Vehicle Titles and Registration and Enforcement Divisions

Roles and Responsibilities

October 2021

Presented by

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

- Inform County Tax Assessor-Collectors on the different roles and responsibilities of the Vehicle Titles and Registration (VTR) Division and the Enforcement (ENF) Division.
Agenda

- Vehicle Titles and Registration (VTR) Division
  - Regional Services Section
  - Operations Section
  - Title Services Section
  - Registration Services Section

- Enforcement (ENF) Division
  - Field Services Section
  - Motor Vehicle Investigations
Vehicle Titles and Registration Division

Regional Services Section
Operations Section
Title Services Section
Registration Services Section
Regional Services Section

William Diggs, Section Director
Tony Hall, Assistant Section Director
Trinie De La Cruz, Assistant Section Director

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Section Overview

- Field Operations
  - 16 Regional Services Centers
  - 168 Employees

- Headquarters Operations
  - 5 Employees
County Services and Support

- RTS Procedural Support

- Policy Support
  - Manuals, directives, administrative rules and laws.

- Office specific functions, inventory ordering, rejections, error reports, Point of Contact for other divisions.

- Scheduled biannual liaison/ training visits.
Industry/Citizen Services

- Certified Copies of Texas Titles
- Notice of Determination for the Bonded Title Process
- Commercial Vehicle Registration IRP
- Others, such as timed permits, assigned/reassigned numbers, secure dealer forms
Regional Services Contacts

- **Section Director – William Diggs**
  - William.Diggs@txdmv.gov

- **Assistant Section Director – Trinie De La Cruz**
  - (Amarillo, Abilene, Dallas, Fort Worth, Longview, Lubbock, Waco, Wichita Falls)
  - Trinie.DeLaCruz@txdmv.gov

- **Assistant Section Director – Tony Hall**
  - (Austin, Beaumont, Corpus Christi, El Paso, Houston, Odessa, Pharr, San Antonio)
  - Tony.Hall@txdmv.gov

- **Your local TxDMV Regional Service Center Manager**
Operations Section

Tricia Ueckert, Section Director

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Section Overview

- **Staff**
  - **Section Director**
    - County Support Unit – 1 Training and Development Specialist and 1 Program Specialist
  - **1 Program Supervisor**
    - Program Support Unit - 2 Contract Specialists and 1 Statistician
  - **1 Manager**
    - Data Contracts Unit – 1 lead Program Specialist, 3 Compliance Analysts and 1 Customer Service Representative
    - License Plates Contract Unit – 2 Program Specialists
Section Responsibilities

- Program Unit
  - Budget
  - Budget-related contracts and purchase orders
  - VTR goods and services
  - Inventory management
  - VTR statistics, data, and reporting
  - Legislative coordination
Section Responsibilities

- Contracts Unit
  - Plate Contracts
    - My Plates
    - Digital License Plates
  - Data Contracts
    - Access to motor vehicle records in bulk via contract
    - Application vetting
    - Contract execution
    - Contract monitoring
Section Responsibilities

- County Support Unit
  - Mandatory RTS training via TalentLMS
  - Requests for TalentLMS accounts
  - County Support Liaison (new position)
  - County equipment requests
  - County Equipment Guide
  - Will serve as a liaison between county, VTR, and ITSD
Section Overview

- **Staff**
  - 1 Program Supervisor
    - Policy and Procedure – 4 Program Specialists
  - 1 Manager
    - Salvage Unit – 1 Coordinator and 7 Operations Specialists
  - 1 Manager
    - Title Unit – 1 Coordinator and 4 Operations Specialists
    - NMVTIS Unit – 1 Coordinator and 4 Operations Specialists
Section Responsibilities

- Title Policy and Procedure
  - Develop policy and procedures
  - Analyze and implement legislative changes
  - Maintain title related manuals, forms, and learning modules
  - Product determinations
  - Lead projects and programming initiatives
Section Responsibilities

