



## Compact with Texans

The Texas Department of Motor Vehicles (TxDMV) is the state agency responsible for vehicle registration and titling, issuing motor carrier operating authority, motor carrier enforcement, permitting services to transport oversize/overweight cargos, licensing vehicle dealers, and awarding law enforcement agencies grants to reduce auto theft and increase public awareness, and much more. All of these activities require continuous communication and interaction with our customers and stakeholders.

### Agency Vision

The Texas Department of Motor Vehicles sets the standard as the premier provider of customer service in the nation.

### Customer Service Principles

Our customers can expect TxDMV to:

- Exercise courtesy and respect;
- Be fair, ethical, and professional;
- Provide timely and responsive service;
- Give clear, accurate, and consistent information;
- Follow through on our commitments;
- Strive for continuous improvement in all of our services; and,
- Go the extra mile in our efforts to serve.

### Customer Feedback

Customer feedback received through the TxDMV Contact Center, located within the Consumer Relations Division, enables the agency to develop and support continuous activities for improving the way it does business.

The TxDMV Contact Center serves as the consumer doorway to better, faster and more efficient customer service to the public and industries served by the agency.

Whether you contact us by phone, correspondence, or email, TxDMV will handle each call and inquiry in a professional manner that is tailored to your needs.

If you contact us by phone, you will reach one of our customer service representatives. If you contact us through email or mail, our goal is to respond to you within three business days.

### By Phone

To discuss an issue, call us toll-free at 1-888-DMV-GOTX (1-888-368-4689) or locally at (512) 465-3000. Our hours of operation are 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday.



# Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

## Email

You may also use a drop-down menu at the following link to file a complaint, provide a compliment, or make a suggestion: <http://www.TxDMV.gov/contact-us>

## By US Mail

Send letters to us at the following address:

Texas Department of Motor Vehicles (TxDMV)  
4000 Jackson Ave., Austin, TX 78731

Please include:

- Your name and mailing address (telephone number/e-mail optional);
- A description of your comment or concern, including any background information or underlying facts; and
- The specific action or measure you are requesting of us.

Our Customer Service Liaison, Gerri Ries, may be reached by phone at (512) 872-8103 or by email at [Gerri.Ries@TxDMV.gov](mailto:Gerri.Ries@TxDMV.gov).

## Customer Satisfaction Survey

The Texas Department of Motor Vehicles is committed to continually improving service to our customers. Your feedback is vital to our mission to serve, protect and advance the citizens and industries in the state with quality motor vehicle related services. To assist us in receiving customer feedback, we encourage you to complete a short survey after an interaction with our agency.

The survey is available at the following link: [www.surveymonkey.com/s/TxDMVsurvey](http://www.surveymonkey.com/s/TxDMVsurvey)

## Customer Complaint Process

If you have concerns or a complaint about a TxDMV Division, program, or regional office that has not been resolved to your satisfaction, contact the TxDMV by phone, online or by US mail listed above, and we will respond to you within three business days. Please provide as much detail about the issue as you can, including date, time, the person you spoke with, and so on.

All customer complaints and suggestions are tracked by the agency in the Consumer Relations Database. The database is used to store and catalog all customer initiated complaints, compliments, and suggestions received by TxDMV.

## Additional Information

For additional information about TxDMV:

- Please visit our website at <http://www.TxDMV.gov>
- Like us on Facebook at <http://www.facebook.com/TxDMV>
- Follow us on Twitter at <http://twitter.com/TxDMV>