



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



2023

CHAIRMAN'S ANNUAL REPORT



February 15, 2024

The Honorable Greg Abbott
Office of the Governor
Post Office Box 12428
Austin, Texas 78711-2428

Dear Governor Abbott,

It is my privilege to offer this report on the operational status of the Texas Department of Motor Vehicles (TxDMV or department), and our successes in the past year. Above all, TxDMV continues its dedication to customer service, consumer protection, and the enhancement of motor vehicle-related industries throughout the state.

Fiscal Year 2023 saw an abundance of activity and progress for the department, advancing many of the customer service, productivity, and public safety efforts previously initiated, as well as continuing to strengthen relationships with stakeholders across the state and nationally.

Enhancing public safety, reducing fraud, and improving compliance with motor vehicle regulations was a focus of the department's work. TxDMV examined existing law to identify opportunities to push forward and improve the security and accuracy of motor vehicle transactions. The department began fingerprinting and conducting enhanced criminal background reviews on dealer applicants. New direct communication and data-sharing processes with law enforcement were created to support the appropriate use of motor vehicle data within enforcement and prosecution activities at all levels of government.

We also embarked on several new and innovative projects that will position the department to significantly modernize motor vehicle operations, better support customer service efforts in high volume regions, and offer more responsive and flexible processes to individual drivers and businesses throughout this great state.

The following report provides information regarding the major activities and key accomplishments of TxDMV during FY 2023, including performance data to illustrate the department's progress in modernizing processes and increasing efficiencies.

It is an honor to lead the TxDMV Board on your behalf. Thank you for the opportunity to serve the State of Texas in this meaningful way. I look forward to all that lies ahead for TxDMV and the communities we serve.

Sincerely,

A handwritten signature in blue ink that reads "Charles Bacarisse". The signature is fluid and cursive.

Charles Bacarisse
Board Chair

Contents

Introduction & Key Highlights.....	4
Accomplishments & Activities	6
Revenues & Expenditures	8
Performance Data.....	11
Facilities	24
Technological Improvement through Enterprise Projects.....	26
Legislative Update.....	27
Looking Down the Road	30
Appendices.....	31
Appendix A: TxDMV Organizational Chart.....	32
Appendix B: TxDMV Board Members	33
Appendix C: TxDMV Executive Contact Information	34
Appendix D: List of MVCPA Grants Awarded for 2023	35
Appendix E: TxDMV Staff Participation in State & National Organizations.....	36

Introduction & Key Highlights

The mission of the Texas Department of Motor Vehicles (TxDMV or department) is to serve, protect and advance the citizens and industries in the state with quality motor vehicle-related services. In Fiscal Year (FY) 2023, TxDMV oversaw the issuance of 26 million vehicle registrations and processed 7.7 million vehicle title transactions. The department regulates 19,000 licensed dealers and other motor vehicle entities engaged in the sale and distribution of motor vehicles, including certain aspects of the salvage vehicle industry. The department credentialed more than 63,000 motor carriers, issued approximately 740,000 oversize/overweight permits, and closed almost 25,000 enforcement cases against dealers and motor carriers plus an additional 465 Lemon Law cases. Throughout these operations, TxDMV directly supported more than 1.8 million customers through the Vehicle Titles & Registration Division (VTR) at the 16 Regional Service Centers and the Consumer Relations Division (CRD) contact center.

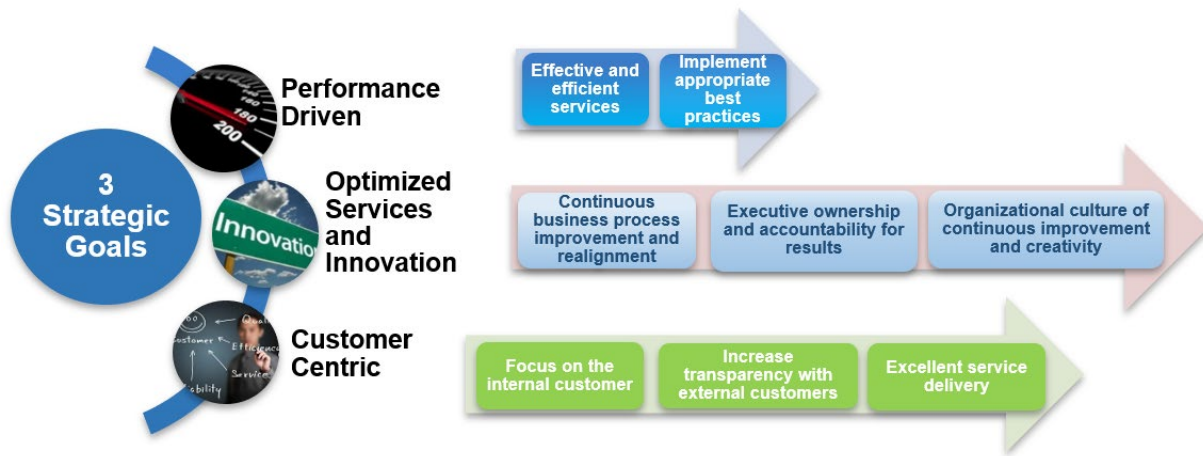
Vision, Mission, Goals & Key Functions

Vision: TxDMV sets the standard as the premier provider of customer service in the nation.

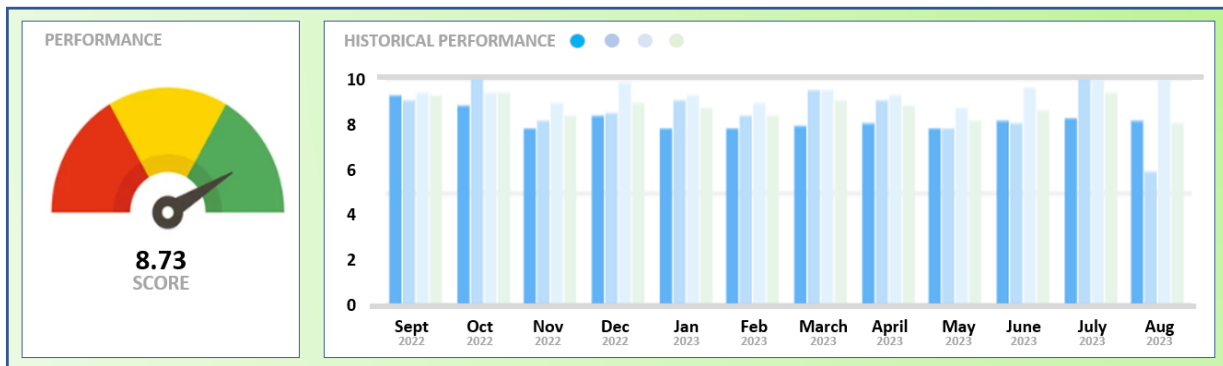
Mission: To serve, protect and advance the citizens and industries in this state with quality motor vehicle-related services.

Strategic Goals & Objectives

Each biennium, the TxDMV Board establishes a strategic plan, goals and performance measures for the department. The board’s strategic focus for TxDMV is on three distinct, but related goals:



The chart listed below displays the department’s performance as measured internally by its three strategic goals.



Five Key Functions of TxDMV

*Summarized from Texas Transportation Code §1001.002

1. Provide title, registration and specialty license plate services;
2. Regulate the sales and distribution of motor vehicles;
3. Issue motor carrier permits and credentials (operating authority);
4. Conduct investigations and perform enforcement activities of the TxDMV-regulated community; and
5. Aid in the prevention, detection and investigation of motor vehicle title fraud, burglary and theft.

Accomplishments & Activities

Protecting the Public

Texas Temporary Tag Fraud, Abuse & Misuse

- The start of FY 2023 saw the last phases of communications and system programming undertaken to release the redesigned temporary tag components into many temporary permits that are issued online and via the Registration & Title System (RTS). This work completed the department's temporary tag anti-fraud enhancements and redesign efforts which started in the previous fiscal year.
- Implemented a redesigned paper temporary tag with enhanced security features and data points for law enforcement support.
- Implemented fingerprinting requirements for vehicle dealers, including restructuring of related administrative rules.
- Created a background and fraud program section to centralize the complex, in-depth review of dealer applications required by implementation of fingerprinting and comprehensive background checks.
- Revoked 221 dealers' access to the temporary tag database. Attorneys took as many cases to hearings in FY 2023 as they did in fiscal years 2019, 2020, 2021 and 2022 combined.
- Collected \$2.6 million in administrative penalties while helping thousands of affected consumers obtain proper title to their vehicles or buybacks from their dealer.
- Provided training on fraudulent documents as part of the National Insurance Crime Bureau (NICB) Auto Theft Training throughout the state, as well as Intermediate and Advanced Auto Theft classes at the Texas Association of Vehicle Theft Investigators (TAVTI) Conference.
- Negotiated \$1.7 million in refunds to consumers resulting from efforts by motor vehicle investigators, in the form of returned deposits, repair costs, or the unwinding of a deal.

Customer Service Enhancements

- Developed automated email responses for frequent questions, reducing response times for most inquiries from an average of three days to same day.
- Implemented a feature in the Texas Permitting and Routing Optimization System (TxPROS) that notifies motor carriers who already obtained a route inspection if a construction restriction is added to their respective route that would invalidate the previously approved route. The notification saves carriers considerable time and frustration. A route inspection is a pre-approved route that has been inspected and approved by the motor carrier and is a prerequisite for all super heavy permits and any other load exceeding 20' wide, 18'11" high or 125' long.
- Updated the agency website Frequently Asked Questions (FAQs), using page view metrics to prioritize frequently viewed questions, and launched an Online Services portal to consolidate online options for easy access.
- Planned for facilities updates to the Midland-Odessa Regional Service Center (RSC) with completion expected during the 2024-25 biennium. The department also negotiated a contract to move the RSC in San Antonio to a new location, also during the 2024-25 biennium. Both of

these projects are intended to improve the department's service to customers in these locations.

- Enhanced law enforcement specific instructions and information provided through the department's website as part of operational improvements made to identify and prevent fraudulent activities related to motor vehicle transactions. The information includes clear instructions to law enforcement about accessing public and secure data-sets and to coordinate with department enforcement staff directly for assistance with unique or complex investigation needs.

Technology

- Provided counties with the ability to reject their own transactions in RTS Point-of-Sale (POS), reducing workload and manual processes performed by department staff.
- Revised special handling procedures allowing counties to scan and email transactions that require department action versus mailing in paper forms; the new process ensures the forms are received quicker and prevents paperwork from getting lost in the mail.
- Deployed enhancements to RTS and webDEALER to implement newly required electric vehicle registration fees (Senate Bill 505, 88th Texas Legislature, Regular Session).
- Integrated technology into the Lemon Law hearing process to allow parties to participate remotely rather than in-person, reducing travel time and expenses. This change also allows more hearings to be scheduled each period, which reduces case backlog.

