

Chairman's Report to the Governor  
on the  
State of Affairs  
of the



Texas Department *of* Motor Vehicles

 2017 Annual Report 

February 7, 2018  
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” or “department”). In this report you will find information regarding the activities and accomplishments during 2017 and opportunities that lie ahead to increase services to Texans.

I want to thank you and your staff at the Office of the Governor for its collaborative efforts with the department on Hurricane Harvey responses for Texas motorists in impacted regions. Calls received in our Customer Relations Division came from many Texans who expressed their gratitude and relief for your emergency waiver actions, allowing more time for renewing registrations and also for allowing over-size/over-weight vehicles to move freely to provide assistance to those in need.

One of the hot topics for the department in 2017 was its focus on fraud, waste and abuse. Whether it’s a fraudulent title transaction, odometer rollback, or an unlicensed household good carrier – all of these activities harm the livelihoods of Texas vehicle and property owners. To address these issues, TxDMV requested funding and additional staff which was approved by the 85<sup>th</sup> Legislature. Currently, the new Compliance and Investigations Division is being created within the department to detect, educate the public and industry and to combat these crimes.

This report also contains key accomplishments of TxDMV and the underlying performance data illustrating the progress in modernizing processes and increasing efficiencies that further meet the expectations of the customers and the industries it serves.

Thank you for the opportunity and privilege to serve on the TxDMV Board and the State of Texas under your leadership. Please contact me should you have any questions.

Sincerely,



Raymond Palacios, Jr.



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## Introduction and Key Highlights from 2017

The mission of the 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. For every \$1 it spends, the TxDMV returns more than \$10 to the state. These funds are primarily used to build and maintain the state's roads and bridges. In Fiscal Year 2017 the department registered more than 24 million vehicles, issued more than eight million titles, regulated approximately 30,000 vehicle dealers, issued more than 60,000 motor carrier credentials and more than 700,000 oversize/overweight (OS/OW) permits for intrastate and interstate commerce and awarded almost seven million in grants to law enforcement agencies to reduce vehicle burglaries and thefts. The department also works with its law enforcement partners on enforcing regulations under its purview.

Some highlights and accomplishments of 2017 include:

- Assisted motorists by providing Hurricane Harvey emergency responses in accordance with Governor Abbott's emergency waivers
- Received the Fraud Prevention and Detection Award from the American Association of Motor Vehicle Administrators (AAMVA) for the department's Chameleon Carrier Identification Program, part of the Motor Carrier Management Information System (MCCS)
- Implemented a new Processing & Handling (P&H) fee to support department operations
- Centralized fulfillment of online registration renewals
- Deployed eLICENSING, a new, online self-service licensing system that provides dealers with continuous, real-time access to apply or renew their licenses
- Completed the Application Migration and Server Infrastructure Transformation (AMSIT) Project resulting in the successful separation of all information technology (IT) infrastructure from Texas Department of Transportation (TxDOT) legacy systems
- Received appropriations for Fiscal Years 2018-2019 to create a new Compliance Investigations Division (CID) to investigate and combat motor vehicular fraud, waste and abuse
- Created the ability for TxDOT to transfer real property to the department from TxDOT (S.B. 1349, 85th Legislature, Regular Session)
- Launched the Performance Quality Recognition Program (PQRP) with the goal of recognizing county tax assessor-collectors (TACs) who provide efficient and effective customer service on behalf of TxDMV
- Released a commemorative 100-year plate design to celebrate the anniversary of the Texas license plate
- Began the Sunset Commission's review of the department in September of 2017; the Sunset Commission's draft report is expected in the Spring of 2018

## TxDMV Board Composition

The nine-member TxDMV Board sets the vision, mission and strategic goals of the department. The board also sets policy through promulgating rules to ensure that all components of the motor vehicle industry function as a system. The board is directed to carry out its policy-making functions in a manner that protects the interests of the public and industry while maintaining a sound and consistent regulatory framework.

Board Member Name	Term Appointed By	Statutory Qualification	City
Raymond Palacios Jr., Chairman	8/23/16 - 2/1/19 Named Chairman by Governor Abbott 8/30/12 – 8/23/16 Originally Appointed by Governor Perry	Franchised Auto Dealer	El Paso
Blake Ingram, Vice Chairman	2/23/11 - 2/1/17 Appointed by Governor Perry	Independent Auto Dealer	Sunnyvale
Robert “Barney” Barnwell III	6/6/12 - 2/1/19 Appointed by Governor Perry	Public Member	Magnolia
Luanne Caraway	3/22/13 - 2/1/19 Appointed by Governor Perry	Tax Assessor-Collector	Kyle
Brett Graham	8/23/16 - 2/1/17 Appointed by Governor Abbott	Franchised Auto Dealer	Denison
Kate Hardy	8/23/16 - 2/1/21 Appointed by Governor Abbott	Vehicle Manufacturing/ Distribution Industry	Trophy Club
Gary Painter	8/23/16 - 2/2/21 Appointed by Governor Abbott	Law Enforcement	Midland
Guillermo “Memo” Treviño	9/2/15 - 2/1/21 Appointed by Governor Abbott	Public Member	Laredo
John H. “Johnny” Walker III	9/28/09 - 2/1/17 Appointed by Governor Perry	Motor Carrier Industry	Houston

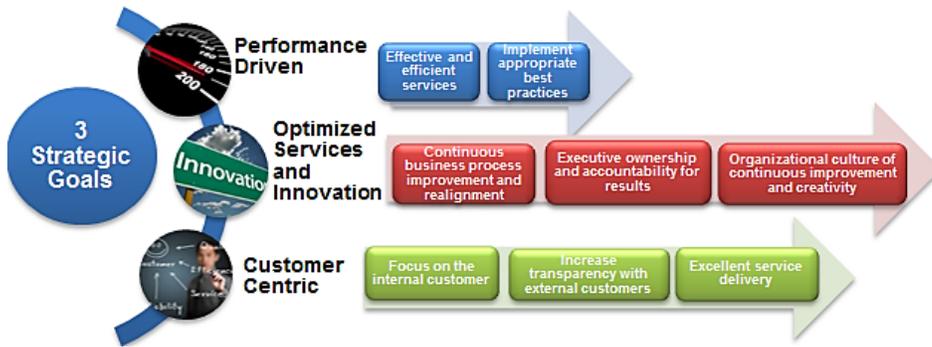
In 2017, there were six full board meetings, one Finance and Audit Committee meeting and one special board meeting.

## 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 following chart displays the department's performance as measured internally by its three strategic goals.

**Fiscal Year 2017 TxDMV Strategic Goal Performance**



### Five Key Functions of the 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
5. Aides in prevention of motor vehicle burglary and theft

## 2017 Accomplishments and Activities

### Texas Department of Motor Vehicles (TxDMV) Hurricane Harvey Relief Efforts

On August 26, 2017, Hurricane Harvey made landfall at peak intensity at Rockport, Texas. Hurricane Harvey was the costliest tropical cyclone on record, inflicting nearly \$200 billion in damage, primarily from widespread flooding in the Houston metropolitan area. The resulting floods inundated hundreds of thousands of homes, displaced more than 30,000 people, and prompted more than 17,000 rescues. According to Cox Automotive estimates, Hurricane Harvey destroyed 300,000 to 500,000 licensed vehicles in Houston alone, at an estimated cost of between \$2.7 and \$4.9 billion (Wired.com article, 9-3-17, [www.wired.com/story/harvey-houston-cars-ruined/](http://www.wired.com/story/harvey-houston-cars-ruined/)).

#### **Hurricane Harvey Emergency Information Page**

In response to the overwhelming need for important information for TxDMV's customers in the aftermath of the storm, the department created a Hurricane Harvey Emergency Information website page at [www.TxDmv.gov/Harvey](http://www.TxDmv.gov/Harvey). This information was proactively shared via social media and the news. It provided information for customers such as:

- Temporary changes to vehicle title and registration requirements
- Temporary changes for oversize/overweight permit requirements and Texas International Registration Plan (TxIRP) requirements
- Guidance for motor carriers to know the counties in which they could operate commercial motor vehicles
- Guidance for consumers whose vehicles were damaged in the flood
- Details of TxDMV Regional Service Center (RSC) office closures

TxDmv will continue to update this page until it is no longer needed.

#### **Governor Abbott Grants Waivers Requested by TxDMV**

Upon realizing the breadth and scope of the damage caused by Hurricane Harvey and its subsequent effect on the motoring public of Texas, TxDMV staff proposed a series of recommendations designed to expedite relief activities to ease the burden on motor vehicle owners, Tax Assessor-Collectors (TACs) and to ensure motor carriers could both deliver relief supplies and remove debris from impacted areas. These specific recommendations required waivers from Governor Abbott in order to be implemented. Governor Abbott rapidly responded by granting these waivers in early September of 2017. Additionally, disaster declarations by President Trump allowed the state to activate Emergency Relief Permits for oversize/overweight (OS/OW) loads of relief supplies headed to disaster areas and to haul debris away from impacted areas.

The detailed changes which resulted from Governor Abbott's waivers and President Trump's declarations are more fully described below.

## **Vehicle Registrations**

- Suspended expired vehicle registration enforcement by allowing impacted Texans in 58 counties an additional 45 days (from August 31<sup>st</sup> through to October 15<sup>th</sup>, 2017) to register their vehicle beyond expiration without being ticketed. This suspension was extended in 49 counties for an additional 30 days (from October 16<sup>th</sup> through November 15<sup>th</sup>, 2017) by Governor Abbott.
- Waived the \$2 fee for a duplicate registration receipt for citizens in 58 counties for 45 days (from August 31<sup>st</sup> through to October 15<sup>th</sup>, 2017).

## **Vehicle Titles**

- Extended the requirement that newly purchased vehicles be transferred into the purchaser's name from 30 days to 75 days in the affected counties, preventing late penalties from being assessed.
- Streamlined the processing of nonrepairable vehicles damaged by waiving the 30-day waiting period and requirement for insurance companies to provide two written notices to the last known address of each owner before applying for a nonrepairable title when unable to obtain the title from the owner.
- Created a special title application form for use by Texas insurance companies that acquire ownership or possession of a motor vehicle through payment of a claim as a result Hurricane Harvey when the title is unavailable from owner.
- Hired additional temporary staff to process the 218,951 salvage and nonreparable vehicle title applications from October to December, 2017, almost 2.5 times more than the 94,491 issued during the same time period in 2016, while maintaining the statutory five day processing requirement.
- Ordered additional supplies such as printer paper, toner and additional title paper.
- Established a weekly conference call with the insurance industry to provide them guidance on processing salvage and nonrepairable vehicles.
- Successfully applied for and received an emergency grant request from the American Association of Motor Vehicle Administrators (AAMVA) to assist with the cost of hiring temporary personnel needed to process the significant increase in salvage and rebuilt vehicle titles resulting from flooded vehicles.

## **Oversize/Overweight (OS/OW) Permits**

- Temporarily suspended size and weight restrictions and OS/OW permitting requirements for vehicles and loads associated with activities needed to respond to relief efforts; applied only to disaster-declared counties and any Texas county through which transport is necessary to reach the disaster response area.

