



Texas Department *of* Motor Vehicles



FY 2023 ANNUAL REPORT ENFORCEMENT DIVISION

January 2025

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All Fiscal Year 2023 Motor Vehicle and Motor Carrier information and data presented herein are derived from annualized reports of case activity as of 8/31/2023 and are accurate as of the data available at the time.

Enforcement (ENF)

General Information

The objective of the Enforcement Division is to enforce state statutes and department rules that govern the motor vehicle dealer, salvage dealer, and motor carrier industries (which includes household goods movers and oversized/overweight permitted vehicles) in a fair, consistent, and predictable manner. The Enforcement Division's guiding philosophy is that compliance is best achieved through education. To further that goal, division staff provide training to licensees, law enforcement, state and local officials, and the public regarding these laws and rules. The imposition of sanctions through administrative proceedings is a secondary course of action to be pursued when educational efforts have not been successful.

The Enforcement Division is headquartered in Austin with investigative staff in field offices located in Abilene, Beaumont, Conroe, Corpus Christi, Dallas (Carrollton), El Paso, Fort Worth, Houston, Longview, Lubbock, Mesquite, Pharr, and San Antonio.

In addition to its traditional enforcement role, the division also administers the Texas Lemon Law program which publishes an independent annual report. This program provides consumers and manufacturers with a cost-effective administrative process to resolve disputes related to new motor vehicles and manufacturer warranties. The division also staffs compliance specialists who recommend best practices for motor vehicle title and registration transaction processing to assist tax assessor-collector offices and TxDMV Regional Service Centers.

Duties and Priorities

The Enforcement Division is responsible for the administration of the Texas Transportation Code, the Texas Occupations Code, and the Texas Administrative Code, as those laws relate to the motor vehicle dealer, salvage dealer, and motor carrier industries. This is accomplished, in most cases, by receiving and investigating complaints filed, review of the case by a division attorney, and, if a violation is found, initiating appropriate administrative actions. Sanctions can include civil penalties, cease and desist orders, refunds, and revocation of licenses or operating authority. In some cases, a settlement will include an agreement for the licensee to attend educational programs to correct its business operation and prevent future violations.

In fulfilling its responsibilities, the division conducts numerous educational programs for licensees, law enforcement, and the public. The educational programs provided by the division include monthly dealer training and salvage dealer seminars, monthly seminars for both motor carriers transporting household goods, and motor carriers interested in securing permits for oversize/overweight loads; and upon request an advertising seminar developed for the interests of both dealers and advertising agencies. The division also provides programs specifically geared toward law enforcement to provide education relative to motor vehicle, motor carrier and salvage industries.

Motor Vehicle Enforcement



Motor Vehicle Cases

Motor Vehicle enforcement cases are generated upon receipt of complaints against licensed and unlicensed manufacturers, distributors, converters, motor vehicle dealers and salvage dealers. The Department receives complaints against licensees from consumers, state agencies, law enforcement, other licensees, and anonymous complainants.

Cases are grouped into three categories:

- Motor Vehicle General & Advertising,
- MVD Premise, and
- Tax Assessor Collector/County Appraisal District (TAC/CAD).

Most cases are assigned to the Motor Vehicle General & Advertising category. This category of cases consists of violations ranging from failure to timely transfer a title to odometer fraud. When a complaint is received through the Department's eLICENSING complaint and case management system, the complaint is assigned to a motor vehicle investigator who will contact the complainant, if possible, the licensee, and third parties, as appropriate. In addition to gathering evidence of violations, the investigator will often also try to help the complainant find a resolution to their complaint. The Advertising category of cases pertain to alleged violations of the statutes and rules regulating motor vehicle advertising in Texas. Advertising complaints, much like Motor Vehicle General complaints, are received through eLICENSING. Once received, an advertising investigator reviews the advertisement, identifies any violations, and preserves any evidence of those violations.

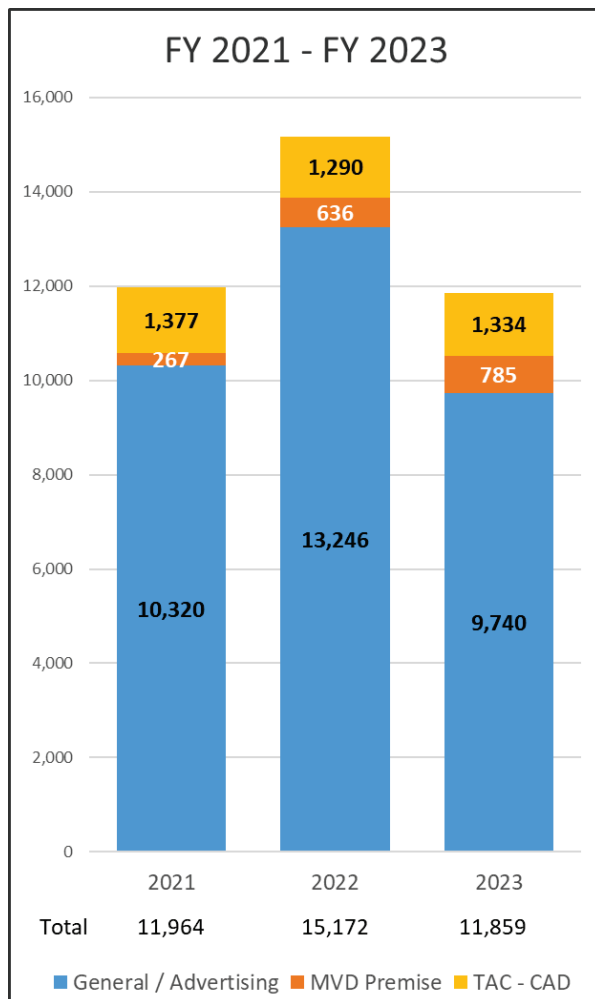
The TxDMV Motor Vehicle Division (MVD) initiates premise cases. MVD is responsible for determining fitness for licensure prior to licensing dealers and then again upon license renewal. If compliance with department requirements cannot be determined during the license application process, MVD initiates a case, and an investigator makes a site inspection at the dealer location to determine compliance. Findings are reported back to MVD for a final determination concerning licensing.

The TAC/CAD category of cases are submitted by Tax Assessor Collectors and County Appraisal Districts (TAC/CAD) for dealers failing to timely file initial, annual or monthly declarations or for dealers failing to report the minimum vehicle sales required to maintain licensure. These cases are initially managed by the division's administrative staff and escalated to division attorneys if the licensees are unresponsive or have a history of violations for this complaint type.

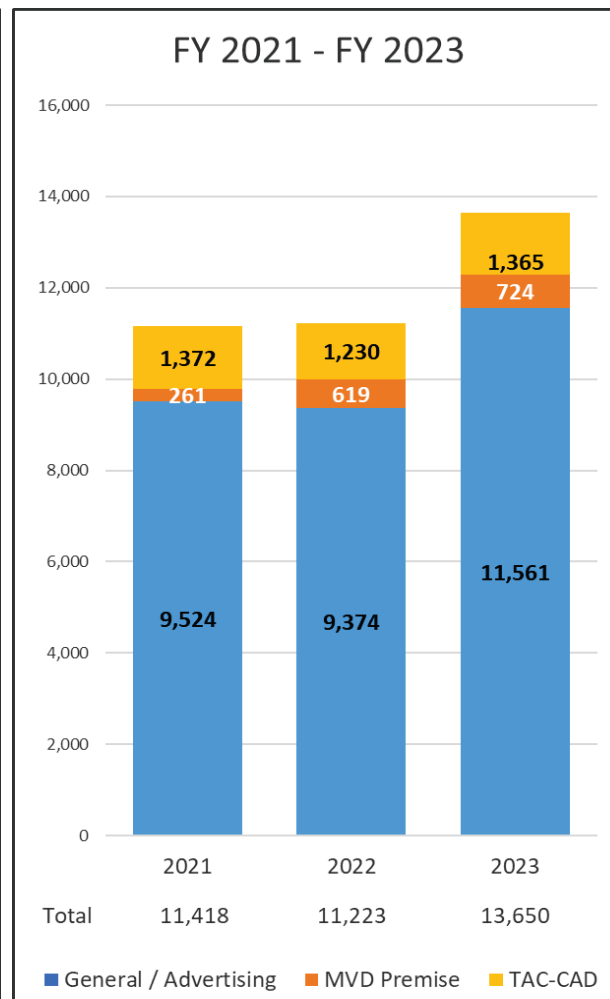
Cases that contain evidence of violations that may warrant formal administrative action are transferred to a division attorney. The attorney will review the case, evaluate the evidence, and make a recommendation for any additional administrative action needed.

MOTOR VEHICLE

Total Cases Opened



Total Cases Closed

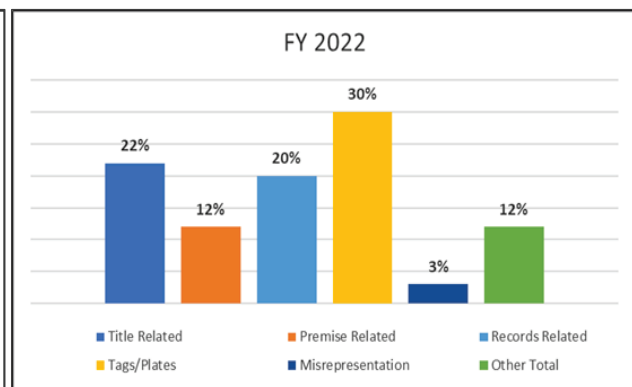
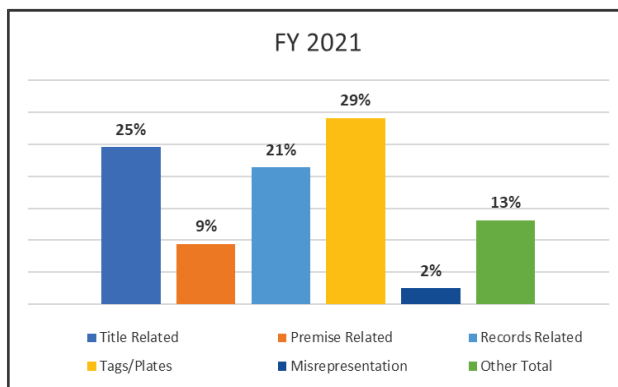
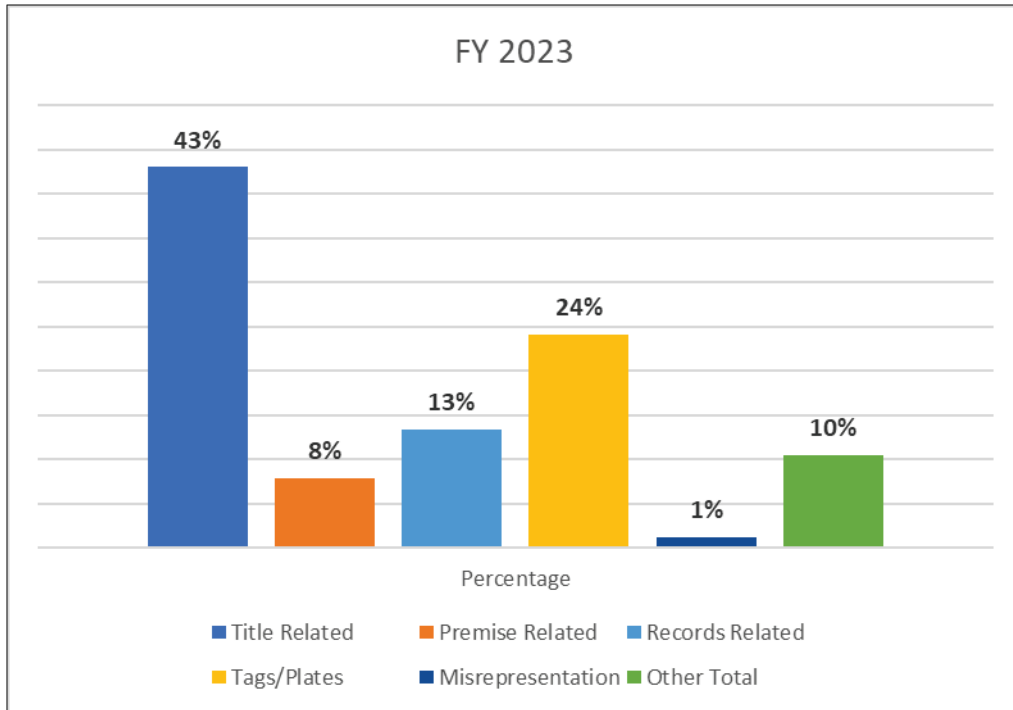


