



TxDMV FAQs

How was the Texas Department of Motor Vehicles established?

The 81st Texas Legislature passed House Bill 3097 to transfer motor vehicle registration, consumer protection and enforcement programs to a new agency, the Texas Department of Motor Vehicles (TxDMV). Governor Rick Perry signed the bill into law in June 2009.

Texans are receiving great service through the Texas Department of Transportation (TxDOT). Why did the legislators think it necessary to relocate these services to a new agency?

The intent is to fine-tune the state's focus on two related but distinct functions—the transportation system and the vehicles that use it. The TxDMV will focus on the millions of customers who do business with the state through vehicle titles and registration, commercial vehicle registration and motor vehicle dealer licensing. The new agency will also have greater resources for enforcement and consumer protection. Separating these functions will allow the Texas Department of Transportation (TxDOT) to focus solely on building and maintaining the transportation system.

When will the new agency be open for business?

The TxDMV officially opens Monday, November 2.

How do I contact the new agency?

The Texas Department of Motor Vehicles (TxDMV) is located at 4000 Jackson Avenue in Austin, Texas 78731. The Web address is www.TxDMV.gov. Customers may call the toll-free number, 888-DMVGOTX (368-4689) or submit questions online through AskDMV@dmv.state.tx.us. The fax number is (512) 465-3098.

What services will be offered through the new agency?

The TxDMV's functions will include registration and titling for personal vehicles, operating authority for commercial motor carriers and the regulation of vehicle dealers. In addition, the Automobile Burglary and Theft Prevention Authority will transfer to the new agency and will continue to award grants to local law enforcement to help protect Texans from burglary and theft of their vehicles.

Will the new agency issue driver licenses?

The Legislature did not move the driver licensing function to the TxDMV. Citizens will still contact the Texas Department of Public Safety (DPS) to obtain driver licenses and official state identification cards.

What changes will customers notice when the new agency takes the responsibility for these services?

Texans won't see major changes. The divisions that are already providing quality customer service to citizens are simply moving from TxDOT to a stand-alone agency where they will continue to offer the same great service.

Will the new agency relocate?

Agency headquarters in Austin and regional offices will remain in the same locations for now. Any future relocation would be determined based on business and customer needs.

Will I have to register my vehicle at a TxDMV office instead of my local county tax office?

No, local county tax offices are the TxDMV partners and will continue to process vehicle registrations on the state's behalf.

Doesn't creating a new agency mean more cost to the taxpayer? Where will the money come from to run DMV operations?

Because the DMV functions already existed under TxDOT, the costs to transfer these functions to a new agency should be minimal. Operations will be funded as they were before, through the state highway fund. However, it is expected that the new agency's ability to focus more on enforcement issues should result in better collection of fees owed to the state.

What about vehicle titling and registration revenue that is now being used to build and maintain highways and bridges across Texas?

Revenue from statewide registration and title fees will continue to go into the state highway fund for the purpose of building and maintaining the state's highways, roads and bridges. In the past fiscal year, those deposits amounted to more than \$1 billion.

TxDOT is helping the former divisions make the transition. How long will the new agency be dependent upon TxDOT?

The new agency already has most of the resources in place to be self-sufficient, but TxDOT and TxDMV will coordinate closely for the next year.

Who will oversee the new agency?

The TxDMV Board will oversee the new agency. Governor Rick Perry appointed Victor Vandergriff of Arlington as chairman of the board for the new TxDMV. Board members include Clifford Butler of Mount Pleasant, James "Jim" Campbell Jr. of Sachse, Ramsay Gillman of Houston, Cheryl Johnson of Friendswood, Janet Marzett of Keller, Victor Rodriguez of McAllen, Marvin Rush of Seguin and John Walker III of Houston.

Why does this new agency benefit Texas' motoring public?

The new agency will provide high-quality customer service while focusing on its core functions of protecting consumers, helping to keep Texas' roads safe, and generating revenue to build and maintain the state's transportation infrastructure.

Who is responsible for oversize and overweight permits?

TxDOT will continue to issue permits for oversize/overweight loads. TxDOT will also coordinate and maintain permit routing maps and continue administrative enforcement of size and weight statutes. These functions require close coordination with TxDOT's district permit coordinators and maintenance personnel, as well as the Construction and Bridge Divisions. This coordination is essential to protect the safety of the traveling public, the transportation infrastructure, and the loads being transported. While it would be possible to continue this type of coordination between two agencies if permitting functions were transferred to the TxDMV, it would be much more complex to do so, and potential safety risks could be increased.

Is this going to be confusing for customers?

It may take some time for customers to get used to the changes, but staff at TxDMV and TxDOT will coordinate closely to assure that citizens receive the help they need. Many state agencies coordinate with each other on various functions, and TxDMV and TxDOT will continue to work as partners in serving Texas motorists, businesses and travelers.