- Salvage Unit
  - Examine salvage and nonrepairable title applications
  - Approve applications through TxDMV systems
  - Add or remove owner-retained legal restraints (i.e. ORSAL/ORNR)
  - Print and mail salvage and nonrepairable titles
Section Responsibilities

- Title Unit
  - Reject, release, and revoke title records
  - Issue corrected titles
  - Add or remove legal restraints (i.e. CR, OF, TF)
  - Research and respond to RSC inquiries
Section Responsibilities

- National Motor Vehicle Title Information System (NMVTIS) Unit
  - Research and resolve county NMVTIS errors
  - Coordinate with jurisdictions to validate title information
  - Research and respond to RSC inquiries
SME Assistance

- Support to internal and external stakeholders
  - County Tax Offices
  - Regional Service Centers
  - Federal, State, and Local Law Enforcement
  - Insurance Companies
  - Licensed Motor Vehicle Dealers
  - Salvage Dealers
  - Department Divisions (IT, CRD, ENF, MVD, OGC, GSC)
Registration Services Section

Stefan Krisch, Section Director
Section Overview

- **Staff**
  - 1 Program Supervisor - Romeo McCain
    - Policy and Procedure – 4 Program Specialists
  - 1 Manager – Christy Michalik
    - Law Enforcement Support Unit – 1 Lead and 6 Operations Specialists
    - Motor Vehicle Record Unit – 1 Lead and 5 Operations Specialists
  - 1 Manager – Vacant
    - Special Plates Unit – 1 Lead and 4 Operations Specialists
    - License Plate Manufacturing Unit – 1 Lead and 2 staff
Section Responsibilities

- Registration Policy and Procedure
  - Develop policy and procedures
  - Analyze and implement legislative changes
  - Maintain registration related manuals, forms, and learning modules
  - Lead projects and programming initiatives
Section Responsibilities

- Motor Vehicle Records Unit
  - Processes title history requests
  - Supports projects requiring extensive search of motor vehicle records
  - Processes subpoena requests
  - Processes Open Records Requests (PIRs) for the entire VTR Division
  - Handles all rejected documents received by OpenText, the department’s imaging vendor
Law Enforcement Support Unit

- Receives and distributes county error reports to RSCs for reconciliation
- Modifications to motor vehicle records in RTS, including reinstatements and/or deletions
- Processes requests for Alias and Suppressed Registration
- Processes placard revocations received by LE
- Removal of Child Support Scofflaw Remarks in coordination with OAG
- Performs TLETS queries for status of Stolen and Safety Responsibility Suspensions
- Processes Microfiche searches
Section Responsibilities

- Special Plates Unit
  - Processes meritorious military plate applications
  - Processes state official and judicial plates
  - Reviews personalized plate messages
  - Processes declined message appeals
  - Interfaces with My Plates & NICUSA to process refunds on declined messages
  - Provides telephone support to customers and county staff on special plate related issues
  - Coordinates with MyPlates for new special plate images to be added to webstore
Section Responsibilities

License Plate Manufacturing Unit

- Liaison with TDCJ manufacturing leadership
- Maintain inventory in Huntsville
- Fill county and RSC orders for allocated inventory
- Research and resolve shipping issues
SME Assistance

- Support to internal and external stakeholders
  - County Tax Offices
  - Regional Service Centers
  - Federal, State, and Local Law Enforcement
  - Various State Agencies
  - Department Divisions (IT, CRD, ENF, MCD, MVD, OGC, GSC)
VTR Contact Information

- **Policy and Procedure Questions**
  - Contact your local TxDMV Regional Service Center

- **eLearning Center**
  - [TxDMV-Learning@TxDMV.gov](mailto:TxDMV-Learning@TxDMV.gov)

- **RTS Equipment Requests**
  - [RTS-Workstation-Allocations@TxDMV.gov](mailto:RTS-Workstation-Allocations@TxDMV.gov)

- **Technical Issues/Defects - Service Desk**
  - Service Desk: 512-465-4010 or 1-877-933-2020
Enforcement Division