The above chart represents the total of all motor vehicle cases opened and all motor vehicle cases closed in each of the three recent fiscal years. Motor vehicle general and advertising complaint types received in the eLICENSING system are assigned by region to an enforcement investigator to inspect, examine or otherwise investigate the allegations made by a complainant. MVD Premise cases originate with the Motor Vehicle Division. They are assigned to an enforcement investigator who conducts a site inspection to determine compliance in connection with an initial application or a renewal application. The Tax Assessor/Collector or County Appraisal District (TAC/CAD) complaint types are initially managed by the division's administrative staff who work with the dealers to bring them into compliance with the tax assessor or appraisal district requirements.

Charts displaying various segments of operational case processing for the subsets of all motor vehicle complaint types will be compared by fiscal year in the charts that follow.

MOTOR VEHICLE

Disposition of Violations for Total Cases

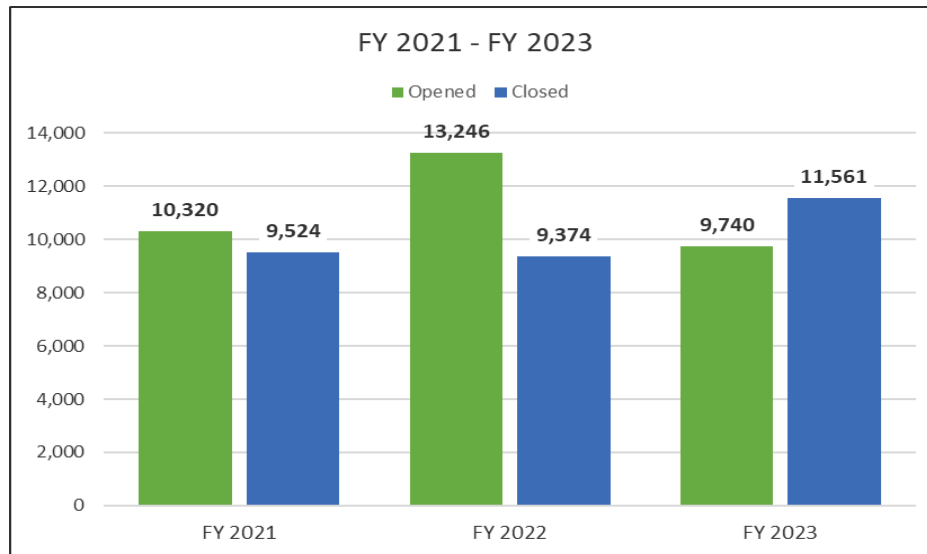


The total number of violations cited in cases closed for FY23 total 9,497. Violation counts for FY22 were 7,985 and for FY21 the violation count was 8,857.

These charts include violations for general, advertising, TAC-CAD, and MVD Premise cases closed in each of the indicated fiscal years.

MOTOR VEHICLE

General & Advertising Cases Opened and Closed



This chart reflects the total number of cases opened to address Motor Vehicle General & Advertising complaint types received primarily from consumers, other licensees, and industry related associations, or due to intra-agency licensing concerns. Separate charts for cases opened to address MVD Premise complaints can be found on *page 10* and complaints submitted by Tax Assessor/Collector or County Appraisal Districts (TAC/CAD) can be found on *page 13*.

Historically, the Independent General Distinguishing Number (GDN) license type receives the greatest number of complaints. For FY23 the percentage of complaints against Independent GDN license types was 92%. Salvage license types received 1% of the complaints, the combined Franchise and Other license types received 2%, and unlicensed cases received 5%. The number of licenses issued by the Motor Vehicle Division in FY23 were as follows:

General Dealer (GDN): 21,618	Lessor: 240	Converter: 139
Franchise: 3,029	Manufacturer: 219	Distributor: 109
Salvage Dealer: 943	In-transit: 148	Lease Facilitator: 63

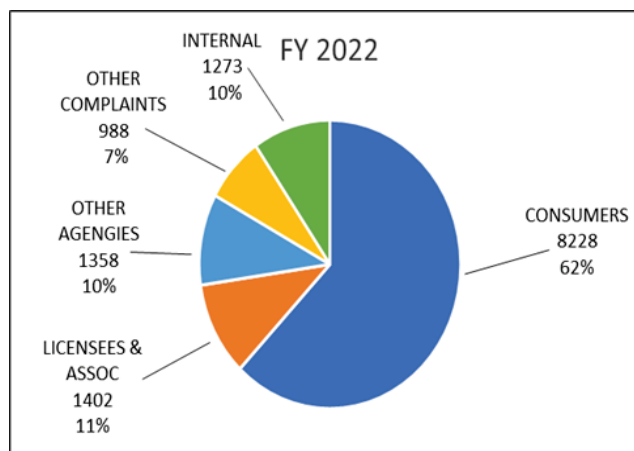
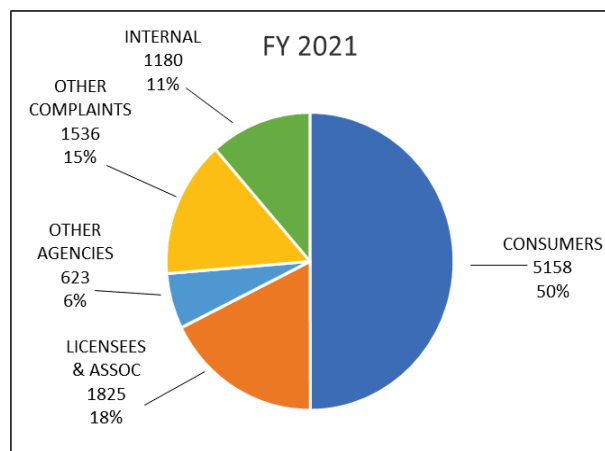
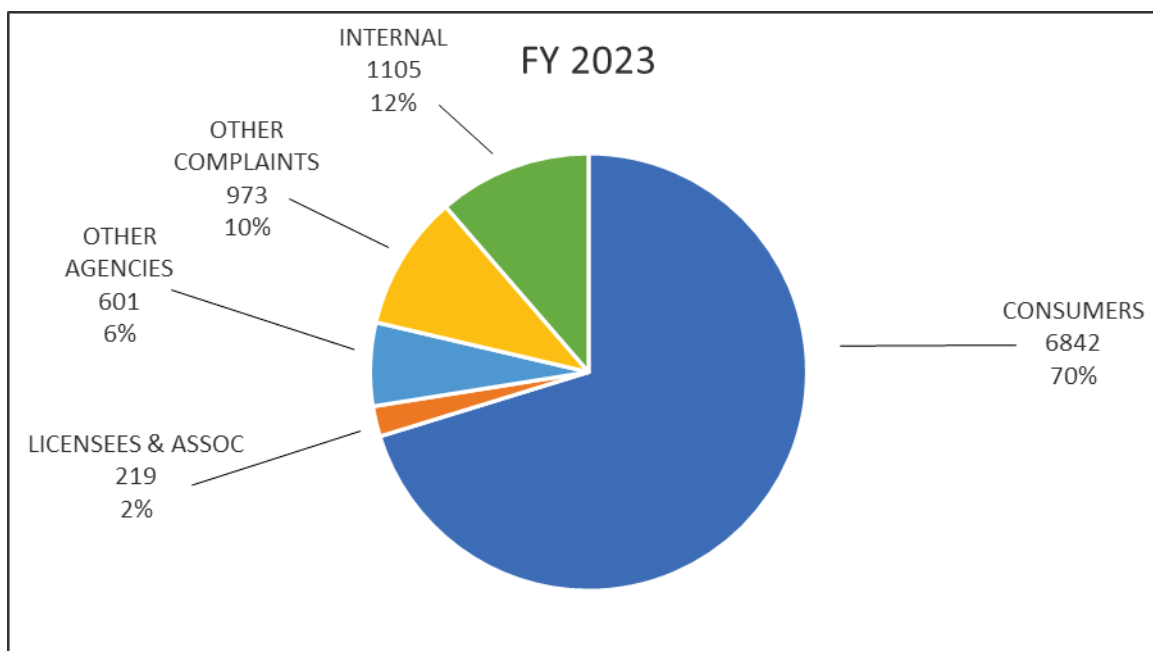
Thanks to the support of EDO and the Board as well as the additional resources allocated to ENF in FY23, ENF has taken definitive action to start addressing the imbalance of open and closed cases.

Motor vehicle general and advertising complaint types received in the eLICENSING system are assigned by region to an enforcement investigator to inspect, examine or otherwise investigate the allegations made by a complainant. Upon completion of the investigation, the case is reviewed by a Chief or Assistant Chief within the investigative staff, who may close the case in certain circumstances, such as if there is no evidence of violation or if the dealer is out of business. If the investigator's findings warrant, the case is forwarded to a division attorney for review and determination of appropriate actions under the law.

This chart reflects the count of cases for which investigative and legal processes were completed. A separate chart for cases closed that address the Tax Assessor/Collector or County Appraisal Districts (TAC/CAD) complaints is located on *page 13*.