## **Texas International Registration Plan (TxIRP)**

- Suspended the TxIRP and temporary permits for operators of intrastate commercial motor vehicles traveling from other states to assist with Hurricane Harvey disaster relief, which decreased the registration requirements for those operators of commercial motor vehicles from Texas and other states to provide assistance to both Texas and Louisiana.
- Successfully encouraged other states to consider suspending their International Registration Plan (IRP) and International Fuel Tax Agreement requirements for those carriers traveling through other states to provide disaster relief in Texas, at the request of Governor Abbott.

## Other Hurricane Harvey Related Activities

In response to the overwhelming number of flood-damaged vehicles, TxDMV re-emphasized the need for consumers to protect themselves before buying a used car by conducting a [title check](#). A title check is conducted by running the Vehicle Identification Number (VIN) through the National Motor Vehicle Title Information System (NMVTIS). NMVTIS gives prospective buyers the vehicle's title history, which includes whether the vehicle was ever in the possession of a junk or salvage yard or declared a "total loss" by an insurance company.

TxDmv also welcomed Federal Motor Carrier Safety Administration (FMCSA) Deputy Administrator Daphne Jefferson to the department on September 27, 2017, to discuss TxDMV's involvement in Hurricane Harvey relief efforts related to the motor carrier industry as well as the Unified Carrier Registration (UCR) Agreement.

## Major Accomplishments Not Related to Hurricane Harvey

TxDmv completed many major accomplishments in 2017 in addition to responding to the myriad of needs associated with Hurricane Harvey. Described below are some of the department's significant achievements.

### Processing & Handling (P&H) Fee and Centralized Fulfillment

The P&H Fee was successfully implemented beginning with January 2017 registration renewals (motorists could renew as early as November 1, 2016). In accordance with state law, the fee was set in an amount to cover the registration-related expenses of the department, TACs, and limited-service deputies and to collapse several existing fees into one P&H Fee. Further, the board established the amounts to be retained by counties and their deputies, with remaining the revenue to be deposited to the credit of the TxDMV fund.

Centralized fulfillment of online registration renewals was successfully implemented on November 1, 2016, for registrations expiring January 2017 and later. All registration renewals conducted online beginning with January 2017 registration expirations are now processed and fulfilled by TxDMV and its centralized vendor rather than by each individual county TACs. Through centralization of this process, the TxDMV was able to launch its online sticker tracking tool, "Dude, Where's My Sticker," whereby customers may track the mailing status of their registration stickers on the TxDMV website. The TxDMV was also able to pass on savings from centralization of online registration transactions to the customer resulting in decreased fees to the customer and incentivizing a more efficient service delivery method.

### eLICENSING

In March 2017, TxDMV launched a new web-based, self-servicing licensing system for motor vehicle licensees. This system replaced the legacy paper-based licensing system. All motor vehicle and salvage dealers now have access to their license information 24 hours a day, 7 days a week. Dealers may apply for a new license, renew a license, or file an



amendment online, resulting in a faster, more efficient application process and eliminates the need to call, mail or visit a TxDMV office. TxDMV staff will continue to provide support to our stakeholders and customers during the ongoing deployment of this system.

### **Application Migration and Server Infrastructure Transformation (AMSIT)**

On August 31, 2017, the department completed TxDMV's technology separation from Texas Department of Transportation (TxDOT). AMSIT successfully separated TxDMV applications and files that were previously residing on TxDOT servers and moved them to TxDMV's servers in the Data Center Services environment. Finalizing the separation of TxDMV applications and files allows the department to have greater control over its systems, enhancing performance reliability and ensuring a more current and secure infrastructure. This extremely complex project was completed on time and under budget.

### **Fraud, Waste and Abuse Training**

During the 85<sup>th</sup> legislative session, TxDMV requested and received funding to create a special investigative unit. In January 2017, the Compliance Investigations Division (CID) was established within the department and a director was hired to begin establishing policies and functions to detect fraud and criminal activity related to motor vehicle transactions. The CID Director is in the process of fully staffing the division. CID will be developing a Fraud Data Dashboard for identifying and responding to potential fraud.

The Anti-Fraud Waste and Abuse Working Group established by the department developed and implemented a new, mandatory training course to help TxDMV employees identify fraud, waste and abuse. This mandatory course for all employees is now available online through the department's learning management system. This training helps employees to:

- Define what constitutes fraud, waste or abuse
- Know when to report suspected fraud, waste and abuse
- Know to whom to report suspected fraud, waste and abuse
- Understand the consequences and associated costs of fraud, waste and abuse

### **County Equipment Refresh Project (CERP)**

The CERP replaced TxDMV provided computer equipment to all TAC offices throughout Texas. This initiative replaced and installed 3,000 workstations and 2,874 printers, ensuring computer systems and security features were current and working properly. The project team completed the deployment and installation in March 2017, approximately two months ahead of schedule and under budget. The project team was also responsible for ensuring that replaced equipment was accounted for in accordance with state requirements.

Further, a post deployment and installation survey conducted by the project team indicated that 98% percent of the TACs responded favorably in evaluating their experience with this project. Examples of the feedback include:

*“I was here way back in 1995 when the first Registration and Titling System (RTS) computers were installed. Now in 2017 we are working on our 4th refresh of new equipment. Looking back over all of these equipment installs this one by far has been the best.”*

*“I wanted to take a moment and express my appreciation for the job well done recently during the Dallas County Tax Office RTS refresh project. Anytime we are working with as many locations and RTS machines as we have in Dallas County, coordination is a key component.”*

### **Performance Quality Recognition Program (PQRP)**

In 2017, the department implemented the PQRP. The goal of the PQRP is to recognize TACs and their offices for outstanding performance and efficiency in processing title and registration transactions. The voluntary program will recognize offices that implement cost saving measures, customer satisfaction and feedback programs as well as fraud, waste, and abuse awareness and prevention programs. The Vehicle Titles and Registration (VTR) Division and the PQRP Working Group finalized the guidelines and criteria for each level of the program (Bronze, Silver, and Gold) and logos were designed for PQRP-recognized TACs to display on their websites.



### **RSC Facility Security**

The goal of this project was to install an integrated security management system for all of TxDMV’s 16 RSCs to improve customer and employee safety and security and to protect state assets with 24-hour security system monitoring. This project was designed to further end TxDMV’s dependency on TxDOT and was completed ahead of schedule and under budget.

### **100-Year Specialty Plate**



To honor the 100 years of Texas license plates, the department made available a specialty license plate. The plate became available on September 1, 2017. More than 150 orders were processed within 48 hours of the 100-Year plate becoming available. The plate will be available to order for a one-year period ending August 31, 2018 and customers will be able to renew the plate annually. As of September 15, all of the “100” special patterns have been depleted.

### **TxDMV Innovation Program**

The Office of Innovation and Strategy (OIS) announced the launch of the TxDMV Innovation Program in 2017. The purpose of the program is to promote and recognize innovative ideas generated within the department. Specific highlights of the new program include categories for submitting innovative ideas including customer service, process improvement and cost savings, criteria for evaluating submissions, levels of recognition and ways to recognize submissions.

## **Two Steps, One Sticker Phase II**

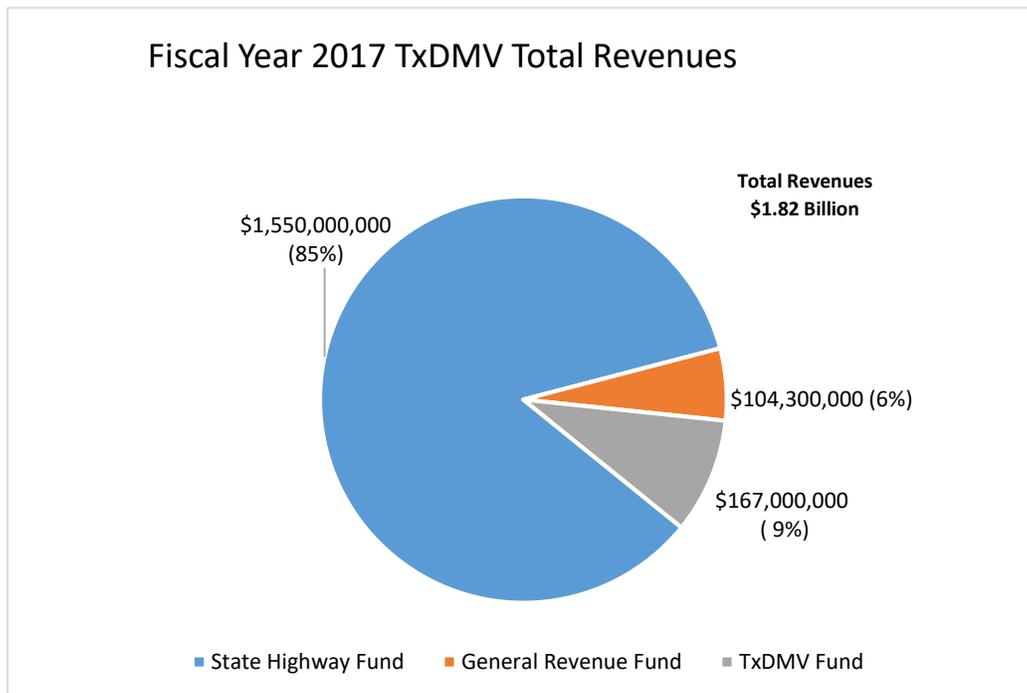
Phase II of the single-sticker program includes the automated inspection verification process for commercial vehicles registered in the TxIRP. This automation included specific registration enforcement rules for five registration programs administered in TxIRP: apportioned, multi-year token trailer, forestry, rental and multi-year fleet registration. As part of Phase II, a “When Do I Inspect?” look-up tool was added to the [TwoStepsOneSticker.com](https://www.twostepsonesticker.com) website to assist the public and dealers. The tool provides information on the 90-day timeframe requirement for an owner’s vehicle inspection date and calculates the 180-day window for used vehicle sales in accordance with state statute.

## Texas Department of Motor Vehicles (TxDMV) Revenues and Expenditures

Beginning in Fiscal Year 2017, TxDMV's method of finance shifted from the General Revenue Fund, with the exception of the Automobile Burglary and Theft Prevention Authority (ABTPA), to the TxDMV Fund, which is supported by dedicated revenue streams from fee collection and the P&H fee. The transition of funding from General Revenue to the TxDMV Fund was the result of the enactment of S.B. 1512, 84<sup>th</sup> Legislature, Regular Session, which re-created the TxDMV Fund and authorized the TxDMV Board to adopt the P&H fee to support department operations.

### Revenues

In Fiscal Year 2017, TxDMV total revenues equaled \$1.82 billion, a 3.9% increase compared to Fiscal Year 2016. The department deposited \$1.55 billion to the State Highway Fund (Fund 0006), \$104.3 million to the General Revenue Fund (Fund 0001) and \$167.1 million to the TxDMV Fund (Fund 0010). The largest sources of Fiscal Year's 2017 3.9% total revenue increase compared to Fiscal Year 2016 were attributed to the implementation of a Processing & Handling (P&H) fee in January 2017 combined with a one-time transfer of \$23 million to assist the department in becoming self-funded.

