



Texas Department *of* Motor Vehicles

STRATEGIC PLAN

Fiscal Years 2027-2031



AGENCY STRATEGIC PLAN

FISCAL YEARS 2027 TO 2031

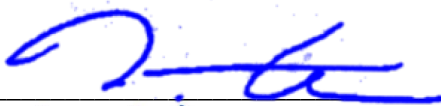
BY

TEXAS DEPARTMENT OF MOTOR VEHICLES

Board Member	Dates of Term	Hometown
Charles Bacarisse, Chair	Ends February 1, 2031	Houston
Tammy McRae, Vice Chair	Ends February 1, 2031	Conroe
Christian Alvarado	Ends February 1, 2027	Austin
Chase Cooley	Ends February 1, 2031	Dallas
Brett Graham	Ends February 1, 2029	Denison
Mark Jones	Ends February 1, 2029	Mansfield
Sharla Omumu	Ends February 1, 2027	Cypress
Mark Roesler	Ends February 1, 2029	League City
Darren Schlosser	Ends February 1, 2027	Rosharon

JUNE 1, 2026

Signed:



Approved:



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TEXAS DEPARTMENT OF MOTOR VEHICLES MISSION STATEMENT

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

GOALS AND ACTION PLAN

SPECIFIC ACTION ITEMS TO ACHIEVE GOAL

Goal: Optimize Services and Systems

As the department plans for the future, our top priority is employing technological systems and platforms that support the integrity, capability, performance, and security of department data and applications. These underlying systems are integral to the day-to-day operations of the department and provide quality customer service to the public and other stakeholders.

- **Continue with the Modernization of the Legacy Registration and Title System (RTS)** – The 89th Legislature approved \$125 million to modernize and replace the legacy Registration and Title System (RTS). RTS is used by individual Texans, other state agencies, county tax assessor-collector offices, automobile dealers, and various types of motor vehicle-related businesses.

Due to the breadth and complexity of the project, RTS replacement will take three biennia to complete. The department is executing a strategic, phased approach for implementing the new system as it transitions from the old, while maintaining the current system to safeguard continuity of services to TxDMV customers.

Phase Two, the “Foundational” phase, is now underway. The strategy for this and the upcoming biennium involves upgrading existing technology and implementing the development of the future state RTS core application. This includes:

- Continually updating internal current-state (as-is) assessment of the RTS ecosystem.
- Expanding external market analysis to benchmark leading solutions adopted by peer states and identifying best practices.
- Leveraging legislatively approved funding to accelerate modernization efforts, with ongoing governance and reporting to the Quality Assurance Team (QAT).
- Executing a pilot to automate a key business process, validating feasibility, and demonstrating early proof of value.
- Working with a Procurement Assistance vendor to facilitate drafting department solicitations for key procurements.
- Securing a contract for a suitable vendor for the implementation of the future state RTS Core application.
- Ensuring existing network, servers, and supporting applications and middleware are upgraded to current supported versions.
- Analyzing the data ecosystem and development of a suitable data migration and maintenance plan.
- Initiating key projects including “ITSM Upgrade,” “Firewall Upgrade,” “Document Management and Storage,” and others, each of which contribute to a stronger and more secure technological foundation for further development and integration.

- Implementing “Early Service Improvements,” a class of small projects dedicated to ensuring early value delivery for key stakeholder groups.
- Modernizing data assets and implementing enabling tools, ensuring readiness for future-state system integration and migration.
- Continuing strategic coordination with the Texas Department of Information Resources (DIR) to align with Texas-by-Texas initiatives and ensure seamless integration across state platforms.

Once implemented, the new system will align with and support the department’s strategic goals by improving the efficiency, speed, consistency, and accuracy of services provided to the motoring public and motor vehicle industries seeking vehicle registration and title services. By leveraging scalable, modern technology, the department will be able to apply best practices to reduce system downtime, improve cybersecurity, optimize data management and analytics, and enhance customer user experience. The new RTS will allow for use of agile project management to streamline application development and infrastructure deployment to provide optimal performance and ongoing system enhancement ability for years to come.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORT EACH STATEWIDE OBJECTIVE

1. Accountability – The activities above show the department’s commitment to the citizens of Texas through the prudent use of their dollars to provide reliable systems and meet the changing needs of the department’s customers through enhanced technology.
2. Efficiency – These activities support the core functions of the department through streamlining operations and ensuring appropriate use of taxpayer dollars.
3. Effectiveness – These activities successfully support the core functions of TxDMV, improving methods of delivery to match the changing needs of department stakeholders and the motoring public.
4. Excellence in Customer Service –The department is customer oriented and committed to providing its stakeholders and the public with high quality services while incorporating customer feedback on how those services are delivered.
5. Transparency – Each activity listed above improves the transparency of departmental operations and actions, so they are easily accessed and understood.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORT EACH STATEWIDE OBJECTIVE

1. Accountability – The activities above show the department’s commitment to the citizens of Texas through the prudent use of their dollars to provide increased protection of their data and their persons from criminal activities.
2. Efficiency – These activities support core operations designed to protect the public from fraudulent and illegal activities that result in costs to the taxpayer.
3. Effectiveness – These activities successfully support the core functions of TxDMV, enforcing the statutes that improve methods of delivery with continuous improvements to ensure the motoring public and stakeholders operate in a safe environment.
4. Excellence in Customer Service – These activities illustrate the department’s commitment to protecting the public, as well as data and customer information.
5. Transparency – Each activity listed above improves the transparency of department operations and actions, so they are easily accessed and understood.

REDUNDANCIES AND IMPEDIMENTS

REDUNDANCIES AND IMPEDIMENTS	
SERVICE, STATUTE, RULE, OR REGULATION	Legacy Registration and Title System (RTS)
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	<p>The technology ecosystem in place at the Texas Department of Motor Vehicles (TxDMV) facilitates the delivery of the department’s business services to millions of direct customers and key industry stakeholders. The core business technology system, the Registration and Title System (RTS), was originally designed and built by the Texas Department of Transportation in the mid-1990s to process vehicle registration and title transactions statewide and maintain in-house transactional data for reference and documentation. The system is used by county tax assessor-collector offices; other state agencies; automobile dealers; and various motor vehicle related businesses to conduct motor vehicle transactions with individuals.</p> <p>The 89th Texas Legislature appropriated \$125 million during fiscal years 2026-27 for the department to implement a modern system. Concurrently, the department is undertaking version and security updates to RTS infrastructure and other related systems in preparation for the transition to a new system.</p>
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	<p>During fiscal year 2026 the department initiated the modernization and replacement of the RTS ecosystem. This RTS ecosystem replacement will be completed in phases over the course of three biennia.</p> <p>Throughout the project phases, the current system must continue to support TxDMV processes. To achieve desired customer service standards throughout the transition, the department will need sufficient staffing to deliver consistent technical support. Attempting to migrate data or other features from outdated systems to current versions presents a significant risk to department operations. To ensure the current systems function optimally during this transition, and to facilitate a successful migration to a new system, several related projects are underway, or planned, to bring existing RTS platforms and infrastructure up to current versions and operating standards. Additionally, significant data management activities will be required to reconcile and clean existing data and address critical needs for migrating accurate data to the new system. Deliberate planning and design of data architecture, data modeling, and data flow are essential to the effective integration and interoperability of the new system. These activities will ensure that data in the new system is consistent with secure data quality management</p>

	standards, fully addressing data privacy and security requirements related to data storage and operations.
DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE	Once implemented, the new system will align with and support the department’s strategic goals by improving the efficiency, speed, consistency, and accuracy of services provided to the motoring public and motor vehicle industries seeking vehicle registration and title services. Much of this improvement will be seen in increased or enhanced digital service offerings, further reducing the need for in-person transaction processing at county or regional offices. By leveraging modern technology, the department can apply best practices to reduce system downtime, improve cybersecurity, optimize data management and analytics, and enhance the user experience. A modern system will make use of agile project management to streamline application development and infrastructure deployment to provide optimal performance and reliability, responding to consumer needs more quickly and efficiently. Optimizing the use of data within the new system will provide opportunities to further develop automated business processes and lead to operational enhancements and improved reporting. The new system will address the costly ongoing overhead expenses necessary to maintain legacy systems while improving customer experience.
SERVICE, STATUTE, RULE, OR REGULATION	Ongoing Update and Review of TxDMV Rules
DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	Agency rule review is necessary to ensure that each rule or requirement is necessary and effective in the administration of the organization’s services and programs. Unnecessary rules, regulatory requirements, or excessive training requirements burden the public and stakeholders, create onerous data collection and form completion tasks, and limit or provide no reasonable flexibility.
PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	The department has reviewed and updated all of its rules during the past two years and has scheduled a timeline for rule reviews in the coming years that will keep the department in compliance with the requirement to review each rule section at least once every four years under Texas Government Code §2001.039. In early calendar year 2026, TxDMV worked with the Texas Regulatory Efficiency Office (TREGO) to identify ways to reduce regulatory burden on Texas businesses and the public through revisions to more than 150 rules. This includes removing rule language that is unnecessary or unsupported by statute, and to modernize or improve administrative processes. The department

	<p>plans to make the changes it has identified through the TREO review process during the upcoming rule review schedule. When TxDMV evaluates existing rules or proposes new rules, the department focuses on ensuring that its rules are aligned with the department’s core mission, create limited administrative burden for regulated entities, are necessary, and promote an efficient use of state resources. To the extent that any of the department’s rules impose a hardship on a regulated person, those rules are necessary to protect public safety and welfare, to prevent fraud, to protect consumers, and to allow fair competition within the motor vehicle industry.</p>
<p>DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE</p>	<p>Routine rule review benefits the public and protects public safety by ensuring there are no undue burdens or hardships and that they align with the agency’s core mission. Rule reviews and updates also promote the efficient use of state resources.</p>

SUPPLEMENTAL SCHEDULES

BUDGET STRUCTURE

Agency: **608 Department of Motor Vehicles**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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1

SHORT NAME: OPTIMIZE SERVICES AND SYSTEMS
 FULL NAME: Optimize Services and Systems
 DESCRIPTION: Build a core infrastructure that promotes sound business processes and optimizes services related to motor vehicle registration, titles, license plates, motor vehicle licensing, and motor carrier services.

1

SHORT NAME: IMPROVE TXDMV PROCESSES AND SYSTEMS
 FULL NAME: Improve TxDMV Processes and Systems
 DESCRIPTION: Improve processes and systems for the delivery of vehicle registration, titles, license plates, vehicle industry licensing, and motor carrier services by enhancing technology and ensuring the timely collection of authorized fees, with a focus on enhancing the customer experience for greater effectiveness and efficiency.

1

SHORT NAME: TITLES, REGISTRATIONS, AND PLATES
 FULL NAME: Title, Registration, and License Plate Services
 DESCRIPTION: Administer statutes and rules governing the issuance of vehicle titles, registration, license plates, and related services that impact the vehicle industry stakeholders, including supporting the 254 county tax assessor-collectors, their agents, and the motor vehicle dealers that provide title, registration and license plate services to the public; and collect fees associated with these functions. Maintain the motor vehicle record and provide access, as appropriate, to law enforcement, individuals, and businesses.

2

SHORT NAME: VEHICLE INDUSTRY LICENSING
 FULL NAME: Motor Vehicle Industry Licensing
 DESCRIPTION: Facilitate the licensing of independent general distinguishing number (GDN) and franchise motor vehicle dealers, manufacturers, distributors, converters, salvage dealers, and other entities engaged in the motor vehicles sales and distribution industry.

3

SHORT NAME: MOTOR CARRIER SERVICES
 FULL NAME: Motor Carrier Permits, Operating Authority, and Fleet Registration
 DESCRIPTION: Provide permits to transport oversize/overweight cargos; grant operating authority for motor carriers and household goods carriers; provide fleet registration; and manage apportioned registration through the International Registration Plan for the state.

