



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

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# TxDMV Board Projects & Operations Committee Meeting

2:00 p.m.  
Wednesday, April 9, 2025

**AGENDA**  
**PROJECTS AND OPERATIONS COMMITTEE**  
**TEXAS DEPARTMENT OF MOTOR VEHICLES**  
**4000 JACKSON AVE., BUILDING 1, LONE STAR CONFERENCE ROOM**  
**AUSTIN, TEXAS 78731**  
**PARKING IS AVAILABLE IN THE PARKING LOT ADJACENT TO BUILDING 1**  
**WEDNESDAY, APRIL 9, 2025**  
**2:00 P.M.**

The presiding officer of the Projects and Operations Committee (Committee) will be physically present in the Lone Star Conference Room of Building 1, 4000 Jackson Avenue, Austin, Texas 78731. Some Committee members may attend via videoconferencing.

Link to April 9, 2025, Committee Meeting Documents:  
<https://www.txdmv.gov/about-us/txdmv-board-meetings>

All agenda items are subject to possible discussion, questions, consideration, and action by the Committee. Agenda item numbers are assigned for ease of reference only and do not necessarily reflect the order of their consideration by the Committee. Presentations may be made by the identified staff, Committee member, or other personnel as needed. The Committee reserves the right to discuss any items in closed session where authorized by the Open Meetings Act. A quorum of the Board of the Texas Department of Motor Vehicles (Board) may be present at this meeting for discussion and gathering information. However, Board members who are not Committee members will not vote on any Committee agenda items, nor will any Board action be taken.

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- 1. Roll Call and Establishment of Quorum**
- 2. Pledges of Allegiance - U.S. and Texas**
- 3. Comments and Announcements from Committee Chair, Committee Members, and Executive Director**

**BRIEFING AND ACTION ITEMS**

- 4. Consideration and Possible Recommendation for Action to the Full Board and Briefings:**
  - A. Enterprise Projects (BRIEFING ONLY)
    - i. [Camp Hubbard Renewal Project](#) - Glenna Bowman
    - ii. [House Bill \(HB\) 718 Implementation](#) - Roland Luna, Sr.
    - iii. [Regional Service Center \(RSC\) Expansions, Moves, and Renovations](#) - Annette Quintero
      - a. RSC Expansions
        - Dallas
        - Houston

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- Pharr

b. Long Range Facilities Plan

B. Technology Projects - Wendy Barron (BRIEFING ONLY)

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i. [Registration and Title System \(RTS\) Replacement and Ecosystem Modernization](#)

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ii. [Other Projects](#)

a. Voice to Cloud

b. Motor Carrier Credentialing System (MCCS) Rewrite

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C. [Payment Processing Transition](#) - Eric Horn and Wendy Barron (BRIEFING ONLY)

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D. [Accounts Receivable Project](#) - Eric Horn and Wendy Barron (BRIEFING ONLY)

### **CLOSED SESSION**

**5. The Committee may enter into closed session under one or more of the provisions of the Texas Open Meetings Act, Government Code, Chapter 551, including but not limited to:**

**Section 551.071** - Consultation with and advice from legal counsel regarding:

- pending or contemplated litigation, or a settlement offer;
- a matter in which the duty of the attorney to the government body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Government Code Chapter 551; or
- any item on this agenda.

**Section 551.076** - Deliberation Regarding Security Devices or Security Audits.

- the deployment, or specific occasions for implementation, of security personnel or devices; or
- a security audit.

**Section 551.089** - Deliberation Regarding Security Devices or Security Audits; Closed Meeting.

- security assessments or deployments relating to information resources technology;
- network security information as described by Section 2059.055(b); or
- the deployment, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices.

**6. Action Items from Closed Session**

**7. Public Comment**

**8. Adjournment**

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The Committee will allow an open comment period to receive public comment on any agenda item or other matter that is under the jurisdiction of the Committee. No action will be taken on matters that are not part of the agenda for the meeting. For subjects that are not otherwise part of the agenda for the meeting, Committee members may respond in accordance with Government Code, §551.042 and consider the feasibility of placing the matter on the agenda for a future meeting.

