandemic. TxDMV has worked swiftly and effectively with your office to continue to serve Texans and identify ways to provide relief during these challenging times. The waivers of motor vehicle requirements you provided for registration and titling as well as those for motor carriers critical for disaster relief have been appreciated by customers and stakeholder groups throughout the state. Although the report reflects great year-over-year gains in revenue, TxDMV recognizes that COVID-19 as well as other key economic drivers will significantly impact revenue. TxDMV will provide you with up-to-date information about revenue collected by the department to ensure we maintain the level of fiscal responsibility necessary to help safeguard the future of all Texans.

It is an honor to serve on the TxDMV Board under your leadership. Thank you for the opportunity to serve the State of Texas, and I look forward to what lies ahead for TxDMV.



Sincerely,

Guillermo "Memo" Trevino
Chairman

Table of Contents

Introduction and Key Highlights from 2019	4
Accomplishments and Activities	6
Revenues and Expenditures	12
Significant 2018 Performance Data	15
Operations	31
Facilities	29
Technological Improvements through Enterprise Projects	31
Legislative Update	33
Conclusion and Looking Down the Road	35
Appendices	
Appendix A: TxDMV Board Members	37
Appendix B: TxDMV Organizational Chart	38
Appendix B: TxDMV Executive Contact Information	39
Appendix C: TxDMV Staff Participation in State and National Organizations	40
Appendix D: List of ABTPA Grants Awarded in 2018	43

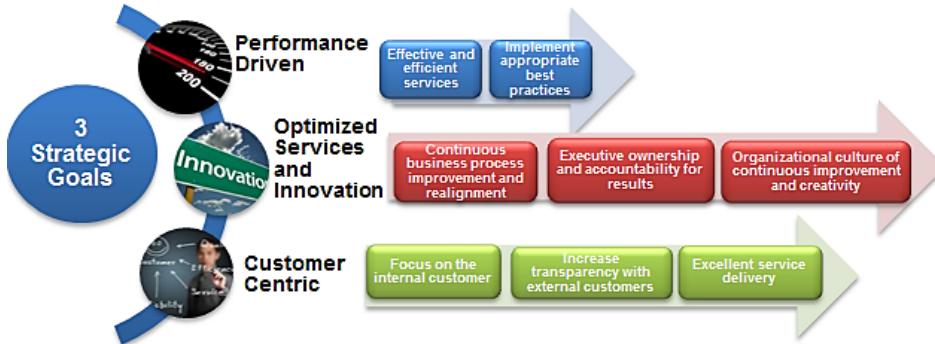
Introduction and Key Highlights

The mission of Texas Department of Motor Vehicles (TxDMV) is to serve, protect and advance the citizens and industries in the state with quality motor vehicle related services. In Fiscal Year 2019, TxDMV oversaw the issuance of more than 25 million vehicle registrations and eight million vehicle titles. Additionally, the department licensed more than 31,000 dealers and other motor vehicle entities engaged in the sale and distribution of motor vehicles, as well as regulated certain aspects of the salvage vehicle industry. The department credentialed more than 69,000 motor carriers, issued more than 865,000 oversize / overweight permits and investigated approximately 12,000 complaints against dealers and motor carriers. Also, TxDMV served more than 600,000 customers through its Consumer Relations Division (CRD) in FY 2019.

Overview of TxDMV's Vision, Mission, Goals and Key Functions

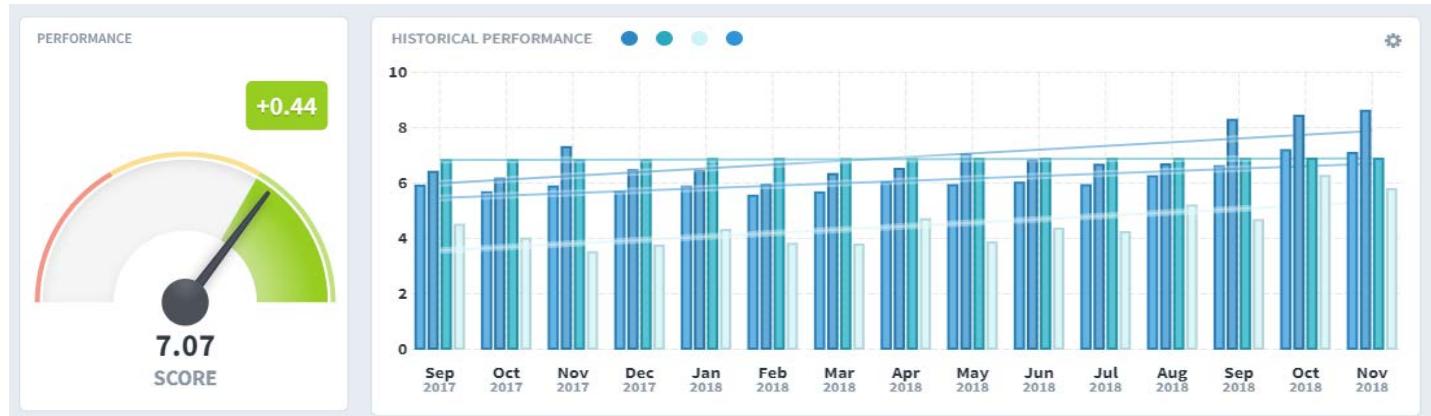
Vision:	The Texas Department of Motor Vehicles sets the standard as the premier provider of customer service in the nation.
Mission:	To serve, protect and advance the citizens and industries in the state with quality motor vehicle related services.

Strategic Goals and Objectives:



The chart listed above displays the department's performance as measured internally by its three (3) strategic goals.

Fiscal Year 2019 TxDMV Strategic Goal Performance



Five Key Functions of TxDMV:

1. Provides title, registration and specialty license plate services;
2. Regulates the sales and distribution of motor vehicles;
3. Issues motor carrier permits and credentials (operating authority);
4. Conducts investigations and performs enforcement activities of the TxDMV regulated community; and
5. Aids in prevention of motor vehicle title fraud, burglary and theft.

Accomplishments and Activities

Sunset Advisory Commission Review

In 2019, TxDMV celebrated its 10th anniversary as a standalone agency and completed its first Sunset Advisory Commission review. During the 86th Texas Legislature, Regular Session, the Commission extended the department until 2031 and adopted 33 recommendations for TxDMV, 16 of which were management actions effective immediately.

Department staff embraced this process with open minds, taking full advantage of the opportunity for positive change and growth for the department so it can truly achieve greater efficiencies and serve Texans in the most efficient, customer-centric manner possible.

The commission adopted several recommendations that required statutory changes that were included in Senate Bill 604:

- Requiring counties to comply with standard state contracting practices when outsourcing services to certain entities;
- Changes related to fraud prevention and detection programs and training;
- Changes related to controlling access to department computer systems and the availability of its electronic titling system;
- Allowing audits / compliance review of entities providing registration and title services;
- Changing the name of the Automobile Burglary Theft Prevention Authority (ABTPA), to the Motor Vehicle Crime Prevention Authority (MVCRA), and authorizing grant funds to be used to combat a broader range of motor vehicle crimes, such as title and odometer fraud, beyond its former scope of automobile burglary and theft;
- Authorizing certain refunds to consumers for motor vehicle and motor carrier violations, and authorizing the use of cease-and-desist authority for unlicensed salvage activity; and
- Eliminating the manufacturer representative and salvage agent license types and the requirement to approve motor vehicle shows and exhibitions; replacing the salvage dealer endorsements with a single, streamlined license and authorizing its terms set by administrative rule.

The commission also recommended several management actions, the majority of which are fully implemented. Some of the management actions are:

- Establish advisory committees to provide expertise for rulemaking and other issues and adopt rules regarding standard committee structure and operating criteria;
- Improve the department's licensee-related complaint and enforcement processes;
- Improve the use of criminal history information for all types of dealer licensing and remove unnecessary application requirements for salvage dealer licenses;
- Develop a comprehensive approach to developing, maintaining and updating the department's IT infrastructure; and
- Identify and evaluate further opportunities to consolidate and modernize its customer service functions to improve efficiency and customer experience.

Leveraging Technology

eTITLE and eTAGS Implementation; webDEALER Project Closeout

webDEALER is the department's web-based application that licensed dealers and commercial fleet buyers use to electronically submit title applications to county tax assessor-collector offices. The first phase of the webDEALER project launched in September 2013. webDEALER was the first fully electronic title application process in the United States. webDEALER evolved considerably since its inception. This evolution was driven in part by taking stakeholder feedback and making corresponding changes to the application. Adoption increased significantly based on this approach. From Fiscal Year 2014 to Fiscal Year 2019, there were 6.6 million transactions approved in webDEALER. The percentage of dealer title transactions processed in webDEALER increased from 0.7 percent in FY 2014 to 43.9 percent in FY 2019. eTITLE, the final phase of the webDEALER Project, went live August 2019, marking the completion of the webDEALER Project.

While webDEALER introduced the ability to electronically submit title applications and create electronic titles, eTITLE represents the first opportunity for electronic titles to be transferred. Participating dealers can receive electronic titles when vehicles are traded in and are able to transfer those titles electronically in the wholesale and retail markets, eliminating the need for a paper title to be printed.

eTITLE offers increased efficiency for dealers, and reduces fraud, waste and abuse that may arise from printed titles, which can be lost, stolen or otherwise abused. Additionally, eTITLE provides the department the ability to track wholesale reassessments of vehicles, providing a level of visibility into dealer transactions that was not previously available.

eTAG, the electronic tag system, is used by dealers to create temporary vehicle tags for either dealers' temporary paper license tags or buyer's temporary paper license tags. eTAG integrated two standalone systems into webDEALER and provided Texas dealers with access to a single system with a consistent look and feel, eliminated associated vendor maintenance costs and created efficiencies for Texas dealers.

Regional Service Center Customer Queue Management System

TxDMV's Vehicle Titles and Registration (VTR) Division worked to install customer queuing systems in 11 Regional Service Center (RSC) offices and upgrade existing systems in five offices across the state. All TxDMV RSCs are now equipped with this technology that not only allows customers to be routed in a timely, effective and efficient manner, keeping wait times to a minimum, but also provides insight into the time it takes each employee to conduct transactions, which could indicate needs for training or reallocation of office resources. The new and updated systems also include survey tablets in English and Spanish and used to collect valuable customer feedback.

Electronic Signature Acceptance

S.B. 1062 by Sen. Kelly Hancock and passed by the 85th Texas Legislature, Regular Session, required the department to adopt rules by January 1, 2019, to establish a process to accept electronic signatures on secure documents.

The department initially implemented electronic signatures through the electronic odometer disclosure process in webDEALER. In addition to allowing electronic signatures on secure forms such as titles and dealer reassignments, the administrative rules expanded the use of electronic signatures to all title and registration forms. Expansion of electronic signatures provides significant value to stakeholders allowing them to take advantage of their own electronic systems when completing title and registration transactions.

Fraud Prevention & Detection

Stolen Vehicle Check

Previously, title transactions processed through county tax offices were submitted through a nightly batch process to the Texas Department of Public Safety (DPS) to perform a stolen check against the National Crime Information Center (NCIC). Effective August 2019, TxDMV now submits all title transactions through the NCIC directly at time of transaction. Applications for Certified Copies of Titles (CCOs), salvage vehicle titles, and nonrepairable vehicle titles processed by the department are now included. This additional stolen vehicle check reinforces the purpose of Transportation Code, Chapter 501, to lessen and prevent theft of motor vehicles and the importation and trafficking of stolen vehicles in Texas.

