

FISCAL YEAR

2024

CHAIRMAN'S
ANNUAL REPORT



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



December 3, 2024

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

Governor Abbott:

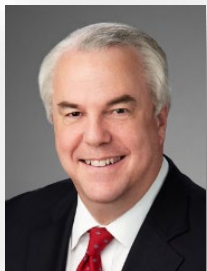
It is my privilege to share the following state of affairs at the Texas Department of Motor Vehicles (TxDMV or department). During the last fiscal year, TxDMV continued its dedication to customer service, consumer protection, and the success of motor vehicle-related industries.

Since May 2023, TxDMV has been working diligently to implement House Bill (HB) 718, passed by the 88th Texas Legislature. The department is closely collaborating with a wide range of stakeholders, including dealers, county officials, and law enforcement to understand their concerns and ensure the law's successful implementation. Through these discussions, TxDMV has sought to identify balanced approaches to address the realities of stakeholder experiences while fulfilling the law's intended objectives. The focus has been on achieving the public safety improvements envisioned by the Legislature and law enforcement, while minimizing potential negative impacts to businesses and customers.

We also have ongoing efforts to embark on several new and innovative projects that will prepare us to 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.

This report provides information regarding the major activities and key accomplishments of TxDMV during Fiscal Year 2024 and contains performance data to illustrate the department's progress in modernizing processes and increasing efficiencies.

It is an honor to serve on the TxDMV Board under your leadership, and I look forward to what lies ahead for the department and Texas.



Sincerely,

Charles Bacarisse
Chairman

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Introduction & Key Highlights

The Texas Department of Motor Vehicles (TxDMV or department) works to serve, protect and advance the state's citizens and industries by providing quality motor vehicle-related services. In Fiscal Year (FY) 2024, TxDMV issued 26 million vehicle registrations and 7.3 million vehicle title transactions. The department regulated 18,000 licensed dealers and other motor vehicle entities, credentialed more than 83,000 motor carriers and issued 740,000 oversize/overweight permits. TxDMV also closed 23,000 enforcement cases and 647 Lemon Law cases. Additionally, TxDMV served 740,000 customers at its 16 Regional Service Centers (RSCs) and more than 660,000 customers through its Consumer Relations Division (CRD).

Also within TxDMV, the Motor Vehicle Crime Prevention Authority (MVCPA) awarded 24 grants to law enforcement task forces to combat motor vehicle theft and crime, contributing to the recovery of more than 15,000 stolen vehicles, during FY 2024. In addition, with the implementation of Senate Bill (SB) 224 aimed at prevention catalytic converter theft, MVCPA awarded 34 grants, totaling approximately \$16 million to cities, counties and partner state agencies working to address catalytic converter crime.

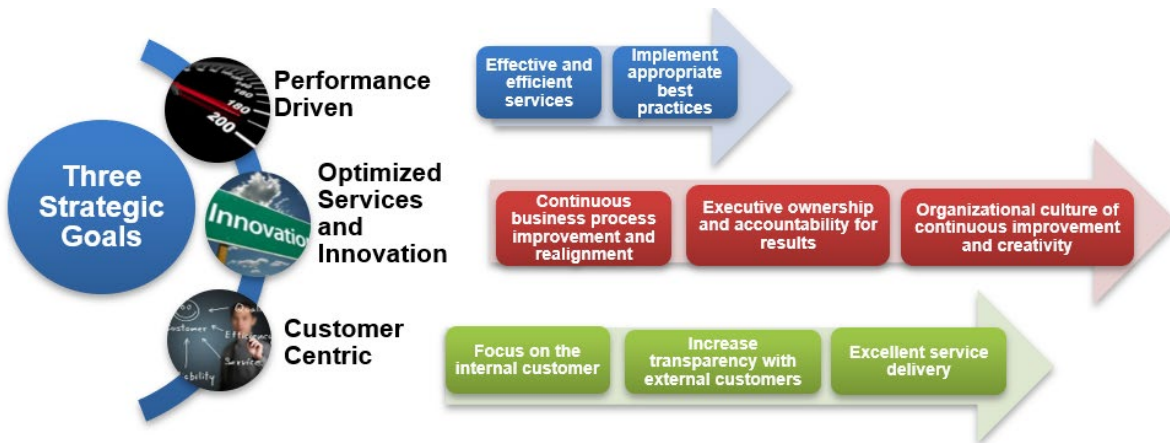
Vision, Mission, Goals & Key Functions

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

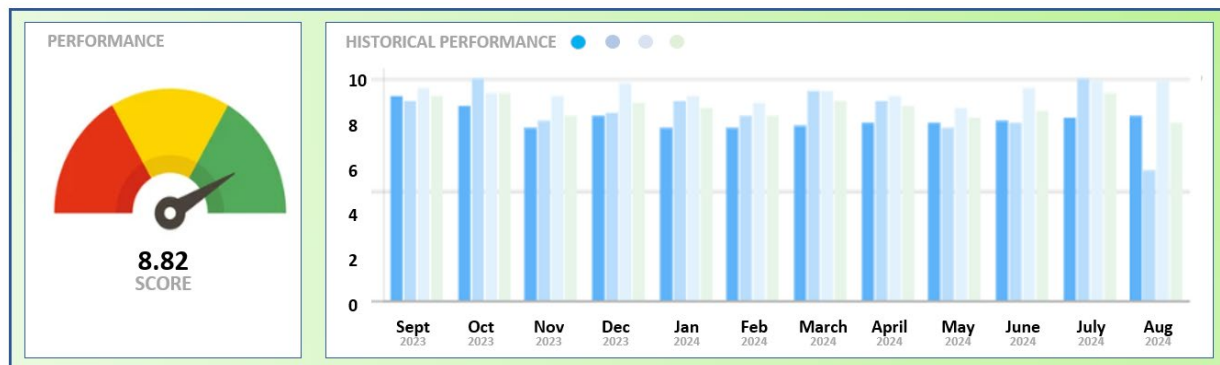
Mission: To serve, protect and advance the citizens and industries in this state with quality motor vehicle-related services.

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 comprised of 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

Preventing Temporary Tag Fraud, Abuse & Misuse

- **HB 718 Implementation**

- **Overview**

- Eliminates six paper tag types – buyer's tags, internet down tags, vehicle specific, agent tags, one-trip permits and 30-day permits
- Results in the creation of four new license plate types: temporary registration, dealer demo, out-of-state buyer, and buyer provisional plate
- Requires general issue license plates to remain with the vehicle when sold or transferred
- Requires dealers to use webDEALER to submit transactions
- Requires dealers to submit a vehicle transfer notification at the time of sale or transfer
- TxDMV was appropriated \$35 million by the 88th Texas Legislature for the 2024-2025 biennium with two FTEs in 2024 and 42 FTEs in 2025.

- **Implementation Methodology**

The department developed an implementation plan that involved forming four committees made up of cross-divisional staff. These committees have been responsible for planning and executing activities and deliverables to ensure the successful implementation of the bill.

- **License Plate Design & Manufacturing**

The department evaluated three license plate distribution models, considering key factors such as statutory language, the 18,000 dealers, and 254 county tax assessor-collectors (TACs). Executive leadership also conducted a cost-benefit analysis as part of the evaluation process.

- **Inventory Management**

The department researched available inventory management system (IMS) solutions available through the Texas Department of Information Resources (DIR) and reached out to other states to learn what IMS or technology they use. The department also participated in vendor demos of available IMS and software products. An IMS Request for Information (RFI) closed in January 2024.



- **Regulatory Affairs**

In Spring 2024, the department drafted rules with input from three advisory committees. Rules drafts were posted to the Texas Register for public comment and considered by the Board during its open meetings in June and October 2024. The adopted rules address key factors related to the initial allocation and annual allotment of license plates and operational requirements for various industry participants.

- **Compliance**

Department staff created a Preliminary Risk Assessment and Recommendation Plan that identified potential risks related to stakeholders, current department policies and procedures, and offered strategies to mitigate or eliminate those risks. A gap analysis was performed to pinpoint areas where the statute could be improved, resulting in a recommendation to revise legal text related to the new dealer plate fee.

- **Outreach**

The Texas Independent Automobile Dealers Association (TIADA) organized a series of town hall meetings in 2023 and 2024 to address members' concerns and questions around the implementation of HB 718. Similarly, the Tax Assessor-Collectors Association of Texas (TACA) conducted targeted training sessions in every region. Division directors from across department programs participated in these events to ensure that the challenges faced by dealers and TACs were used throughout the implementation process. Additionally, further license plate testing was completed with toll authorities, and TxDMV met with Texas Department of Public Safety (DPS) leadership to review aspects of the bill, providing new plate samples for testing with license plate readers.

- **Stakeholder Training**

The department created a specific training schedule for dealers and a separate module for counties, offering both in-person and virtual sessions on the use of the webDEALER system. The training includes updates to existing content, as well as new modules focused on transactions, aimed at supporting dealers, TACs and TxDMV Regional Service Centers (RSCs), which serve as the primary point of contact for counties.



- **National Motor Vehicle Title Information System (NMVTIS) Deployment for Buyers' Tags and Timed Permits**

NMVTIS is a federal program managed by the U.S. Department of Justice (DOJ), with the American Association of Motor Vehicle Administrators (AAMVA) serving as its operator. During FY 2024, TxDMV implemented a real-time NMVTIS brand check process to verify salvage and nonrepairable-related brands before issuing temporary tags. This check is conducted for temporary tags issued through the Registration and Titling System (RTS) and the eTAG, and webPERMITS applications. While a brand check for temporary tags is not currently a standard NMVTIS application, after consulting with the DOJ and considering the department's request, AAMVA approved the proposed use on a provisional basis. This approval, which may be

extended at AAMVA's discretion, allows Texas to adopt the temporary tag check and assess its effectiveness in reducing vehicle temporary tag and timed permit fraud.

If a salvage or nonrepairable brand is identified during the check, the system alerts the end user and prevents issuance of the temporary tag. This programming enhancement is part of the department's ongoing efforts to detect and prevent temporary tag fraud. In collaboration with AAMVA, the department launched a 12-month pilot program for the new NMVTIS temporary tag check. Texas is the first state to use NMVTIS for performing brand checks on temporary registrations, setting a pioneering example in combatting fraudulent temporary tag issuance. During the pilot phase, no additional NMVTIS fees will be required for this expanded use. However, if the pilot is extended or the use case becomes a recognized application of NMVTIS, AAMVA may introduce additional fees. As part of the provisional approval, the department is required to monitor the effectiveness of this application and submit periodic reports.

- **AAMVA Fraud Prevention and Detection International Award 2023**

AAMVA recognized TxDMV in September 2023, during its annual international conference, for efforts to improve temporary tag and dealer licensing operations. The work has resulted in a significant reduction in the number fraudulent tags on the roads since the issue was first identified.

Texas Catalytic Converter Theft & Prevention

- The 88th Texas Legislature provided MVCPA additional funding through the passage of Senate Bill (SB) 224. The bill allocated \$24.6 million in FY 2024 and \$30.3 million in FY 2025 to support efforts aimed at deterring catalytic converter crimes throughout Texas. MVCPA developed a Plan of Operation to coordinate regulatory and enforcement activities authorized by the bill with DPS, TxDMV, and the Texas Department of Licensing & Regulation (TDLR). The plan created a strategy to protect the legitimate stream of commerce by ensuring regulated entities do not insert stolen catalytic converters into the market. It also includes risk-based targeting and random auditing of the records of regulated entities to help identify theft and illicit activities when they occur.

An advisory committee formed by the MVCPA Board has met quarterly to support the implementation of SB 224. The committee is comprised of industry stakeholders, law enforcement officers, and state partner agencies. The meetings focus on developing common risk-based factors, facilitating intelligence sharing processes, and ensuring that partner agencies' activities related to SB 224 are adequately supported.

Customer Service Enhancements

- **Credit Cards Accepted by Regional Service Centers (RSCs)**

TxDMV began the Texas.gov payment portal services onboarding process at each of the 16 RSCs in FY 2023, in partnership with the Texas Department of Information Resources (DIR) and state vendor, Tyler Technologies. Credit card capabilities were first deployed at the Austin RSC in

October 2023 with nearly all RSCs locations successfully implementing credit card capabilities by the end of FY 2024. The San Antonio RSC began accepting credit cards following the completion and opening of its new location in October 2024. The Odessa RSC will begin accepting credit cards following completion of a site renovation in January 2025 and the Pharr RSC will offer credit card payments at its new location when it opens in early 2025.