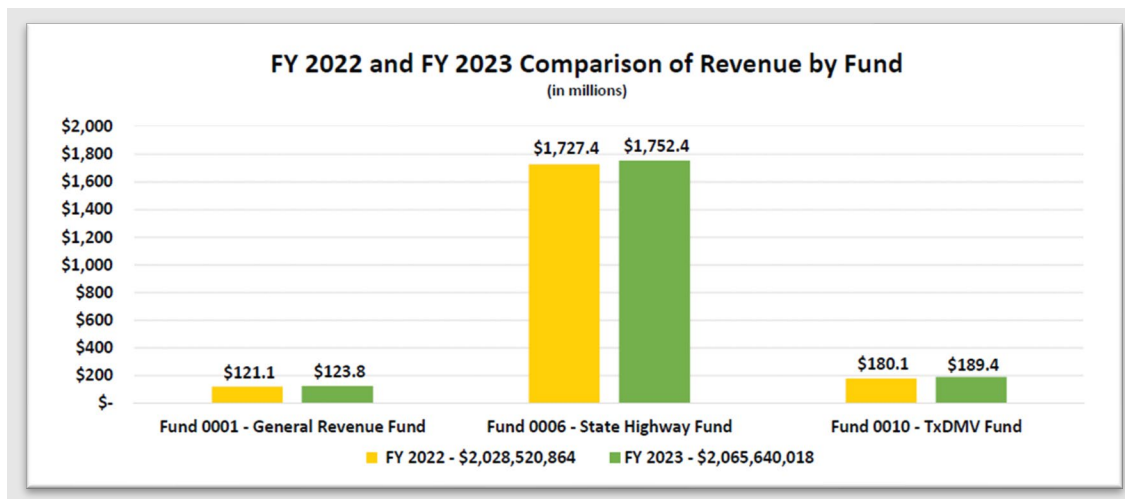
Revenues & Expenditures

Overview

TxDMV is primarily self-supporting through revenues deposited to TxDMV Fund 10. MVCPA is the only part of department operations funded through General Revenue appropriations, provided by part of a dedicated fee collected on automobile insurance policies issued in Texas. The majority of TxDMV revenue collections come from motor vehicle registration fees. Other revenue sources include motor vehicle certificates of title fees, motor vehicle dealer license fees, motor carrier oversize/overweight permit fees, license plate fees, and processing and handling fees associated with vehicle registration transactions.

Total Fund Revenues

In FY 2023, TxDMV collected \$2.066 billion in revenue that was subsequently deposited to state funds, a 1.8 percent increase from FY 2022. As shown in the chart below, this revenue was allocated as follows: \$123.8 million to the General Revenue Fund (Fund 1), \$1.75 billion to the State Highway Fund (Fund 6), and \$189.4 million to the TxDMV Fund (Fund 10).



TxDMV Fund 10

The chart below shows TxDMV Fund 10 collections in FY 2023 compared to FY 2022 by revenue category:

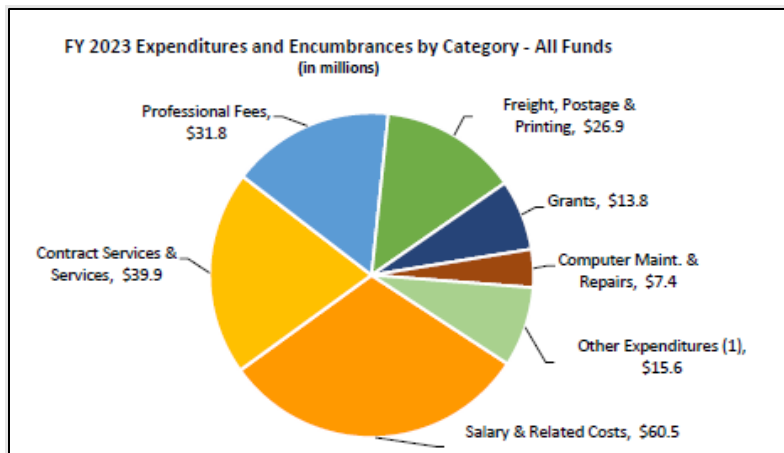
FY 2022 and FY 2023 Actual Revenue - Fund 0010				
Revenue Category	FY 2022 Actual	FY 2023 Actual	Variance	% Difference
Motor Vehicle Certificates of Title	\$ 50,220,125	\$ 48,817,248	\$ (1,402,876)	(2.8%)
Motor Vehicle Registration	42,145,216	43,485,545	1,340,329	3.2%
Motor Carrier Oversize/Overweight	13,764,477	14,399,066	634,590	4.6%
Motor Vehicle Business Licenses	7,451,703	7,085,090	(366,613)	(4.9%)
Miscellaneous Revenue	9,475,890	17,617,652	8,141,762	85.9%
Processing and Handling Fee	57,000,512	58,024,615	1,024,104	1.8%
Total	\$ 180,057,922	\$ 189,429,217	\$ 9,371,295	5.2%

The state has experienced steady revenue growth in most categories. Total deposits to TxDMV Fund 10 increased 5.2 percent (\$9.4 million) over FY 2022 amounts.

Revenue from motor vehicle certificates of title transactions dropped due to reduced demand for rebuilt-salvage titles and original titles and lower collection of delinquent title transfer penalties. Decreased motor vehicle business license revenue can be attributed to the result of the motor vehicle industry managing the effects of supply-chain disruptions and the global chip shortages in recent years. This led to a lack of motor vehicle inventory and increased competition for available inventory, impacting the number of new and renewal license applications. The department also strengthened eligibility requirements for licensure. As a result, the department received fewer motor vehicle industry license applications. The increase in miscellaneous revenue is mostly due to higher collections of motor vehicle dealer civil penalties and an increase in interest rates on the fund balance.

Total Expenditures

Expenditures and outstanding obligations for FY 2023 totaled \$195.9 million, as shown below.



⁽¹⁾ Other Expenditures includes Online Service Fees (\$5.5 million), Rents/Utilities (\$7.4 million), Other Expenses (\$1.3 million), Travel/Training (\$795,000), and Capital Equipment (\$647,000).

Capital budget expenditures and encumbrances totaled \$30.8 million in FY 2023, including data center services (\$11.7 million), county technology (\$7.5 million), automation projects (\$7.0 million), International Registration Plan (IRP) upgrade (\$1.3 million), technology growth and enhancement (\$1.2 million), Commercial Vehicle Information Exchange Window (\$780,000), headquarters facilities maintenance (\$497,000), personal computer replacement (\$329,000), ITSD cybersecurity (\$282,000), and fleet replacement (\$262,000).

Annual Financial Report

The department's Annual Financial Report (AFR) for the year ending August 31, 2023, was submitted in compliance with the Texas Comptroller of Public Accounts guidelines by the November 20, 2023, deadline. The report was transmitted to the Governor's Office, the Legislative Budget Board (LBB) and appropriate state oversight agencies and is available online at: .

https://www.txdmv.gov/sites/default/files/report-files/Annual_Financial_Report_FY2023.pdf.

Performance Data

Office of Administrative Hearings Division

The Office of Administrative Hearings (OAH) was established to streamline the process of conducting hearings under Texas' Lemon Law. Texas was one of the first states to pass a Lemon Law to assist buyers and manufacturers with new vehicle warranty performance. OAH's customers include the motoring public, motor vehicle converters, distributors, and manufacturers.

In FY 2023, OAH completed 465 Lemon Law and warranty performance complaints, 11 fewer complaint closures than in FY 2022, for a decrease of approximately two percent. During FY 2023, OAH experienced an increase in the number of referred cases while also encountering staffing shortages, both of which contributed to the decrease in the number of cases closed for the year. OAH experienced a 23 percent increase in cases referred by the Enforcement Division – from 474 referrals in FY 2022 to 583 in FY 2023. Each complaint was closed in an average of 21 weeks, outperforming the target of 23 weeks established by the General Appropriations Act (GAA).



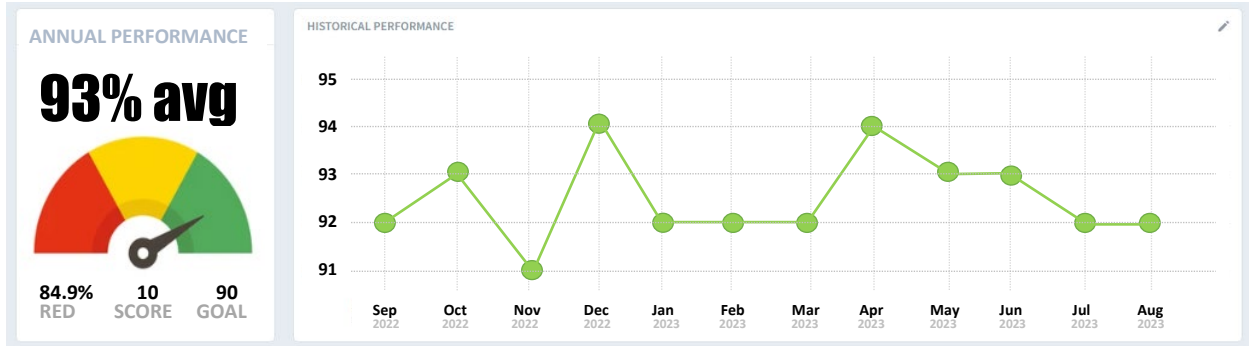
Consumer Relations Division

The Consumer Relations Division (CRD) operates the TxDMV contact center responsible for handling inbound and outbound direct customer inquiries through various channels such as telephone and email. The division is allocated 62 full-time equivalent (FTE) positions to serve a diverse customer base that includes the motoring public and business industries and stakeholders served by TxDMV. The division also maintains a department database to track consumer complaints, resolutions, compliments and suggestions. The primary mission of CRD is to provide high-quality customer service by addressing customer inquiries, resolving issues, providing information, and managing complaints in an efficient and timely manner.

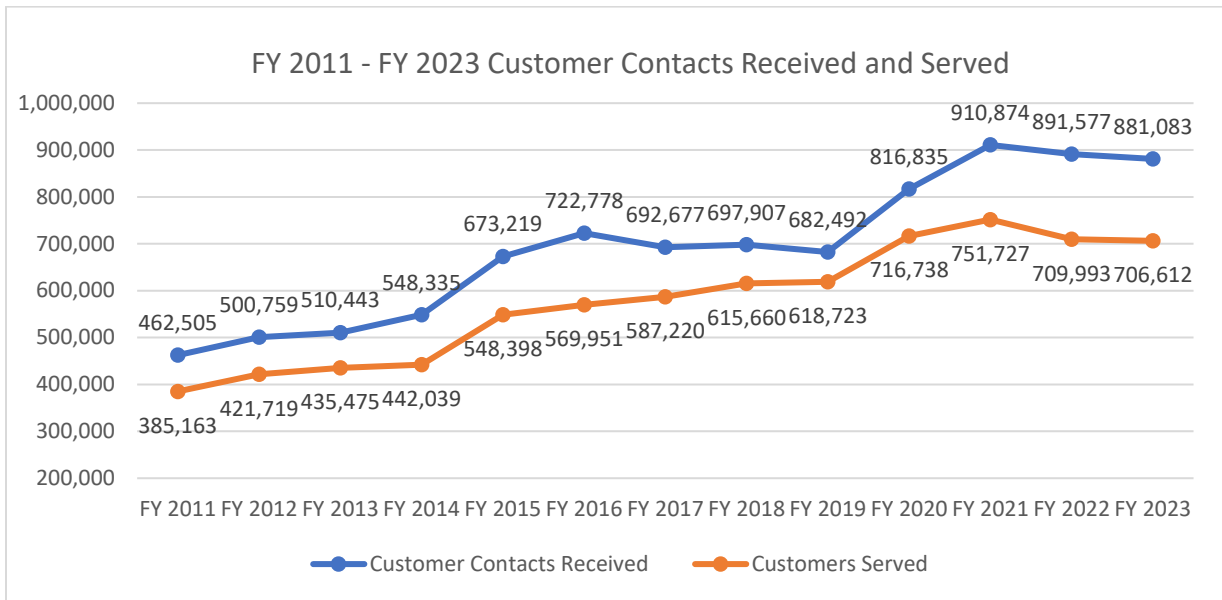
In FY 2023, the division implemented online automation tools to provide customers expanded self-service options, reducing incoming phone call and email workloads while ensuring the maintenance of top-tier customer service. The team implemented informative automatic email responses to customer queries, streamlined the password reset process for the webDEALER system, and created a "one-stop shop" online portal for many high traffic transactions that can be made electronically. Since these enhancements, the division has realized lower abandoned call rates while maintaining an above industry

average customer satisfaction rating of 93 percent. Since FY 2020, CRD has consistently received more than 800,000 customer contacts per year, with a recent peak of 910,000 in FY 2021.

