Texas Department *of* **Motor Vehicles**

FISCAL YEAR

2022
Chairman's Annual Report

March 31, 2023

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

Dear Governor Abbott,

It is my privilege to share with you the state of affairs at the Texas Department of Motor Vehicles (TxDMV or department). TxDMV continues its dedication to customer service, consumer protection and the success of motor vehicle-related industries.

TxDMV continues its focus on the reduction of temporary tag abuse, prevention of motor vehicle crime, good stewardship of the resources entrusted to the department and efficient service to the citizens of Texas in an ever-changing landscape of threats and opportunities.

The department has taken strong actions since the beginning of Fiscal Year (FY) 2022 that were not legally available to us before the passage of House Bill 3927 by the 87th Texas Legislature. These actions have ended the ability of any dealer to print unlimited numbers of temporary tags through the department's system and allowed the department to immediately block access to those fraudulent actors.

We have also improved dealer vetting, implemented fingerprinting and strengthened our 30-day, 72-hour and 144-hour permit processes. In addition, we've enhanced our law enforcement support with the creation of an analyst team, created a closed-data portal specifically for law enforcement use and partnered with the Texas Department of Public Safety to provide real-time data to vehicle theft investigators and officers roadside. It is clear the opportunity to abuse temporary tags in the State of Texas has been substantially reduced from what it was at the end of 2021. We cannot stop being vigilant, and I know we won't.

This report provides information regarding the major activities and key accomplishments of TxDMV during Fiscal Year 2022. This report also contains performance data to illustrate the department's progress in modernizing processes and increasing efficiencies.

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

Sincerely,

Charles Bacarisse
Chairman

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Introduction & Key Highlights

The mission of the Texas Department of Motor Vehicles (TxDMV or department) is to serve, protect and advance the citizens and industries in the state with quality motor vehicle-related services. In Fiscal Year (FY) 2022, TxDMV oversaw the issuance of more than 25 million vehicle registrations and processed approximately 7.7 million vehicle title transactions. Additionally, the department regulates approximately 20,000 licensed dealers and other motor vehicle entities engaged in the sale and distribution of motor vehicles, including certain aspects of the salvage vehicle industry. The department credentialed 100,000 motor carriers, issued approximately 720,000 oversize/overweight permits, closed almost 20,000 enforcement cases against dealers and motor carriers and closed an additional 400 Lemon Law cases. TxDMV served more than 1.1 million customers at the Regional Service Centers (RSCs) and more than 700,000 customers through its Consumer Relations Division (CRD) in FY 2022.

Vision, Mission, Goals & Key Functions

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

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

Strategic Goals & Objectives

Each biennium, the TxDMV Board establishes a strategic plan, goals and performance measures for the department. The board's strategic focus for TxDMV is on three distinct, but related goals:
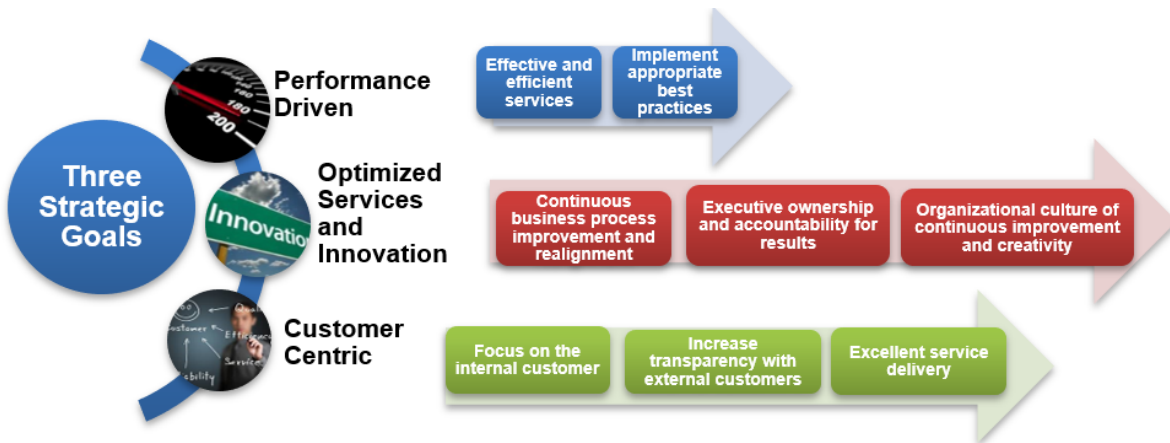
The chart listed below displays the department's performance as measured internally by its three strategic goals.

Five Key Functions of TxDMV

Summarized from Texas Transportation Code §1001.002

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

Accomplishments & Activities

Protecting the Public

Texas Temporary Tag Fraud, Abuse and Misuse: Background and Solutions to Prevent, Detect & Investigate Fraud

Over the last few years, law enforcement in Texas reported pronounced increases in temporary tag abuse that necessitated a swift and effective response. In addition to the manipulation of a physical tag for fraudulent use, the department discovered that persons were applying for dealer licenses with the sole intent of gaining access to the web-based application used by licensed Texas dealers to issue temporary tags (named eTAG), which allowed them to create buyer tags not associated with a legitimate dealer sale. These tags were made available to the public and criminal organizations for purchase, which allowed them to circumvent Texas registration laws and hide their identity from law enforcement.

Fraudulently obtained temporary tags pose a risk to public safety and welfare. Law enforcement has investigated illegitimate dealers that fraudulently obtained and sold temporary tags to persons who engage in violent criminal activity, including armed robbery, human trafficking, and assaults on law enforcement. Criminals use fraudulently obtained temporary tags that are registered under false identities and addresses and make it more difficult for law enforcement to trace the vehicles and the individuals involved.