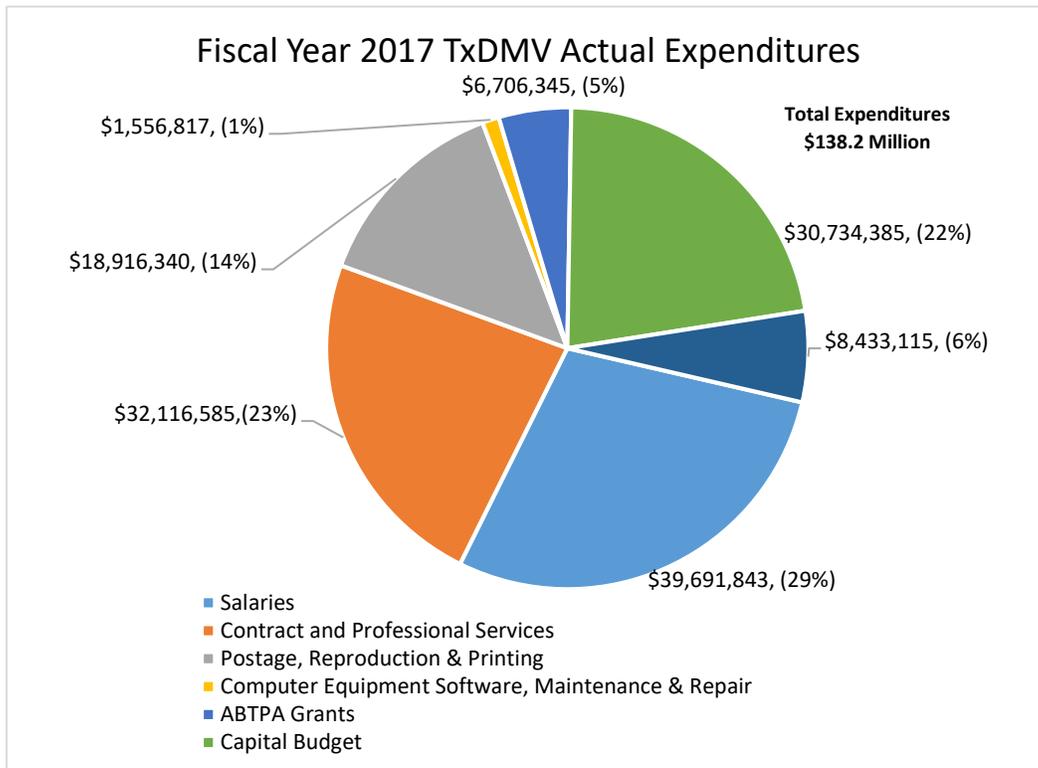


Vehicle registration revenue collections, accounting for approximately 82% of total TxDMV revenues, were relatively flat in Fiscal Year 2017 compared to Fiscal Year 2016, which offset the relatively modest gains in other revenue categories. Vehicle title revenue increased 2.2% in Fiscal Year 2017 compared to Fiscal Year 2016 mostly due to increased issuance of rebuilt-salvage-vehicle titles. Revenue collections for business dealer licenses increased 8.1% in Fiscal Year 2017 compared to Fiscal Year 2016 revenues.

Revenue collections in Fiscal Year 2017 from motor-carrier oversize/overweight permits increased 4.1% compared to Fiscal Year 2016, likely reflecting a stabilization in state’s oil and gas industry

### Expenditures

TxDMV’s Fiscal Year 2017 appropriation was \$145.2 million, with 763 full-time equivalent (FTE) positions. TxDMV year-end expenditures totaled \$138.1 million. Significant expenditure categories included salaries, contract and professional services, postage, reproduction and printing, computer equipment software and maintenance and ABTPA grants. Capital budget expenses totaled \$30.7 million primarily consisting of expenditures for technology projects (\$14.8 million), County Technology Refresh (\$7.5 million) and the Data Center Services (DCS)(\$7.3 million).



The TxDMV’s overall expenditures in Fiscal Year 2017 increased by 8.2% when compared to Fiscal Year 2016. This increase is primarily due to increases in capital expenditures related to automation related projects (eLICENSING and Registration and Title System [RTS] Refactoring) and the County Technology Refresh project.

### Fiscal Year 2017 Annual Financial Report (AFR)

The department’s AFR for the year ending August 31, 2017 was submitted in compliance with the Texas Comptroller of Public Accounts (CPA) deadline on November 20, 2017. The report was transmitted to state oversight agencies, including CPA, 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/doc\\_download/8419-annual-financial-report-fy-2017](http://www.txdmv.gov/reports-and-data/doc_download/8419-annual-financial-report-fy-2017)

# Texas Department of Motor Vehicles (TxDMV) Significant 2017 Performance Data

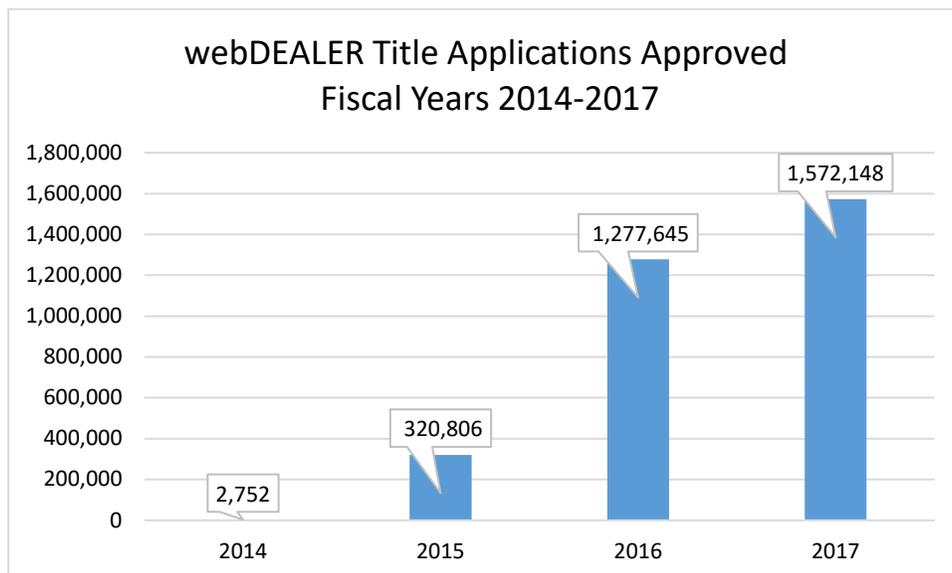
## Vehicle Titles and Registration (VTR) Division

### Title Performance Data

Proper titling protects vehicle owners and prospective buyers by allowing motorists to establish ownership and safely transfer ownership. 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 Registration and Title System (RTS) database and checks each title application against the National Motor Vehicle Title Information System (NMVTIS) for any relevant information or branding on the vehicle to be titled.

The day-to-day title program may be separated into three main functional areas: regular titles, salvage/nonrepairable/certificate of authority titles and certified copies of titles.

TxDmv developed and implemented a web-based system known as webDEALER, which allows dealers to eliminate the need for paper-based dealer transactions and allows them to process title applications and new registrations online. The ability to process title applications and new registrations online has resulted in a quicker and 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 titles for examination purposes. Data trends since Fiscal Year 2014 indicate that use of webDEALER has increased as indicated in the chart below.



The following table illustrates the increase in webDEALER utilization since Fiscal Year 2014.

Fiscal Year	Number of TACs Utilizing webDEALER	Percent Increase By TAC	Number of Dealers Utilizing webDEALER	Percent Increase of Dealers Utilizing webDEALER
2017 (through May)	80	16%	1,013	20%
2016	69	28%	842	106%
2015	54	390%	409	1759%
2014	11	Not Applicable*	22	Not Applicable*

\*Fiscal Year 2014 was the first year webDEALER was available.

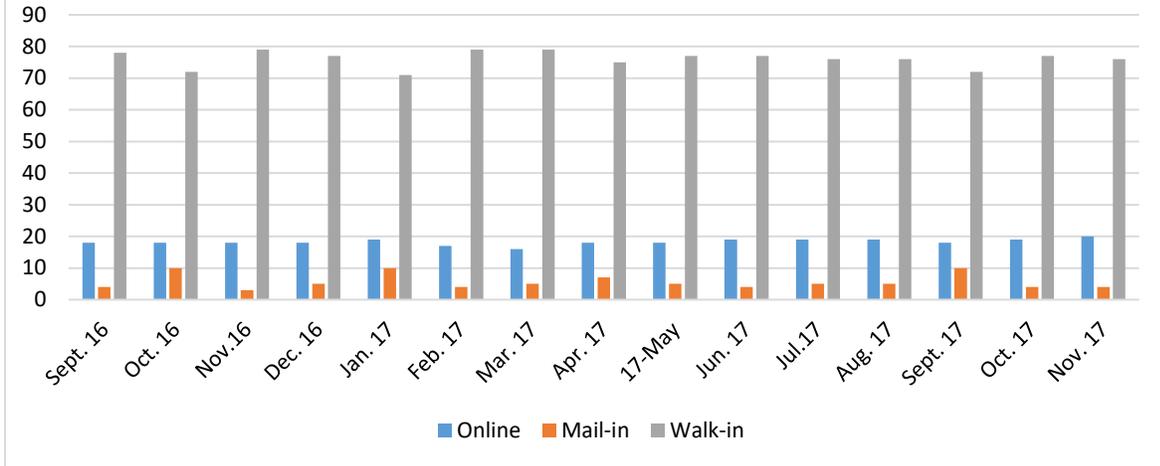
### Registration Performance Data

Under Transportation Code, Chapter 502, owners of motor vehicles (all vehicles that are self-propelled), 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.

VTR partners with 254 Tax Assessor Collectors (TACs) across the state to provide the most effective and efficient customer service to the motoring public. TACs process various registration related transactions on behalf of TxDMV. TxDMV provides TACs with computer workstations, network infrastructure, computer supplies, forms, training and compensation as strategic business partners.

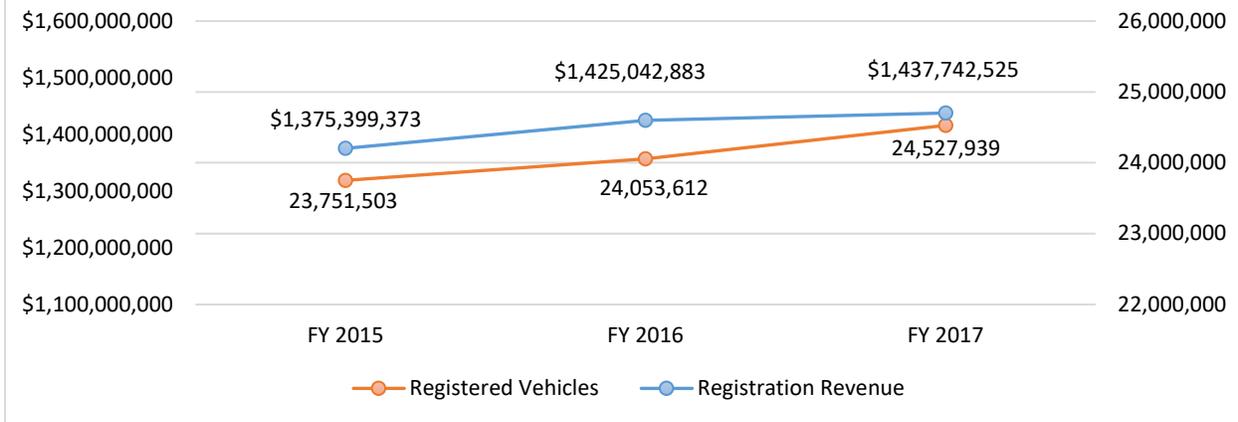
To further increase efficiency, the department has developed three options for registration renewal – walk-in, mail-in or online (available 24/7). These options provide customers with increased flexibility. In order to incentivize customers to renew online, TxDMV offers a \$1.00 discount for online transactions. The chart below illustrates the percentage of each renewal option utilized.