- **Consumer Relations Automation Project**

The Consumer Relations Automation Project reflects TxDMV's dedication to continuous improvement and achieving best-in-class customer service. Leveraging data analytics, the project tailored automated email responses to customer queries, streamlined paths to reset passwords, and centralized transaction options through a new self-service online portal. Additionally, AAMVA selected TxDMV's Consumer Relations Automation Project as a 2024 Regional Service Award winner at its June 2024 annual conference in New Orleans.

Technology

- **Registration & Titling System (RTS) Modernization Phase One Development**

RTS, originally developed by the Texas Department of Transportation (TxDOT) in the mid-1990s to process vehicle registration and title transactions, has undergone continuous rebuilding and upgrades to maintain its core functionality. However, advancements in technology and increasing department workload demands are rendering RTS obsolete. The system's maintenance costs continue to rise, while its ability to adapt to the evolving needs of the motoring public and to changes in state regulatory requirements has decreased. As a result, the department must begin replacing RTS and its associated applications. Phase One of this process involved assessing the current system, developing a transition plan, evaluating available technology solutions, preparing documentation for Quality Assurance Team (QAT) review and approval, and creating procurement documents. While this work began in FY 2024, it will continue into the first part of FY 2026.

- **TASSCC 2024 Project Excellence Award**

At the Texas Association for Strategic Solutions and Collaboration in Computing (TASSCC) Annual Conference, TxDMV was awarded the Project Excellence Award for Cost Effective, High Value Initiatives. This award recognized the department's work on disaster recovery (DR) planning, particularly the use of dark capacity DR storage in the state's data center services program. By leveraging dark capacity, TxDMV achieved cost savings of more than 80 percent for its technology DR preparedness. These improvements also enabled the department to recover swiftly from the global technology security outage during the summer of 2024.

- **SORM 2024 Continuity Program Preparedness Award**

TxDMV was honored with the 2024 Continuity Program Preparedness Award by the State Office of Risk Management (SORM) and the Continuity Council. This award recognized the department's significant achievement in designing and implementing a Continuity of Operations Plan (COOP) that enhances resiliency and preparedness. The COOP serves as a roadmap for maintaining essential operations during and after disruptive events, such as natural disasters, pandemics, or terrorist attacks.

- **Statewide webDEALER Adoption**

SB 604, passed by the 86th Texas Legislature, required webDEALER be made available to all Texas motor vehicle dealers. Completed in September 2023, the Statewide webDEALER Adoption Project was a multi-year, multi-phase project to increase application throughput, maximize workflow, streamline processes and encourage participation of new users.

- **Vehicle Dealer Applicant Status Lookup**

Dealer license applications are processed after a thorough pre-licensure review by quality assurance specialists to ensure accuracy of information, adherence to regulatory requirements, and identification of potentially fraudulent activity. New measures have been implemented to reduce fraud in vehicle regulatory procedures, leading to longer processing times. To address the increased processing lead times, dealers can submit renewal applications up to 180 days before their license expires, with early submission strongly recommended. To check the status of their application, dealers can visit <https://texasdmv.my.salesforce-sites.com/GetWorkItem> and enter their full nine-digit application number.

- **TAC T1 Upgrade**

The multi-phase TAC T1 Upgrade Project was completed in January 2024, addressing the outdated and unreliable T1 transmission technology that had caused frequent connectivity issues between department systems and county tax offices and negatively impacted customer service. With T1 circuits being phased out by major service providers, the project replaced the connections with Metro Ethernet technology, enhancing circuit reliability and increasing network speeds for county tax offices. In addition to the fiber upgrade, routing and switching equipment at county office locations was upgraded with LTE (cellular) capabilities. A second cellular-based network route was also established in areas with reliable coverage, serving as a failsafe in case the primary fiber route is disrupted at some point in the future.

Operations

- **Camp Hubbard Renewal Project**

After years of negotiations, planning, funding requests, and design work, TxDMV has started the physical task of constructing a modern hub of operations for the department to call its own. The building and larger campus will rise from the original site of Buildings 2, 3 and 5 of the existing Camp Hubbard state campus along the Mopac Expressway in west Austin. Master planning, design and construction documentation was completed by Marmon Mok in late 2023.



The project will significantly transform the campus, improving infrastructure and workspace efficiency while also upgrading critical systems.

- **MVCPA Law Enforcement Training Conference**

More than 280 law enforcement officers and support staff attended the 2024 MVCPA Conference, July 15-19, in Houston to participate in auto theft related training opportunities. The event included discussions on grant administration, auto theft-related trends, community outreach, social media and public outreach, catalytic converter theft, victim assistance grants, and cargo theft. Several divisions within TxDMV participated by provided training sessions covering SB 224 and how to contact and receive assistance in ongoing investigations from the department's Law Enforcement Assistance Team (LEAT).

Revenues & Expenditures

Overview

TxDMV is primarily self-funded through revenues deposited to TxDMV Fund 10, except for the Motor Vehicle Crime Prevention Authority (MVCPA). MVCPA operations are funded through a percentage of dedicated fees collected on automobile insurance policies issued in Texas and appropriated from General Revenue.

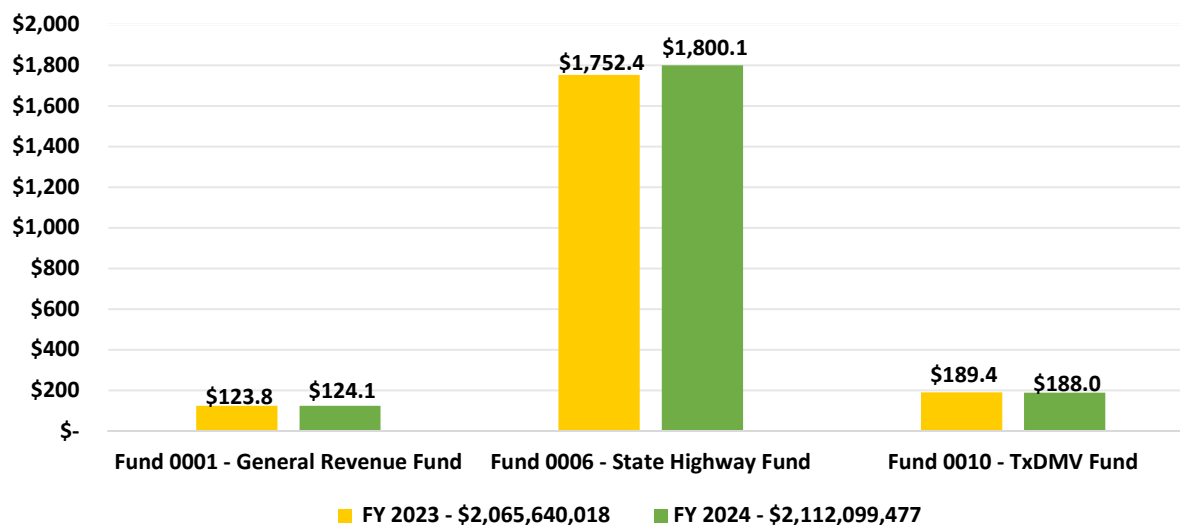
Most of the total revenue collected by TxDMV comes from motor vehicle registration fees. Other revenue sources include motor vehicle certificates of title fees, motor vehicle dealer license fees, motor carrier oversize/overweight permit fees, license plate fees, and processing and handling fees associated with vehicle registration transactions.

Total Fund Revenues

In FY 2024, TxDMV collected \$2.1 billion in revenue, a 2.2 percent increase from FY 2023. As shown in the chart below, this revenue was deposited as follows: \$1.8 billion to the State Highway Fund (Fund 6), \$188 million to the TxDMV Fund (Fund 10), and \$124.1 million to the General Revenue Fund (Fund 1).

FY 2023 and FY 2024 Comparison of Revenue by Fund

(in millions)



TxDMV Fund 10

The chart below shows TxDMV Fund 10 collections in FY 2024 compared to FY 2023 by revenue category:

FY 2023 and FY 2024 Actual Revenue - Fund 0010				
Revenue Category	FY 2023 Actual	FY 2024 Actual	Variance	% Difference
Motor Vehicle Certificates of Title	\$ 48,817,248	\$ 48,024,200	\$ (793,048)	(1.6%)
Motor Vehicle Registration	43,485,545	42,470,721	(1,014,825)	(2.3%)
Motor Carrier Oversize/Overweight	14,399,066	14,511,396	112,330	0.8%
Motor Vehicle Business Licenses	7,085,090	6,657,829	(427,261)	(6.0%)
Miscellaneous Revenue	17,617,652	18,818,538	1,200,886	6.8%
Processing and Handling Fee	58,024,615	57,469,910	(554,705)	(1.0%)
Total	\$ 189,429,217	\$ 187,952,594	\$ (1,476,623)	(0.8%)

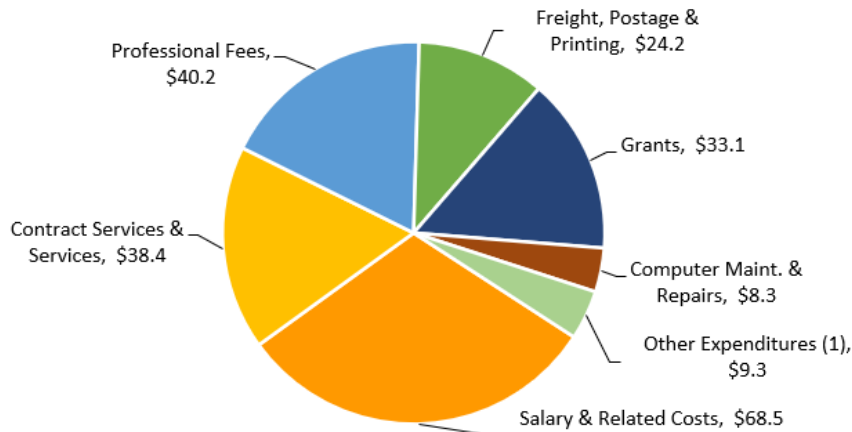
Total deposits to TxDMV Fund 10 decreased 0.8 percent (\$1.5 million) from FY 2023 amounts.

The decrease in motor vehicle certificates of title is mostly attributable to lower delinquent title-transfer penalty collections. The decrease in motor vehicle registration is mostly due to the cyclical effect of multi-year antique-plate transactions. The decrease in motor vehicle business license revenue is attributable to fewer applications for licensure and unfavorable market conditions related to vehicle affordability. The decrease in processing and handling fee revenue is due to the timing of remittances and slightly increased online processing of transactions. Higher interest rates on the TxDMV Fund 10 balance resulted in an increase in miscellaneous revenue compared to FY 2023.

Total Expenditures

Expenditure and outstanding obligations for FY 2024 totaled \$222 million, as shown below.

FY 2024 Expenditures and Encumbrances by Category - All Funds
(in millions)



⁽¹⁾ Other Expenditures includes: Rents/Utilities (\$6.5 million), Other Expenses (\$1.5 million), Travel/Training (\$1.1 million), and Capital (\$153K)

Capital budget expenditures and encumbrances totaled \$34.9 million in FY 2024, including data center services (\$17.3 million), county technology (\$4.8 million), automation projects (\$9.7 million), headquarters facilities maintenance (\$1.3 million), regional service center facility maintenance (\$828,000), registration and title system modernization (\$499,000), personal computer replacement (\$364,000), and ITSD cybersecurity (\$137,000).