Fraudulently obtained temporary tags were also sold to persons who operated uninsured or uninspected vehicles which is also hazardous to Texas motorists and the environment. These vehicles could not have been legally registered without this fraudulent activity. Fraudulently obtained temporary tags can also be used by criminals to sell stolen vehicles or unsafe salvage vehicles to unsuspecting buyers, using the temporary tags to make the vehicles appear legitimate. Criminals have fraudulently obtained temporary tags from the department's system and used the tags in Texas, as well as other states, including New York and Nevada.

Legislative Response

During the 87th Regular Session, the Texas Legislature enacted House Bill (HB) 3927, which added Transportation Code §503.0632 and tasked TxDMV with creating a methodology to allocate a maximum number of temporary tags that could be issued by a dealer or converter. This legislation provided the department with significant new tools to address fraud, abuse, and misuse, including denial of access to the department's eTAG System, and set in motion a multi-year offensive response to combat, prevent, and detect temporary tag fraud. These efforts also enhanced the department's partnership with law enforcement to ensure front-line officers have accurate, complete and timely information needed to identify fraudulent temporary tags and conduct effective investigations.

Department Actions

To complement legislative actions, TxDMV began an exhaustive internal review of procedures and programming related to dealer licensing and the eTAG system. This review resulted in significant changes to the issuance of dealer licenses, access to the eTAG System, and the sharing of department information with law enforcement.

Procedural Enhancements

Improved Dealer Vetting (2021 into 2022) TxDMV quickly implemented more rigorous vetting of applicants for dealer licensing, including:

- Verifying property ownership in county appraisal records;
- Requiring additional photos, documentation, and/or notarized statements relating to ownership and premises requirements;
- Closer examination of renewal applications based on lessons learned from identifying fraudulent actors; and
- Creating a Background and Fraud Unit to review initial license applications for criminal history and identifying issues or concerns with identity, location, ownership, or possible affiliation with other fraudulent dealers.

Fingerprinting (September 2022) Following a review of the TxDMV's statutory authority to fingerprint dealer license applicants, the department drafted an administrative rule to implement a fingerprinting requirement. The department adopted 43 Texas Administrative Code §211.6 in June 2022, and beginning Sept. 1, 2022, all applicants and dealers seeking to renew their licenses or apply for a new license must submit to fingerprinting. The fingerprinting requirement not only deters criminals from applying for a license but also provides the department and law enforcement partners with enhanced identity verification of business owners.

System Enhancements

- *Denial of Access to eTAG System (January 2022)* As part of the implementation of HB 3927, TxDMV adopted 43 Texas Administrative Code §215.505, which allows the department to deny a vehicle dealer access to the eTAG System if they are found to have fraudulently issued tags from the system, which includes the following:
  - Issuance of an excessive number of tags relative to dealer sales;
  - Issuance of tags for a vehicle or vehicles not in the dealer's inventory; or
  - Access to the temporary tag database for a fictitious user or person using a false identity.
- *Maximum Tag Issuance (February 2022)* Also, as part of the implementation of HB 3927, TxDMV amended 43 Texas Administrative Code §215.152 and §215.158, establishing maximum temporary tag limits. Each dealer's individual annual title applications, prior tag issuance, and years in service are considered when assigning the maximum tag limit. If a dealer exceeds 50 percent of its maximum allotment, the dealer can request to have its allotment increased upon review and approval of supporting sales data by the department.
- *30-Day Permits (April 2022)* TxDMV made an operational change to clarify 30-day permit requirements to ensure applicants meet the same requirements as a motorist who is renewing vehicle registration. These requirements include the presentation of a valid and verifiable form of ID, evidence of financial responsibility, and proof of a Texas safety inspection. This work was pursued after the department identified an increase in 30-day permit activity that correlated to the decline of dealer tag issuance due to previous actions to combat fraud.
- *Elimination of Tag Pattern Recycling and Updated Buyer Tag Format (April 2022)* TxDMV eliminated the recycling of tag patterns (previously used tag patterns can no longer be issued) to mitigate uncertainty experienced by law enforcement. The department also changed the format

of the temporary buyer tag to move the location of the alphabetical character to a new position in the tag number to help law enforcement identity potential fraudulent tags.

- *Enhanced VIN Decoding and VIN Entry Limitations (July 2022)* TxDMV increased the validation and decoding of vehicle identification numbers (VIN) entered into state systems and limited the character entry for VINS to ensure they conform to proper standards when applicable. Prior to this limitation, VINs with too few or too many characters were allowed to be entered into the eTAG System, creating the opportunity to issue temporary tags for fictitious VINs.

- *72-Hour and 144-Hour Permits (July 2022)* TxDMV implemented a requirement for a valid United States Department of Transportation (DOT) number to be entered prior to a commercial applicant obtaining a 72-Hour or 144-Hour permit, online or in-person. The USDOT number is a unique identifier that provides information about a commercial transportation business.

- *eTAG System Access Limitations (July 2022)* TxDMV limited access to the eTAG System. The eTAG System, which could previously be accessed at any time, can now only be accessed from 6:00 a.m. to 11:59 p.m. to ensure system access only during reasonable business hours.

- *Expansion of VIN Decoding Logic (August 2022)* TxDMV expanded its July 2022 VIN decoding enhancements to allow only legitimate VINs to be entered into the eTAG System. Entry of an illegitimate VIN will prevent the issuance of a temporary tag.

- *Inspection Verification (November 2022)* The eTAG system will not allow the issuance of a temporary tag unless the vehicle has obtained a statutorily required vehicle inspection prior to tag issuance.