If you would like to comment on any agenda item (including an open comment under the agenda item for Public Comment), you must complete a speaker's form at the registration table prior to the agenda item being taken up by the Committee or send an email to [GCO\\_General@txdmv.gov](mailto:GCO_General@txdmv.gov) to register by providing the required information prior to the agenda item being taken up by the Committee:

1. a completed [Public Comment Registration Form](#); or
2. the following information:
  - a. the agenda item you wish to comment on;
  - b. your name;
  - c. your address (optional), including your city, state, and zip code; and
  - d. who you are representing.

Public comment will only be accepted in person. Each speaker will be limited to three minutes, and time allotted to one speaker may not be reassigned to another speaker.

Any individual with a disability who plans to attend this meeting and requires auxiliary aids or services should notify the department as far in advance as possible, but no less than two days in advance, so that appropriate arrangements can be made. Contact Carrie Fortner by telephone at (512) 465-3044.

I certify that I have reviewed this document and that it conforms to all applicable Texas Register filing requirements.

CERTIFYING OFFICIAL: Laura Moriaty, General Counsel, (512) 465-5665.

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**Committee Meeting Date: 4/9/2025**  
**BRIEFING ITEM**

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**To:** Projects & Operations Committee, Texas Department of Motor Vehicles Board  
**From:** Glenna Bowman, Chief Financial Officer  
**Agenda Item:** 4.A.i.  
**Subject:** Enterprise Projects - Camp Hubbard Renewal Project

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### RECOMMENDATION

Briefing Only.

### PURPOSE AND EXECUTIVE SUMMARY

Briefing item only to provide an update on the Camp Hubbard Renewal Project.

### FINANCIAL IMPACT

N/A

### BACKGROUND AND DISCUSSION

The Camp Hubbard Renewal Project is underway, and the following tasks have been completed or are currently in process:

- TPFA financing: Texas Public Finance Authority (TPFA) issued the first disbursement of project funds on 3/13/2025, in the amount of \$8,945,000.00.
- Furniture Design: Division directors are meeting with the interiors design team to finalize office furniture layouts.
- Construction Progress: Construction is 6% complete.
- Building CH-6 Renovations:
  - Selective demolition on floors 1, 3 and 4 is complete.
  - Selective exterior demolition is scheduled to be completed the first week of April, followed by the new entrance structural work.
  - Office renovations have wall framing and rough-in work for mechanical and electrical systems underway.
  - Estimated completion in early Fall 2025.
- Demolition and Site Utilities:
  - Flintco Construction has completed the demolition of buildings CH-3 and CH-5.
  - CH-2 demolition will start on 3/31/2025 pending successful connection of the rerouted water lines on 3/29/2025.
  - Underground utilities relocations are 80% complete.
  - Austin Energy has completed new service to CH-4 and removed decommissioned transformers.
  - As of the end of February, 97 trucks have hauled off a total of 1,175 tons of materials from the site. 25% of demolition debris materials have been diverted from the landfill. The quantities do not include the salvaged brick that will be used in CH-6 exterior renovations, or tree trimming materials that were made into mulch for the existing trees.

- New Building Construction:
  - The new building foundation preparation work is currently scheduled to begin in April.



**Committee Meeting Date: 4/9/2025**  
**BRIEFING ITEM**

**To:** Projects & Operations Committee, Texas Department of Motor Vehicles Board  
**From:** Roland Luna, Deputy Executive Director  
**Agenda Item:** 4.A.ii  
**Subject:** Enterprise Projects - House Bill (HB) 718 Implementation

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## RECOMMENDATION

Briefing Only.

## PURPOSE AND EXECUTIVE SUMMARY

This briefing serves to provide the current state of the TxDMV's implementation plan for House Bill (HB) 718, which eliminates various temporary tags and timed permits. This will provide an overview of the ongoing efforts related to statutory changes, operational impacts, operational considerations, and coordination with stakeholders.

## FINANCIAL IMPACT

For the implementation of HB 718, TxDMV was appropriated \$35 million for the 2024-2025 biennium with 2.0 FTE in 2024 and 44.0 FTE in 2025.

## BACKGROUND AND DISCUSSION

TxDmv began working on the implementation of HB718 by creating various committees to assist with different components of the legislation. Over the course of the last two years, the eight (8) committees have been actively managing the implementation of HB 718. Each committee is tasked with clearly defined goals to make the implementation of HB 718 seamless and efficient across the TxDMV Department.

