

Vehicle Titles and Registration and Enforcement Divisions

Roles and Responsibilities

October 2021

Presented by



Texas Department *of* Motor Vehicles

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Purpose

- Inform County Tax Assessor-Collectors on the different roles and responsibilities of the Vehicle Titles and Registration (VTR) Division and the Enforcement (ENF) Division.



Agenda

- Vehicle Titles and Registration (VTR) Division
 - Regional Services Section
 - Operations Section
 - Title Services Section
 - Registration Services Section

- Enforcement (ENF) Division
 - Field Services Section
 - Motor Vehicle Investigations

Vehicle Titles and Registration Division

Regional Services Section
Operations Section
Title Services Section
Registration Services Section



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Regional Services Section

William Diggs, Section Director

Tony Hall, Assistant Section Director

Trinie De La Cruz, Assistant Section Director



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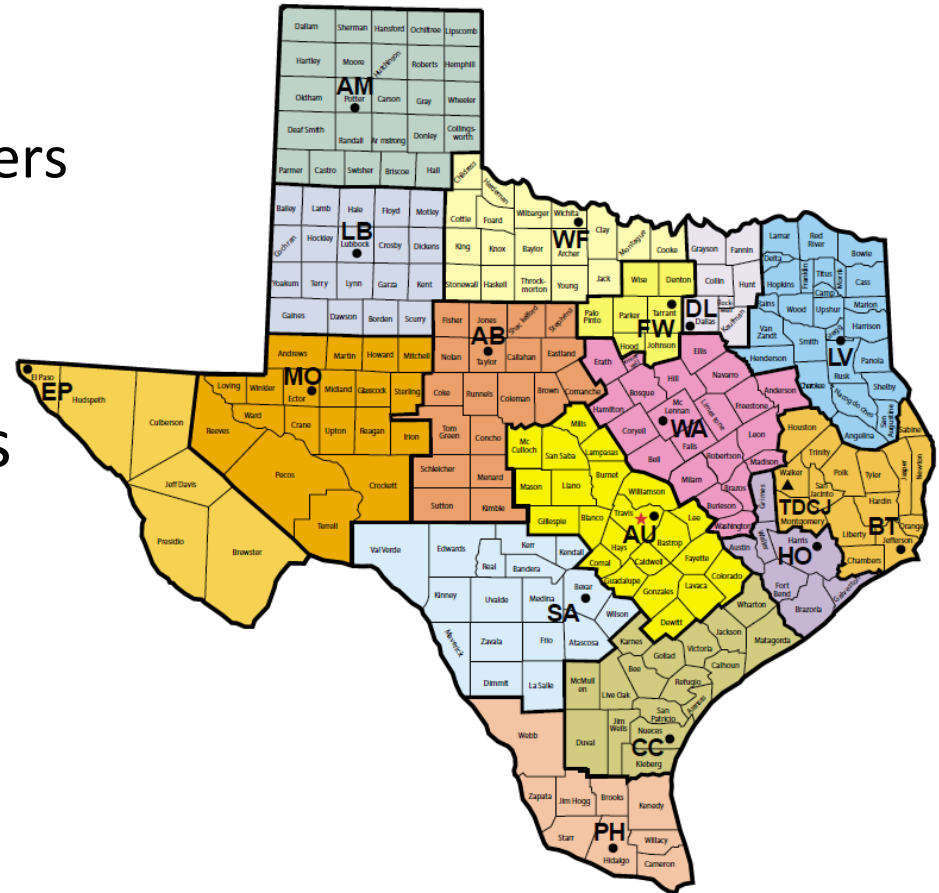
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Section Overview

- Field Operations
 - 16 Regional Services Centers
 - 168 Employees

- Headquarters Operations
 - 5 Employees



County Services and Support



- RTS Procedural Support
- Policy Support
 - Manuals, directives, administrative rules and laws.
- Office specific functions, inventory ordering, rejections, error reports, Point of Contact for other divisions.
- Scheduled biannual liaison/ training visits.