### Percentage Registration Renewal Option Utilization by Month September 2016 - November 2017



In Fiscal Year 2017, over 24 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.

### Registered Vehicles and State Highway Fund Registration Revenue Fiscal Years 2015–2017



### Motor Vehicle Division (MVD)

MVD provides an efficient system for distributing and selling motor vehicles through the licensing of franchise dealers, motor vehicle manufacturers, independent (used) motor vehicle dealers, distributors, representatives, in-transit operators, converters, lease facilitators, lessors, salvage vehicle dealers and salvage agents doing business in Texas.

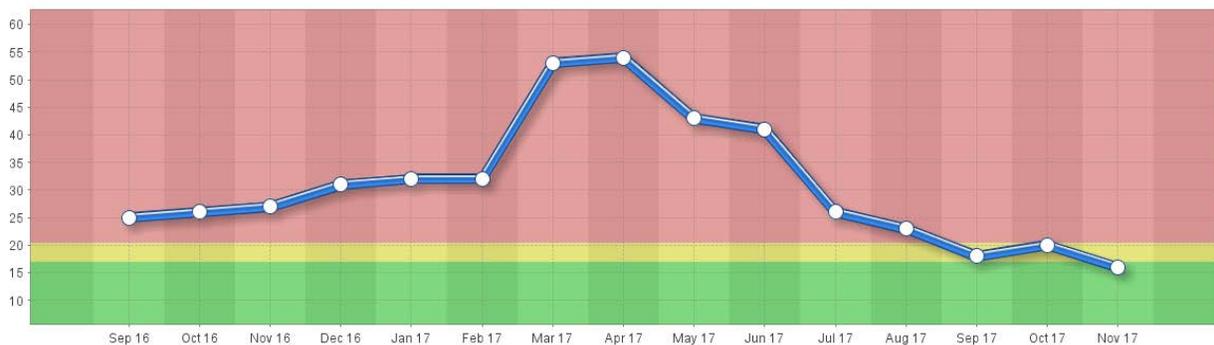
In Fiscal Year 2017, MVD issued approximately 19,000 new and renewal license applications supporting the more than more than 30,000 motor vehicle and salvage industry licensees.

Licenses Issued by MVD in Fiscal Year 2017		
Type of License	Total by License Type	Percent of Total
Salvage Dealer New	1,382	7.26%
Salvage Dealer Renewal	5,127	2.69%
Salvage Agent New	3	<1%
Intransit New	33	<1%
Intransit Renewal	51	<1%
Lease Facilitator New	13	<1%
Lease Facilitator Renewal	20	<1%
Lessor New	35	<1%
Lessor Renewal	64	<1%
Representative New	296	1.55%
Converter New	11	<1%
Converter Renewal	42	<1%
Manufacturer New	30	<1%
Manufacturer Renewal	97	<1%
General Distinguishing Number (GDN) New	3,813	20.03%
GDN Renewal	6,528	34.29%
Franchise New	236	1.24%
Franchise Renewal	1,256	6.60%
Fiscal Year 2017 Total	19,037	100.00%*

\*Note: Percentages do not total 100% due to rounding of categories less than 1%.

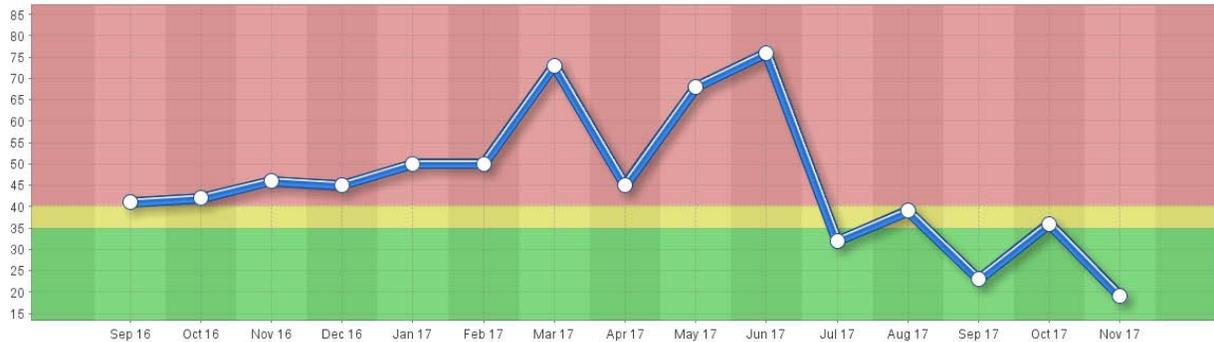
MVD further tracks its efficiency through KPIs with target average processing times for GDN and franchise applications. The average number of days taken to process a GDN application has been reduced from 25 days in September 2016 to 16 days in November 2017 or a decrease of 36%.

**Average Processing Time for GDN Applications  
Average Number of Days by Month  
September 2016 – November 2017**



The average number of days taken to process a new franchise license application has been reduced from 41 days in September 2016 to 19 days in November 2017 or a decrease of 54%.

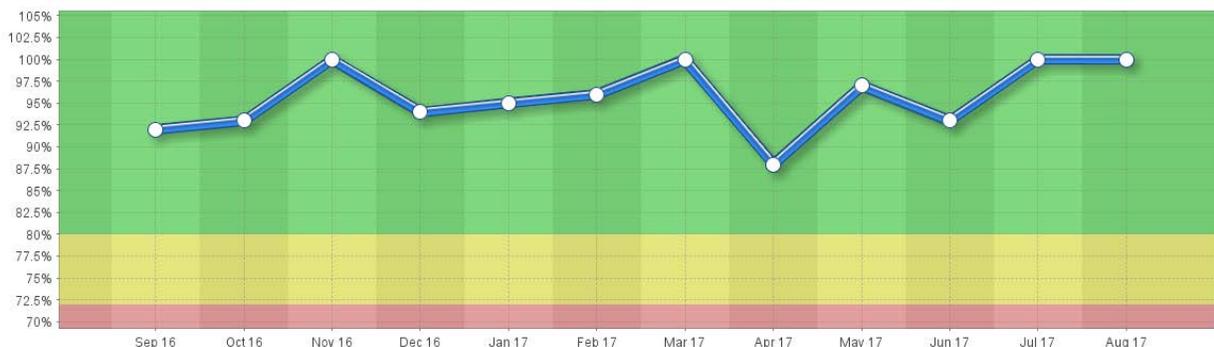
**Average Processing Time for New Franchise License Applications  
Average Number of Days by Month  
September 2016 – November 2017**



MVD has a very successful mediation program, resolving 89% of contested franchise cases, benefiting all parties. When parties resolve a case through a MVD facilitated mediation, they avoid the time and expense of litigation and have more control over the final 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 appeal are reduced.

MVD sends all license holders a customer satisfaction survey upon approval of a license, amendment, or renewal. License holders who respond with low ratings and/or written complaints are contacted directly to address their concerns. For Fiscal Year 2017, 96% of participating license holders strongly agreed that they are satisfied overall with the service MVD provides. Following deployment of eLICENSING, MVD began to provide the survey as a link in the license approval email. MVD will soon be providing the survey link in a separate email to draw more attention and increase customer survey participation rates.

**Percentage of MVD Customer Satisfaction with Communications to/from TxDMV  
Fiscal Year 2017**



## Motor Carrier Division (MCD)

This division directly affects motor carriers and commercial vehicle owners operating in interstate and intrastate commerce and commercial services on Texas, national and international highways and roads.

### **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 that operate 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
- Household goods (for compensation)

Two additional functions performed by the division 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 that are attempting to recreate themselves as a new carrier in an attempt to avoid enforcement penalties and/or sanctions or unsatisfactory safety ratings.

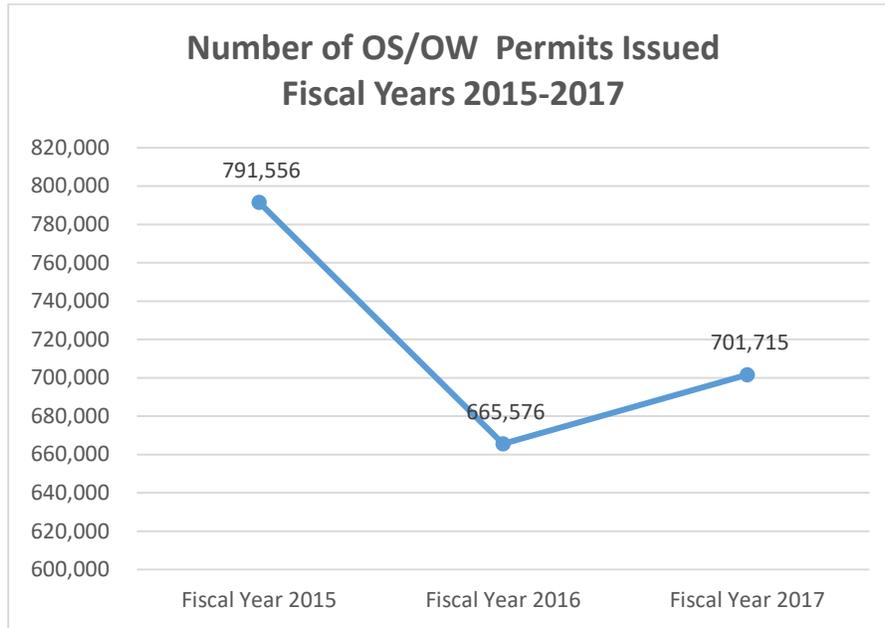
In Fiscal Year 2017, the department issued more than 68,000 motor carrier credentials. Based on historical data and economic trends and projections, TxDMV expects this trend to continue.

TxDMV won the 2017 American Association of Motor Vehicle Administrators (AAMVA) International Fraud Prevention and Detection Award for the department’s Chameleon Carrier Identification Program that is part of MCCS. This program uses one of the web services in the Texas Commercial Vehicle Information Exchange Window (TxCVIEW) for confirming carrier information in real time with the federal Motor Carrier Management Information System (MCMIS). A new TxCVIEW web service will assist TxDMV in moving to an all-electronic system for credentialing applications.