- *Additional eTAG System Access Limitations (November 2022)* The eTAG System users are restricted to a single browser session. Users will be logged out of the system after a period of inactivity, requiring them to log in again to access the system.

- *Multifactor Authentication (November 2022)* TxDMV implemented multifactor authentication in the eLICENSING System to reduce the risk of user account takeovers and provide additional security for users and their accounts. Multifactor authentication requires a user to confirm their credentials through a second process outside of the system login screen (email, text message, etc.)

Data Access for Law Enforcement

TxDMV worked closely with law enforcement to provide the resources and data that officers need to combat and investigate a range of vehicle crimes. One of the main concerns the law enforcement community expressed was the need to have timely access to department data. The department has established the following means by which law enforcement can access valuable motor vehicle information:

- *Law Enforcement Analyst Team (July 2022)* TxDMV created this unit within the Enforcement Division to provide a single point of contact for law enforcement to efficiently submit and receive information or data. Law enforcement officers first establish their identity through a vetting process. Once established, they are added to an approved list, which allows them to directly submit requests for information to the analyst team, including requests via phone. This unit was established in response to requests from officers to request and receive information for cases being actively worked, allowing officers to obtain data quickly.

- *Closed Data Portal (July 2022)* TxDMV collaborated with law enforcement to determine what information was most needed for direct 24-hour access. The department then made that data

available through a closed data portal, placing the data on a server managed by the Texas Department of Information Resources, that can only be accessed by stakeholders with the appropriate credentials. This provides law enforcement officers with direct access to data they can use for investigations, including investigations related to temporary tag abuse.

- *Partnership with DPS Fusion Center (October 2022)* The Texas Department of Public Safety Fusion Center was provided with TxDMV bulk motor vehicle data products, which include all records in the Registration and Title System (RTS) database, weekly updates to RTS, eTAG data, specialty plates data, and dealer information. The Fusion Center is in the process of reviewing the data to determine how it can best be communicated by criminal analysts working with law enforcement in the field.

Redesign of Physical Temporary Buyer Tag

An additional effort to reduce and prevent fraud is a newly redesigned temporary buyer tag that was released in December 2022. The previous physical temporary buyer tag was designed in 2018, and TxDMV implemented a rebranding to differentiate it from the design used during the peak of temporary tag abuse. Temporary buyer tags are valid for 60 days from the date of vehicle sale, so any old temporary buyer tag designs still on Texas roadways after 60 days of the December 2022 effective date of the redesigned tag will be easily identified by law enforcement as either expired or fraudulent.

TxDMV conducted extensive research on security and design options before proceeding with the new tag. The department met with multiple states to discuss their temporary tag issuance process and worked with the American Association of Motor Vehicle Administrators (AAMVA) to solicit feedback from additional states regarding their temporary tag process. Staff reviewed the AAMVA best practices guide related to the issuance of temporary tags and met with numerous vendors who offered solutions for physical and digital security.

TxDMV also considered the impact on the dealer community. Dealers print temporary buyer tags through access to the department's eTAG System using their own printers and paper. The dealer community expressed the importance of the need for business and commerce to flow with little to no interruption with the introduction of a newly designed temporary tag. For that reason, the department focused on format changes and enhanced security features for the new design that could be accomplished within the existing production infrastructure. The new temporary tag design achieved the following goals:

- Tag components repositioned to achieve an overall new layout;
- Use of a new watermark;
- Addition of the vehicle sale date as a new component on the face of the tag;
- Use of a quick response (QR) code instead of a bar code – allows for more embedded information and includes additional data fields about the vehicle and seller;
- Use of large, clear font for maximum readability; and
- Enhanced, confidential security features.

Customer Service Enhancements

Permissive Titling of Assembled Trailers and Semitrailers

TxDMV reevaluated Transportation Code, Chapter 731 and amended the policy for assembled trailers to streamline processes for customers, effective Aug. 25, 2022. As a result, certain assembled trailers and

semitrailers, including assembled farm trailers, are permissively titled at the owner's discretion based on the gross weight of the trailer in accordance with Transportation Code, Chapter 501. The department decided to pursue this change based off feedback received from customers and stakeholders. Before this change, newly assembled trailers and semitrailers were required to be titled regardless of weight, which required the owner to take additional steps, provide additional documentations and visit multiple entities before title and registration could be obtained. This change has alleviated these efforts for the customer and allows them to obtain registration only to operate the trailer on the roads.

Administration Rule Changes Relative to Ownership Evidence and Bonded Titles
TxDMV adopted amendments to 43 Texas Administrative Code §217.5 and §217.9, effective Aug. 31, 2022, allowing applicants applying for bonded title to use their surety bond as ownership evidence when applying for an assigned or reassigned number from the department. The surety bond is an alternative to the applicant obtaining a court order awarding them ownership of the vehicle. The amendments also provided alternatives for establishing the vehicle value for owners of vehicles 25 years old or older and owners of trailers and semitrailers. The amendments allow owners of vehicles 25 years old or older applying for bonded title the option to obtain an appraisal in lieu of using a national reference guide. In addition, the amendments allow owners of trailers and semitrailers to use TxDMV's established value of the trailer or semitrailer based on the length of the trailer, in lieu of obtaining an appraisal. These changes streamline and expedite the titling process for customers, stakeholders and the department, as well as provide a time and cost savings for customers.

Texas by Texas (TxT) Electronic Renewal Notice Opt-In
TxDMV, in partnership with Texas.gov, enhanced online renewal with an application called Texas by Texas (TxT). Launched in February 2023, TxT is a personalized digital assistant allowing customers to conduct transactions easier, faster and more securely. Customers may create a personal account, link their vehicle(s) for a quick checkout, and establish a user profile that includes stored preferences. The TxT web-based and mobile applications are currently active, and customers may renew their vehicle registration through either application.