Awards

Consumer Protection Partnership between TxDMV and Federal Motor Carrier Safety Administration (FMCSA)

TxDMV entered into a memorandum of agreement with FMCSA allowing the department to enforce federal laws and regulations governing the interstate transport of household goods. Prior to this agreement, TxDMV was limited in taking actions against intrastate carriers. Through this arrangement, department investigators were trained and certified to enforce federal laws and regulations, and in August 2017, TxDMV began investigating what turned out to be one of the largest fraud cases concerning an interstate mover in United States history.

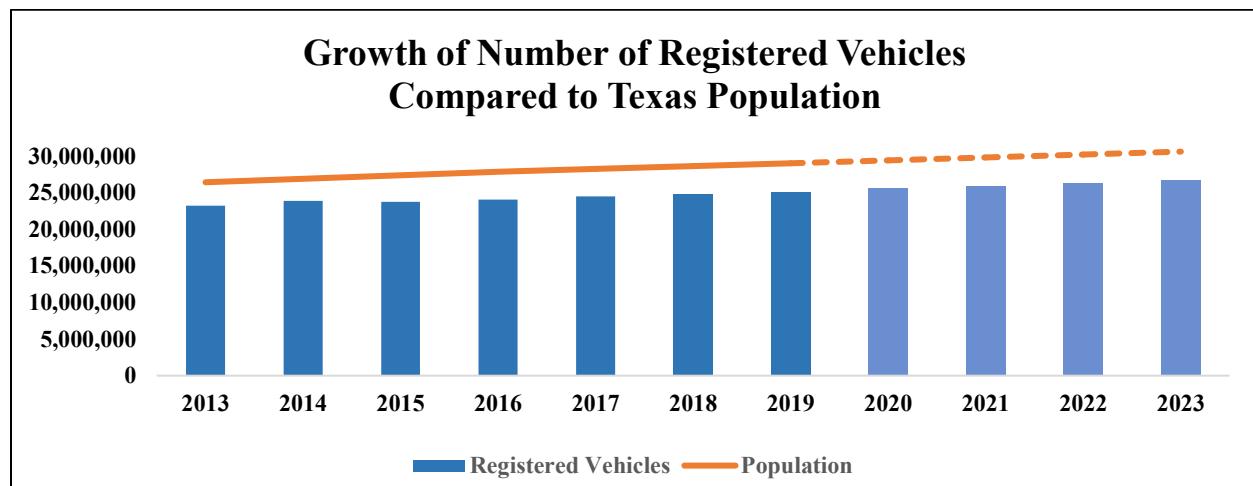
American Association of Motor Vehicle Administrators (AAMVA) Fraud Protection and Detection for Motor Vehicle Award

Enforcement Division Amber Ott received the Fraud Prevention and Detection for a Motor Vehicle Individual Award as the lead investigator on the landmark interstate mover case mentioned above. Of the 180-plus cases that stemmed from complaints made to TxDMV and FMCSA, Investigator Ott successfully resolved approximately 170, resulting in consumers' household goods being returned to them.

Increased Performance for a Growing Population

Vehicle Registrations

The number of registered vehicles in Texas continues to grow at a similar rate to Texas' population. While population growth has been increasing at a slower rate since FY 2015, the number of registered vehicles in Texas has grown at various rates year-over-year and is more directly correlated to the population that is driving age and older.



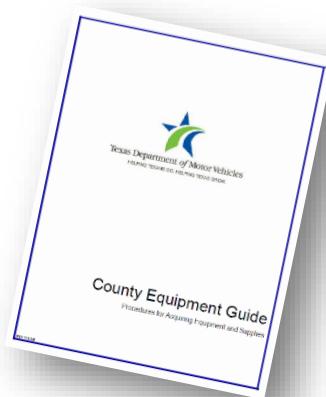
Source: Population Forecast, Texas Comptroller of Public Accounts, Fall 2019 Economic Forecast FY 1991-2046

Staff Reconfiguration Project

As the department modernizes its applications, customers require navigation and technical assistance in addition to finding answers to their business questions. Aligning with the shift in customer behaviors, Information Technology Help Desk staff and duties transitioned to Consumer Relations Division(CRD), Finance & Administrative Services (FAS), and Government & Strategic Communications (GSC) divisions in late 2018. CRD trained all transitioned and existing staff to prepare them for assisting with title and registration calls and IT service desk functions. By increasing trained staff, CRD provides increased front-line triage services assisting tax assessor-collectors (TACs) and motor vehicle dealers with faster technical assistance. Implementing the front-line triage function ensures customers and stakeholders receive a premium service experience, resulting in a positive perception of TxDMV.

County Equipment Guide and County Equipment Contracts

TxDMV partners with 254 Texas county tax assessor-collectors (TACs) to provide registration and title-related services to the Texas motoring public. To ensure TACs have the needed resources to perform these services, the department provides workstations and certain consumable supplies to each county TAC office. At the end of Fiscal Year 2019, there were more than 3,000 workstations provided to county TAC offices across the state.

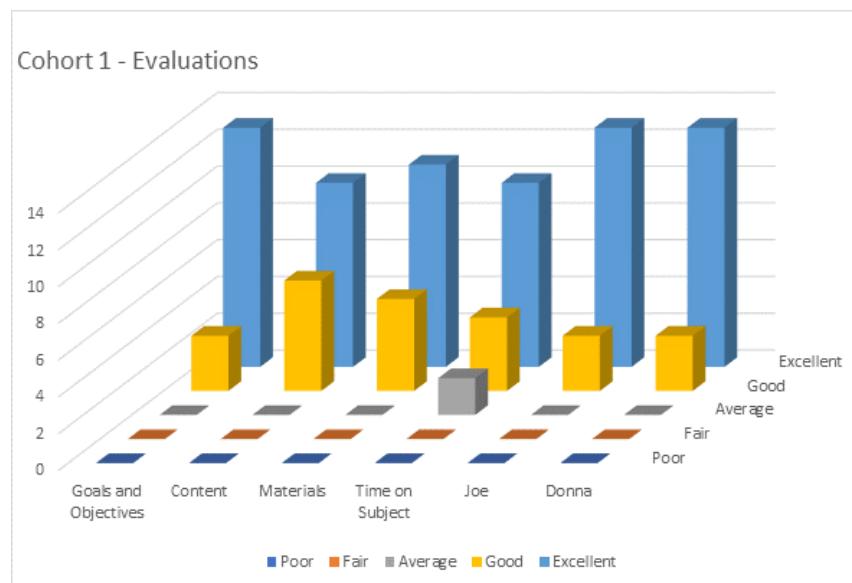


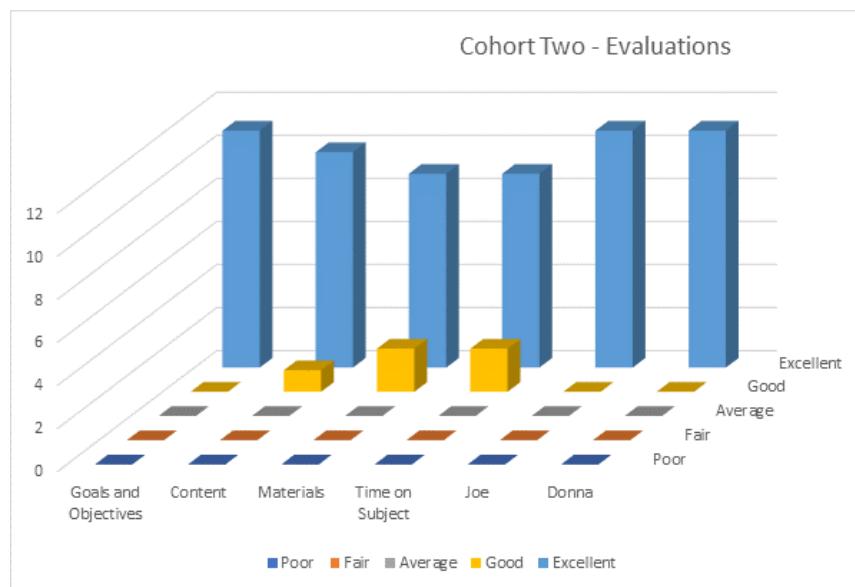
There are many facets to the county equipment process that require involvement from various TxDMV divisions. The County Equipment Guide, implemented September 1, 2019, was compiled with input from all impacted divisions to develop a comprehensive reference guide that is used by both the department and TACs with the goals of providing process transparency, accountability process efficiencies, and most importantly an official publication that answers questions and documents everything related to the county equipment request process.

Investing in Our Workforce with TxDMV Leadership Academy

As a direct response from feedback received in TxDMV's Survey of Employee Engagement, the department implemented the Progressive Leadership Academy to help the department select, develop and promote qualified employees into leadership roles. The Leadership Academy will address all levels of leadership – ranging from those who are interested but not currently in a leadership position up to the executive level. The first class, titled “Fishing for Leaders,” is open to any employee interested in leadership and covers basic leadership principles.

The second level, “Leadership Challenge” is an interactive exploration of the key practices of exemplary leaders. The purpose of this class is to engage staff in exploring and applying key leadership practices in an experimental learning environment. This class has been facilitated twice, with attendee feedback in the following charts:





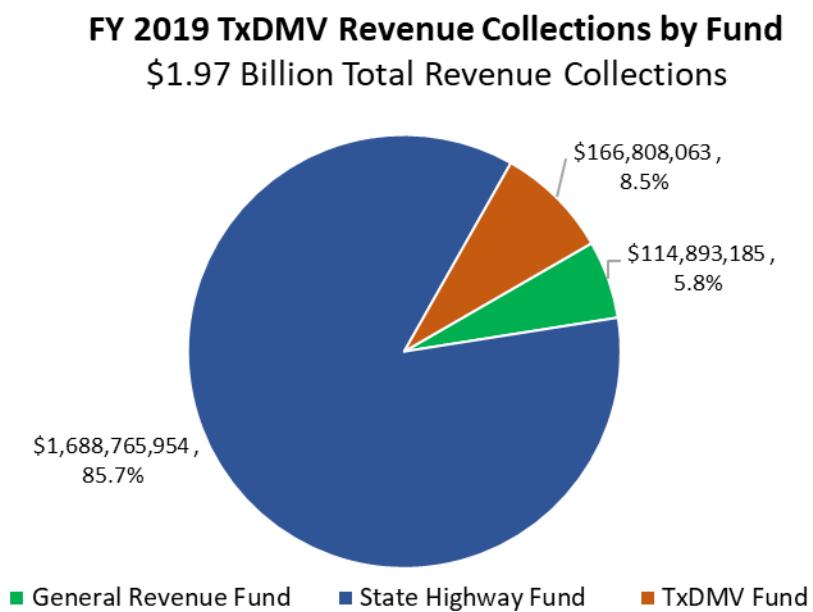
The last stages of the Leadership Academy will cover topics such as strategy creation, process improvement, efficiency, accountability, excellence, communication, ethics, transparency, relationship building, program management, change management, agency culture and resiliency. Leaders are taught to work with team members daily on instilling the department's core values into the organization to solve problems at their source and the sharing of knowledge to drive significant change throughout the organization.

Revenues and Expenditures

Since Fiscal Year (FY) 2017, TxDMV has operated as a self-funded department. Revenues are deposited to the credit of the TxDMV Fund (Fund 0100) and are used to cover all appropriations made to the department for the biennium, except for the Motor Vehicle Crime Prevention Authority (MVCRA), formerly the Automobile Burglary Theft Prevention Authority (ABTPA), which receives its appropriations from the General Revenue (GR) Fund. Sources of TxDMV Fund revenue include deposits from a processing and handling fee associated with vehicle transactions, motor vehicle dealer license fees, oversize/overweight permit fees, title fees, various plate fees and miscellaneous fees and penalties. A \$4 annual assessment on a motor vehicle insurance policy issued is deposited to the GR Fund to fund MVCRA programs.