### **Oversize/Overweight Permits (OS/OW)**

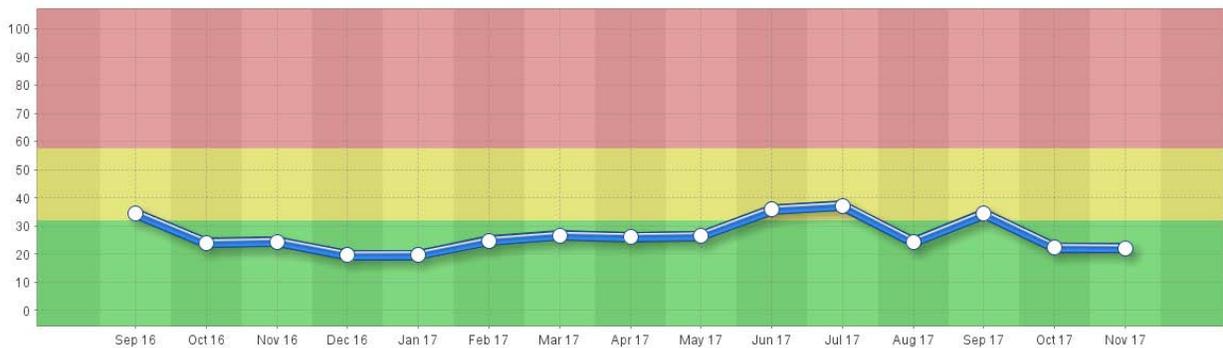
The objective of the OS/OW Permitting section is to regulate the movement of oversize and overweight vehicles and loads on the Texas highway system to ensure the safety of the traveling public and to protect the integrity of highways and bridges.

The Texas Permitting and Routing Optimization System (TxPROS) is the TxDMV system that issues OS/OW permits online, 24/7. 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 Fiscal Year 2017, MCD issued 701,715 permits and of those, almost 80% were single-trip routed permits. The average turnaround time for issuing single-trip routed permits is 27.2 minutes.



The average number of minutes taken to process a Single-Trip Permit has been reduced from 34.4 minutes in September 2016 to 22.1 minutes in November 2017 or a decrease of 36%.

**Average Turnaround Time for Single-Trip Permits in Minutes by Month  
September 2016 – November 2017**



### Enforcement (ENF) Division

This division enforces the laws governing the 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 Non-Lemon Law Complaints, Lemon Law Complaints and Warranty Performance Complaints from the public (or initiation of complaints when potential violations are observed)
- Submission of investigation results to TxDMV attorneys regarding violations
- Settlement of cases with complainant, or, if no settlement can be reached, litigation of the case

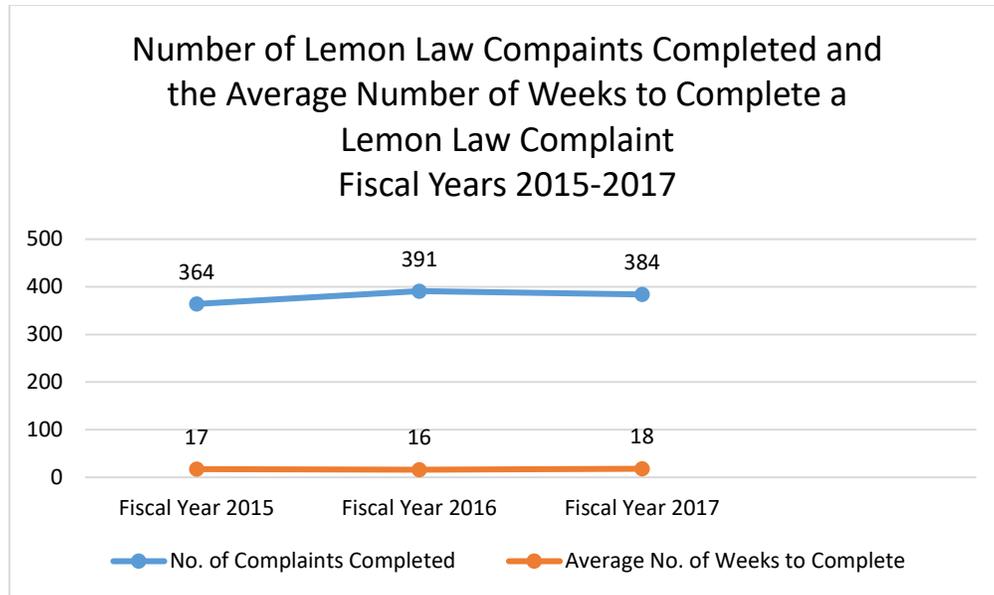
ENF initiates investigations on all complaints received by the department, including Lemon Law and warranty performance complaints. Complaints come from consumers, law enforcement, other licensees and TACs. Complainants are issued an acknowledgment of receipt of the complaint and are contacted for information during the course of the investigation. Complainants are also provided with updates during the course of the investigation and are notified when the investigation has been closed. In Fiscal Year 2017, ENF completed almost 12,000 Non-Lemon Law complaints.

ENF 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 the newly created TxDMV Office of Administrative Hearings (OAH).

### Office of Administrative Hearings (OAH)

OAH was established to streamline the process of conducting hearings under the Texas Lemon Law. In Fiscal Year 2017, OAH completed Lemon Law complaints on average in 18 weeks, significantly outperforming the target of 23 weeks established in the General Appropriation Act (GAA).



### Automobile Burglary and Theft Prevention Authority (ABTPA)

ABTPA’s primary objective is to protect the public by providing support to local law enforcement agencies for specialized investigative units to combat and reduce motor vehicle crime.

Statutorily, ABTPA is required to conduct the following activities toward that objective:

- Provide grants to local law enforcement to combat motor vehicle theft and burglary from motor vehicles;
- Develop a statewide plan to combat and reduce motor vehicle burglary and theft;
- Educate the public about preventing motor vehicle burglary and theft; and
- Report the performance and impact of the program to the legislature.

Grant funding is provided annually to law enforcement agencies on a competitive basis. Grant applications are submitted by individual agencies or groups of agencies that have entered interlocal agreements. The ABTPA Board of Directors makes award decisions based on eligibility, statutory requirements and grant rules that it has promulgated. While these agencies may submit grant applications and be funded for their jurisdictions, they provide motor vehicle technical assistance to many other citizens and agencies outside their jurisdictions.

In 2017, 24 jurisdictions received grant funding from ABTPA. The 24 grants represent the largest cities and counties in Texas in terms of both population and the number of reported incidents that are included in ABTPA’s statutory mandates. Beyond providing grant funds for the state’s largest jurisdictions, ABTPA grant programs provide specialized auto theft investigators and other law enforcement personnel to jurisdictions that are critically positioned relative to the U.S./Mexican border (El Paso, Laredo, Brownsville and Eagle Pass), as well as ports such as Beaumont, Corpus Christi, and Galveston, among others. A detailed list of grantees is included in Appendix D of this report.

ABTPA creates educational material in both English and Spanish to provide helpful safety and prevention information to encourage the public to take an active role to reduce motor vehicle crimes. This material is provided to the public directly by ABTPA and through the educational activities of grant programs. In Fiscal Year 17, over 83,000 copies of this material were distributed throughout the state.

ABTPA also provides specialized motor vehicle theft training to law enforcement officers. This training is approved by the Texas Commission on Law Enforcement through the TxDMV Enforcement Division and hosted by the grant funded taskforces on a rotating basis. ABTPA facilitates a collaboration among The Texas Department of Public Safety (DPS), the National Insurance Crime Bureau (NICB) and the Texas Association and Motor Vehicle Investigators (TAVTI). Some of the specific contributions include DPS providing the curriculum and NICB providing specific database training on accessing confidential and proprietary information. During Fiscal Year 17, ABTPA coordinated three Motor Vehicle Intermediate Investigator Training (MVIIT) training classes.

Under the Texas Revised Civil Statutes, Article 4413 (37) §6(j), ABTPA funded programs are required to track the recovery of stolen vehicles, cleared cases and persons arrested. On April 1, 2017, ABTPA submitted its statutorily required Activity and Funds Report for 2016 to the Texas Legislature. The local programs, that received grant funding through ABTPA, met or exceeded the measures as set forth in the ABTPA legislative mandate. Highly trained law enforcement investigators, provided through the ABTPA, have generally reported increases in the statutory requirements across the state between 2016 and 2017.

The following table demonstrates improvements achieved by ABTPA grant recipients related to statutory performance measures between Fiscal Year 2016 and Fiscal Year 2017:

Statutory Requirements Reported by ABTPA Grant Recipients		
Activity	Fiscal Year 2016	Fiscal Year 2017
Recovered Stolen Vehicles	10,185	11,197
Cleared Motor Vehicle Theft Cases	16,070	15,951
Persons Arrested Motor Vehicle Theft	2,879	2,931
Cleared Burglary of a Motor Vehicle Cases	4,709	5,801
Arrested Burglary of a Motor Vehicle	1,400	1,497

### Consumer Relations Division (CRD)

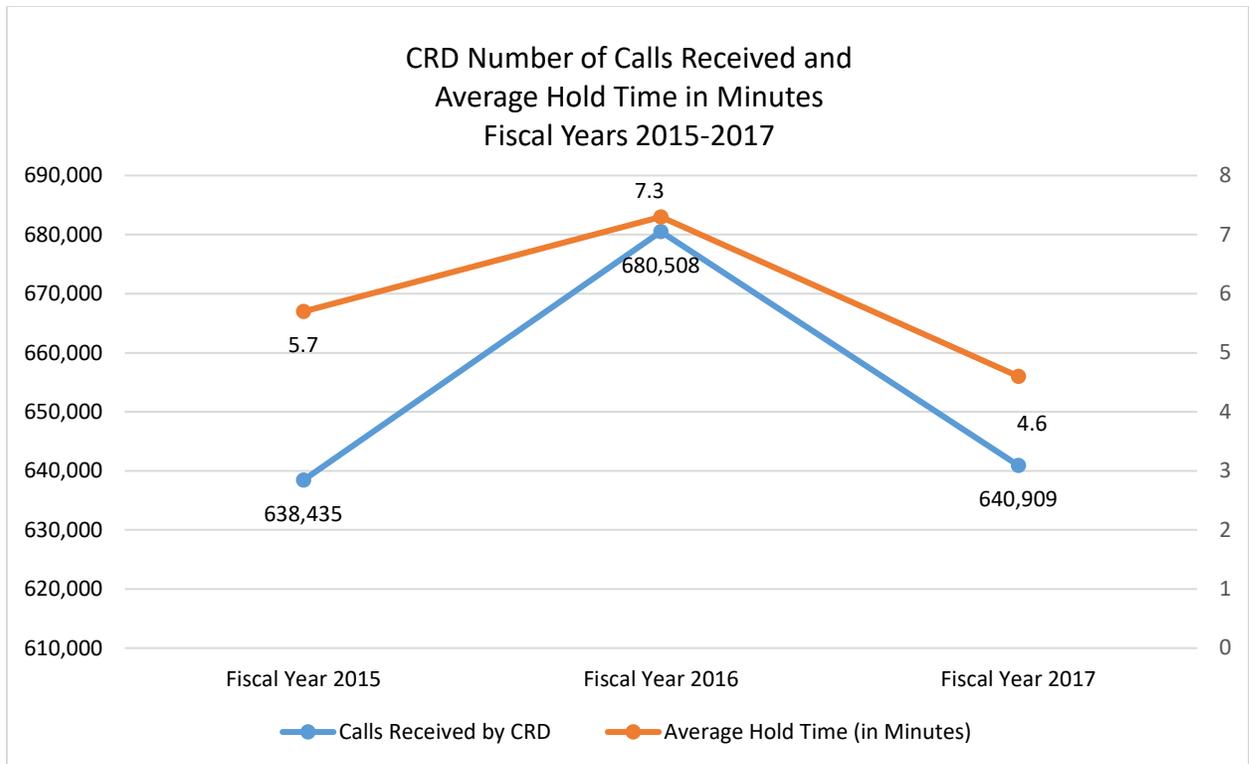
The CRD Division utilizes a contact center business model that is customer-centric and focuses on delivering a quality service experience at the initial point-of-contact. The division has concentrated on establishing a culture that supports CRD’s mission to “Serve Our Customers Right the First Time.”

