

# TxDMV 2025

## CHAIRMAN'S Annual REPORT

Fiscal Year ending August 31, 2025



Texas Department  
*of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.



December 9, 2025

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 report on the 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 worked to successfully implement House Bill (HB) 718, passed by the 88<sup>th</sup> Texas Legislature, eliminating most forms of paper temporary vehicle tags. The department delivered all required system changes, provided structured guidance and education to counties and industry, and ensured law enforcement had the tools and information needed to manage the transition. Initial reports from the field show strong compliance and effective adoption of the new requirements, with no significant operational disruptions for county partners or businesses. The enhanced safeguards envisioned by the Legislature are now in place, and the department will continue to monitor performance and engage stakeholders to ensure the law delivers sustained public safety benefits for Texans.

We have now begun a major strategic priority for the department: the modernization of the Registration & Titling System (RTS), the transaction platform that has supported Texas for more than 30 years. This effort is essential to improving system stability, strengthening cybersecurity, and ensuring we can maintain and enhance the program as the state's needs continue to grow. Modernizing RTS will ultimately allow the department to deliver faster, secure, and responsive services to millions of Texans. With the initial discovery phase completed, we have a clear picture of industry trends, leading technologies, and best-practice standards on which to execute this vision.

This report provides key operational information regarding the major activities and key accomplishments of TxDMV during Fiscal Year 2025 and contains performance data to illustrate the department's progress in modernizing processes, increasing efficiencies, and serving the people of Texas.

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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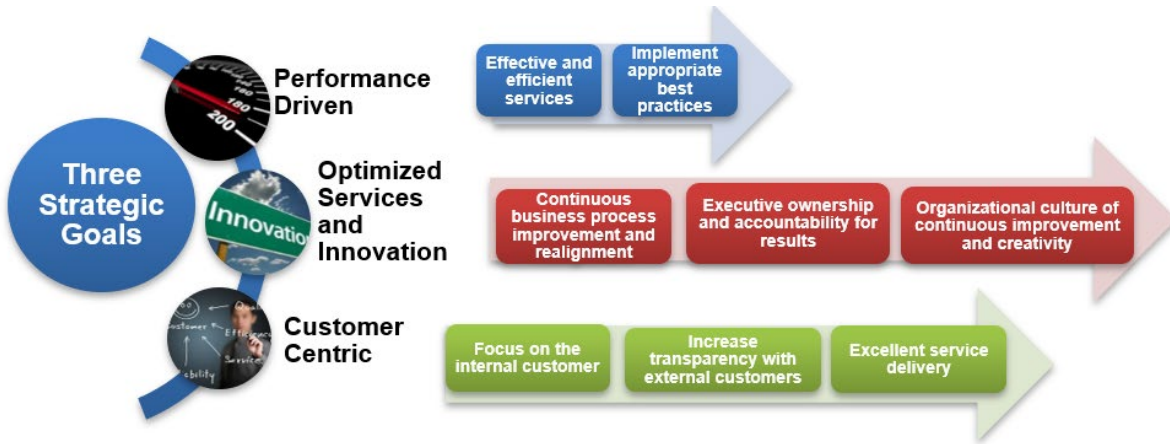
## Vision, Mission, Goals & Key Functions

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

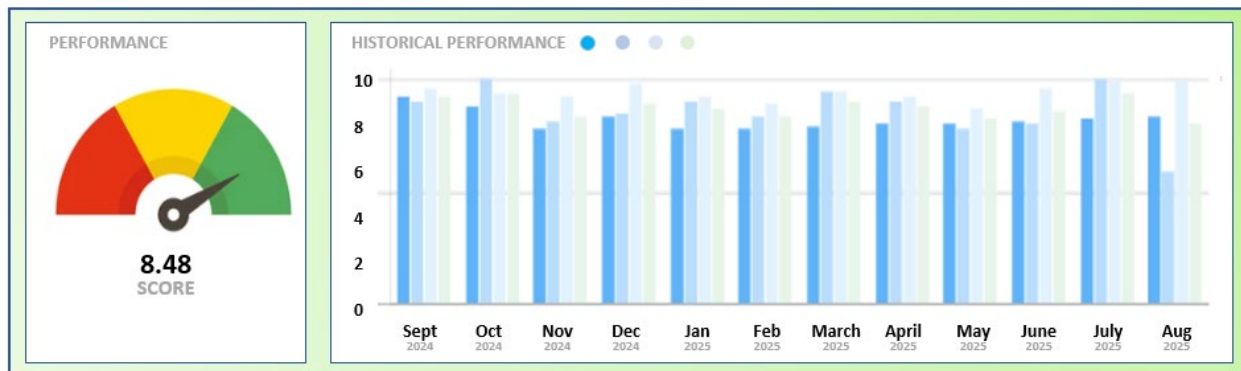
**Mission:** To serve, protect and advance the citizens and industries in this state with quality motor vehicle-related services.

### 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.

## Executive Summary

The department's goals guide everything we do to ensure Texans receive the services they need. Our core work includes vehicle registration and titling, licensing the motor vehicle industry, supporting motor carriers, and protecting the public through investigations, enforcement, and motor vehicle crime prevention.

Key highlights of Fiscal Year (FY) 25 include:

- Issued nearly 27 million registrations and 7.7 million vehicle title transactions;
- Provided regulatory oversight for 17,000 motor vehicle dealers;
- Credentialed almost 87,000 motor carriers and issued approximately 770,000 oversize/overweight permits;
- Closed more than 27,000 enforcement cases and almost 850 Lemon Law Cases;
- Served more than 680,000 customers through the Customer Contact Center and 1.2 million customers through Regional Service Centers (RSCs);
- Awarded
  - 30 motor vehicle burglary and crime prevention grants, totaling \$25.4 million, and
  - 82 catalytic converter theft prevention grants, totaling \$13.3 million through TxDMV's Motor Vehicle Crime Prevention Authority;
- Facilitated 26 training sessions statewide focused on motor vehicle crime prevention, serving 2,100 law enforcement officers and staff;
- Completed the transition from temporary paper plates to metal plates (House Bill (HB) 718, 88<sup>th</sup> Legislature, Regular Session);
- Performed advanced analysis and system design planning for a modernized Registration and Title System (RTS),
- Expanded Regional Service Center (RSC) operations in Dallas and Houston; and
- Continued construction and renovation work for the Camp Hubbard Renewal project.

These statistics and accomplishments show the scale of the department's daily operations and our commitment to providing high quality service to Texas taxpayers and customers. More detail on each of these items can be found throughout this report.



## Accomplishments & Activities

### HB 718, 88<sup>th</sup> Regular Session, Metal Temporary License Plate Operations

- HB 718 introduced significant changes to how license plates and temporary permits are issued in Texas. Beginning July 1, 2025, all licensed dealers, county tax offices, and TxDMV RSCs transitioned to new statutory requirements designed to improve accountability, reduce fraud, and improve visibility of vehicles operating on Texas roads.

HB 718 represents one of the most substantial overhauls of Texas temporary plate and dealer transaction processes in recent years. For TxDMV, successful implementation included:

- System transitions from eTAG to ePLATE;
- Dealer-only issuance of metal plates;
- County / RSC issuance of all temporary registration plates; and
- Mandatory webDEALER use for every dealer sale.

These changes improved statewide vehicle identification, reduced fraud opportunities, and created a more secure and consistent registration environment across Texas.

### Registration & Titling System (RTS) Modernization Program Visioning

- The RTS Modernization Program is a major strategic effort to upgrade the TxDMV's core platform, which has supported Texas for more than three decades. This initiative will improve system reliability, strengthen cybersecurity protections, and make the program easier to maintain and enhance over time. Modernizing RTS will better position TxDMV to provide efficient, secure, and responsive services to millions of Texans who rely on these functions every year.

The first phase of the modernization effort focused on understanding the department's current systems and evaluating future options. This foundational work is now complete. As part of this phase, the project team conducted a comprehensive review of the existing RTS environment and produced an *As-Is Systems Analysis Report*, delivered in November 2024. The team also completed an *External Market Analysis Report* in September 2024, providing insight into industry trends, available technologies, and best-practice benchmarks. To follow up from the discovery work, the department will conduct external site visits at three locations January-March 2026. These visits will help validate solution options and inform long-term modernization strategies as the project moves into future phases.

### Okta Enterprise-Wide Integration

- TxDMV advanced its enterprise-wide identity and access modernization initiative with the launch of the Okta Integration Project. The latest phase expanded multi-factor authentication (MFA), enhanced system security, and strengthened user access controls across additional applications.

Phase One successfully deployed Okta MFA for internal users of eLICENSING and completed

integration for Adobe Sign, creating a consistent and secure authentication experience. The completion of Phase One provided the department with the technical foundation, governance alignment, and process framework necessary to scale Okta adoption across the enterprise.

TxDMV has integrated Okta with a broad range of critical systems using SAML, OIDC, and API-based connections. This progress reflects coordinated collaboration between the Information Technology Services Division, program areas, and vendor teams to ensure seamless authentication, improved auditability, and greater account security across the department's application landscape.

## New RSCs and Expansions

- **Additional RSCs in Dallas and Houston**

The 88<sup>th</sup> Legislature approved funding for the department to expand RSC capacity in Dallas and Houston. The department secured new locations in each city to position customer service resources in a more geographically representative manner for these regions. In FY 2025, preliminary sites were selected, lease agreements executed, and facility build-outs began. The additional Dallas RSC opened July 2025, and the additional Houston RSC is scheduled to open in December 2025.

- **Renovated RSC in Midland-Odessa**

In January 2025, TxDMV completed upgrades to the Midland-Odessa RSC. In October 2024, the San Antonio RSC was also relocated to a more convenient location within the city. Both projects enhanced the department's ability to serve its customers in these regions.

- **New RSC facility in Pharr**

In the fall 2024, TxDOT notified TxDMV of the need to relocate the Pharr RSC from its current co-located space in a TxDOT-owned building to a newly constructed facility on TxDOT property. TxDOT is funding all construction costs for the new site and TxDMV will assume responsibility for facility maintenance once the building is complete. Site preparation and construction began in February 2025 and is expected to be finished by January 2026. This new structure will house the TxDMV's Pharr RSC and will offer improved accessibility and service capacity for customers in the region.

By the end of FY 2026, TxDMV will have expanded its statewide presence to 18 RSCs across Texas.

## SB 224 Catalytic Converter Grant Administration

- SB 224, 88<sup>th</sup> Legislative Session, Regular Session, known as the Deputy Darren Almendarez Act, strengthened Texas statutes related to catalytic converter theft by creating new criminal offenses, increasing penalties, and expanding regulatory oversight of transactions involving catalytic converters. The legislation updated the Occupations Code, Penal Code, and Transportation Code to provide a more coordinated response to a statewide rise in catalytic converter thefts.

SB 224 charged the MVCPA with developing and implementing a statewide plan to work with other state agencies to review records submitted by regulated entities. This plan includes monitoring transactions, analyzing patterns, and responding to suspicious or potentially fraudulent activity related to catalytic converters.

MVCPA continues to hold express statutory authority to issue grants in its own name. This authority has long supported partnerships with local law enforcement agencies to reduce motor vehicle theft, burglary of motor vehicles, and fraud-related motor vehicle crime. Under SB 224, MVCPA's grant authority was expanded to include initiatives targeting catalytic converter theft, enabling MVCPA to invest directly in local prevention, investigation, and interdiction strategies.

Implementation considerations for TxDMV included:

- Updated grant guidelines and scoring criteria to incorporate catalytic converter-related activities;
- Technical assistance to local agencies preparing proposals;
- Alignment between grant awards and the statewide catalytic converter theft response plan required under the bill; and
- New or modified grant programs presented to the MVCPA Board for approval.

This expanded grant authority allows MVCPA to channel resources to communities facing the highest levels of catalytic converter theft and to strengthen local enforcement capabilities.