Throughout FY 2022, additional enhancements were developed in the application to save paper and postage costs for the State of Texas by introducing Electronic Renewal Notice Opt-In functionality. This provides customers with delivery options for their registration renewal notice, which is otherwise sent by mail to all motorists. In May 2022, through both the web-based and mobile applications, customers were presented with a message "Do you want to go paperless?" during the renewal process offering customers the option to select how they would like to receive their registration renewal notice in 2023. As of January 2023, approximately 700,000 TxT users are scheduled to receive their renewal notice via email, eliminating the need for paper and postage.

Online Renewal Extension to 12 Months Past Expiration Date – HB 2152 (87th Legislature)
Online registration renewal may be completed up to 12 months passed expiration using the Internet Vehicle Title and Registration Service (IVTRS) as a result of HB 2152, enacted by the 87th Legislature. Previously, motorists who renewed online were only able to renew up to nine months late if they did not receive a law enforcement citation for the expired registration. With this enhancement, motorists are now able to renew up to 12 months late if they have not received a citation. Additionally, anyone renewing between 10 and 12 months late are given the option to renew for the current, past due, registration year and the subsequent registration year. The month of expiration will not change for

motorists using this option. Registration and county fees are doubled when registration is renewed for both years. However, only one Processing & Handling Fee is charged.

Vehicle Titling and Registration by Any Willing County – Senate Bill (SB) 876 (87th Legislature)

TxDMV implemented SB 876 enacted by the 87th Legislature, which allows an application for title and initial registration to be submitted to any county tax assessor-collector willing to accept the transaction, in addition to the purchaser's, seller's or lienholder's county. Additionally, a vehicle owner may renew their registration with any county tax assessor-collector willing to accept the transaction.

Registration fees will be assessed based on the resident county for registration transactions processed by a county tax assessor-collector willing to accept the transaction. Title application fees will be assessed based on the purchaser's resident county, regardless of the processing county.

Update to Personalized License Plate Rule

TxDMV modified its rule pertaining to the reasons that a personalized license plate message would not be allowed. Before the change to 43 Texas Administrative Code §217.27, innocuous messages related to gender and military ranks were not allowed. The change removed those restrictions and greatly reduced the number of public complaints and confusion. Under the new rule, approximately 97 percent of personalized plate applications are approved compared to approximately 89 percent under the old rule.

Technology

Adding Credit Card Services in RSCs

TxDMV is poised to begin offering the ability for a customer to pay for services with a credit card. Currently, the department's RSCs only accept cash or checks. This project gained substantial momentum during FY 2022 with the collaboration with Texas NIC. The first pilot office, the Austin RSC, is scheduled for August 2023.

Survey Participation Review

FY 2022 marks the first full year of available survey data through the Nemo-Q 8-Second Survey in RSCs. Walk-in customers can take a short survey that is on an iPad in each lobby after receiving services. This information has assisted the department in gaining insight into the customer experience while seeking services at the RSCs. Survey data showed customers who visited the RSCs during FY 2021 had a 91.5 percent overall satisfaction rate with the services they received. This information will be used to further improve customer service throughout the state.

AAMVA Award for TxPROS & CVIEW Enhancements

The American Association of Motor Vehicle Administrators (AAMVA) selected TxDMV as the winner of the 2022 Security Awards, Fraud Prevention and Detection Award – Motor Vehicle Agency for Motor Carrier Safety Improvement Process. The department earned this distinction for an enhancement to the Texas Permitting & Routing Optimization System (TxPROS) and the Commercial Vehicle Information Exchange Window (CVIEW), which required a two-stage programming effort to enhance the safety and fraud prevention features of TxPROS. With this enhancement, motor carriers applying for a permit through TxPROS to transport oversize and overweight loads are automatically denied if the carrier has been placed out-of-service for safety reasons by the Federal Motor Carrier Safety Administration (FMCSA) or Texas DPS. Since these changes took effect in August 2021, the system has denied permits to 48 carriers who were found to be out-of-service, while allowing 472,251 permit applications to proceed. An enhancement to a related system allows law enforcement to verify oversize and overweight permits

presented to them roadside, ensuring that motor carriers are not using permits that are expired, assigned to a different route, or issued to a different vehicle.

Operations

Odessa RSC Remodeling Project

The Odessa RSC is undergoing a multi-year remodel project to create a safer, more organized, and efficient working environment for customers and staff. This is a combined effort between TxDMV and the Texas Department of Transportation (TxDOT).

A temporary building to provide services to customers during construction was set up on the TxDOT property in Odessa. Phase II reviews and approvals for the construction phase of the project have been in progress. Plans to complete reviews and approvals, move staff into the temporary building, and start construction, are currently projected for fiscal years 2023 and 2024.

San Antonio RSC Relocation Project

The San Antonio RSC has outgrown its capacity to properly serve the region. The property is no longer large enough to meet the needs of its customers. The Rolling Oaks Mall had available space large enough to accommodate the volume of customers the region serves and was chosen as the next site for the San Antonio RSC. This property is located off Loop 1604, which will provide easy access and accommodate large trucks, a high volume of customers, and VIN inspections with its extensive outdoor parking.

Negotiations with the new landlord to lease and accommodate our requests for the design of the available property at Rolling Oaks Mall have been underway. Plans to complete negotiations and move in are set for fiscal years 2023 and 2024.