MOTOR VEHICLE

General & Advertising Cases Opened by Origination

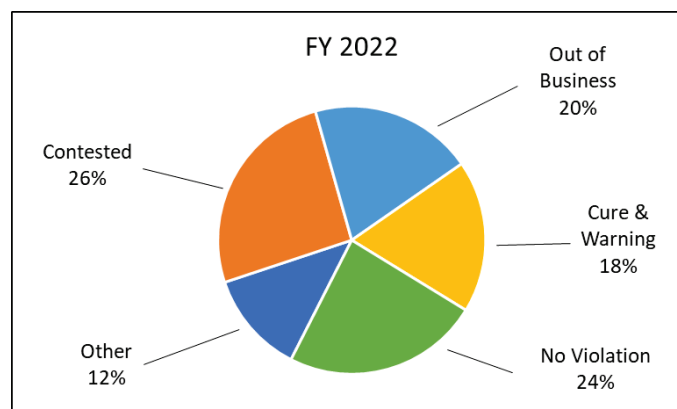
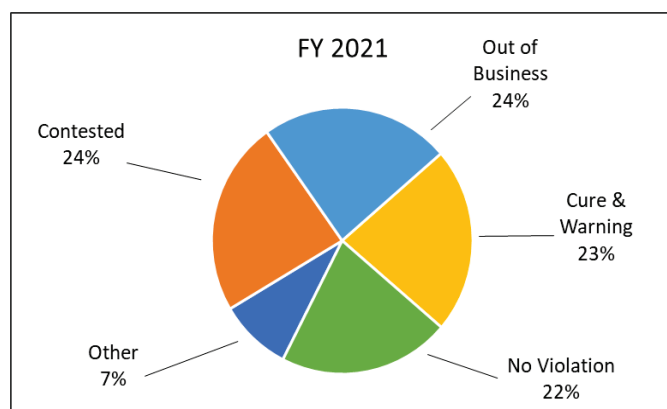
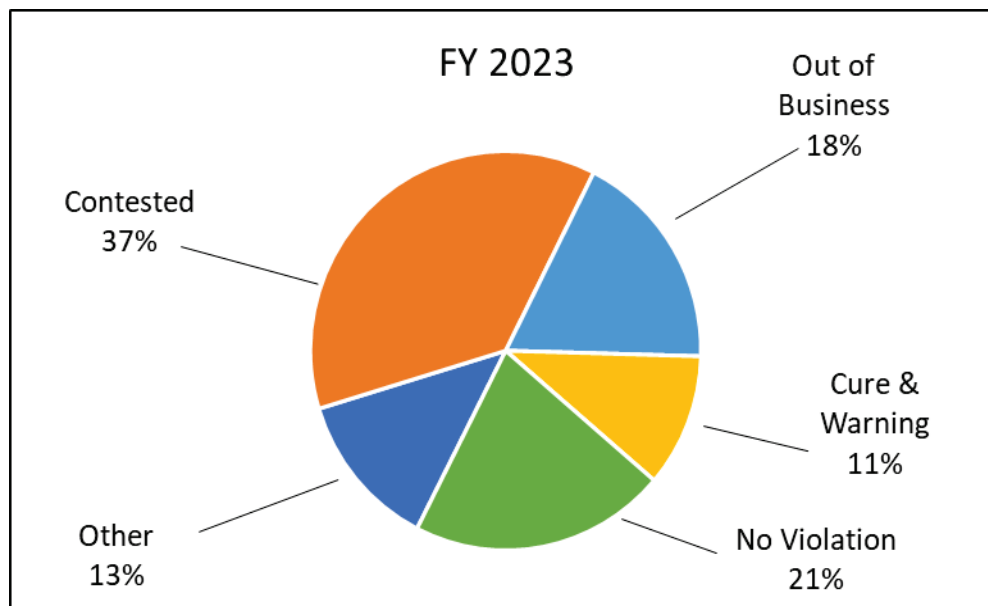


While motor vehicle cases originate primarily with the public, other sources for complaints are the result of field inspections, pre-licensing concerns, or vehicle titling concerns. Cases are also submitted by other agencies, law enforcement, financial institutions, and insurance companies.

In FY23, 93% of cases were opened utilizing the eLICENSING complaint submission process available on the department's website, 6% were self-initiated by division investigators, 1% were opened by division administrative staff from paper or emailed complaints sent directly by complainants.

MOTOR VEHICLE

General & Advertising Cases Closed by Category

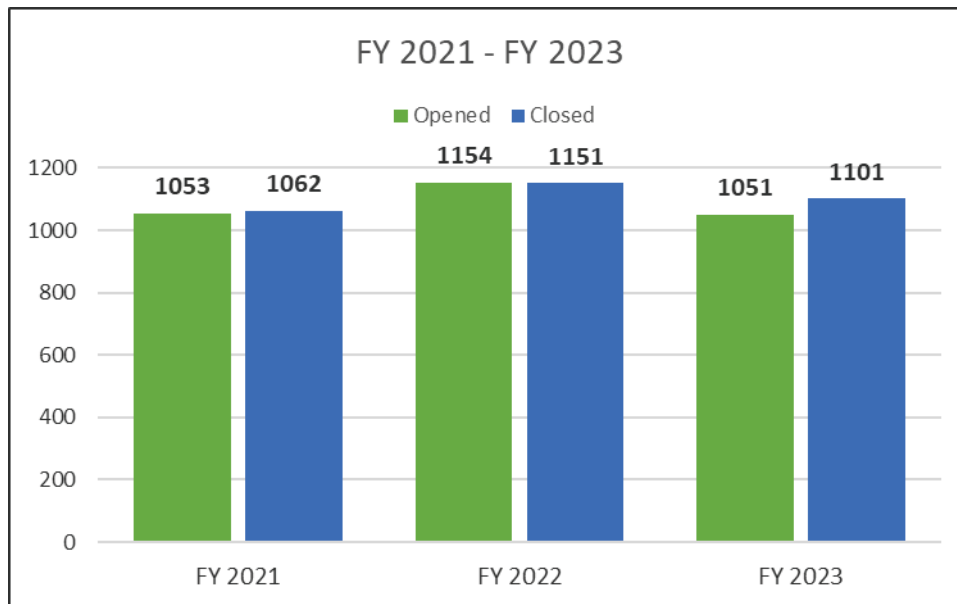


Cases are closed by a Chief or Assistant Chief Investigator when a dealer is found to be out of business or if no evidence of a violation is detected during the investigation. Cases closed with a warning provide the dealer with an opportunity to correct minor or first-time minor violations. Cases in the “Other” category include cases closed by mediation, referrals to other entities, and site inspections connected to license applications.

Due to the nature of the violation(s), just over one-third of motor vehicle cases require initiation of formal administrative sanction action by division attorneys. These cases are identified in the above graphs as “Contested.” *See charts on pages 9 and 11.* Division attorneys also process cases from the remaining sections.

MOTOR VEHICLE

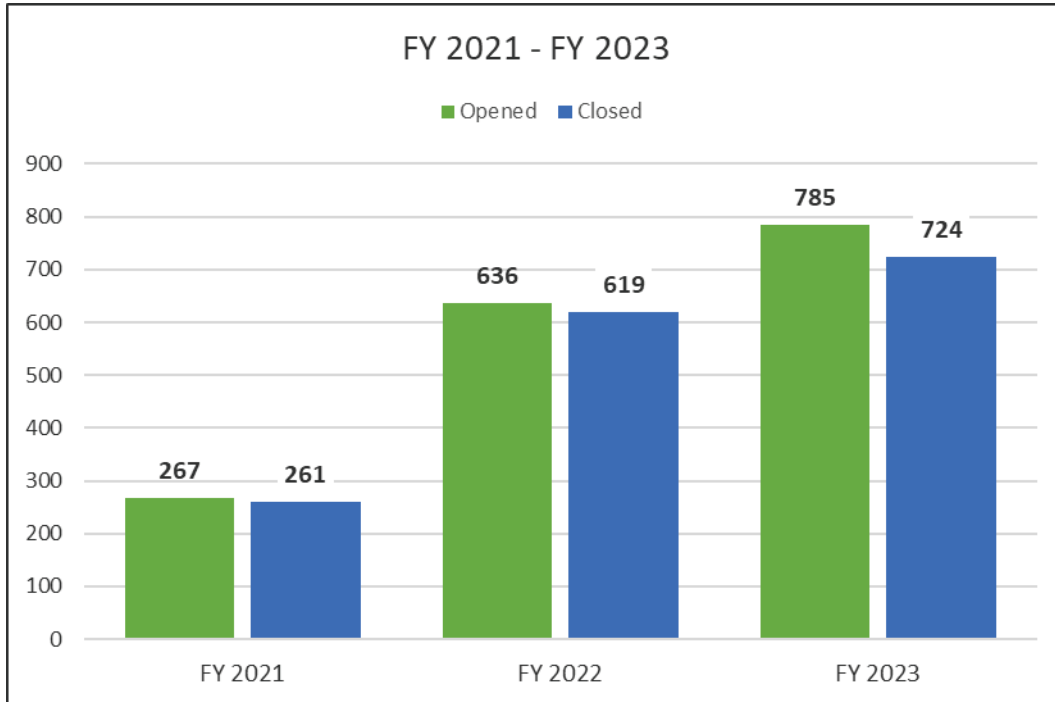
General & Advertising Contested Cases Opened and Closed



In appropriate cases, the division attorney will initiate a contested case by filing a Notice of Department Decision (NODD) describing the alleged violation(s). These documents explain the rights of the licensee and invite settlement discussions. Most of these contested cases are settled through agreed orders as a result of discussion between the division attorney and the licensee. *See chart on page 11.*

MOTOR VEHICLE

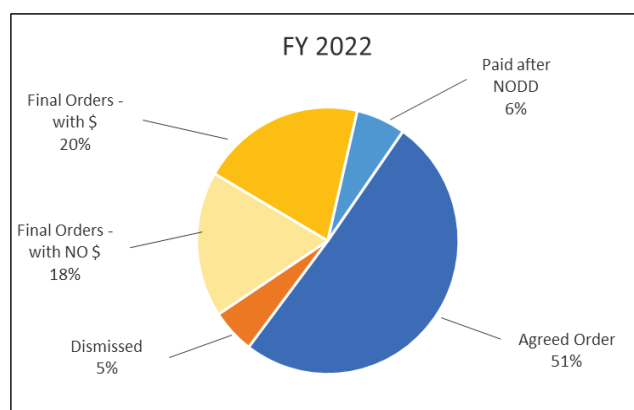
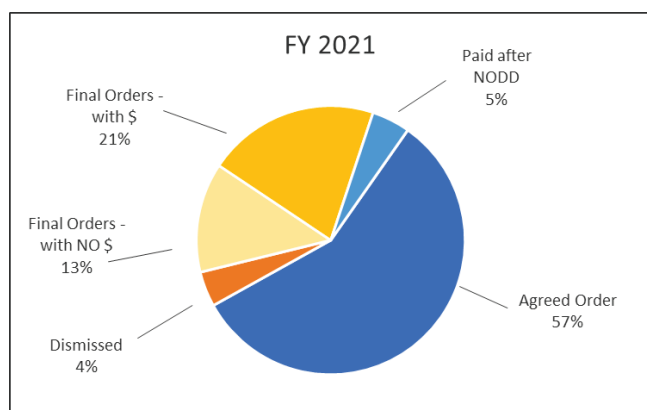
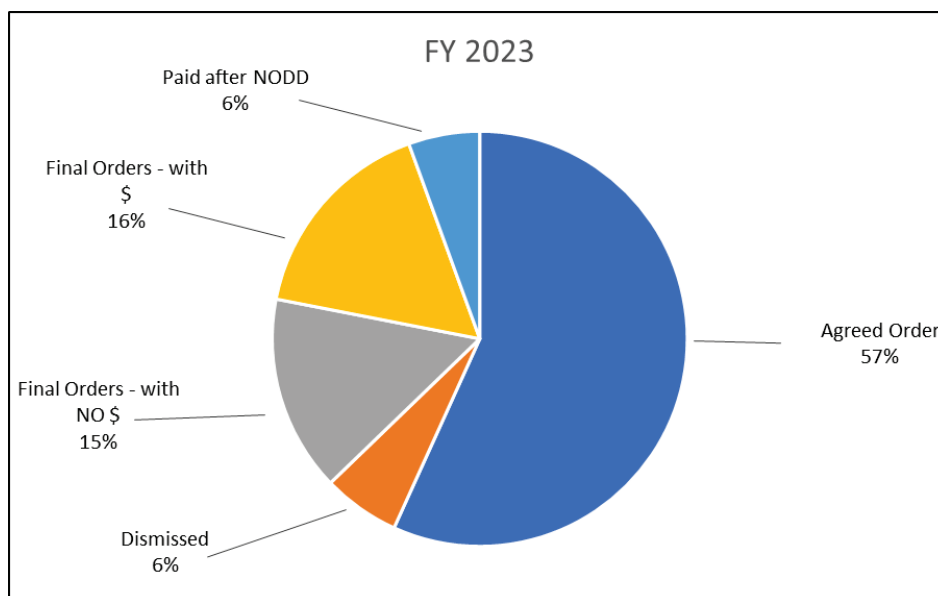
MVD Premise Cases Opened and Closed



This chart reflects the total number of cases opened to address MVD Premise complaint types received from the Motor Vehicle Division. The average time to close an MVD Premise case in FY23 was 23 days.