## Law Enforcement Motor Vehicle Theft Prevention Trainings

- MVCPA also facilitated 26 training sessions statewide focused on motor vehicle crime prevention, serving 2,100 law enforcement officers and staff. Included in this effort, the MVCPA Board and staff successfully hosted the annual conference in Fort Worth, bringing together law enforcement officials, industry leaders, and partners from across the state. Attendees participated in a broad range of training sessions focused on auto theft and motor vehicle-related crimes. Key topics included equipment for combating auto theft, digital license plates, the implementation of HB 718, and issues affecting the Texas–Mexico border.

## Camp Hubbard Renewal Project

- The 88<sup>th</sup> Texas Legislature appropriated \$143 million to the department for construction of the Camp Hubbard Renewal Project (Phase II). The Camp Hubbard Renewal Project is a multi-phase, multi-year project that includes the renovation of one existing building, demolition of several other buildings, and construction of a new headquarters facility and other site improvements located on an 11-acre tract known as the Camp Hubbard campus.

As of December 2025, the project was about 38 percent completed, with four buildings demolished, renovations of a five-story building significantly complete, and site preparation and new construction of a new, three-story headquarters building well underway. The project is currently on schedule and on budget.



## Customer Service Technology

- TxDMV completed its transition to the Genesys cloud contact center platform, bringing major improvements to reliability and customer service. Moving from a physical, server-based system to a cloud-hosted environment reduced outages, increased system stability, and allowed the Consume Relations Division (CRD) to manage its workforce more efficiently through automated skills routing and improved analytics. The platform's advanced speech- and text-analysis tools are also strengthening CRD's quality-assurance efforts and giving the division better, data-driven insights into customer needs.
  - Call Center Genesys went live in March 2025
  - Microsoft Teams Dialing went live in April 2025
  - Work force Management went live in May 2025

## Employee Leadership Training

- TxDMV expanded the department's professional development offerings by launching 10 new courses – five management-focused trainings on core Human Resources topics and five designed for all employees. These courses are offered monthly on a rotating schedule to ensure full accessibility. The training team also provided customized, division-specific trainings in response to operational needs.

The department developed a new Leadership Training Academy for supervisors, set to launch in 2026, strengthening our long-term investment in leadership development.

# Revenues & Expenditures

## Overview

TxDMV funds almost all of its operations through the revenue deposited to TxDMV Fund (Fund 0010). The only exception is the Motor Vehicle Crime Prevention Authority (MVCPA). MVCPA is funded separately through a portion of dedicated fees collected on automobile insurance policies issued in Texas, which are then appropriated from General Revenue.

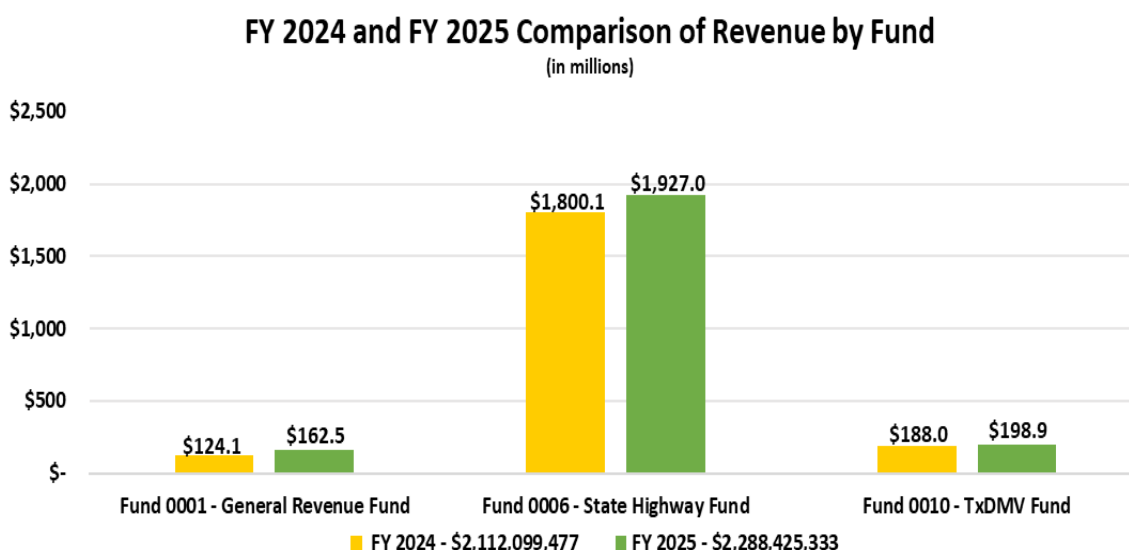
Most of the revenue TxDMV collects comes from motor vehicle registration fees. Additional revenue is generated from:

- Motor vehicle title fees;
- Motor vehicle dealer licensing fees;
- Oversize/overweight permit fees for motor carriers;
- License plate fees;
- Enforcement penalties; and
- Processing and handling fees associated with registration transactions.

## Total Fund Revenues

In FY 2025, TxDMV collected \$2.3 billion in total revenue, an 8.3 percent increase from FY 2024. These funds were distributed as follows:

- \$1.9 billion to the State Highway Fund (Fund 0006)
- \$198.9 million to the TxDMV Fund (Fund 0010), and
- \$162.5 million to the General Revenue Fund (Fund 0001).



## TxDMV Fund 0010

The chart below shows TxDMV Fund 0010 collections in FY 2025 compared to FY 2024 by revenue category:

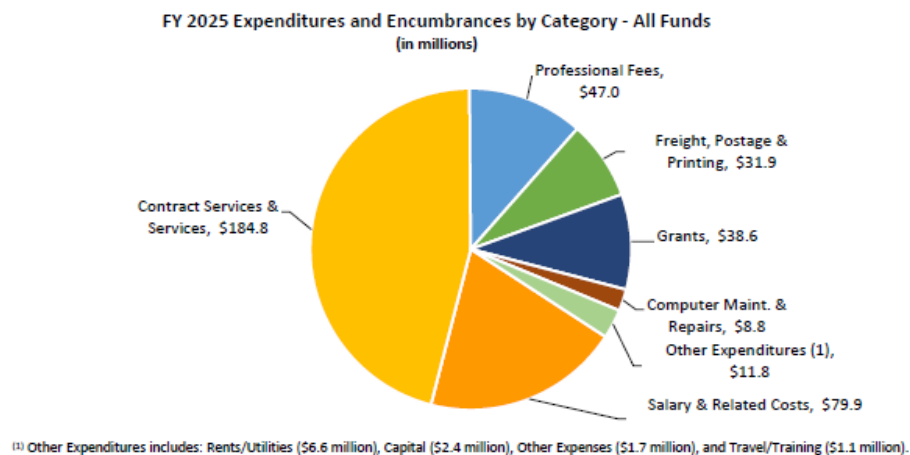
FY 2024 and FY 2025 Actual Revenue - Fund 0010				
Revenue Category	FY 2024 Actual	FY 2025 Actual	Variance	% Difference
Motor Vehicle Certificates of Title	\$ 48,024,200	\$ 50,185,938	\$ 2,161,738	4.5%
Motor Vehicle Registration	42,470,721	47,916,613	5,445,893	12.8%
Motor Carrier Oversize/Overweight	14,511,396	15,243,053	731,657	5.0%
Motor Vehicle Business Licenses	6,657,829	7,221,657	563,828	8.5%
Miscellaneous Revenue	18,818,538	18,220,896	(597,642)	(3.2%)
Processing and Handling Fee	57,469,910	60,135,032	2,665,121	4.6%
<b>Total</b>	<b>\$ 187,952,594</b>	<b>\$ 198,923,189</b>	<b>\$ 10,970,595</b>	<b>5.8%</b>

Total deposits to TxDMV Fund 0010 increased 5.8 percent (\$11.0 million) compared to FY 2024 amounts.

The increase in motor vehicle certificates of title is mainly due to higher collections of delinquent title-transfer penalties. The increase in motor vehicle registration is largely driven by more vendor specialty-plate transactions and the introduction of the new dealer's temporary license plate established by HB 718, 88th Legislature, Regular Session. With the miscellaneous revenue category, lower interest rates on the fund balance resulted in decreased TxDMV Fund 0010 interest as compared to the previous year. Lower interest rates on the fund balance resulted in reduced earnings for TxDMV Fund 0010. The increase in processing-and-handling fee revenue come from a higher volume of vehicle registration transactions.

## Total Expenditures

Expenditure and outstanding obligations for FY 2025 totaled \$402.8 million, as shown below.



Capital project expenditures and encumbrances totaled \$170.2 million in FY 2025, including the Camp Hubbard renewal project (\$131.8 million) data center services (\$14.5 million), implementation of HB 718 (\$10.4 million), automation projects (\$4.6 million), county technology (\$4.0 million), registration and title system modernization (\$2.4 million), Dallas and Houston RSC expansion (\$981,000), personal computer replacement (\$979,000), cybersecurity applications (\$236,000), headquarters facilities maintenance (\$176,000), and RSC facility maintenance (\$158,000)

## Annual Financial Report

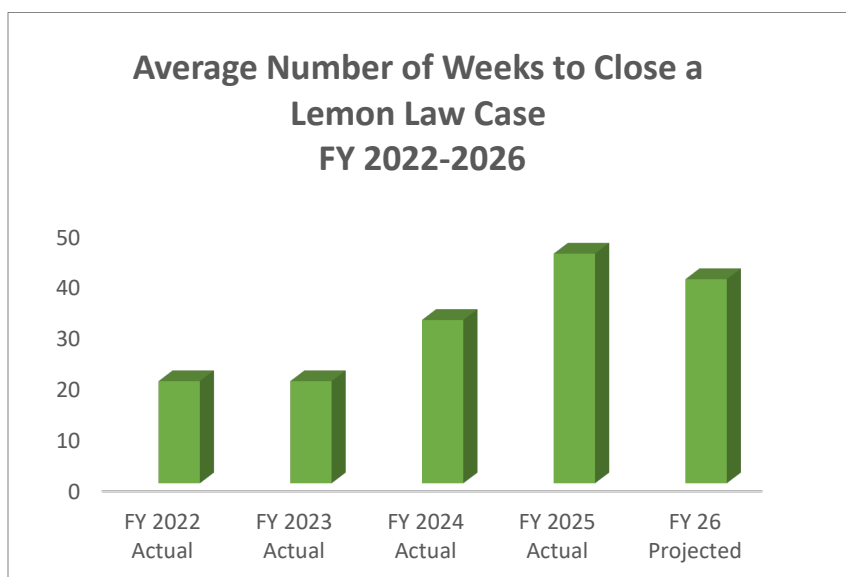
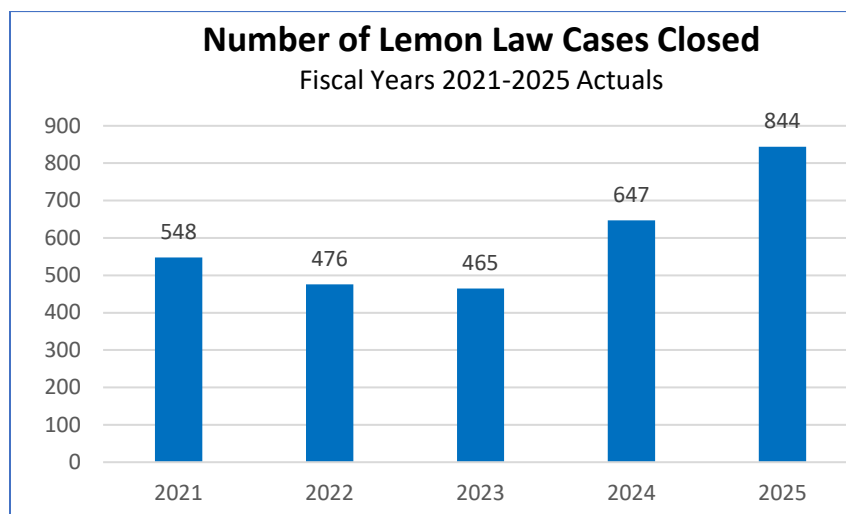
The department's Annual Financial Report (AFR) for the year ending August 31, 2025, was submitted in compliance with the Texas Comptroller of Public Accounts guidelines by the November 1, 2025, deadline. The report was transmitted to the Governor's Office, the Legislative Budget Board and appropriate state oversight agencies and is available online at [https://www.txdmv.gov/sites/default/files/report-files/Annual%20Financial%20Report%20FY%202025\\_1.pdf](https://www.txdmv.gov/sites/default/files/report-files/Annual%20Financial%20Report%20FY%202025_1.pdf) .