Annual Financial Report

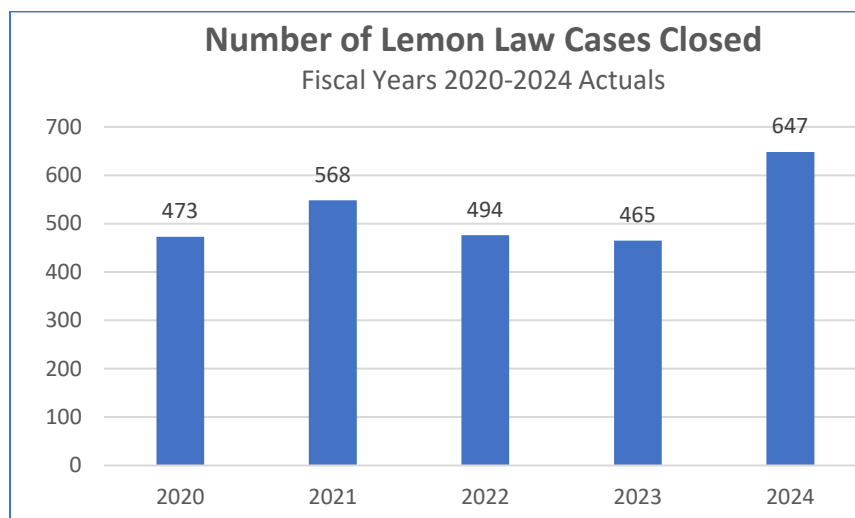
The department's Annual Financial Report (AFR) for the year ending August 31, 2024, was submitted in compliance with the Texas Comptroller of Public Accounts guidelines by the November 1, 2024, deadline. The report was transmitted to the Governor's Office, the Legislative Budget Board and appropriate state oversight agencies and is available online at https://www.txdmv.gov/sites/default/files/report-files/Annual%20Financial%20Report%20FY%202024_1.pdf.

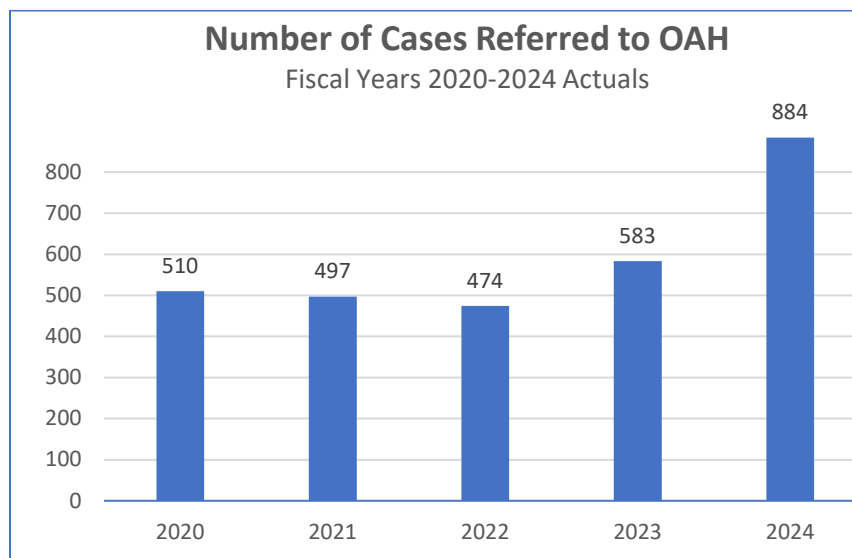
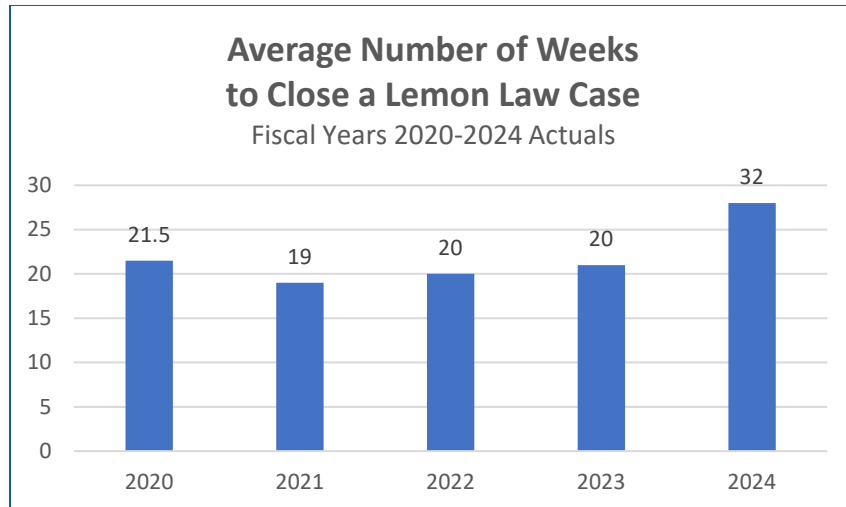
Performance Data

Office of Administrative Hearings Division (OAH)

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.

During FY 2024, OAH closed 647 Lemon Law and warranty performance complaints, marking an increase of 182 closures compared to FY 2023 (39 percent). Despite this progress, OAH faced several challenges during the year, seeing a rise in referred cases and experiencing staffing shortages, which contributed to a longer average time to close cases. The number of cases referred to OAH by the Enforcement Division grew by 52 percent, from 583 referrals in FY 2023 to 884 in FY 2024. As a result, each case was closed in an average of 32 weeks.





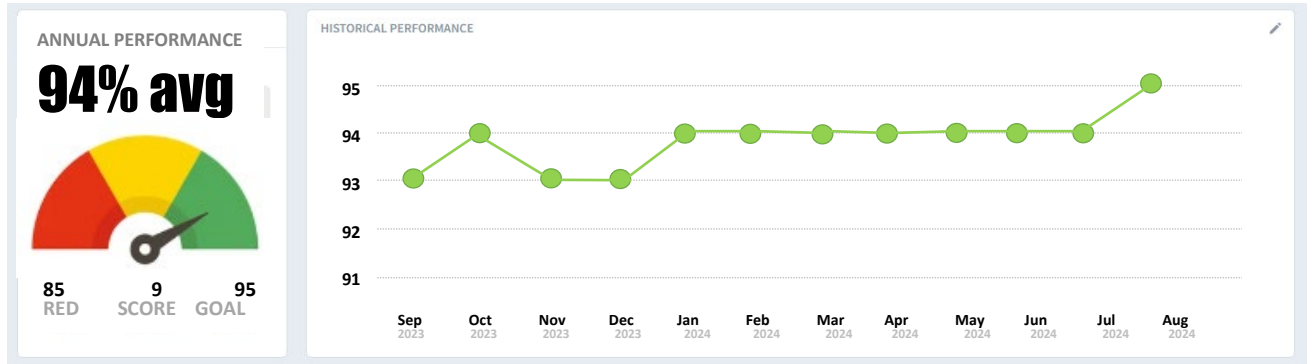
Consumer Relations Division (CRD)

CRD operates the TxDMV contact center, handling inbound and outbound customer inquiries via phone and email. With 62 full-time equivalent (FTE) positions, CRD serves a diverse customer base, including the motoring public, county tax offices, and industry businesses. The division maintains a database to track consumer complaints, resolutions, and feedback. The division's primary mission is to provide high-quality customer service by efficiently addressing inquiries and managing complaints.

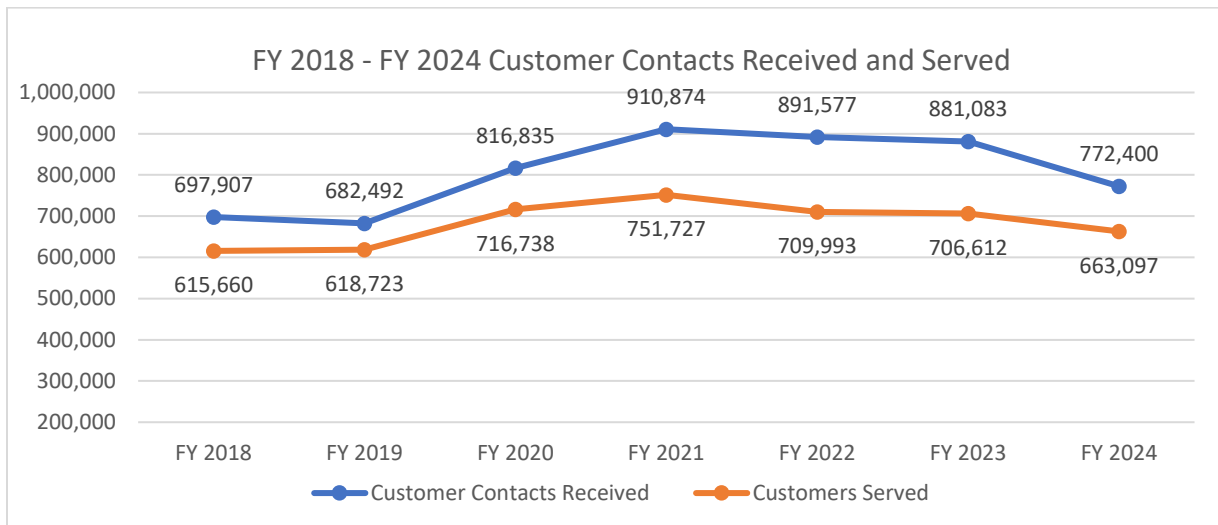
In FY 2024, the division dedicated its efforts to exceeding customer expectations. Beginning with the automation project implemented in FY 2023, the division experienced a reduction in customer abandoned call rate of seven percent and reduced the average caller wait time by approximately two minutes. As a part of ongoing modernization efforts, CRD plans to migrate its contact center to the cloud, creating opportunities to implement advanced, interactive customer tools like chatbots.

The division prioritized resources for staff training and development during the year, offering employees opportunities to enhance the customer experience, improve quality management, and strengthen leadership skills. In anticipation of rising customer demand driven by upcoming statewide policy changes and legislative implementations, the division also created a robust training plan to ensure county and dealer stakeholders receive the support they need.

CRD Customer Satisfaction Survey Ratings by Month September 2023 – August 2024



FY 2018 – FY 2024 Customer Contacts Served by CRD



Enforcement Division (ENF)

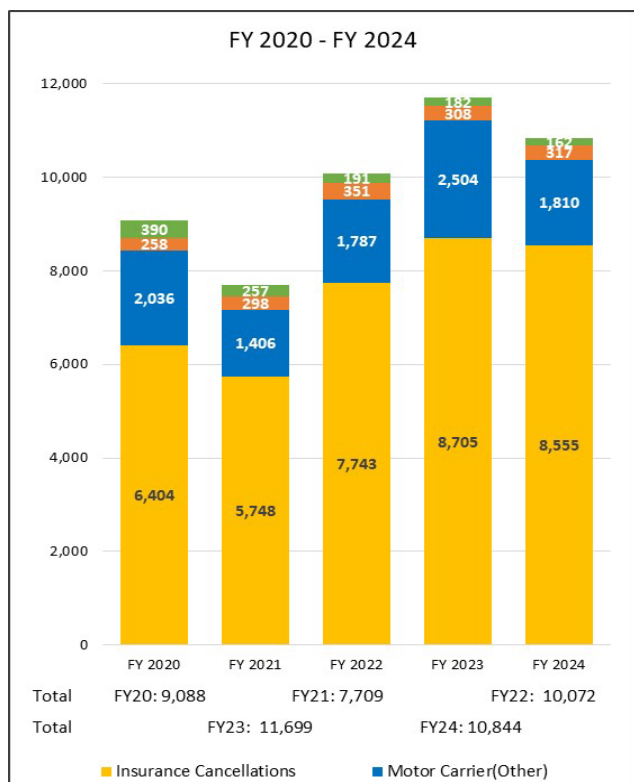
ENF ensures regulated entities comply with laws related to the motor vehicle distribution, salvage, and motor carrier industries. This includes regulations related to the transportation of household goods, oversize/overweight motor carrier permits, and dealer advertising. The division enforces statutes aimed at protecting consumers, ensuring a safe and efficient system for the distribution and sales of motor vehicles, safeguarding public safety, and preserving the integrity of highways and bridges. Additionally, the division reviews compliance with TxDMV policies for vehicle title and registration services provided

by county tax assessor-collector offices and facilitates law enforcement access to motor vehicle records for criminal investigations.