Agency: **608 Department of Motor Vehicles**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
		<p><u>4</u> SHORT NAME: TECHNOLOGY ENHANCEMENT & AUTOMATION FULL NAME: Technology Enhancement & Automation DESCRIPTION: Build and maintain a core infrastructure that leverages the latest proven technology to develop innovative solutions to improve operational efficiencies and online services offered by the department to its customers and stakeholders.</p>
		<p><u>5</u> SHORT NAME: CUSTOMER CONTACT CENTER FULL NAME: Customer Contact Center DESCRIPTION: Maintain excellent customer service through a centralized Customer Contact Center that serves as the first point of contact and support center to the general public and other external customers.</p>
<u>2</u>		<p>SHORT NAME: PROTECT THE PUBLIC FULL NAME: Protect the Public DESCRIPTION: Protect the safety of the public by administering statutes related to the regulation of entities engaged in motor vehicle sales and motor carrier services, investigating complaints, and pursuing administrative remedies related to those licensees believed to have violated the statutes and rules under the jurisdiction of the department. Provide financial assistance to local law enforcement agencies and communities to combat and prevent statewide motor vehicle crime.</p>
	<u>1</u>	<p>SHORT NAME: ADMINISTER ENFORCEMENT STATUTES FULL NAME: Administer Enforcement Statutes DESCRIPTION: Improve processes and procedures and completion of investigations, complaints, and compliance reviews; and enhance stakeholder training through continued support in staffing and streamlining of systems. Improve procedures and processes to enhance operational efficiency and improve accessibility and public understanding of the administrative hearing process.</p>
		<p><u>1</u> SHORT NAME: ENFORCEMENT FULL NAME: Conduct Investigations, Compliance Reviews, and Enforcement Activities</p>

Agency: **608 Department of Motor Vehicles**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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DESCRIPTION: Conduct investigations and prosecute violators of laws and rules relating to the regulation of motor vehicle dealers, manufacturers, distributors, franchised dealers, motor carriers, salvage dealers, and other entities engaged in the motor vehicle sales and distribution industry. Investigate complaints from the public, licensees, and government agencies regarding alleged violations of statutes and agency rules and orders and provide law enforcement entities with access to department records to assist in criminal investigations. Conduct compliance reviews at County Tax Assessor-Collector offices and motor vehicle dealer premises throughout the state to identify fraud, waste, and abuse.

2

SHORT NAME: PREVENT MOTOR VEHICLE CRIME

FULL NAME: Prevent Motor Vehicle Crime

DESCRIPTION: Improve processes and procedures and completion of investigations, and complaints, and compliance reviews; and enhance stakeholder training through continued support in staffing and streamlining of systems. Improve procedures and processes to enhance operational efficiency and improve accessibility and public understanding of the administrative hearing process.

1

SHORT NAME: MOTOR VEHICLE CRIME PREVENTION

FULL NAME: Motor Vehicle Crime Prevention Authority Grants and Programs

DESCRIPTION: Assess motor vehicle theft and fraud-related crime and analyze methods to prevent those crimes; provide financial and other support to local law enforcement entities to combat motor vehicle crime; conduct educational programs to inform motor vehicle owners of methods to prevent motor vehicle crime; provide law enforcement training; and coordinate with other authorized state agencies to detect and prevent theft of catalytic converters.

3

SHORT NAME: INDIRECT ADMINISTRATION

FULL NAME: Indirect Administration

DESCRIPTION: Indirect Administration.

1

SHORT NAME: INDIRECT ADMINISTRATION

FULL NAME: Indirect Administration

DESCRIPTION: Provide department-wide administrative, information technology, and operational support in an efficient and effective manner.

Agency: **608 Department of Motor Vehicles**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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- | | |
|-----------------|---|
| <u>1</u> | SHORT NAME: CENTRAL ADMINISTRATION
FULL NAME: Central Administration
DESCRIPTION: Provide department-wide administrative support functions, including the governing board and related support staff, executive management, human resources, internal audit, general counsel, financial services, government relations, and communications. |
| <u>2</u> | SHORT NAME: INFORMATION RESOURCES
FULL NAME: Information Resources
DESCRIPTION: Provide department-wide information technology support, including management of infrastructure, cybersecurity, end-user help services, and business applications. Excludes technology replacements and upgrades for counties and operating expenditures associated with the Technology Enhancement and Automation strategy. |
| <u>3</u> | SHORT NAME: OTHER SUPPORT SERVICES
FULL NAME: Other Support Services
DESCRIPTION: Provide department-wide administrative support services, including safety and security operations, facilities management and maintenance, fleet management and operations services, asset management, and mail and imaging services. |

PERFORMANCE MEASURE DEFINITIONS

Strategy-Related Measures Definitions
 90th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	608	Agency:	Department of Motor Vehicles
Goal No.	1		Optimize Services and Systems
Objective No.	1		Improve TxDMV Processes and Systems
Strategy No.	1		Title, Registration, and License Plate Services
Measure Type	OP		
Measure No.	1		Number of Vehicle Title Transactions Processed

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 01-01-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

The total number of motor vehicle titles transactions processed for the reporting period.

BL 2028 Data Limitations

None.

BL 2028 Data Source

The source of the data is the department's automated Registration and Title System ((RTS) or subsequent system).

BL 2028 Methodology

Monthly reports from RTS are added together as of the end of the reporting period.

BL 2028 Purpose

This measure is an indicator of the department's workload, as well as revenue to the State of Texas pursuant to the Transportation Code, Chapter 501.

BL 2029 Definition

The total number of motor vehicle titles transactions processed for the reporting period.

BL 2029 Data Limitations

None.

BL 2029 Data Source

The source of the data is the department's automated Registration and Title System ((RTS) or subsequent system).

BL 2029 Methodology

Monthly reports from RTS are added together as of the end of the reporting period.

BL 2029 Purpose

This measure is an indicator of the department's workload, as well as revenue to the State of Texas pursuant to the Transportation Code, Chapter 501.

Strategy-Related Measures Definitions
 90th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **608** Agency: **Department of Motor Vehicles**

Goal No.	1	Optimize Services and Systems
Objective No.	1	Improve TxDMV Processes and Systems
Strategy No.	1	Title, Registration, and License Plate Services
Measure Type	OP	
Measure No.	2	Total Number of Registered Vehicles

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 01-01-01 OP 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

The total number of registered vehicles in Texas at the end of the reporting period.

BL 2028 Data Limitations

None.

BL 2028 Data Source

The data is retrieved from two sources: 1) the Cognos report generated from the Registration Cube “Active Current Registration Cube.” and 2) the Monthly Rental Trailers Registered Report prepared by Explore, Inc.

BL 2028 Methodology

The number of registered vehicles from the Cognos report and the Rental Trailer report at the end of the reporting period are totaled.

BL 2028 Purpose

This measure is an indicator of the department’s workload, as well as revenue to the State of Texas pursuant to Transportation Code, Chapter 502.

BL 2029 Definition

The total number of registered vehicles in Texas at the end of the reporting period.

BL 2029 Data Limitations

None.

BL 2029 Data Source

The data is retrieved from two sources: 1) the Cognos report generated from the Registration Cube “Active Current Registration Cube.” and 2) the Monthly Rental Trailers Registered Report prepared by Explore, Inc.

BL 2029 Methodology

The number of registered vehicles from the Cognos report and the Rental Trailer report at the end of the reporting period are totaled.

Strategy-Related Measures Definitions
90th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2029 Purpose

This measure is an indicator of the department's workload, as well as revenue to the State of Texas pursuant to Transportation Code, Chapter 502.

Strategy-Related Measures Definitions
 90th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	608	Agency:	Department of Motor Vehicles
Goal No.	1		Optimize Services and Systems
Objective No.	1		Improve TxDMV Processes and Systems
Strategy No.	2		Motor Vehicle Industry Licensing
Measure Type	OP		
Measure No.	1		Number of Motor Vehicle Industry Licenses Issued

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 01-01-02 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

The total number of new and renewal motor vehicle and salvage industry licenses issued during the reporting period.

BL 2028 Data Limitations

The number of licenses issued is dependent on the number of individuals and business entities requesting a license, as well as the completeness of the application, criminal and disciplinary history of owners, managers and authorized representatives, compliance with applicable premises rules, etc. Licenses cannot be issued until all required information is received, verified, and approved.

BL 2028 Data Source

The source of the data is the eLICENSING software application, which has the capability to query all licensing information for the reporting period.

BL 2028 Methodology

The total is derived from a single report from the eLICENSING system, run at the end of the reporting period, which includes motor vehicle licenses issued to individuals and business entities for a motor vehicle industry activity, including manufacturers, distributors, converters, independent (general distinguishing number (GDN)) dealers, franchise dealers, salvage dealers, in-transit operators, lessors, and lease facilitators. Independent GDN licenses include independent motor vehicle dealers, independent motorcycle dealers, travel trailer dealers, utility trailer/semitrailer dealers, wholesale dealers, independent mobility motor vehicle dealers and wholesale motor vehicle auctions.

BL 2028 Purpose

Provides data relating to the number of individuals and business entities licensed under Occupations Code Chapter 2301, Occupations Code Chapter 2302, Transportation Code Chapter 503 and Transportation Code Chapters 1001-1005.

BL 2029 Definition

The total number of new and renewal motor vehicle and salvage industry licenses issued during the reporting period.

BL 2029 Data Limitations

The number of licenses issued is dependent on the number of individuals and business entities requesting a license, as well as the completeness of the application, criminal and disciplinary history of owners, managers and authorized representatives, compliance with applicable premises rules, etc. Licenses cannot be issued until all required information is received, verified, and approved.

Strategy-Related Measures Definitions
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BL 2029 Data Source

The source of the data is the eLICENSING software application, which has the capability to query all licensing information for the reporting period.

BL 2029 Methodology

The total is derived from a single report from the eLICENSING system, run at the end of the reporting period, which includes motor vehicle licenses issued to individuals and business entities for a motor vehicle industry activity, including manufacturers, distributors, converters, independent (general distinguishing number (GDN)) dealers, franchise dealers, salvage dealers, in-transit operators, lessors, and lease facilitators. Independent GDN licenses include independent motor vehicle dealers, independent motorcycle dealers, travel trailer dealers, utility trailer/semitrailer dealers, wholesale dealers, independent mobility motor vehicle dealers and wholesale motor vehicle auctions.

BL 2029 Purpose

Provides data relating to the number of individuals and business entities licensed under Occupations Code Chapter 2301, Occupations Code Chapter 2302, Transportation Code Chapter 503 and Transportation Code Chapters 1001-1005.

Strategy-Related Measures Definitions
 90th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **608** Agency: **Department of Motor Vehicles**

Goal No.	1	Optimize Services and Systems
Objective No.	1	Improve TxDMV Processes and Systems
Strategy No.	3	Motor Carrier Permits, Operating Authority, and Fleet Registration
Measure Type	OP	
Measure No.	1	Number of Oversize/Overweight Permits Issued

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 01-01-03 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

The number of permits issued for the transport of oversize or overweight (OS/OW) loads.

BL 2028 Data Limitations

None.

BL 2028 Data Source

The data for this measure is maintained within the Texas Permitting & Routing Optimization System (TxPROS).

BL 2028 Methodology

Total OS/OW permits are obtained from the TxPROS "Total Permits Issued" report. This report counts the number of permits issued for the reporting period and subtracts out test and voided permits to calculate the reported number.

BL 2028 Purpose

Provides an economic indicator of regulatory compliance of transported loads. This measure also indicates overall business activity and correlates closely with state and national economies.

BL 2029 Definition

The number of permits issued for the transport of oversize or overweight (OS/OW) loads.

BL 2029 Data Limitations

None.

BL 2029 Data Source

The data for this measure is maintained within the Texas Permitting & Routing Optimization System (TxPROS).

BL 2029 Methodology

Total OS/OW permits are obtained from the TxPROS "Total Permits Issued" report. This report counts the number of permits issued for the reporting period and subtracts out test and voided permits to calculate the reported number.

Strategy-Related Measures Definitions
90th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2029 Purpose

Provides an economic indicator of regulatory compliance of transported loads. This measure also indicates overall business activity and correlates closely with state and national economies.

Strategy-Related Measures Definitions
 90th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **608** Agency: **Department of Motor Vehicles**

Goal No.	1	Optimize Services and Systems
Objective No.	1	Improve TxDMV Processes and Systems
Strategy No.	3	Motor Carrier Permits, Operating Authority, and Fleet Registration
Measure Type	OP	
Measure No.	2	Number of Motor Carrier Credentials Issued

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 01-01-03 OP 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

The number of Intrastate Operating Credentials issued to motor carriers. The number includes new registrations, renewals and re-registrations. The total also includes the amount of Unified Carrier Registration receipts issued for Texas-based Interstate Motor Carriers.

BL 2028 Data Limitations

None.

BL 2028 Data Source

The data for this measure is maintained within the Unified Carrier Registration System and the Texas Motor Carrier Credentialing System (TxMCCS) or any future system used by the department for this purpose.

BL 2028 Methodology

The number of new motor carrier registrations, renewals, and re-registrations is derived from the TxMCCS. Unified Carrier Registration (UCR) numbers are derived from the Unified Carrier Registration System. The totals from the two systems are combined and reported.

BL 2028 Purpose

Provides economic indicators and trend information of regulatory compliance of Intrastate Operating Credentials issued to motor carriers and Texas domiciled interstate motor carriers properly registered with the Unified Carrier Registration System.

BL 2029 Definition

The number of Intrastate Operating Credentials issued to motor carriers. The number includes new registrations, renewals and re-registrations. The total also includes the amount of Unified Carrier Registration receipts issued for Texas-based Interstate Motor Carriers.

BL 2029 Data Limitations

None.

