

# MOTOR CARRIER DIVISION

**People, Products & Services**

**April 14, 2016**



Texas Department of Motor Vehicles  
HELPING TEXANS GO. HELPING TEXAS GROW.

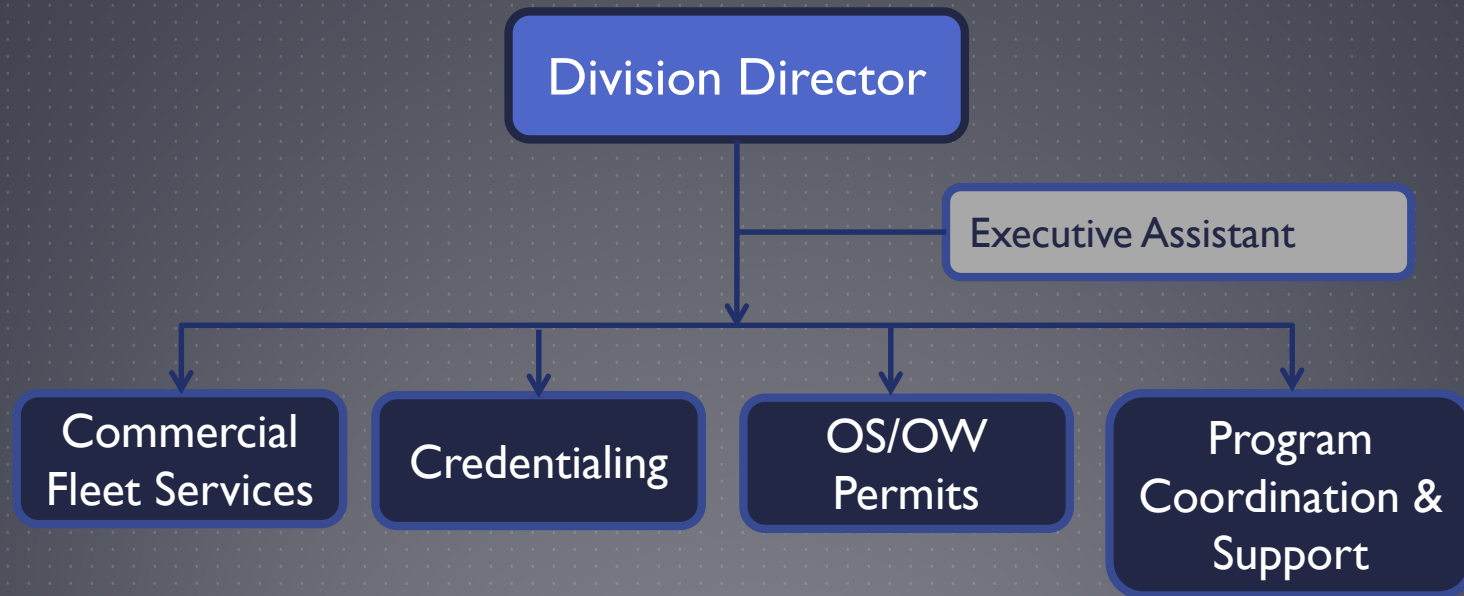
# MCD – THE BIG PICTURE

MCD's primary mission is to provide customer-focused credentialing, oversize/overweight permitting, and apportioned and fleet registration services to motor carriers and commercial vehicle owners while maintaining compliance with Texas' regulatory requirements.

- ★ 119 employees allocated
- ★ \$7 million annual operating budget
- ★ MCD collects more than \$345 million in fees annually