Revenues

In FY 2019, revenue collections totaled \$1.97 billion, a 2.5 percent increase compared to FY 2018. The department deposited \$1.69 billion to the State Highway Fund (Fund 0006), \$114.9 million to the General Revenue Fund (Fund 0001) and \$166.8 million to the TxDMV Fund (Fund 0010).

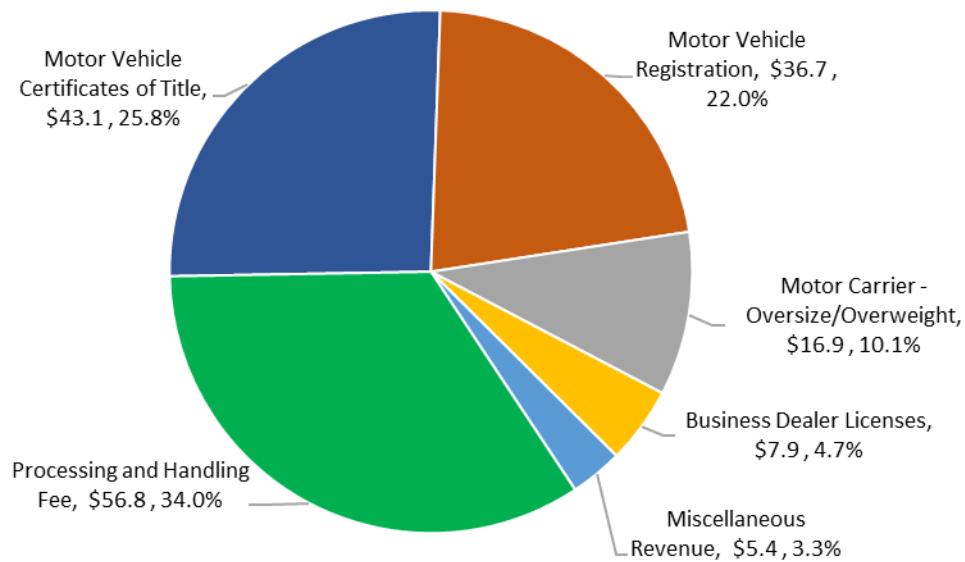


Vehicle registration revenue collections, which account for 81.4 percent of total TxDMV collections, increased 2.1 percent in FY 2019 compared to FY 2018. Vehicle title revenue decreased 2.9 percent in FY 2019 compared to FY 2018 mostly due to decreased issuance of non-repairable/salvage and rebuilt-salvage titles for vehicles affected by Hurricane Harvey in FY 2018. Revenue collections for business dealer licenses held relatively steady, posting a 3.1 percent decrease (\$251,000) in FY 2019 compared to FY 2018 revenues. Revenue collections in FY 2019 from motor carrier oversize/overweight permits increased 9.7 percent compared to FY 2018, reflecting the state's

economic gains in the oil and gas industry. Processing and handling fee revenue decreased 2.6 percent in FY 2019 as compared to FY 2018, primarily because of the discontinuance of online 30-day and one-trip temporary permits.

The chart below details TxDMV Fund 0010 collections by fee type, totaling \$166.8 million in FY 2019.

FY 2019 TxDMV Fund 0010 Actual Revenue Collections (in millions)
\$166.8 Total Revenue Collections

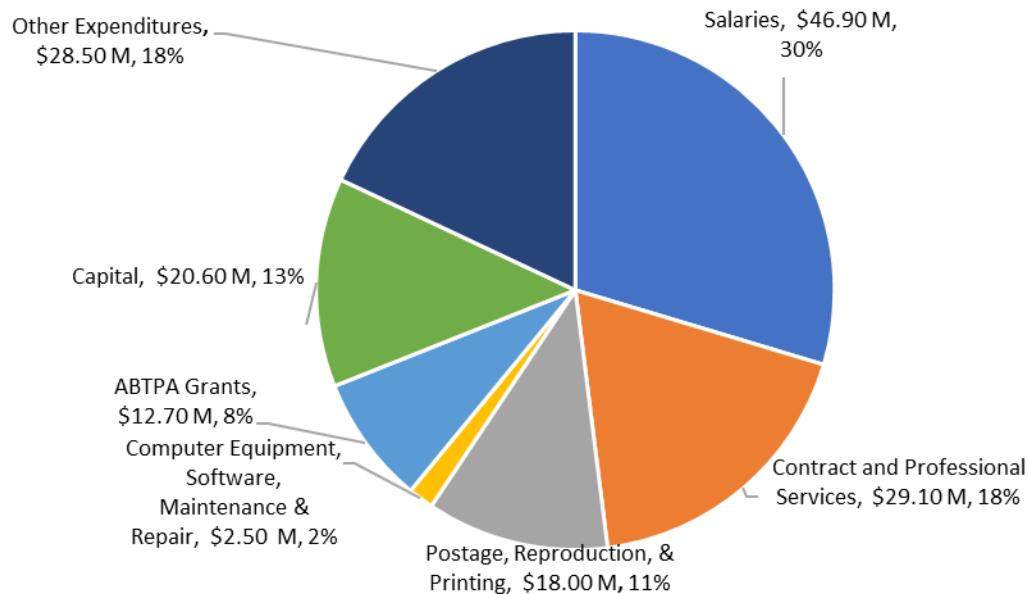


Expenditures

TxDMV's FY 2019 operating budget, which includes \$17.9 million of carry-forward dollars from the prior year, was \$195.1 million including fringe benefits, with 779 full-time-equivalent (FTE) positions. TxDMV year-end actual obligations totaled \$158.3 million including fringe benefits and online service fees. Significant expenditure categories included salaries and benefits, contract and professional services, postage, reproduction and printing, computer equipment software and maintenance and MVCRA grants. Capital budget expenses totaled \$20.6 million primarily consisting of expenditures for technology projects (\$6.2 million), County Technology Equipment, such items as workstations, printers, network services, and expenditures for Headquarters (HQ) computer systems and HQ cybersecurity (\$3.8 million) and the Data Center Services (DCS) (\$10.3 million). Other large capital expenditures included \$300,000 for vehicle acquisitions.

FY 2019 TxDMV Actual Expenditures

Total Expenditures \$158.3 Million



TxDMV's overall expenditures in FY 2019 increased by 0.25 percent when compared to FY 2018. The major increases in FY 2019 include postage costs and online transaction fees, and those increases were offset by decreases in capital project expenditures due to the completion of major information technology projects.

Fiscal Year 2019 Annual Financial Report (AFR)

The department's AFR for the year ending August 31, 2019, was submitted in compliance with the Texas Comptroller of Public Accounts (CPA) deadline November 20, 2019. The report was transmitted to state oversight agencies, the Office of the Governor (OOG) and the Legislative Budget Board (LBB). The report is available online at http://www.txdmv.gov/reports-and-data/cat_view/13-publications/25-reports-data/73-finance.

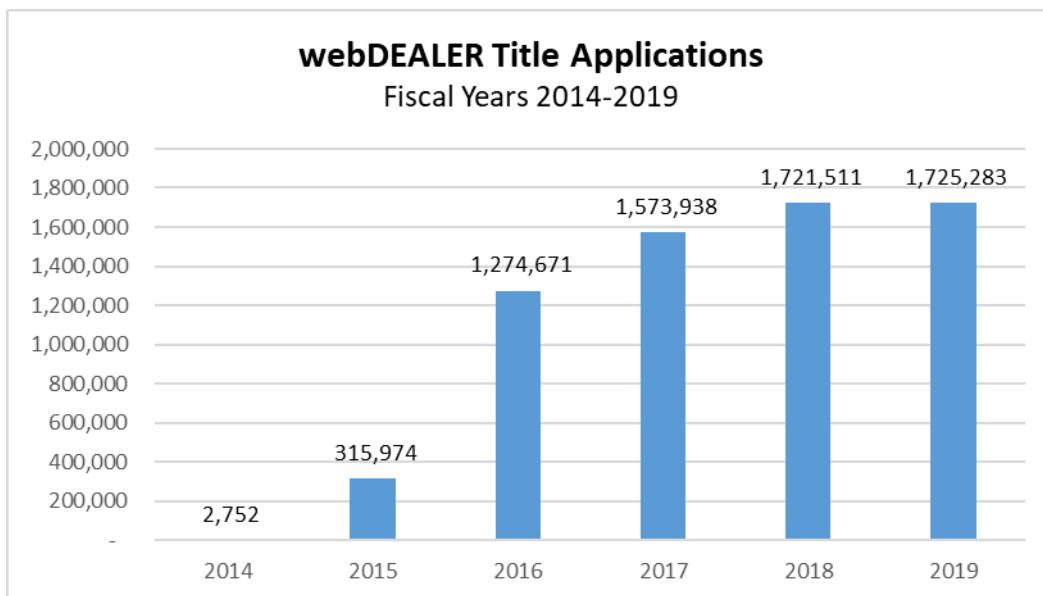
Significant Performance Data

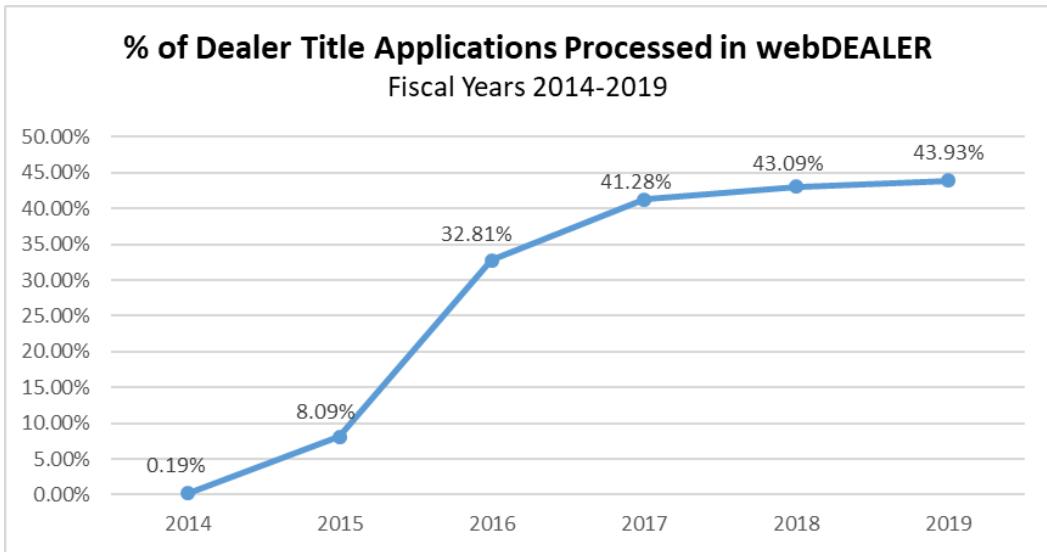
Vehicle Titles and Registration (VTR) Division

Title Performance Data

Proper titling protects vehicle owners and prospective buyers by allowing for the orderly transfer of ownership, prevention of theft, and protection of lenders. VTR is responsible for the development, implementation and oversight of motor vehicle title policy and procedure for the state. This program also manages the title aspects of motor vehicle records in the state's Registration and Title System (RTS) database and checks each title application against the National Motor Vehicle Title Information System (NMVTIS) for relevant title information and any value-limiting brands on the vehicle to be titled.

TxDMV continues to experience success with the web-based application known as webDEALER, that allows dealers to process title applications and new registrations online in lieu of making trips to county tax assessor-collector (TACs) offices with paper documents. The ability to process title applications and new registrations online has resulted in a quicker, more accurate submission process, and the time for receipt and approval of each application has been significantly reduced. This is not only a benefit to the dealer, but it also affords TxDMV quicker visibility of title applications for examination purposes. Data trends since FY 2014 indicate the use of webDEALER has increased as indicated in the charts below.