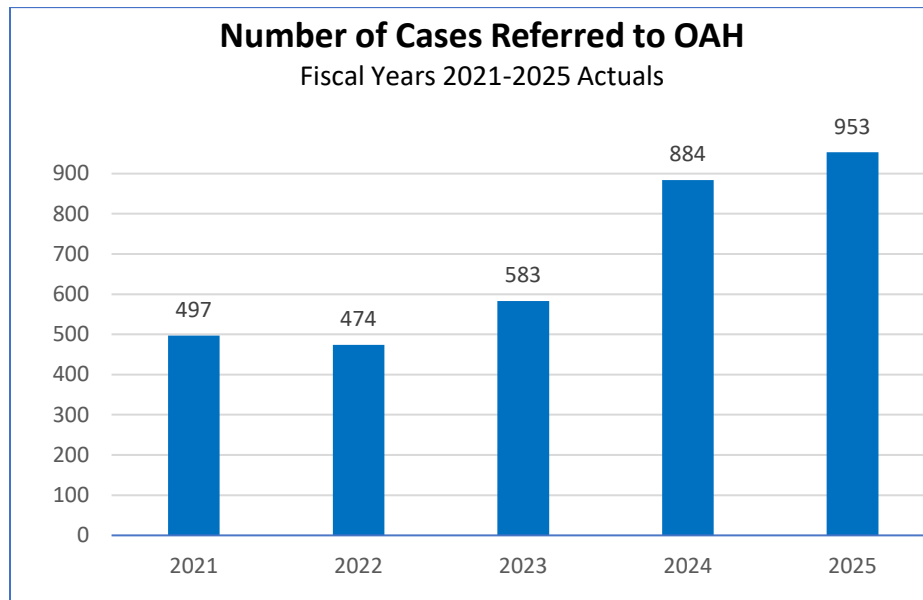
## Performance Data

### Office of Administrative Hearings Division (OAH)

OAH was created to make the Texas Lemon Law hearing process faster and more efficient. Texas was one of the first states in the nation to adopt a Lemon Law to help buyers and manufacturers resolve issues with new vehicle warranty performance. OAH serves a wide range of customers, including the general public as well as motor vehicle converters, distributors and manufacturers.

In FY 2025, OAH closed 844 Lemon Law and Warranty Performance complaints, 197 more than the previous year, a 30 percent increase. OAH experienced a higher number of cases while also facing staffing shortages. Both factors contributed to a longer average time to close a Lemon Law case. Referrals from the Enforcement Division rose from 884 cases in FY 2024 to 953 in FY 2025, an 8 percent increase. With this higher workload, cases took an average of 41 weeks to close. Overall, since FY 2023, OAH has experienced steady growth in both workload and productivity – 63 percent increase in case referral and 82 percent more cases closed.





### Consumer Relations Division (CRD)

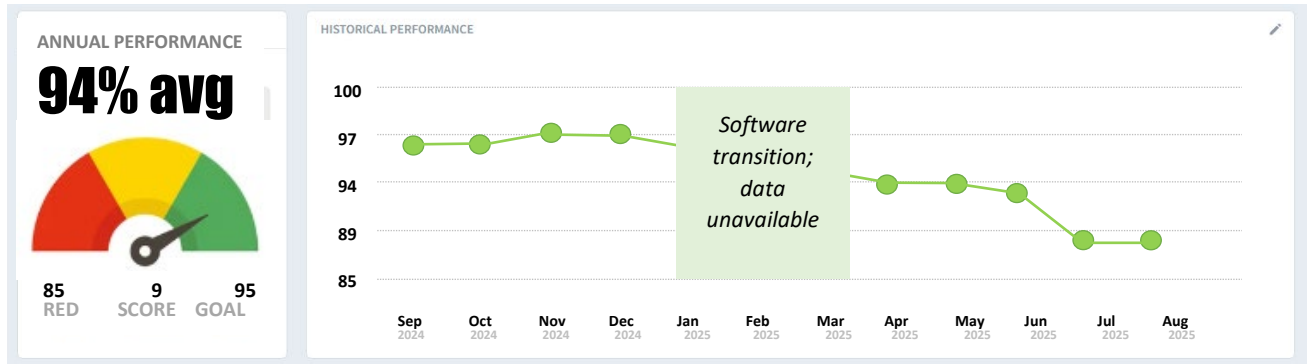
CRD is the department's main contact center and first stop for anyone who needs assistance – including the motoring public, dealers, law enforcement, state and federal agencies, manufacturers, distributors, lease facilitators, salvage yards, storage facilities, and financial institutions. With 68 full-time equivalent (FTE) staff, CRD manages a comprehensive database that tracks consumer complaints, resolutions, and feedback. CRD's mission is to deliver high-quality customer service by quickly answering questions, resolving issues, and supporting stakeholders who rely on TxDMV.

The contact center managed more than 1.23 million customer service interactions, including all services and workflows related to the division, such as calls received, emails received, escalation assistance, and phone calls – an increase of nearly 200,000 from FY 2024. CRD answered 81 percent of all incoming customer calls, achieved a 94 percent customer satisfaction rating, with an the average wait time of seven minutes. Once connected, most issues were resolved in about six minutes.

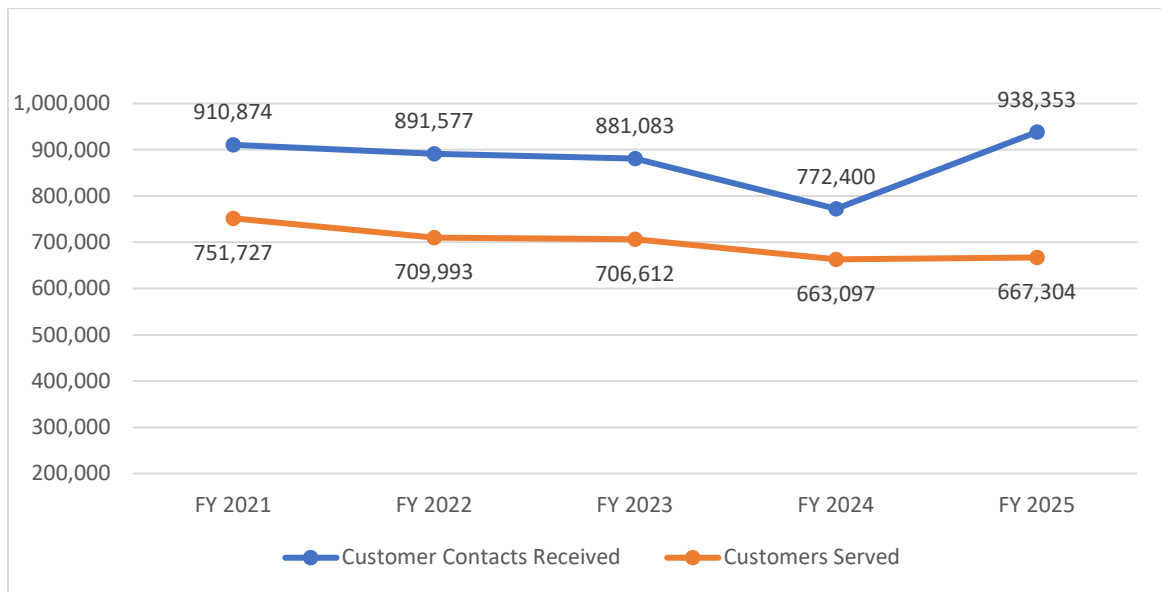
These results highlight CRD's strong operational planning, effective coordination across the department, and commitment to a customer support strategy centered on modernization, accessibility, and continuous improvement. With its new platform and data capabilities, CRD remains focused on improving customer experience through innovation, accountability and operational excellence.



### CRD Customer Satisfaction Survey Ratings by Month September 2024 – August 2025



### FY 2021 – FY 2025 Customer Contacts Served by CRD



### Enforcement Division (ENF)

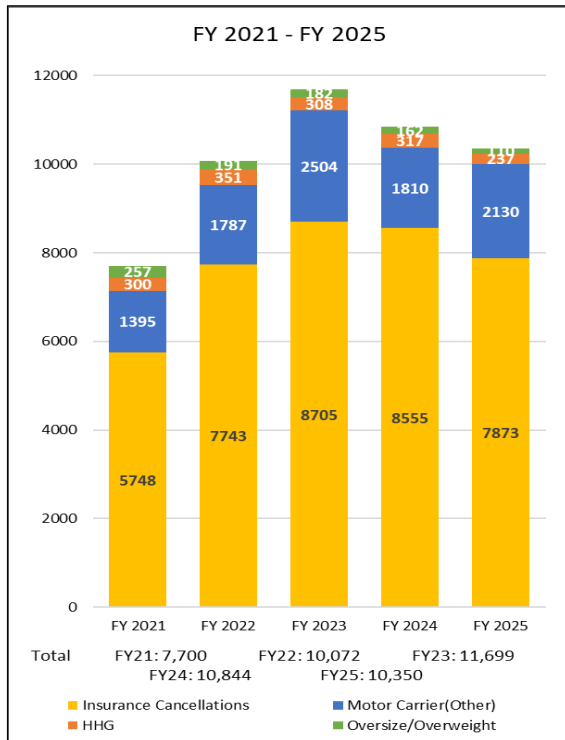
The division ensures regulated entities comply with state laws related to the motor vehicle distribution, salvage, and motor carrier industries. This includes oversight of household goods, oversize/overweight motor carrier permits, and dealer advertising. Its enforcement efforts protect consumers, support a safe and efficient system for selling and distributing motor vehicles, safeguard public safety, and maintain the integrity of the state's highways and bridges. The division also reviews county tax assessor-collector offices for compliance with TxDMV policies related to vehicle title and registration services, and facilitates law enforcement access to motor vehicle records to support criminal investigations.

The new Dealer Compliance Services Section conducts on-site reviews at motor vehicle dealerships to ensure compliance with rules governing dealer premises and license plate requirements. The section's

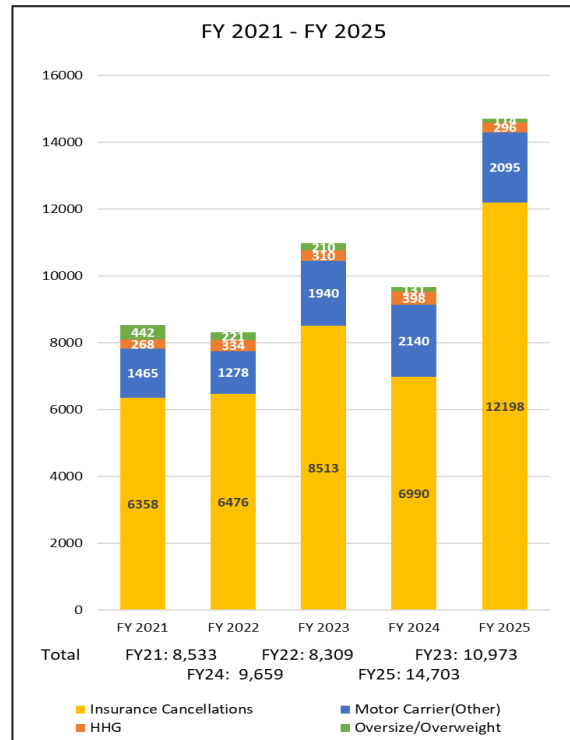
26 employees are assigned across five regions statewide, providing oversight and support for more than 17,000 licensed dealers.