Industry/Citizen Services

- ❑ Certified Copies of Texas Titles
- ❑ Notice of Determination for the Bonded Title Process
- ❑ Commercial Vehicle Registration IRP
- ❑ Others, such as timed permits, assigned/reassigned numbers, secure dealer forms





Regional Services Contacts

- Section Director – William Diggs

- William.Diggs@txdmv.gov

- Assistant Section Director – Trinie De La Cruz

- (Amarillo, Abilene, Dallas, Fort Worth, Longview, Lubbock, Waco, Wichita Falls)*

- Trinie.DeLaCruz@txdmv.gov

- Assistant Section Director – Tony Hall

- (Austin, Beaumont, Corpus Christi, El Paso, Houston, Odessa, Pharr, San Antonio)*

- Tony.Hall@txdmv.gov

- Your local TxDMV Regional Service Center Manager

Operations Section

Tricia Ueckert, Section Director



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Section Overview

□ Staff

■ Section Director

- County Support Unit – 1 Training and Development Specialist and 1 Program Specialist

■ 1 Program Supervisor

- Program Support Unit - 2 Contract Specialists and 1 Statistician

■ 1 Manager

- Data Contracts Unit – 1 lead Program Specialist, 3 Compliance Analysts and 1 Customer Service Representative
- License Plates Contract Unit – 2 Program Specialists



Section Responsibilities

- Program Unit
 - Budget
 - Budget-related contracts and purchase orders
 - VTR goods and services
 - Inventory management
 - VTR statistics, data, and reporting
 - Legislative coordination



Section Responsibilities

□ Contracts Unit

■ Plate Contracts

- My Plates
- Digital License Plates

■ Data Contracts

- Access to motor vehicle records in bulk via contract
- Application vetting
- Contract execution
- Contract monitoring



Section Responsibilities

- County Support Unit
 - Mandatory RTS training via TalentLMS
 - Requests for TalentLMS accounts
 - County Support Liaison (new position)
 - County equipment requests
 - County Equipment Guide
 - Will serve as a liaison between county, VTR, and ITSD

Title Services Section

Lisa Resendez, Section Director



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Section Overview

□ Staff

■ 1 Program Supervisor

- Policy and Procedure – 4 Program Specialists

■ 1 Manager

- Salvage Unit – 1 Coordinator and 7 Operations Specialists

■ 1 Manager

- Title Unit – 1 Coordinator and 4 Operations Specialists
- NMVTIS Unit – 1 Coordinator and 4 Operations Specialists



Section Responsibilities

- Title Policy and Procedure
 - Develop policy and procedures
 - Analyze and implement legislative changes
 - Maintain title related manuals, forms, and learning modules
 - Product determinations
 - Lead projects and programming initiatives



Section Responsibilities

- Salvage Unit
 - Examine salvage and nonrepairable title applications
 - Approve applications through TxDMV systems
 - Add or remove owner-retained legal restraints (i.e. ORSAL/ORNR)
 - Print and mail salvage and nonrepairable titles



Section Responsibilities

□ Title Unit

- Reject, release, and revoke title records
- Issue corrected titles
- Add or remove legal restraints (i.e. CR, OF, TF)
- Research and respond to RSC inquiries



Section Responsibilities

- National Motor Vehicle Title Information System (NMVTIS) Unit
 - Research and resolve county NMVTIS errors
 - Coordinate with jurisdictions to validate title information
 - Research and respond to RSC inquiries



SME Assistance

- Support to internal and external stakeholders
 - County Tax Offices
 - Regional Service Centers
 - Federal, State, and Local Law Enforcement
 - Insurance Companies
 - Licensed Motor Vehicle Dealers
 - Salvage Dealers
 - Department Divisions (IT, CRD, ENF, MVD, OGC, GSC)

Registration Services Section

Stefan Krisch, Section Director



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Section Overview

□ Staff

- 1 Program Supervisor - Romeo McCain
 - Policy and Procedure –4 Program Specialists
- 1 Manager – Christy Michalik
 - Law Enforcement Support Unit– 1 Lead and 6 Operations Specialists
 - Motor Vehicle Record Unit – 1 Lead and 5 Operations Specialists
- 1 Manager – Vacant
 - Special Plates Unit – 1 Lead and 4 Operations Specialists
 - License Plate Manufacturing Unit – 1 Lead and 2 staff