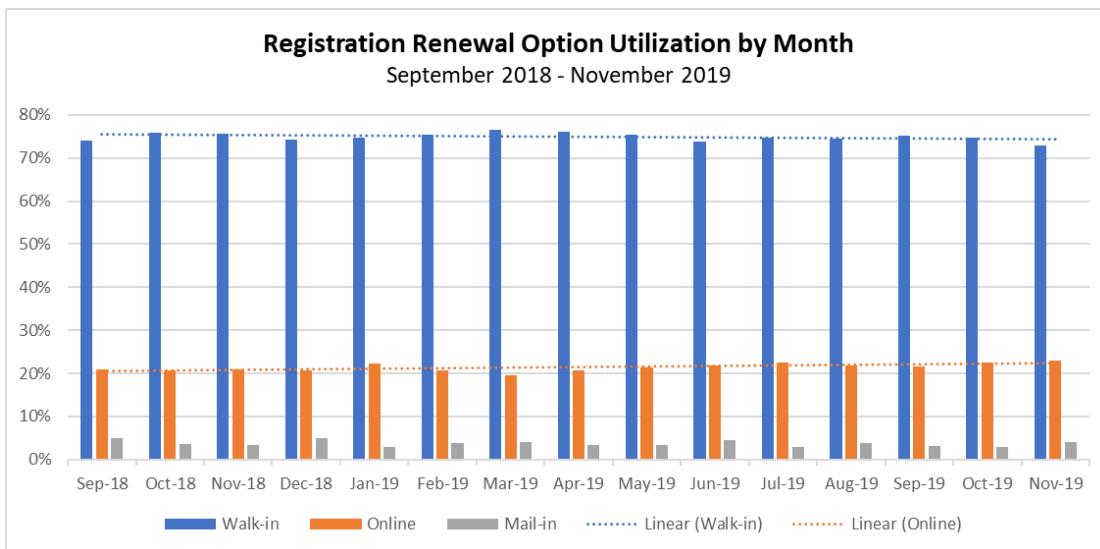


Registration Performance Data

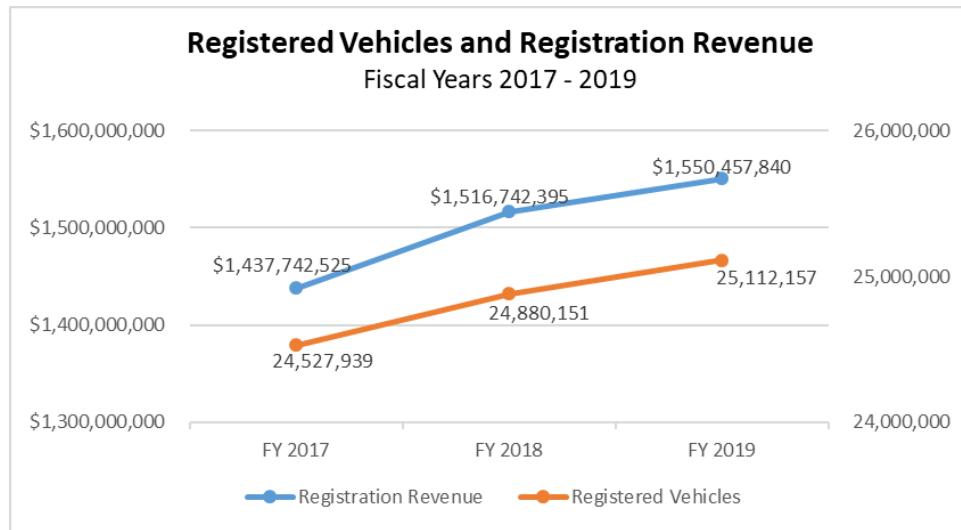
Under Texas Transportation Code, Chapter 502, owners of motor vehicles, trailers, and semitrailers are required to apply for annual registration for each registration year in which the vehicle is used or will be used on a public highway.

The state's 254 tax assessor-collectors process various registration-related transactions on behalf of TxDMV. The department provides TACs with compensation, computer workstations, network infrastructure, computer supplies, forms and training as strategic business partners.

TxDMV consistently seeks to provide its customers with convenient and efficient methods to conduct business with the state. Therefore, the department provides the flexibility to renew registration in one of three ways – walk-in, mail or online (available 24-hours a day, seven days a week). TxDMV also provides a \$1.00 fee reduction for renewals completed online.



In FY 2019, more than 25 million vehicles were registered. The funds deposited in the State Highway Fund (SHF) (Fund 0006) associated with vehicle registrations are reflected in the chart below.



Motor Vehicle Division (MVD)

MVD provides an efficient, reliable and customer-centric system for distributing and selling motor vehicles through the licensing of franchised dealers, motor vehicle manufacturers, independent (also known as General Distinguishing Number (GDN) or used) motor vehicle dealers, distributors, in-transit operators, converters, lease facilitators, lessors, and salvage vehicle dealers doing business in Texas.

In FY 2019, MVD issued approximately 21,300 new and renewal license applications supporting the more than 31,000 motor vehicle and salvage industry licensees in Texas.

LICENSES ISSUED BY MVD IN FISCAL YEAR 2019		
Type of License	Total by License Type	Percent of Total
Salvage Dealer New	1335	6.25%
Salvage Dealer Renewal	7032	32.94%
Salvage Agent New	1	0.00%
In-transit New	44	0.21%
In-transit Renewal	54	0.25%
Lease Facilitator New	9	0.04%
Lease Facilitator Renewal	20	0.09%
Lessor New	51	0.24%
Lessor Renewal	78	0.37%
Representative New	298	1.40%
Converter New	15	0.07%
Converter Renewal	56	0.26%

Manufacturer New	25	0.12%
Manufacturer Renewal	74	0.35%
Distributor New	12	0.06%
Distributor Renewal	32	0.15%
General Distinguishing Number (GDN) New	3036	14.22%
GDN Renewal	7563	35.43%
Franchise New	334	1.56%
Franchise Renewal	1277	5.98%
FY 2019 Total	21,346	100.00%

MVD further tracks its efficiency through Key Performance Indicators (KPIs) with target average processing times for GDN, franchise, and salvage vehicle dealer applications. From September 2018 to November 2019, , the average time to process a new GDN application is 12 days, which is five days faster than the KPI target of 17 days.

Average Processing Time for GDN Applications

Average Number of Days by Month

September 2018 – November 2019



As of November 30, 2019, the average number of days to process a new franchise license application is 26 days, which is nine days faster than the KPI target of 35 days

Average Processing Time for New Franchise License Applications Average Number of Days by Month September 2018 – November 2019



As of November 30, 2019, the average number of days taken to process a new salvage vehicle dealer application is 10 days, which is seven days faster than the KPI target of 17 days.

Average Processing Time for New Salvage Vehicle Dealer License Applications Average Number of Days by Month September 2018 – November 2019



In addition, in FY 2019, and to date, MVD has assigned all license applications on average within one day of receipt of the application. MVD's performance is due in part to the 2017 deployment of eLICENSING, the online licensing system that eliminates paper application processing, provides the ability to submit documents online, and offers the ability to track the progress of submitted applications, facilitating faster approvals.



MVD administers a very successful mediation program, resolving 90 percent of contested cases, benefitting all parties. When parties resolve a case through an MVD-facilitated mediation, they avoid the time and expense of litigation and have more control over the result of the conflict. MVD realizes significant cost savings in State Office of Administrative Hearings (SOAH) contract expenses and significant staff time savings as resources spent tracking SOAH cases, preparing proposals for decision for board consideration, and preparing case files for appeals are reduced.

MVD considers customer satisfaction a primary goal of its daily operations and sends all license holders a customer satisfaction survey upon approval of a license, amendment or renewal application. License holders who respond with low ratings or written complaints are contacted directly to address their concerns. For FY 2019, 98 percent of participating license holders agreed they are satisfied overall with the service MVD provides.

Motor Carrier Division (MCD)

This division provides a one-stop shop for interstate and intrastate commerce. MCD provides commercial motor carriers, household goods movers, and passenger carriers with the information, license plates, and operating authority (including TxDMV numbers, Unified Carrier Registration, cab cards, and oversize / overweight permits) they need to move people and cargo safely and efficiently.

Credentialing

The primary purpose of the program is to protect the health, safety and welfare of the public in relation to the movement of commercial motor vehicles on roads and highways in Texas, as well as consumers using household goods movers. This is accomplished through the issuance of Texas intrastate motor carrier operating credentials (intrastate certificates) to operators of:

- Vehicles with a gross weight, registered gross weight, or gross vehicle weight rating exceeding 26,000 pounds;
- Farm vehicles operating with a gross weight, registered weight, or gross vehicle weight rating of 48,000 pounds or more;
- Buses designed or used to transport more than 15 people;
- Commercial school buses; and
- Household goods (for compensation).

The Credentialing Section utilizes two online systems to ensure the safety of the traveling public:

- The Electronic Licensing and Issuance Credentialing (eLINC) is a self-service, online tool that asks a series of questions to determine a motor carrier's operating authority (intrastate registration) needs. The motor carrier industry includes general freight haulers, and also hazardous material haulers, household goods movers and passenger carriers.
- The Motor Carrier Credentialing System (MCCS) provides information to assist in the assurance of the safety and welfare of the traveling public. All information is vetted to ensure businesses are registered properly with the Texas Secretary of State's Office and the Texas Comptroller's Office, and that vehicles are registered and insured properly as well as record Vehicle Identification Number (VIN), owner and company information. This is especially important

knowing that household goods mover employees are entering customers' homes and passenger carriers carrying the most precious cargo, which is people.

Additionally, household goods movers are required by state statute to file a tariff (rates and charges) as part of the application to protect from deceptive or unfair practices. MCCS maintains those tariffs and viewing is made available on our public portal, the Truck Stop, for customers to review the motor carriers they use and law enforcement for inquiries during roadside stops.

Two additional functions performed by Credentialing section are:

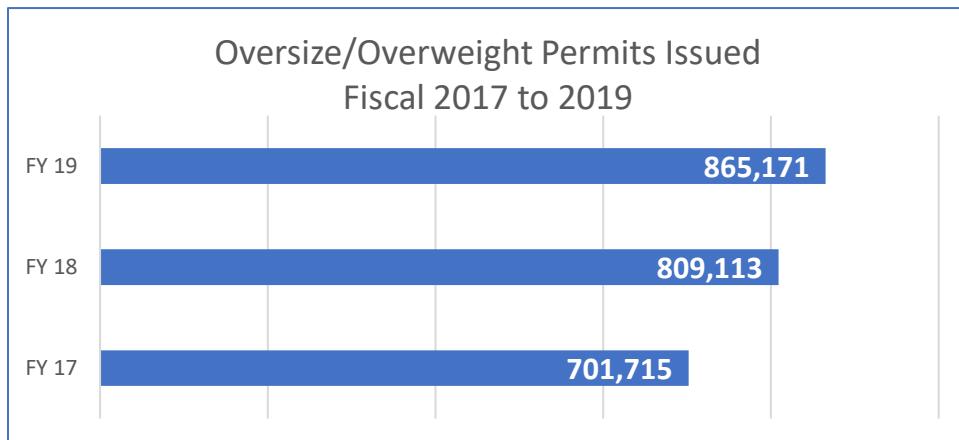
1. Ensuring all intrastate motor carriers traveling across state lines (interstate) are properly registered with the federal Unified Carrier Registration (UCR) program by comparing information contained in both systems.
2. Identifying "chameleon carriers" through a screening process of new applications set up in the Motor Carrier Credentialing System (MCCS). MCCS screens new motor carrier applications and identifies those attempting to recreate themselves as a new carrier to avoid enforcement penalties and / or sanctions or unsatisfactory safety ratings.