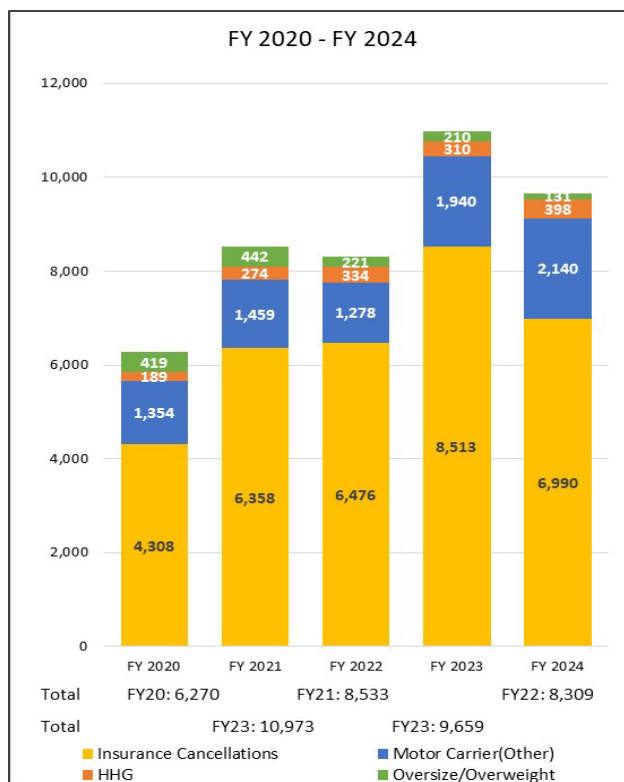
The division's Compliance Services Section (CSS) established a new Dealer Compliance Services (DCS) subsection in response to HB 718 which replaces paper temporary tags with permanent metal plates. This new subsection will review and enforce requirements related to metal license plate use at dealer locations. The section was allocated 27 full-time equivalents (FTEs) to manage these responsibilities. The management team hired in June 2024 will guide the efforts of dealer compliance specialists strategically positioned across the state and has made significant progress in producing work engagement guidelines and comprehensive onboarding and training plans for new employees. The DCS team will hire the remaining positions in two waves— 10 in the Fall 2024, and 12 in early 2025. The section will be fully staffed in FY 2025 and poised to provide support for dealer operations when the bill takes effect in July 2025.

In FY 2024, the division continued to manage increased caseloads carried over from FY 2022 and FY 2023, including a rise in cases requiring hearings at the State Office of Administrative Hearings. These hearings required significant time from attorneys and staff who were called as witnesses, ranging from ENF investigators to staff from the Vehicle Titles and Registration and Motor Vehicle divisions. While addressing increasingly complex cases, ENF is also preparing for the implementation of HB 718. Despite these challenges, the division successfully closed a record number of cases in FY 2024, thanks to new resources appropriated by the Texas Legislature and continued support from the TxDMV Board and executive management.

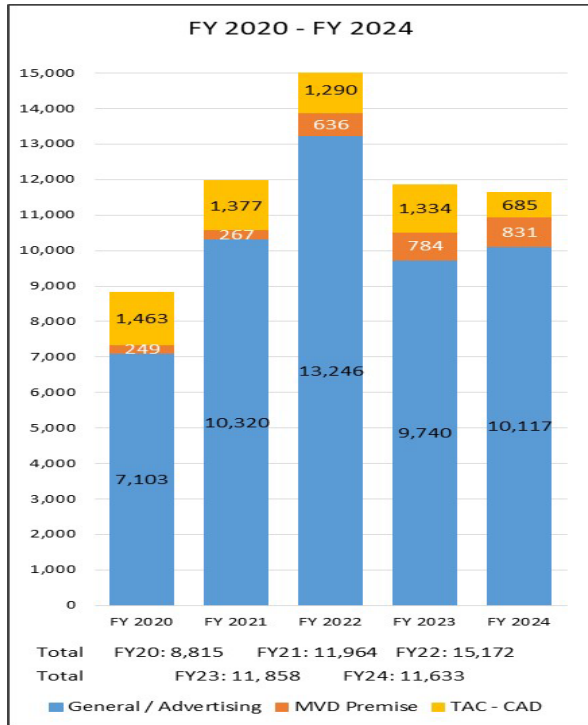
Motor Carrier Cases Opened



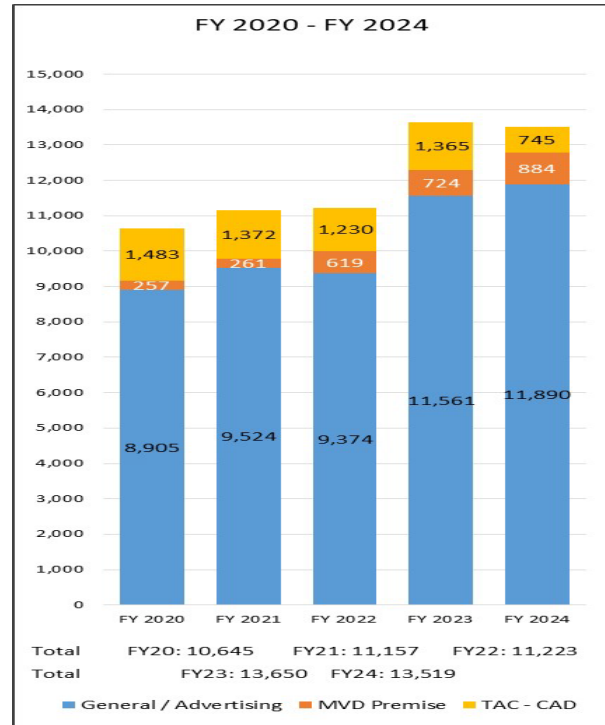
Motor Carrier Cases Closed



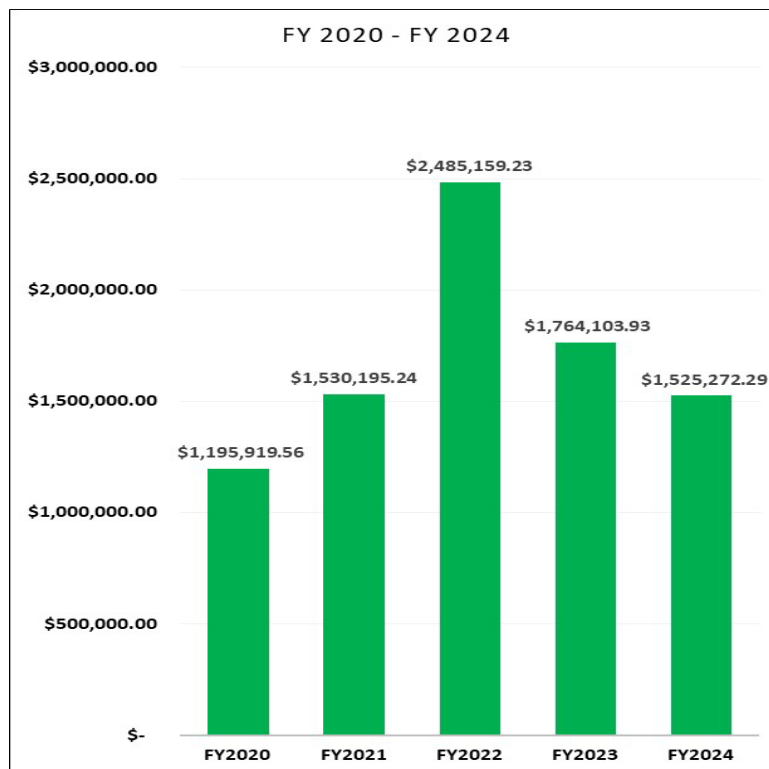
Motor Vehicle Cases Opened



Motor Vehicle Cases Closed



Motor Vehicle Refunds to Consumers



Motor Carrier Division (MCD)

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 across the state.

Credentialing Program

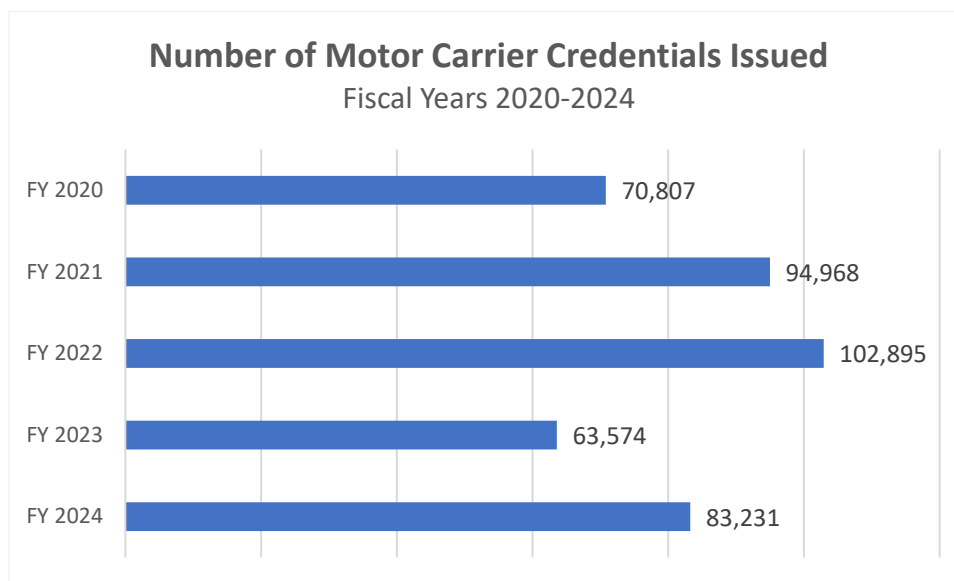
The program's purpose is to protect the public's health, safety and welfare relating to the movement of commercial motor carriers on roads and highways in Texas, and consumers using household goods movers. This is accomplished through the issuance of Texas intrastate motor carrier operating credentials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

MCD uses two online systems to provide these services:

- (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 included in both the state and federal systems, and screens new motor carrier applications. The program identifies businesses attempting to recreate themselves as a new carrier to avoid enforcement penalties and/or sanctions or unsatisfactory safety ratings, referred to as “chameleon carriers.”



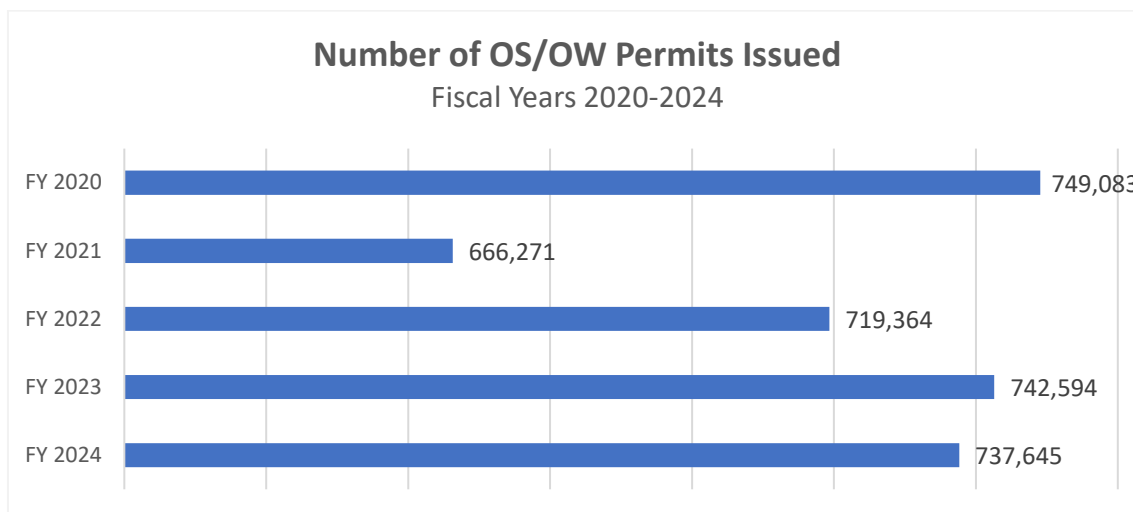
In FY 2024, TxDMV issued 83,231 motor carrier credentials, a 30 percent increase from FY 2023. Motor carrier credentials transactions are consumer-driven and affected by prevailing economic conditions. However, for a motor carrier to operate in Texas, it must maintain its current operating authority.

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 Texas Permitting & Routing Optimization System (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 using the online system, 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 2024, MCD issued 737,645 OS/OW permits, with 85 percent issued as single-trip routed permits. The average processing time for issuing single-trip permits was 24 minutes.



Motor Vehicle Crime Prevention Authority (MVCPA)

MVCPA is a grant program administratively attached to TxDMV and funded with General Revenue. The program is governed by a separate governor-appointed board with three statutory duties under Texas Transportation Code, Chapter 1006:

1. Collect of a \$5 fee from insurers for every vehicle covered by a motor vehicle insurance policy;
2. Examine the sufficiency of payments made by an insurer of fees collected under §1006.153; and
3. Award grants and support programs to combat and prevent motor vehicle-related crime and catalytic converter-related crime throughout the state.