CRD Customer Satisfaction Survey Ratings by Month September 2022 – August 2023



FY 2011 – FY 2023 Customer Contacts Served by CRD



Enforcement Division

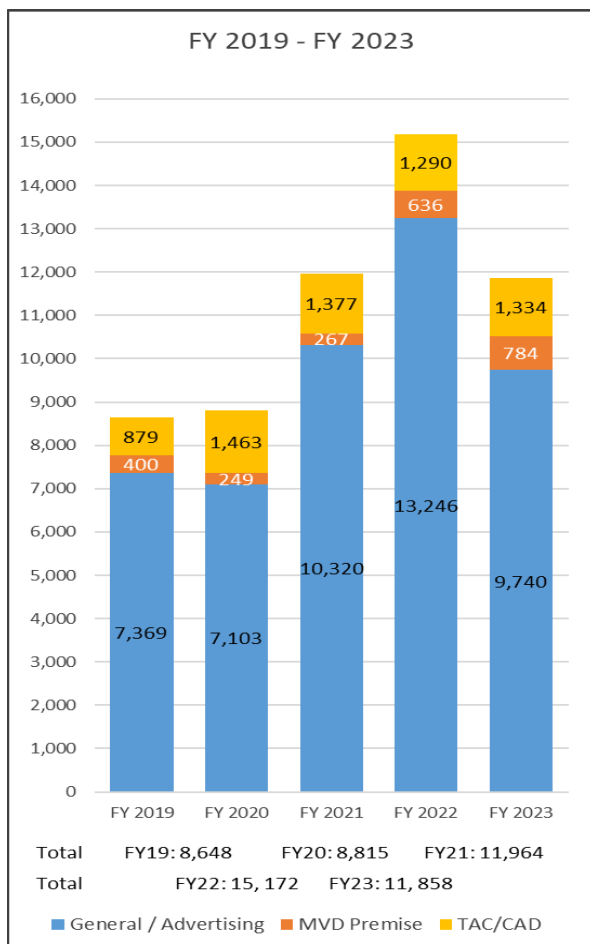
The Enforcement Division (ENF) reviews compliance with laws affecting the motor vehicle distribution, salvage, and motor carrier industries, including, but not limited to, laws governing the transportation of household goods, oversize/overweight motor carrier permits, and motor vehicle dealer advertising. The statutes enforced by the division are designed to protect consumers, ensure a sound system for the distribution and sale of motor vehicles, ensure the safety of the traveling public, and protect the integrity of highways and bridges. The division is also responsible for ensuring compliance with TxDMV

policies concerning vehicle title and registration services provided by county tax assessor-collector offices.

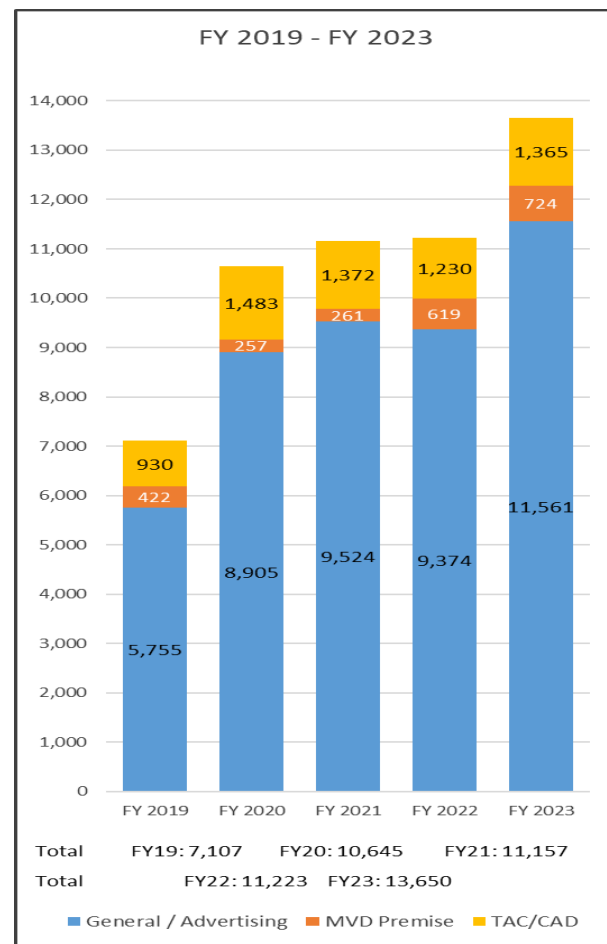
The division also includes the newly created Law Enforcement Assistance Team (LEAT), providing law enforcement officers faster, more coordinated access to TxDMV motor vehicle records to assist with criminal investigations. Once vetted, law enforcement officers can obtain information and documentation directly from LEAT. Law enforcement entities are also offered access to the TxDMV Closed Data Portal (CDP) through LEAT. The CDP provides direct access to regularly updated motor vehicle data sets through a secure web-based interface available 24-hours a day, seven-days a week.

The number of investigations closed each fiscal year depends on the number of complaints received, the complexity of each case, and division staffing. There was a sharp increase in the number of cases received in FY 2023, as well as an increase in the complexity of the cases received, following the implementation of House Bill 3927 (87th Texas Legislature, Regular Session), which allowed the department to deny access to the temporary tag database when a dealer is found to have fraudulently obtained or used temporary tags. Thanks to the resources appropriated to the department by the legislature, and the ongoing support of the board and executive management, the division closed a record number of cases in the last year.

Motor Vehicle Cases Opened



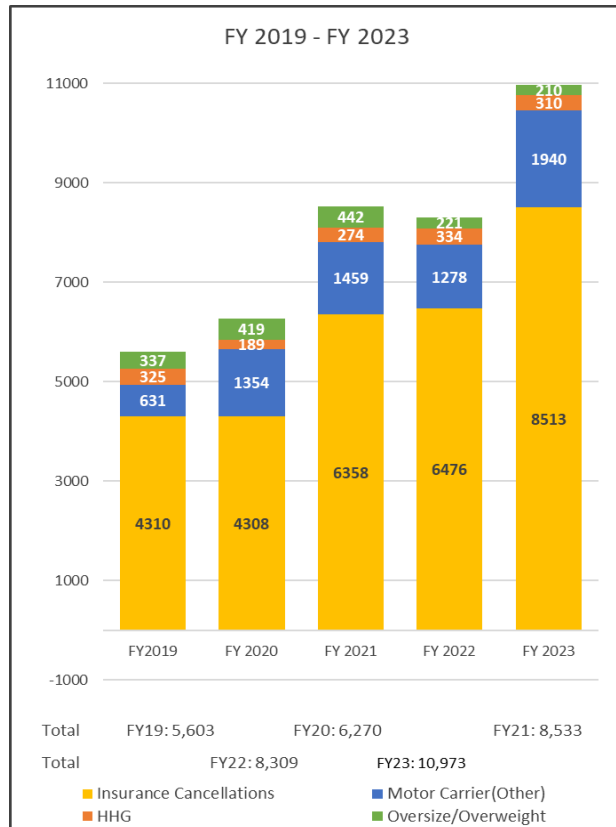
Motor Vehicle Cases Closed



Motor Carrier Cases Opened



Motor Carrier Cases Closed



Motor Carrier Division

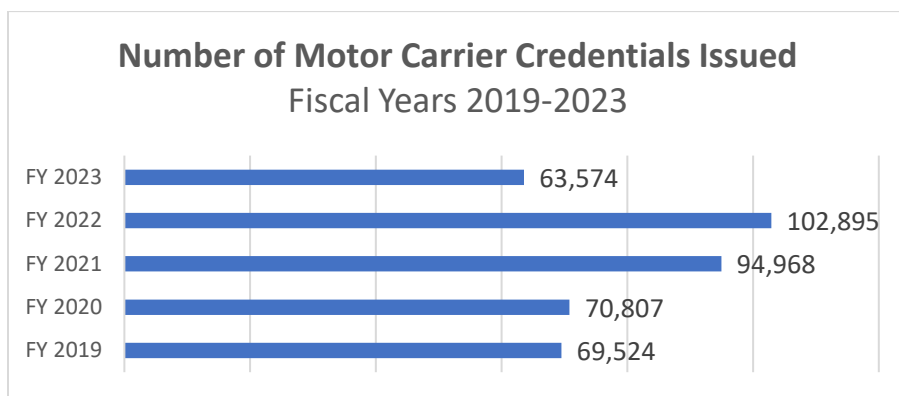
The Motor Carrier Division (MCD) provides permitting and credentialing for interstate and intrastate commerce carriers. The division provides commercial motor carriers, household goods movers, brokers, leasing companies and passenger carriers with the information, license plates, and operating authority (including TxDMV numbers, Unified Carrier Registration, cab cards and oversize/overweight permits) they need to move people and cargo safely and efficiently.

Credentialing Program

The program's main purpose is to protect the public's health, safety, and welfare in relation to the movement of commercial motor carriers on roads and highways in Texas, and consumers using household goods movers. This is accomplished through the issuance of Texas intrastate motor carrier operating credentials (intrastate certificates) to operators of:

- Vehicles with a gross weight, registered weight or gross weight rating exceeding 26,000 pounds;
- Farm vehicles operating with a gross weight, registered weight or gross weight rating of 48,000 pounds or more;
- Buses designed or used to transport more than 15 people;
- Commercial school buses; and
- Household goods (for compensation).

MCD uses two online systems to ensure the safety of the traveling public: (1) the Electronic Licensing and Issuance Credentialing (eLINC) system; and (2) the Motor Carrier Credentialing System (MCCS). The division also ensures intrastate motor carriers traveling across state lines (interstate) are properly registered with the Unified Carrier Registration (UCR) program by comparing information contained in both the state and federal systems, and screens new motor carrier applications and identifies those attempting to recreate themselves as a new carrier to avoid enforcement penalties and/or sanctions or unsatisfactory safety ratings, referred to as “chameleon carriers.”



In FY 2023, TxDMV issued 68,346 motor carrier credentials of all types: new applications, renewals, and Unified Carrier Registrations for interstate operations, a 38 percent decrease from FY 2022. Motor carrier credentials are consumer-driven and affected by prevailing economic conditions. However, for a motor carrier to operate in Texas, it must maintain its current operating authority. As an example, at the end of FY 2019, 441 drilling rigs were operating in Texas. That dropped to 107 at the end of FY 2020 and recovered to 380 in January 2023.¹

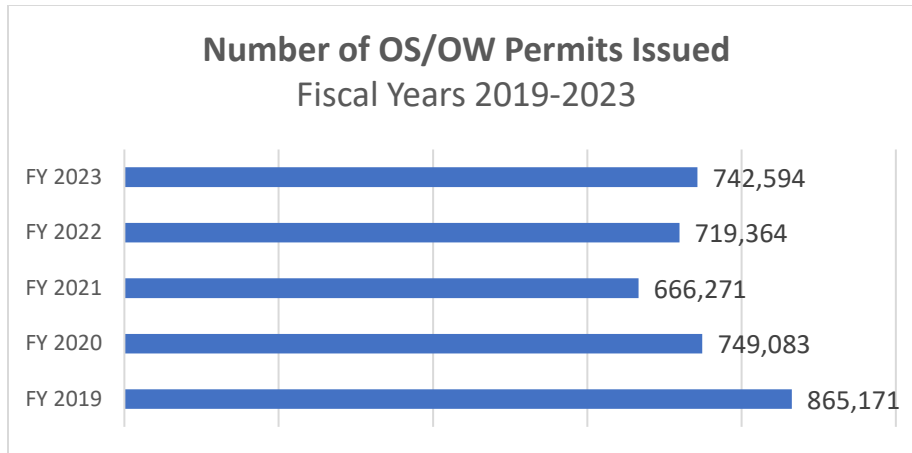
Oversize/Overweight Permits

The objective of the oversize and overweight (OS/OW) permitting program is to regulate the movement of OS/OW vehicles and loads on the Texas highway system to ensure the safety of the traveling public and to protect the physical integrity of highways and bridges.