In FY 2019, the department issued more than 69,000 motor carrier credentials. Based on historical data and economic trends and projections, TxDMV expects this trend to continue.

Oversize / Overweight Permits (OS/OW)

The objective of the OS/OW Permitting section is to regulate the movement and have oversight of overweight vehicles and loads on the Texas highway system to ensure the safety of the traveling public and to protect the integrity of highways and bridges.

The Texas Permitting and Routing Optimization System (TxPROS) is the department's system that issues OS/OW permits online, 24-hours a day, seven days a week. Customers not only save time and money by self-issuing permits, but they also receive detailed routing instructions on how to avoid restricted areas based on their vehicle dimensions, increasing safety for both the motor carrier and the public.



In FY 2019, MCD issued 865,171 permits and of those, almost 82 percent were single-trip routed permits. The average turnaround time for issuing single-trip routed permits is 47.2 minutes. The increase of more than 51,000 General Single-Trip Permits between FY 2018 and FY 2019 is attributed to a 47 percent increase in wind energy permits and a 10 percent increase in the oil and gas industry permits.

Enforcement Division

The Enforcement Division (ENF) enforces the laws governing motor vehicle sales and distribution, salvage and motor carrier industries, and the laws governing OS/OW motor carrier operations. The statutes enforced by the division are designed to protect consumers and ensure a sound system for the distribution and sale of motor vehicles.

Major ENF activities include:

- Investigation of motor vehicle complaints, Lemon Law complaints and warranty performance complaints from the public or the initiation of complaints when potential violations are observed;
- Submission of investigation results to TxDMV attorneys regarding violations; and
- Settlement of cases with complainant, or, if no settlement can be reached, litigation of the case.

ENF initiates investigations based on written complaints submitted by consumers, law enforcement, other licensees and TACs. Complainants are issued an acknowledgment of receipt of the complaint and are contacted for information during the course of the investigation. Complainants are also provided with updates during the investigation and are notified when the investigation has been closed. In FY 2019, ENF completed more than 12,000 enforcement cases.

The division interacts directly with the public through consumer protection education programs and handling complaints filed by consumers. ENF provides educational programs to assure understanding of the laws affecting the regulated industries, and, if violations occur, enforces laws affecting the motor vehicle and motor carrier industries by seeking sanction actions including imposition of administrative penalties, license revocation, permit revocation and issuance of cease and desist orders.

While ENF is still responsible for investigating Lemon Law and warranty performance complaints, beginning in January 2014, Lemon Law and warranty performance administrative hearings were transferred from the State Office of Administrative Hearings (SOAH) to TxDMV's Office of Administrative Hearings (OAH).

Office of Administrative Hearings (OAH)

The Office of Administrative Hearing (OAH) was established to streamline the process of conducting hearings under Texas' Lemon Law. Texas was one of the first states to pass a Lemon Law to assist buyers and manufacturers with new vehicle warranty performance.

OAH is currently staffed by five FTEs: one chief hearings examiner, one hearings examiner, two legal assistants and one administrative assistant. OAH's customers include the motoring public and motor vehicle converters, distributors and manufacturers.

In FY 2019, OAH completed 451 Lemon Law complaints; each one in an average in 18 weeks, significantly outperforming the target of 23 weeks established by the General Appropriations Act (GAA). OAH experienced a 37 percent increase in cases referred by the Enforcement Division – from 359 referrals in FY 2018 to 492 in FY 2019.

Motor Vehicle Crime Prevention Authority (MVCAP)

The Motor Vehicle Crime Prevention Authority (MVCAP), formerly known as Automobile Burglary and Theft Prevention Authority, had two bills in the 86th Legislative Session that impacted the Authority. Senate Bill 604 changed the name to the Motor Vehicle Crime Prevention Authority (MVCAP), added fraud-related motor vehicle crime to its mission and moved MVCAP's enabling statute to Texas Transportation Code, Chapter 1006. House Bill 2048 raised the fee collected by MVCAP which is paid by insurers writing all forms of motor vehicle insurance. The fee was increased from \$2 to \$4 per insured motor vehicle year as a result of H.B. 2048, 86th Legislature, Regular Session, that repealed the Driver Responsibility Program and provide 60 percent of the fee to trauma centers, 20 percent to MVCAP and 20 percent to criminal justice programs in the general revenue fund.



TxDMV staff that comprise the MVCAP division undertook the following activities in response to the expanded scope:

- Submitted revisions to the Texas Administrative Code (TAC) Title 43, Chapter 57 for the MVCAP to publish to reflect the legislative changes;
- Provided official notice on behalf of MVCAP to the Texas Comptroller of Public Accounts (CPA) and Texas Department of Insurance (TDI). The notice requested they review their instructions, website and rules to implement the new legislation;
- Reviewed and updated CPA assessment reports, on-line documents, mail out forms, and website;
- Communicated with TDI methods to notify all licensed insurance companies selling any form of motor vehicle insurance of the changes in name and fee amount;
- Worked to increase circulation of TDI Commissioner's Bulletin # B-0006-19 notifying insurers of the name and fee changes starting September 1, 2019;
- Wrote articles for publications with the Insurance Council of Texas to notify member insurers of the name and fee change through their weekly newsletter; and
- Updated printed and promotional material to reflect name change.

Activity undertaken by MVCAP will be reported in its statutory report, the MVCAP FY 2019 Activity and Funds Report, available on the TxDMV website at <https://www.txdmv.gov/mvcpa-grantees>.

The following table demonstrates measures reported by MVCAP grant recipients for the statutory performance measures in FY 2017 and 2018:

STATUTORY REQUIREMENTS REPORTED BY MVCRA GRANT RECIPIENTS		
Activity	Fiscal Year 2018	Fiscal Year 2019
Recovered Stolen Vehicles	11,038	11,678
Cleared Motor Vehicle Theft Cases	14,617	13,491
Persons Arrested Motor Vehicle Theft	3,295	3,257
Cleared Burglary of a Motor Vehicle Cases	3,425	2,565
Arrested Burglary of a Motor Vehicle	974	930

Compliance and Investigations Division (CID)

TxDMV's Compliance and Investigations Division (CID) is now in its second year of existence and consists of two major sections. The Special Investigations section concentrates on investigations of criminal elements. The Field Services section focuses on compliance, training and accountability within county tax assessor-collector and TxDMV offices.

LOCATION	FULL-TIME EMPLOYEES (22)
Abilene	Field Service Representative
Austin	Director, Executive Assistant, Lead Investigator, Investigators (2), Criminal Intelligence Analyst and Attorney (assigned by the Office of General Counsel)
Beaumont	Field Service Representative
Corpus Christi	Field Service Representative
Dallas	Field Service Representative
El Paso	Field Section Manager, Field Service Representative
Fort Worth	Investigator
Houston	Investigator, Field Service Representative
Longview	Field Service Representative
Lubbock	Field Service Representative
Pharr	Field Service Representative
San Antonio	Field Service Representative
Waco	Field Service Representative
Wichita Falls	Field Service Representative

Criminal Investigations

CID's Special Investigations section investigates administrative records for potential vehicle-related fraud to refer to law enforcement, focusing on those cases with a high probability of return on investment, vehicle crimes that pose public safety concerns, and public corruption allegations within county tax offices and TxDMV.

For Calendar Year 2019, the Special Investigations section has referred 30 potential felony investigations to law enforcement using this criterion, resulting in 22 felony arrests and the execution of 10 search warrants by law enforcement. The arrest warrants issued by law enforcement ranged from felony

violations of Texas Transportation Code, Texas Penal Code and Texas Tax Code. All offenses were second- and third-degree felonies.

CID has a current return on investment of \$1,066,821 with an identified fraud loss of \$14.3 million. The return of investment (associated with full adjudication) is a total of court-ordered fines, penalties, restitution and dollar value of recovered stolen vehicles by law enforcement. The identified fraud loss (current on-going investigations, not fully adjudicated) is dollar values associated with stolen vehicles, dollar value of fraudulent salvage vehicles titled, false ownership on title documents underrepresenting sales price, and dollar values associated with false application for title.

TYPES	DEFINITIONS
Odometer Fraud	Odometer tampering is a form of fraud committed by an individual or dealer who rolls back the odometer on a vehicle and resells it to an individual or wholesale buyer. The odometer reading is reduced to increase the resale value of the vehicle.
Title Fraud	Title fraud is the alteration of any documents required by the department necessary to transfer a title. This could include an altered or fake title, false information on an Application for Texas Title Form 130-U, false release of lien or false rebuilt affidavit.
Registration Fraud	Registration fraud is fraudulent data reported or entered in the Registration and Titling System (RTS) database to reduce or eliminate vehicle registration fees.
Cloned Vehicles	The practice of removing a vehicle identification number from a legal vehicle and attaching it to a stolen or salvage titled vehicle to conceal the true identity.
Corruption / Misuse of Office	Officials and employees in tax assessor-collector offices intentionally misusing their position for personal gain and / or engaging in theft, forgery, kickbacks, bribery, access selling, falsifying official documents, intentional destruction of official documents to obstruct justice, or selling official equipment.
Internal Investigations	TxDMV employees involved in any type of internal criminal activity to include theft, forgery, bribery, selling / providing personal and confidential information, or making false statements on official documents.

Outreach Efforts

TxDMV embeds investigators in auto theft task forces in Harris and Tarrant counties. The division engages with eight fusion and intelligence centers in Austin, Dallas, McKinney, Houston, San Antonio, McAllen and El Paso to discuss areas of collaboration. CID created a Law Enforcement Working Group, which holds quarterly meetings, to discuss topics of mutual interest and exchange of vital information in accordance with the law. In FY 2019, CID held meetings with the Automobile Burglary and Theft Prevention Authority (now known as the Motor Vehicle Crime Prevention Authority), Texas County Auditors, National Odometer and Title Fraud Enforcement Association (NOTFEA), and American Association of Motor Vehicle Administrators (AAMVA). Additionally, the division received approximately 1,200 requests for assistance in FY 2019 from federal, state and local law enforcement agencies.

Field Services Section

Field service representatives are situated within 12 regional service centers (RSCs) spread out across the state and provide compliance services to all 254 county tax offices. Their roles require constant contact with county tax assessor-collectors and their employees to provide the following services:

- Conduct recurring compliance reviews at tax assessor-collector offices to identify risks and mitigate them by providing recommendations to county personnel;
- Provide title fraud training to tax assessor-collector office employees on title examination strategies and mitigate fraud;
- Perform annual license plate and asset inventories to confirm accountability of state resources used in tax assessor-collector offices;
- Assist when a tax assessor-collector transitions out of office by conducting full inventories and a compliance review jointly with the outgoing and incoming tax assessor-collectors; and
- Support ongoing investigations by providing subject matter expert guidance on tax assessor-collector processes and policies involving titles and registrations.

Field service representatives also provide on-demand training to other stakeholders, such as county auditors and law enforcement. The division's unique position allows personnel to work in partnership with RSC staff to identify and resolve compliance issues identified with tax assessor-collector offices. This allows for rapid identification of issues, which are then addressed by RSC managers for resolution.