Revenues & Expenditures

Overview

TxDMV is self-supporting and funds most of its expenditures through revenues deposited to TxDMV Fund 0010. The Motor Vehicle Crime Prevention Authority (MVCPA) is fully funded through fees deposited to General Revenue Fund 0001 from a fee collected on all automobile insurance policies issued in Texas. The majority of overall TxDMV revenue collections is from motor vehicle registration fees. Other revenue sources include motor vehicle certificates of title, motor vehicle dealer license fees, motor carrier oversize/overweight permit fees, license plate fees, processing and handling fees associated with vehicle registration transactions and assessments on motor vehicle insurance policies.

Total Fund Revenues

In FY 2022, TxDMV deposited $2.03 billion to state funds, a 3.7 percent increase from FY 2021. As shown in the chart below, in FY 2022 the department deposited $121.1 million to the General Revenue Fund (Fund 0001), $1.73 billion to the State Highway Fund (Fund 0006), and $180.1 million to the TxDMV Fund (Fund 0010).
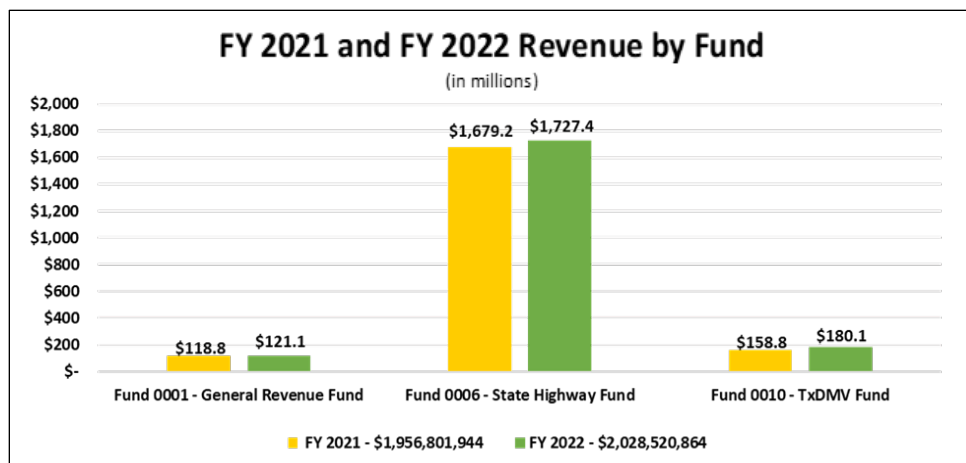
TxDMV Fund 0010 Revenues

The chart below shows TxDMV Fund 0010 collections in FY 2022 compared to FY 2021 by revenue category:

FY 2021 and FY 2022 Actual Revenue - Fund 0010				
Revenue Category	FY 2021 Actual	FY 2022 Actual	Variance	% Difference
Motor Vehicle Certificates of Title	$ 32,225,292	$ 50,220,125	$ 17,994,833	55.8%
Motor Vehicle Registration	40,855,465	42,145,216	1,289,751	3.2%
Motor Carrier Oversize/Overweight	13,412,579	13,764,477	351,898	2.6%
Motor Vehicle Business Licenses	8,091,110	7,451,703	(639,407)	(7.9%)
Miscellaneous Revenue	8,108,900	9,475,890	1,366,989	16.9%
Processing and Handling Fee	56,147,878	57,000,512	852,634	1.5%
Total	**$ 158,841,224**	**$ 180,057,922**	**$ 21,216,698**	**13.4%**

In FY 2022, the state showed a growth pattern in almost all sectors, resulting in increases in most categories of revenue. Decreased motor vehicle business license revenue can be attributed to the motor vehicle industry at large realizing the effects of supply-chain issues and the global chip shortage. This led to a lack of motor vehicle inventory and increased competition for available inventory. As a result, the department received fewer applications for motor vehicle industry licensure. TxDMV will continue to monitor the effects of these factors throughout FY 2023.

TxDMV Fund 0010 revenue was 13.4 percent ($21.2 million) higher than FY 2021. The increase in motor vehicle certificates of title revenue was mostly attributable to a full year of collections in FY 2022 of the reinstated delinquent title transfer penalty, previously waived by the governor; waiver of the penalty fee ended in April 2021. The increase in miscellaneous revenue was mostly due to increased receipt of credit-card service fees based on increased permitting activity and other statewide economic improvements, and higher interest rates on the TxDMV Fund balance starting in the latter part of FY 2022.

Total Expenditures

Expenditures and outstanding obligations for FY 2022 totaled $171.3 million, as shown below.

FY 2022 Expenditures and Encumbrances by Category - All Funds
(in millions)