BL 2029 Data Source

The data for this measure is maintained within the Unified Carrier Registration System and the Texas Motor Carrier Credentialing System (TxMCCS) or any future system used by the department for this purpose.

Strategy-Related Measures Definitions
90th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2029 Methodology

The number of new motor carrier registrations, renewals, and re-registrations is derived from the TxMCCS. Unified Carrier Registration (UCR) numbers are derived from the Unified Carrier Registration System. The totals from the two systems are combined and reported.

BL 2029 Purpose

Provides economic indicators and trend information of regulatory compliance of Intrastate Operating Credentials issued to motor carriers and Texas domiciled interstate motor carriers properly registered with the Unified Carrier Registration System.

Strategy-Related Measures Definitions
 90th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **608** Agency: **Department of Motor Vehicles**

Goal No.	1	Optimize Services and Systems
Objective No.	1	Improve TxDMV Processes and Systems
Strategy No.	5	Customer Contact Center
Measure Type	OP	
Measure No.	1	Number of Customers Served in Contact Center

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 01-01-05 OP 01
Key Measure: N **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

The number of customers receiving a response to their request for services by telephone and email. The number excludes customers who abandoned their calls or were dropped from the system.

BL 2028 Data Limitations

Customer counts may have a slight margin of error since services may be delivered by multiple means. For example, a customer may contact the division by email and by telephone for the same inquiry.

BL 2028 Data Source

The call application system, currently known as Genesys Cloud Call Center System, collects all relevant call data. The division manually collects and calculates the number of customers served by telephone and email and stores statistics in Excel worksheets.

BL 2028 Methodology

The number of customers served by telephone and email are added together to calculate the total.

BL 2028 Purpose

Provides a quantitative measure which notifies the department of the level of customer service provided through the Contact Center.

BL 2029 Definition

The number of customers receiving a response to their request for services by telephone and email. The number excludes customers who abandoned their calls or were dropped from the system.

BL 2029 Data Limitations

Customer counts may have a slight margin of error since services may be delivered by multiple means. For example, a customer may contact the division by email and by telephone for the same inquiry.

BL 2029 Data Source

The call application system, currently known as Genesys Cloud Call Center System, collects all relevant call data. The division manually collects and calculates the number of customers served by telephone and email and stores statistics in Excel worksheets.

Strategy-Related Measures Definitions
90th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2029 Methodology

The number of customers served by telephone and email are added together to calculate the total.

BL 2029 Purpose

Provides a quantitative measure which notifies the department of the level of customer service provided through the Contact Center.

Strategy-Related Measures Definitions
 90th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **608** Agency: **Department of Motor Vehicles**

Goal No.	2	Protect the Public
Objective No.	1	Administer Enforcement Statutes
Strategy No.	1	Conduct Investigations, Compliance Reviews, and Enforcement Activities
Measure Type	EF	
Measure No.	1	Avg Number of Weeks of Close a Motor Vehicle Case (Lemon Law)

Calculation Method: N **Target Attainment: L** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 02-01-01 EF 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

The average number of weeks for department staff to close a Lemon Law Program case through the case closure process, including issuance of a final decision. This includes Lemon Law cases and warranty performance cases.

BL 2028 Data Limitations

Complexity of the case will impact the time it takes to close a case.

BL 2028 Data Source

The eLICENSING database is the source for the dates for Lemon Law and warranty performance cases, showing the date the case is opened and the date of final order.

BL 2028 Methodology

Calculation is based on average number of weeks between the case filing fee date and the date of the final order for all Lemon Law and warranty performance cases closed during the period. Average number of weeks is calculated by taking the sum of the number of weeks for all closed cases and dividing by the number of cases closed in the reporting period.

BL 2028 Purpose

The purpose of this measure is to determine how efficiently the department processes Lemon Law and warranty performance cases.

BL 2029 Definition

The average number of weeks for department staff to close a Lemon Law Program case through the case closure process, including issuance of a final decision. This includes Lemon Law cases and warranty performance cases.

BL 2029 Data Limitations

Complexity of the case will impact the time it takes to close a case.

BL 2029 Data Source

The eLICENSING database is the source for the dates for Lemon Law and warranty performance cases, showing the date the case is opened and the date of final order.

BL 2029 Methodology

Strategy-Related Measures Definitions

90th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Calculation is based on average number of weeks between the case filing fee date and the date of the final order for all Lemon Law and warranty performance cases closed during the period. Average number of weeks is calculated by taking the sum of the number of weeks for all closed cases and dividing by the number of cases closed in the reporting period.

BL 2029 Purpose

The purpose of this measure is to determine how efficiently the department processes Lemon Law and warranty performance cases.

Strategy-Related Measures Definitions
 90th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **608** Agency: **Department of Motor Vehicles**

Goal No.	2	Protect the Public
Objective No.	1	Administer Enforcement Statutes
Strategy No.	1	Conduct Investigations, Compliance Reviews, and Enforcement Activities
Measure Type	OP	
Measure No.	1	Number of Non-Lemon Law Cases Closed

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 02-01-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

The total number of all non-Lemon Law cases closed, including cases with no violation found, informal actions, mediation and formal hearings. Non-Lemon Law cases include all motor vehicle industry, salvage industry, motor carrier credentialing, motor carrier household goods and motor carrier oversize/overweight cases.

BL 2028 Data Limitations

None.

BL 2028 Data Source

All non-Lemon Law cases related to the motor vehicle and salvage industries are created and processed to closure in the eLICENSING system. All non-Lemon Law cases for the motor carrier industry are created and processed to closure in the Complaint Management System (CMS).

BL 2028 Methodology

A report is generated from the eLICENSING data base to generate a count of all non-Lemon Law motor vehicle industry and salvage industry cases closed during the reporting period. A separate report is generated using the Complaint Management System (CMS) to count all non-Lemon Law motor carrier cases closed during the reporting period. The totals for both reports are then added together to calculate the reported total for the reporting period.

BL 2028 Purpose

The measure indicates the number of non-Lemon Law cases the department closes.

BL 2029 Definition

The total number of all non-Lemon Law cases closed, including cases with no violation found, informal actions, mediation and formal hearings. Non-Lemon Law cases include all motor vehicle industry, salvage industry, motor carrier credentialing, motor carrier household goods and motor carrier oversize/overweight cases.

BL 2029 Data Limitations

None.

BL 2029 Data Source

All non-Lemon Law cases related to the motor vehicle and salvage industries are created and processed to closure in the eLICENSING system. All non-Lemon Law cases for the motor carrier industry are created and processed to closure in the Complaint Management System (CMS).

Strategy-Related Measures Definitions
90th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2029 Methodology

A report is generated from the eLICENSING data base to generate a count of all non-Lemon Law motor vehicle industry and salvage industry cases closed during the reporting period. A separate report is generated using the Complaint Management System (CMS) to count all non-Lemon Law motor carrier cases closed during the reporting period. The totals for both reports are then added together to calculate the reported total for the reporting period.

BL 2029 Purpose

The measure indicates the number of non-Lemon Law cases the department closes.

Strategy-Related Measures Definitions
 90th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **608** Agency: **Department of Motor Vehicles**

Goal No.	2	Protect the Public
Objective No.	1	Administer Enforcement Statutes
Strategy No.	1	Conduct Investigations, Compliance Reviews, and Enforcement Activities
Measure Type	OP	
Measure No.	2	Number of Motor Vehicle Consumer Cases Closed (Lemon Law)

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 02-01-01 OP 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

The total number of all Lemon Law Program cases closed through informal actions, mediation and formal hearings. This includes Lemon Law cases and warranty performance cases.

BL 2028 Data Limitations

Complexity of the case will impact the number of cases closed.

BL 2028 Data Source

The eLICENSING database is the source for Lemon Law and warranty performance cases, showing disposition and closure.

BL 2028 Methodology

Using a report from the eLICENSING system, the number of cases closed during the period is counted. This count includes all cases closed during the reporting period without regard to the period in which the case was opened.

BL 2028 Purpose

The purpose of this measure is to determine the number of consumer lemon law and warranty performance complaints closed to aid in determining the case load for the department.

BL 2029 Definition

The total number of all Lemon Law Program cases closed through informal actions, mediation and formal hearings. This includes Lemon Law cases and warranty performance cases.

BL 2029 Data Limitations

Complexity of the case will impact the number of cases closed.

BL 2029 Data Source

The eLICENSING database is the source for Lemon Law and warranty performance cases, showing disposition and closure.

BL 2029 Methodology

Using a report from the eLICENSING system, the number of cases closed during the period is counted. This count includes all cases closed during the reporting period without regard to the period in which the case was opened.

Strategy-Related Measures Definitions
90th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2029 Purpose

The purpose of this measure is to determine the number of consumer lemon law and warranty performance complaints closed to aid in determining the case load for the department.

Strategy-Related Measures Definitions
 90th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: 608	Agency: Department of Motor Vehicles
Goal No.	2 Protect the Public
Objective No.	2 Prevent Motor Vehicle Crime
Strategy No.	1 Motor Vehicle Crime Prevention Authority Grants and Programs
Measure Type	EX
Measure No.	1 Number of Stolen Vehicles Recovered

Calculation Method: N **Target Attainment: H** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 02-02-01 EX 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

This measure provides the number of stolen vehicles recovered by grant funded programs.

BL 2028 Data Limitations

Data used is self-reported by grant recipients.

BL 2028 Data Source

Taskforce Grant Progress Status Report.

BL 2028 Methodology

The total number of motor vehicles recovered through grant funded programs is calculated by adding all monthly recoveries reported and summarized in Taskforce Grant Progress Status Report.

BL 2028 Purpose

The purpose of this measure is to demonstrate the effectiveness of MVCPA funded law enforcement programs to recover stolen vehicles with the funds appropriated.

BL 2029 Definition

This measure provides the number of stolen vehicles recovered by grant funded programs.

BL 2029 Data Limitations

Data used is self-reported by grant recipients.

BL 2029 Data Source

Taskforce Grant Progress Status Report.

BL 2029 Methodology

The total number of motor vehicles recovered through grant funded programs is calculated by adding all monthly recoveries reported and summarized in Taskforce Grant Progress Status Report.

Strategy-Related Measures Definitions
90th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2029 Purpose

The purpose of this measure is to demonstrate the effectiveness of MVCPA funded law enforcement programs to recover stolen vehicles with the funds appropriated.

Strategy-Related Measures Definitions
90th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	608	Agency:	Department of Motor Vehicles
Goal No.	2		Protect the Public
Objective No.	2		Prevent Motor Vehicle Crime
Strategy No.	1		Motor Vehicle Crime Prevention Authority Grants and Programs
Measure Type	OP		
Measure No.	1		Number of MVCPA Theft and Burglary Grants Awarded

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 02-02-01 OP 01
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

The total number of grants awarded to entities that receive direct financial assistance from the Motor Vehicle Crime Prevention Authority to prevent motor vehicle theft and burglary.

BL 2028 Data Limitations

None.

BL 2028 Data Source

At the time of a grant award, the grantee receives a Statement of Grant Award. These statements are the source of data for this measure.

BL 2028 Methodology

At the end of the reporting period, the statements of motor vehicle theft and burglary prevention grant awards are counted and the totals for the quarter and year-to-date are reported.

BL 2028 Purpose

In accordance with Transportation Code 1006.151, the MVCPA may enter into contracts in the authority's own name and on the authority's own behalf with recipients of grants. The number of motor vehicle theft and burglary prevention grants awarded is an indicator of the MVCPA's compliance with this statutory provision.

BL 2029 Definition

The total number of grants awarded to entities that receive direct financial assistance from the Motor Vehicle Crime Prevention Authority to prevent motor vehicle theft and burglary.

BL 2029 Data Limitations

None.

BL 2029 Data Source

At the time of a grant award, the grantee receives a Statement of Grant Award. These statements are the source of data for this measure.

BL 2029 Methodology

At the end of the reporting period, the statements of motor vehicle theft and burglary prevention grant awards are counted and the totals for the quarter and year-to-date are reported.

Strategy-Related Measures Definitions
90th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2029 Purpose

In accordance with Transportation Code 1006.151, the MVCPA may enter into contracts in the authority's own name and on the authority's own behalf with recipients of grants. The number of motor vehicle theft and burglary prevention grants awarded is an indicator of the MVCPA's compliance with this statutory provision .

Strategy-Related Measures Definitions
 90th Regular Session, Base Recon, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **608** Agency: **Department of Motor Vehicles**

Goal No.	2	Protect the Public
Objective No.	2	Prevent Motor Vehicle Crime
Strategy No.	1	Motor Vehicle Crime Prevention Authority Grants and Programs
Measure Type	OP	
Measure No.	2	Number Of MVCPA Catalytic Converter Grants Awarded

Calculation Method: C **Target Attainment: H** **Priority: H** Cross Reference: Agy 608 089-R-S70-1 02-02-01 OP 02
Key Measure: Y **New Measure: N** **Percentage Measure: N**

BL 2028 Definition

The total number of grants awarded to entities that receive direct financial assistance from the Motor Vehicle Crime Prevention Authority to combat catalytic converter theft.