In FY 2025, staff prepared for the implementation of HB 718 by completing training on new requirements for secure license plate storage and proper use by licensees. Staff also conducted on-site inspections to ensure dealers submitted amendments or appropriately closed out licenses ahead of initial plate deliveries. Despite the level of effort devoted to these new responsibilities, the division closed a record number of cases in FY 2025.

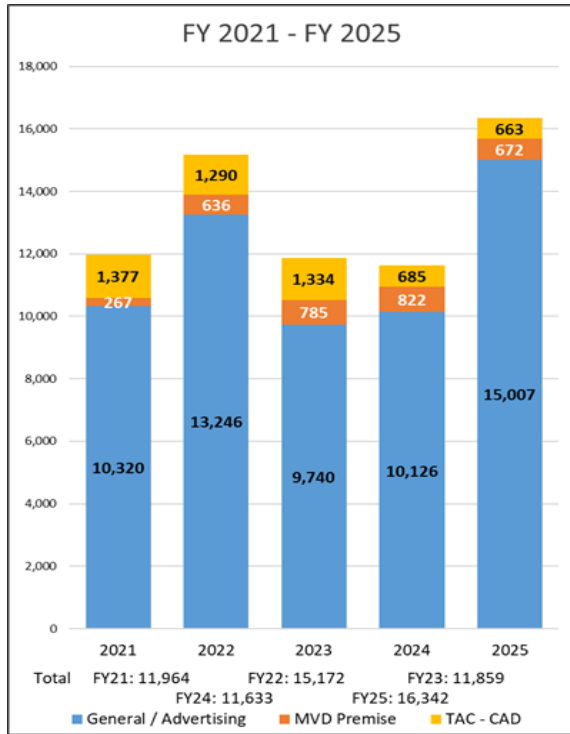
**Motor Carrier Cases Opened**



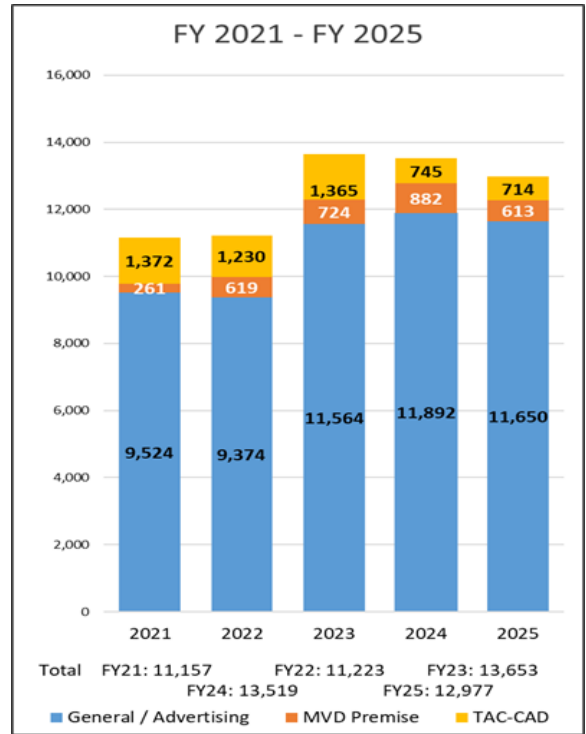
**Motor Carrier Cases Closed**



### Motor Vehicle Cases Opened



### Motor Vehicle Cases Closed



### Motor Vehicle Refunds to Consumer



## Motor Carrier Division (MCD)

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

### Credentialing Program

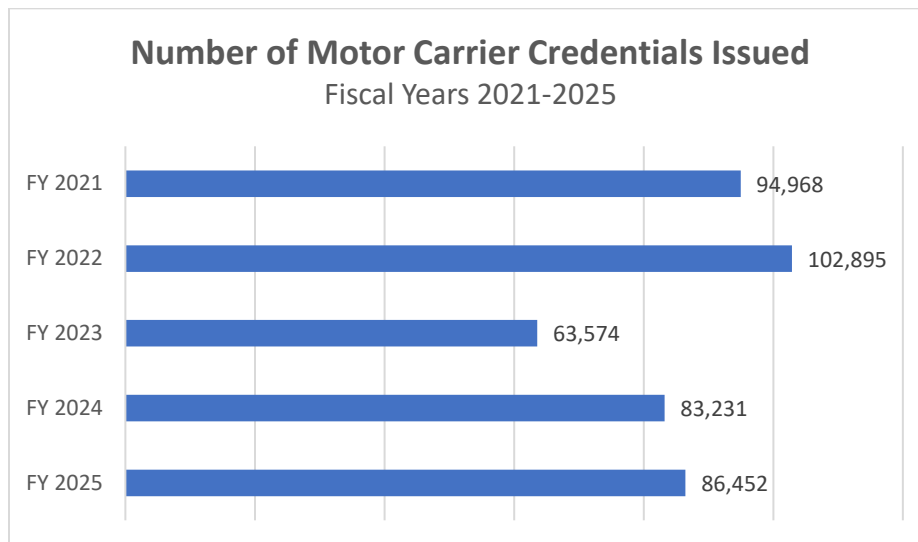
The program protects the public's health, safety, and welfare by regulating the operation of commercial motor carriers on Texas roads and highways, as well as consumers who use household goods movers. This is achieved through the issuance of Texas intrastate motor carrier operating credentials (intrastate certificates) to operators of:

- Vehicles with a gross weight, registered weight or gross weight rating exceeding 26,000 pounds;
- Farm vehicles 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 Insurance and Credentialing (eLINC) system; and
- (2) the Motor Carrier Credentialing System (MCCS)

The division also ensures intrastate motor carriers operating across state lines (interstate) are properly registered with the UCR program by comparing information in both state and federal systems and by screening new motor carrier applications. The program further identifies businesses attempting to re-establish themselves under a new identity to avoid enforcement penalties, sanctions, or unsatisfactory safety ratings – commonly referred to as “chameleon carriers.”



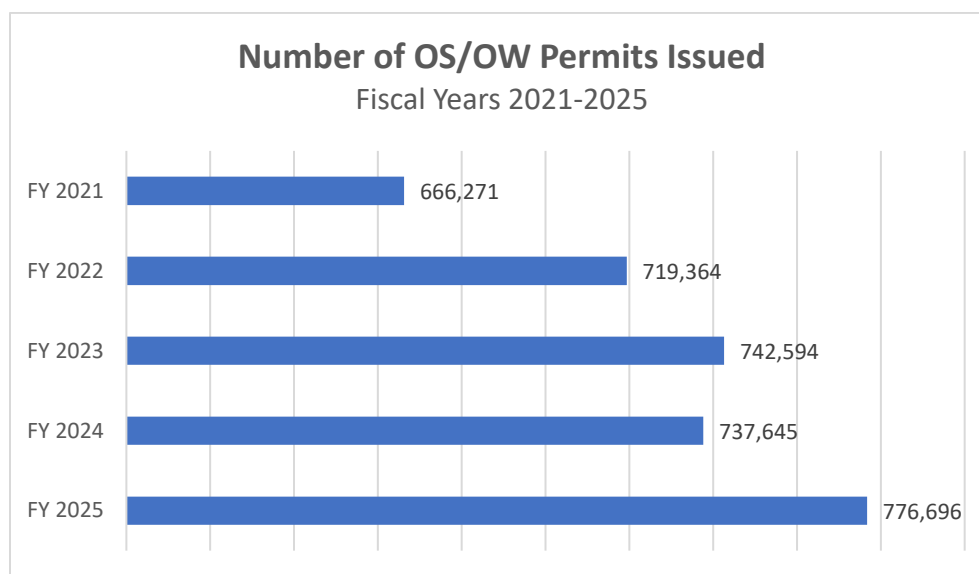
In FY 2025, TxDMV issued 86,452 motor carrier credentials, a 4 percent increase from FY 2024. Motor carrier credential transactions are consumer-driven and influenced by broader economic conditions. However, to operate in Texas, carriers must maintain active operating authority, ensuring continued demand for these credentials.

### **Oversize/Overweight Permits**

The program regulates the movement of vehicles and loads that exceed statutory size and weight limits to ensure public safety and protect the structural integrity of Texas highways and bridges.

The department administers this program through the Texas Permitting & Routing Optimization System (TxPROS), which issues oversize/overweight permits online 24 hours a day, seven days a week. Using TxPROS allows customers to save time and reduce costs while receiving detailed routing instructions. These routes help carriers avoid restricted areas based on vehicle dimensions and weight, improving safety for both motor carriers and the traveling public.

In FY 2025, MCD issued 776,696 oversize/overweight permits, with 82 percent issued as single-trip routed permits. The average processing time for issuing single-trip permits was 25 minutes, reflecting the program's efficiency and high-volume capacity.



### **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 governor-appointed board with three statutory duties under Texas Transportation Code, Chapter 1006:

1. Collect 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 that combat and prevent motor vehicle-related crime and catalytic converter-related crime across the state.

TxDMV provides administrative support to MVCPA, enabling its staff to focus on managing grant and assisting local law enforcement in their efforts to reduce motor vehicle crime.

Staff worked with the Texas Comptroller to collect more than \$145 million in fees for deposit into the General Revenue Fund during FY 2025. MVCPA's FY 2025 appropriation was more than \$55 million supported the following activities:

- Issued \$38.7 million in grants to local law enforcement agencies throughout the state;
- Facilitated 26 training sessions statewide, serving 2,100 law enforcement officers and staff; and
- Organized a motor vehicle theft prevention conference attended by 444 law enforcement officers, legal, and administrative staff representing more than 140 local, state and federal law enforcement agencies across the state.

Governor Gregg Abbott signed SB 224 into law on May 29, 2023. The bill increased the MVCPA fee from \$4 to \$5, dedicating the additional dollar to coordinated regulatory and law enforcement activities aimed at detecting and preventing catalytic converter thefts. The new fee applies to insurance policies delivered, issued for delivery, or renewed on or after the bill's effective date.

MVCPA drafted, developed and implemented an SB 224 Plan of Operation to coordinate catalytic converter theft-prevention efforts with Texas Department of Public Safety (DPS), the Texas Department of Licensing and Regulation (TDLR) and TxDMV. All partner agencies meet with MVCPA quarterly to share intelligence, review trends, and provide activity updates. In FY 2025, MVCPA allocated \$10.2 million to support this coordinated effort through interagency contracts with partner agencies and inter-division fund transfers within TxDMV.

STATUTORY REQUIREMENTS REPORTED BY MVCPA GRANT RECIPIENTS		
Activity	FY 2024	FY 2025*
Recovered Stolen Vehicles	15,071	9,895
Cleared Motor Vehicle Theft Cases	11,577	10,919
Persons Arrested for Motor Vehicle Theft	3,186	2,996
Cleared Burglary of a Motor Vehicle Cases	6,336	7,224
Persons Arrested for Burglary of a Motor Vehicle	535	837
Cleared Fraud-related Motor Vehicle Crime Cases	323	430
Persons Arrested for Fraud-Related Motor Vehicle Crime	131	172

*\*The decline in the number of stolen vehicles recovered is largely attributable to a statewide reduction in vehicle thefts, which naturally results in fewer recoveries. In addition, inadvertent over-reporting by a major jurisdiction contributed to the previously elevated figures. In FY 2025, an audit found a large metropolitan jurisdiction had been reporting the total number of recovered stolen vehicles for the entire jurisdiction rather than only the number of recoveries directly attributed to its MVCPA-funded taskforce. The jurisdiction was notified and results have been adjusted to ensure accuracy.*

The MVCPA Board and staff successfully hosted the annual conference in Fort Worth, bringing together law enforcement officials, industry leaders, and partners from across the state.