- Professional Fees, $21.5
- Freight, Postage & Printing, $18.8
- Grants, $14.4
- Contract Services & Services, $41.3
- Computer Maint. & Repairs, $4.0
- Other Expenditures (1), $13.0
- Salary & Related Costs, $58.3
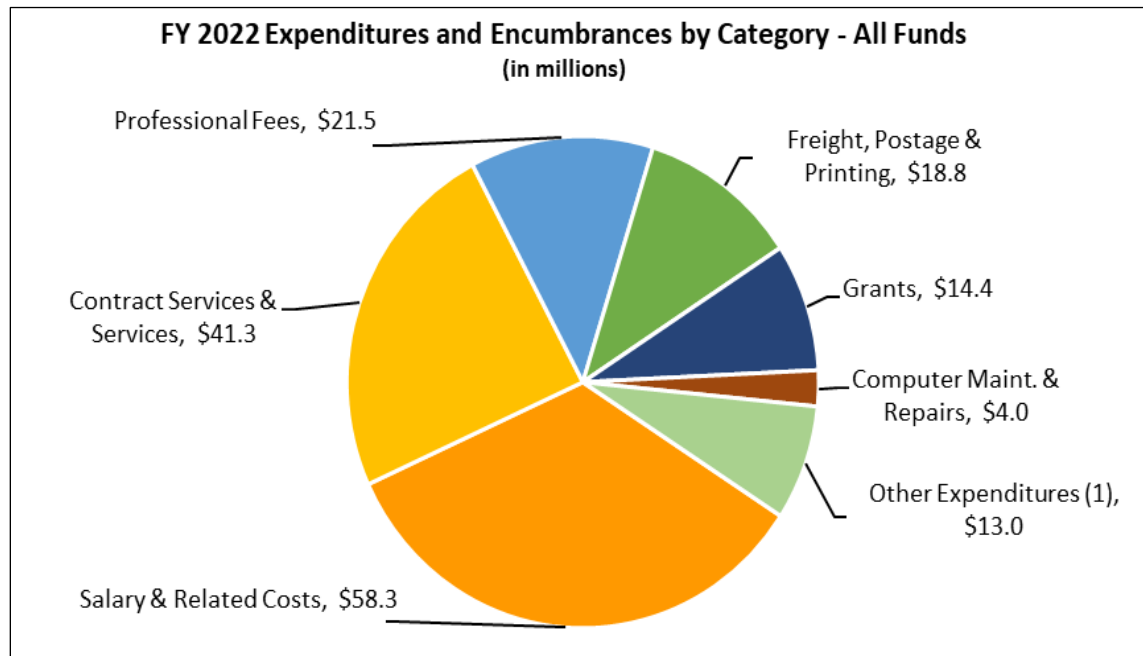
(1) Other Expenditures includes Online Service Fees ($5.5 million), Rents/Utilities ($5.5 million), Other Expenses ($1.3 million), Capital ($149,000) and Travel/Training ($533,000)

Capital budget expenditures and encumbrances totaled $20.0 million in FY 2022, with the majority being used to support Data Center Services (DCS) ($10.1 million); automation projects ($6.0 million) and County Technology Replacement (e.g., workstations, printers, network services) ($2.0 million).

FY 2022 Annual Financial Report (AFR)

The department's AFR for the year ending August 31, 2022, was submitted in compliance with the Texas Comptroller of Public Accounts (CPA) by the November 20, 2022, deadline. The report was transmitted to the Governor's Office, the Legislative Budget Board (LBB) and appropriate state oversight agencies. The report is available online at https://www.txdmv.gov/sites/default/files/report-files/Annual_Financial_Report_FY2022.pdf

Performance Data

Office of Administrative Hearings (OAH) Division

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

In FY 2022, OAH completed 476 Lemon Law and warranty performance complaints, 72 less complaint closures over FY 2021, a decrease of approximately 13 percent. During FY 2022, OAH experienced staffing shortages, which is a contributing factor to the decrease in the number of cases closed for the year. Each complaint closed in an average of 20 weeks, outperforming the target of 23 weeks established by the General Appropriations Act (GAA). OAH experienced a four percent decrease in cases referred by the Enforcement Division – from 497 referrals in FY 2021 to 476 in FY 2022.

Number of Lemon Law Cases Closed
Fiscal Years 2017-2022 Actuals

Year	Cases Closed
2017	384
2018	350
2019	451
2020	473
2021	548
2022	476

**Average Number of Weeks
to Close a Lemon Law Case**
Fiscal Years 2017-2022 Actuals

Year	Weeks
2017	18
2018	20
2019	18
2020	21.5
2021	19
2022	20
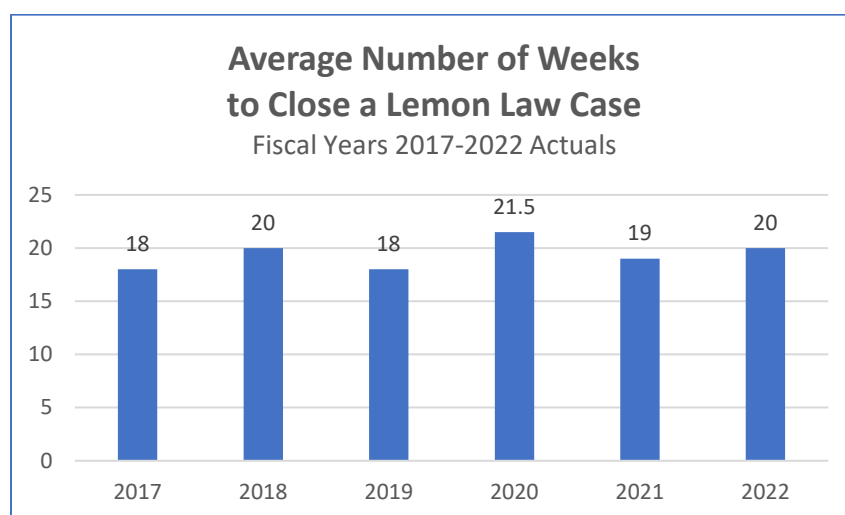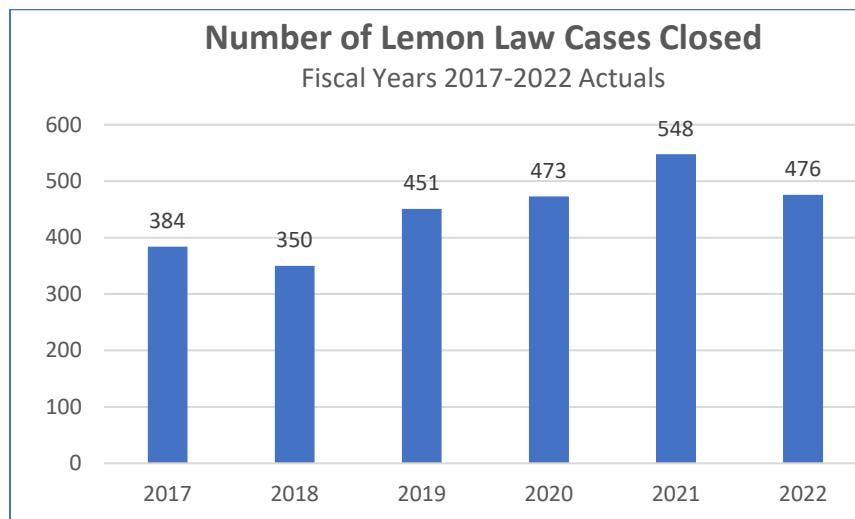
Consumer Relations Division (CRD)