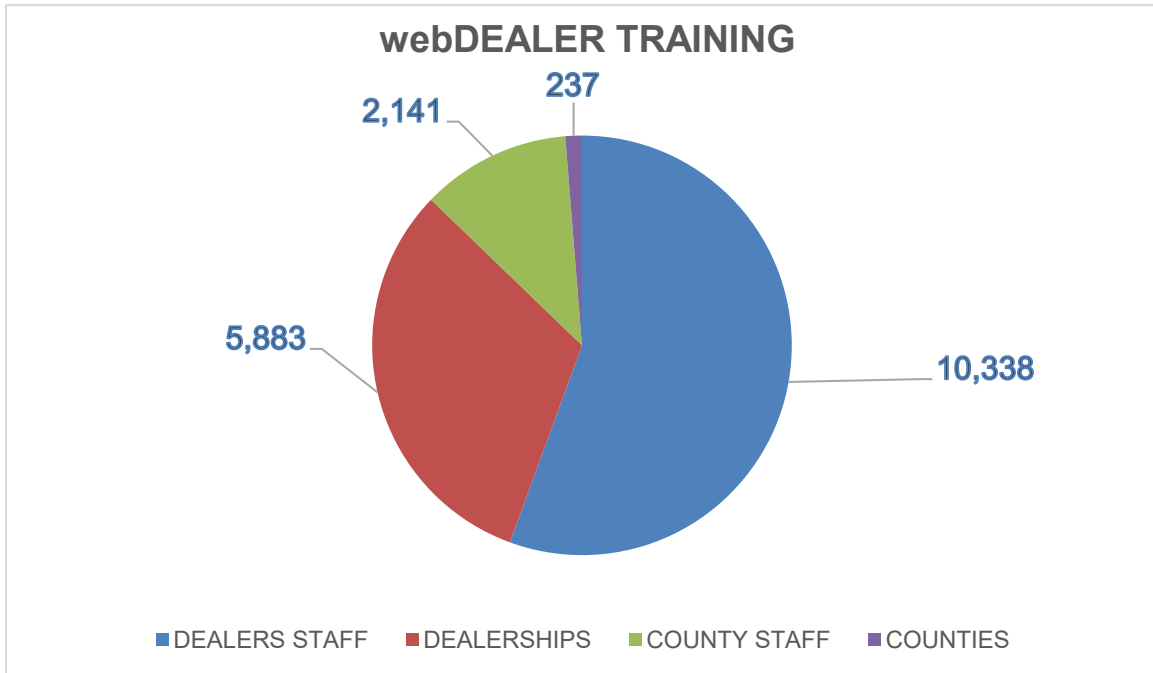
Committees include technology, license plate design & manufacturing, compliance, regulatory affairs, program implementation, communications, training and executive advisory. Since the last update, the committees have continued to organize the committees' goals, and tasks, and coordinate cross-committee efforts.

The technology committee is currently on track to achieve integration and deployment of the inventory management system. The committee continues to focus on various enhancements to TxDMV systems, data management, and system testing to ensure access and functionality for stakeholders.

The training committee developed a new comprehensive cross-agency training plan that ensures proper implementation of new processes associated with HB 718. This plan includes six core training topics: informational sessions, webDEALER system and training requirements, metal plate processes, inventory management, process changes, and law enforcement.

Training has been provided to stakeholders by several divisions and staff members, increasing the number of training opportunities, which enhances the reach for a wider range of internal learners around these topics. Training content is currently in the final stages of development for metal plate processes, inventory management system training, and metal plate changes for law enforcement.

There has been a total of 105 webDEALER training sessions between February 2024 and February 2025. The total number of dealer and county attendees trained across all forms of available webDEALER training, to include in-person, virtual (including Talent LMS) and on-demand through February 2025 is 12,479.







**Committee Meeting Date: 4/9/2025**  
**BRIEFING ITEM**

**To:** Projects & Operations Committee, Texas Department of Motor Vehicles Board  
**From:** Annette Quintero, Vehicle Titles & Registration Division Director  
**Agenda Item:** 4.A.iii  
**Subject:** Enterprise Projects - Regional Service Center (RSC) Expansions, Moves, and Renovations

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### RECOMMENDATION

Briefing Only.