Attendees participated in a broad range of training sessions focused on auto theft and motor vehicle-related crimes. Key topics included equipment for combating auto theft, digital license plates, the implementation of HB 718, and issues affecting the Texas–Mexico border.

The conference also featured a sponsor expo, where participants engaged with vendors and explored new tools and technologies to support auto theft prevention efforts. An off-site working event provided additional opportunities for collaboration and networking.

To close the conference, MVCPA held two public meetings: the MVCPA SB 224 Advisory Committee Meeting and the MVCPA Board Meeting. During these meetings, the MVCPA Board awarded 30 Auto Theft Taskforce grants and 122 SB 224 Catalytic Converter grants for FY 2026.

### Motor Vehicle Division (MVD)

MVD supports an efficient, reliable, and customer-centric system for selling and distributing motor vehicles in Texas. The division licenses 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 operating in the state.

In FY 2025, MVD issued nearly 11,000 new and renewal licenses, supporting more than 17,000 active motor vehicle and salvage industry licensees statewide. The total number of licensees declined by approximately four percent from FY 2024 to FY 2025.

MVD continued to strengthen the dealer licensing process and supporting systems, with a primary focus on implementing HB 718 to enhance fraud-prevention measures within the temporary tag and metal plate systems. Key updates included identity verification and fingerprinting for all administrators in the temporary tag and metal plate systems, new requirements for plate-storage premises, and expanded payment-record audits to ensure compliance with payor requirements and identify potential affiliations with bad actors in the motor vehicle dealer industry.

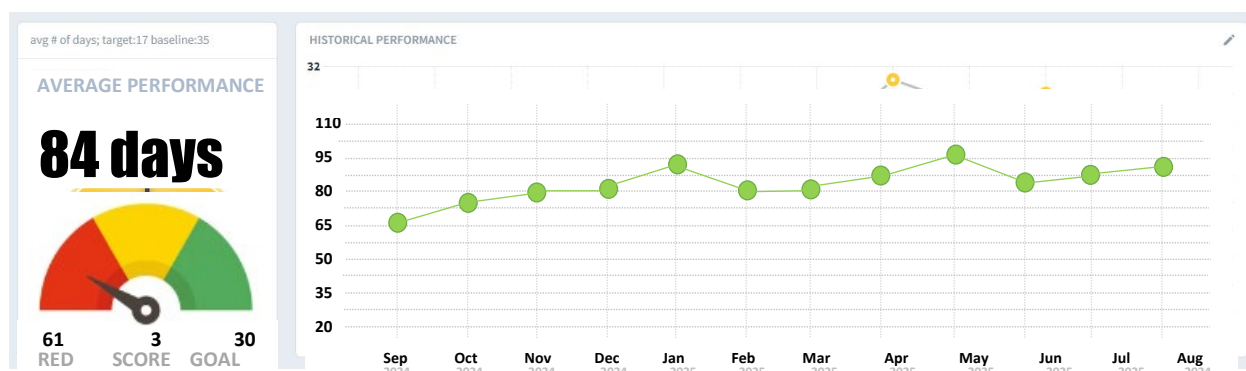
The Background & Fraud Unit within MVD continued to strengthen the division’s efforts in fraud detection and prevention. The unit enhances identity verification and background checks for dealer applicants by reviewing fingerprint submissions and conducting in-depth investigations into criminal histories, prior disciplinary actions, and potential affiliations with bad actors in the motor vehicle industry.

NEW & RENEWAL LICENSES ISSUED BY MVD IN FY 2025		
Type of License	Total by License Type	Percent of Total
Converter New	11	0.10%
Converter Renewal	58	0.53%
Distributor New	1	0.01%
Distributor Renewal	47	0.43%
Franchise New	245	2.24%
Franchise Renewal	1,361	12.47%
General Distinguishing Number (GDN) New	1,467	13.44%

GDN Renewal	7,025	64.34%
In-transit New	15	0.14%
In-transit Renewal	50	0.46%
Lease Facilitator New	2	0.02%
Lease Facilitator Renewal	36	0.33%
Lessor New	29	0.27%
Lessor Renewal	97	0.89%
Manufacturer New	21	0.19%
Manufacturer Renewal	86	0.79%
Salvage Dealer New	18	0.16%
Salvage Dealer Renewal	349	3.20%
<b>FY 2025 Total</b>	<b>10,918</b>	<b>100.00%</b>

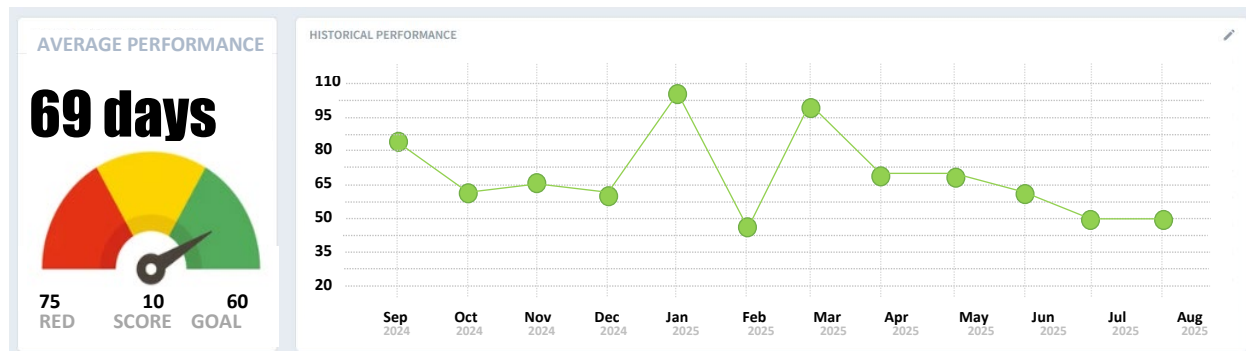
MVD tracks its efficiency through Key Performance Indicators (KPIs) with targets for average processing times for GDN and franchise vehicle dealer applications. From September 2024 to August 2025, the average time to process a new GDN application was 84 days, 54 days more than the KPI target of 30 days.

#### Average Processing Time for New General Distinguishing Number (GDN) Applications Average Number of Days by Month, September 2024 – August 2025



From September 2024 to August 2025, the average number of days to process a new franchised license application was 69 days, 9 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 2024 – August 2025



As part of the division's implementation of HB 718, MVD made several adjustments to its licensing workflows to support the rollout of the new dealer temporary metal plate type. The division prioritized these applications, along with location-change amendments, to ensure accurate and timely shipments of both dealer-specific and standard-issue metal plates to valid dealers addresses across Texas.

Between May and August 2025, MVD approved more than 9,000 applications for the new dealer temporary plate in addition to its standard licensing workload. To keep pace with the volume of plate shipments, the division organized rotating temporary plate-packing shifts during normal business hours. All MVD staff, including licensing specialists, lead licensing specialists, and division management, participated in this effort, enabling the shipment of more than 150,000 dealer temporary plates during the same period.

In addition to the temporary staffing adjustments made to support HB 718 implementation, MVD determined that additional licensing personnel were needed to meet the enhanced fraud-prevention requirements now embedded in standard application processing. The division worked closely with the executive team to explore long-term staffing solutions, including the use of temporary employees and requests incorporated into the FY 2026-2027 Legislative Appropriations Request.

As part of this plan, MVD will hire four additional licensing staff in FY 2026, a 33 percent increase in the number of licensing specialists dedicated to processing dealer license applications. This expansion will help the division maintain processing quality, support fraud-prevention goals, and keep pace with workload demands.

MVD administers a mediation program in partnership with TxDMV's Office of General Counsel that continues to deliver strong results. The program maintains a 90 percent success rate, with most contested cases resolved through mediation rather than litigation. These cases typically involve franchise dealers, manufacturers, or distributors and relate to statutory protests or complaints filed by one of the parties.

Mediation allows participants to avoid the significant time and cost associated with formal litigation while giving them greater control over the result. The high volume of cases resolved through this process also generates meaningful cost savings for the department by reducing expenditures related to SOAH contracts, Board decision preparation, and the management of appeals.

MVD manages the distribution of license plates for business use to eligible license holders. This program grew significantly following the passage of HB 718. This shift represented one of the most substantial changes to dealer plate issuance in recent years and required statewide updates to support the transition.

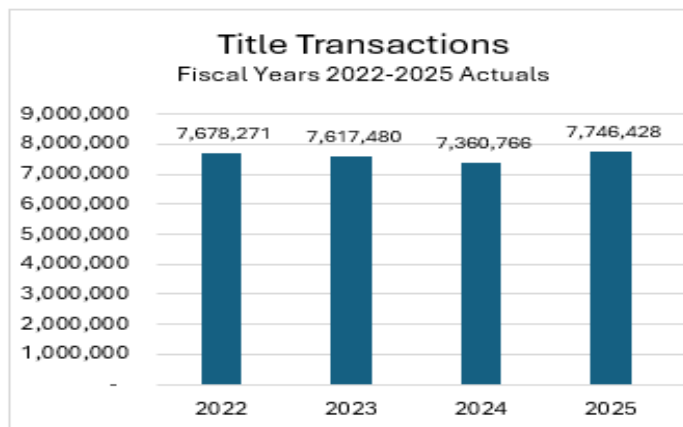
In FY 2025, MVD distributed the following number of license plates to license holders:

License Plate Type	Total Number of Plates Distributed in FY 25
Standard Dealer Plate	13,048
Dealer Temporary Plate	159,348
Converter Plate	210
Manufacturer Plate	1,379
In-Transit Plate	1520
<b>Total</b>	<b>175,505</b>

## Vehicle Titles & Registration Division (VTR)

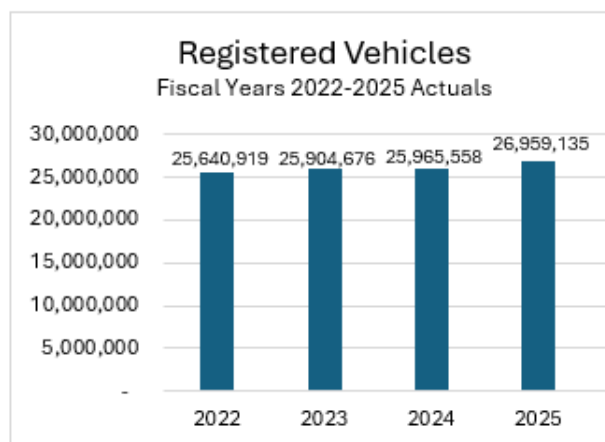
### Title Services Performance Data

VTR's Title Services Program is responsible for developing, implementing, and overseeing motor vehicle title policies and procedures, as well as managing all title-related components of vehicle records within the state's Registration and Title System (RTS). Proper titling is essential for protecting property interests of vehicle owners and prospective buyers by ensuring the lawful transfer of ownership, preventing fraud and theft, and safeguarding the interests of lenders.



### Registration Services Performance Data

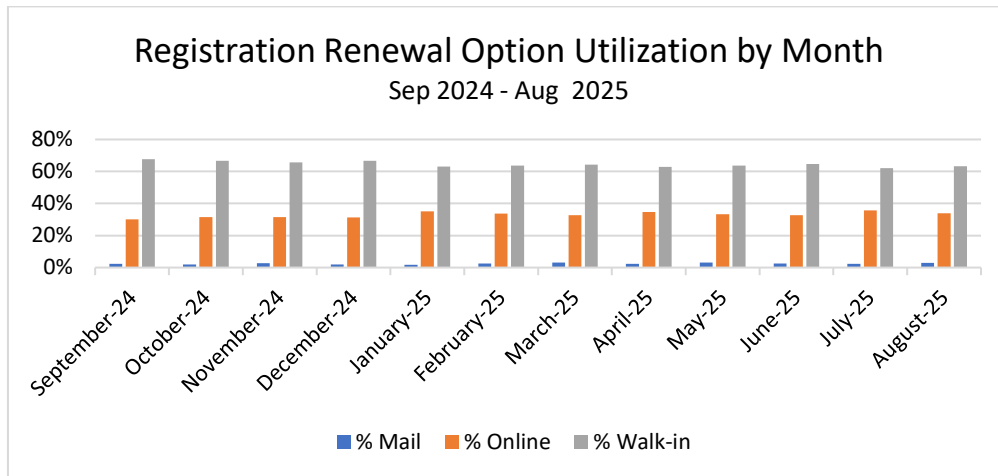
Under Texas Transportation Code, Chapter 502, owners of most motor vehicles, trailers and semitrailers must apply for annual registration for each year the vehicle is used or will be used on a public highway. As of August 31, 2025, Texas had 26.9 million registered vehicles.



