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Simplifying services and fighting fraud garner industry recognition ***TxDMV programs and initiatives focus on customer service and fraud prevention***

(AUSTIN, Texas – May 30, 2023) The American Association of Motor Vehicle Administrators (AAMVA) recognizes the success of recent Texas Department of Motor Vehicles (TxDMV) initiatives that have improved the safety and convenience of motor vehicle services.

Texas by Texas (TxT) Mobile Application

The TxT mobile application earned an AAMVA regional Customer Convenience Service Award. This award recognizes jurisdictions for improving customer-facing processes. TxT is the state's first digital assistant, providing an easy, fast and secure way to take care of state services.

Beyond being a mobile-friendly option, TxT provides customers with a new and improved experience over transactions performed online with traditional web browsers. Texans renewing their vehicle registration now have access to a more personalized and responsive experience.

The department successfully integrated vehicle registration renewal services onto the TxT platform in collaboration with the Texas Department of Information Resources and the state's private sector technology partner Deloitte.

"Texans deserve a quick and easy process for renewing their vehicle registration," said TxDMV Executive Director Daniel Avitia. "This is part of an ongoing effort to improve how Texans access government services in line with the streamlined, one-stop-shop experiences they have come to expect."

Temporary Tags and Dealer Licensing Improvements

Improvements to temporary tags and motor vehicle dealer license improvements earned the AAMVA Fraud Prevention and Detection Award. This award recognizes new programs or initiatives that enhance or ensure the integrity of products and services in a jurisdiction. AAMVA selected Texas tag and licensing improvements as both a regional winner and the overall international winner.

Enhancements to the dealer licensing process included:

- Enhanced verification of property ownership records.
- Requirements for additional ownership and premises documents.
- Creation of a Background and Fraud Unit to review dealer license applications.
- Implementation of a fingerprinting requirement for dealer license applicants.

Enhancements to TxDMV systems included:

- Establishment of maximum temporary tag issuance limits for dealers.
- Denial of dealers' access to the tag system when fraudulent activity is identified.
- Establishment of Vehicle Identification Number (VIN) decoding and VIN validation.
- Redesign of temporary tags to facilitate law enforcement identification of counterfeit tags.

Although there will always be criminals who will seek ways to circumvent the law, Texas has addressed law enforcement's principal outstanding concerns with the previous vehicle registration process.

"The Texas Department of Motor Vehicles will continue to work closely with local, state and federal law enforcement entities to prioritize the reduction of fraud to protect the public," Avitia said.

AAMVA is a nonprofit association that works with North American motor vehicle and law enforcement agencies to develop model programs and best practices in motor vehicle administration, law enforcement, and highway safety.

The Texas Department of Motor Vehicles registers and titles motor vehicles, licenses motor vehicle dealers, credentials motor carriers, issues oversize/overweight permits, investigates complaints against dealers and motor carriers, and awards grants to law enforcement agencies to reduce vehicle burglaries and thefts. Learn more at www.TxDMV.gov. [Subscribe](#) to receive TxDMV news releases via email or text message.