The department administers this program through the TxPROS software. The system issues OS/OW permits online, 24-hours a day, seven days a week. Customers not only save time and money by self-processing permits, but they also receive detailed routing instructions on how to avoid restricted areas based on their vehicle dimensions, increasing safety for both the motor carrier and the public.

In FY 2023, MCD issued 742,594 OS/OW permits, with 81 percent issued as single-trip routed permits. The average processing time for issuing single-trip permits was 23 minutes.

¹ Rig counts data is from Baker Hughes Company accessed on January 11, 2024 (<https://rigcount.bakerhughes.com/na-rig-count>)



Motor Vehicle Crime Prevention Authority

The Motor Vehicle Crime Prevention Authority (MVCPA) is a grant program administratively attached to TxDMV and funded by General Revenue. The program is governed by a separate Governor-appointed board with three statutory duties under Texas Transportation Code, Chapter 1006:

1. Collection of a \$4 fee (additional \$1 increase effective May 29, 2023) from insurers for every vehicle covered by a motor vehicle insurance policy;
2. Examination of the sufficiency of payments made by an insurer of fees collected under §1006.153; and
3. Award grants and operation of programs to combat and prevent motor vehicle-related crime throughout the state.

The department provides support staff to MVCPA to manage the program's administrative operations, allowing MVCPA staff to focus their efforts on the primary grant programs supporting local law enforcement activities. MVCPA completes planning and reporting requirements submitted to the Texas Legislature each year.

MVCPA division staff worked with the Texas Comptroller to collect more than \$113 million in fees for deposit to the General Revenue Fund. MVCPA's appropriation for FY 2023 was more than \$14 million. The funded allowed the program to execute the following activities:

- Created and disseminated a new motor vehicle crime prevention advertising campaign (Lock It Down Texas) funded by the the award of an MVCPA Public Education and Public Awareness (PEPA) Grant to the Insurance Council of Texas. Division staff maintained social media and provided web-based tools to assist with the sharing of new materials developed by the campaign.
- Coordinated a motor vehicle theft prevention conference attended by more than 150 law enforcement officers and administrative staff from 32 local, state and federal law enforcement agencies across the state.
- Continued provision of relevant state trends and developments information to taskforce officers on the Virtual Command Center (VCC), a secure FBI website.

Governor Gregg Abbott signed Senate Bill 224 (88th Texas Legislature, Regular Session) into law on May 29, 2023. With the passage of this important piece of legislation, the MVCPA fee increased from \$4.00 to

\$5.00, with the additional \$1 being dedicated for coordinated regulatory and law enforcement activities intended to detect and prevent catalytic converter thefts. The new fee applies to insurance policies delivered, issued for delivery, or renewed on or after May 29, 2023.

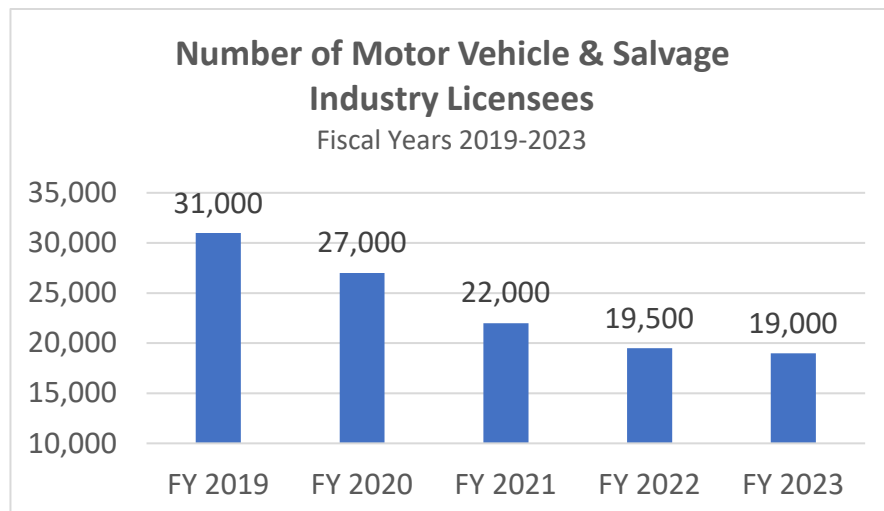
STATUTORY REQUIREMENTS REPORTED BY MVCPA GRANT RECIPIENTS		
Activity	FY 2022	FY 2023
Recovered Stolen Vehicles	12,497	13,446
Cleared Motor Vehicle Theft Cases	9,373	9,990
Persons Arrested for Motor Vehicle Theft	2,655	2,592
Cleared Burglary of a Motor Vehicle Cases	2,315	7,530
Arrested for Burglary of a Motor Vehicle	632	599
Cleared Fraud-related Motor Vehicle Crime Cases NEW	331	370
Persons Arrested for Fraud-related Motor Vehicle Crime NEW	119	127

Motor Vehicle Division

The Motor Vehicle Division (MVD) supports an efficient, reliable, and customer-centric system for distributing and selling motor vehicles by licensing franchised dealers, motor vehicle manufacturers, independent dealers (also known as General Distinguishing Number (GDN) or used motor vehicle dealers), distributors, in-transit operators (also known as drive-a-way operators), converters, lease facilitators, lessors, and salvage vehicle dealers doing business in Texas.

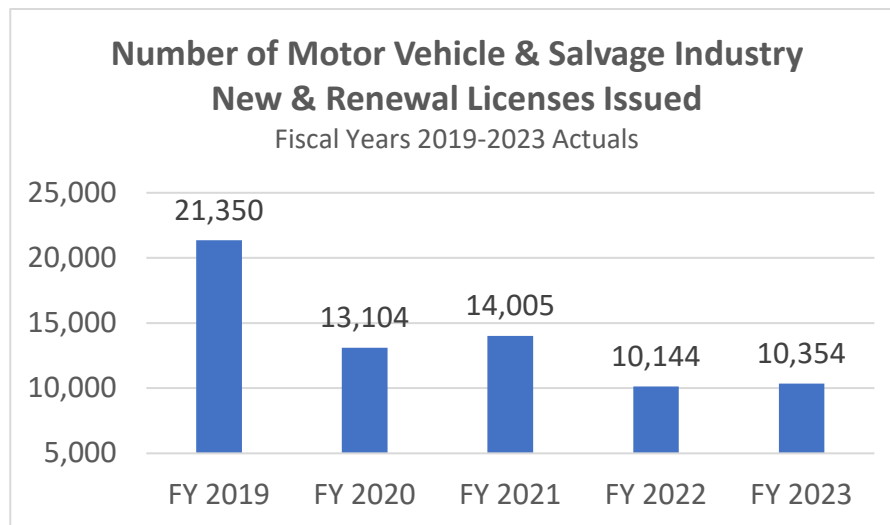
In FY 2023, MVD issued approximately 10,354 new and renewal licenses supporting the more than 19,000 motor vehicle and salvage industry licensees active in Texas. The total number of licensees decreased approximately 2.5 percent from FY 2022 to FY 2023.

MVD implemented significant procedural enhancements to the dealer licensing process and associated systems in FY 2023 based on an internal review of procedures and programming related to dealer licensing and improvements to the department’s temporary tag systems. These enhancements include verifying property ownership records, requiring additional ownership and premises documentation, auditing payment records of submitted applications for compliance with payor requirements, and requiring the submission of fingerprints to enhance dealer applicant identity reviews and background checks. The Background & Fraud Unit, within the division, was created to manage new fingerprinting requirements along with enhanced reviews of dealer identity, criminal history, and related background



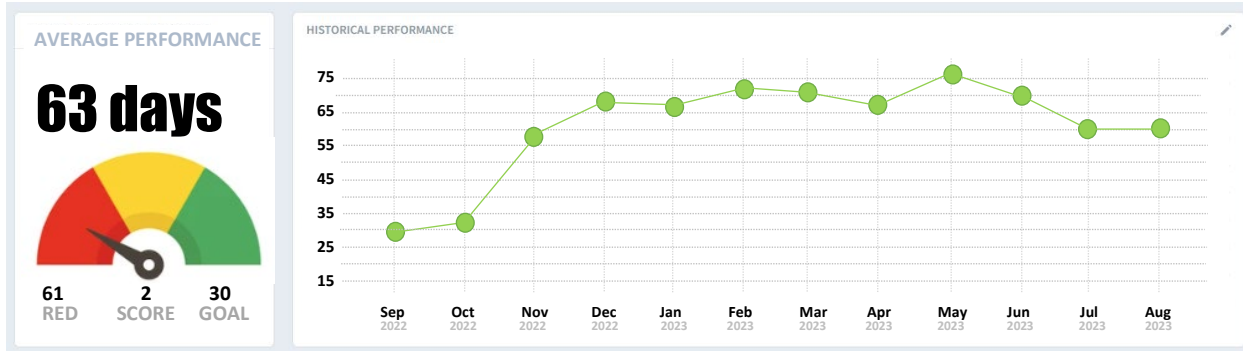
information included in applications. The implementation of these enhancements have contributed to the lower level of overall licensees, as individuals attempting to use or obtain a dealer license for fraudulent purposes were deterred from renewing or applying for a license.

NEW & RENEWAL LICENSES ISSUED BY MVD IN FY 2023		
Type of License	Total by License Type	Percent of Total
Converter New	5	0.05
Converter Renewal	59	0.57
Distributor New	18	0.17
Distributor Renewal	44	0.42
Franchise New	312	3.01
Franchise Renewal	1,224	11.82
General Distinguishing Number (GDN) New	1,391	13.43
GDN Renewal	6,423	62.03
In-transit New	16	0.15
In-transit Renewal	63	0.61
Lease Facilitator New	22	0.21
Lease Facilitator Renewal	27	0.26
Lessor New	36	0.35
Lessor Renewal	85	0.82
Manufacturer New	38	0.37
Manufacturer Renewal	78	0.75
Salvage Dealer New	23	0.22
Salvage Dealer Renewal	490	4.73
FY 2023 Total	10,354	



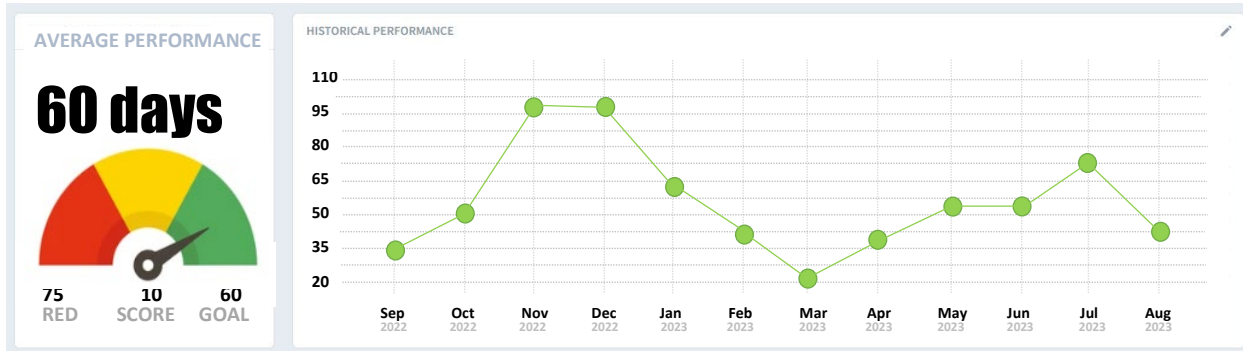
MVD tracks its efficiency through Key Performance Indicators (KPIs) with targets for average processing times for GDN, franchise and salvage vehicle dealer applications. From September 2022 to August 2023, the average time to process a new GDN application was 63 days, 33 days more than the KPI target of 30 days.