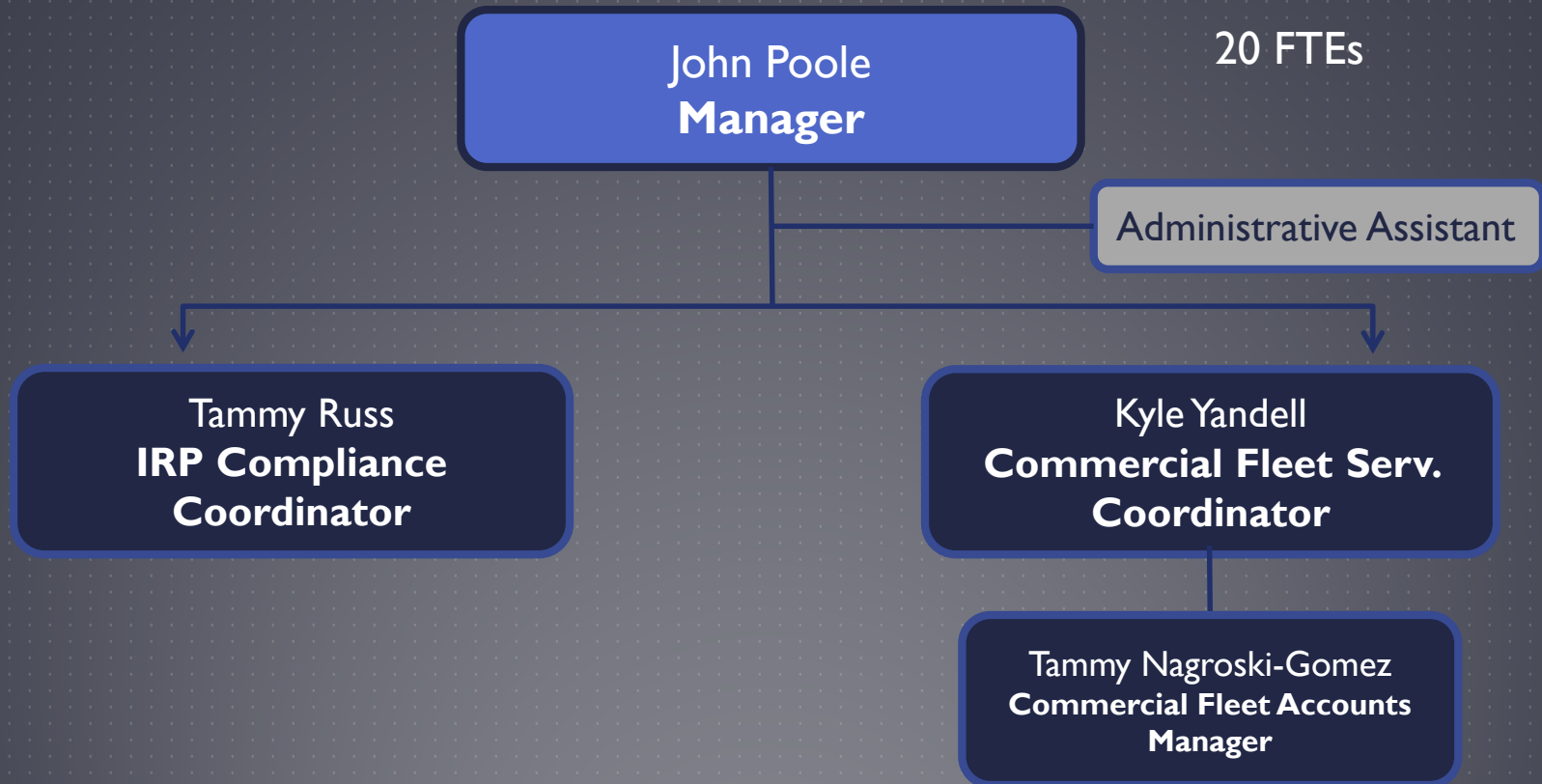
*Like the customers we serve, we are always in motion...*