### PURPOSE AND EXECUTIVE SUMMARY

The primary purpose of this briefing is to provide an update for the Board of the Vehicle Titles and Registration Division (VTR) Regional Services Section office expansions, moves, and renovations.

### FINANCIAL IMPACT

During the 88<sup>th</sup> Legislative Session, TxDMV received funding to open additional regional service centers in the Dallas and Houston areas to accommodate the growing service demands of customers. TxDMV's total biennium appropriation was \$3.4 million for the Dallas and Houston expansions and eight (8) FTEs for these locations.

### BACKGROUND AND DISCUSSION

VTR continues to actively work on these projects. Remodel and expansion projects have included completing the relocation of RSCs in San Antonio and remodel in Midland-Odessa. Currently underway is the buildout of the new Dallas South and Houston South expansions, and the relocation of the Pharr RSC in coordination with the Texas Department of Transportation (TxDOT).

On January 7, 2025, TxDOT awarded the construction bid to Assisted Building Solutions for the relocation project for the Pharr RSC. Construction is estimated for 5-6 months once building begins. Construction should end by August 2025.

In the Dallas area, TxDMV will have an additional RSC located at 562 E. Wheatland Road, Duncanville. Construction started in November 2024 with a projected completion date in early Spring 2025. During the last phase of this project, installations of furniture, information technology equipment, and security equipment will be completed. The following photo is of the new location in Duncanville.



In the Houston area, the additional RSC will be located at 11720 W. Airport Blvd., Meadows Place. Construction is planned to start April 2025 and is projected to complete by August 2025. In April, this RSC will be completing a sprinkler system to safeguard the property inside and out to meet the fire safety demands of the city. The following photo is of the new RSC in Meadows Place.





**Committee Meeting Date: 4/9/2025**  
**BRIEFING**

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**To:** Projects & Operations Committee, Texas Department of Motor Vehicles Board  
**From:** Wendy Barron, Chief Information Officer  
**Agenda Item:** 4.B.i  
**Subject:** Technology Projects – Registration and Title System (RTS) Replacement and Ecosystem Modernization

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### **RECOMMENDATION**

Briefing only – No recommendation.

### **PURPOSE AND EXECUTIVE SUMMARY**

To brief the Projects and Operations Committee on the status of the RTS Replacement and Ecosystem Modernization project.

### **FINANCIAL IMPACT**

N/A

### **BACKGROUND AND DISCUSSION**

#### **RTS Replacement and Modernization**

RTS was originally designed and built by the Texas Department of Transportation in the mid-1990s to process vehicle registration and title transactions. RTS has undergone continuous rebuilding, upgrades, and process improvements over time to maintain primary system functionality. While the system is stabilized for continued near-term use, advancements in technology and application development, as well as the workload demands of a growing state, are rendering this system obsolete. In the years since RTS was placed in service, the cost of maintaining the system has increased while the department's ability to adapt and change its use to better serve the evolving needs of the motoring public and state regulatory structures has decreased. For these reasons, the department must begin the process of replacing RTS and its associated applications.

The department initiated Phase One of the project in Fiscal Year 2024 with an allocated budget of \$6.75 million. This first phase includes the following activities:

- Updates to existing systems
- Internal Assessment of the RTS Ecosystem
- External Assessment and market research of options
- Quality Assurance Team deliverables development
- Organizational Change Management activities
- Procurement Assistance vendor selection

## **Upgrades to Existing Systems**

System upgrades are essential to maintaining optimization and ensuring long-term efficiency. To support transformation and migration efforts, ongoing initiatives are actively preparing existing systems for these advancements. Multiple upgrade projects are currently underway to enhance performance, security, and overall system resilience.

Phase Two is expected to begin in fiscal year 2026 and will include implementation and buildout of the replacement ecosystem following the plans developed in Phase One.

## **Internal Assessment of the RTS Ecosystem**

The internal assessment of the RTS Ecosystem, conducted by Deloitte, the Department of Information Resources (DIR) Technology Solution Services (TSS) vendor, is now complete. This assessment evaluated the current state of the system, developed a phased implementation plan for full system replacement, and provided migration recommendations to minimize service disruptions. The findings will guide strategic decisions to ensure a smooth transition while maintaining operational efficiency and service continuity. Additionally, this assessment will provide key information to potential vendors, enabling them to better inform their bids and align their proposals with the state's needs and objectives.