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

The department is committed to providing customers with convenient and efficient ways to conduct business with the state. Vehicle registration renewals can be completed in one of three ways:

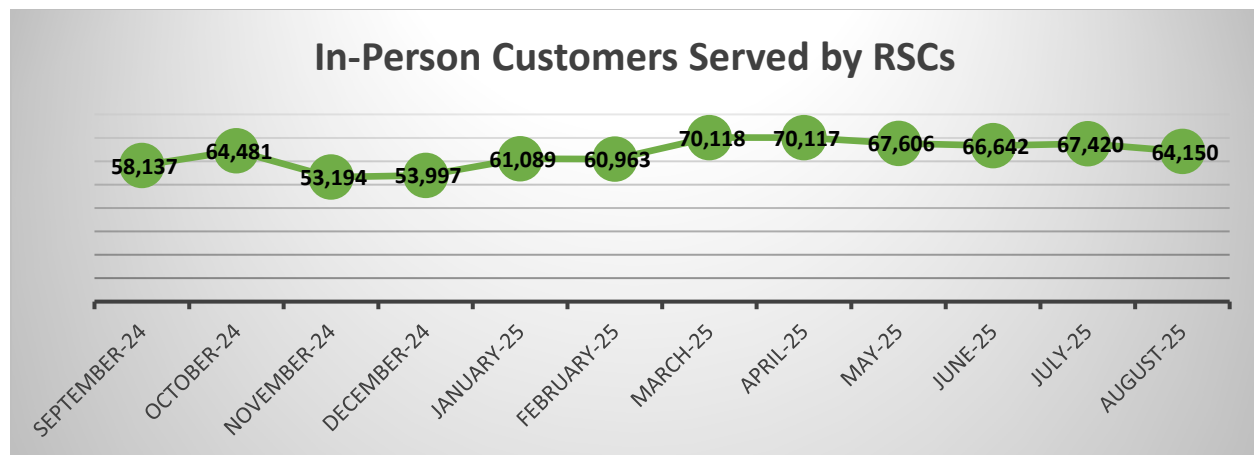
- In person at a county tax office;
- The department's online self-service portal (available 24 hours a day, seven days a week); and
- Texas by Texas (TxT), a multi-agency, mobile government services digital platform, maintained by the Texas Department of Information Resources (DIR). The TxT mobile application allows users to create an account, link their vehicles, and securely store payment information for faster future renewals. Customers can also choose to receive registration renewal notices electronically, further streamlining the process and reducing operational costs as mail delivery rates continue to rise.



### Regional Services Performance Data

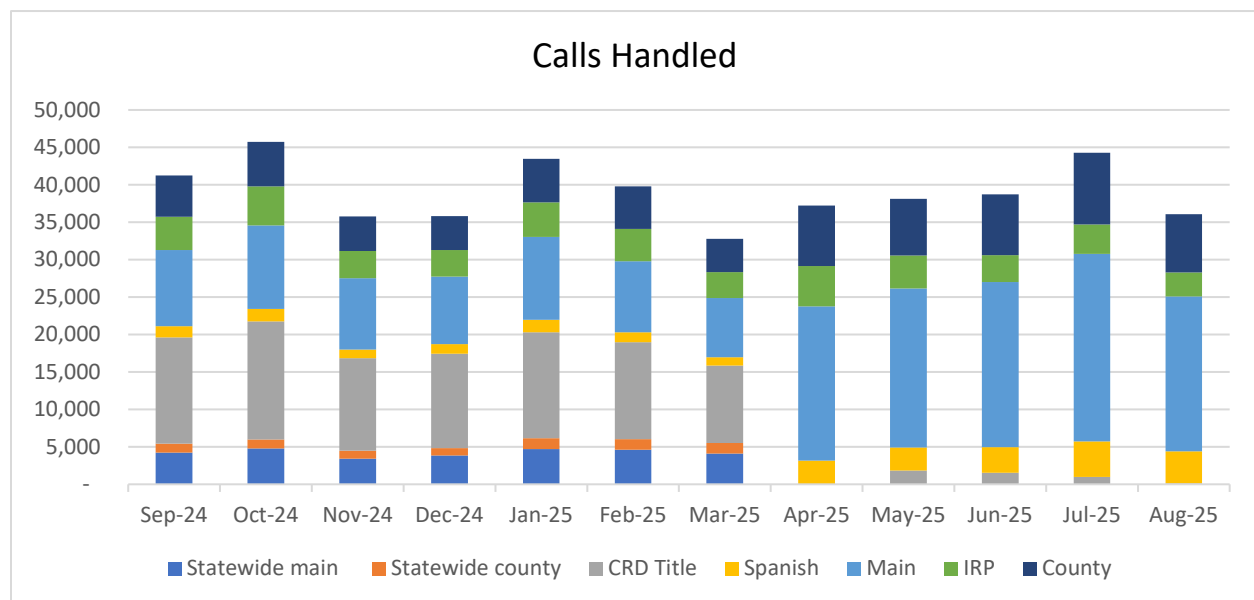
The Regional Services Section manages 18 RSCs across Texas providing service to private citizens, county tax offices, law enforcement, motor vehicle dealers and motor carriers. RSCs assist customers with a range of transactions, including select title transactions, commercial fleet services, and commercial carrier programs.

During FY 2025, RSCs assisted customers through multiple service channels, including 757,914 in-person visits and 469,088 phone interactions.



### Total Calls Handled by Month, September 2024 – August 2025

The total number of customers served by phone was 469,088.



Total Calls handled by month	9/1/2024	10/1/2024	11/1/2024	12/1/2024	1/1/2025	2/1/2025	3/1/2025	4/1/2025	5/1/2025	6/1/2025	7/1/2025	8/1/2025
Statewide Main	4,247	4,802	3,434	3,849	4,717	4,613	4,103	N/A	N/A	N/A	N/A	N/A
Statewide County	1,179	1,187	1,045	975	1,433	1,434	1,412	N/A	N/A	N/A	N/A	N/A
CRD Title	14,209	15,769	12,364	12,619	14,144	12,914	10,365	N/A	1,863	1,524	1,008	130
Spanish	1,484	1,655	1,138	1,282	1,679	1,349	1,101	3,167	3,051	3,443	4,745	4,265
Main	10,150	11,188	9,556	9,037	11,069	9,501	7,904	20,592	21,227	22,037	25,039	20,702
IRP	4,475	5,182	3,640	3,528	4,620	4,302	3,451	5,392	4,407	3,588	3,924	3,210
County	5,500	5,940	4,607	4,549	5,816	5,662	4,452	8,077	7,590	8,132	9,568	7,776

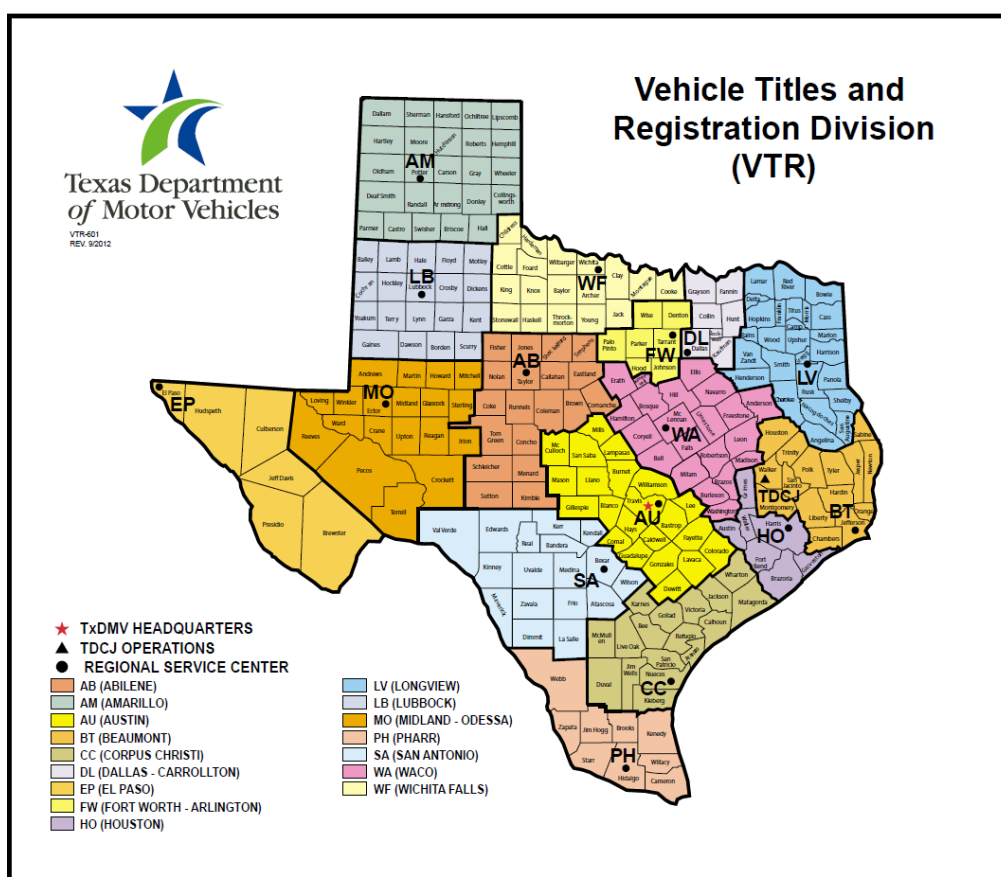


## Facilities

The department's headquarters are in Austin, 4000 Jackson Avenue, commonly known as Camp Hubbard. In FY 2025, the department operated 17 Regional Service Centers (RSCs) throughout the state, with nine RSCs co-located in Texas Department of Transportation (TxDOT) owned properties and eight located in commercial lease space.

Funds were appropriated by the 88<sup>th</sup> Legislature to secure space for two additional RSCs, one in Dallas and one in Houston.

## TxDMV Regions and RSC Locations



## Regional Service Center (RSC) Improvements and Expansion

In January 2025, TxDMV completed upgrades to the Midland-Odessa RSC. In October 2024, the San Antonio RSC was also relocated to a more convenient location within the city. Both projects enhanced the department's ability to serve its customers in these regions.

As noted earlier, the 88<sup>th</sup> Legislature approved funding for the department to expand RSC capacity in Dallas and Houston. New locations in each city were secured to position customer service resources in a more geographically representative manner for these regions.

In FY 2025, preliminary sites were selected, lease agreements executed, and facility build-outs began. The additional Dallas RSC opened July 2025, and the additional Houston RSC is scheduled to open in December 2025.

Finally, beginning in the fall 2024, TxDOT notified TxDMV of the need to relocate the Pharr RSC from its current co-located space in a TxDOT-owned building to a newly constructed facility on TxDOT property. TxDOT is funding all construction costs for the new site, while TxDMV will assume responsibility for facility maintenance once the building is complete. Site preparation and construction began in February 2025 and is expected to be finished by January 2026. This new structure will house the TxDMV's Pharr RSC and will offer improved accessibility and service capacity for customers in the region.

By the end of FY 2026, TxDMV will have expanded its statewide presence to 18 RSCs across Texas.