# MCD – THE BIG PICTURE



*Like the customers we serve, we are always in motion...*

# COMMERCIAL FLEET SERVICES (CFS) SECTION



# CFS Services & Responsibilities

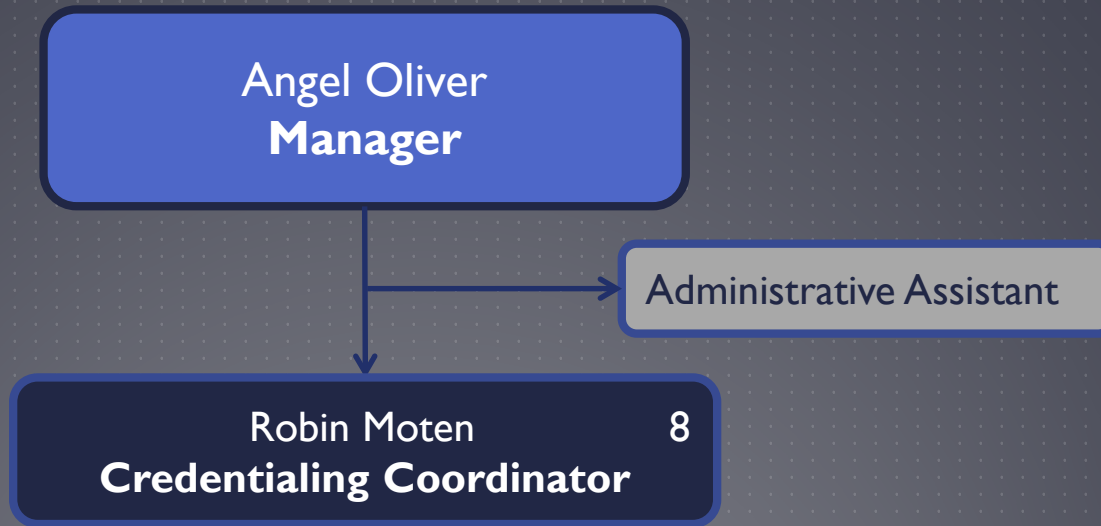
- ★ International Registration Plan (IRP)
- ★ Manage and monitor the Texas International Registration Plan (TxIRP) online application
- ★ IRP Compliance Audit Program
- ★ IRP Funds distributive process (IRP Electronic Clearinghouse and non-Clearinghouse jurisdictions) and refund processing
- ★ PRISM project management
- ★ Multi-Year Intrastate Fleet Registration Program
- ★ Heavy Vehicle Use Tax (HVUT) verification program
- ★ Commercial Fleet Account Management
- ★ Industry Outreach and Training Program
- ★ Token Trailer Registration Program
- ★ Texas Forestry applications and renewals
- ★ Motor carrier and law enforcement inquiries

# CFS Stats FY 2015

- ★ Fees collected – \$152,636,397
- ★ Number of apportioned renewal applications – 17,157
- ★ Registered 14,139 rental trailers
- ★ Registered 29,859 Five-Year Token Trailers
- ★ Registered 582 forestry vehicles
- ★ Conducted 424 TxIRP Compliance Audits
- ★ Percentage of customers registering online – 51 percent
- ★ Phone calls handled – 16,002

# CREDENTIALING SECTION

11 FTEs



# Credentialing Products and Services

- ★ Management of intrastate operating authority program (motor carrier registration)
- ★ Management of the online Motor Carrier Credentialing System (MCCS) application and help desk
- ★ Registration of Texas-based interstate carriers into the Unified Carrier Registration System (Federal program)
- ★ Responding to motor carrier, insurance, and law enforcement inquiries



# Active Motor Carrier Registration (Intrastate) Certificates

- ★ Total Certificates
  - Buses – 483
  - Household goods moving companies – 826
  - Hazardous materials – 2,712
  - Other – 47,961
  