Section Responsibilities

- Registration Policy and Procedure
 - Develop policy and procedures
 - Analyze and implement legislative changes
 - Maintain registration related manuals, forms, and learning modules
 - Lead projects and programming initiatives



Section Responsibilities

- Motor Vehicle Records Unit
 - Processes title history requests
 - Supports projects requiring extensive search of motor vehicle records
 - Processes subpoena requests
 - Processes Open Records Requests (PIRs) for the entire VTR Division
 - Handles all rejected documents received by OpenText, the department's imaging vendor



Section Responsibilities

- Law Enforcement Support Unit
 - Receives and distributes county error reports to RSCs for reconciliation
 - Modifications to motor vehicle records in RTS, including reinstatements and/or deletions
 - Processes requests for Alias and Suppressed Registration
 - Processes placard revocations received by LE
 - Removal of Child Support Scofflaw Remarks in coordination with OAG
 - Performs TLETS queries for status of Stolen and Safety Responsibility Suspensions
 - Processes Microfiche searches



Section Responsibilities

□ Special Plates Unit

- Processes meritorious military plate applications
- Processes state official and judicial plates
- Reviews personalized plate messages
- Processes declined message appeals
- Interfaces with My Plates & NICUSA to process refunds on declined messages
- Provides telephone support to customers and county staff on special plate related issues
- Coordinates with MyPlates for new special plate images to be added to webstore



Section Responsibilities

- License Plate Manufacturing Unit
 - Liaison with TDCJ manufacturing leadership
 - Maintain inventory in Huntsville
 - Fill county and RSC orders for allocated inventory
 - Research and resolve shipping issues



SME Assistance

- Support to internal and external stakeholders
 - County Tax Offices
 - Regional Service Centers
 - Federal, State, and Local Law Enforcement
 - Various State Agencies
 - Department Divisions (IT, CRD, ENF, MCD, MVD, OGC, GSC)



VTR Contact Information

- Policy and Procedure Questions
 - Contact your local TxDMV Regional Service Center

- eLearning Center
 - TxDMV-Learning@TxDMV.gov

- RTS Equipment Requests
 - RTS-Workstation-Allocations@TxDMV.gov

- Technical Issues/Defects - Service Desk
 - Service Desk: 512-465-4010 or 1-877-933-2020



Enforcement Division

Field Services Section

Motor Vehicle Investigation Section



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Field Services Section

Charlie Escobedo, Section Manager

Andrea Berlocher, Lead Compliance Spec.

Angelica Rodriguez, Lead Compliance Spec.



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Section Overview

- Staff
 - Ten (10) Compliance Specialists
 - Two Lead Compliance Specialists
 - One Section Manager