CRD serves a wide customer base consisting of: the motoring public; motor vehicle dealers; law enforcement; local, state and federal agencies; dealer associations; manufacturers and distributors; lease facilitators; salvage yards; storage facilities; financial institutions; insurance entities; motor carriers; and department staff.

CRD’s objective is to provide frontline customer care support. The major activities include:

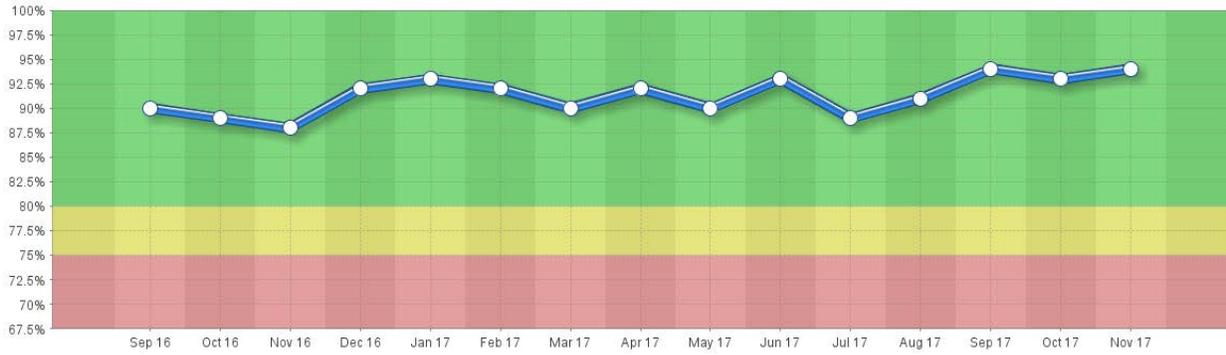
- Assisting customers via any communication avenue they choose (telephone, email, letter, website)
- Answering questions and providing information and assistance regarding:
  - Titling and registering vehicles
  - License plates
  - Legal restraints
  - Motor Vehicle Dealer licensing, applications and renewals
  - Salvage dealer inquiries
  - Motor vehicle dealer, motor carrier, household movers and Lemon Law complaints
  - Bonds
  - Disabled plates and placards
  - Military personnel immediate assistance needs
  - Toll disputes
  - Customer complaints
  - Providing customers and stakeholders technical trouble shooting and web navigation support for department-related programs, applications and systems

The Contact Center received 680,508 calls with an average hold time of 4.6 minutes in Fiscal Year 2017 compared to an average hold time of 7.3 minutes in Fiscal Year 2016 or a decrease of 37%.



The customer feedback received from Contact Center Customer Service Surveys confirmed that the program is performing well and CRD maintained an average customer satisfaction rating of 91% from September 2016 through November 2017.

### CRD Customer Satisfaction Ratings by Month September 2016 – November 2017



## 2017 Texas Department of Motor Vehicles (TxDMV) Operations

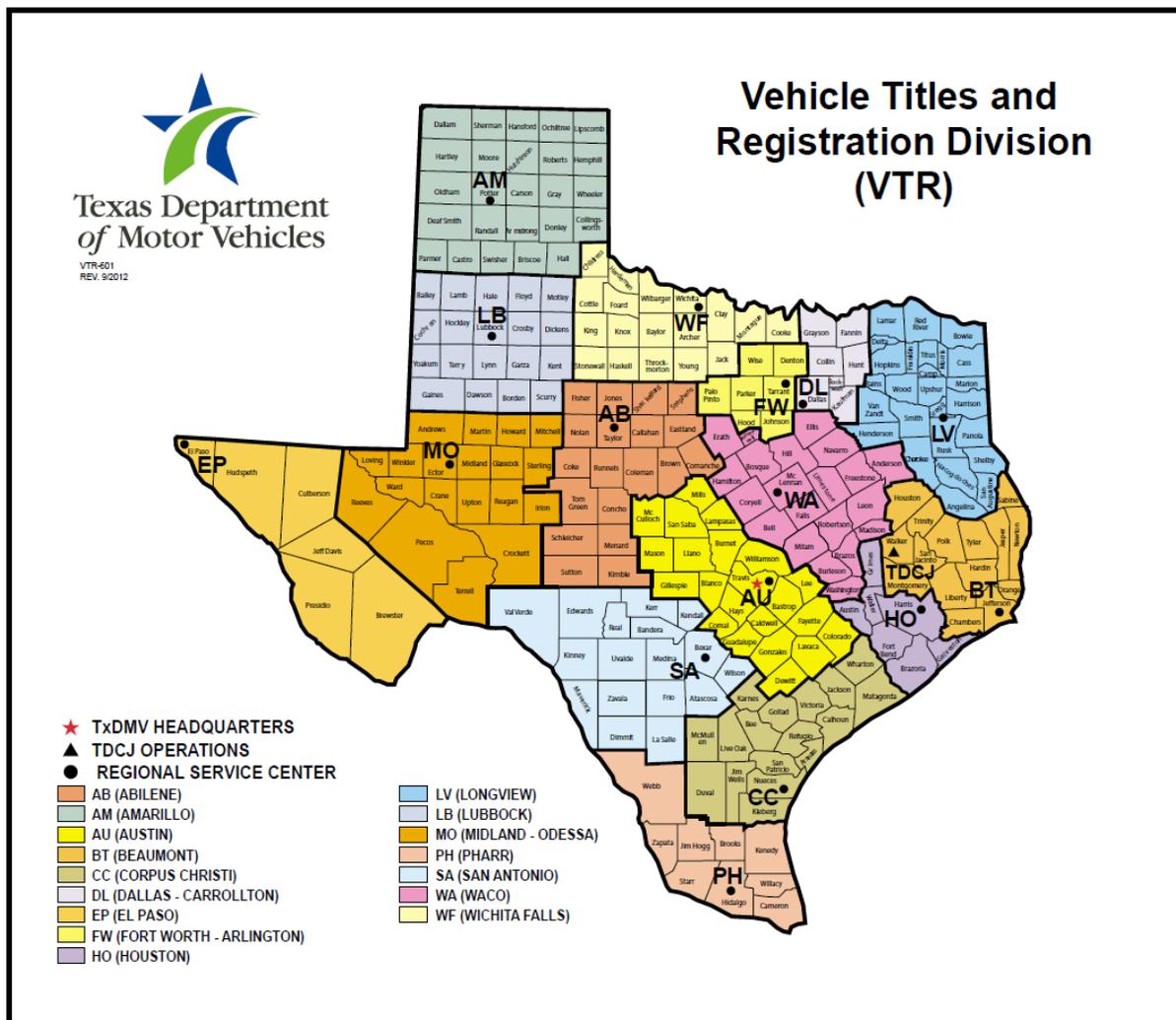
### Organization

The department consisted of 15 divisions in Fiscal Year 2017. In addition, to the seven core operational divisions as described in the *TxDMV Significant 2017 Performance Data* section of this report, the department is supported by an additional eight divisions in performing its day-to-day operations, including the Executive Director's Office, Enterprise Project Management Office, Finance and Administrative Services, Government and Strategic Communications, Human Resources, Information Technology Services, Internal Audit Division and the Office of General Counsel. The department-wide organizational chart is included as Appendix A and Executive Contact Information is provided in Appendix B.

## 2017 Texas Department of Motor Vehicles (TxDMV) Facilities

TxDMV is headquartered in Austin, Texas and maintains 16 Regional Service Centers and offices across the state. In addition, the department maintains off-site warehouse space in Austin. During 2017, TxDMV headquarters occupied two campuses in the Austin— the Camp Hubbard Campus, 4000 Jackson Avenue and the Bull Creek Campus located at 4200 Bull Creek Road.

### TxDMV Regional Service Centers



The Camp Hubbard Campus is currently owned by the Texas Department of Transportation (TxDOT). The Bull Creek Campus is owned by a third-party, with a lease-back provision to TxDOT allowing TxDMV personnel to occupy space through February 2018. TxDOT provides facilities-related needs and repairs

(roof leaks, plumbing issues, grounds maintenance, etc.) and facility staff support through an annual Memorandum of Understanding (MOU) with TxDMV for the TxDMV occupied buildings.

### Transitioning Bull Creek Staff

Throughout 2017 TxDMV and TxDOT began discussions regarding options for re-locating TxDMV staff from its Bull Creek location. This successful collaboration between the two departments resulted in TxDOT providing space on the Camp Hubbard Campus for TxDMV staff. This move was completed on January 13, 2018.

### S.B. 1549, 85<sup>th</sup> Legislature, Regular Session

The enactment of S. B. 1549 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 the TxDMV. TxDMV and TxDOT have determined that a transition of the Camp Hubbard property should likely occur once TxDOT has secured and built its headquarters facility in an effort to smoothly relocate TxDOT employees and equipment currently housed at Camp Hubbard.

### Transitioning Facilities and Maintenance

The 85<sup>th</sup> Legislature provided TxDMV additional funding for three full-time equivalents to handle its facilities and maintenance needs independently from TxDOT. TxDMV and TxDOT determined, through increased dialogue, that this approach would be mutually beneficial.

TxDMV and TxDOT have established a Facilities and Maintenance Transition Work Group to support the transition of these duties and ongoing meetings are occurring to facilitate a successful transition.

## 2017 Texas Department of Motor Vehicles (TxDMV) Technological Improvements through Enterprise Projects

Supporting the TxDMV's Board's strategic initiative to continuously improve services for all customers, six enterprise projects were completed.

### Projects Closed in 2017

#### **FileNet Project**

The purpose of this project was to upgrade to the latest version of FileNet (used by TxDMV to manage content) and Kofax (used by TxDMV to convert unstructured documents, data and images into reusable electronic business information), transfer TxDMV's Enterprise Document Management System (EDMS) from Texas Department of Transportation (TxDOT) to the state's approved data center and migrate all documents to the new versions and environments. FileNet benefits the department by lowering costs and improving data collection and management.

#### **Centralized Accounting and Payroll/Personnel System (CAPPS) HR Project**

The purpose of this project was to implement CAPPS, and enterprise resource planning (ERP) system, to manage TxDMV's payroll and human resources information. CAPPS HR benefits the department by automating and streamlining processes, improving the accuracy of payroll and human resources information and providing employees with the ability to engage in self-service transactions.

#### **Licensing, Administration, Consumer Affairs and Enforcement (LACE) Replacement Project**

The project's purpose was to develop and implement a modern, highly configurable Web-based self-service application, which integrates with licensing and case management for use by TxDMV Motor Vehicle Division (MVD) staff, TxDMV Enforcement (ENF) staff, motor vehicle dealers, other licensees and the public. The new system is now known as eLICENSING. LACE Replacement benefits the department by transitioning licensing processes from a paper-based system to a paperless Web-based system which provides self-service functionality with significant decreases in processing time and information errors.