**Average Processing Time for New General Distinguishing Number (GDN) Applications
Average Number of Days by Month, September 2022 – August 2023**



From September 2022 to August 2023, the average number of days to process a new franchised license application was 60 days, equal to the KPI target.

**Average Processing Time for New Franchised Dealer License Applications
Average Number of Days by Month, September 2022 – August 2023**



MVD experienced a significant staff shortage of licensing employees during fiscal years 2022 and 2023. Nine licensing specialists, representing 75 percent of the GDN processing team, were hired between September 2022 to May 2023. The processing time for applications began falling as the newly hired licensing specialists advanced in their training. While the timeframe for an application to be assigned to a licensing specialist has decreased significantly, an increase in the number of certain applications has resulted in higher overall KPIs.

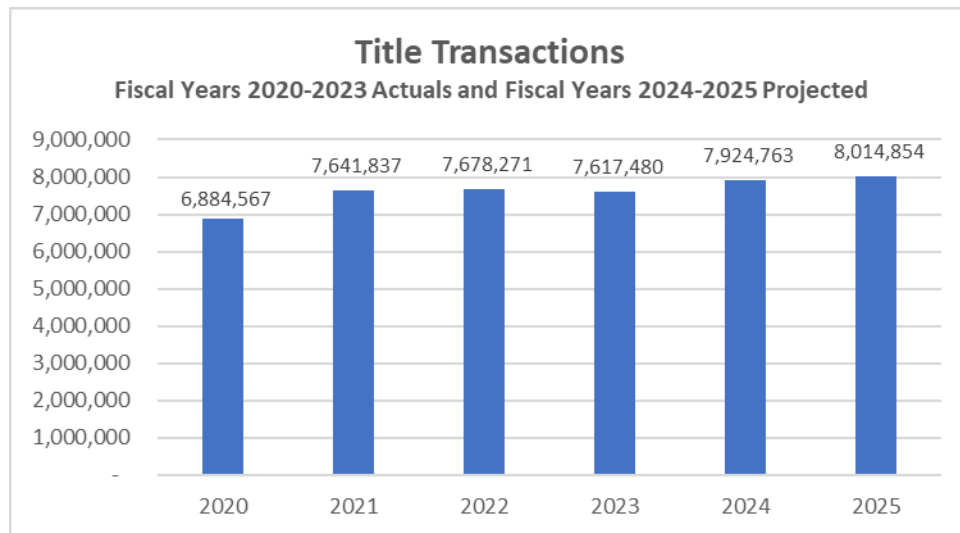
MVD administers a successful mediation program in conjunction with TxDMV’s Office of General Counsel. Eighty-nine percent of contested cases mediated by the department are resolved to the benefit of all parties. The parties to these types of contested cases are franchised dealers, manufacturers, or distributors. Contested cases involve a statutory protest or statutory complaint filed by one of the parties. When parties resolve a case through department-facilitated mediation, they avoid the time and expense of litigation and have more influence over the result of the conflict. Due to the volume of cases settled through mediation, the department realizes significant cost savings in SOAH contract expenses and staff time savings, as resources spent tracking SOAH cases, preparing proposals for decision for board consideration, and preparing case files for appeals are reduced.

MVD is also responsible for reviewing and processing requests for increases to dealer and converter temporary tag allocation limits. House Bill 3927 (87th Texas Legislature, Regular Session) allowed the department to place limits on the number of temporary tags licensed dealers and converters can access. Tag limits are based on the actual historic sales volume of each dealer or converter, as well as other business-specific and economic factors, and are updated each calendar year. A dealer or converter may submit requests for increases in their tag allocation limits through the eLICENSING system once they have exhausted 50 percent of their temporary tag allocation for the calendar year.

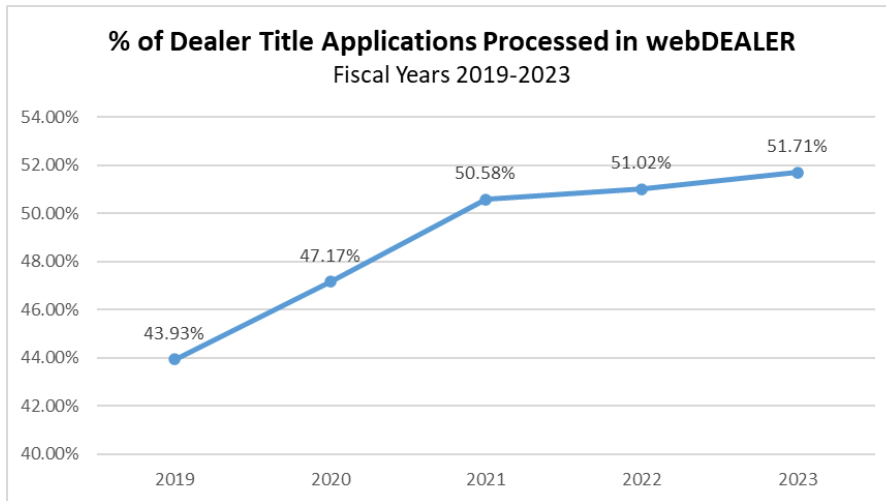
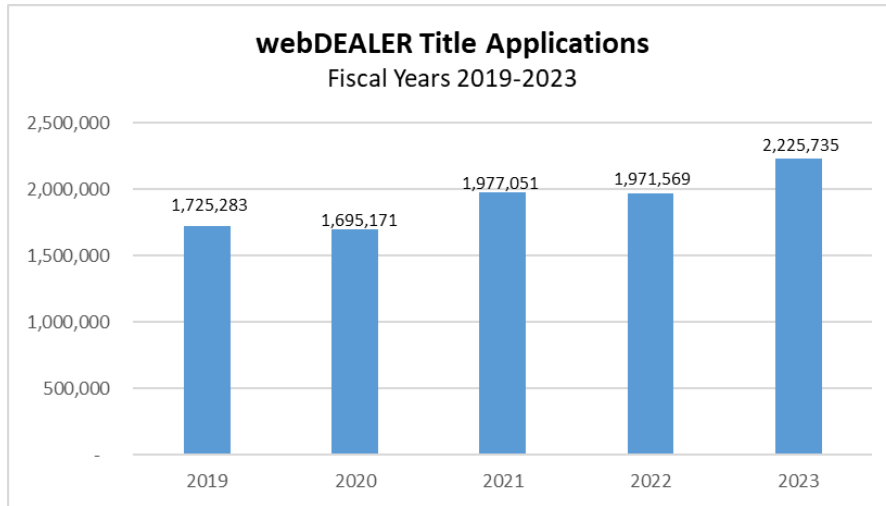
Vehicle Titles and Registration Division

Title Services Performance Data

Proper titling protects vehicle owners and prospective buyers by supporting the formal documentation of transfer of ownership, prevention of theft, and protection of lenders. The Vehicle Titles and Registration Division (VTR) is responsible for the development, implementation and oversight of motor vehicle title policy and procedure for the department and manages the title aspects of motor vehicle records in the state’s Registration and Title System (RTS) database.

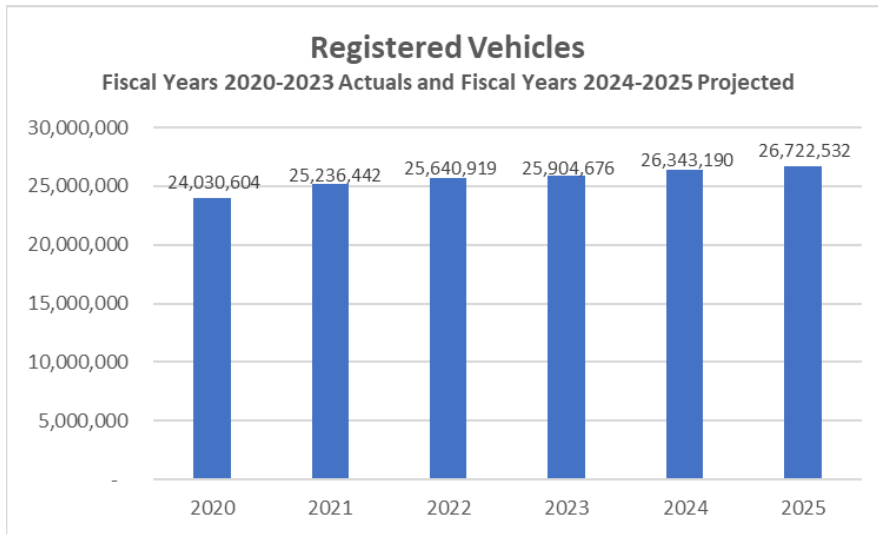


The department continues to experience success with the web-based application known as webDEALER that allows licensed Texas dealers to process title applications and new registrations online instead of making in-person trips to county tax assessor-collector offices to process paper documents. The ability to process title applications and new registrations online has resulted in a quicker, more accurate submission process and a significant reduction in the approval time of each application. Use of the webDEALER system also offers TxDMV quicker visibility into title applications for examination purposes.



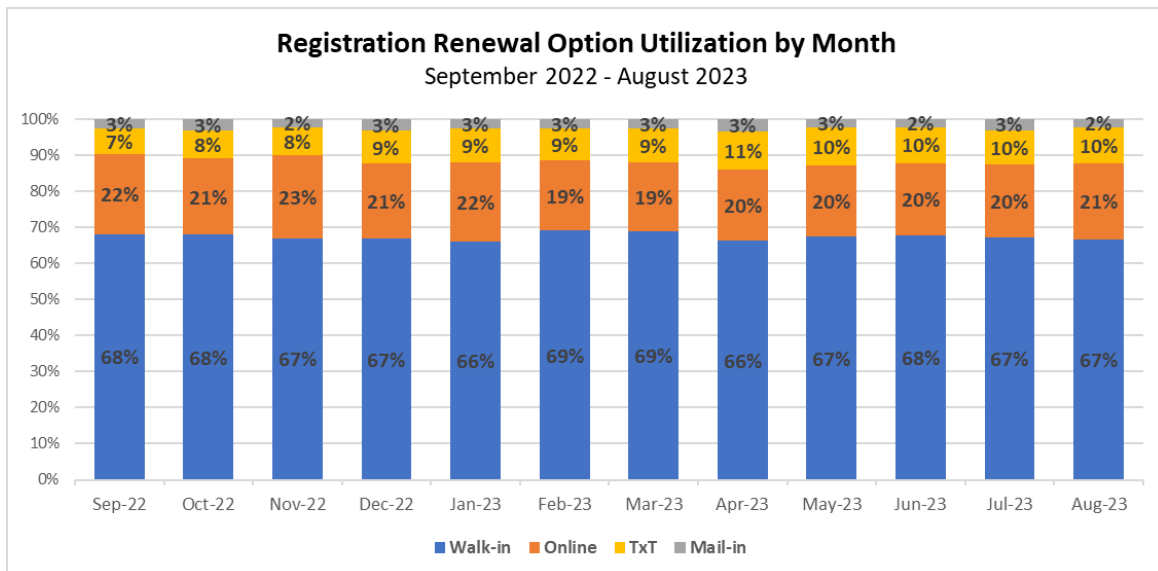
Registration Services Performance Data

Under Texas Transportation Code, Chapter 502, owners of most motor vehicles, trailers and semitrailers are required to apply for annual registration for each registration year in which the vehicle is used or will be used on a public highway. As of August 31, 2023, there were 25,904,676 registered vehicles in Texas.



The state’s 254 county tax assessor-collectors process many registration-related transactions on behalf of TxDMV. The department provides county tax assessor-collectors with computer workstations, network infrastructure, computer supplies, forms and training as the state’s strategic partners.