The department provides administrative support to MVCPA, enabling its staff to concentrate on grant programs for local law enforcement.

Staff worked with the Texas Comptroller to collect more than \$178 million in fees for deposit to the General Revenue Fund during FY 2024. MVCPA's appropriation for FY 2024 was more than \$59 million, allowing the program to execute the following activities:

- Issued \$39 million in supporting grants to local law enforcement agencies throughout the state.
- Launched the "Lock It Down Texas" motor vehicle crime prevention campaign, funded by the the award of an MVCPA Public Education and Public Awareness (PEPA) Grant to the Insurance Council of Texas.
- Organized a motor vehicle theft prevention conference for nearly 300 law enforcement officers and administrative staff from 73 local, state and federal law enforcement agencies across the state.
- Continued to provide taskforce officers with updates on state trends and developments through the Virtual Command Center (VCC), a secure FBI website.

Governor Gregg Abbott signed SB 224 into law on May 29, 2023. The bill increased the MVCPA fee from \$4 to \$5, 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 the bill's effective date.

STATUTORY REQUIREMENTS REPORTED BY MVCPA GRANT RECIPIENTS		
Activity	FY 2023	FY 2024
Recovered Stolen Vehicles	13,446	15,592
Cleared Motor Vehicle Theft Cases	9,990	11,577
Persons Arrested for Motor Vehicle Theft	2,592	3,186
Cleared Burglary of a Motor Vehicle Cases	7,530	6,336
Persons Arrested for Burglary of a Motor Vehicle	599	535
Cleared Fraud-related Motor Vehicle Crime Cases NEW	370	323
Persons Arrested for Fraud-Related Motor Vehicle Crime NEW	127	131

Motor Vehicle Division (MVD)

MVD supports an efficient, reliable, and customer-centric system of 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, converters, lease facilitators, lessors, and salvage vehicle dealers doing business in Texas.

In FY 2024, MVD issued more than 11,000 new and renewal licenses, supporting the almost 18,000 active motor vehicle and salvage industry licensees active in Texas. The total number of licensees decreased approximately eight percent from FY 2023 to FY 2024.

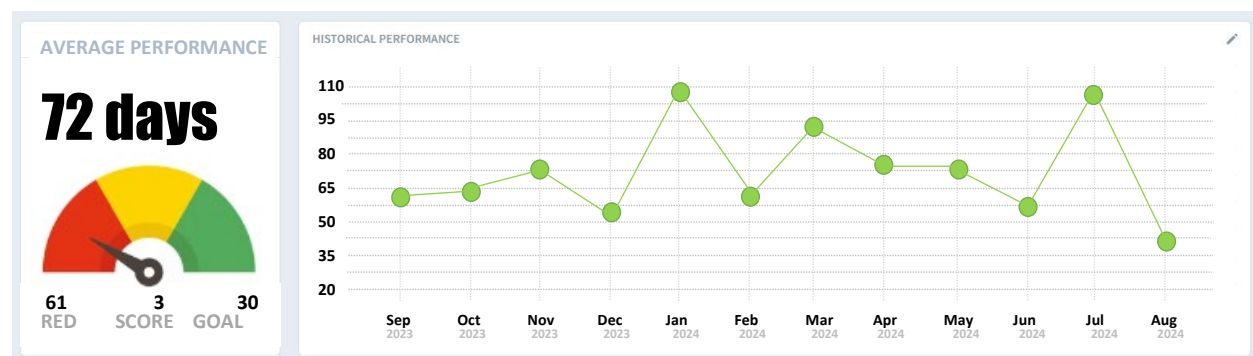
MVD implemented improvements to the dealer licensing process and associated systems. These enhancements followed an internal review of procedures and programming, with a focus on strengthening the department's temporary tag systems. Key updates included verifying property ownership records, requiring additional documentation for ownership and premises, and auditing payment records for compliance payor requirements

Additionally, MVD continued to expand its Background & Fraud Unit, introduced in FY 2023. This unit enhances identity verification and background checks for dealer applicants by reviewing fingerprint submissions and conducting in-depth investigations into applicants' criminal histories and other background information. In April 2024, the Board adopted rules expanding fingerprint requirements to include in-transit and salvage license holders.

NEW & RENEWAL LICENSES ISSUED BY MVD IN FY 2024		
Type of License	Total by License Type	Percent of Total
Converter New	12	0.11%
Converter Renewal	63	0.55%
Distributor New	16	0.14%
Distributor Renewal	42	0.37%
Franchise New	219	1.92%
Franchise Renewal	1,453	12.73%
General Distinguishing Number (GDN) New	1,391	12.19%
GDN Renewal	7,605	66.64%
In-transit New	10	0.09%
In-transit Renewal	44	0.39%
Lease Facilitator New	3	0.03%
Lease Facilitator Renewal	10	0.09%
Lessor New	27	0.24%
Lessor Renewal	90	0.79%
Manufacturer New	44	0.39%
Manufacturer Renewal	79	0.69%
Salvage Dealer New	32	0.28%
Salvage Dealer Renewal	272	2.38%
FY 2024 Total	11,412	100.00%

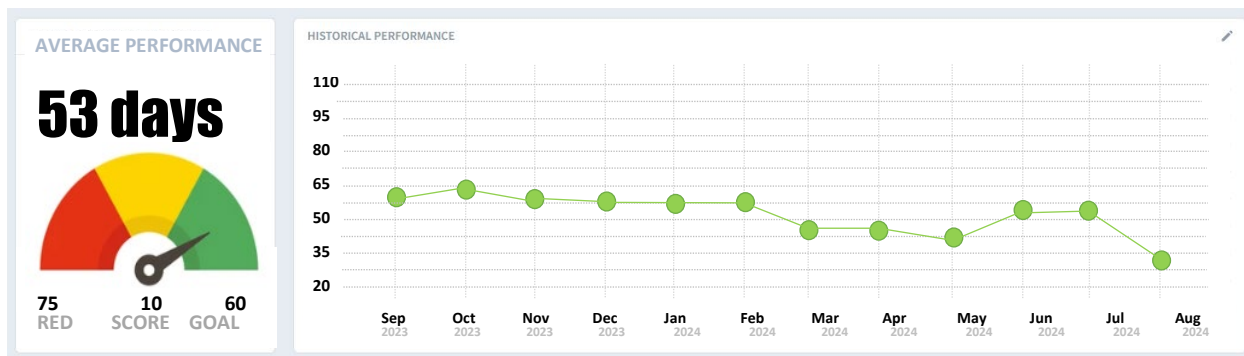
MVD tracks its efficiency through Key Performance Indicators (KPIs) with targets for average processing times for GDN and franchise vehicle dealer applications. From September 2023 to August 2024, the average time to process a new GDN application was 54 days, 24 days more than the KPI target of 30 days.

Average Processing Time for New General Distinguishing Number (GDN) Applications Average Number of Days by Month, September 2023 – August 2024



From September 2023 to August 2024, the average number of days to process a new franchised license application was 74 days, 14 days more than the KPI target of 60 days.

Average Processing Time for New Franchised Dealer License Applications
Average Number of Days by Month, September 2023 – August 2024



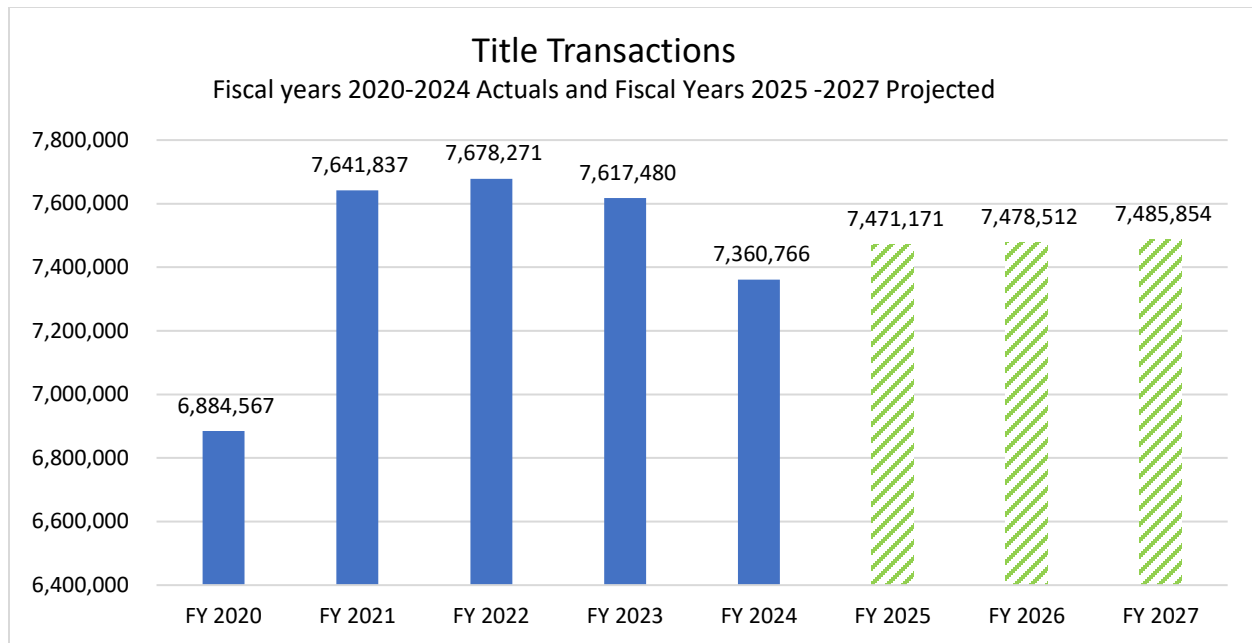
MVD continued onboarding and training new licensing employees hired in response to a staff shortage during FY2022 and FY 2023. The processing time for GDN applications decreased by an average of nine days compared to FY 2023. Additionally, new licensing specialists were trained to process franchise dealer applications as they complete their training on processing GDN licenses.

MVD administers a mediation program in partnership with the Office of General Counsel. This program has a high success rate, with 89 percent of contested cases mediated by the department being resolved to the benefit of all parties. The cases typically involved franchise dealers, manufacturers, or distributors and concern statutory protests or complaints filed by one of the parties. Through mediation, the parties avoid the time and expense of litigation and have more influence over the resolution of the conflict. The volume of cases settled via mediation also results in cost savings for the department, particularly in reducing expenses related to SOAH contracts, preparing proposals for Board decisions, and managing appeals.