### Camp Hubbard Renewal Project

In 2023, the 88<sup>th</sup> Texas Legislature appropriated \$143 million to the department for construction of the Camp Hubbard Renewal Project. The Camp Hubbard Renewal Project is a multi-phase, multi-year project that includes the renovation of one existing building, demolition of several other buildings, construction of a new headquarters building, and installation of various other site improvements to the 11 acre property known as Camp Hubbard in central Austin.

As of August 2025, the project was approximately 25 percent completed, with four buildings demolished, renovations of a five-story building underway, and site preparation and new construction of a new, three-story headquarters building begun. The project is currently on schedule and on budget, with estimated full completion by the end of calendar year 2027.

## 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 through standardized project management practices, structured software and system lifecycle processes, and strong governance, ITSD helps ensure operations remain aligned with the Board's strategic direction to continuously improve services for all customers.

### Projects Closed in FY 2025

During the last fiscal year, TxDMV closed several projects focused on improvements and enhancements prioritized by department leadership, county tax assessor-collectors and other external stakeholders. These efforts established a stronger framework for efficient business processes and advanced the department's progress toward becoming a modern, responsive, and customer-oriented organization.

**Voice Systems to Cloud Migration:** The purpose of this project was to procure and implement a cloud-based call center solution and to migrate existing phone systems to a cloud-based solution. The project was completed May 2025.

**RSC Office Expansions (Dallas and Houston):** This project supported the opening of new RSCs in Dallas and Houston to position services closer to key population and business areas, improving service accessibility and strengthening outreach. Dallas South opened in August 2025. In addition, ITSD provided infrastructure support and completed all IT activities related to the San Antonio and Midland-Odessa RSC relocations. Houston is scheduled to open in December 2025.

**webSALVAGE Electronic Titling Dashboard:** The project expanded the capacity and functionality of electronic titling processes in webSALVAGE, improving both throughput and the issuance and transfer of electronic titles. The system enables insurance companies and Texas salvage motor vehicle dealers to electronically submit title applications for hail-damaged vehicles, unrecovered thefts, and other non-salvage vehicles directly to county tax offices. It also supports the issuance of electronic titles to submitting entities, allowing for subsequent electronic title transfers and required reporting by Texas salvage motor vehicle dealers. The project was completed in November 2024.

**Build Core Network:** This project focused on the work related to procuring and setting up a new core network and server equipment in Camp Hubbard, Building 6 (now Building 2). The project was completed in April 2025.

**Open Records Tracking System:** The Office of General Counsel (OGC) sought to replace the existing solution for managing Public Information Requests (PIRs). A PIR is the collection and release of responsive information to an external requester. The transition to GovQA improved usability, tracking, and workflow efficiency. The project was completed in April 2025.

#### **RTS Modernization Planning:**

- RTS As-Is Analysis: Vendor presented their report to management in December 2024.
- RTS External Analysis and Market Research: Vendor conducted the external analysis and presented their report to management January 2025.

**HB 718, 88<sup>th</sup> Legislature, Regular Session, Metal Plates Implementation (Phase 1):** This project implemented requirements that motor vehicle dealers issue a metal license plate or set of metal license plates at the time of vehicle sale, without being deputized. It eliminated the paper buyer, vehicle specific, and dealer agent tags previously issued by dealers, and paper tags issued by converters. The new system went live in live in July 2025.

**HB 3297, 88<sup>th</sup> Legislature, Regular Session, Vehicle Inspection Elimination:** This project implemented a legislative requirement to eliminate vehicle safety inspection requirements managed by DPS. It also established “replacement fees” for noncommercial vehicles that are no longer required to obtain a safety-only inspection. The changes were implemented in December 2024.

## Legislative Update

The Texas Legislature convened for the 89<sup>th</sup> Regular Session from January 14, 2025, through June 2, 2025. After adjournment, lawmakers returned for two special sessions during the summer. The first ran from July 21, 2025, through August 15, 2025, and the second ran from August 15, 2025, through September 4, 2025.

While the special sessions did not materially affect state motor vehicle regulations, the regular session resulted in key operational improvements requested by department leadership and advanced ongoing efforts to refine motor vehicle policies to better serve the Texas residents and businesses.

Forty bills enacted across three legislative sessions affected the department's core and administrative programs, requiring updates to policies, rules, computer systems, staffing, and operational procedures.

### **Appropriations**

The General Appropriations Act and the supplemental appropriations bill, SB 1 and HB 500, provided biennial funding to ensure the department can continue fulfilling its statutory responsibilities and delivering timely, effective customer service to Texas residents and businesses through August 2027. These appropriations also support service improvements and initiate a department-wide modernization of motor vehicle transaction systems to better meet future needs.

For the 2026-2027 biennium, the department received a total of \$667.9 million, including \$125 million appropriated through HB 500. This funding fully supports all exceptional item requests submitted by the department prior to the session.

### **Highlights of the department's biennial funding include:**

- Funding \$125 million to modernize the state's 30-year-old legacy Registration and Title System, used to transact motor vehicle activities by more than 125,000 concurrent users daily, including Texas citizens, businesses, state agencies, law enforcement officers, and local governments.
- Funding to enhance and improve core services, customer support, and data security initiatives, which included the addition of 50 full-time equivalent staff positions (FTEs).
- Funding to implement the specific requirements of SB 1902 and SB 2807, passed during the regular session.

### **Enacted Legislation Highlights**

- **SB 1902 by Nichols: License Plate Requirements**  
SB 1902 amended provisions first established in HB 718, 88<sup>th</sup> Legislature, Regular Session, which required license plates remain with a vehicle upon transfer. The bill provided dealers with greater flexibility in using and assigning license plates within their inventory for vehicles acquired through trade-ins or purchases. Dealers now have 10 days to transfer these plates to another vehicle of the same class or destroy them. The bill also clarified that enforcement

actions related to misuse of the former temporary tag database may continue after implementation of the metal license plate inventory system.

- **SB 2807 by Hagenbuch: Autonomous Vehicle Regulation**

SB 2807 established a new regulatory framework authorizing the commercial operation of autonomous vehicles in Texas. Under the bill, vehicle owners must file an emergency responder plan with DPS, obtain authorization from the department to operate autonomous vehicles, and certify that the vehicles comply with required traffic laws and safety standards. If an authorized autonomous vehicle is determined to pose a public danger, the department may revoke the operator's authorization through a new enforcement process created by the bill.

**Specialty Plates Created or Redesigned through Legislation:**

- HB 791 by Cortez – Central Catholic High School
- HB 2686 by Dean – Frac Tanks
- HB 3135 by Smithee – Retired Firefighters
- HB 3815 by Orr – United States Army Rangers
- SB 927 by Hancock – Navy and Marine Corps Achievement Medal
- SB 1568 by Flores – Animal Friendly redesign
- SB 2001 by King – Peace Officers with Disabilities
- SB 2141 by Zaffirini – State and Federal Judges

**Stakeholder Relations**

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

Pursuant to the Board's direction, department staff collaborate regularly with stakeholders throughout the legislative process and the implementation of significant legislation, as well as during reviews of ongoing operations. 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 over the past year include:**

- Tax Assessor-Collectors Association of Texas
- Texas Automobile Dealers Association
- Texas Independent Automobile Dealers Association
- The Autonomous Vehicle Industry Association
- Texas Association of Counties
- Texas Recreational Vehicle Association
- Texas Trucking Association
- Texas and National Auto Auction Associations



- Texas Department of Public Safety
- Texas Department of Transportation
- Texas Department of Criminal Justice
- Texas Commission on Environmental Quality
- Office of the Governor, Committee on People with Disabilities
- Texas Health and Human Services Commission
- Texas Department of Licensing and Regulation
- Texas Automotive Recyclers Association
- Combined Law Enforcement Associations of Texas
- Local law enforcement agencies across the state
- Motor Vehicle Crime Prevention Authority (MVCPA) Auto Theft Taskforces
- Statewide and local elected officials

## 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 needs of the future will place considerable demand on the department and staff for the foreseeable future, including:

- **RTS Modernization, Phase Two: Building the Foundation**

Phase Two is focused on beginning the structural development of TxDMV's long-term modernization efforts. Several of the initiatives are already underway. The department is in the process of securing a Procurement Assistance vendor to support upcoming large-scale technology acquisitions. Simultaneously, multiple modernization projects are moving forward in parallel, including implementation of the Okta identity and access management system, upgrades to the electronic document management system, and the transition to multiple platform upgrades.

To strengthen TxDMV's technology environment, work has begun on deploying an IT service management platform and procuring a modern firewall, along with planning future upgrades to servers, network components, and middleware. ITSD is also identifying and prioritizing early service enhancements, high-value improvements that require minimal resources and offer meaningful benefits to stakeholders.

- **Camp Hubbard Renewal Project**

Completion of the new Building 1 of the Camp Hubbard Campus is targeted for the fall of FY 2027, followed by furniture installation and staff move-in. The final project phase, demolition of remaining structures and installation of final site improvements, is expected to be finished before the end of calendar year 2027.

In addition to these major projects, the department intends to continue 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

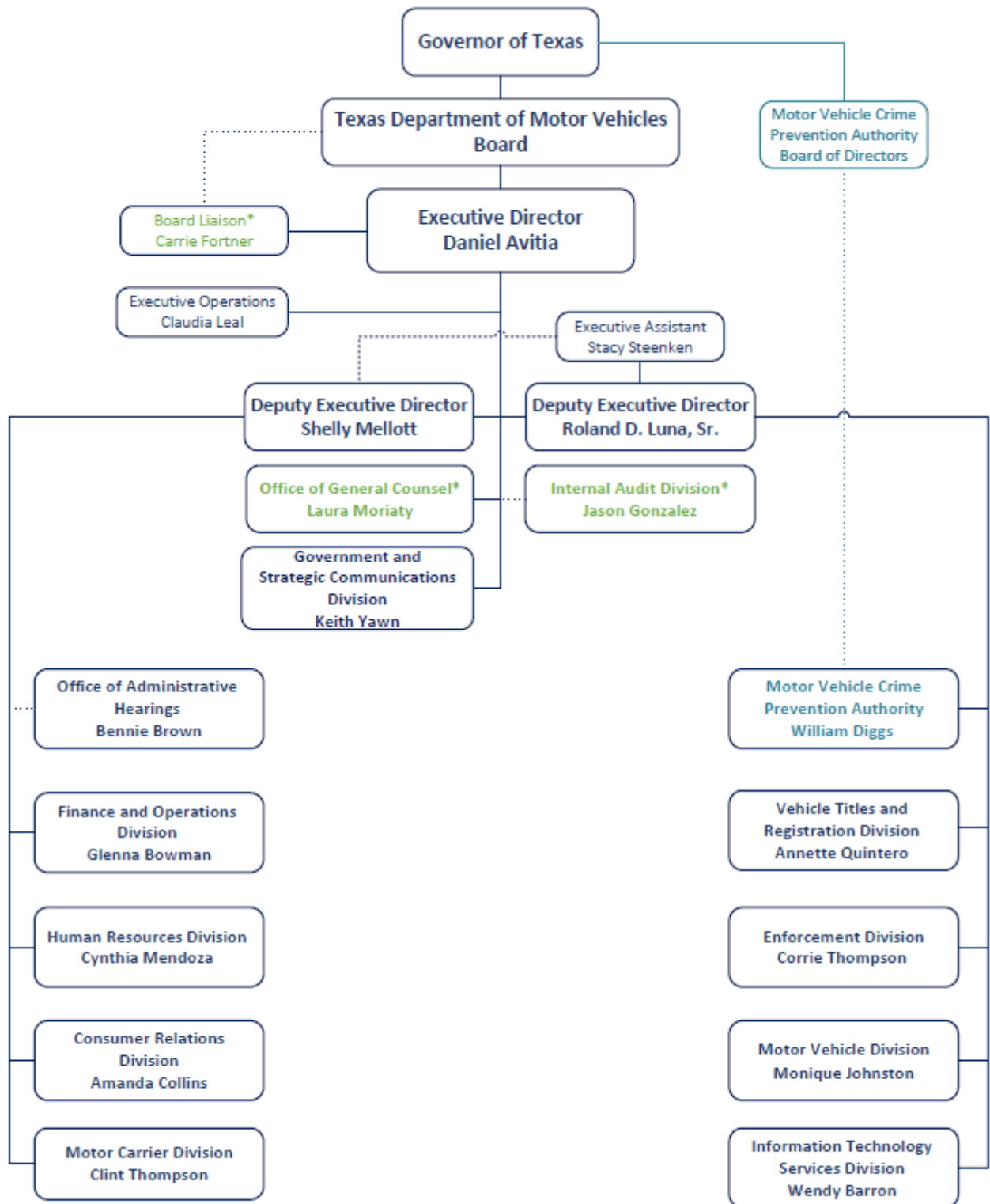
Appendix C: TxDMV Executive Contact Information