BL 2028 Data Limitations

None.

BL 2028 Data Source

At the time of a grant award, the grantee receives a Statement of Grant Award. These statements are the source of data for this measure.

BL 2028 Methodology

At the end of the reporting period, the statements of catalytic converter grant awards are counted and the totals for the quarter and year-to-date are reported. This measure does not include interagency contracts with state agencies that coordinate with the MVCPA to carry out programs to combat catalytic converter theft.

BL 2028 Purpose

In accordance with Transportation Code 1006.151, the MVCPA may enter into contracts in the authority's own name and on the authority's own behalf with recipients of grants. The number of catalytic converter grants awarded is an indicator of the MVCPA's compliance with this statutory provision.

BL 2029 Definition

The total number of grants awarded to entities that receive direct financial assistance from the Motor Vehicle Crime Prevention Authority to combat catalytic converter theft.

BL 2029 Data Limitations

None.

BL 2029 Data Source

At the time of a grant award, the grantee receives a Statement of Grant Award. These statements are the source of data for this measure.

BL 2029 Methodology

At the end of the reporting period, the statements of catalytic converter grant awards are counted and the totals for the quarter and year-to-date are reported. This measure does not include interagency contracts with state agencies that coordinate with the MVCPA to carry out programs to combat catalytic converter theft.

Strategy-Related Measures Definitions
90th Regular Session, Base Recon, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2029 Purpose

In accordance with Transportation Code 1006.151, the MVCPA may enter into contracts in the authority's own name and on the authority's own behalf with recipients of grants. The number of catalytic converter grants awarded is an indicator of the MVCPA's compliance with this statutory provision.

**VETERAN HEROES UNITED IN BUSINESS
(VetHUB) PLAN**

Program Overview

The Texas Department of Motor Vehicles (TxDMV) operates a Veteran Heroes United in Business (VetHUB) Program that complies with state mandates to promote the full utilization of service-disabled veteran owned businesses in the procurement of goods and services.

Policy and Mission Statement

TxDmv's policy is to increase the utilization of VetHUB-certified businesses by ensuring they have full access to contracting and subcontracting opportunities. Through proactive outreach, education, accountability, and oversight, TxDMV seeks to expand economic opportunity and support the growth and sustainability of service-disabled veteran participation across the state.

The Purchasing Section within TxDMV's Finance and Operations (FAO) Division coordinates business opportunities with VetHUBs, department purchasers, and divisional staff. The Director of Purchasing serves as the VetHUB Coordinator supported by a full-time Assistant Coordinator.

TxDmv promotes VetHUB utilization through policies focused on vendor outreach, education, and recruitment. The department actively increases VetHUB participation through staff education and training, consistent communication, and distribution of VetHUB-related resources to all staff involved in procurement activities.

Program Initiatives

TxDmv is committed to maintaining a strong and effective VetHUB Program and continues to strengthen internal policies, procedures, and coordinated activities to:

1. Increase utilization of VetHUB-certified vendors.
2. Increase awareness of Service-Disabled Veteran (SDV) Owned businesses.
3. Build and strengthen VetHUB vendor relationships.
4. Support a Mentor Protégé Program that provides professional guidance to VetHUB protégés with emphasis on VetHUBs to foster growth and increase state contracts and subcontracts.
5. Educate workgroups and staff on leveraging VetHUB contracting opportunities.
6. Host and participate in Economic Opportunity Forums (EOFs).
7. Host events spotlighting Service-Disabled Veteran-Owned Businesses.
8. Include resource language in Request for Qualifications (RFQs), Request for Offers (RFOs), and Request for Proposals (RFPs), including access to Centralized Master Bidders List and VetHUB directories.
9. Assist new businesses with certification eligibility guidance.
10. Share information on upcoming VetHUB training, events, and seminars.
11. Assist purchasers with identifying appropriate class and item codes for requisitions.
12. Participate in monthly Discussion Work Group meetings to support program development.

The program routinely evaluates VetHUB utilization against spending performance and identifies subcontracting opportunities.

Subcontracting and Contractor Engagement Program

TxDMV maintains a structured contractor-focused VetHUB Subcontracting Program to encourage and expand participation as subcontractors and business partners.

Key program components include:

- **Subcontracting Plans:**
Requiring subcontractor plans for applicable procurements and reviewing them for completeness, responsiveness, and compliance with CPA rules.
- **Good-Faith Effort Review:**
Evaluating contractor efforts to identify, solicit, and engage VetHUB subcontractors during the procurement process.
- **Contract Monitoring and Reporting:**
Monitoring contractor compliance with approved subcontractor plan commitments and requiring subcontracting reports to document actual participation.
- **Prime Contractor Education and Outreach:**
Providing guidance to prime contractors regarding VetHUB requirements, available resources, and best practices for partnering with subcontractors.
- **Mentor-Protégé Engagement:**
Encouraging prime contractors to participate in the State of Texas Mentor-Protégé Program to support VetHUB capacity development and long-term contracting success.

Through these efforts, TxDMV promotes meaningful subcontracting relationships and holds contractors accountable for VetHUB participation commitments.

Program Activities

TxDMV creates opportunities to increase VetHUB participation, foster relationships with VetHUB firms, and educate potential vendors on doing business with the department through both in-person and virtual events.

Additional activities included:

- Ten virtual economic vendor forums involving vendors, agency leadership, and procurement staff.

These forums are designed to increase VetHUB vendors' understanding of state contracting processes, provide opportunities to discuss services, and improve responses to future solicitations.

TxDMV VetHUB Coordinators routinely communicate with vendors regarding the importance of maintaining updated profiles and providing technical assistance related to additional state purchasing opportunities. TxDMV purchasing staff are encouraged to consider VetHUB vendors available through the Department of Information Resources (DIR) contracts and Texas Smart Buy term contracts, whenever feasible.

Goals and Performance Measures

TxDMV strives to meet or exceed its VetHUB utilization goals each fiscal year. State agencies are required to establish goals based on prior year expenditure data and relevant economic indicators.

TxDMV tracks the following performance measures to evaluate HUB program effectiveness:

1. Total number of bids received from VetHUBs
2. Total number of contracts awarded to VetHUBs
3. Total subcontracting dollars awarded
4. Total VetHUB procurement expenditures
5. Number of active Mentor-Protégé agreements
6. Number of forums and outreach initiatives attended and conducted
7. Number of requests for technical assistance related to contracting and subcontracting

Looking Toward the Future

TxDMV continues good-faith efforts and plans to expand both virtual and in-person outreach efforts, including internal training for staff, to further educate VetHUB vendors on contracting processes and support them throughout the procurement lifecycle.

Additionally, TxDMV is exploring the use of data analytics to identify areas of low VetHUB participation and to target outreach efforts toward improving access, awareness, and participation opportunities for VetHUBs.

STATEWIDE CAPITAL PLAN

FY 2027 - FY 2031 Capital Expenditure Plan - 5-Year Cost Projection

Priority	Project Name	Category	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	Totals	Start Date	End Date
1	TxDMV Technology Replacement & Upgrades	Acquisition of Information Resource Technologies	\$ 3,000,000	\$ 10,500,000	\$ -	\$ 10,500,000	\$ -	\$ 24,000,000	1/1/2009	8/31/2031
2	County Technology Replacement and Upgrades	Acquisition of Information Resource Technologies	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 25,000,000	9/1/2016	8/31/2031
Total All Projects			\$ 8,000,000	\$ 15,500,000	\$ 5,000,000	\$ 15,500,000	\$ 5,000,000	\$ 49,000,000		

Funding Source	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	Totals
Other - TxDMV Fund - Legislative Appropriations	\$ 8,000,000	\$ 15,500,000	\$ 5,000,000	\$ 15,500,000	\$ 5,000,000	\$ 49,000,000
Total all Funding Sources	\$ 8,000,000	\$ 15,500,000	\$ 5,000,000	\$ 15,500,000	\$ 5,000,000	\$ 49,000,000

*The Capital Expenditure Plan is due to the Texas Higher Education Coordinating Board on July 1, 2026. All amounts in the draft are preliminary pending further research by TxDMV.

- The dates of the report cover capital expenditure projects for the period of September 1st, 2026 through August 31st, 2031 (FY 2027– FY 2031).
- The Capital Expenditure Plan must include those capital renewal, property acquisition, repair and renovation, or information resource projects that are planned in the next five years regardless of funding source.
- To qualify for inclusion in the plan, new construction or renovation projects must have an estimated cost of greater than \$5,000,000; and information resource projects must have a cost greater than \$5,000,000. Both baseline and requested projects are to be included in the plan document. Agency projects must also be prioritized.
- Information submitted by agencies will be used by the State Bond Review Board to produce and submit a statewide Capital Expenditure Plan; the overall plan will be submitted by the Bond Review Board to the Governor’s Office of Budget and Planning and Policy and the Legislative Budget Board by September 1st, 2026.

Draft

FY 2027-2031 WORKFORCE PLAN



Texas Department *of* Motor Vehicles

Workforce Plan

Fiscal Years 2027 - 2031

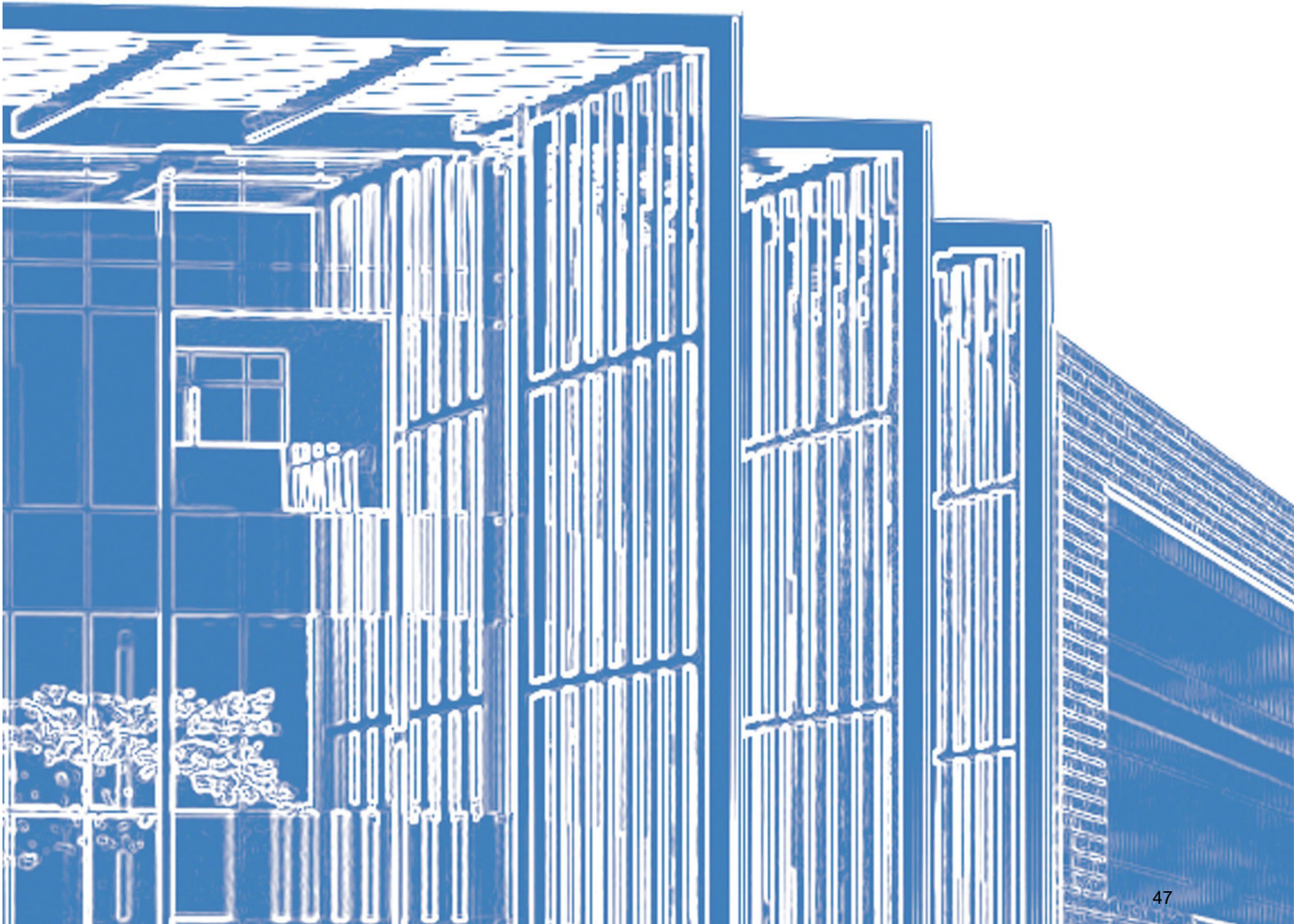


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Executive Summary

The Texas Department of Motor Vehicles' (TxDMV) workforce plan is developed to align the organizational objectives with the skills, capabilities, and resources of employees. The aim is to refine TxDMV's workforce structure, nurture employee growth, and enhance overall productivity. Through deliberate planning and collaborative efforts, TxDMV is dedicated to fostering a dynamic, agile workforce that drives the success in serving the citizens of Texas.