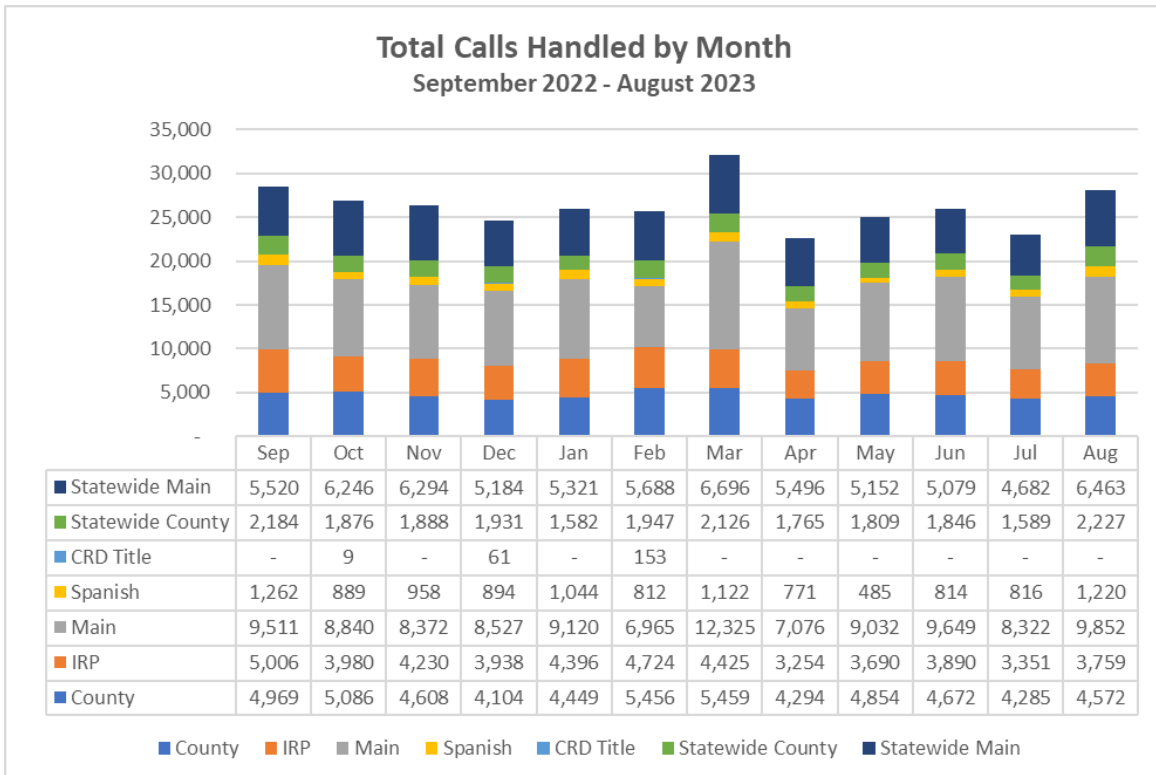
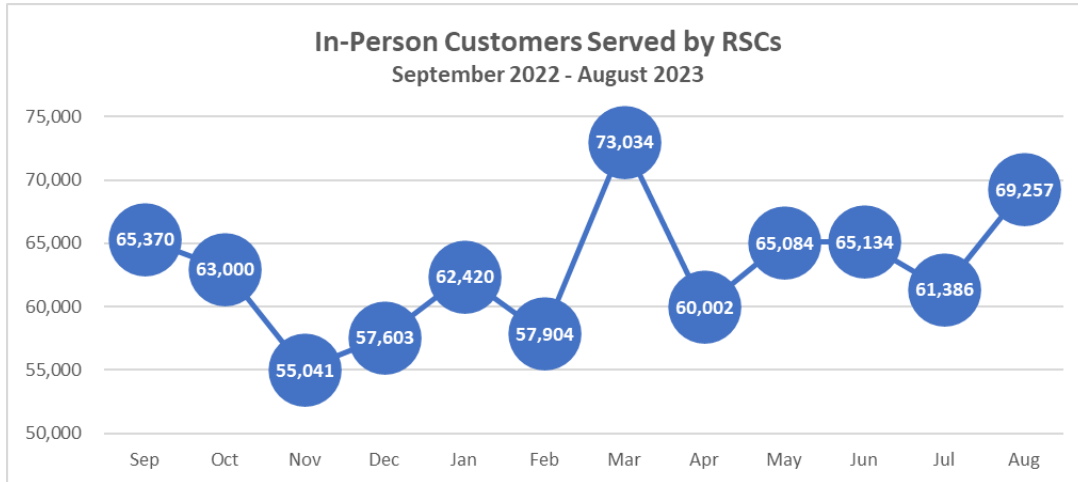
The department continuously seeks to provide its customers with convenient and efficient methods to conduct business with the state, including the flexibility to renew registration in one of three ways – walk-in, mail and online (available 24-hours a day, seven-days a week). Registration renewals are also available to be completed in Texas by Texas (TxT), a multi-agency government services platform, maintained by the Department of Information Resources, that allows users to create an account, link vehicles, and store payment information, simplifying their future registration processes further. Through TxT, customers can elect to receive their registration renewal notices by e-mail.



Regional Services Performance Data

The Regional Services Section operates 16 Regional Service Centers (RSCs) located in various cities throughout Texas serving private citizens, county tax offices, law enforcement, motor vehicle dealers, and motor carriers. The RSCs assist customers with transactions related to titles, registrations, commercial fleet services, and commercial carrier programs.

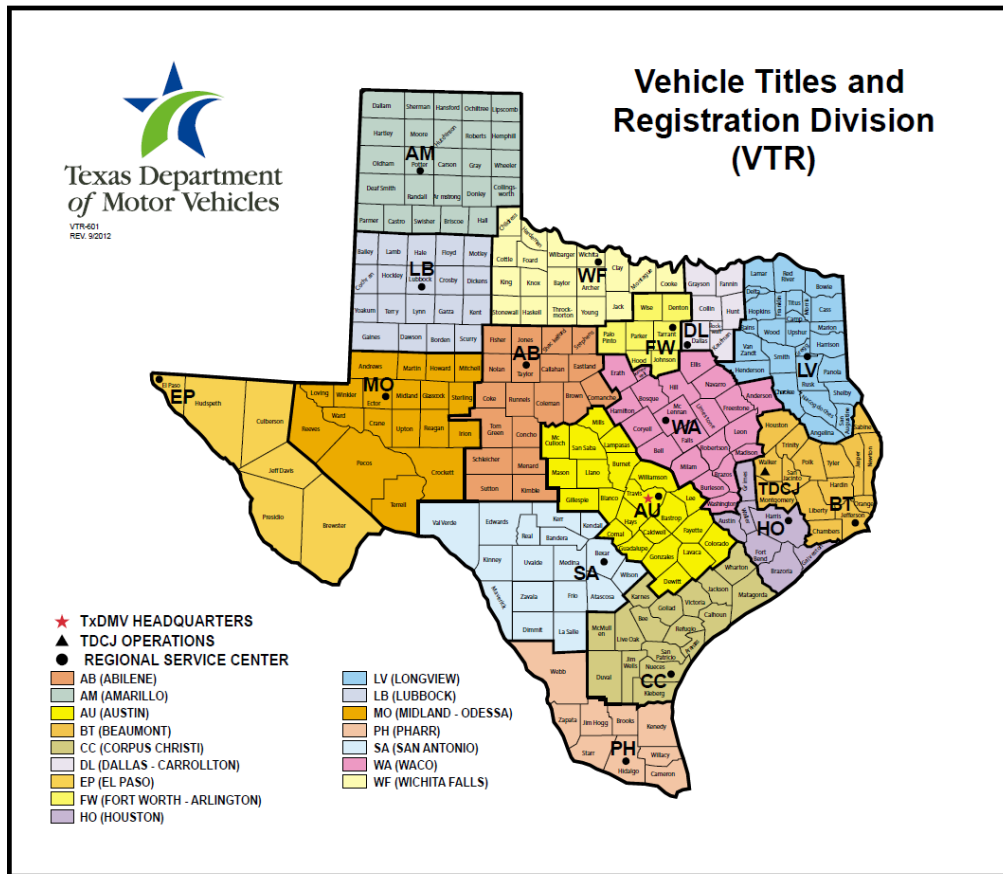
During FY 2023, RSCs served 1,070,426 customers, including 755,235 served in-person and 315,191 by phone.



Facilities

The department's primary administrative offices are in Austin at the Camp Hubbard campus at 4000 Jackson Avenue. In addition, the department maintains 16 regional offices throughout the state.

FY 2023 TxDMV Regions and RSC Locations



Changes to TxDMV Facilities

Transfer of TxDMV Headquarters Property Ownership

Until FY 2023, the Camp Hubbard campus was owned and maintained by the Texas Department of Transportation (TxDOT). On January 12, 2023, TxDOT transferred ownership of the majority of the Camp Hubbard property to TxDMV. The transferred property includes all campus buildings except Building 10 on the south tract of the campus.

Camp Hubbard Renewal Project

In FY 2021, the Texas Legislature approved funding for the planning and design (Phase 1) of a modern campus for TxDMV headquarters facilities to be located on the Camp Hubbard campus. The funding allowed the Texas Facilities Commission (TFC) to complete assessments of the age and condition of

current structures. The assessments concluded it would be more cost-effective to construct new facilities than to renovate or repair existing structures.

The 88th Texas Legislature appropriated \$143 million to the department for construction of the Camp Hubbard Renewal Project (Phase II). The Camp Hubbard Renewal Project is a multi-phase project that includes the renovation of one existing building, demolition of several other buildings, and construction of a new headquarters facility on the Camp Hubbard property. Primary construction is scheduled to break ground by the end of FY 2024.

Regional Service Center (RSC) Improvements and Expansion

In FY 2023, the department began the process of updating the Midland-Odessa RSC and expects to complete the work during the 2024-25 biennium. The department also negotiated a contract to relocate the San Antonio RSC to a more convenient location, also during the current biennium. Both of these projects will improve the department's ability to serve its customers in these locations.

The 88th Legislature approved funding for the department to expand RSC capacity in Houston and Dallas. The existing Houston and Dallas RSCs have outgrown their space and are unable to serve customers adequately and safely. The Houston RSC served seven counties and approximately 154,000 customers in FY 2023, a 25 percent increase since FY 2015. The Dallas RSC also served seven counties and almost 147,000 customers in FY 2023, a 46 percent increase from FY 2015. Two new locations (one each in Dallas and Houston) will be added in FY 2024–25, which will allow the department to locate customer service resources in a more geographically representative way in these regions.

Technological Improvement through Enterprise Projects

The Information Technology Services Division (ITSD) supports the department's vision, mission and strategic goals through the deployment, management and support of software and systems used by program divisions daily to meet customer needs. By employing standardized project management practices, software, and systems lifecycle processes, as well as information technology governance principles, ITSD ensures it supports the Board's strategic initiative to continuously improve services for all customers.

Projects Closed in FY 2023

Each of the projects closed in the last year were improvements and enhancements previously identified by TxDMV leadership, tax assessor-collectors (TACs) and other external stakeholders. By closing these projects, the department has created a framework for enhanced business processes to drive a modern, responsive, and customer-oriented organization.

TxT ERNO: Enhancement of Texas by Texas (TxT) Electronic Renewal Notice Opt-In (ERNO) provided Texans the ability to transact vehicle registration renewals in TxT mobile apps. TxT users can receive registration renewal notices electronically via email or continue to receive paper notices. This project has provided cost savings by reducing paper and postage expenses.