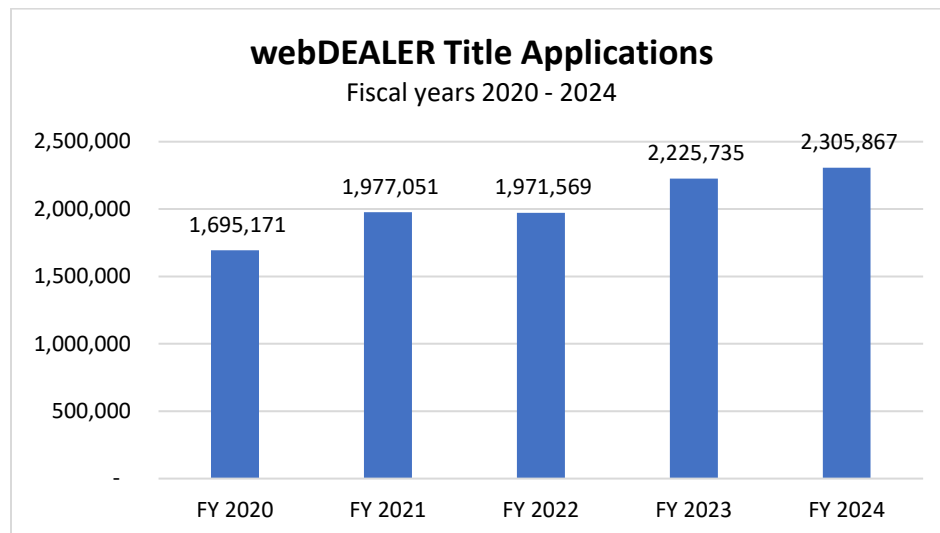
Vehicle Titles & Registration Division (VTR)

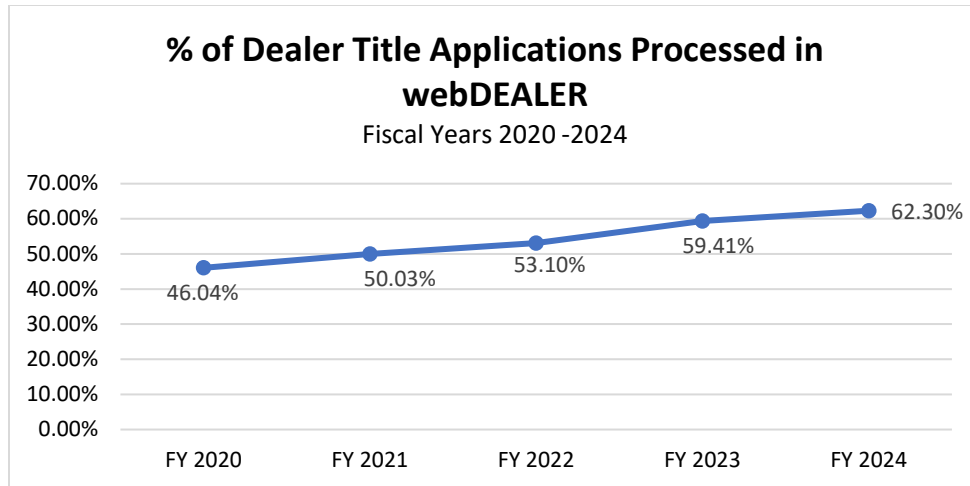
Title Services Performance Data

The VTR Title Services program is responsible for developing, implementing and overseeing motor vehicle title policies and procedures and managing the title-related aspects of vehicle records in the state's Registration and Title System (RTS) database. Proper titling is crucial for protecting vehicle owners and prospective buyers' property interests by ensuring the formal transfer of ownership, prevention of theft and safeguarding lenders.



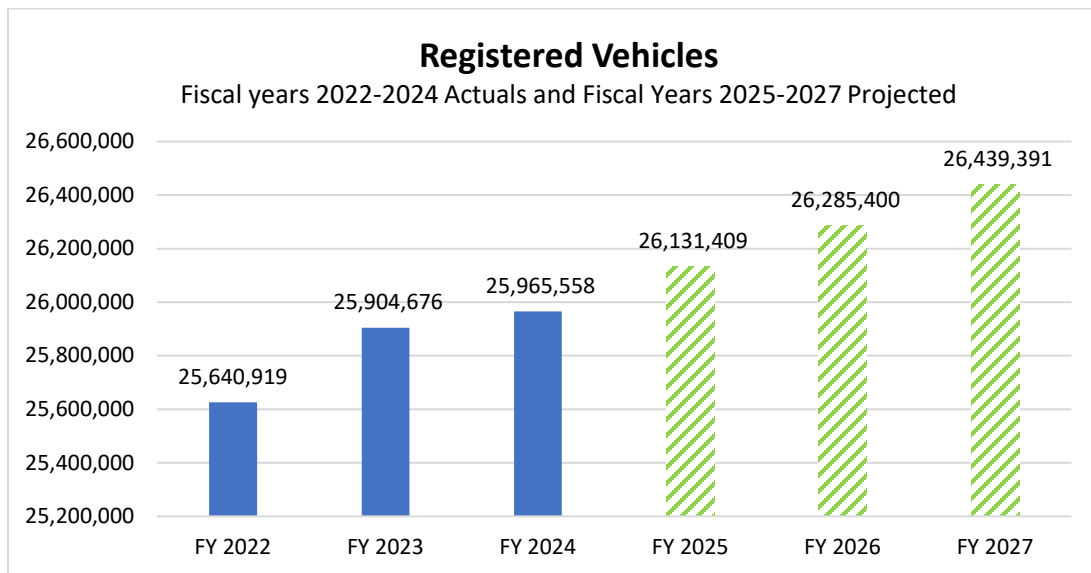
The department’s web-based application webDEALER allows licensed Texas dealers to process title applications and new registrations online, eliminating the need for in-person visits to county tax assessor-collector offices. This online system offers faster and more accurate transaction submissions, significantly reducing the approval time for each application. Additionally, webDEALER provides TxDMV with quicker visibility into title applications, streamlining required examination processes.





Registration Services Performance Data

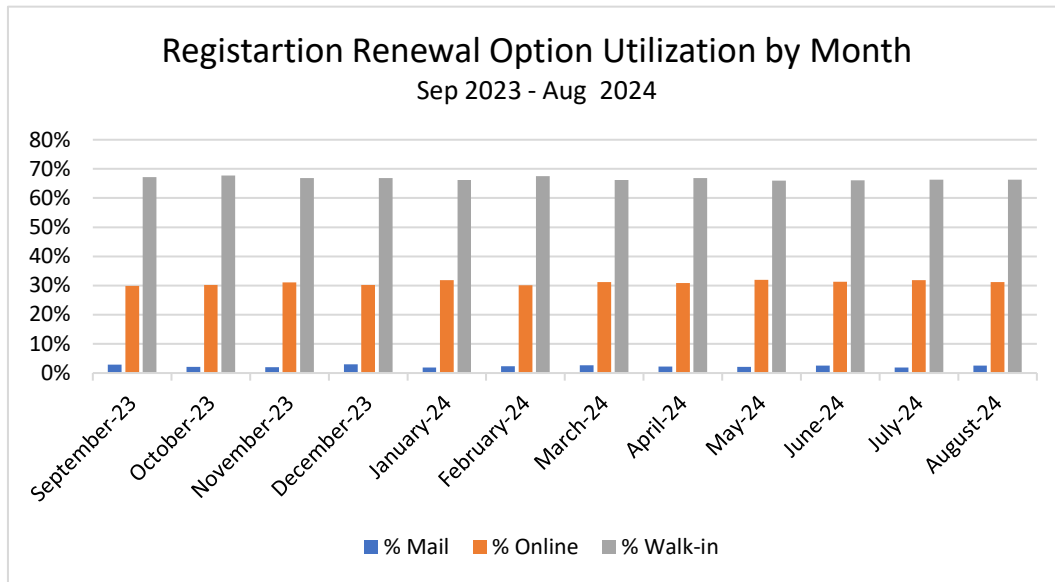
Under Texas Transportation Code Chapter 502, owners of most motor vehicles, trailers and semitrailers are required to apply for annual registration for each year in which the vehicle is used or will be used on a public highway. As of August 31, 2024, there were 25.9 million registered vehicles in Texas.



The state's 254 county tax assessor-collectors process registration-related transactions on behalf of TxDMV. To support their work, the department provides county tax assessor-collectors with computer workstations, network infrastructure, supplies, forms and training, recognizing them as key strategic partners in delivering motor vehicle services to Texans.

The department is committed to offering customers convenient and efficient options to conduct business with the state. Vehicle registration renewals can be completed in one of three ways – in-person through a county tax office, by mail and self-service online through the department's public website (available 24-hours a day, seven-days a week). Additionally, registration renewals are also available in

Texas by Texas (TxT), a multi-agency, mobile government services digital platform, maintained by the Texas Department of Information Resources (DIR). The mobile application allows users to create an account, link vehicles and store payment information for easier future renewals. Through TxT, customers can also opt to receive their registration renewal notices electronically, further streamlining the process and reducing operational costs associated with increasing mail delivery rates.



Regional Services Performance Data

The Regional Services Section manages 16 RSCs across Texas providing service to private citizens, county tax offices, law enforcement, motor vehicle dealers and motor carriers. The RSCs assist customers with a variety of transactions, including certain title transactions, commercial fleet services and commercial carrier programs.

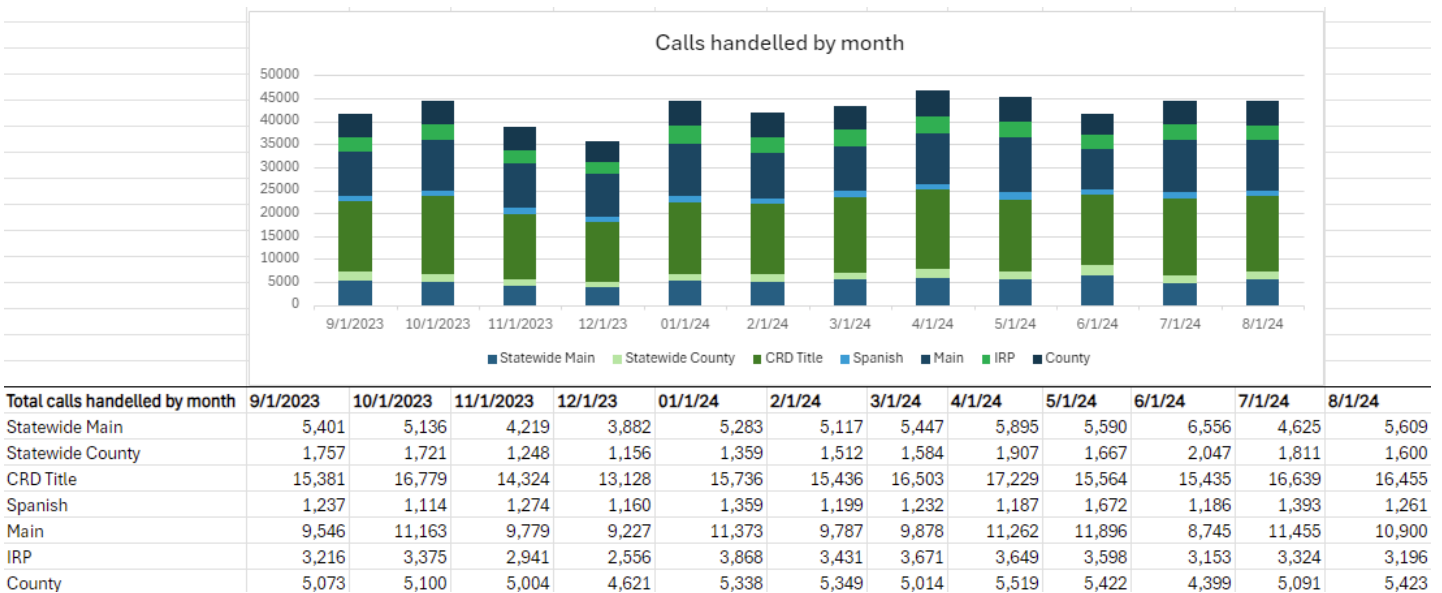
During FY 2024, RSCs served 1,063,631 customers, including 739,886 served in-person and 323,745 assisted by phone.



Total Calls Handled by Month, September 2023 – August 2024

The total number of customers served by phone was 323,745.