FIELD SERVICES SECTION – 2019 DATA	
1,118 tax assessor-collector compliance reviews	<ul style="list-style-type: none">• Field service representatives visited and completed compliance reviews at all 254 counties, with only 47 visits concluding with concerns and recommendations (4.2 percent of reviews for the period).
513 asset inventories	<ul style="list-style-type: none">• Field service representatives validated 6,787 assets at county locations with only four assets unaccounted statewide.
8 tax assessor-collector transition inventories	

Leveraging Technology

The division collaborated with Information Technology to procure, develop and deploy:

- Reports analyzing data to identify vulnerabilities regarding fraud, waste and abuse in 254 tax assessor-collector offices;
- Mapping software with hyperlink capability to address program vulnerabilities in real-time, allowing TxDMV to efficiently and rapidly deploy personnel resources to those identified areas throughout the state; and
- Cutting-edge social media link analysis systems to support criminal investigations and law enforcement stakeholders.

Training and Educational Activities

CID continues to provide training to county tax assessor-collector employees and law enforcement personnel in Texas and in other states. In 2018, CID facilitated 70 classes reaching 2,077 attendees. The

classes reached a wide variety of stakeholders, including county tax officials, law enforcement, insurance and banking officials, and other regulatory authorities. The division primarily teaches the Red Flag Title Fraud Class that provides instructions for detecting vehicle fraud such as title, odometer and tax fraud. Classes are provided to auto theft investigators at MVCPA and National Insurance Crime Bureau (NICB) Auto Theft Schools to educate personnel on detecting these types of fraud and, assisting with preparing a criminal case for prosecution, and assisting with the information that might be helpful to record in search and arrest warrants affidavits.

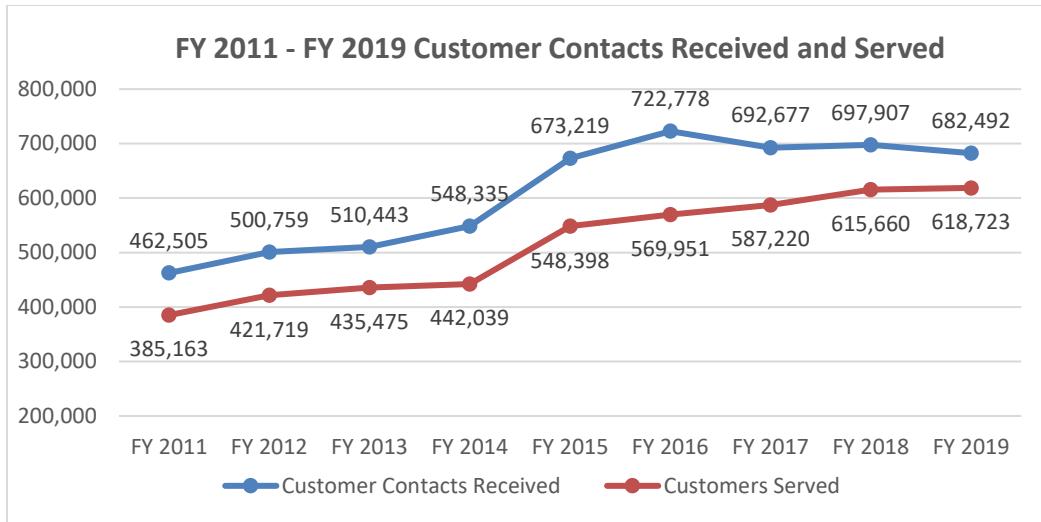
Consumer Relations Division (CRD)

The Consumer Relations Division (CRD) is TxDMV's contact center. It is a customer-centric business model that focuses on delivering a high-quality service experience at the initial point of contact. The division serves a wide customer base that includes the motoring public and all industries and stakeholders served by TxDMV.

CRD's objective is to provide frontline customer care support and technical assistance via any communication channel the customer chooses (telephone, email, letter or website). The major activities of the division include providing:

- Assistance regarding:
 - Bonds
 - Complaints against motor vehicle dealers, motor carriers, and household movers
 - Department complaints
 - Disabled plates and placards
 - Legal restraints
 - Lemon Law
 - License plates
 - Military personnel requests
 - Motor vehicle dealer licensing, applications and renewals
 - Salvage dealer inquiries
 - Titling vehicles
 - Toll disputes
 - Vehicle registration
- Level 1 Help Desk support for TACs
- Level 1 Help Desk support for Texas Motor Vehicle Dealers and Salvage Dealers
- Customer and stakeholder technical troubleshooting and web navigation support for department-related programs, applications and systems

Customer volume has increased each year since the creation of the division in 2010. In FY 2019, CRD received 682,492 customer contacts, and assisted 618,723 customers. This is a 61 percent increase in customers served since the first full year of division operations in FY 2011. Recently, the 86th Texas Legislature approved an additional nine full-time equivalent positions to assist with customer demand and staff training.



There has been a consistent upsurge in consumer demand that corresponds with population growth and moving more TxDMV services online. As the agency modernizes its applications, customers require navigation and technical assistance in addition to finding answers to their business questions. To align with the shift in customer behaviors, the Level 1 Information Technology Help Desk transitioned to CRD on November 1, 2018. Tax Assessor Collector offices and the dealer community no longer wait an average of 30 minutes for assistance. Their wait time has been cut to less than a minute, resulting in a 96 percent increase in speed of service.

With a continuous focus on quality, CRD also maintains a department database to track consumer complaints, resolutions, compliments and suggestions. The division receives high marks on customer satisfaction with a 95 percent above average approval rating, up two percent from FY 2018.

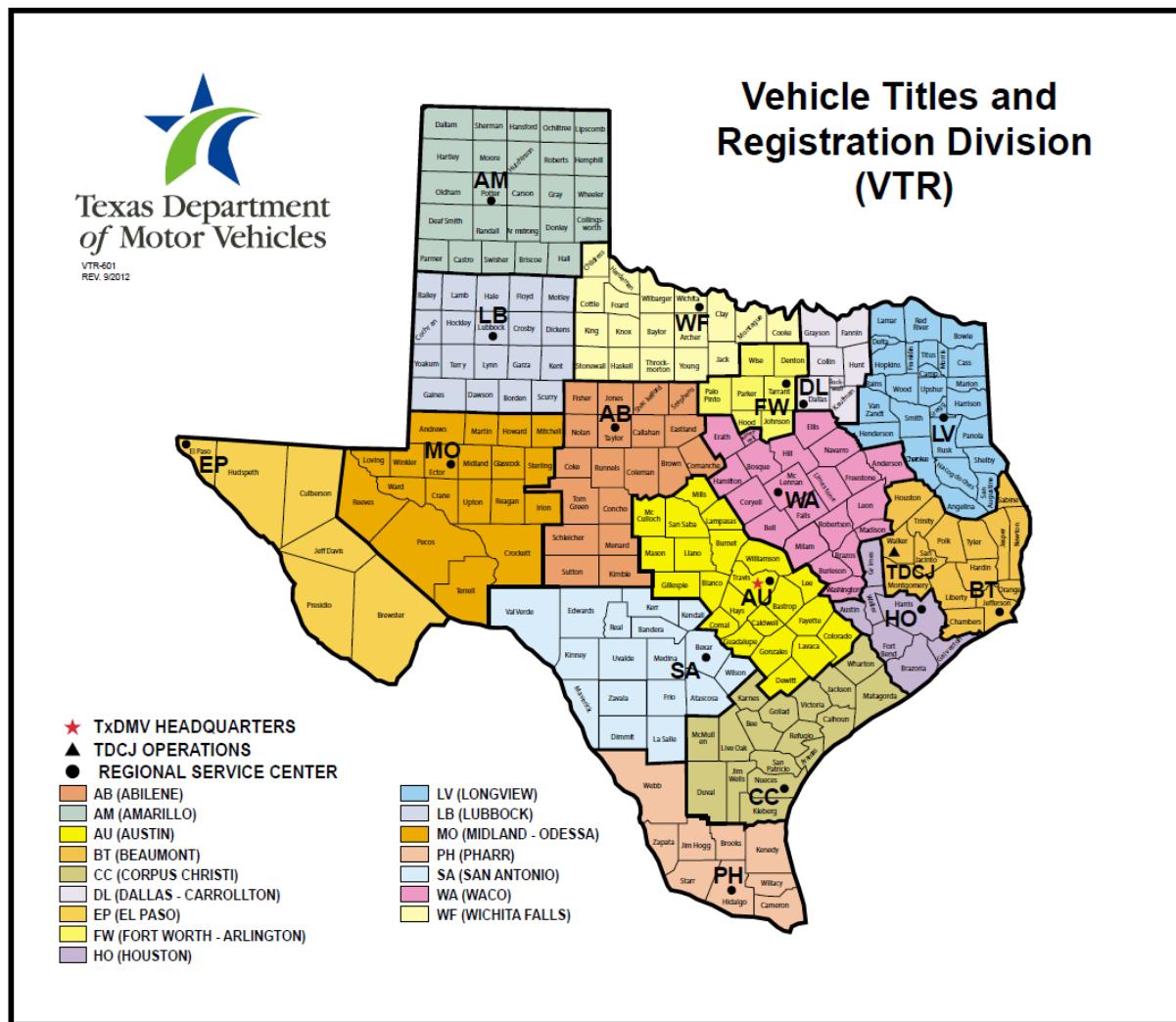
CRD Customer Satisfaction Survey Ratings by Month September 2018 – November 2019



Facilities

TxDMV is headquartered in Austin, Texas, and maintains 16 Regional Service Centers (RSCs) and offices across the state. In addition, the department maintains off-site warehouse space in Austin. During 2019, TxDMV headquarters occupied several buildings on the Camp Hubbard Campus at 4000 Jackson Avenue.

TxDMV Regional Service Centers



The Camp Hubbard Campus is currently owned by the Texas Department of Transportation (TxDOT). TxDOT provides facilities-related needs and repairs (roof leaks, plumbing issues, grounds maintenance, etc.) and facility staff at a cost through an annual Memorandum of Understanding (MOU) with TxDMV for the TxDMV-occupied buildings.

Senate Bill 1349, 85th Legislature, Regular Session

The enactment of S.B. 1349 granted TxDMV the authority to lease, buy, improve and sell property. The bill also granted TxDOT the legal authority to donate two tracts of property and the associated parking adjacent to the Camp Hubbard Campus to TxDMV. TxDMV and TxDOT have determined that a transition of the Camp Hubbard Campus should likely occur once TxDOT has secured and built its headquarters facility to smoothly relocate TxDOT employees and equipment currently housed at Camp Hubbard.

Transitioning Facilities and Maintenance

The 85th Legislature, Regular Session, provided TxDMV additional funding for three full-time equivalents (FTEs) to handle facilities and maintenance needs independently from TxDOT. TxDMV and TxDOT determined, through increased dialogue, that this approach would be mutually beneficial.

In late 2018, TxDMV established a Facilities and Maintenance Transition Work Group composed of TxDMV and TxDOT staff to support the transition of these duties. Ongoing meetings occur every two months to facilitate knowledge transfer and a successful transition. Specific activities associated with facilities general maintenance and repairs at TxDMV headquarters have transitioned to TxDMV. These include janitorial services; landscaping/lawn care services; pest control services; and some minor repairs and general maintenance as staff skillsets allow. TxDMV also plans to take responsibility for security guard services by the end of FY 2020.

TxDMV is benefiting from improvements and upgrades made to buildings located on the Camp Hubbard Campus properties. TxDMV has assumed more responsibility and oversight for facilities maintenance and repair activities to improve the work environment. The transition process has been successful and is anticipated to continue until full responsibilities of the facilities maintenance and repair can be transferred to TxDMV when TxDOT is projected to relocate to their new south Austin campus by FY 2023.

Technological Improvement through Enterprise Projects

TxDMV's Information Technology Services Division (ITSD) supports the department's vision, mission and strategic goals through the deployment, management and support of software and systems used daily by agency customers. By employing standardized project management practices, software and systems lifecycle processes, and information technology governance principles, ITSD ensures the information technology services support the Board's strategic initiative to continuously improve services for all customers.