Call Center Upgrade Project: Survey tool WXM was implemented to enhance post-call survey functionality for call center operations in the Motor Carrier Division (September 2022) and Vehicle Titles and Registration Division (December 2022). The tool helps call centers improve customer interaction quality by collecting customer feedback and measuring customer satisfaction using industry best practices to better understand the customer experience.

TAC Workstation Refresh: The project to refresh county tax assessor-collector workstations and printers that have reached end-of-life was completed this year. Through this project, the department Austin, San Antonio, Pharr, Corpus Christi regions and 10 offices in the Houston area.

Okta (Salesforce and Adobe): The department implemented two-factor authentication / Single Sign-On for Salesforce-enabled applications and Adobe products for internal applications used by the department's employees. This project realized industry-standard level security for Salesforce-enabled applications. The department also implemented Adobe Notarize, Adobe Sign and upgraded Adobe Acrobat for department staff. With this project, the department enabled digital notarization and replaced DocuSign with Adobe Sign, enhancing the security of financial approval processes and contracts.

Legislative Update

The Texas Legislature met for the 88th Regular Session from January 10, 2023, through May 29, 2023. TxDMV had a very productive session, working with members of the House and Senate on legislation improving the administration of motor vehicle regulation, strengthening oversight and enforcement of licensing requirements, and enhancing public safety. Governor Abbott signed 68 pieces of legislation impacting both core department programs and administrative operations.

Appropriations

The General Appropriations Act, House Bill 1, and the supplemental appropriations bill, Senate Bill 30, provided biennial funding to ensure the department can perform statutory duties and provide timely and effective customer service to millions of the state's citizens and businesses, as well as improve these services and promote the first stages of a department-wide modernization effort to serve the state better in the future. HB 1 appropriated \$653.5 million to TxDMV during the 2024-2025 biennium. The department is especially pleased that this funding includes all exceptional item requests made by TxDMV prior to and during the session.

Highlights of the department's biennial funding include:

- An increase of 96 full-time equivalent positions to the department's workforce to address program workloads, new statutory requirements, and enhanced data security needs.
- The design and planning of a modernized system to replace the 30-year-old legacy RTS application used by the department and its business partners.
- The addition of two new RSC offices to serve the rapidly growing populations of the Dallas and Houston regions.
- The redevelopment of the department's Camp Hubbard Campus Headquarters to replace old, outdated buildings with newer, utility-efficient facilities that meet the needs of a modern workforce.
- Full statutory funding for the MVCPA program.
- Funding to implement the specific requirements of House Bill 718, Senate Bill 224 and Senate Bill 505.

Enacted Legislation Highlights

- **House Bill 718 by Goldman** – The bill replaces several paper temporary tags and permits – including buyer's tags, dealer's tags, and 30-day permits – with metal license plates. The statutory changes in the bill will take full effect in July 2025. Related implementation activities require an expansion in the use of metal plates, creation of several new types of plates, development of a more advanced license plate inventory management system, and the re-working of numerous registration and licensing processes. The bill also includes a statutory change that requires license plates to remain with the vehicle at the time of transfer.

These are significant changes to the core motor vehicle regulatory processes in place today, and the department is working closely with tax accessor-collectors, dealers, and law enforcement on rulemaking and process changes related to implementation. The bill requires that rules related to the changes be adopted by December 2024, allowing stakeholders time to understand the

new processes and adjust their operations as necessary by the final implementation date in 2025. The legislature provided specific appropriations to address the implementation and ongoing operations required by the bill, including more than 40 new full-time equivalent employees allocated throughout the department and \$35 million in funding for the 2024-2025 biennium. This project's success will require extensive ongoing collaboration with all TxDMV stakeholders and state agency partners.

- **House Bill 3297 by Harris, Cody** – The bill eliminates safety inspections for noncommercial vehicles but retains emissions inspections in those counties where they are currently required. This change takes effect January 1, 2025, and will require revisions to computer systems and policies to allow for registration of certain vehicles without a safety inspection while still collecting the inspection replacement fee required by the bill. The department must coordinate with DPS and the Texas Commission on Environment Quality (TCEQ) to implement these changes.
- **Senate Bill 224 by Alvarado** – The bill addresses recent increases in catalytic converter theft and related crimes, and charges MVCPA with developing and implementing a multi-agency catalytic converter crime detection and prevention plan. The bill also increases an existing automotive insurance policy fee by \$1 to fund efforts related to catalytic converter crime prevention and enforcement. The legislature provided dedicated appropriations for the implementation of the bill's provision – including four new full-time equivalent positions for MVCPA and \$24-30 million per year in funding.
- **Senate Bill 505 by Nichols** – The bill creates a new, additional registration renewal fee of \$200 per year for certain fully electric vehicles, beginning September 1, 2023. Prior to the bill's effective date, the department provided public notice of the new fee and sent letters to impacted individuals with registration renewals due in the first months of the fiscal year.
- **Specialty Plate Bills** – The legislature also passed the following bills authorizing new specialty license plates representing various military distinctions, state or local entities, and charities:
 - House Bill 108 by Cortez – Texas Teacher's and Retired Teachers
 - House Bill 282 by Swanson – Gold Star Families and certain Texas military awards (military)
 - House Bill 627 by Harris, Cody – Surviving spouses of certain award recipients
 - House Bill 628 by Harris, Cody – Fallen Law Enforcement Officers
 - House Bill 659 by Cook – Commendation Medal (military)
 - House Bill 1315 by Herrero – Veterans Exposed to Burn Pits
 - House Bill 1778 by Hinojosa – Major League Soccer Teams
 - House Bill 2323 by Hayes – Commemorating the 100th Anniversary of the State Song
 - House Bill 2503 by Lujan – Texas and federal Humanitarian Service Medals (military)
 - House Bill 2754 by Bell, Cecil – Retired Peace Officers
 - House Bill 2876 by Cain – Industrial Firefighters
 - House Bill 2921 by Paul – Antarctica Service Medal
 - House Bill 5135 by Kacal – K9s4KIDS
 - Senate Bill 280 by Zaffirini – Operation Freedom's Sentinel (military)
 - Senate Bill 2221 by Schwertner – Sheriff's Office Personnel
 - Senate Bill 2376 by Campbell – Support Adoption

Stakeholder Relations

The department continued efforts begun last year to improve relationships with program business partners and key motor vehicle industry stakeholders. Significant time and resources were devoted to this effort throughout 2022 to ensure the work of the department meets the needs of the industries and activities TxDMV regulates. Maintaining strong relationships allows the department to better understand the potential impact of policy changes on both the motor vehicle industry and the public.

During FY 2023, the Board directed department staff to continue building on these improving relationships. The department's successes during the legislative session were aided by our improved relationships with stakeholder communities and their engagement in the policy development process. Department staff and the board remain committed to maintaining these positive relations.

Looking Down the Road

With a growing number of vehicles on Texas roadways and motor vehicle registrations increasing, TxDMV continues pursuing its mission of providing quality motor vehicle-related operations to serve, protect and advance the interests of citizens and industries throughout the state.

The 88th Legislature's directives placed a lot of work and responsibility on the department and our staff for the next two years, including:

- Transitioning paper temporary tags to metal plates for buyers, dealers, one-trip and 30-day permits;
- Modernizing the RTS System for secure and reliable transaction processing and data storage.
- Revising systems and policies to allow for registration of certain vehicles without a safety inspection; and
- Facilitating two RSC remodels in Midland-Odessa and San Antonio, establishing two new additional RSCs in Dallas and Houston, and constructing a new headquarters building that will provide secure and modern facilities to house technology systems and provide employees with an environment to maximize service delivery to the motoring public.

There are other internal improvements the department hopes to accomplish alongside those headline projects such as the desire to push forward with efforts, big and small, to continually improve our processes, operational efficiency, and program effectiveness.

As TxDMV looks toward the future, the department is committed to continued collaboration with stakeholder partners and legislative oversight offices to identify and review any new solutions that are beneficial to motor vehicle regulation in Texas.

Appendices

Appendix A: TxDMV Organizational Chart

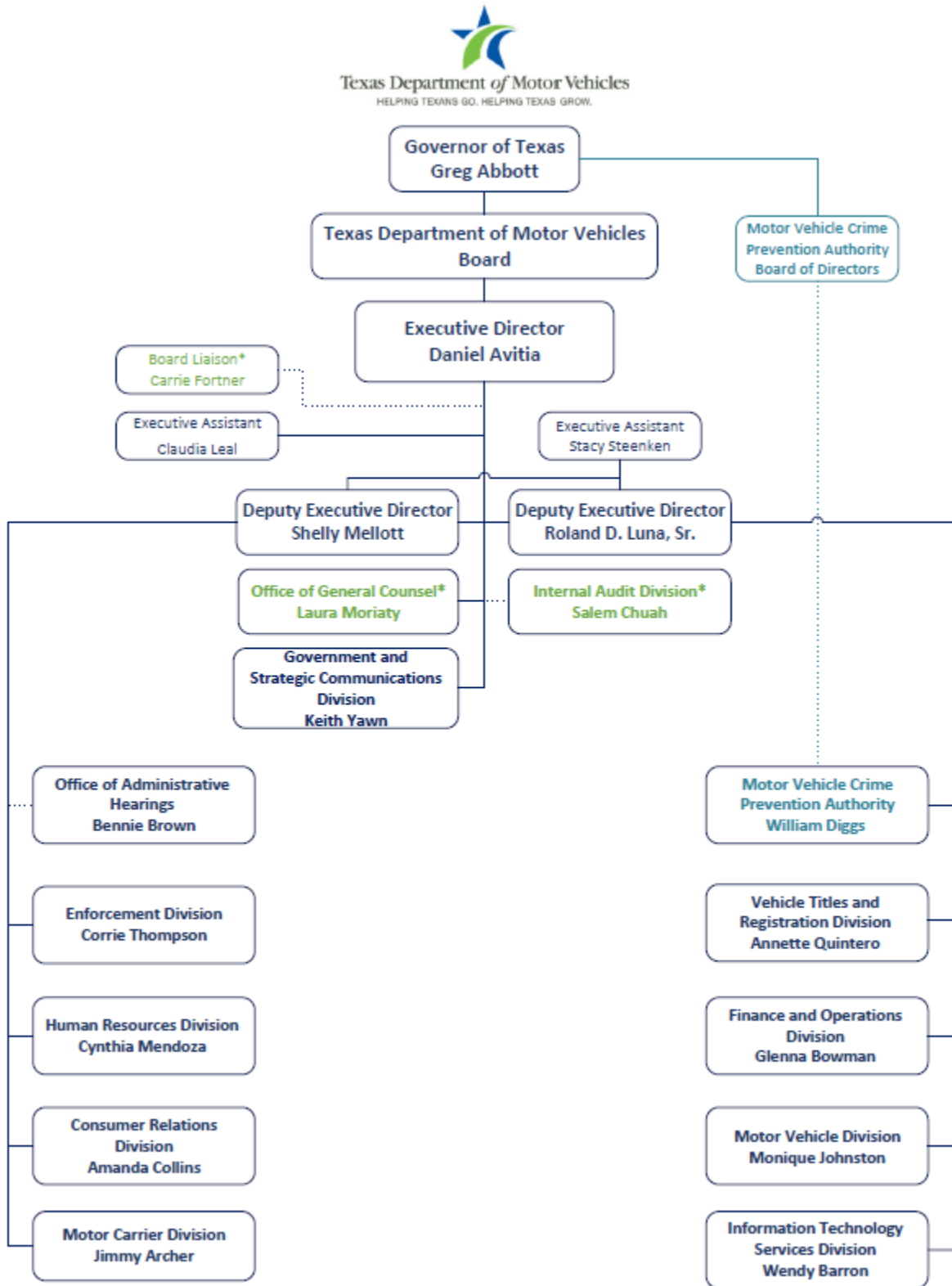
Appendix B: TxDMV Board Members

Appendix C: TxDMV Executive Contact Information

Appendix D: List of MVCPA Grants Awarded for 2022

Appendix E: TxDMV Staff Participation in State and National Organizations

Appendix A: TxDMV Organizational Chart



*Position has dual reporting to TxDMV Board and Executive Director
 Position has dual reporting to Motor Vehicle Prevention Authority Board of Directors

Updated: 02/05/2024

Appendix B: TxDMV Board Members

The nine-member TxDMV Board is appointed by the governor and confirmed by the Texas Senate. The governor designates the chair and the board elects one of its members to serve as vice chair.