## **External Assessment of the RTS Ecosystem**

The external market research assessment, conducted by Gartner, a DIR Cooperative Contracts vendor, is now complete. This assessment identified industry-leading solutions, evaluated their implementation across the nation, and assessed modernization efforts in motor vehicle and transportation departments nationwide. The findings provide valuable insights into best practices and emerging technologies, helping to inform strategic planning and future system enhancements.

The findings from this assessment are now informing the planning of site visits to states comparable in size and scope to Texas. The selected states—Georgia, Arizona, and California—each utilize a different modernization approach: Georgia employs a Commercial Off-the-Shelf (COTS) solution, Arizona has developed a Build-Your-Own system, and California leverages a Low-Code platform. The objective of these visits will be to gain deeper insight into system usage and challenges while curating discussions on the successes and failures of various modernization efforts.

## **Quality Assurance Team (QAT) Deliverables Development**

As part of the Legislative Appropriations Request (LAR) package, a business case and project justification have been submitted to support the funding request. These documents are Quality Assurance Team (QAT) deliverables and are legally mandated for any LAR Exceptional Item funding request, ensuring transparency and accountability in the allocation of resources.

## **Organizational Change Management**

Organizational Change Management (OCM) is a critical success factor and integral to the success of the modernization process. A full-time employee has been hired specifically to support OCM efforts, ensuring dedicated focus on driving change throughout the modernization. Additionally, an external vendor contract will be executed within the next few weeks to provide support for the initial OCM project activities.

## **Procurement Assistance**

We are developing a solicitation to select a procurement assistance vendor to support the broader procurement effort for the modernization project. This vendor will help manage the procurement process. The solicitation is expected to be released in early summer, with the goal of executing the contract before the end of the fiscal year to maintain project timelines.

**Legislative Appropriations Request**

The current Legislative Appropriations Request (LAR) Exceptional Item is \$175 million, with funding allocated across key areas to support the modernization effort.

The intent of this request is to empower the agency to initiate early project activities, with a focus on currency and security to protect current systems, enable early delivery for immediate value, and drive quick wins to build momentum. Additionally, it aims to fully procure the large implementation contract to ensure the project's long-term success.

**Committee Meeting Date: 4/9/2025**  
**BRIEFING**

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**To:** Projects & Operations Committee, Texas Department of Motor Vehicles Board  
**From:** Wendy Barron, Chief Information Officer  
**Agenda Item:** 4.B.ii  
**Subject:** Technology Projects - Other Projects

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**RECOMMENDATION**

Briefing item with no recommendation.

**PURPOSE AND EXECUTIVE SUMMARY**

To brief the Projects and Operations Committee on the current active projects including project descriptions, status, budget, and end dates.

**FINANCIAL IMPACT**

N/A

**BACKGROUND AND DISCUSSION**

*Voice to Cloud*

This project ensures the continuity of business operations for the department’s phone systems and call centers by migrating the voice systems to Microsoft Teams, with the procurement of necessary software and implementation services. Additionally, a cloud-based contact center solution will be delivered through the procurement of cloud-based products and related services. The project also includes planning and facilitating change management, communications, and training to support the successful adoption of the new systems.

Project Status:

- The Genesys call center went live successfully on Tuesday, March 25, 2025.
- Teams calling will go live over a period of days the week of April 8, 2025
- Project Overall health is green.

Project End Date: April 2025

***Motor Carrier Credentialing System (MCCS) Rewrite***

The Motor Carrier Credentialing System Rewrite project will replace the existing legacy MCCS system with a modern, reliable application supported by an external vendor. The project will reduce the operational risk to the department using improved technologies and ensure long-term support and operability.

Project Status:

- The vendor has been solicited, and the project is moving forward very quickly.
- Discovery and Analysis are complete for milestones one and two. Deliverables documentation has been received by TxDMV.
- Requirement Gathering is ongoing for milestone three.
- Requirements Traceability Matrix (RTM) and Wireframes are being completed
- A kick-off meeting with Rackspace, the Department of Information Resources (DIR) infrastructure vendor, took place Friday March 14, 2025.
- Project overall health is yellow because of delays in the solicitation process that have impacted the schedule. The project will remain yellow until the contracted vendor's schedule is incorporated into the overall project schedule. The project is within scope and within budget.