MOTOR VEHICLE

General & Advertising and MVD Premise Contested Cases Closed by Category

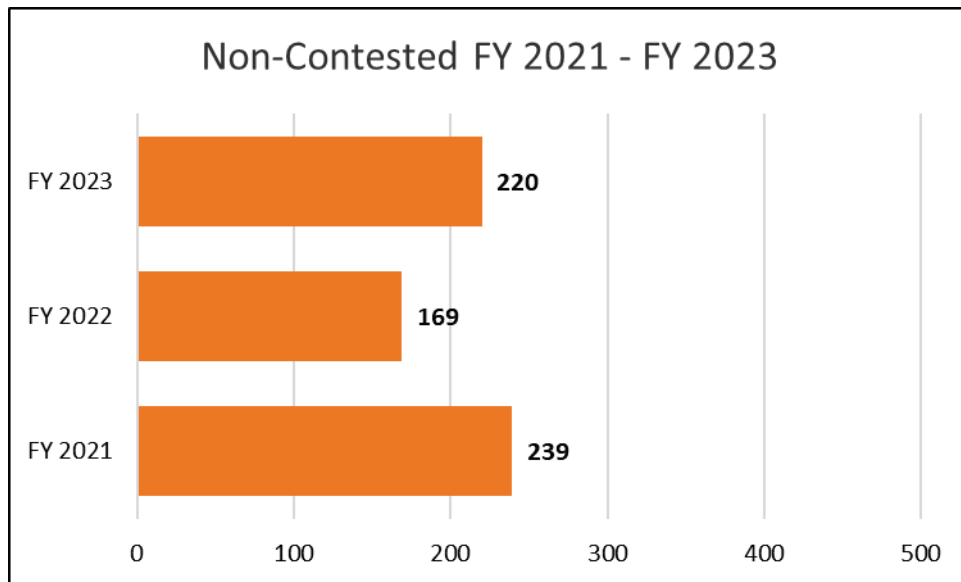


This chart reflects the final disposition of closed contested cases that imposed administrative sanctions. Reference the “Contested” category of cases on the General & Advertising Cases Closed by Category chart shown on page 8.

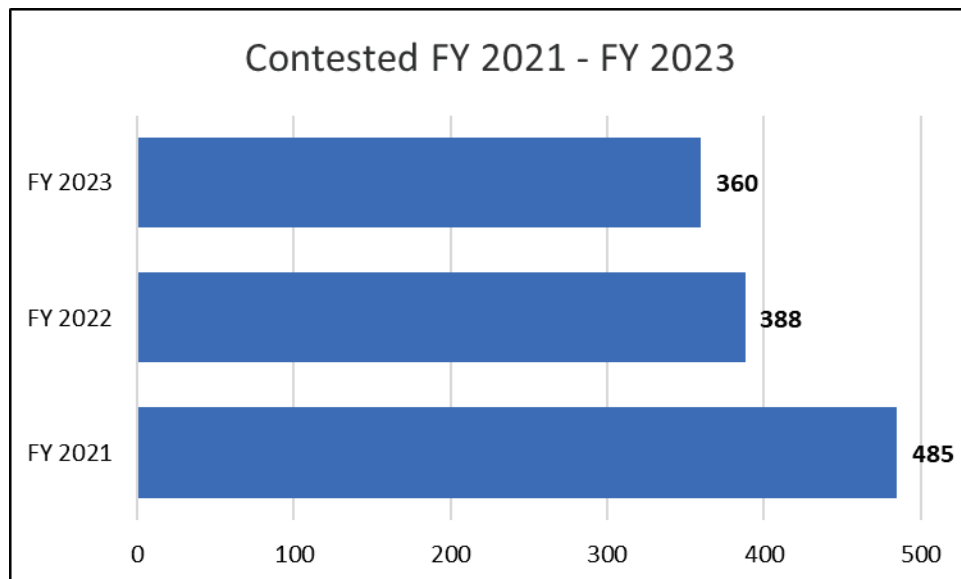
In FY23, 5% (59) of closed contested cases were presented for hearing at the State Office of Administrative Hearings (SOAH) and in FY22, 5% (53) of closed contested cases were docketed for hearing.

MOTOR VEHICLE

General & Advertising Days in Process



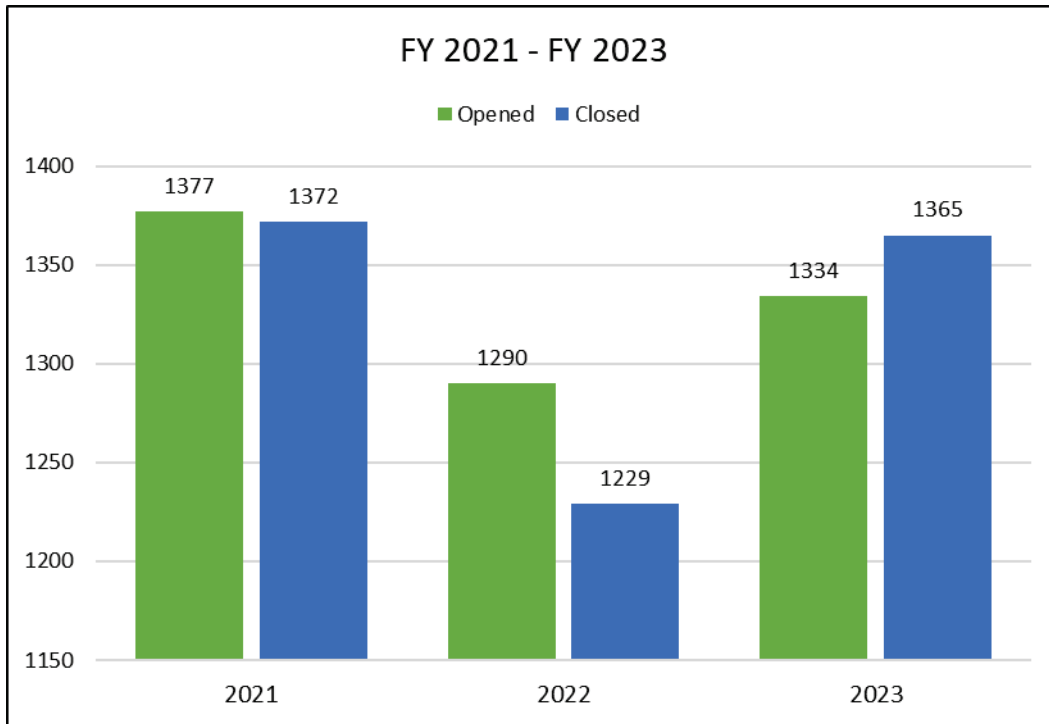
Non-contested cases consist of cases where review or formal administrative action by a division attorney is not required or has not yet taken place. Note: Per the policy adopted by the board in October 2018, non-contested cases aged beyond three years, if any, are reported to the board as they occur.



Contested cases are those where a division attorney took formal administrative action by issuing a Notice of Department Decision. They may be complicated and may involve multiple cases opened in response to complaints received within the same time frame on the same dealer. These cases may be consolidated into a single contested case to address all the complaints and violations when escalated to the assigned attorney.

MOTOR VEHICLE

TAC/CAD Cases Opened and Closed



This chart reflects the counts for cases opened to address complaints received by Tax Assessor Collectors and County Appraisal Districts (TAC/CAD) for dealers failing to timely file initial, annual or monthly declarations or for dealers failing to report the minimum vehicle sales required to maintain licensure.

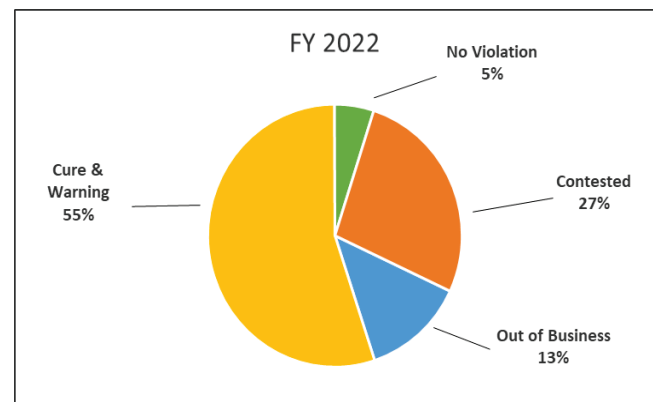
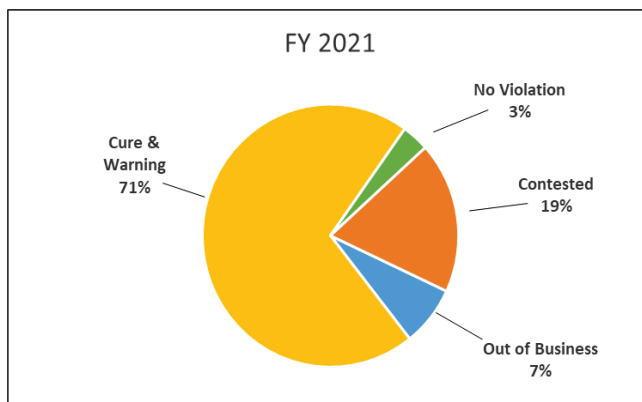
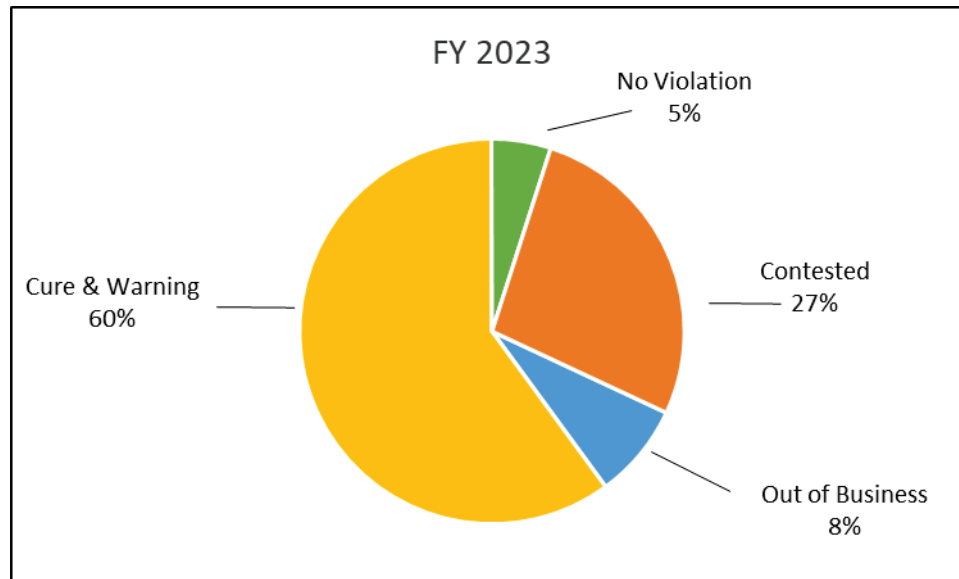
Rather than assignment by region to enforcement division investigators, these cases are initially managed by the division's administrative staff. The cases are escalated to division attorneys if the dealers are unresponsive or have a history of violations for this complaint type.