Field Services Section

Motor Vehicle Investigation Section
Field Services Section

Charlie Escobedo, Section Manager
Andrea Berlocher, Lead Compliance Spec.
Angelica Rodriguez, Lead Compliance Spec.
Section Overview

- **Staff**
  - Ten (10) Compliance Specialists
  - Two Lead Compliance Specialists
  - One Section Manager
Section Responsibilities

- County Compliance Reviews
- Annual Plate and Asset Inventories
- Fraud Training
Compliance Specialist Zone Map

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Zone 1 (AU) – Roslynn Hopkins
Zone 2 (AB) – Jeanna Gordon
Zone 3 (BT) – Joi Dinolfo
Zone 4 (CC) – Connie Ayala
Zone 5 (DL) – Angelica Rodriguez
Zone 6 (FP) – Olivia Mendez
Zone 7 (HO) – Nina Yonemoto
Zone 8 (LB) – Lucy Gutierrez
Zone 9 (LV) – Vacant
Zone 10 (PH) – Mary Lou Cardenas
Zone 11 (SA) – Andrea Berlocher
Zone 12 (WF) – Vacant

FSR RSC Home Location
County Compliance Reviews

- Inventory Control
- Security
- Fiduciary Reports
- Voids & Deletes
- Refunds & Insufficient Funds
- Title Transactions

Compliance Review
County Compliance Reviews

- Initial Review Notification
- Examination and Sampling
- Engagement with County TAC and/or Staff
- Exit Conference and Recommendations
Plate and Asset Inventory

- Annual inventories to account for –
  - RTS Equipment – Computer, Printer, LAN Routers
  - License Plates and Placards

- Transition Inventories
  - Conducted at the conclusion of TAC term
Fraud Training

- Two Modules
  - Title Fraud Training
  - COGNOS Fraud Reports Training
- Virtual or In-Person Sessions
- Provide CE Credits
SME Assistance

We are here to:

- Support your operations to prevent fraud, waste, and abuse.
- Provide training to enhance your internal fraud, waste, and abuse programs.
- Assist in detecting fraud you may suspect.
ENF Field Service Contacts

- FSS Manager – Carlos Escobedo
  - Charlie.Escobedo@txdmv.gov
  - (915) 244-4487

- Lead Compliance Specialist – Andrea Berlocher
  - Andrea.Berlocher@txdmv.gov
  - (210) 452-8370

- Lead Compliance Specialist - Angelica Rodriguez
  - Angelica.Rodriguez@txdmv.gov
  - (469) 346-0239

- Your Area Compliance Specialist
Motor Vehicle Investigation Section
MV Attorney Section

David George, Chief Investigator
Dara Benoit, Assistant Chief Investigator
Paul Skendrović, Assistant Chief Investigator

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Motor Vehicle Investigations Overview

- Motor Vehicle Supervisory Staff – 3
  - Austin HQ – Fort Worth

- Admin Support – 2
  - Austin HQ

- Motor Vehicle Investigators – 30
  - Regional

- Motor Vehicle Advertising Investigator – 1
  - Austin HQ
Motor Vehicle Attorney Overview

- Motor Vehicle Attorneys – 8
  - Assigned by County
Section Responsibilities

- Investigate complaints involving Manufacturers, Distributors, Converters, Motor Vehicle and Salvage Dealers
- Investigate Title and Odometer Fraud (Red Flag)
- Assist Federal, State, County and City Law Enforcement
- Assist Federal, State, County, and City Governmental Agencies
Submit a Complaint

TxDMV – Online Complaint Process

www.txdmv.gov/complaints

- Create **one** case per dealer, entity, or person.
- Case may contain multiple transactions against the **same** dealer, entity, or person.
- Submit scans of relevant documents as attachment.
Red Flag Referral Inquiries

RedFlag@TxDMV.gov
Motor Vehicle Inv. Contacts

- David George – Chief Investigator
  David.George@txdmv.gov

- Dara Benoit – Assistant Chief Investigator
  Dara.Benoit@txdmv.gov

- Paul Skendrovic – Assistant Chief Investigator
  Paul.Skendrovic@txdmv.gov