Project End Date: To be Determined (schedule will be re-baselined when the contracted vendor's schedule is incorporated into the overall project schedule).

**Committee Meeting Date: 4/9/2025**  
**BRIEFING**

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**To:** Projects & Operations Committee, Texas Department of Motor Vehicles Board  
**From:** Wendy Barron, Chief Information Officer  
**Agenda Item:** 4.C  
**Subject:** Payment Processing Transition

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**RECOMMENDATION**

Briefing only – No recommendation.

**PURPOSE AND EXECUTIVE SUMMARY**

This item provides an update on the payment processing transition for the Texas.gov platform.

**FINANCIAL IMPACT**

This project received no additional funding, but TxDMV is addressing costs with the existing operating budget.

**BACKGROUND AND DISCUSSION**

The Department of Information Resources (DIR) conducted a competitive procurement process for vendors interested in bidding on the payment processing for contract for Texas.gov transactions. DIR announced to all state agencies in April 2024 that First Data Merchant Services, LLC (FDMS) would be taking over the payment processing services from NIC/Tyler Technologies effective September 1, 2025. TxDMV began requirements-gathering meetings with DIR and FDMS in May 2024 to develop a transition plan for the 558 unique service codes that TxDMV uses to accept online payments through the Texas.gov platform. These service codes include online vehicle registration renewals through each of the 254 county Tax Assessor-Collector (TAC) offices and over-the-counter credit card transactions at each of the 16 TxDMV Regional Service Centers (RSCs) across the state. Additionally, services such as apportioned registrations, oversize/overweight permits, and specialty plates utilize the Texas.gov platform for online payments.

TxDMV, DIR, and FDMS developed a joint transition plan around other significant priority projects for TxDMV that would commence in March 2025 and be completed in August 2025.

In late February 2025, DIR informed the department that their vendor could not meet the interim deliverables required to align with the agreed-upon schedule. As a result, TxDMV staff removed the code from the late March release to accommodate this change. Shortly thereafter, DIR notified the department that the vendor contract with NIC/Tyler Technologies had been extended by their board to August 31, 2026. Considering other critical priority projects, TxDMV decided to pause this project until September 2025. However, three applications—MyPlates, TxFLEET, and GovQA — will continue with their transitions under a newly revised schedule to accommodate DIR's resource availability. A new schedule for all other applications will be developed in collaboration with DIR later this summer.



**Committee Meeting Date: 4/9/2025**  
**BRIEFING ITEM**

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**To:** Projects & Operations Committee, Texas Department of Motor Vehicles Board  
**From:** Eric Horn, Director of Accounting Operations  
**Agenda Item:** 4.D  
**Subject:** Accounts Receivable Project

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**RECOMMENDATION**

Briefing item with no recommendation.

**PURPOSE AND EXECUTIVE SUMMARY**

This item provides an update on the Accounts Receivable system project.

**FINANCIAL IMPACT**

This project is funded with \$3.5 million in supplemental appropriations.

**BACKGROUND AND DISCUSSION**

The department received \$3.5 million in supplemental appropriations in House Bill (HB) 2 of the 87th Legislative Session for the deployment of an Accounts Receivable (A/R) system to ensure revenue collections are tracked accurately and consistently across the department. TxDMV contracted with an outside vendor in February 2022 to complete the first phase of the project, which was a study of the current decentralized process and to determine recommendations for available software that would best fit the department's needs. Additionally, the vendor recommended TxDMV pursue a Request for Information (RFI) with the vendor community to convey the department's unique system requirements and to obtain more precise cost information for each solution. TxDMV completed the RFI process in September 2022 and elected to pursue an A/R system using the cloud-based Microsoft Dynamics 365 Business Central platform. A project kick-off meeting commenced March 18, 2024.

The project has encountered delays due to unexpected infrastructure development issues with the selected cloud platform. TxDMV has partnered with a DIR-approved vendor to debug and resolve firewall blocks and cloud connections to department servers. The design of the system has been completed, and development continues, but all connection issues must be resolved prior to converting to a test and production environment. The current go-live plan includes two releases; the first is scheduled for October 2025 and will include all customers with outstanding receivable balances. The second release is planned for April 2026 and will include a fully functional master data management solution that synchronizes all customer payment activity with existing TxDMV systems.



Texas Department  
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