This chart reflects the counts of TAC/CAD cases closed by dealer compliance upon receipt of proof of filing with the tax authority.

The vehicle inventory tax violations referenced in these case types for FY23 are grouped in the "Other" category reflected in the [Disposition of Violations for Total Cases](#) chart on page 5 of this report.

MOTOR VEHICLE

TAC/CAD Cases Closed by Category

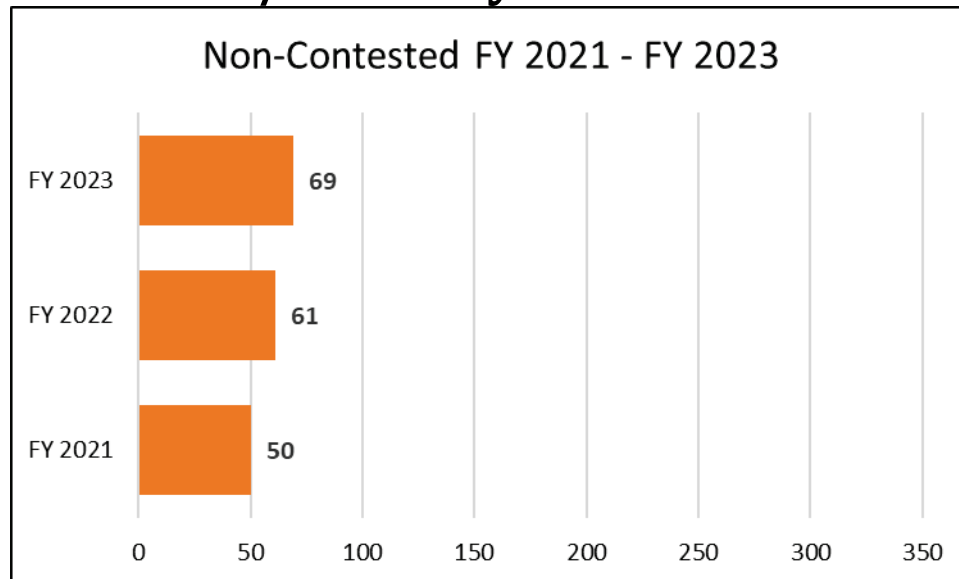


These cases are initially handled by the division's administrative staff who work with the licensee to submit the required paperwork to the county tax office or appraisal district office and therefore cure the case. Licensees who can show proof the paperwork was filed timely are closed as "No Violation".

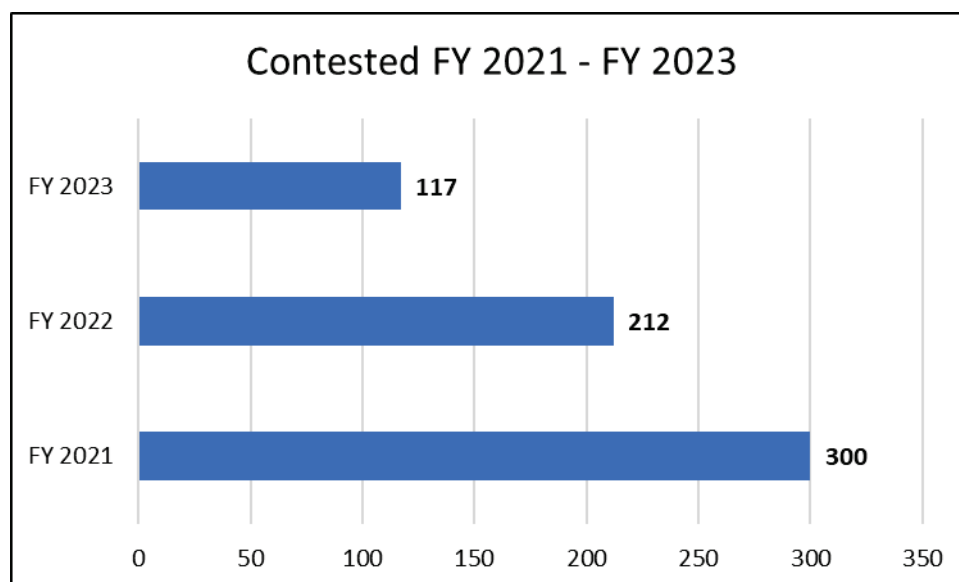
Unresponsive licensees or those with a history of violations for failure to timely file the annual or monthly declarations are escalated to a division attorney for formal administrative action. These cases are identified in the above graphs as "Contested".

MOTOR VEHICLE

TAC/CAD Days in Process



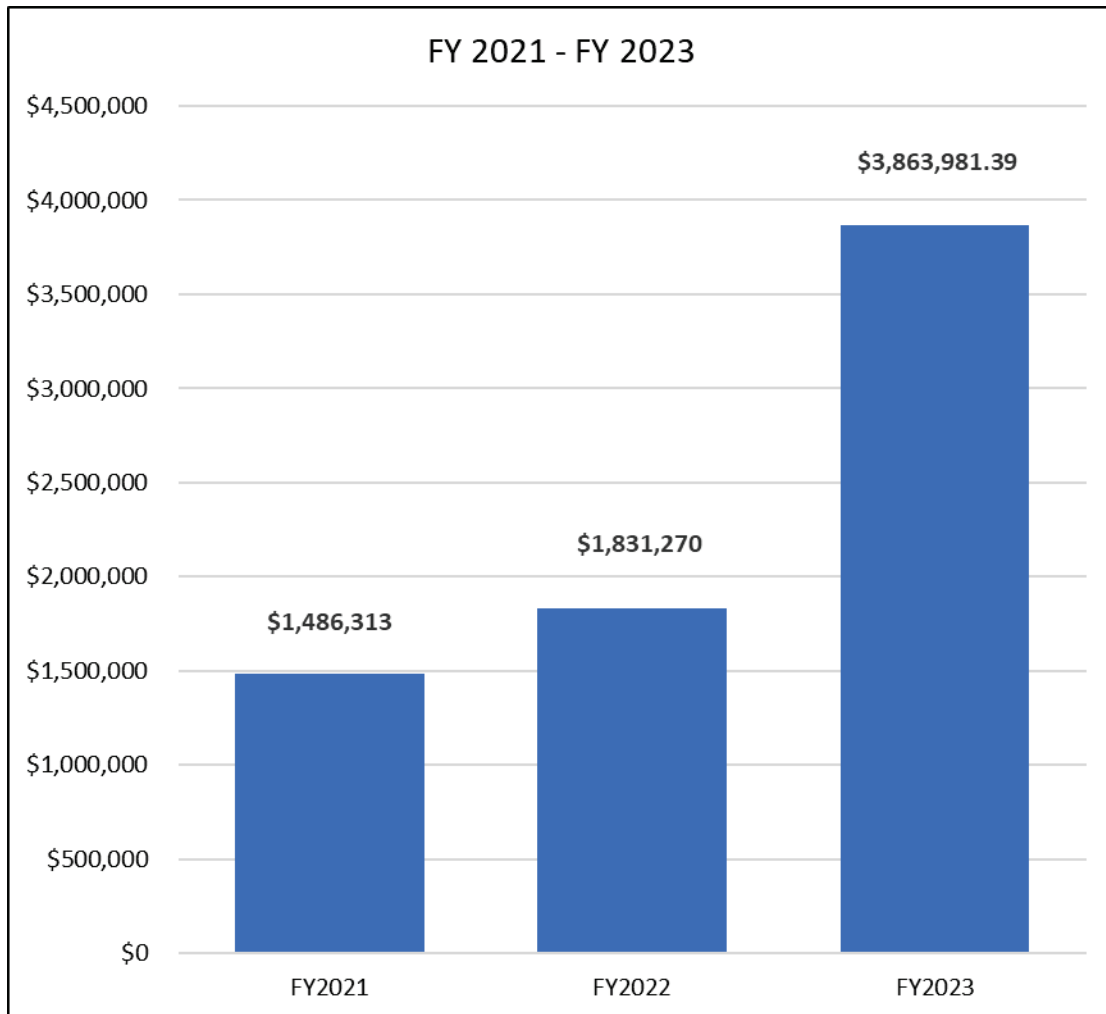
Non-contested cases consist of cases where review or formal administrative action by a division attorney is not required or has not yet taken place. Note: Per the policy adopted by the board in October 2018, non-contested cases aged beyond three years, if any, are reported to the board as they occur.



Contested cases are those where a division attorney initiated formal administrative action by issuing a Notice of Department Decision. These case types can be complicated and may involve multiple cases opened in response to complaints received within the same time frame on the same dealer. The multiple cases may be consolidated into a single contested case to address all the complaints and violations when escalated to the assigned attorney.

MOTOR VEHICLE

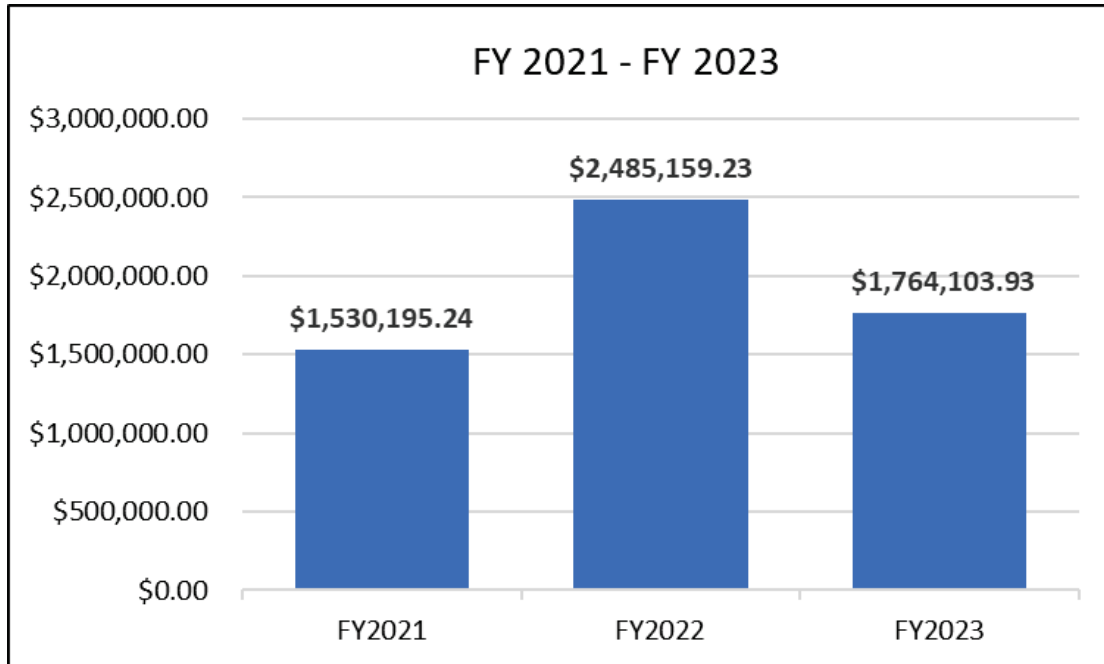
Civil Penalties Collected



The comparative chart above reflects a historical view of the payments received for civil penalties in motor vehicle cases over the last three fiscal years.

MOTOR VEHICLE

Refunds to Consumers



The above chart represents money refunded to consumers by motor vehicle dealers following submission of a complaint to the division. Investigators secure refunds for consumers by working with dealers to obtain deposits, and partial or full refunds for consumers who never completed a vehicle purchase or who sought to unwind the transaction following purchase.