The board oversees and coordinates the policies of the department and ensures all components of motor vehicle regulation function as a system. The board sets policy through promulgating rules to ensure compliance by all components of the motor vehicle industry. The board continues to create policies that protect the public interest and industry needs, while attempting to increase the economic prospects of the state of Texas.

BOARD MEMBER	TERM AND APPOINTED BY	STATUTORY QUALIFICATION	RESIDENCE CITY
Charles Bacarisse, Chair	3/26/2019 – 2/1/2025 Appointed by Gov. Abbott 5/4/2021-Present Appointed Chair by Gov. Abbott	Customer (Public Representative)	Houston
Tammy McRae, Vice Chair	3/26/2019 – 2/1/2025 Appointed by Gov. Abbott	Tax Assessor – Collector	Conroe
Christian Alvarado	3/26/2019 – 2/1/2025 Appointed by Gov. Abbott	Customer (Public Representative)	Austin
Stacey Gillman	3/26/2019 – 2/1/2025 Appointed by Gov. Abbott	Franchised Auto Dealer	Houston
Brett Graham	8/23/2016 – 2/1/2017 Appointed by Gov. Abbott 7/30/2018 – 2/1/2023; 8/22/2023 – 2/1/2029 Reappointed by Gov. Abbott	Franchised Auto Dealer	Denison
Sharla Omumu	5/4/2021-2/1/2027 Appointed by Gov. Abbott	Vehicle Manufacturing / Distributing Industry	Cypress
Darren Schlosser	8/22/2023 – 2/1/2027 Appointed by Gov. Abbott	Law Enforcement	Rosharon
John Prewitt	7/30/2018 – 2/1/2023 Appointed by Gov. Abbott 8/22/2023 – 2/1/2029 Reappointed by Gov. Abbott	Motor Carrier Industry	Cypress
Paul Scott	7/30/2018 – 2/1/2023 Appointed by Gov. Abbott 8/22/2023 – 2/1/2029 Reappointed by Gov. Abbott	Independent Auto Dealer	Lubbock

Appendix C: TxDMV Executive Contact Information

TxDMV DIRECTOR CONTACT INFORMATION	
Daniel Avitia, Executive Director	daniel.avitia@txdmv.gov
Shelly Mellott, Deputy Executive Director	shelly.mellott@txdmv.gov
Roland Luna, Sr., Deputy Executive Director	roland.luna@txdmv.gov
Jimmy Archer, Director, Motor Carrier Division	jimmy.archer@txdmv.gov
Wendy Barron, Chief Information Officer	wendy.barron@txdmv.gov
Glenna Bowman, Chief Financial Officer	glenna.bowman@txdmv.gov
Bennie Brown, Chief Hearings Officer, Office of Administrative Hearings	bennie.brown@txdmv.gov
Amanda Collins, Director, Consumer Relations Division	amanda.collins@txdmv.gov
Salem Chuah, Director, Internal Audit Division	salem.chuah@txdmv.gov
William Diggs, Director, Motor Vehicle Crime Prevention Authority	william.diggs@txdmv.gov
Carrie Fortner, Board Liaison	carrie.fortner@txdmv.gov
Monique Johnston, Director, Motor Vehicle Division	monique.johnston@txdmv.gov
Cynthia Mendoza, Director, Human Resources Division	cynthia.mendoza@txdmv.gov
Laura Moriaty, General Counsel	laura.moriaty@txdmv.gov
Annette Quintero, Director, Vehicle Titles & Registration Division	annette.quintero@txdmv.gov
Corrie Thompson, Director, Enforcement Division	corrie.thompson@txdmv.gov
Keith Yawn, Director, Government & Strategic Communications Division	keith.yawn@txdmv.gov

Appendix D: List of MVCPA Grants Awarded for 2023

GRANTEE RECIPIENT	PROGRAM NAME	FY 2023 AWARD
City of Austin	APD Auto Burglary and Theft Interdiction Project	\$411,300
City of Beaumont	Southeast Texas Auto Theft Task Force	\$583,951
City of Brownsville	South Texas Auto Theft Enforcement Task Force	\$1,020,922
Burnet County	Heart of Texas Auto Theft Task Force	\$220,894
City of Corpus Christi	Corpus Christi PD Motor Vehicle Crime Taskforce	\$429,518
City of Dallas	Dallas Auto Task Force	\$797,339
Dallas County	Dallas County North Texas Auto Theft Task Force	\$544,454
City of Eagle Pass	Eagle Pass Auto Theft Task Force	\$138,059
City of El Paso	El Paso Police Department's Auto Theft Task Force	\$975,265
Galveston County	Galveston County Auto Crimes Task Force	\$518,201
Harris County	Harris County Sheriff's Auto Theft Unit	\$853,100
City of Houston	Houston Auto Crimes Task Force/30 HACTF	\$1,251,130
City of Laredo	Laredo Auto Theft Task Force	\$756,565
Lubbock County	Lubbock County South Plains Auto Theft Task Force	\$446,785
City of Mansfield	Tri-County Auto Theft Task Force	\$331,342
Montgomery County	Montgomery County Auto Theft Task Force	\$372,720
City of Paris	Northeast Texas Auto Theft Task Force	\$117,857
City of Pasadena	Pasadena Auto Crimes Prevention Program	\$83,940
Potter County	Panhandle Auto Burglary and Theft Unit	\$399,494
City of San Antonio	Regional Auto Crimes Task Force (ReACT)	\$815,785
Smith County	Smith County – East Texas Auto Theft Task Force	\$357,474
Tarrant County	Tarrant Regional Auto Crimes Task Force	\$1,332,593
Travis County	Sheriff's Combined Auto Theft Task Force	\$697,075
City of Victoria	Victoria Auto Crimes Task Force	\$144,236
Total MVCPA Award for Fiscal Year 2023		\$13,809,999

Appendix E: TxDMV Staff Participation in State & National Organizations

NAME	DIVISION	TITLE	ORGANIZATION	ROLE
Daniel Avitia	Exec	Executive Director	American Association of Motor Vehicle Administrators (AAMVA) National Association of Motor Vehicle Boards and Commissions	Member Member
Shelly Mellott	Exec	Deputy Executive Director	American Association of Motor Vehicle Administrators (AAMVA)	Member
Roland Luna	Exec	Deputy Executive Director	Texas Coordinating Council for Veterans Services (TCCVS) Board TCCVS Transportation Workgroup TCCVS Criminal Justice Workgroup Texas.gov Solution Group Board Texas Traffic Records Coordinating Committee (TRCC) Executive Committee AAMVA License Plate Standard Workgroup Texas Connected and Autonomous Vehicle (CAV) Task Force Texas Connected and Autonomous Vehicle Task Force, Licensing and Registration Subcommittee	Member Member Member Core Member Member Member Chair
Corrie Thompson	ENF	Division Director	State Agency Council Texas Commission on Law Enforcement (TCOLE) Training Board	Member Member
Brian Ge	ENF	Managing Attorney	International Association of Lemon Law Administrators (ALLA)	Member
Dara Benoit	ENF	Asst. Chief Investigator	TCOLE Training Board	Member
Mario Cenicerros	ENF	Investigator	Texas Association of Vehicle Theft Investigators (TAVTI)	Member
John Dufour	ENF	Investigator	IALLA	Associate Member
Charlie Escobedo	ENF	Compliance Specialist Manager	Association of Certified Fraud Examiners (ACFE)	Member
Sonny Gonzalez	ENF	Investigator	TCOLE Training Board	Training Coordinator
Earl Pearson	ENF	Chief Investigator	Austin Community Criminal Justice Board	Member
Mike Scott	ENF	Investigator	ACFE	Member
Phillip Valdez	ENF	Compliance Specialist	ACFE	Member
Evan Whitis	ENF	Investigator	IALLA	Associate Member
Nina Yonemoto	ENF	Lead Compliance Specialist	ACFE	Member

NAME	DIVISION	TITLE	ORGANIZATION	ROLE
Cynthia Mendoza	HR	Division Director	Austin Human Resource Management Association (AHRMA) Society for Human Resource Management State Agency Coordinating Committee (SACC) HR Directors Workgroup	Member Member Member
Salem Chuah	IAD	Division Director	Institute of Internal Auditors (IIA) IIA Austin Chapter ACFE Government Finance Officers Association (GFOA)	Member Member Member Member
Jason Gonzalez	IAD	Principal Internal Auditor	IIA IIA Austin Chapter Information Systems Audit and Control Association (ISACA)	Member Member Member
Frances Barker	IAD	Internal Auditor	IIA IIA Austin Chapter ACFE ISACA	Member Member Member Member
Wendy Barron	ITSD	Chief Information Officer	Texas Association of State Systems for Computing & Communications (TASSCC)	Board Member
Will Hilton	ITSD	Deputy Chief Information Officer	DIR Shared Technology Services (STS) IT Leadership Committee (ITLC)	Agency Partner Group Four Representative
Joseph Greenfield	ITSD	Management Analyst	TCOLE Training Board	Member
Jimmy Archer	MCD	Division Director	Innovative Technology Deployment (ITD) Working Group ITD Steering Committee CAV Task Force Freight & Delivery Subcommittee AAMVA Resiliency & Response Working Group International Registration Plan (IRP)	Member Member Member Member Texas representative and jurisdiction voting member
Carol Fallin	MCD	Manager, Credentialing Section	Unified Carrier Registration (UCR) Board UCR Education & Training Subcommittee UCR Finance Subcommittee National Conference of Transportation Specialists (NCSTS) ITD Working Group	Member Chair Member Treasurer Member
Richard Goldsmith	MCD	Manager, Program Coordination & Support	ITD Working Group	Member

NAME	DIVISION	TITLE	ORGANIZATION	ROLE
Tammy Russ	MCD	Supervisor, IRP Compliance Audit, Commercial Fleet Services	Comptroller of Public Accounts / International Fuel Tax Agreement (IFTA)	Liaison
Grady Meyer	MCD	ITD Program Manager	ITD Working Group ITD Steering Committee	Program Manager Program Manager
DuWayne Murdock	MCD	Manager, OS/OW Permit Section	ITD Working Group ITD Steering Committee Western Association of State Highway and Transportation Officials (WASHTO) Highway Transport Committee American Association of State Highway and Transportation Officials (AASHTO) Highway Transport Working Group Specialized Crane & Rigging Association	Member Member Liaison Member
Labrina Matthews	MCD	Credentialing Program Coordinator	UCR Audit Subcommittee NCSTS	Member Member
William Diggs	MVCPA	Division Director	TCOLE Training Advisory Board TAVTI International Association of Auto Theft Investigators Automobile Theft Prevention Authorities (ATPA)	Chair MVCPA Liaison to Board, Member Committee Member Committee Member
Earl Pence	MVCPA	Manager	National Odometer & Title Fraud Enforcement Association (NOTFEA)	Board Member
Dan Price	MVCPA	Audit Manager	IAATI	Member
Yessenia Benavides	MVCPA	Management Analyst	TAVTI	Member
Annette Quintero	VTR	Division Director	Texas.gov Solution Group Board Texas Traffic Records Coordinating Committee (TRCC) Executive Committee	Member Member
Clint Thompson	VTR	Deputy Division Director	AAMVA eTITLE Working Group	Member



Texas Department
of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.