Projects Closed in 2019

Future improvement projects previously identified by TxDMV leadership, tax assessor-collectors (TACs), and external stakeholders are now possible with the completion of the RTS Refactoring project. These improvement scenarios offer a framework for enhanced business processes that will help drive a more modern, responsive, customer-oriented organization.

webDEALER

As mentioned previously, the webDEALER project team completed the final phase of the project, eTITLES, in 2019. The webDEALER project has automated the manual process for titling and registering vehicles sold by motor vehicle dealers through the creation, storing, and transfer of vehicle titles in electronic form. This has improved both the speed and accuracy of the titling process, enhancing the user experience for the agency's motor vehicle dealer customers.

Enhanced Reporting Projects

Two projects were completed in 2019 that resulted in data reporting efficiencies for the agency. The first was the **Fraud Data Dashboard** project, which saw the development of enhanced data mining and automated reports identifying trends for agency fraud investigations. The second was the **Enterprise Reporting** project, which has improved TxDMV's ability to store and mine existing data and the automation of enterprise reports.

Windows 10 Migration

The TxDMV will complete the Windows 10 Migration project in early 2020. The final phase of the project is the upgrade of over 4,000 TAC workstations to the Windows 10 Operating System.

Active Projects in 2020

Many of the ITSD projects implemented in 2020 will provide enhanced customer services, while others will allow for continued support and stability. In all, each of the following projects fundamentally supports the TxDMV Board's strategic initiative to continuously improve services for all customers.

RTS Process Improvement Projects

The ITSD will continue to focus efforts on the department's primary user system, RTS, in 2020. These projects will further improve the user experience and better enable the TxDMV to more efficiently deliver services.

RTS County Reports

TAC customers of the TxDMV currently do not have the ability to access fraud or transaction reports independently without interaction with TxDMV. At the completion of the RTS County Reports project that will change and select individuals identified by each county office will be able to access their respective county fraud and transaction reports through the RTS system. Efficiencies will be realized for both the TxDMV and the TACs once these reports are made available.

RTS Training Environment

As a direct response to requests from TxDMV TAC customers, the department is currently developing a “sandbox” environment for the county offices to use for training purposes. When deployed, the new training environment will allow TAC employees to practice using the RTS system in a safe environment that replicates the live RTS system.

Other RTS Improvements

TxDMV continues to make other improvements and enhancements to the RTS system. Some of these improvements include new functionality and services such as the ability to create new license plates and accept credit cards in the Regional Service Centers. Other improvements include improved system deployment time by leveraging new resources provided by the 86th Texas Legislature for systems development and automated systems testing.

External Website Renovation

The public-facing website of the TxDMV is currently being renovated to improve both the appearance and functionality for department customers. When completed, the new website will create a more personal and engaging user experience by using integrated customer analytics and provide round-the-clock availability in both English and Spanish to TxDMV services and information.

webLIEN

The webLIEN project will provide a new web-based, self-service application supporting additional business processes and automation to department customers securing liens electronically with TxDMV. The project will leverage and enhance existing department systems webDEALER and Electronic Lien Title (ELT).

Infrastructure Improvement Projects

Maintaining currency of the information technology systems is critical to provided ongoing, reliable services to agency customers. The TxDMV has two projects continuing in 2020 that will upgrade existing systems to current technology versions.

Call Center Upgrade

The Call Center Upgrade project will upgrade the department's current call center technology suite to more current versions. With the upgrade, new features will be available for deployment that will enhance the user experience. These features will allow for more robust call handling options that can positively impact the caller experience, especially during peak call times.

Legislative Update

Impacts from the 86th Legislature

The department experienced its first review since it was established in 2009 by the Sunset Advisory Commission. TxDMV's continuing legislation, S.B. 604 by Sen. Dawn Buckingham, was passed and extends the department's existence for 12 years through September 1, 2031. The legislation contained several training and information technology initiatives, as well as a requirement for TxDMV to partner with our sister agencies, including TxDOT, the Texas Department of Public Safety (DPS), the Texas Commission on Environmental Quality (TCEQ), and the Public Utility Commission (PUC) to research potential fees for alternatively fueled vehicles to ensure fair road use fees for all vehicles. This study is due to the Legislature by December 1, 2020.

In addition to these efforts, TxDMV staff has been hard at work developing implementation plans for and executing legislation enacted by the 86th Legislature. The General Appropriations Act for the 2020-2021 biennium contains many of the items requested by the department to help stay on track for continued improvement, including additional staff to meet our growing customer needs and opportunities for information technology and cybersecurity enhancements.

In October 2018, the TxDMV Board adopted recommendations to the 86th Legislature to improve department operations. The following legislation containing these recommendations were signed into law:

- H.B. 2835 by Rep. Terry Canales allowing residents from a declared disaster area 30 days after registration expiration to renew during a disaster without being subject to a ticket/citation.
- H.B. 2620 by Rep. Armando Martinez provides for several updates to motor carrier permitting; repeals the statutory requirement to issue oversize/overweight permits by phone; and allow the department to require escort flaggers if needed as part of issuing an oversize/overweight permit.
- H.B. 3842 by Rep. Tracy King clarifying motor vehicle dealers can only sell vehicles from their licensed location.

However, H.B. 2112 by Rep. Ed Thompson was vetoed which contained language related to ownership of vehicles determined salvage or non-repairable associated with a declared natural disaster; along with some salvage titling clean up language. The veto proclamation states that while this legislation sought to address the challenge of identifying flood vehicles, it repealed a section of statute amended by H.B. 2310 which was signed by the Governor earlier in May. H.B. 2310 provides a statutory process for TxDMV to work with the Federal Emergency Management Agency (FEMA) on identifying vehicles impacted by a natural disaster which receive FEMA assistance.

The 86th Legislature also passed eleven bills passed creating new specialty license plates. Of those, five bills create new military-related specialty license plates with nine new designs total for these military plates. Other legislation with significant impacts on the department and customers include the passage of H.B. 1755 by Ed Thompson allowing for the registration and titling of certain assembled vehicles and S.B. 976 by Hughes requiring the department to indicate a communication impediment on a vehicle record.

Preparation for the 87th Legislature

The Texas Department of Motor Vehicles (TxDMV) Board is charged with considering ways to improve the operations of the department and recommending statutory changes to the Legislature under Transportation Code, Section 1001.025.

TxDMV's Government and Strategic Communications Division will commence work with the department's divisions and offices to identify statutory changes the board could recommend throughout 2020.

Several department stakeholders will then receive a copy of the draft recommendations and provide feedback, including but not limited to the Tax Assessor-Collector Association, Texas Trucking Association, Texas Recreational Vehicle Association, Texas Towing & Storage Association, Alliance of Auto Manufacturers, Texas Independent Auto Dealers Association, Texas Automobile Dealers Association, Insurance Auto Auctions, United States Automobile Association, Texas Southwester Cattle Raisers Association, Copart, Texas Farm Bureau, Texas Oil & Gas Association, State Farm, Property Casualty Insurers Association of America, and the National Association of Mutual Insurance Companies.

Recommendations are expected to be presented to the TxDMV Board in Fall 2020 for their consideration in preparation for the 87th Legislature.

Conclusion and Looking Down the Road

During FY 2019, TxDMV accomplished many significant activities to provide greater quality, transparency and fairness to its customers. TxDMV Board members, the executive director and employees will remain focused on the department's mission "to serve, protect and advance the citizens and industries in the state with quality motor vehicle related services." This mission will be accomplished through the continuous focus on the board's goals of being customer centric, optimizing services and innovation, and being performance driven, now and in the future.

The department has two specific legislative charges that could potentially affect the mission and vision by requiring human and agency resources to plan, implement, and maintain.

Digital License Plates

TxDMV is also continuing to implement various portions of the department's Sunset bill including a specific charge to adopt rules and contract with digital license plate vendors for the issuance of digital license plates. The department's newly created Vehicle Titles and Registration Advisory Committee (VTRAC) provided expertise for the department's rulemaking and presented several recommendations to the TxDMV Board at its February 6, 2020, meeting. These recommendations were adopted by the TxDMV Board and will be included in the proposed rules for digital license plates.

Potential Transfer of Driver License Program

DPS' continuing Sunset legislation (S.B. 616 by Sen. Brian Birdwell), contains a requirement for DPS and TxDMV to work with an institution of higher education (DPS selected the University of Texas at Austin) to assess the driver licensing program and consider a potential transfer. This study is due to the Legislature by September 2020.

Appendices

Appendix A: TxDMV Board Members

Appendix B: TxDMV Organizational Chart

Appendix C: TxDMV Executive Contact Information

Appendix D: TxDMV Staff Participation in State and National Organizations

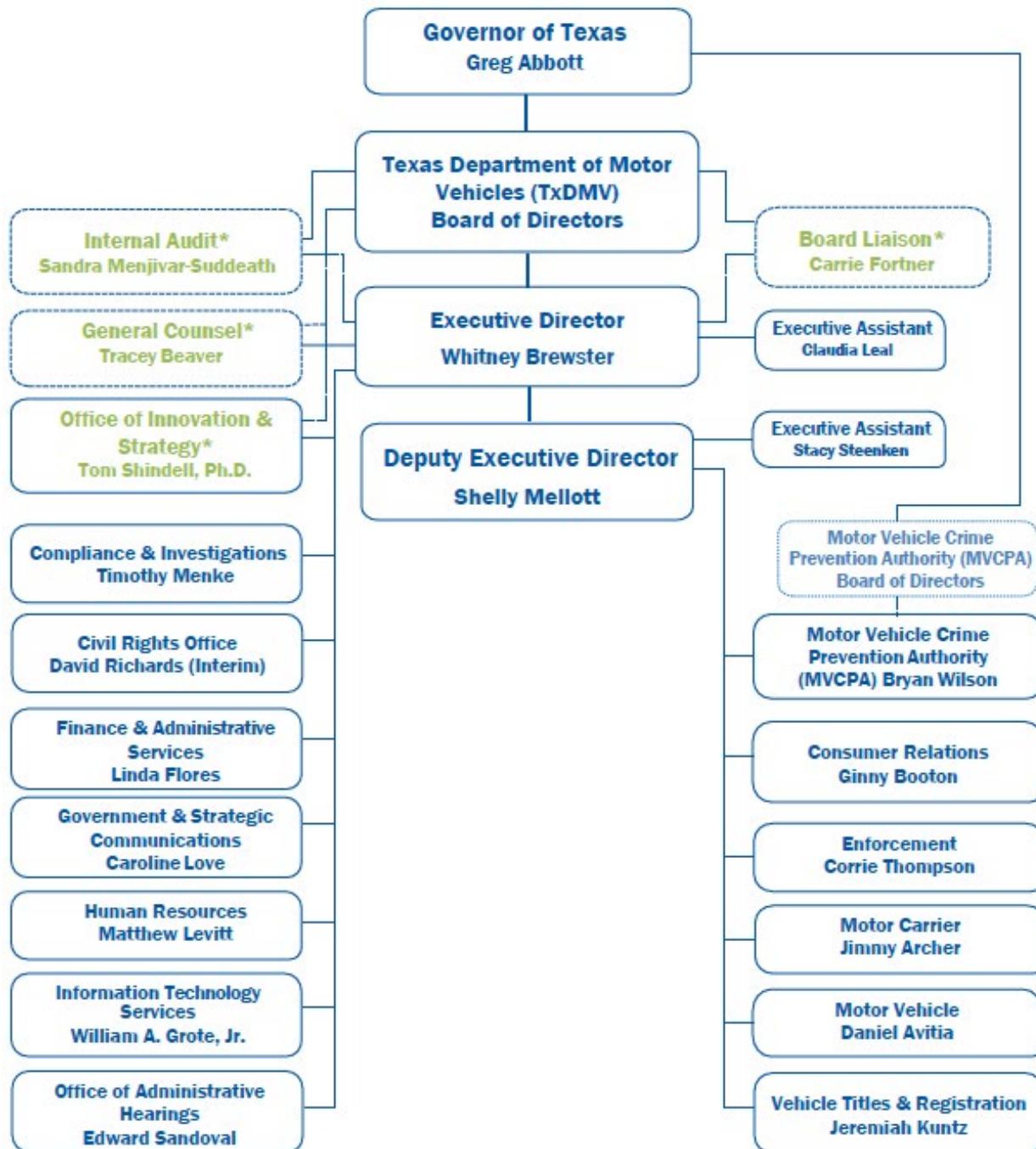
Appendix E: List of MVCPA Grants Awarded for 2019

Appendix A: TxDMV Board Members

The nine-member TxDMV Board oversees and coordinates the development of the department and ensures all components of the motor vehicle industry function as a system. The Board also sets policy through promulgating rules to ensure all components of the motor vehicle industry function as a system. The Board accomplishes its policy-making functions in a manner that protects the interests of the public and the industry, while maintaining a safe and sound motor vehicle industry, and increases the economic prosperity of the state.