Highlights from Fiscal Year (FY) 2025:

- The average Full Time Equivalent (FTE) count remained relatively consistent from FY 2021 through FY 2023 and significantly increased in FY 2024 and into FY 2025 (760.5 FTEs in FY 2021 compared to 877.3 FTEs in FY 2025).
- Total TxDMV employee turnover is lower than the state-wide average, 10.8% compared to 16.3%, respectively.
- TxDMV average annual salary for FY 2025 was \$68,655, compared to the state-wide average annual salary of \$64,571.
- TxDMV demographics indicate that its workforce is significantly older, with more employees aged 50 or over at 48.4% compared to other state agencies at 37.3%.

As the department looks forward to the future, TxDMV recognizes that recruiting, developing, and retaining a qualified workforce is imperative to achieving its goals, now and in the years to come. While employee compensation will always be one of the most important factors in recruiting and retaining a qualified workforce, the department recognizes that in today's workplace, factors such as teleworking, costs of living and transportation, and work-life balance play significant roles.

TxDMV Overview

The workforce of the Texas Department of Motor Vehicles (TxDMV) engages in the following program activities:

- Registers and titles motor vehicles, issues license plates and disabled placards;
- Licenses and regulates the motor vehicle industry;
- Conducts administrative hearings and adjudicates Lemon Law and warranty repair complaints;
- Licenses and regulates the motor carrier industry;
- Manages customer relations and the Customer Contact Center;
- Supports technology infrastructure and services for use by external stakeholders and departmental staff;
- Enforces the laws regulating motor vehicle industry and motor carrier industries;
- Administers grant programs designed to prevent motor vehicle crime; and
- Provides departmental support functions, including finance and operations, governmental relations and communication, human resources, information technology, internal audit, and legal services.

Workforce Overview

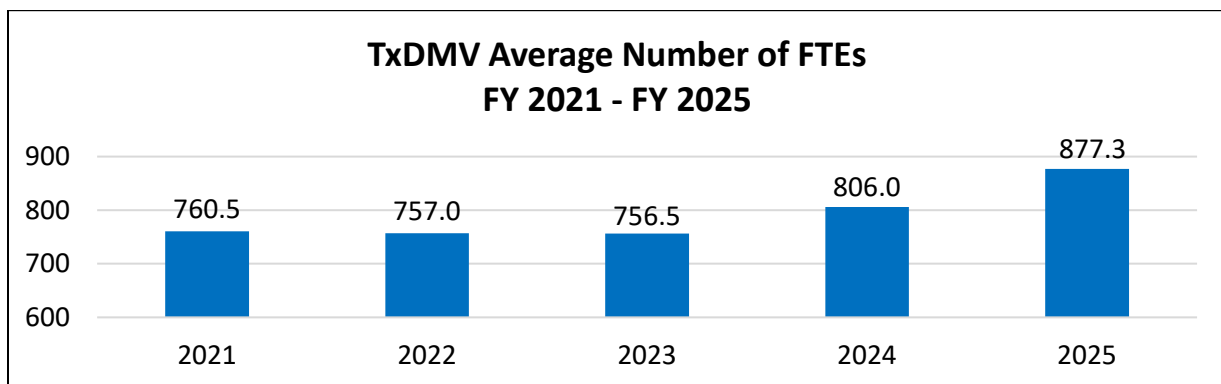
For the 2024 – 2025 biennium, the department was authorized 902 FTE positions in the General Appropriations Act (GAA). TxDMV is organized into 14 divisions and offices as shown in Table 1:

Table 1

Division	FTE Allocation
Consumer Relations Division	62
Enforcement Division	142
Executive Office	8
Finance and Operations	76
Government and Strategic Communications Division	9
Human Resources Division	11
Information Technology Services Division	124
Internal Audit Division	6
Motor Carrier Division	114
Motor Vehicle Crime Prevention Authority	15
Motor Vehicle Division	50
Office of Administrative Hearings	5
Office of General Counsel	15
Vehicle Titles and Registration Division	265
TxDMV Total FTEs	902

Over the last five fiscal years, TxDMV’s average employee FTE count increased from 760.5 in FY 2021 to 877.3 in FY 2025, as shown in Figure 1.¹ The average FTE count is lower than the authorized number of FTEs due to turnover and vacancies.

Figure 1

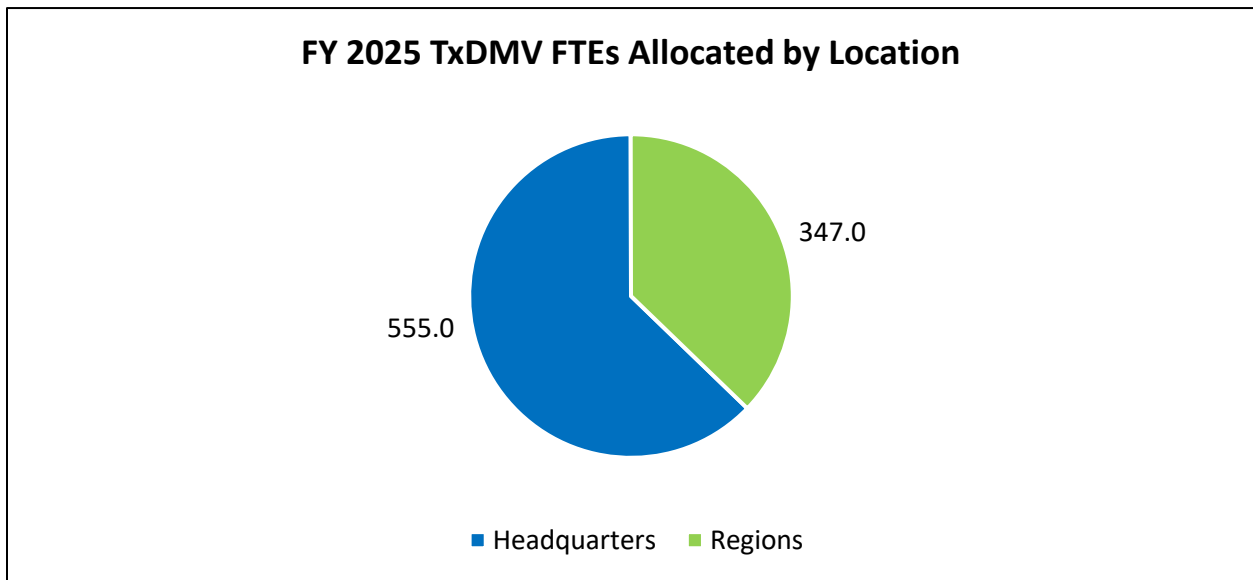


¹ Source: State Auditor’s Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

Workforce Distribution by Location

The department’s headquarters office is located in Austin, Texas. Additionally, TxDMV operates 18 Regional Service Centers (RSCs) and employs staff throughout the state to meet the needs of its customers. Approximately 62% (61.5%) of TxDMV staff (555 FTEs) work in the Austin headquarters and 38% (38.5%) (347 FTEs) work in various locations across the state, as shown in Figure 2.² This chart reflects both filled and vacant FTE position locations as of August 31, 2025.

Figure 2



Workforce Distribution by Job Classification

In FY 2025, TxDMV used 65 different classification series from the State of Texas Position Classification Plan.³ The classification series with the largest number of employees was Customer Service Representatives (CSR) with 23.5%. Following the CSR classification, the two-classification series that account for the next largest number of employees were Program Specialists and License and Permit Specialists, with 10.1%, and 8.9% respectively. The remaining 57.5% of employees were dispersed throughout the other 62 job classification series in use by TxDMV.

² Source: State Auditor’s Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

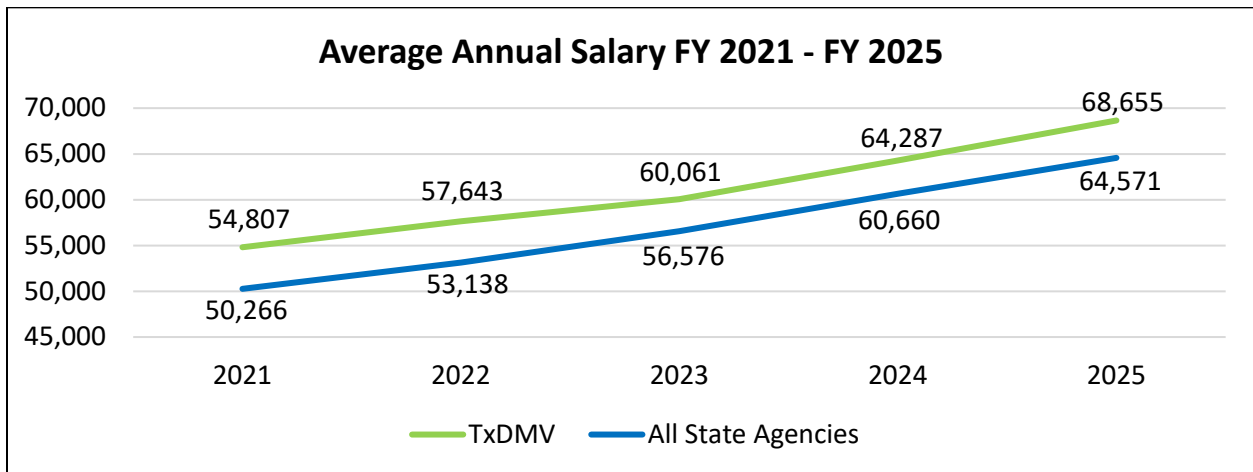
³ Source: State Auditor’s Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

Workforce Salary

The average annual salary of TxDMV employees in FY 2025 was \$68,655; 6.3% higher than the statewide average salary of Texas state employees of \$64,571. The median annual salary for TxDMV employees was \$61,770 compared to the median salary of \$57,338 for all Texas state government employees in FY 2025.

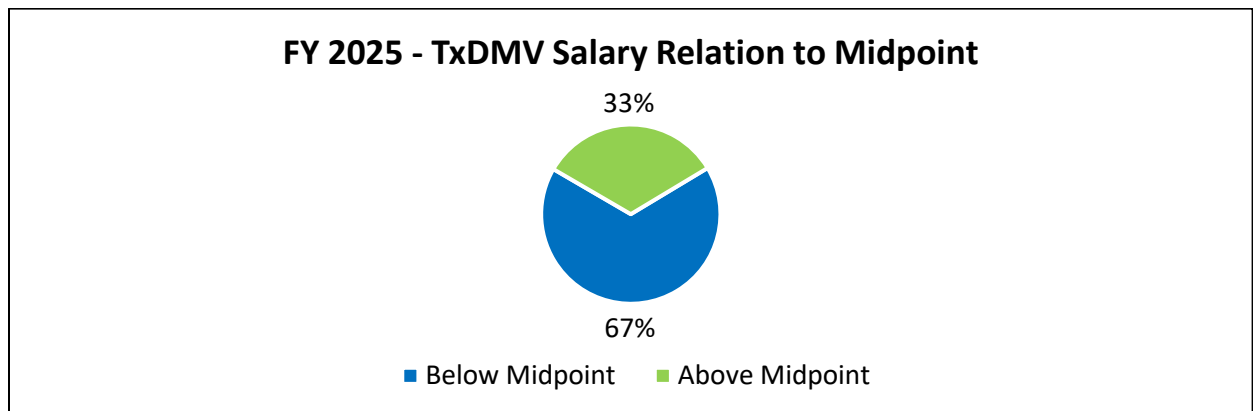
Over the last five years, the gap between the average annual salary of TxDMV employees and the statewide average has remained relatively consistent, as shown in Figure 3.⁴

Figure 3



Sixty-seven percent of TxDMV employees are paid below the midpoint of their salary range, as shown in Figure 4. Employee pay compared to midpoint is significant because midpoints represent market rates of pay. The State Auditor’s Office (SAO) establishes midpoints of each pay range corresponding to each job classification. These market rates of pay include comparable positions for each job title in both the public and private sector.