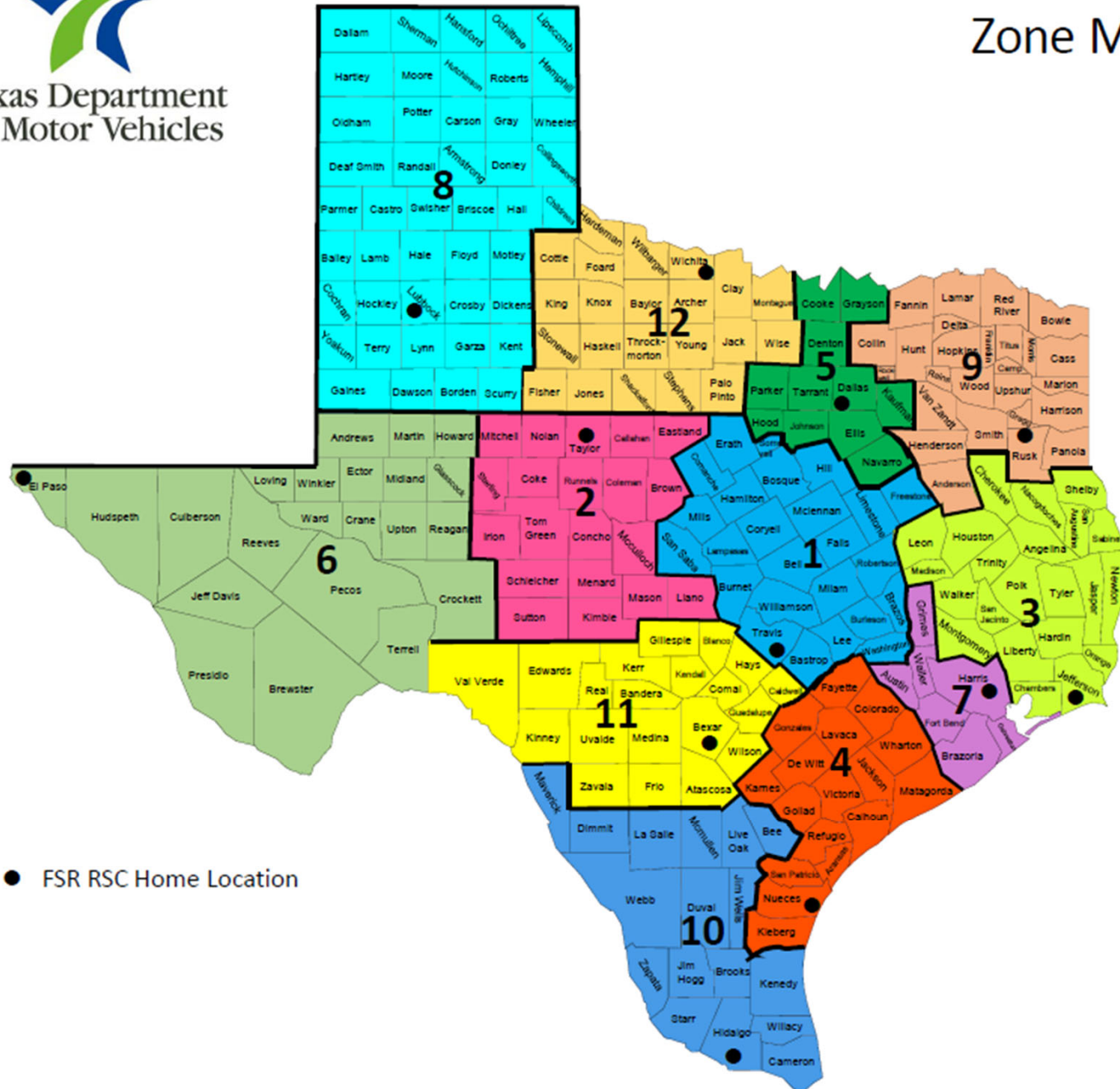
Section Responsibilities

- County Compliance Reviews
- Annual Plate and Asset Inventories
- Fraud Training



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Compliance Specialist Zone Map



● FSR RSC Home Location

- Zone 1 (AU) – Roslynn Hopkins
- Zone 2 (AB) – Jeanna Gordon
- Zone 3 (BT) – Joi Dinolfo
- Zone 4 (CC) – Connie Ayala
- Zone 5 (DL) – Angelica Rodriguez
- Zone 6 (EP) – Olivia Mendez
- Zone 7 (HO) – Nina Yonemoto
- Zone 8 (LB) – Lucy Gutierrez
- Zone 9 (LV) – Vacant
- Zone 10 (PH) – Mary Lou Cardenas
- Zone 11 (SA) – Andrea Berlocher
- Zone 12 (WF) – Vacant