Motor Carrier Enforcement



Motor Carrier Cases

Motor Carrier Enforcement cases are generated upon received or initiated complaints against motor carriers from the public, law enforcement, other motor carriers and by monitoring records for compliance with public safety and consumer protection guidelines.

Cases are generally grouped into four categories:

- Household Goods (HHG),
- Motor Carrier (Other),
- Oversize/Overweight (OS/OW), and
- Insurance, based on the processing required.

The Household Goods (HHG) category consists primarily of consumer complaints against moving companies regarding unlicensed movers, moving contract disputes, claims for damaged or missing goods, advertising violations, tariff filings, and improper vehicle markings. Investigations are also conducted against interstate HHG moving companies in potential interstate HHG hostage load situations in connection with our partnership with the Federal Motor Carrier Safety Administration (FMCSA). Cases can also be initiated if the department discovers compliance issues against moving companies.

The Motor Carrier (Other) category consists of all types of general motor carrier investigations such as unregistered motor carriers (intrastate operating authority), unregistered bus companies, inactive USDOT filings, and Texas Department of Public Safety (TxDPS) complaints against unsafe motor carriers. Additionally, the department pursues enforcement of the federal Unified Carrier Registration (UCR) payments program.

The Oversize/Overweight (OS/OW) category consists of both submitted and internally initiated permit enforcement investigations to ensure the safety of the travelling public and to extend the life and integrity of Texas roads, highways and bridges. ENF staff works in partnership with MCD, law enforcement and TxDOT regarding OS/OW permit violators or even motor carriers involved in a structural strike or damage (bridge hits). ENF will assist the department in responding to media reports involving bridge hits or accidents involving motor carriers and will initiate investigations on the motor carriers involved when necessary. ENF is authorized to investigate both motor carriers and shippers identified as possible permit or OS/OW offenders to ensure they are educated on applicable regulations when transporting OS/OW loads. Priority investigations are conducted on motor carriers that are involved in bridge hits which cause significant safety hazards.

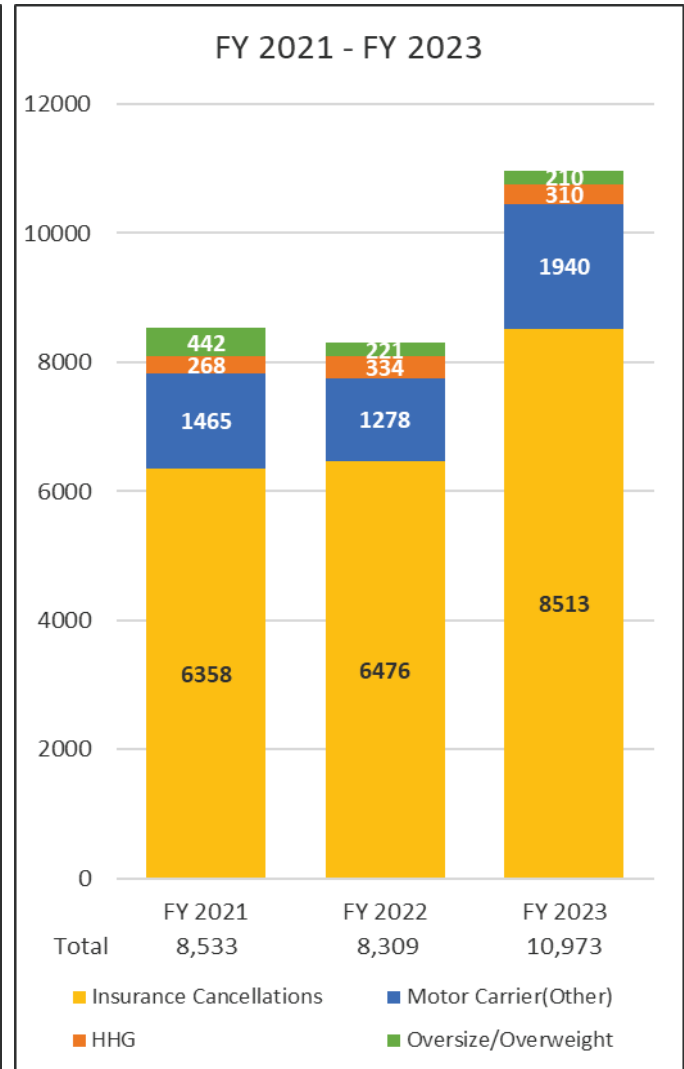
The Insurance category (Ins) is the largest of the case types and originates from a department initiative to identify and administratively address violations for a motor carrier to properly file and maintain the required minimum amounts of commercial liability insurance or cargo insurance (HHG only) as required by law. Insurance cases do not require investigation by division investigators as the cases originate from the registration records of the carriers in the Motor Carrier Credentialing System (MCCS). The system conducts a daily check of active insurance filings and will notify the motor carrier in advance by email up to three times if an insurance filing is set to expire/cancel and allows the motor carrier sufficient time to ensure compliance. These cases are considered as 'contested' when referenced in the following charts.

MOTOR CARRIER

Total Cases Opened



Total Cases Closed

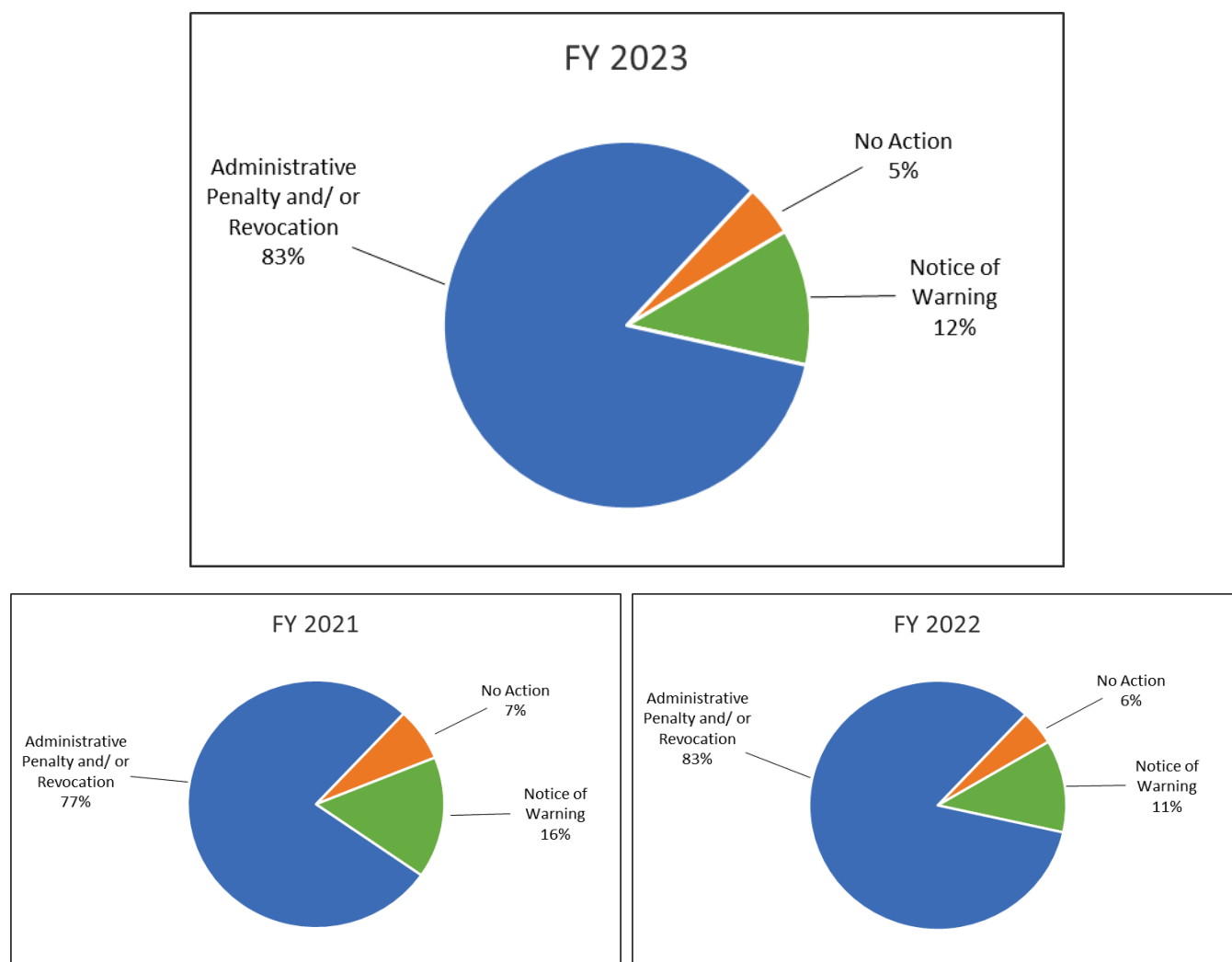


The above chart represents the total of all motor carrier cases opened and closed in each of the three fiscal years.

Charts displaying various segments of operational case processing for the subsets of all motor carrier case types will be compared by fiscal year in the charts that follow.

MOTOR CARRIER

Disposition of Total Cases Closed



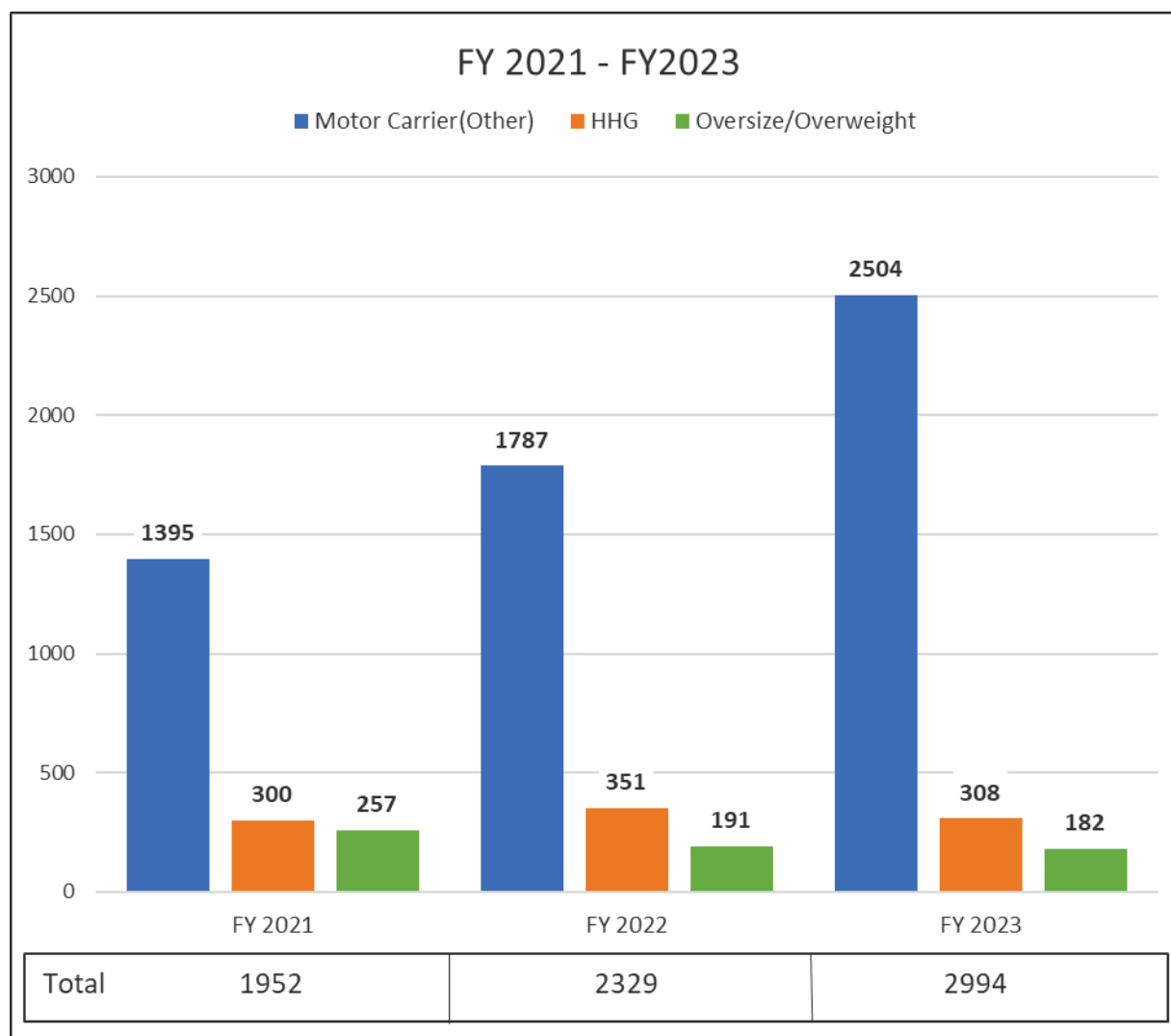
The Chief Investigator and the Assistant Chief Investigators have closing authority in certain cases where the alleged violations are not substantiated or where the alleged violations are corrected during the investigation.

