Texas Department of Motor Vehicles
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NEWS
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New TxDMV launches statewide Listening Tour

New agency's first stop is Austin

AUSTIN - The new Texas Department of Motor Vehicles (TxDMV) is launching a statewide Listening Tour to learn what Texans want out of their state's motor vehicle services.

The first session is scheduled for Tuesday, December 8 at 6:30 p.m. at the TxDMV headquarters, 4000 Jackson Ave., Building 1 in Austin.

"We want to hear from you," said TxDMV Board Chairman Victor Vandergriff. "The TxDMV is full of future possibilities for delivering enhanced motor vehicle services. We welcome your ideas."

The new department, which began operations on November 2, 2009, is comprised of four former sections of the Texas Department of Transportation. Those sections include the divisions of Vehicle Titles and Registration, Motor Carrier and Motor Vehicles, and the office of Automobile Burglary and Theft Prevention.

Currently, the TxDMV is in the process of organizing and building the new department, making it an ideal time to ask customers to contribute their ideas. Those attending the sessions are asked to come prepared with their personal answers to three questions:

- What is the TxDMV doing right?
- What are your ideas for improving/adding services?
- In an ideal world with unlimited resources, how could the TxDMV provide the ultimate in customer service?

"The customers of the TxDMV – be it a citizen looking to register a vehicle or protect it from theft, a truck driver looking to haul goods across the state, or a dealership looking to sell a car – deserve the undivided attention of an agency specifically tailored to get them where they want to go and to enhance the already great business climate in Texas," Vandergriff said.

The TxDMV is looking to new technology to increase customer convenience, combat fraud and help grow the motor vehicle business.

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The Listening Tour will continue through January and February in cities across Texas. Details of sessions will be posted on the TxDMV Web site, www.TxDMV.gov, as they become available.

Anyone unable to attend a session in their area can still share their ideas by contacting the department through the TxDMV website: http://www.txdmv.gov/contact_us/form/?id=dmvtour-email

"The future is bright for the TxDMV, but it cannot do it alone," Vandergriff said. "The TxDMV will rely on its partners and stakeholders, including county tax-assessor collectors, law enforcement, commercial motor carriers, and motor vehicle dealers, and, of course, citizens, to ensure every vehicle is properly registered, titled and insured, criminals are thwarted, and regulations are followed for the good of every Texan."

The motor vehicle business in Texas generates more than $4 billion annually for the state. The money is deposited into the state highway fund to help build and maintain the state's transportation system and into the general revenue fund, which legislators use to provide services for all Texans.

Motor vehicle services provided by TxDMV include registrations (passenger vehicles, apportioned trucks and motor carrier operating authority), titling, dealership licensing, and auto theft prevention. It does not issue driver's licenses.

For more information on the Listening Tour or the TxDMV, go to www.TxDMV.gov.

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