#### **Single-Sticker Phase II**

The purpose of this project was to complete the implementation of the Two Steps, One Sticker initiative and to ensure the department is in compliance with the requirements in H.B. 2305, 83<sup>rd</sup> Legislature, Regular Session, which replaced the dual inspection registration sticker system with a consolidated registration sticker system. Single-Sticker Phase II benefits the department by conforming and aligning vehicle inspection timelines with those in passed legislation and implementing an automated inspection process within the Texas International Registration Plan (TxIRP) increasing the accuracy and efficiency of the inspection verification process for commercial fleet vehicles.

## **Facility Physical Security**

This project created TxDMV video, access control, intrusion and fire alarm systems for the 16 TxDMV Regional Service Centers (RSCs). Facility Physical Security benefits the department by creating security systems to minimize or eliminate a wide range of security concerns and issues for all 16 RSCs thereby protecting the public's information and the state's resources.

## **County Equipment Refresh Project (CERP)**

The purpose of this project was to refresh 3,000 workstations and 3,000 printers located in 515 offices throughout the state of Texas. CERP benefits the department by providing its strategic business partners with updated computer equipment to enhance performance and maintain system information security.

## **Application Migration & Server Infrastructure Transformation (AMSIT) Project**

This project separated TxDMV applications, servers and network infrastructure from TxDOT locations and moved these services to an autonomous TxDMV environment. AMSIT benefits the department by providing increased control over the department's technological infrastructure including the ability to upgrade, enhance, increase reliability and improve performance.

## **Active Projects in 2017**

Three enterprise projects continued throughout 2017, further enhancing existing technology and refining business processes.

### **Registration and Title System (RTS)**

The purpose of this project is to refresh the RTS technology by modernizing the core RTS system and providing business intelligence reporting capabilities.

### **webDEALER**

This project's award-winning purpose is to allow webDEALER will allow a vehicle title to be created, stored and transferred in electronic form, significantly improving the speed and accuracy of the titling process. The project team continued to work on several new phases of the webDEALER application, including:

- **webSALVAGE** enables insurance companies and salvage pool operators to submit applications for salvage and nonrepairable vehicle titles to the department electronically much like webDEALER does for the dealer industry.
- **eTAGs** is the current system used by dealers to issue buyer's tags for vehicles sold and will be integrated into the webDEALER application.
- **Centralized Payments** will facilitate the payment of fees in conjunction with the submission of title applications and eliminates the need for webDEALER users to submit payments outside of the application.

- **eTitles** creates, stores and transfers vehicle titles electronically; eTitles will facilitate the electronic transfer of dealer reassignments as well as assist dealers with taking assignment of eTitles from customers.

### **TxDMV Sunset Process Project**

The TxDMV Governance Team (GT) made the decision to initiate an Enterprise Project Management Office (EPMO) project for the Sunset Process. This approach was selected to ensure that information was collected and documented in a consistent and timely manner. This approach also ensures a single point-of-contact for each phase of the Sunset process and provides project tracking and closed-out.

This project has three distinct phases. Phase I, completed in September 2017, was the preparation of the *TxDMV's Self-Evaluation Report* submitted to the Texas Sunset Commission. Phase II, consists of ensuring Texas Sunset Commission staff receive all requested materials as needed for their review. Phase III will consist of reviewing and responding to Sunset Commission's report recommendations.

## Significant Legislation Enacted by the 85th Legislature, Regular Session

During the 85th Legislative Session, 67 bills were passed that impacted the Texas Department of Motor Vehicles (TxDMV). Of the 67 bills, 56 bills impacted various operations and policies of the TxDMV. The table below summarizes some of the department's significant legislation. Not all bills required implementation by the TxDMV.

Eleven bills created a total of 43 new specialty plates. The majority of the new specialty plates are for military service members and disabled veterans, which became available starting September 1, 2017. Texas issues 472 different, specialty license plates, due in large part to the department's involvement with MyPlates. MyPlates is a Texas-based company responsible for the design, marketing and sale of customized plates. This type of public-private partnership was originally mandated by the legislature and is unique to Texas.

### Highlights of Legislation Impacting TxDMV\*

Bill Number	Author	Summary of Key Provisions
H.B. 561	Murphy	Allows the department to issue distinguishing license plates for vehicles operated by a motor carrier when used for picking up and delivering mail, parcels and packages if the vehicle is an all-terrain vehicle, golf cart, neighborhood electric vehicle, recreational off-highway vehicle, or a utility vehicle.
H.B. 1790	Pickett	Removes the need for a hearing for an individual who has had a disabled placard seized and requires an individual to obtain a new placard by submitting a new application.
H.B. 1793	Pickett	Exempts vehicles that are not domiciled in Texas, are registered in Texas under the International Registration Plan and that have been issued a certificate of inspection in compliance with federal motor carrier safety regulations from state inspection requirements.
H.B. 1959	Thompson, S.	Requires TxDMV to conduct a study and potentially a pilot program on undetermined "alternative technologies" for commercial vehicle registration.
H.B. 2070	Smithee	Simplifies a presumption in current law that defines a reasonable number of vehicle repair attempts in order to seek Lemon Law relief. Currently, this presumption requires a certain number of repair attempts to be made within the first 12 months or 12,000 miles and then additional repair attempts must be made in the subsequent 12 months or 12,000 miles. The bill consolidates the requirements so that they must all be done within the first 24 months or 24,000 miles in order to establish the presumption. The bill also allows for certain notifications to be made electronically.

Bill Number	Author	Summary of Key Provisions (Continued)
H.B. 3131	Martinez	Requires the department to send notice to any owners and lienholders of an abandoned motor vehicle for which the department has received an application from a person to sell, give away or dispose of the vehicle. If the department has no record of owners or lienholders for the motor vehicle in its registration and titling system, then department would be required to publish notice of abandonment on the department's website.
H.B. 3254	Phillips	Allows a motor carrier whose registration has been revoked to apply to the department for reregistration not later than the 180 <sup>th</sup> day after the date the registration was revoked and authorizes a \$10 fee for such applications. The bill authorizes the department to deny the application under certain circumstances.
H.B. 4102	Neave	Requires the department to provide motorists registering or renewing their vehicle registrations the opportunity to contribute to the Evidence Testing Grant Program and the Ending Homelessness Fund.
S.B. 441	Rodriguez	Expands the pool of surviving spouses eligible for Surviving Spouse Disabled Veteran license plates by allowing a surviving spouse of a disabled veteran to be eligible for the plates even if the Disabled Veteran license plates were not issued to the veteran prior to death.
S.B. 869	Huffman	Creates a process allowing owners to transfer their vehicle to a beneficiary upon their death and enables the asset to transfer outside of probate.
S.B. 1001	Taylor	Increases the registered gross weight of “trailers, semitrailers, pole trailers, or mobile homes” that are exempt from inspection from 4,500 pounds or less to 7,500 pounds or less and requires notification in each registration renewal notice if a trailer, semitrailer or pole trailer is subject to inspection.
S.B. 1062	Perry	Requires the department to provide an electronic signature process for both a secure power of attorney and a dealer reassignment form. The system used to submit electronic signatures must verify the identity of the individual electronically signing the document.
S.B. 1349	Watson	Allows for the transfer of real property to the department from the Texas Department of Transportation and authorizes TxDMV to own, lease, manage and dispose of real property.
S.B. 1383	Perry	Authorizes the department to issue a permit that authorizes the operation of a vehicle combination used to transport fluid milk at a gross weight up to 90,000 pounds and within certain specified axle weight limitations and establishes an annual permit fee of \$1,200.

Bill Number	Author	Summary of Key Provisions (Continued)
S.B. 1524	Nichols	Authorizes the department to issue an annual permit authorizing the movement of sealed intermodal shipping containers. The bill requires an applicant to pay a permit fee of \$6,000, of which 50% will be deposited to the State Highway Fund (SHF), 30% will be distributed equally to the counties designated in the permit application; 16% will be distributed equally to the municipalities designated in the permit application; and four percent will be deposited to the TxDMV Fund.
S.B. 2075	Rodriguez	Allows the online registration renewal receipt to serve as proof of registration until the 31 <sup>st</sup> day after renewal and makes the fleet registration fee a one-time rather than annual fee, which includes redirecting the fee to the TxDMV Fund. Provides that any county can perform registration transactions for residents of a county whose county offices are closed for whatever reason as long as the office is or will be closed for a period of time determined by the department. Enables county tax assessor-collectors to provide another registration sticker or license plate if a renewal sticker or plate was lost in the mail.
S.B. 2076	Rodriguez	Provides that starting January 1, 2019, the most recently issued certified copy of original title issued is the only valid title document. Allows any county to perform titling transactions for residents of a county whose county tax assessor-collector offices are closed for whatever reason as long as the office is or will be closed for a period of time determined by the department. Clarifies the title exemption for farm trailers and semitrailers less than 34,000 pounds, expands optional titling to include farm trailers below 34,000 pounds and all semitrailers below 4,000 pounds and updates the statutory sizes of travel and house trailers. Makes various salvage and nonrepairable title fraud actions a 3 <sup>rd</sup> degree felony. Provides an exception for sellers who do not hold general distinguishing number but have correctly assigned over the certificate of title or signed the odometer disclosure statement from having to complete one of the various joint statements required by the Tax Code. Requires the department, in coordination with the Department of Public Safety, to study the efficiency and necessity of the titling, registration and inspection of vehicles in the state and report to the legislature by December 31, 2018 on any elements of the three programs that could be eliminated.

*\*Note: This summary excludes legislation related to creating new specialty license plates.*

## Conclusion and Looking Down the Road

During Fiscal Year 2017, the Texas Department of Motor Vehicles (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. For more a more detailed report regarding TxDMV's future plans, the department has prepared the *TxDMV Operational Plan FY 2018*, available at <http://mydmv/search/all.php?query=2018+txdmv+operation+plan>.