Figure 4



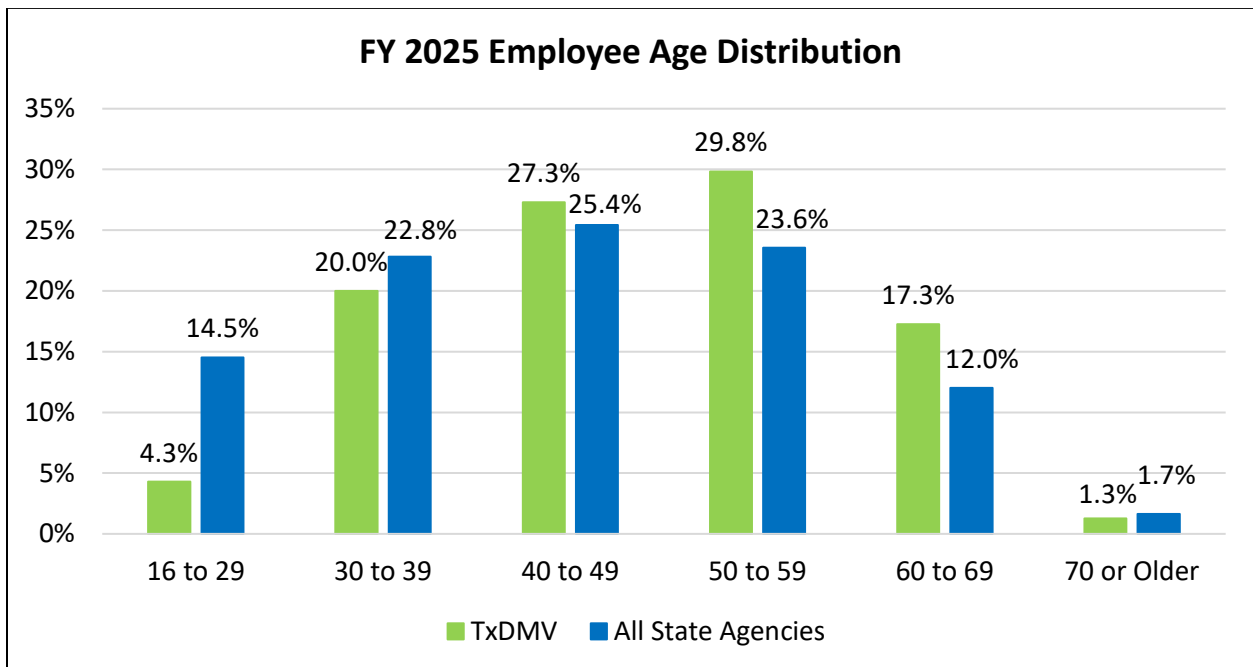
⁴ Source: State Auditor’s Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

Demographics of Current Workforce

Age

TxDMV has a significantly older workforce when compared to the rest of the Texas state government. In FY 2025, only 4.3% of TxDMV employees were under the age of 30; the percentage of employees under 30 was significantly less than other Texas state agencies at 14.5%. At the other end of the age range, TxDMV's workforce has significantly more employees with ages 50 and over at 48.4% compared to other state agencies with 37.3%.⁵

Figure 6

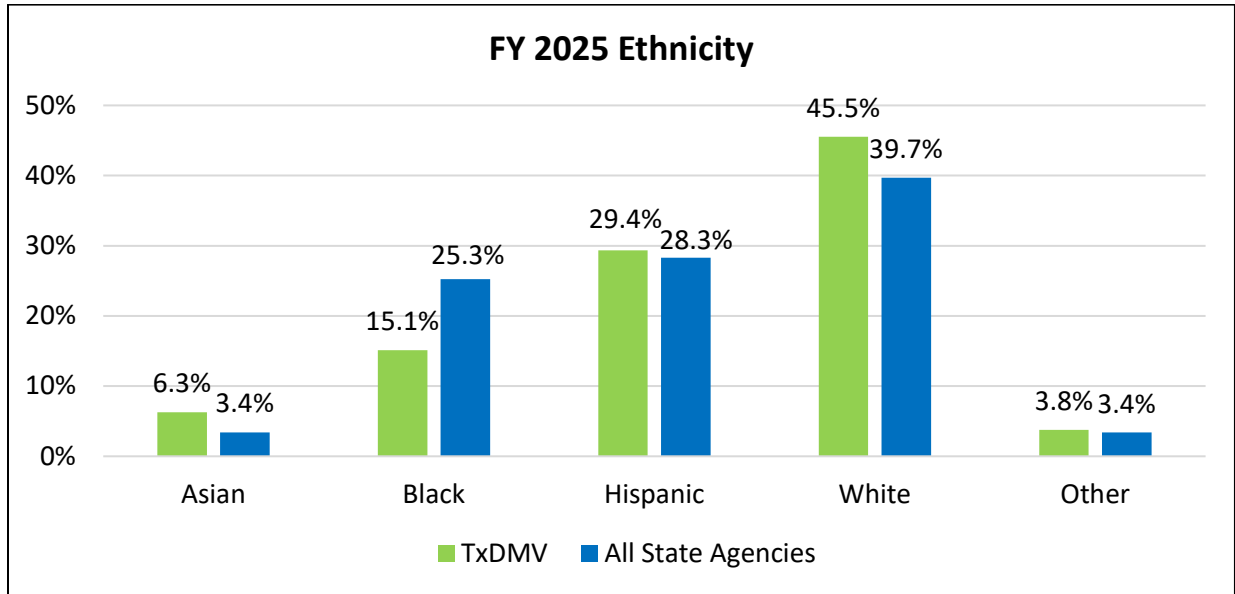


⁵ Source: State Auditor's Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

Ethnicity

In FY 2025, TxDMV had a lower percentage of black employees when compared to the rest of the state government employment.⁶

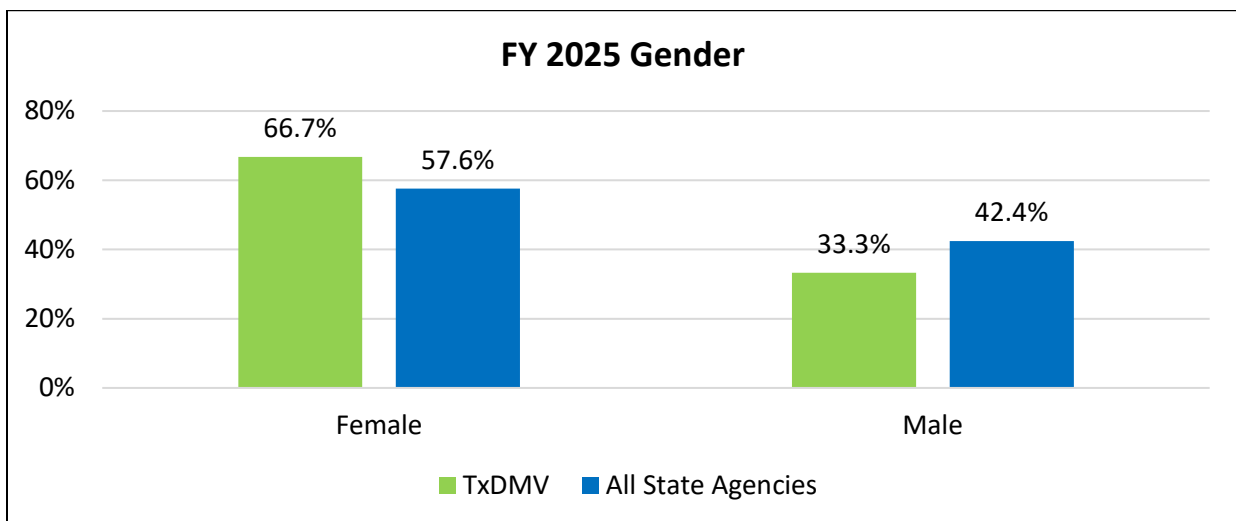
Figure 7



Gender

Consistent with overall Texas state government, females make up the majority of the workforce.⁷

Figure 8



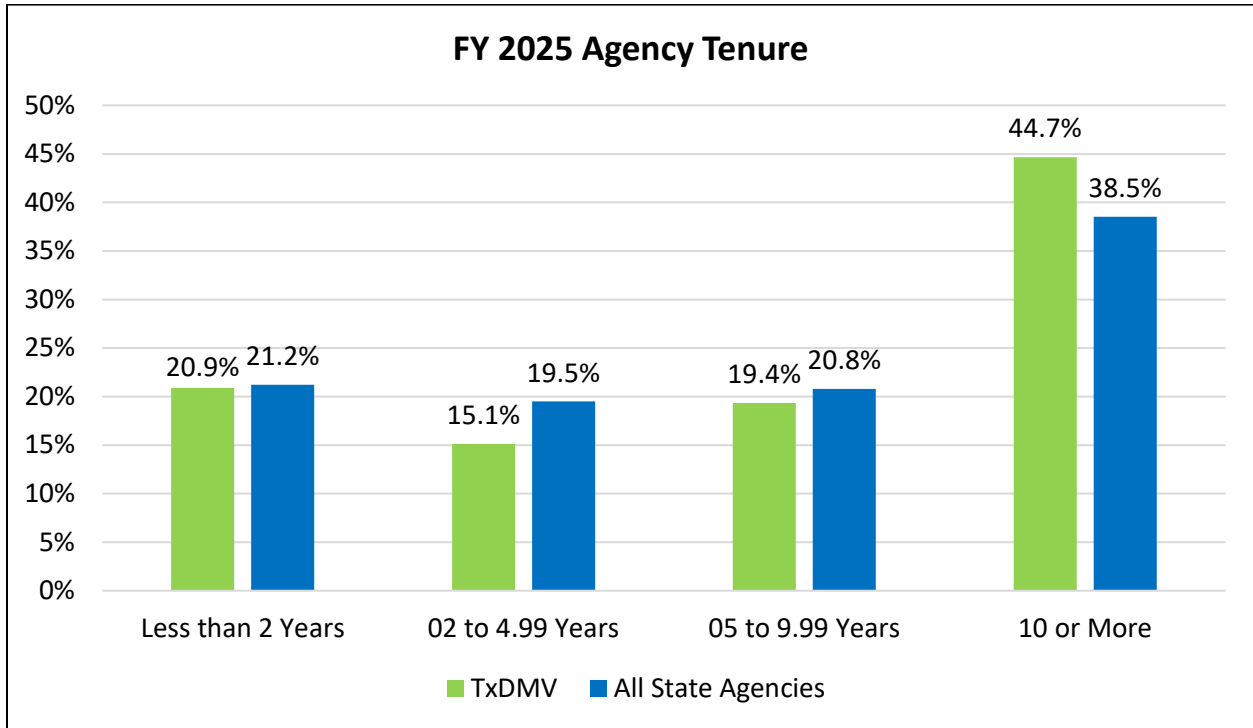
⁶ Source: State Auditor's Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

⁷ Source: State Auditor's Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

TxDMV Service Tenure

More than half of TxDMV employees (64.1%) have been at the department for at least five years; this is very similar to all other State agencies at 59.3%, as shown in Figure 9.⁸