- ★ Total Vehicles – 398,801

# Credentialing Stats FY 2015

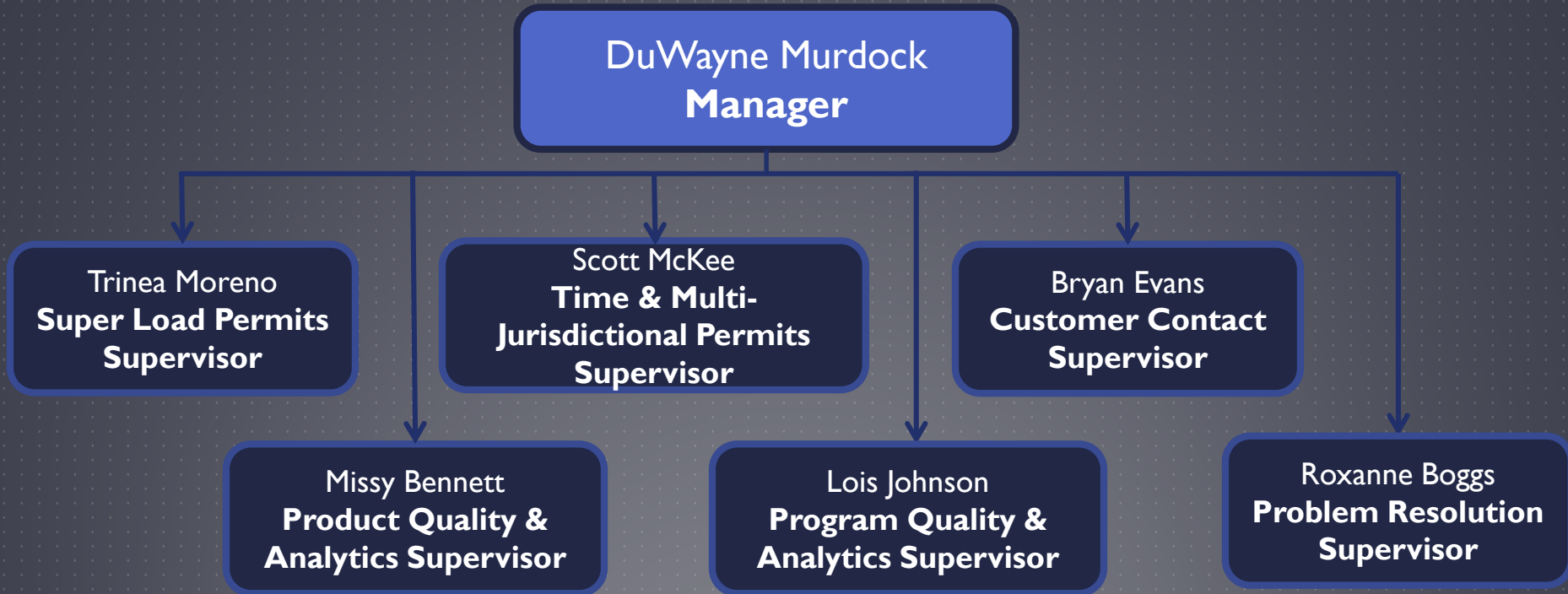
- ★ Motor carrier registration (intrastate) certificates – 8,054
- ★ UCR receipts – 30,647
- ★ Phone calls handled – 80,501

## Fees Collected

- ★ Intrastate – \$6,667,773
- ★ UCR – \$9,510,733

# OVERSIZE/OVERWEIGHT (OS/OW) PERMITS SECTION

80 FTEs



# OS/OW Permits

- ★ Oversize and overweight loads exceeding Federal legal limits:
  - 8.5 feet wide
  - 14 feet high
  - 80,000 pounds gross weight
  - Legal length limits vary based on vehicle/combination
- ★ Permit route ensures the safety of traveling public, load and highway infrastructure
- ★ Issue 27 different permit types
- ★ Price per permit ranges from \$10 - \$4,000

# OS/OW Permits Products & Services

- ★ Issuing permits and routes for transporting oversize/overweight cargo on Texas' 90,000 centerline miles and 52,000 bridges
- ★ Coordinating with TxDOT for route approvals and bridge and pavement analysis
- ★ Operating the Oversize/Overweight Permits Help Desk
- ★ Conducting industry outreach
- ★ Partnering with industry, law enforcement and government
- ★ Manage and monitor the Texas Permitting & Routing Optimization System (TxPROS) application
- ★ Contract management for TxPROS
- ★ Providing TxPROS and other permit-related training
- ★ Quality Control and performance management for TxPROS and the Oversize/Overweight Permit Section