## Appendices

Appendix A: TxDMV Organizational Chart

Appendix B: TxDMV Executive Contact Information

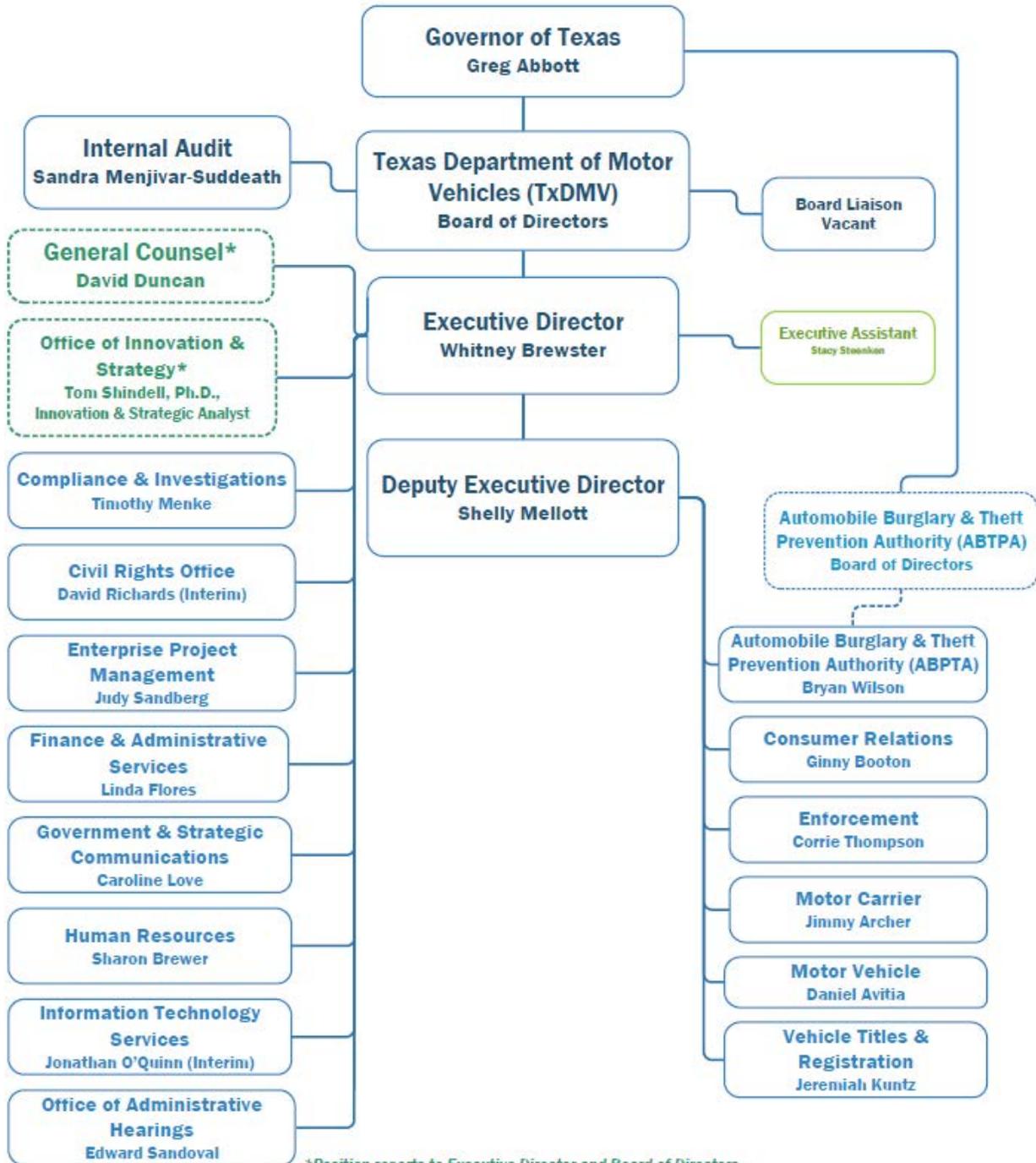
Appendix C: TxDMV Staff Participation in State and National Organizations

Appendix D: List of ABTPA Grants Awarded in 2017

Appendix A: TxDMV Organizational Chart

### Texas Department of Motor Vehicles Organization Chart

January 2018



## Appendix B: TxDMV Executive Contact Information

### TxDMV Director Contact Information

Whitney H. Brewster, Executive Director	<a href="mailto:whitney.brewster@txdmv.gov">whitney.brewster@txdmv.gov</a>
Shelly Mellott, Deputy Executive Director	<a href="mailto:shelly.mellott@txdmv.gov">shelly.mellott@txdmv.gov</a>
Jimmy Archer, Director, Motor Carrier Division	<a href="mailto:jimmy.archer@txdmv.gov">jimmy.archer@txdmv.gov</a>
Daniel Avitia, Director, Motor Vehicle Division	<a href="mailto:daniel.avitia@txdmv.gov">daniel.avitia@txdmv.gov</a>
Ginny Booton, Director, Consumer Relations Division	<a href="mailto:ginny.booton@txdmv.gov">ginny.booton@txdmv.gov</a>
Sharon Brewer, Director, Human Resources Division	<a href="mailto:sharon.brewer@txdmv.gov">sharon.brewer@txdmv.gov</a>
David Duncan, General Counsel	<a href="mailto:david.duncan@txdmv.gov">david.duncan@txdmv.gov</a>
Linda Flores, Chief Financial Officer	<a href="mailto:linda.flores@txdmv.gov">linda.flores@txdmv.gov</a>
Jeremiah Kuntz, Director, Vehicle Titles & Registration Division	<a href="mailto:jeremiah.kuntz@txdmv.gov">jeremiah.kuntz@txdmv.gov</a>
Caroline Love, Director, Government & Strategic Communications	<a href="mailto:caroline.love@txdmv.gov">caroline.love@txdmv.gov</a>
Sandra Menjivar-Suddeath, Director, Internal Audit Division	<a href="mailto:sandra.menjivar-suddeath@txdmv.gov">sandra.menjivar-suddeath@txdmv.gov</a>
Timothy Menke, Director of Compliance & Investigations	<a href="mailto:timothy.menke@txdmv.gov">timothy.menke@txdmv.gov</a>
Jonathan O'Quinn, Interim Chief Information Officer	<a href="mailto:jonathan.oquinn@txdmv.gov">jonathan.oquinn@txdmv.gov</a>
Judy Sandberg, Director, Enterprise Project Management Office	<a href="mailto:judy.sandberg@txdmv.gov">judy.sandberg@txdmv.gov</a>
Edward Sandoval, Chief Hearings Officer, Office of Administrative Hearings	<a href="mailto:edward.sandoval@txdmv.gov">edward.sandoval@txdmv.gov</a>
Corrie Thompson, Director, Enforcement Division	<a href="mailto:corrie.thompson@txdmv.gov">corrie.thompson@txdmv.gov</a>
Bryan Wilson, Director, Automobile Burglary and Theft Prevention	<a href="mailto:bryan.wilson@txdmv.gov">bryan.wilson@txdmv.gov</a>

## Appendix C: 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)	Board Member
Bryan Wilson	ABTPA	Director	Texas Association of Vehicle Theft Investigators (TAVTI)	ABTPA liaison to TAVTI Board
Stacey Cullen	ENF	Staff Services Officer	Texas Commission on Law Enforcement (TCOLE)	Advisory Board Member
Robert Foster	ENF	Lead Investigator	National Odometer and Title Fraud Enforcement Association (NTFEA)	2 <sup>nd</sup> Vice President and Board Member
Sonny Gonzales	ENF	Investigator	Texas Commission on Law Enforcement (TCOLE)	Advisory Board Member Training Coordinator
Earl Pearson	ENF	Chief Investigator	Austin Community Criminal Justice Board	Board Member
Luis Perez	ENF	Assistant Chief Investigator	Texas Commission on Law Enforcement (TCOLE)	Board Member
Tracey Stafford	ENF	Assistant Chief Investigator	Texas Commission on Law Enforcement (TCOLE)	Board Member
Michael Zeniecki	ENF	Assistant Chief Investigator	Texas Commission on Law Enforcement (TCOLE)	Board Member
			Texas Association of Vehicle Theft Investigators (TAVTI)	TxDMV Liaison
Swati Dokka	EPMO	Deputy Director	Austin Chapter of Project Management Institute (PMI)	Vice President of Finance/Treasurer
David Chambers	FAS	Purchasing Director	Texas Association of Procurement Professionals NGIP	President Board Member
Sandra Menjivar-Suddeath	IAD	Director	State Agency Internal Audit Forum (SAIAF)	IT Committee Chair
Derrick Miller	IAD	Senior Auditor	State Agency Internal Audit Forum (SAIAF)	TeamMate Chair Peer Review Committee Chair
Jimmy Archer	MCD	Director	Innovative Technology Deployment Working Group aka ITD (formally known as Commercial Vehicle Information Systems Network or CVISN)	Working Group and Steering Committee Member
Carol Fallin	MCD	Manager, Credentialing Section	Unified Carrier Registration (UCR), Innovative Technology Deployment Working Group aka ITD (formally known as Commercial Vehicle Information Systems Network or CVISN)	Board Member, Working Group Member
Richard Goldsmith	MCD	Manager, Program Coordination and Support	Innovative Technology Deployment Working Group aka ITD	Working Group Member

TxDMV Staff Participation Continued				
Name	Division	Title	Organization	Role
Tammy Gomez	MCD	Commercial Fleet Support Specialist	International Registration Plan (IRP)	Member IRP Information Technology Committee
Lois Johnson	MCD	OS/OW Program Support	Innovative Technology Deployment Working Group aka ITD	Working Group Member
Grady Meyer	MCD	IDT Program Manager	Innovative Technology Deployment Working Group aka ITD	Working Group Member
DuWayne Murdock	MCD	Manager, MCD OS/OW Permit Section	Innovative Technology Deployment Working Group aka 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, Member of Committee on Highway Transport, Member of Subcommittee on Highway Transport
John Poole	MCD	PCS Manager	Innovative Technology Deployment Working Group aka ITD	Working Group and Steering Committee Member
Lydia Sahley	MCD	Credentialing Program Coordinator	Unified Carrier Registration (UCR)	Board Member
Kyle Yandell	MCD	Supervisor, MCD Commercial Fleet Support	International Registration Plan (IRP), Innovative Technology Deployment Working Group aka ITD	Member of IRP Education Committee, Working Group Member
Tony Hall	VTR	Planner, Title Services	American Association of Motor Vehicle Administrators (AAMVA) National Motor Vehicle Title and Information System (NMVTIS) Business Rules Working Group, American Association of Motor Vehicle Administrators (AAMVA) Vehicle Standing Committee	Chair, Vice Chair
Jeremiah Kuntz	VTR	Director	Texas Coordinating Council for Veterans Services (TCCVS)	Board Member
Clint Thompson	VTR	Chief, Title Services	American Association of Motor Vehicle Administrators (AAMVA) e-Odometer Task Force	Member
Tim Thompson	VTR	Deputy Director	Texas Traffic Records Coordinating Committee (TRCC)	Executive Committee Member

## Appendix D: List of ABTPA Grants Awarded in 2017

ABTPA Grant Listing		
Grantee Recipient	Program Name	Fiscal Year 2018 Award Amount
City of Austin	APD Auto Burglary and Theft Interdiction Project	\$430,685
City of Beaumont	City of Beaumont ABTPA Grant Application	\$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 Grant	\$410,973
City of Dallas	CATIS. Cargo 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	El Paso Auto Theft and Burglary Prevention Program	\$929,465
Galveston County	Galveston County Auto Crimes Task Force	\$469,183
Harris County	Harris County Sheriff's Auto Theft Unit	\$1,272,403
City of Houston	Houston Auto Crimes Task Force	\$809,496
City of Laredo	Laredo Auto Theft Task Force	\$637,768
Lubbock County	Lubbock County South Plains Auto Theft Task Force	\$404,523
City of Mansfield	Tri County Auto Theft Task Force	\$360,058
Montgomery County	Motor Vehicle - Theft Prevention	\$337,464
City of Paris	Northeast Texas Auto Theft Task Force	\$106,709
City of Pasadena	Pasadena Auto Crimes Prevention Program	\$76,000
Potter County	Potter Automobile Burglary Theft Unit	\$361,705
City of San Antonio	Regional Auto Crimes Team (ReACT) Task Force	\$792,617
Smith County	Smith County - East Texas Auto Theft Task Force	\$332,792

<b>ABTPA Grant Listing Continued</b>		
<b>Grantee Recipient</b>	<b>Program Name</b>	<b>Fiscal Year 2018 Award Amount</b>
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	Victoria Law Enforcement, Detection and Apprehension	\$154,719
Total Grant Awards for Fiscal Year 2018		\$12,940,118

*Note: These grants were awarded in 2017 for use in 2018.*