Appendix D: MVCPA Grants Awarded

Appendix E: Catalytic Converter Grants Awarded

Appendix F: TxDMV Staff Participation in State and National Organizations

## Appendix A: TxDMV Organizational Chart



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

Updated: 11/01/2025

## 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 – 2/1/2025 Appointed Chair by Gov. Abbott 10/22/2025 – 2/1/2031 Reappointed Chair by Gov. Abbott	Customer (Public Representative)	Houston
Tammy McRae, Vice Chair	3/26/2019 – 2/1/2025 Appointed by Gov. Abbott 10/22/2025 – 2/1/2031 Reappointed by Gov. Abbott	Tax Assessor – Collector	Conroe
Christian Alvarado	3/26/2019 – 2/1/2027 Appointed by Gov. Abbott	Customer (Public Representative)	Austin
Chase Cooley	10/22/2025 – 2/1/2031 Appointed by Gov. Abbott	Franchised Auto Dealer	Dallas
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
Mark Roesler	10/22/2025 – 2/1/2027 Appointed by Gov. Abbott	Law Enforcement	Rosharon
Darren Schlosser	8/22/2023 – 2/1/2027 Appointed by Gov. Abbott	Law Enforcement	Rosharon

## Appendix C: TxDMV Executive Contact Information

TxDMV DIRECTOR CONTACT INFORMATION	
Daniel Avitia, Executive Director	<a href="mailto:daniel.avitia@txdmv.gov">daniel.avitia@txdmv.gov</a>
Shelly Mellott, Deputy Executive Director	<a href="mailto:shelly.mellott@txdmv.gov">shelly.mellott@txdmv.gov</a>
Roland Luna, Sr., Deputy Executive Director	<a href="mailto:roland.luna@txdmv.gov">roland.luna@txdmv.gov</a>
Wendy Barron, Chief Information Officer	<a href="mailto:wendy.barron@txdmv.gov">wendy.barron@txdmv.gov</a>
Glenna Bowman, Chief Financial Officer	<a href="mailto:glenna.bowman@txdmv.gov">glenna.bowman@txdmv.gov</a>
Bennie Brown, Chief Hearings Officer, Office of Administrative Hearings	<a href="mailto:bennie.brown@txdmv.gov">bennie.brown@txdmv.gov</a>
Amanda Collins, Director, Consumer Relations Division	<a href="mailto:amanda.collins@txdmv.gov">amanda.collins@txdmv.gov</a>
Jason Gonzalez, Director, Internal Audit Division	<a href="mailto:jason.gonzalez@txdmv.gov">jason.gonzalez@txdmv.gov</a>
William Diggs, Director, Motor Vehicle Crime Prevention Authority	<a href="mailto:william.diggs@txdmv.gov">william.diggs@txdmv.gov</a>
Carrie Fortner, Board Liaison	<a href="mailto:carrie.fortner@txdmv.gov">carrie.fortner@txdmv.gov</a>
Monique Johnston, Director, Motor Vehicle Division	<a href="mailto:monique.johnston@txdmv.gov">monique.johnston@txdmv.gov</a>
Cynthia Mendoza, Director, Human Resources Division	<a href="mailto:cynthia.mendoza@txdmv.gov">cynthia.mendoza@txdmv.gov</a>
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Annette Quintero, Director, Vehicle Titles & Registration Division	<a href="mailto:annette.quintero@txdmv.gov">annette.quintero@txdmv.gov</a>
Clint Thompson, Director, Motor Carrier Division	<a href="mailto:clint.thompson@txdmv.gov">clint.thompson@txdmv.gov</a>
Corrie Thompson, Director, Enforcement Division	<a href="mailto:corrie.thompson@txdmv.gov">corrie.thompson@txdmv.gov</a>
Keith Yawn, Director, Government & Strategic Communications Division	<a href="mailto:keith.yawn@txdmv.gov">keith.yawn@txdmv.gov</a>

## Appendix D: MVCPA Grants Awarded

GRANTEE RECIPIENT	AWARD
City of Austin	\$532,588
City of Beaumont	\$724,534
City of Brownsville	\$1,245,547
City of Cedar Hill	\$14,250
City of Corpus Christi	\$864,514
City of Dallas	\$1,582,029
City of Eagle Pass	\$432,503
City of El Paso	\$2,016,853
City of Houston	\$1,949,349
City of Mansfield	\$821,953
City of Paris	\$514,460
City of Pasadena	\$146,668
City of River Oaks	\$18,042
City of San Antonio	\$1,290,844
City of San Marcos	\$177,401
City of Victoria	\$275,894
Burnet County	\$578,866
Dallas County	\$1,208,574
Galveston County	\$1,106,090
Harris County	\$1,102,216
Hidalgo County	\$827,096
Lubbock County	\$1,008,481
Maverick County	\$428,096
Montgomery County	\$1,078,987
Potter County	\$411,279
Smith County	\$426,986
Tarrant County	\$869,075
Town of Prosper	\$286,400
<b>Total</b>	<b>\$25,429,698</b>

## Appendix E: Catalytic Converter Grants Awarded

GRANTEE RECIPIENT	AWARD	GRANTEE RECIPIENT	AWARD
Caddo Mills	\$10,000	City of Pasadena	\$160,166
City of Arcola	\$14,167	City of Palmer	\$12,800
City of Beaumont	\$250,520	City of River Oaks	\$18,250
City of Bertram	\$14,400	City of Roman Forest	\$18,250
City of Brownsville	\$565,765	City of Round Rock	\$347,874
City of Bulverde	\$38,730	City of San Marcos	\$38,625
City of Carrollton	\$184,167	City of Schertz	\$77,342
City of Castle Hills	\$50,833	City of Sealy	\$30,667
City of Cedar Hill	\$73,095	City of Seguin	\$28,333
City of Cibolo	\$525,411	City of Sour Lake	\$257,078
City of Cuero	\$10,625	City of Splendora	\$50,000
City of Cumby	\$29,600	City of Sulphur Springs	\$25,000
City of Dallas	\$129,5074	City of Temple	\$249,963
City of Eagle Pass	\$304,142	City of Terrell	\$160,417
City of Elgin	\$50,400	City of Universal City	\$48,333
City of Farmers Branch	\$104,166	City of Wallis	\$23,100
City of Fort Stockton	\$60,000	City of West	\$58,400
City of Frisco	\$346,376	City of West Columbia	\$58,334
City of Galveston	\$460,088	City of Wichita Falls	\$90,000
City of Gun Barrell	\$16,680	City of Wharton	\$17,708
City of Holland	\$186,481	City of Weslaco	\$255,412
City of Hondo	\$43,000	Cooke County	\$24,376
City of Houston	\$994,740	Galveston County	\$247,898
City of Jacinto	\$93,641	Harris County	\$129,048
City of Jasper	\$43,160	Hidalgo County	\$49,797
City of Jersey Village	\$104,587	Hood County	\$109,167
City of Kaufman	\$19,200	Johnson County	\$208,333
City of Kyle	\$109,792	Killeen Police Department	\$400,000
City of La Marque	\$193,600	Lubbock County	\$377,517
City of Laredo	\$1,917,148	Maverick County	\$180,266
City of Mabank	\$76,180	Montgomery County	\$22,720
City of Marble Falls	\$57,432	Oak Ridge North	\$7,500
City of Marlin	\$38,400	Potter County	\$277,000
City of Meadows	\$39,896	Rains County	\$39,097
City of Mexia	\$34,299	Rusk County	\$76,667
City of Monahans	\$64,840	Robertson County	\$33,125
City of Mount Belvieu	\$84,583	San Patricio County	\$33,251
City of Murphy	\$15,000	Smith County	\$26,667
City of Navasota	\$35,707	Town of Prosper	\$70,600
City of New Braunfels	\$120,126	Waller Couty	\$85,882
City of Palestine	\$30,000	Zavala County	\$139,770
		<b>Total</b>	<b>\$13,270,784</b>



## Appendix F: TxDMV Staff Participation in State & National Organizations

NAME	DIVISION	TITLE	ORGANIZATION	ROLE
Daniel Avitia	Exec	Executive Director	American Association of Motor Vehicle Administrators (AAMVA) National Association of Motor Vehicle Boards and Commissions Texas Department of Information Resources	Member Member Ex-Officio Board Member
Shelly Mellott	Exec	Deputy Executive Director	AAMVA Board, Region 2	Member
Roland Luna	Exec	Deputy Executive Director	AAMVA Autonomous Vehicle Subcommittee AAMVA Vehicle Committee Texas Coordinating Council for Veterans Services (TCCVS) Board TCCVS Transportation Workgroup TCCVS Criminal Justice Workgroup Texas.gov Solution Group Board Texas Traffic Records Coordinating Committee (TRCC) Executive Committee Texas Connected and Autonomous Vehicle Taskforce (CAVT) CAVT Licensing and Registration Subcommittee	Chair Member Member Member Member Member Core Member Member Chair
Amanda Collins	CRD	Division Director	AAMVA Contact Center, Public Affairs & Consumer Educations Primary Association of Certified Fraud Examiners (ACFE)	Member 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 Association of Talent Development State Agency Coordinating Committee (SACC)	Member Member Member

NAME	DIVISION	TITLE	ORGANIZATION	ROLE
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
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)	Member
			Society for Human Resource Management (SHRM)	Member
			State Agency Coordinating Committee (SACC) HR Directors Workgroup	Member
Nathanael Haddox	HR	Ombudsman	State Bar of Texas	Member
			International Ombudsman Association	Member
Cynthia Torres	HR	Human Resource Specialist	SHRM	Member
Jason Gonzalez	IAD	Division Director	Institute of Internal Auditors (IIA)	Member
			IIA Austin Chapter	Member
Sonya Murillo	IAD	Senior Internal Auditor	State Agency Internal Audit Forum	Member
			IIA	Member
			IIA Austin Chapter	Member
			Information Systems Audit & Control Association (ISACA)	Member
Terry Berkley	IAD	Internal Auditor	ACFE	Member
Terry Berkley	IAD	Internal Auditor	IIA	Member
			IIA Austin Chapter	Member
Eric Evans	IAD	Internal Auditor	IIA	Member
			IIA Austin Chapter	Member
Wendy Barron	ITSD	Chief Information Officer	Texas Association of State Systems for Computing & Communications (TASSCC)	Treasurer

NAME	DIVISION	TITLE	ORGANIZATION	ROLE
Will Hilton	ITSD	Deputy Chief Information Officer	DIR Shared Technology Services (STS)	Agency Partner Group Four Representative
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
Clint Thompson	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

NAME	DIVISION	TITLE	ORGANIZATION	ROLE
Tammy Russ	MCD	Supervisor, IRP Compliance Audit, Commercial Fleet Services	Comptroller of Public Accounts / International Fuel Tax Agreement (IFTA)	Liaison
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  
*of* Motor Vehicles  
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