## OS/OW Permits Products & Services cont.

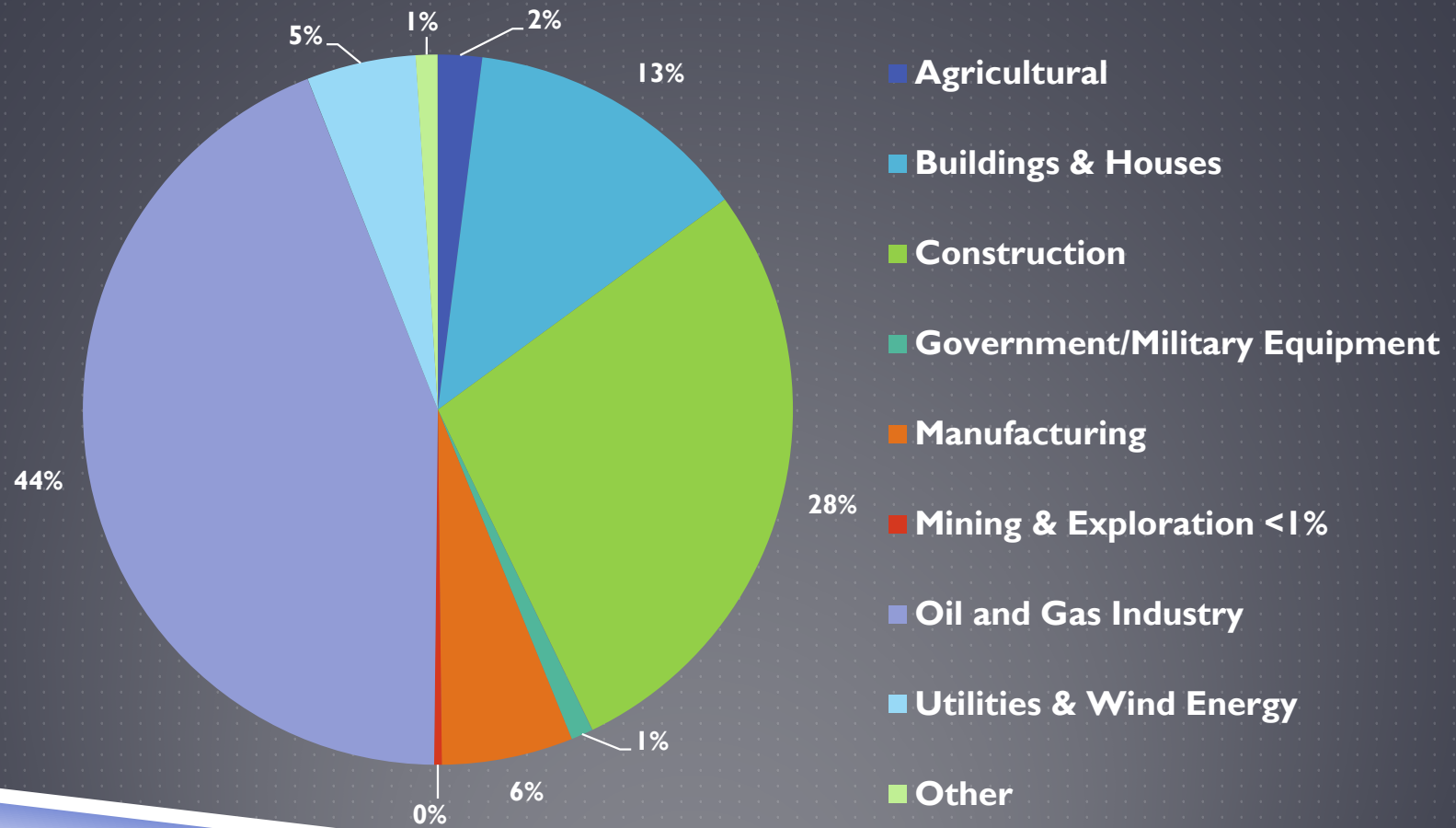
- ★ Oversize/Overweight permitting statistics and metrics
- ★ Coordination of feedback to the TxPROS developer
- ★ Coordination with TxDOT's 25 districts to gather road restrictions and bridge/structure lists
- ★ Daily updates to restrictions for the TxPROS permitting and mapping functions, including restriction management and map updates
- ★ Business acceptance testing of TxPROS following updates to ensure functionality

# OS/OW Permits Stats FY 2015

- ★ Fees collected – \$183,622,475
- ★ Number of permits issued – 791,556
- ★ Percentage of eligible permits self-issued by customers – 71%
- ★ Number of phone calls handled – 186,014

# OS/OW Permit Trends

## FY 2015 Industry Trends in Permits Issued





# PROGRAM COORDINATION AND SUPPORT (PCS)



# PCS Division-wide Support

- ★ Program and project management
- ★ Budgeting and purchasing
- ★ Statistical analysis and Key Performance Indicator (KPI) reports
- ★ Strategic planning
- ★ Legislative analysis and administrative rules updates
- ★ Research and reports
- ★ Internet and intranet content management
- ★ Customer outreach, media relations and open records requests
- ★ Event planning and training coordination
- ★ Publication writing, editing, design and production
- ★ Grant management for the Commercial Vehicle Information Systems and Networks (CVISN) program and the Texas Performance and Registration Information Systems Management (PRISM) program
- ★ Maintenance of more than 50 division customer service forms

Questions?