A case is closed as 'no action' when allegations are not substantiated or if corrective actions have been taken by the motor carrier prior to any investigative actions occurring. A case may be closed with a Notice of Warning if the alleged violations are minor, and the motor carrier has come into compliance before the investigation is completed. When a motor carrier receives a notice that their insurance carrier has not yet filed their active proof of insurance and the motor carrier ensures compliance timely, the motor carrier can be issued a Notice of Warning by the division attorneys to ensure future compliance.

Investigations that result in substantiated violations by the motor carrier are forwarded to a division attorney for review and processing and could result in sanctions such as an administrative penalty and/or revocation of intrastate operating authority.

MOTOR CARRIER

General Motor Carrier Cases Opened

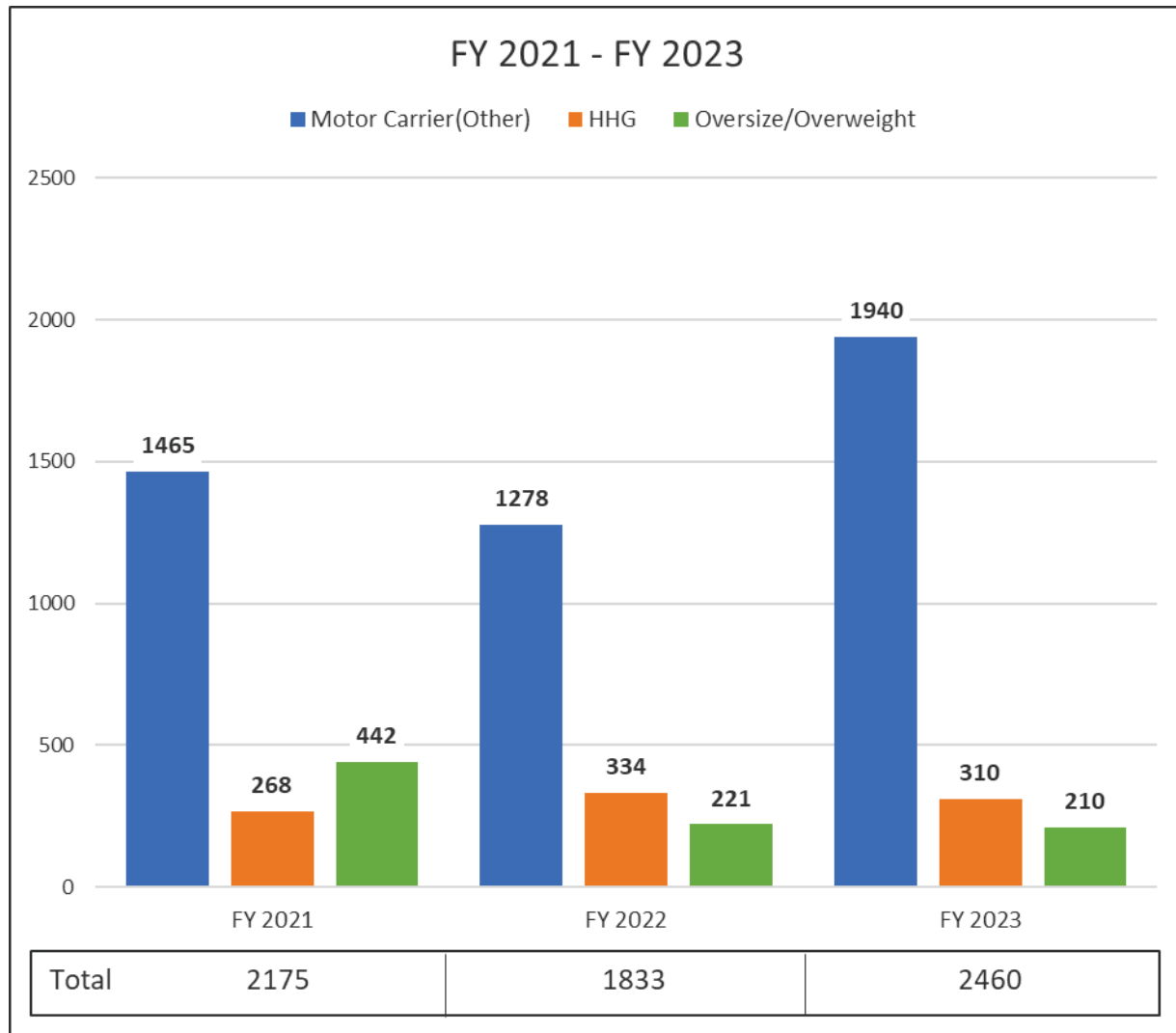


The chart above reflects the total non-insurance cases opened for FY21 through FY23 and the counts per case category as described on page 20.

The Motor Carrier (Other) category consists of several different types of general motor carrier investigations as described on page 18. ENF collaborates with MCD to ensure that all registered intrastate motor carriers remain compliant with state regulations throughout their registration period. This includes federal UCR enforcement. As part of the UCR Plan, participating states are required to enforce collection of UCR fees for interstate motor carriers based in their state. This coordinated effort with MCD to investigate unpaid UCR fees continues, however, with more manageable efforts.

MOTOR CARRIER

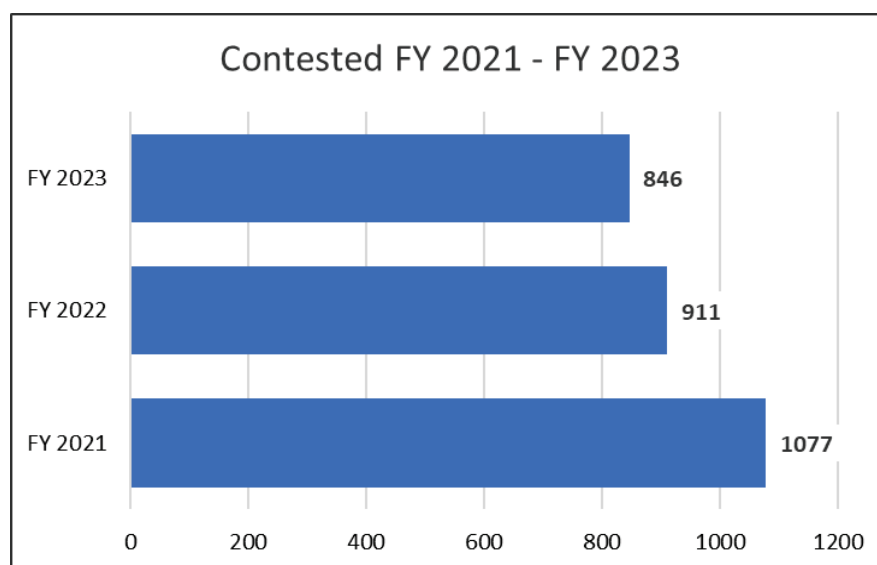
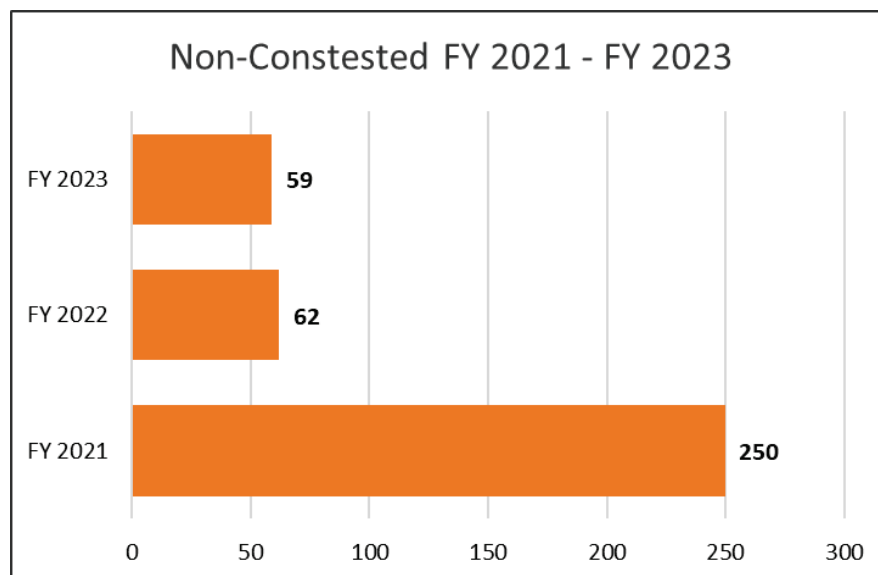
General Motor Carrier Cases Closed



All completed non-insurance motor carrier investigations are initially reviewed and approved by the Chief or an Assistant Chief Investigator to determine if any further enforcement action, up to and including revocation of the motor carrier's operating authority, is necessary. Cases warranting formal administrative action are forwarded to division attorneys.