Figure 9

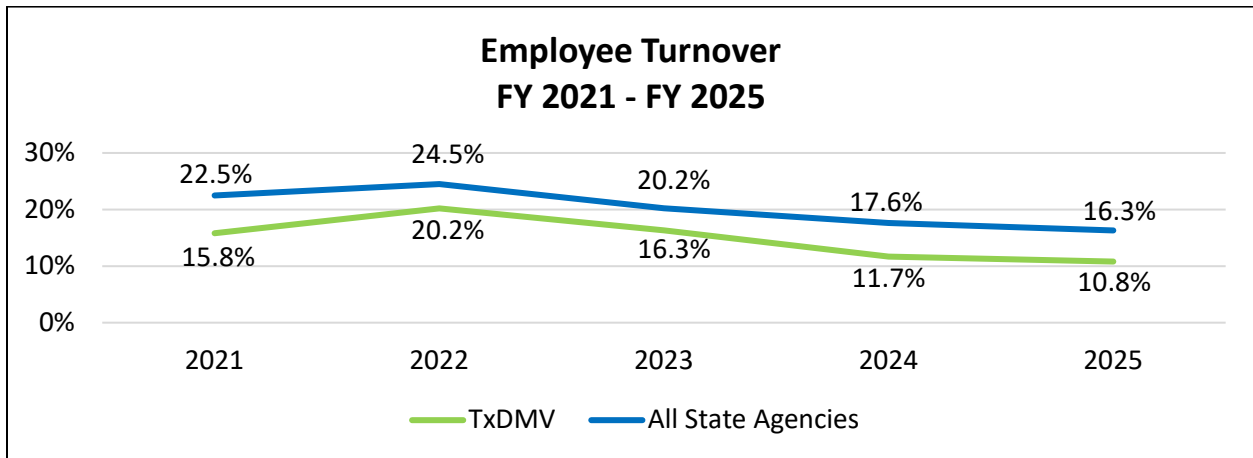


⁸ Source: State Auditor's Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

Employee Turnover

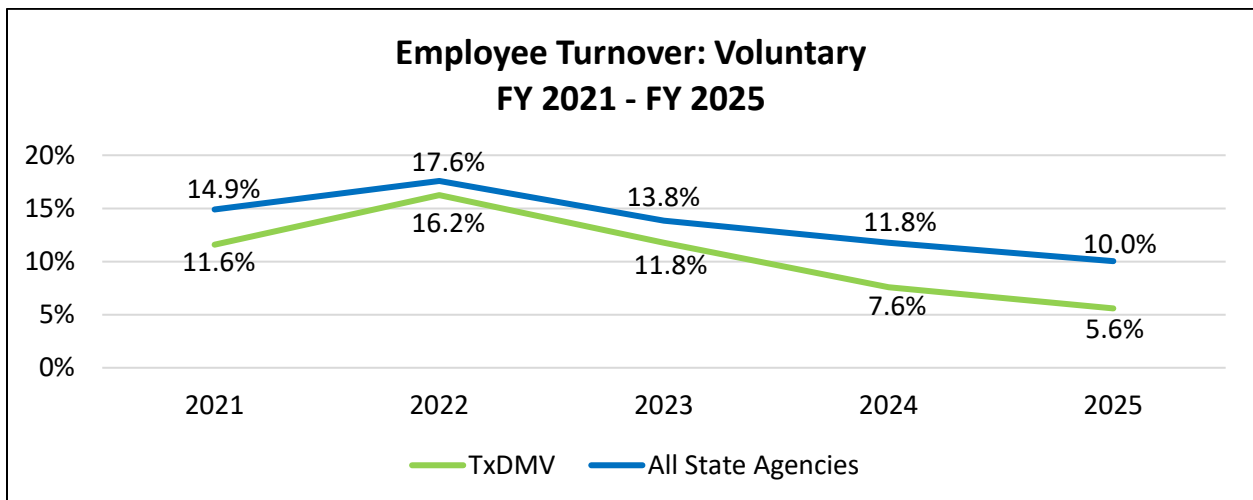
The overall turnover rate for all of Texas state government was 16.3% compared to TxDMV's turnover rate of 10.8% in FY 2025, as shown in Figure 10.⁹ Both turnover rates include interagency transfers. Historically, TxDMV's total turnover rate has remained below the statewide average but mirrors the statewide turnover trends.

Figure 10



The statewide voluntary turnover rate (including transfers to another agency) was 10.0% compared to TxDMV's voluntary turnover rate of 5.6% in FY 2025, excluding involuntary separations and retirements, as shown in Figure 11.¹⁰ Both TxDMV and other state agencies had a significant spike in FY 2022 and a decline in FY 2023, and has continued to decline each year since.

Figure 11



⁹ Source: State Auditor's Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

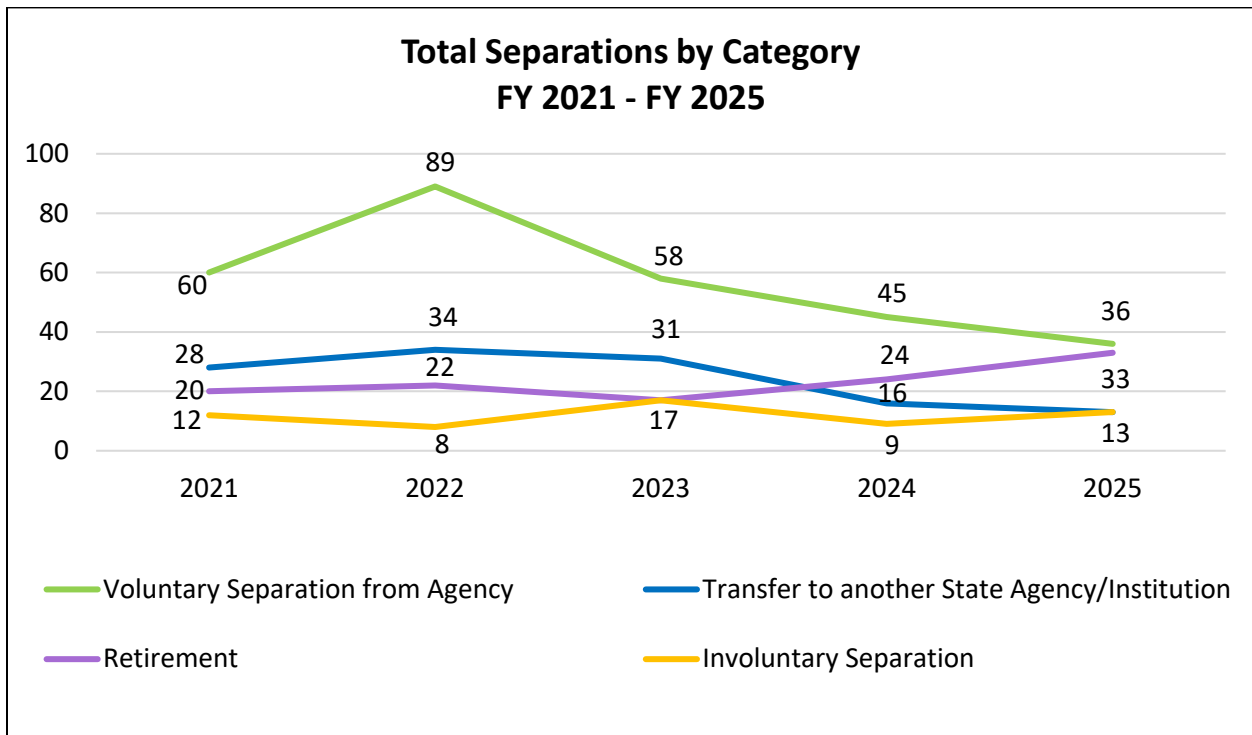
¹⁰ Source: State Auditor's Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

TxDMV had 95 total employee separations in FY 2025. Following are the separation categories and the number and percentage of employees that separated in each category of the 95 total separations.¹¹

Voluntary separation from Agency	36 employees	(37.9%)
Transfer to another State Agency	13 employees	(13.7%)
Retirement	33 employees	(34.7%)
Involuntary separation	13 employees	(13.7%)
TOTAL	95 employees	

Figure 12 displays the number of separations in each category from FY 2021 to FY 2025.

Figure 12



All employees who separate voluntarily are provided with the opportunity to complete an anonymous exit survey collected and compiled by the SAO. According to self-reported data in FY 2025 from employees who chose to complete the survey, the top two reasons for employees leaving the department were Retirement (26.7%) and Better Pay/Benefits (20.0%).

According to the SAO survey, the top two issues that separating employees would most like to change about TxDMV are Compensation/Benefits (72.7%) and Training (63.6%).

More than three-fourths (80.0%) of separating employees indicated they would work for the TxDMV again in the future.¹²

¹¹ Source: State Auditor’s Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

¹² Source: State Auditor’s Office (SAO) Exit Survey Results, Fiscal Year 2025

Retirees and Retirement Eligibility

In FY 2025, the percentage of employees who retired from agencies across Texas state government was 2.2% while TxDMV's employee retirement rate was 3.8%.¹³

Using TxDMV's current workforce composition the department projects that in FY 2031, 245 (27.9%) TxDMV employees will be eligible to retire or will be a return-to-work retiree.¹⁴

Equal Employment Opportunity (EEO) Commitment

TxDMV is an equal opportunity employer committed to providing fair and equal treatment for all employees and applicants without regard to race, color, religion, sex, national origin, pregnancy, disability, military status, age, or any other characteristic protected by federal or state law. This commitment extends to vendors, contractors, and the customers we serve.

The department, through its policies and training, maintains a workplace environment for all applicants and employees that is productive, efficient, free from discrimination, intimidation, harassment, and retaliation.

Any conduct violating this policy or that is degrading or abusive toward anyone in the workplace, or instances of retaliation, may result in disciplinary action up to and including termination.

¹³ Source: State Auditor's Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

¹⁴ Source: Centralized Accounting and Payroll/Personnel System (CAPPS)

EEO Categories

Equal Employment Opportunity Commission (EEOC) reporting requires TxDMV to report the composition of the workforce by race/ethnicity and gender categories. Below are descriptions of the department’s EEOC job categories and percentage of TxDMV employees in each category as shown in Table 2.

Administrative Support (including Clerical): Occupations which require employees to engage in internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office.

Officials and Administrators: Occupations which require employees to set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the department's operations, or provide specialized consultation on a regional, district or area basis.

Professionals: Occupations which require employees with specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge.

Service Maintenance Workers: Workers in both protective and non-protective service occupations.

Skilled Craft Workers: Manual workers of relatively high skill level having a thorough and comprehensive knowledge of the processes involved in their work. Exercise considerable independent judgment and usually receive an extensive period of training.

Technicians: Occupations which require employees with a combination of basic scientific or technical knowledge and manual skills which can be obtained through specialized post-secondary school education or through equivalent on-the-job training.¹⁵

Table 2

FY 2025 EEO Distribution by Race/Ethnicity						
EEO Category	White	Hispanic	Black	Asian	Other	Percent of Total FTEs
Administrative Support	40.0%	35.6%	16.4%	2.8%	5.2%	54.8%
Officials & Administrators	52.6%	23.2%	13.6%	8.7%	1.9%	12.1%
Professionals	53.9%	17.4%	12.6%	13.5%	2.6%	24.3%
Service Maintenance	35.3%	47.1%	5.9%	0.0%	11.8%	0.5%
Technicians	47.4%	30.8%	16.6%	5.2%	0.0%	8.2%

Table 3

¹⁵ Source: State Auditor’s Office (SAO) E-Class System, Classified Regular Full Time & Part Time, Fiscal Year 2025

FY 2025 EEO Distribution by Gender			
EEO Category	Female	Male	Total FTE Count
Administrative Support	77.6%	22.4%	480.8
Officials & Administrators	57.7%	42.3%	106.5
Professionals	58.1%	41.9%	213.5
Service Maintenance	11.8%	88.2%	4.3
Technicians	36.3%	63.7%	72.3

Projection

Top priorities during the next five years include reducing overall department turnover, reviewing salary equity across the department, management and employee training, and managing the workforce with a large number of employees who are eligible for retirement.

As of April 2026, 164 TxDMV employees (17.5%) are eligible to retire or are return-to-work retirees. This includes 134 employees eligible for retirement and 30 employees who are currently return-to-work retirees.

Demand Analysis and Future Workforce Skills Needed

The future workforce skills needed will continually evolve. With technological advances in modernization, the information needs and expectations of the public continue to expand. TxDMV must continue to recruit skilled staff and develop the skills of current employees necessary to meet these needs. In addition, the department will continue to use technology to revise and streamline work processes and provide additional web-based services. Any legislative changes could expand or modify the workforce needs and FTE requirements of TxDMV.

Anticipated Increase/Decrease in FTEs

TxDMV is currently in the process of assessing its workforce needs for the next biennium. Any requests for increasing/decreasing the department's FTE allocation will be reflected in the department's FY 2028-2029 Legislative Appropriation Request, anticipated to be finalized in August 2027.

Recruitment and Retention

TxDMV focuses on recruiting and retaining a well-qualified workforce as described below.

Recruitment

- Continue encouraging managers to recruit individuals qualified for military employment preference to apply to meet the department's goal of employing a workforce comprised of 20% military veterans.
- Continue recruiting a well-qualified applicant pool by announcing job postings on the department's website, Facebook page, Twitter account, the Centralized Accounting and Payroll/Personnel System (CAPPS) job posting page, and the WorkinTexas website.
- Increase formal recruitment efforts through attendance at job fairs and more targeted job postings on industry-specific and occupation-specific job posting sites.
- Target college students and recent college graduates by providing paid internships, Information Technology Apprenticeships, and University of Texas CAPSTONE student programs.

Retention

- Continue providing the department with an Employee Ombudsman.
- Develop career paths to allow for internal employee promotions and professional advancement.
- Continue reviewing salary equity across the department.
- Continue providing paid leave to reward outstanding performance.
- Continue and expand the employee wellness committee's activities and programs.
- Maintain and expand training and development by:
 - Continuing to provide department-wide training and development activities both online and instructor-led for all staff.
 - Continuing leadership training for all supervisors and managers.
- Increase the use of alternative work schedules.
- Continue offering employee benefits such as tuition assistance, student loan forgiveness, and an Employee Assistance Program (EAP).
- Continue to recognize employees' state service through the State Service Award program.
- Continue utilizing the Survey of Employee Engagement.
- Continue and expand rewarding employees whose performance exceeds that which is normally expected or required with one-time and/or recurring merit pay increases.

Conclusion

TxDMV is acutely aware that it operates in a highly competitive job market. TxDMV is focusing on new and innovative approaches to recruit and retain the highest performing and talented individuals to meet its future workforce needs, especially in the areas of technology, customer service, and leadership.