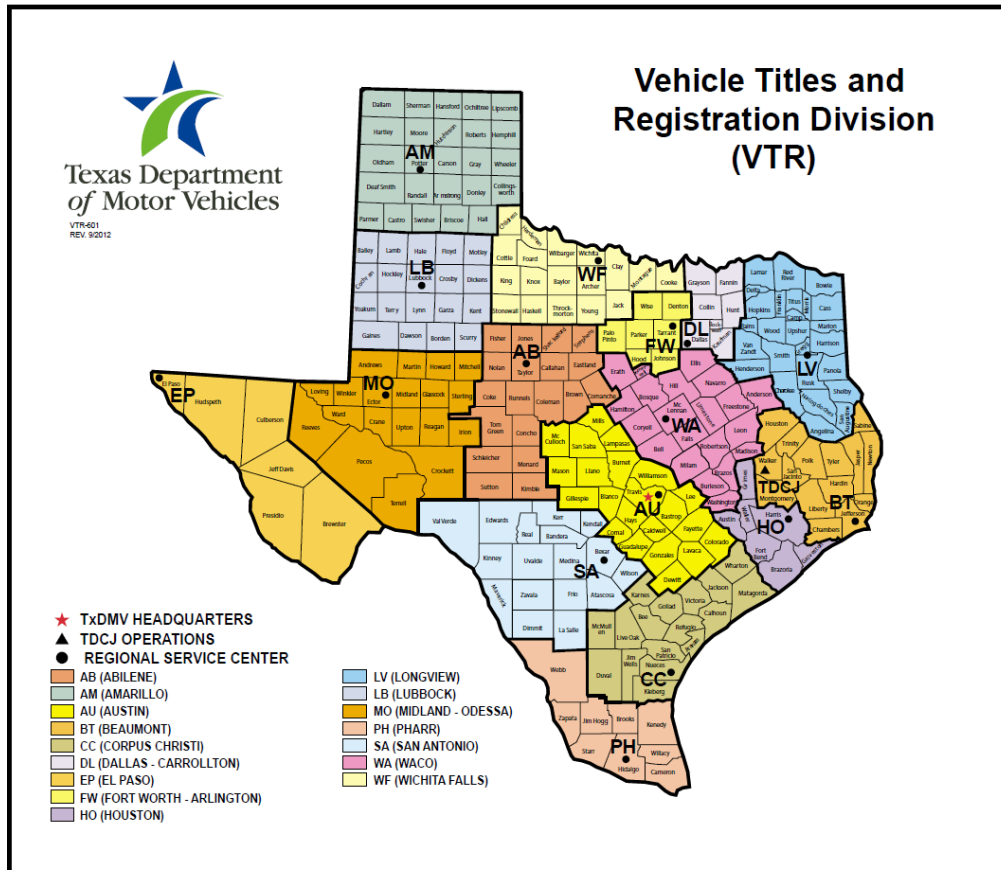
- Total incoming phone calls included the following.
 - Statewide Main Line Calls: 62,760
 - Statewide County Calls: 19,369
 - Spanish Calls: 15,274
 - Main Line Calls: 125,011
 - International Registration Program (IRP) Calls: 39,978
 - County Calls: 61,353



Facilities

The department's headquarters is in Austin, at 4000 Jackson Avenue, known as Camp Hubbard. The department also maintains 16 RSCs throughout the state, with nine RSCs co-located in TxDOT owned properties and seven RSCs located in commercial lease space. An additional two RSC locations, in Dallas and Houston, are currently in development and expected to open during FY 2025.

TxDMV Regions and RSC Locations



Regional Service Center (RSC) Improvements and Expansion

During FY 2024, the department continued updating the Midland-Odessa RSC and expects to complete the work by March 2025. The department also completed the relocation of the San Antonio RSC in FY 2024 to a more convenient location within the city. Both of these projects improved the department's ability to serve its customers in these locations.

The 88th Legislature approved funding for the department to expand RSC capacity in Dallas and Houston by adding a new office location in each city. The two new locations will allow the department to locate customer service resources in a more geographically representative way in these high-growth, densely populated regions. Preliminary sites in each city have been selected and lease agreements approved by the Texas Facilities Commission (TFC).

In early FY 2024, TxDOT contacted TxDMV about ending the Pharr RSC co-location in a TxDOT-owned building and moving it to a newly constructed site on nearby state-owned property. In addition to transferring the land to TxDMV, TxDOT will also pay for construction costs associated with the new facility. This new structure will house the Pharr RSC and provide greater accessibility to customers. The transfer of property and the construction letting is with the Texas Transportation Commission for final approval. Upon completion, TxDMV will own both the property and the building housing the Pharr RSC.

Camp Hubbard Renewal Project

The 88th Texas Legislature appropriated \$143 million plus financing costs to the department for construction of the Camp Hubbard Renewal Project (Phase II). The multi-phase project including the renovation of an existing building, demolition of several buildings, and construction of a new primary office building.

In December 2023, Marmon Mok Architects completed 100 percent of the construction drawings for the new headquarters project and in January 2024, TxDMV and TFC finalized the Interagency Agreement for construction phase work. In April 2024, the department executed the final Texas Public Finance Authority (TPFA) contract agreements for the bond funding and on August 24, 2024, TFC approved Flintco as the Construction Manager-at-Risk for an initial \$50 million to begin work on the project.

Technological Improvement through Enterprise Projects

The Information Technology Services Division (ITSD) supports the department's vision, mission and strategic goals by deploying, managing and maintaining the software and systems that program divisions rely on daily to meet customer needs. With the use of standardized project management practices, software and system lifecycle processes, and IT governance principles, ITSD ensures department operations align with the Board's strategic initiative to continuously improve services for all customers.

Projects Closed in FY 2024

During the last fiscal year, TxDMV closed several projects aimed at improvements and enhancements prioritized by TxDMV leadership, TACs and other external stakeholders. Completing these projects has helped establish a framework for more efficient business processes, driving the department toward becoming a modern, responsive, and customer-oriented organization.

Statewide webDEALER Adoption (SWA) Phase 2: This project provided enhancements and resolved defects that improved usability and customer experience for the webDEALER application.

TxIRP (TxFLEET) System Upgrade: TxIRP was upgraded and replaced with the TxFLEET System, an updated system for managing Texas-based fleets. The new web-based system allows real time query and confirmation of carriers' current Out-of-Service (OOS) status before renewing International Registration Plan (IRP) accounts. This project also improved the user experience through website responsiveness for mobile devices, automated financial capabilities, and improved reporting.

National Motor Vehicle Title Information System (NMVTIS) Check: TxDMV partnered with the AAMVA to add a NMVTIS check to the eTAG, RTS and webPERMITS systems, which now run a Vehicle Identification Number (VIN) check against NMVTIS in real-time before tag issuance. Department systems provide a hard stop for specific brands that are returned from the query to prevent dealers from issuing potentially fraudulent transactions.

Electric Vehicle Fee (SB 505, 88th Texas Legislature): RTS, webDEALER and other applications used for titling and registration were programmed to comply with SB 505, which established a new fee for fully electric vehicles with a gross weight of 10,000 lbs. or less to be collected at time of initial registration and renewal as follows:

- \$400 for the registration of a new electric passenger car or light truck with a two-year initial inspection; and
- \$200 for the registration or renewal of registration of an electric vehicle subject to an annual inspection.
- The bill excludes autocycles, mopeds, motorcycles, and neighborhood electric vehicles (NEV) from the definition of electric vehicle. The fees for electric vehicles are in addition to other applicable registration fees. Fee revenue is to be deposited into the State Highway Fund.

webDEALER Software Updates: ITSD updated Tomcat and JAVA to the latest supported software versions to prepare for increased user load from HB 718 additional dealer usage and security.

Implemented Secure File Transfer Protocol (SFTP): The last remaining functionality for legacy File Transfer Protocol (FTP) was removed and replaced with SFTP where necessary. FTP is an outdated technology that is not a secure means to share files. This project improved the agency's security posture and provided additional capability to securely share files with external partners.

Intrusion Prevention System (Vectra): The security team implemented Vectra, a network-based threat detection and response solution. The solution increases department visibility into network traffic and determines if traffic may be associated with malicious behavior.

Legislative Update

89th Legislature Preparation

The TxDMV Board is statutorily charged with identifying opportunities to improve department operations and recommending statutory changes to the Texas Legislature (Texas Transportation Code §1001.025). After meeting with the Board's Legislative & Public Affairs Committee in December 2023 to approve a work plan, the Government & Strategic Communications (GSC) Division began identifying statutory changes for the Board to recommend to the legislature. The process included reviewing past Board recommendations and gathering new suggestions from department staff and stakeholders. Proposed changes were shared with impacted stakeholders to obtain their feedback. The Board was briefed on the proposed recommendations during the June 2024 meeting, and the Board adopted final recommendations during the August 2024 meeting.

Recommendations to the 89th Legislature are available on the TxDMV webpage for [Board and Other Public Meetings](#). Refer to the Materials tab for the [August 8, 2024](#), meeting (Agenda Item 14). The recommendations are divided into three sections by topic: (1) title act; (2) registration and license plates; and (3) oversize and overweight permitting. The department focused on developing a smaller number of stand-alone recommendations for the 89th Texas Legislature that could maximize positive improvements to customer service and public safety efforts.

Stakeholder Involvement

The department is committed to fostering strong relationships with its stakeholder communities. Department leadership devotes significant time and resources to building and maintaining these connections, ensuring the department effectively meets the needs of the entire motor vehicle ecosystem.

Department staff collaborated with the Board to engage stakeholders throughout the development of the legislative recommendations and the implementation of significant legislation enacted by the 88th Texas Legislature, such as HB 718, HB 3297 and SB 224. By consistently involving stakeholders in policy development and project implementation, staff gain a deeper understanding of the potential impacts of department actions on the motor vehicle industry and public customers.

Some of the stakeholders involved in this process include:

- Tax Assessor-Collectors Association of Texas
- Texas Automobile Dealers Association
- Texas Independent Automobile Dealers Association
- Alliance of Automobile Manufacturers
- Texas Association of Counties
- Texas Recreational Vehicle Association
- Texas Trucking Association
- Texas and National Auto Auction Associations
- Texas Department of Insurance
- Texas Department of Public Safety

- Texas Department of Transportation
- Texas Comptroller of Public Accounts
- Texas Department of Criminal Justice
- Texas Commission on Environmental Quality
- Office of the Governor, Committee on People with Disabilities
- Texas Automotive Recyclers Association
- Combined Law Enforcement Associations of Texas
- Local law enforcement agencies across the state
- MVCPA Auto Theft Taskforces
- Offices of state representatives and senators

Looking Down the Road

As the number of vehicles on Texas roadways continue to grow, TxDMV remains focused on its mission of providing quality motor vehicle-related operations to serve, protect and advance the interests of citizens and industries across the state.

The 88th Legislature's directives placed considerable work and new responsibilities on the department and staff for the foreseeable future, including:

- **HB 718**
TxDMV is actively focused on stakeholder engagement and implementation of HB 718, eliminating most paper temporary tags and requiring dealers to issue metal license plates at the time of sale. The bill formally takes effect July 1, 2025, and requires dealers to use webDEALER to process title and registration applications. In support of these changes, TxDMV is offering monthly webDEALER training sessions for both tax office staff and dealers, available in-person and virtually. The department also continues to participate in TIADA town hall meetings across the state to update dealers on implementation activities directly and developing targeted communications to explain procedural changes to numerous stakeholder groups and customers.
- **RTS Modernization**
RTS Phase 1 continues through the end of the 2024-2025 biennium to identify the project plan and procurement elements needed for success in Phase 2. Phase 2 is projected to begin in Fiscal Year 2026 and will involve the implementation and buildout of the replacement ecosystem, enhanced data management activities, and ongoing change management efforts with all impacted internal and external system users.
- **Camp Hubbard Renewal Project**
The project groundbreaking took place during the Board's meeting on October 24, 2024. Since the start of FY 2025, progress has been made to complete the data center buildout and move, the migration of both DIR and TxDMV networks to the new data center, and construction site preparation began in mid-October.

In addition to these major projects, the department intends to drive ongoing internal improvements, focusing on enhancing processes, operational efficiency, and program effectiveness through both large and small efforts.

As TxDMV looks toward the future, the department is committed to ongoing collaboration with stakeholder partners, legislative oversight offices, and the public to identify and evaluate new solutions and ideas that could enhance motor vehicle regulation in Texas.