CRD is TxDMV's contact center and responsible for handling inbound and outbound customer communications through various channels such as telephone and email. The division services a wide customer base that includes the motoring public and all industries and stakeholders served by TxDMV. The division also maintains a department database to track consumer complaints, resolutions, compliments and suggestions.

The primary mission of CRD is to provide high-quality customer service by addressing customer inquiries, resolving issues, providing information, and managing complaints in an efficient and timely manner. The major activities of the division include.

- Assistance regarding:
  - Bonds
  - Complaints against motor vehicle dealers, motor carriers, and household movers
  - Department complaints
  - Disabled plates and placards
  - Legal restraints
  - Lemon Law
  - License plates
  - Military personnel requests
  - Motor vehicle dealer licensing, applications and renewals
  - Salvage dealer inquiries
  - Titling vehicles
  - Toll disputes
  - Vehicle registration
- Level 1 Registration and Title System Help Desk support for Texas tax assessor-collectors
- Level 1 eLICENSING Help Desk support for Texas motor vehicle dealers and salvage dealers
- Customer and stakeholder technical troubleshooting and web navigation support for department-related programs, applications, and systems

According to the United States Census Bureau for Texas, the state's demographic grew by 1.6 percent or 470,708 in 2022. To further accommodate the state's expansion and growth, CRD implemented a courtesy callback that would allow flexibility. As the division continues to seek advances in service processing and response times through resource reallocation efforts and process improvements, recruitment and retention remain a divisional resource challenge.

The division is allocated 62 full-time equivalent (FTE) positions. During FY 2022, the division experienced an eight to 10 percent vacancy rate. The challenge of unfilled FTE positions also impacted the division's customer satisfaction ratings (CSAT) score with an overall decrease of one percent. Despite the one percent decrease, the division responded to 80 percent of the demand, or 625,807 calls answered out of 780,533 received. The division completed FY 2022 with a 20 percent abandoned call rate (ACR) and a 6.46-minute average wait time.

The division's customer satisfaction surveys found 94 percent of customers were satisfied with the quality of service provided by the contact center. Customer service representatives (CSRs) received an average rating of 97 out of 100 from customer call quality. The division re-evaluated its job descriptions

and minimum qualifications in comparison to other state agencies. As a result, the division received a 29.41 percent increase in quality applicants and now sustains a three percent vacancy average.

CRD Customer Satisfaction Survey Ratings by Month
August 2021 – August 2022
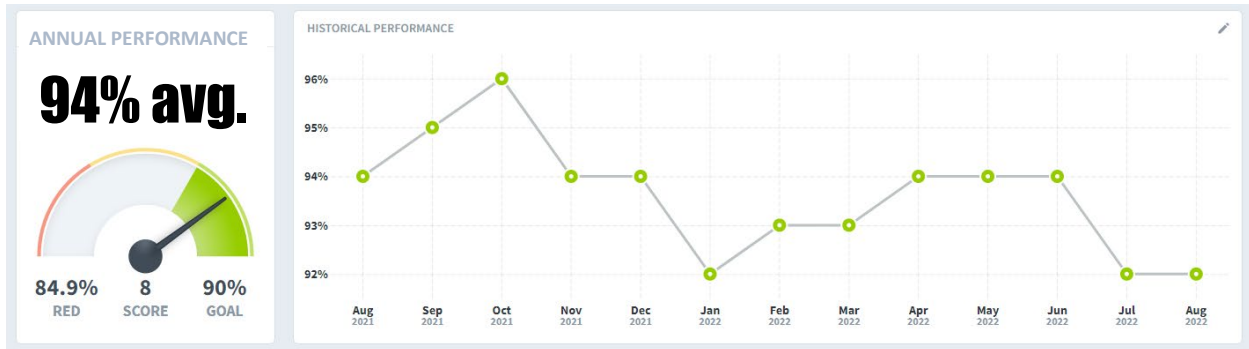
FY 2011 – FY 2022 Customer Contacts Served by CRD
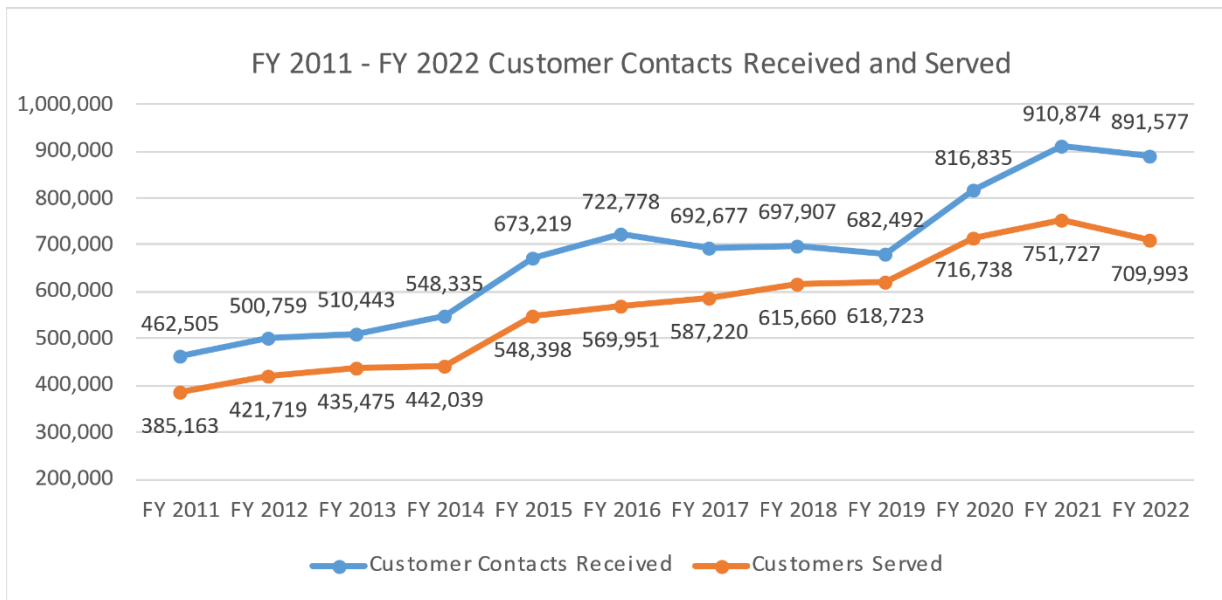
The division continues to work toward the automation of information and increased availability of germane information through online services. In FY 2022, the division presented online automation recommendations that would further streamline how and when customers can access agency information through a "one-stop-shop" business model.