BOARD MEMBER	TERM APPOINTED BY	STATUTORY QUALIFICATION	RESIDENCE CITY
Guillermo "Memo" Treviño, Chair	9/2/2015 – 2/1/2021 Appointed Chair 3/26/2019 Appointed by Gov. Abbott	Customer (Public) Representative	Laredo
Charles Bacarisse Vice Chair	3/26/2019 – 2/1/2025 Appointed by Gov. Abbott	Customer (Public Representative)	Houston
Stacey Gillman	3/26/2019 – 2/1/2025 Appointed by Gov. Abbott	Franchised Auto Dealer	Houston
Brett Graham	7/30/2018 – 2/1/2023 Reappointed by Gov. Abbott 8/23/2016 – 2/1/2017 Appointed by Gov. Abbott	Franchised Auto Dealer	Denison
Tammy McRae	3/26/2019 – 2/1/2025 Appointed by Gov. Abbott	Tax Assessor – Collector	Conroe
John Prewitt	7/30/2018 – 2/1/2023 Appointed by Gov. Abbott	Motor Carrier Industry	Cypress
Joel Richardson	11/6/2019 – 2/1/2021 Appointed by Gov. Abbott	Law Enforcement	Canyon
Paul Scott	7/30/2018 – 2/1/2023 Appointed by Gov. Abbott	Independent Auto Dealer	Lubbock
Shelley Washburn	3/26/2019 – 2/1/2021 Appointed by Gov. Abbott	Vehicle Manufacturing / Distributing Industry	Houston

Appendix B: TxDMV Organizational Chart



*Position has dual reporting to TxDMV Board of Directors and Executive Director

Appendix C: TxDMV Executive Contact Information

TxDMV DIRECTOR CONTACT INFORMATION	
Whitney H. Brewster, Executive Director	whitney.brewster@txdmv.gov
Shelly Mellott, Deputy Executive Director	shelly.mellott@txdmv.gov
Jimmy Archer, Director, Motor Carrier Division	jimmy.archer@txdmv.gov
Daniel Avitia, Director, Motor Vehicle Division	daniel.avitia@txdmv.gov
Ginny Booton, Director, Consumer Relations Division	ginny.booton@txdmv.gov
Linda Flores, Chief Financial Officer	linda.flores@txdmv.gov
William A. "Butch" Grote Jr., Chief Information Officer	william.grote@txdmv.gov
Jeremiah Kuntz, Director, Vehicle Titles & Registration Division	jeremiah.kuntz@txdmv.gov
Matthew Levitt, Director, Human Resources Division	matthew.levitt@txdmv.gov
Caroline Love, Director, Government & Strategic Communications	caroline.love@txdmv.gov
Sandra Menjivar-Suddeath, Director, Internal Audit Division	sandra.menjivar-suddeath@txdmv.gov
Timothy Menke, Director of Compliance & Investigations	timothy.menke@txdmv.gov
Edward Sandoval, Chief Hearings Officer, Office of Administrative Hearings	edward.sandoval@txdmv.gov
Sarah Swanson, Interim General Counsel	sarah.swanson@txdmv.gov
Corrie Thompson, Director, Enforcement Division	corrie.thompson@txdmv.gov
Bryan Wilson, Director, Automobile Burglary and Theft Prevention	bryan.wilson@txdmv.gov

Appendix D: TxDMV Staff Participation in State and National Organizations

TxDMV STAFF PARTICIPATION				
Name	Division	Title	Organization	Role
Whitney Brewster	Exec	Executive Director	American Association of Motor Vehicle Administrators (AAMVA) International Board of Directors AAMVA Region II Board of Directors	Chair Past President
Timothy Menke	CID	Director	Texas Commission on Law Enforcement (TCOLE) Training Board	Chair; Board Member
Robert Foster	CID	Lead Investigator	National Odometer and Title Fraud Enforcement Association (NOTFEA)	President; Board Member
Corrie Thompson	ENF	Director	Texas Commission on Law Enforcement (TCOLE) Training Board	
Earl Pearson	ENF	Motor Carrier Chief Investigator	Austin Community Criminal Justice Board	Board Member
John Dufour	ENF	Investigator	International Association of Lemon Law Administrators (ALLA)	Associate Member
Sonny Gonzales	ENF	Investigator	Texas Commission on Law Enforcement (TCOLE)	Advisory Board Member; Training Coordinator
Evan Whitis	ENF	Investigator	International Association of Lemon Law Administrators (ALLA)	Associate Member
Joseph Greenfield	HR	Training Coordinator	Texas Commission on Law Enforcement (TCOLE) Training Board	Member
Sandra Menjivar-Suddeath	IAD	Director	State Agency Internal Audit Forum (SAIAF)	IT Committee Chair
Derrick Miller	IAD	Senior Auditor	SAIAF	TeamMate Chair; Peer Review Committee Chair
William A. "Butch" Grote Jr.	ITSD	Chief Information Officer / Information Resource Manager	Texas Association of State Systems for Computing and Communications (TASSCC) DIR State Strategic Plan Advisory Committee Strategic Agency Coordinating Council – Information Technology (SACC-IT) DIR Closed Data Portal (CDP) Texas IT Collaboration Workgroup Texas Digital Government Technology / e-Republic Advisory Board	Board Member Member Co-Chair Member Member

Name	Division	Title	Organization	Role
Wendy Barron	ITSD	Deputy Chief Information Officer	DIR Data Center Services (DCS) Program Partner Group	Partner Group Four IT Leadership Committee (ITLC) Representative
Adrienne Carter	ITSD	Enterprise Services Manager	The Open Group	Member, TxDMV ITSD Representative
Angel Cruz	ITSD	Information Security Officer	DIR DCS Program Partner Group	Partner Group Four Security Solutions Group (SSG) Representative
John A. Green	ITSD	Business Continuity Coordinator	Multi-State Information Sharing and Analysis Center (MS-ISAC)	Resiliency Working Group Member
Jimmy Archer	MCD	Director	Innovative Technology Deployment Working Group (ITD)	Working Group; Steering Committee Member
Carol Fallin	MCD	Manager, Credentialing Section	Unified Carrier Registration (UCR) UCR Education & Training Subcommittee UCR Finance Subcommittee National Conference of Transportation Specialists (NCSTS) ITD	Board Member Working Group Member
Richard Goldsmith	MCD	Manager, Program Coordination and Support	ITD	Working Group Member; Steering Committee Member
Tammy Russ	MCD	Manager, IRP Compliance Audit, Commercial Fleet Services	Liaison to the Comptroller of Public Accounts / International Fuel Tax Agreement (IFTA)	Liaison to the Comptroller of Public Accounts
Grady Meyer	MCD	IDT Program Manager	ITD	Working Group Member
DuWayne Murdock	MCD	Manager, OS/OW Permit Section	ITD Western Association of State Highway and Transportation Officials (WASHTO) American Association of State Highway and Transportation Officials (AASHTO)	Working Group and Steering Committee Member Highway Transport Committee Member Highway Transport Subcommittee Member
Tammy Gomez	MCD	Auditor, Commercial Fleet Services, Audit Branch	IRP IT Committee	Chair
Lydia Sahley	MCD	Credentialing Program Coordinator	Unified Carrier Registration (UCR) Audit Subcommittee	Board Member

Name	Division	Title	Organization	Role
Dorothy Struble	MCD	Supervisor, Commercial Fleet Services, Support Section	IRP ITD	IRP Education Committee Member; Working Group Member
Bryan Wilson	MVCPA	Director	Texas Association of Vehicle Theft Investigators (TAVTI) Texas Commission on Law Enforcement (TCOLE) Training Board	MVCPA Liaison Vice Chair
Jeremiah Kuntz	VTR	Director	Texas Coordinating Council for Veterans Services (TCCVS) TCCVS Transportation Workgroup Texas.gov Solution Group	Board Member Member Board Member
Tim Thompson	VTR	Deputy Director	Texas Traffic Records Coordinating Committee (TRCC)	Executive Committee Member
Clint Thompson	VTR	Chief, Title Services	Texas Emergency Management Council	Secondary Delegate
Tony Hall	VTR	Assistant Chief, Field Operations	American Association of Motor Vehicle Administrators (AAMVA) National Motor Vehicle Title Information System (NMVTIS) State Program Subcommittee AAMVA Vehicle Standing Committee	Chair Chair

Appendix E: List of MVCPA Grants Awarded for 2019

GRANTEE RECIPIENT	PROGRAM NAME	FY 2019 AWARD
City of Austin	Auto Theft Interdiction Project	\$430,685
City of Beaumont	Southeast Texas Auto Theft Task Force	\$528,714
City of Brownsville	South Texas Auto Theft Enforcement Task Force	\$924,350
Burnet County	Heart of Texas Auto Theft Task Force	\$276,734
City of Corpus Christi	Corpus Christi Auto Theft and Burglary Prevention	\$410,973
City of Dallas	Commercial Auto Theft Interdiction Squad	\$555,204
Dallas County	North Texas Auto Theft Task Force	\$840,697
City of Eagle Pass	Eagle Pass Auto Burglary & Theft Task Force	\$151,222
City of El Paso	Auto Burglary and Theft Prevention Task Force	\$929,465
Galveston County	Auto Crimes Task Force	\$469,183
Harris County	Harris County Auto Theft Unit	\$1,272,403
City of Houston	Houston Auto Crimes Task Force / 26 (H.A.C.T.F. / 26)	\$809,496
City of Laredo	Auto Theft Task Force	\$637,768
Lubbock County	South Plains Auto Theft Task Force	\$404,523
City of Mansfield	Tri-County Auto Burglary and Theft Task Force	\$360,058
Montgomery County	Motor Vehicle Theft Salvage and Vehicle Arson Program	\$337,464
City of Paris	Northeast Texas Auto Theft Task Force	\$106,709
City of Pasadena	Auto Theft Prevention Program	\$76,000
Potter County	Panhandle Auto Theft Unit	\$361,705
City of San Antonio	Regional Auto Crimes Task Force	\$792,617
Smith County	East Texas Auto Theft Task Force	\$332,792
Tarrant County	Tarrant Regional Auto Crimes Task Force	\$1,145,500
Travis County	Sheriff's Combined Auto Theft Task Force	\$631,137
City of Victoria	Law Enforcement / Detection / Apprehension	\$154,719
Total MVCPA Award for Fiscal Year 2019		\$12,940,118