County Compliance Reviews





County Compliance Reviews

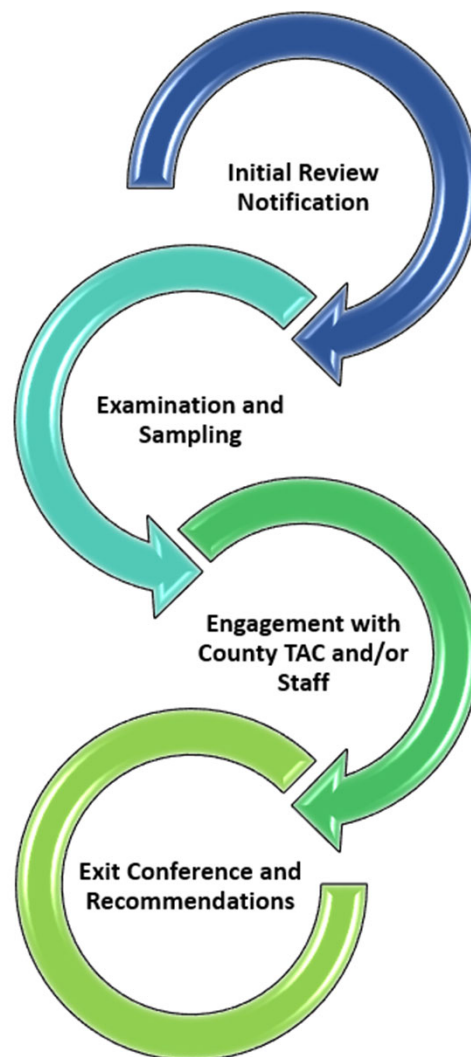




Plate and Asset Inventory

- Annual inventories to account for –
 - RTS Equipment – Computer, Printer, LAN Routers
 - License Plates and Placards
- Transition Inventories
 - Conducted at the conclusion of TAC term





Fraud Training

- Two Modules
 - Title Fraud Training
 - COGNOS Fraud Reports Training
- Virtual or In-Person Sessions
- Provide CE Credits





SME Assistance

- We are here to:
 - Support your operations to prevent fraud, waste, and abuse.
 - Provide training to enhance your internal fraud, waste, and abuse programs.
 - Assist in detecting fraud you may suspect.





ENF Field Service Contacts

- FSS Manager – Carlos Escobedo
 - Charlie.Escobedo@txdmv.gov
 - (915) 244-4487
- Lead Compliance Specialist – Andrea Berlocher
 - Andrea.Berlocher@txdmv.gov
 - (210) 452-8370
- Lead Compliance Specialist - Angelica Rodriguez
 - Angelica.Rodriguez@txdmv.gov
 - (469) 346-0239
- Your Area Compliance Specialist

Motor Vehicle Investigation Section

MV Attorney Section

David George, Chief Investigator

Dara Benoit, Assistant Chief Investigator

Paul Skendrovic, Assistant Chief Investigator



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Motor Vehicle Investigations Overview

- Motor Vehicle Supervisory Staff – 3
 - Austin HQ – Fort Worth

- Admin Support – 2
 - Austin HQ

- Motor Vehicle Investigators – 30
 - Regional

- Motor Vehicle Advertising Investigator – 1
 - Austin HQ



Motor Vehicle Attorney Overview

- Motor Vehicle Attorneys – 8
 - Assigned by County



Section Responsibilities

- ❑ Investigate complaints involving Manufacturers, Distributors, Converters, Motor Vehicle and Salvage Dealers
- ❑ Investigate Title and Odometer Fraud (Red Flag)
- ❑ Assist Federal, State, County and City Law Enforcement
- ❑ Assist Federal, State, County, and City Governmental Agencies



Submit a Complaint

TxDMV – Online Complaint Process

www.txdmv.gov/complaints

- ❑ Create one case per dealer, entity, or person.
- ❑ Case may contain multiple transactions against the same dealer, entity, or person.
- ❑ Submit scans of relevant documents as attachment.



Red Flag Referral Inquiries

RedFlag@TxDMV.gov



Motor Vehicle Inv. Contacts

- David George – Chief Investigator

David.George@txdmv.gov

- Dara Benoit – Assistant Chief Investigator

Dara.Benoit@txdmv.gov

- Paul Skendrovic – Assistant Chief Investigator

Paul.Skendrovic@txdmv.gov