Appendices

Appendix A: TxDMV Organizational Chart

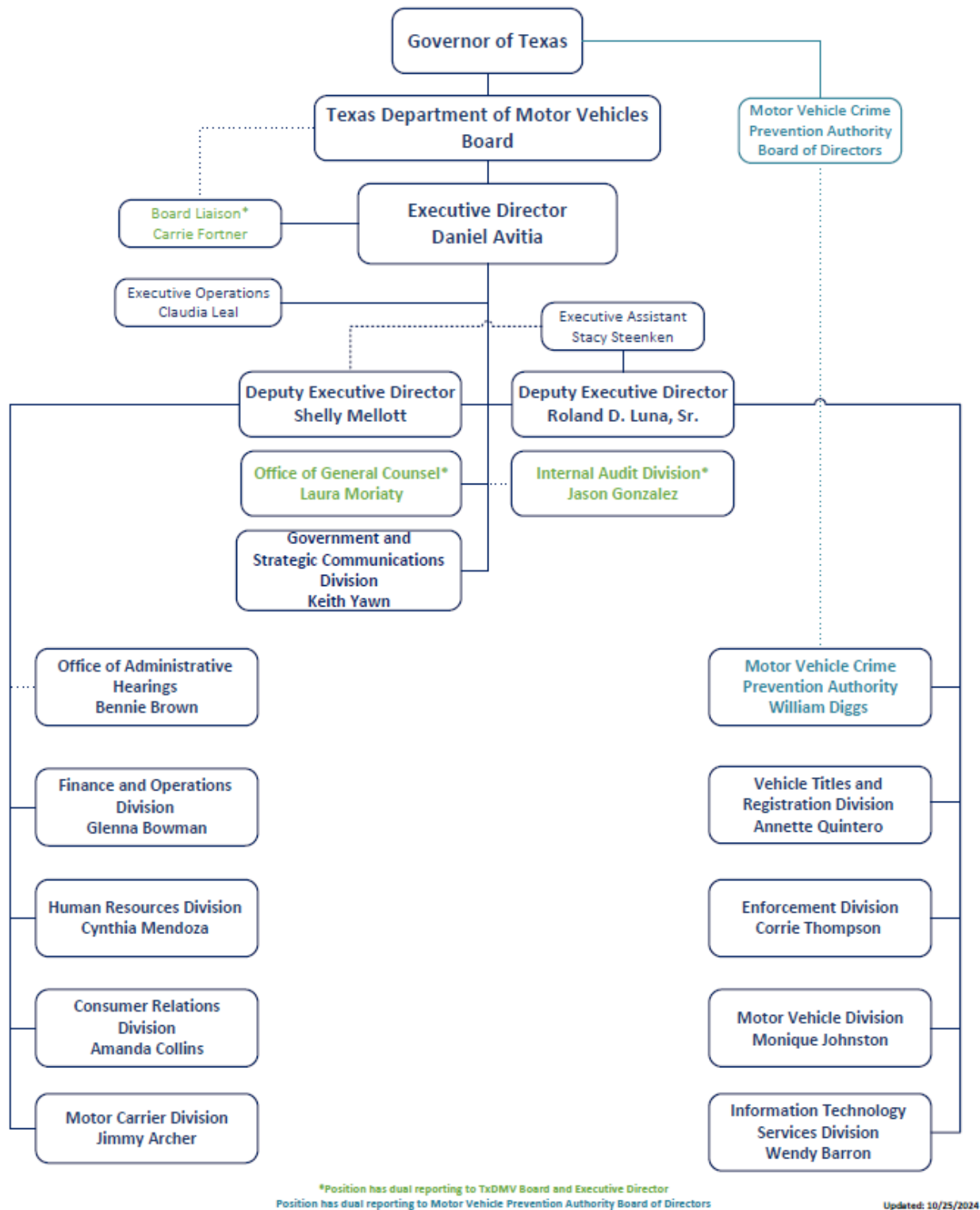
Appendix B: TxDMV Board Members

Appendix C: TxDMV Executive Contact Information

Appendix D: List of MVCPA Grants Awarded

Appendix E: TxDMV Staff Participation in State and National Organizations

Appendix A: TxDMV Organizational Chart



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 approves and oversees 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 seeks 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 – 2/1/2027 Appointed by Gov. Abbott	Tax Assessor – Collector	Conroe
Christian Alvarado	5/4/2021 – 2/1/2027 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 Appointed by Gov. Abbott; 8/22/2023 – 2/1/2029 Reappointed by Gov. Abbott	Franchised Auto Dealer	Denison
Mark Jones	9/20/2024 – 2/1/2029 Appointed by Gov. Abbott	Independent Auto Dealer	Mansfield
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

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
Jason Gonzalez, Director, Internal Audit Division	jason.gonzalez@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

GRANTEE RECIPIENT	PROGRAM NAME	AWARD
City of Andrews	Flock Safety License Plate Reader Platform	\$16,850
City of Beaumont	Southeast Texas Auto Theft Task Force	\$527,700
City of Brownsville	South Texas Auto Theft Enforcement Task Force	\$434,963
City of Carrollton	Use of Technology to Combat Organized Catalytic Converter Crime	\$221,000
City of Converse	Converse License Plate Recognition Cameras	\$43,150
City of Corpus Christi	Corpus Christi PD Motor Vehicle Crime Taskforce	\$98,728
City of Dallas	Dallas Converter Squad	\$1,391,615
City of Eagle Pass	Eagle Pass Auto Theft Task Force	\$775,510
City of El Paso	El Paso Police Department's Auto Theft Task Force	\$1,391,615
City of Farmers Branch	Project FLOCK: Fortifying Catalytic Converter Defense with LPR Technology	\$75,000
City of Frisco	Frisco PD CC Theft Prevention	\$437,456
Galveston County	Gulf Coast Environmental Crimes Task Force	\$583,868
Harris County	Harris County Auto Theft Taskforce Catalytic Converter Theft	\$392,672
Hidalgo County	HCSO Catalytic Converter Grant	\$629,923
City of Houston	Houston Catalytic Converter Crimes Task Force 1 / HCCCTF 1	\$1,216,755
Johnson County	Integrating License Plate Capture to Combat Catalytic Converter Thefts	\$250,000
City of La Marque	Converter Theft Prevention: Enhanced Surveillance, Rapid Response Program	\$904,306
City of Laredo	Laredo Auto Theft Task Force	\$2,741,001
Lubbock County	South Plains Auto Theft Task Force	\$465,000
Maverick County	Maverick County SO Catalytic Converter Grant Program	\$475,820
Montgomery County	Catalytic Converter Theft Reduction Program	\$397,574
City of New Braunfels	NBPD Enforcement and Prevention Initiative	\$913,399
City of Pasadena	Pasadena Auto Crimes Prevention Program	\$291,000
Polk County	Grab CCT	\$55,250
Potter County	Panhandle Auto Burglary and Theft Unit	\$522,168
City of Refugio	Refugio PD Catalytic Converter Grant	\$38,250
Smith County	Smith County – East Texas Auto Theft Task Force	\$185,804
City of Sulphur Springs	License Plate Reader Cameras	\$30,000
City of Sunset Valley	City Security Camera Program	\$90,950

City of Texas City	TC Catalytic Converter Theft Prevention	\$37,500
Town of Prosper	Northern Collin/Denton Co/Prosper PD Catalytic Converter/Auto Theft Task Force	\$99,166
City of Wichita Falls	Project Overwatch	\$114,417
City of Austin	APD Auto Burglary and Theft Interdiction Project	\$496,043
City of Beaumont	Southeast Texas Auto Theft Task Force	\$711,619
City of Brownsville	South Texas Auto Theft Enforcement Task Force (STATE Task Force)	\$1,210,718
Burnet County	Heart of Texas Auto Theft Task Force	\$664,313
City of Corpus Christi	CCPD Auto Theft Task Force	\$822,431
City of Dallas	Dallas Auto Theft Task Force	\$1,156,410
Dallas County	Dallas County North Texas Auto Theft Task Force	\$1,569,771
City of Eagle Pass	Eagle Pass Auto Crimes Task Force	\$432,503
City of El Paso	El Paso Police Department's Auto Theft Task Force	\$2,010,810
Galveston County	Galveston County Auto Crimes Task Force	\$942,680
Harris County	Harris County Sheriff's Auto Theft Unit	\$959,467
City of Houston	Houston Auto Crimes Task Force/32 (HACTF/32)	\$1,517,208
City of Laredo	Laredo Auto Theft Task Force	\$1,352,225
Lubbock County	Lubbock County-South Plains Auto Theft Task Force	\$960,920
City of Mansfield	Tri-County Auto Theft Task Force	\$827,120
Montgomery County	Montgomery County Auto Theft Taskforce	\$1,078,387
City of Paris	Northeast Texas Auto Theft Task Force	\$453,473
City of Pasadena	Pasadena Auto Crimes Prevention Program	\$83,940
Potter County	Potter County	\$411,279
City of River Oaks	Flock Safety Automated License Plate Reading Cameras	\$26,167
City of San Antonio	Regional Auto Crimes Task Force (ReACT)	\$1,354,711
San Augustine/Sabine Co	Motor Vehicle Crime Prevention LPR	\$26,320
Smith County	Smith County-East Texas Auto Theft Task Force	\$417,595
Tarrant County	Tarrant Regional Auto Crimes Task Force	\$1,923,822
Travis County	Sheriff's Combined Auto Theft Task Force	\$1,135,712
City of Victoria	Victoria Auto Crimes Task Force	\$273,663
Total MVCPA Award		\$39,035,286

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)	Member
			National Association of Motor Vehicle Boards and Commissions	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	Member
			TCCVS Transportation Workgroup	Member
			TCCVS Criminal Justice Workgroup	Member
			Texas.gov Solution Group Board	Member
			Texas Traffic Records Coordinating Committee (TRCC) Executive Committee	Core Member
			Texas Connected and Autonomous Vehicle (CAV) Task Force	Member
			Texas Connected and Autonomous Vehicle Task Force, Licensing and Registration Subcommittee	Chair
Amanda Collins	CRD	Division Director	AAMVA Contact Center, Public Affairs & Consumer Educations Primary	Member
			Association of Certified Fraud Examiners (ACFE)	Member
Veronica Whittaker	CRD	Deputy Director	AAMVA	Member
Beth Avery	CRD	Customer Service Manager	AAMVA	Member
Gus Bernal	CRD	Customer Service Manager	AAMVA	Member
Amy Defilipi	CRD	Customer Service Manager	AAMVA	Member
Lan Kao	CRD	Training Specialist	AAMVA	Member
			Association of Talent Development State Agency Coordinating Committee (SACC)	Member
Corrie Thompson	ENF	Division Director	State Agency Council	Member
			Texas Commission on Law Enforcement (TCOLE) Training Board	Member
Brian Ge	ENF	Managing Attorney	International Association of Lemon Law Administrators (ALLA)	Member
Dara Benoit	ENF	Asst. Chief Investigator	TCOLE Training Board	Member

NAME	DIVISION	TITLE	ORGANIZATION	ROLE
Mario Cenicerros	ENF	Investigator	Texas Association of Vehicle Theft Investigators (TAVTI)	Member
John Dufour	ENF	Investigator	IALLA	Associate 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
Evan Whitis	ENF	Investigator	IALLA	Associate Member
Nina Yonemoto	ENF	Lead Compliance Specialist	ACFE	Member
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
Nathanael Haddox	HR	Ombudsman	State Bar of Texas International Ombudsman Association	Member Member
Cynthia Torres	HR	Human Resource Specialist	SHRM	Member
Jason Gonzalez	IAD	Division Director	Institute of Internal Auditors (IIA) IIA Austin Chapter State Agency Internal Audit Forum	Member Member Member
Sonya Murillo	IAD	Senior Internal Auditor	IIA IIA Austin Chapter Information Systems Audit & Control Association (ISACA) ACFE	Member Member Member Member
Patiri Berkley	IAD	Internal Auditor	IIA IIA Austin Chapter	Member Member
Eric Evans	IAD	Internal Auditor	IIA IIA Austin Chapter	Member Member
Wendy Barron	ITSD	Chief Information Officer	Texas Association of State Systems for Computing & Communications (TASSCC)	Treasurer
Will Hilton	ITSD	Deputy Chief Information Officer	DIR Shared Technology Services (STS)	Agency Partner Group Four Representative

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Marlin Craig	ITSD	Chief Information Security Officer	Information Systems Security Association Multi-State Information Sharing & Analysis Center Cybersecurity & Infrastructure Security Agency Texas Information Sharing & Analysis Organization InfraGard International Information System Security Certification Consortium	Member Member Member Member Member Member
Monica Jackson	ITSD	Business Continuity & Disaster Recovery Planner	State Office of Risk Management Continuity Council Federal Emergency Management Agency Professional Continuity Practitioner TASSCC Emergency Management Association of Texas	Member Member Member Member
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 International Registration Plan (IRP)	Member Member Member Texas representative, 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
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

NAME	DIVISION	TITLE	ORGANIZATION	ROLE
Troy Malecki	MCD	Manager, OS/OW Permit Section	ITD Working Group ITD Steering Committee Western Association of Highway & Transportation Officials (WASHTO) Highway Transport Working Group Specialized Crane & Rigging Association	Member Member Liaison Member
Labrina Matthews	MCD	Credentialing Program Coordinator	UCR Audit Subcommittee NCSTS	Member Member
Lydia Sahley	MCD	Credentialing Program, License & Permit Specialist	UCR Dispute Resolution Committee	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
Monique Johnston	MVD	Division Director	NAMVBC	Treasurer
Annette Quintero	VTR	Division Director	TRCC Annual Texas Traffic Coordinators Committee CAV Task Force	Member Member Member



Texas Department
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