TxDMV continues to support the development of its employees through various activities and initiatives and provide a wide array of benefits to retain its employees. This commitment not only aligns with TxDMV's organizational values but also ensures that the department remains innovative, adaptive, and competitive in an ever-evolving landscape.

REPORT ON CUSTOMER SERVICE



Texas Department *of* Motor Vehicles

Customer Service Report

June 1, 2026



Executive Summary

The Texas Department of Motor Vehicles (TxDMV) recognizes that providing accurate, timely, and relevant information to its customers is a top priority. To meet the rapidly changing needs of TxDMV's customers, the department uses information gathered through customer surveys to assess how well the department is providing requested services as well as identifying areas needing improvement. This is particularly important as more of its customers rely on smart devices and technology to access services.

During FY 2025 and FY 2026, the department conducted and analyzed results from three main survey instruments. Each survey captures information from unique customer bases, allowing the department to canvass and collect results from the broadest array of stakeholders and customers possible. The first survey solicited information from a database in Gov.Delivery. The second survey captured data from customers through the Customer Contact Center, and finally TxDMV collected customer feedback from its 18 Regional Service Centers (RSCs) located across the state.

Overall, TxDMV customer satisfaction was rated at satisfied or very satisfied by its stakeholders and customers regardless of the survey method.

Described below is a brief discussion on each of the surveys and the survey results.

Gov.Delivery Survey

TxDMV solicited feedback from its customers and stakeholders regarding their levels of satisfaction and experience with the department through a survey instrument via subscribers to Gov.Delivery. Gov.Delivery is a comprehensive distribution service operated by TxDMV providing stakeholders with the opportunity to access a wide variety of online services and information offered by the department.

- **Results of this survey indicated that the average rating of overall satisfaction with TxDMV was 3.88 out of a maximum of 5.**

This survey asked nine specific questions from more than 230,000 stakeholders.

Detailed information on this survey is included in Attachment A.

Customer Contact Center Survey

The department continuously collects and analyzes customer data through its Customer Contact Center phone bank. The Customer Contact Center analyzes the results of a survey to determine an overall satisfaction rating.

- **Results of this survey indicated that the average rating of overall satisfaction with TxDMV was 94%.**

The survey asks four questions after a customer's phone call to the department Genesys Cloud SMS text survey link after their call with a customer service representative. In FY 2025, the department collected and analyzed more than 28,000 responses.

Detailed information on this survey is included in Attachment B.

Regional Service Center (RSC) Survey

TxDMV collected survey data from customers that visited one of its RSCs, located throughout the state. Information is analyzed to identify overall trends.

- **Overall satisfaction with customers who visited a TxDMV RSC was 85%.**

This survey asked three questions and is offered in an electronic format available at each RSC through onsite kiosks. In FY 2025, the department collected and analyzed more than 17,900 responses from its RSCs.

Detailed information on this survey is included in Attachment C.

Looking Toward the Future

As more stakeholders and customers rely on technology to access services and information, the department continuously analyzes feedback to modify, expand, and improve its services to match customer needs and the methods that customers want to access TxDMV services.

During the next biennium and beyond, the department will be researching expanded approaches to collect stakeholder and customer assessments. Some areas under consideration include:

- Soliciting additional, specific stakeholder/population groups for feedback regarding unique service delivery;
- Expanding ways to gain increased stakeholder/customer input through social media and website applications; and
- Using new survey tools/methods to increase customer participation for increased results and feedback.

Attachment A

External Customer Satisfaction Survey

Fiscal Year 2026

March 23 – April 10, 2026



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

Statistics

- Three emails sent to 230,794 stakeholders
- 2,161 responses collected over a period of 19 days
- Nine questions as required by the Instructions for Agency Strategic Plans
- Respondents given a choice of a 1-5 rating, 5 being the best
- Facilitated through [Gov.Delivery](#)



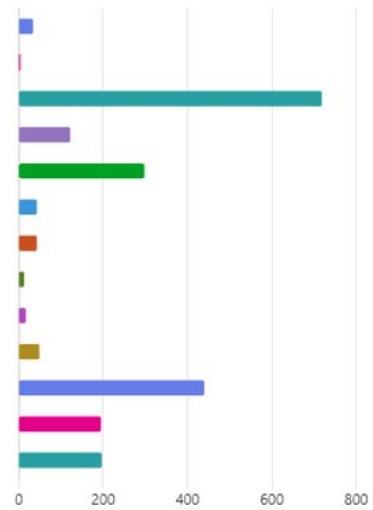
Texas Department of Motor Vehicles

QUESTION

1

1. Which group best identifies you?

Insurance Industry	33
Legislative Office	3
Motor Carrier	718
Motor Vehicle Dealer, Franchise	121
Motor Vehicle Dealer, Independent	297
Motor Vehicle Dealer, Other	42
Motor Vehicle Dealer, Salvage	42
Motor Vehicle Distributor/Manufacturer	12
Motor Vehicle Lienholder	16
Law Enforcement	48
Public Customer	439
Tax Assessor-Collector	194
Other	196

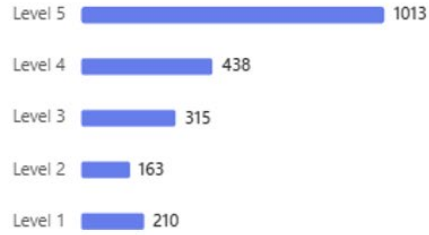


QUESTION
2

2. Please rate your overall satisfaction with the Texas Department of Motor Vehicles (TxDMV).

3.88

Average Rating



↓ from 4.22 in FY 2024

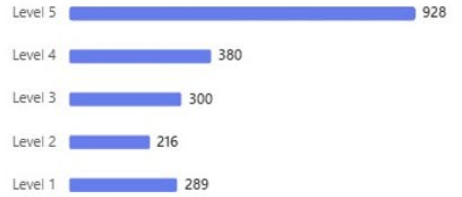
QUESTION

3

3. How satisfied are you with TxDMV's communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?

3.68

Average Rating



↓ from 4.07 in FY 2024

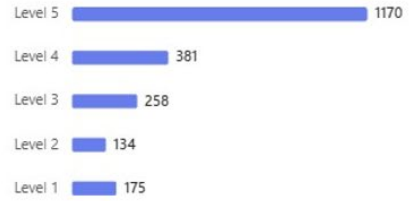
QUESTION

4

4. How satisfied are you with TxDMV's staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of nameplates or tags for accountability?

4.06

Average Rating



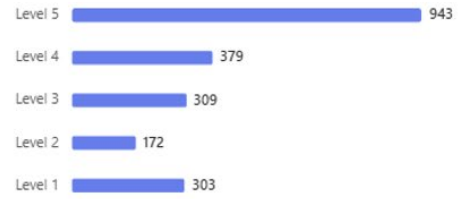
↓ from 4.28 in FY 2024

QUESTION
5

5. How satisfied are you with TxDMV's ability to timely serve you, including the amount of time you wait for service in-person?

3.71

Average Rating



↓ from 3.98 in FY 2024

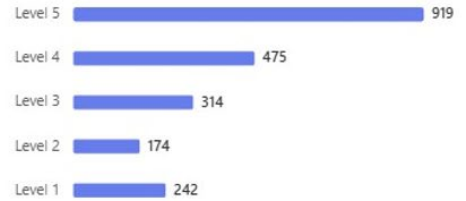
QUESTION

6

6. How satisfied are you with TxDMV's Internet Site, including ease of use of the site, mobile access to the site, information on the location of the site and the department, and information accessible through the site such as a listing of services and programs, and whom to contact for further information or to complain?

3.78

Average Rating



↓ from 4.15 in FY 2024

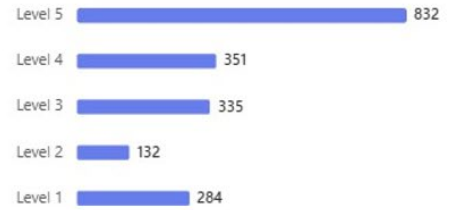
QUESTION

7

7. How satisfied are you with TxDMV's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

3.68

Average Rating



↓ from 4.04 in FY 2024

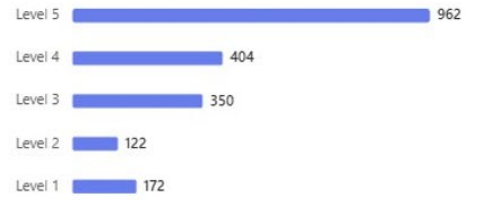
QUESTION

8

8. How satisfied are you with TxDMV brochures or other printed information, including the accuracy of that information?

3.93

Average Rating



↓ from 4.23 in FY 2024

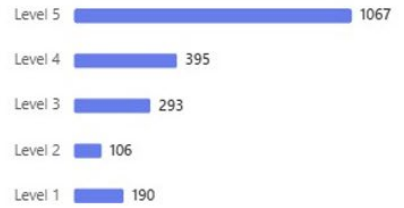
QUESTION

9

9. How satisfied are you with TxDMV's facilities, including your ability to access the department, the office location, signs, and cleanliness?

4.00

Average Rating



↓ from 4.21 in FY 2024

Attachment B

Customer Contact Center Survey Results

Customers provide feedback through a Genesys Cloud SMS text survey link after their call with a customer service representative. The overall survey results for FY 2025 are shown in the table below:

TxDMV Overall Customer Contact Center Survey Results	FY 2025
Total Number of Responses	28,551
Overall Customer Satisfaction Rating	94%

Survey Responses

Customers are offered a brief, four-question survey after their phone call with a rating scale of 5 to 1; 5 being very satisfied and 1 being very dissatisfied. The percentage of satisfied customers in FY 2025 are shown in the table below:

TxDMV Overall Customer Contact Center Survey Responses	FY 2025
Percent of customers satisfied with their overall experience	94%
Percent of customers satisfied with the timeliness of the service they received	91%
Percent of customers satisfied with the accuracy of the information they received	94%
Percent of customers satisfied with their Customer Service Representative	95%

Post-Call SMS Text Survey

Customer receives an SMS text message with the survey link and message, "Thank you for contacting TxDMV. Click the link to take the survey."

Survey

Thank you for taking the Texas Department of Motor Vehicles survey. Please rate us on a scale of 1 to 5, where 1 is the lowest and 5 is the highest.

Please rate your experience with us today.

- 5
- 4
- 3
- 2
- 1

Please rate your satisfaction with the timeliness of the services you received.

- 5
- 4
- 3
- 2
- 1

Please rate the accuracy of the information you received.

- 5
- 4
- 3
- 2
- 1

Please rate your experience with your Customer Service Representative.

- 5
- 4
- 3
- 2
- 1

Attachment C

FY 2025 Regional Service Center Survey Results

TxDMV encourages customers that visit one of its 18 Regional Service Centers across the state to complete a three-question survey upon completion of their visit. Each question is analyzed individually to determine an average rating and cumulatively to determine an overall rating.

The department received an Overall Satisfaction Rate of 85% from 17,900 respondents.

Individual questions and results are as follows:

1. Please rate your experience today.

Average Rating	85%
----------------	-----

2. Please rate your satisfaction with the timeliness of the services you received.

Average Rating	84%
----------------	-----

3. Please rate the accuracy of the information you received.

Average Rating	85%
----------------	-----

**CERTIFICATION OF COMPLIANCE WITH
CYBERSECURITY TRAINING**

CERTIFICATION OF COMPLIANCE WITH CYBERSECURITY TRAINING



CERTIFICATE

Texas Department of Motor Vehicles

Pursuant to the Texas Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the cybersecurity training required pursuant to the Texas Government Code, Sections 2063.103 and 2063.104.

Chief Executive Officer

Handwritten signature of Daniel Avitia in blue ink.

Signature

Daniel Avitia

Printed Name

Executive Director

Title

June 1, 2026

Date

Board Chair

Handwritten signature of Charles Bacarisse in blue ink.

Signature

Charles Bacarisse

Printed Name

Board Chair

Title

June 1, 2026

Date

**CERTIFICATION OF COMPLIANCE WITH
ARTIFICIAL INTELLIGENCE TRAINING**

**CERTIFICATION OF COMPLIANCE WITH ARTIFICIAL INTELLIGENCE
TRAINING**



CERTIFICATE

Texas Department of Motor Vehicles

Pursuant to the Texas Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the artificial intelligence training required pursuant to the Texas Government Code, Sections 2063.103 and 2063.104.

Chief Executive Officer

Handwritten signature of Daniel Avitia in blue ink.

Signature

Daniel Avitia

Printed Name

Executive Director

Title

June 1, 2026

Date

Board Chair

Handwritten signature of Charles Bacarisse in blue ink.

Signature

Charles Bacarisse

Printed Name

Board Chair

Title

June 1, 2026

Date

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