MOTOR CARRIER

General Motor Carrier Cases Days in Process

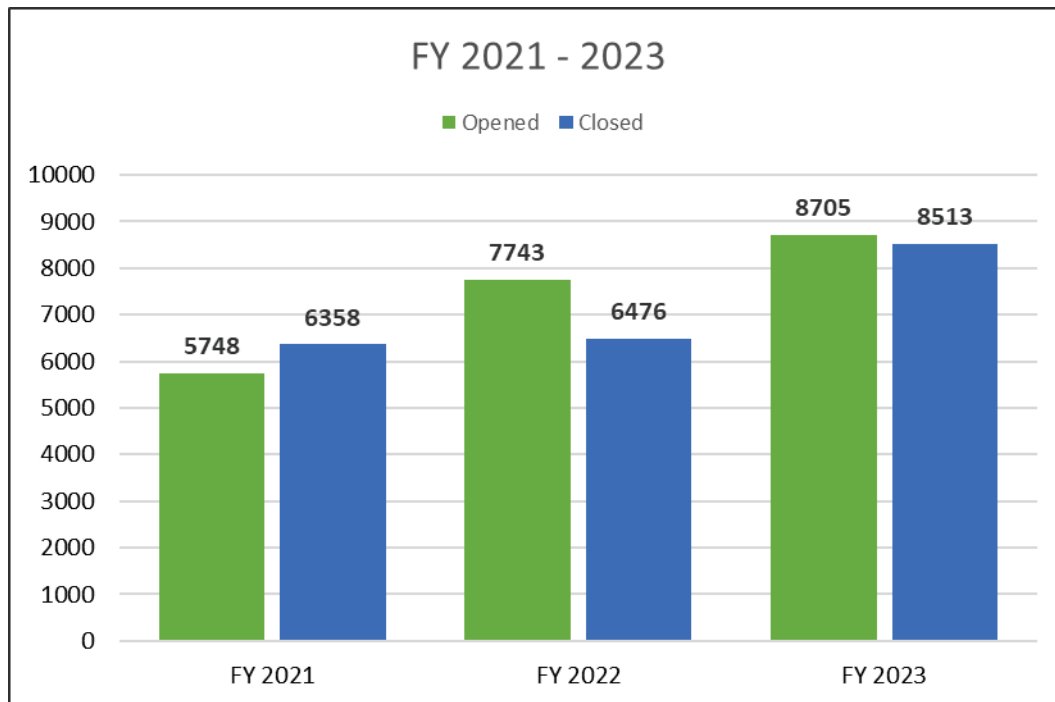


Non-Contested cases consist of cases closed with a formal warning or other non-sanction action. These case types are typically closed by the Chief or an Assistant Chief Investigator. However, only the division attorneys can choose to settle an enforcement case with a warning as part of a case settlement.

Contested cases consist of cases where a division attorney initiated formal administrative action by issuing a Notice of Department Decision (NODD) notice to the motor carrier advising them of a proposed sanction. Contested cases result in administrative sanction actions by an attorney which may include an administrative penalty or revocation of a motor carrier's operating authority.

MOTOR CARRIER

Insurance Cases Opened and Closed



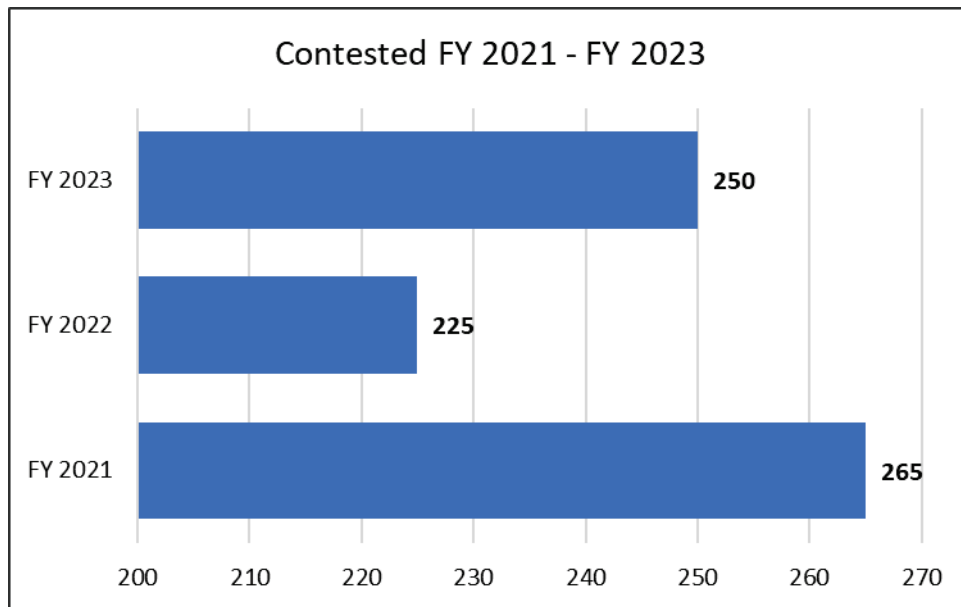
The Insurance cases originate from the registration records of the carriers in the Motor Carrier Credentialing System (MCCS) and follow the automated process that allows the cases to be opened and closed with minimal waiting periods. Administrative staff print and mail the Notice of Department Decision (NODD) packet which includes the notice letter and option responses which the carrier can email, fax or mail back to the division in response to the NODD.

When the response option is received, the administrative staff print the appropriate order and upon compliance with insurance coverage renewals and payment of the minimal assessment penalty by the carrier, the cases can be closed.

The Insurance category originated from a department initiative to identify and administratively address violations for failure to properly file and maintain the required minimum amounts of commercial liability insurance or cargo insurance (HHG only) as required by law.

MOTOR CARRIER

Insurance Cases Days in Process

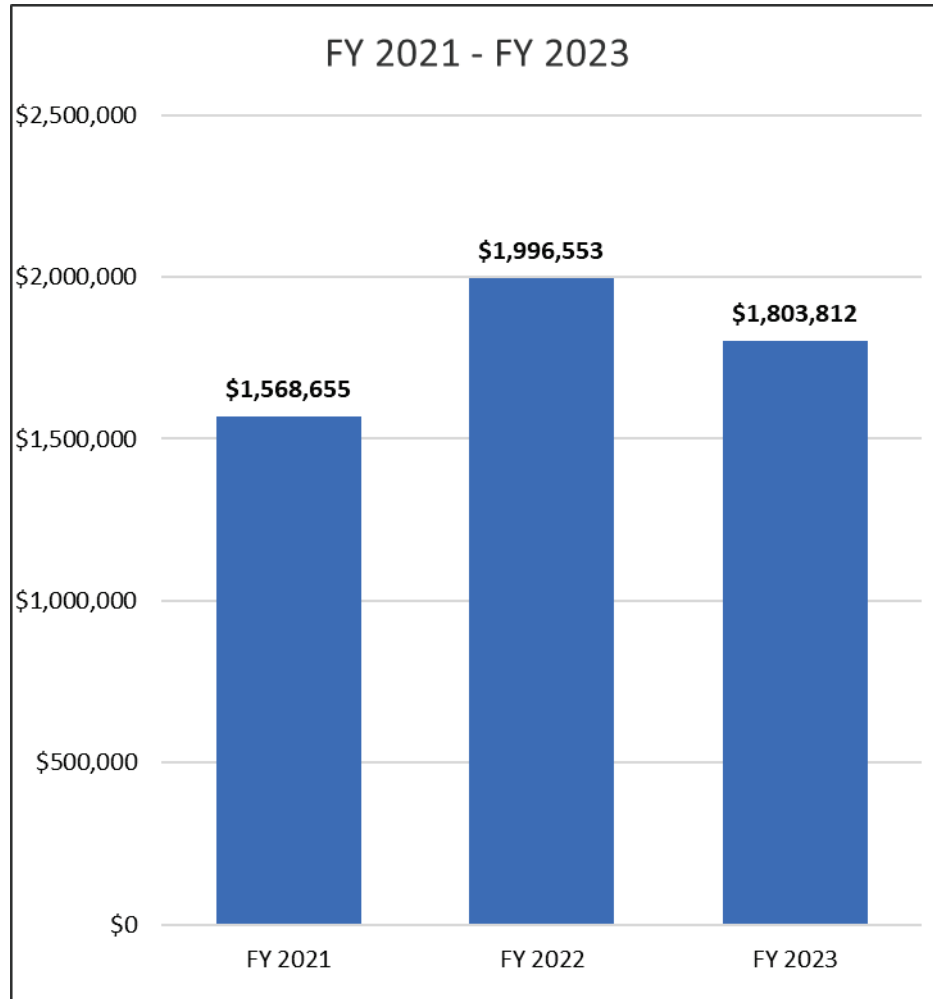


Administrative staff manually prepare and mail all initial notifications and monitor any responses received.

Enforcement attorneys ensure that motor carriers are properly notified and provide due process while verifying that all insurance filing requirements are met.

MOTOR CARRIER

Civil Penalties Collected



The chart above provides a historical view of the civil penalty payments received for all categories of motor carrier cases during the last three fiscal years.

Enforcement Division Outreach



OUTREACH

Dealer Training Seminars

To better inform our licensees and other stakeholders regarding the many laws affecting the motor vehicle distribution industry, the Enforcement Division launched the Dealer Training Seminar (DTS) program more than 20 years ago. The Advertising Seminar was added in 2014, and the Salvage Dealer Seminar was created the following year. All presentations are reviewed and revised periodically to ensure the most current educational topics are thoroughly covered.

Training seminars have historically been presented at different locations throughout the state. Following COVID, the Dealer Training Seminar and the Salvage Dealer Training Seminar have been presented monthly via webinar. Over the course of the year, the motor vehicle dealer industry received a **total of 88 hours** of instruction; plus, an additional **34 hours** of instruction related to salvage.

The presentations include information on the basic laws involved in operating a motor vehicle dealership, such as licensing requirements, daily operations, titling, taxes, financing, and advertising. Speakers include staff from not only the Enforcement Division, but also from the Vehicle Titles and Registration Division, and the Office of the Consumer Credit Commissioner.

DTS provides an excellent opportunity to educate the dealer population and gives the licensees an opportunity to discuss issues with agency personnel. Many licensees take advantage of the opportunity to ask questions they have been unable to resolve.

Another opportunity DTS provides is the ability to directly poll the licensee body on issues that affect the industry. Such information is useful to the agency in developing and modifying policies and rules.

Mover Training Seminars

The Enforcement Division continues efforts to educate intrastate household goods movers by providing the Mover Training Seminar (MTS) every other month. The seminar provides information and guidance on how movers can comply with the basic rules, regulations, and responsibilities concerning intrastate operating authority. Movers are taught how to register, how to properly advertise, how to complete required documents, and how to properly mark any vehicle being used for transporting household goods, including rental trucks used during moves.

The training seminars began in FY16 and were presented in person at different locations throughout the state each quarter during the fiscal year. Following COVID, Enforcement staff converted the seminar to an online webinar format and now provides the course every other month. The seminar is presented at no cost to the industry and is available on the department's website.

MTS provides an opportunity to educate a motor carrier population that has no mandated education requirements and gives the movers an opportunity to discuss issues with agency personnel. This also allows the department to provide some regulatory updates to those that attend. MTS also provides the ability to directly poll the carriers on issues that affect the industry. Industry feedback is useful to the agency in developing and modifying a training session that is customized to the industry affected and makes us aware of any potential policy or rule updates.

OUTREACH

Motor Carrier Oversize/Overweight Training

In FY23, Enforcement Division personnel continue to provide training to educate motor carriers involved in the transportation of oversized/overweight (OS/OW) cargo. This training was initiated and launched in FY20 and includes registration functions, legal size, and weight configurations, available OS/OW permits, and introduction into the department's TxPROS application. The training is provided as a monthly webinar and is listed on the department's website. In FY23, **12 training** webinars were presented, providing a total of 48 hours of training.

Law Enforcement Training

Enforcement Division personnel continue to provide training approved for Texas Commission on Law Enforcement (TCOLE) credit to various law enforcement agencies. Division staff is comprised of many employees who have served in law enforcement, giving them a unique perspective on the training requirements of officers in the field.

Subjects covered in different courses include temporary tags and dealer plates, curb-stoning, general information on dealer operations, laws governing salvage operations, oversize/overweight permitting enforcement, and general motor carrier operation requirements.

Other Industry Appearances

During FY23, the division was invited to speak on the Closed Data Portal at the AAMVA Region 2 Conference in Norfolk, VA, and on how to avoid motor vehicle dealer violations at the Texas Independent Automobile Dealers Association's Conference and Expo held in San Antonio, Texas.

In total, the Enforcement Division provided information to over 3,665 attendees through 79 separate outreach opportunities in FY23.