The department projects that customer contacts will increase in FY 2023 and FY 2024. The division will need to leverage existing resources to meet anticipated demand. Such resources include but are not limited to online automation and the use of chatbots.

Enforcement Division (ENF)

ENF administers laws affecting the motor vehicle distribution, salvage, and motor carrier industries, including, but not limited to laws governing the transportation of household goods, oversize/overweight motor carrier permits, and motor vehicle dealer advertising. The statutes enforced by the division are designed to protect consumers, ensure a sound system for the distribution and sale of motor vehicles, ensure the safety of the traveling public, and protect the integrity of highways and bridges. The division is also responsible for ensuring compliance with TxDMV policies concerning vehicle title and registration services provided by the county tax assessor-collector offices by identifying and recommending best practices.

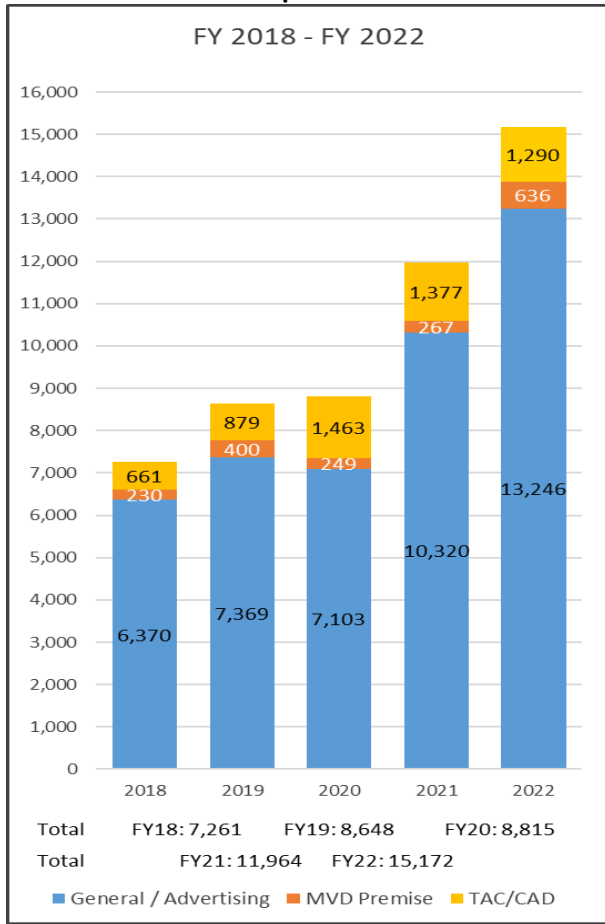In July 2022, ENF introduced the Law Enforcement Assistance Team (LEAT) to streamline processes to allow law enforcement officers faster, more coordinated access to TxDMV motor vehicle records to assist with criminal investigations. Once vetted, law enforcement can obtain information and documentation from LEAT. Law enforcement entities are also afforded access to the TxDMV Closed Data Portal (CDP) through LEAT. The CDP provides law enforcement professionals direct access to regularly updated motor vehicle data sets through a web-based interface available 24-hours a day, seven-days a week.

Major division activities include:

- Investigation of motor vehicle and salvage complaints, Lemon Law complaints, warranty performance complaints, household goods mover complaints and complaints related to size and weight violations;
- Referral of known criminal offenses to law enforcement;
- Assisting law enforcement with obtaining information and documentation from TxDMV systems;
- Submission of investigative findings to TxDMV attorneys for administrative action;
- Settlement of cases with dealers or motor carriers. Cases not settled or otherwise closed are litigated at the State Office of Administrative Hearings (SOAH);
- Evaluating county tax assessor-collector internal processes to ensure adherence with established departmental policies, and ensuring proper collection and remittance of state revenues;
- Identifying and preventing fraud, waste, and abuse of department resources and services at points of sale within county offices;
- Inventory of department-owned assets and metal plates held at county locations; and
- Presenting training seminars to regulated entities, stakeholders, and law enforcement groups.

The number of cases closed each fiscal year depends on the number of complaints received, the complexity of each case, and division staffing. ENF saw a sharp increase in the number of cases received in FY 2022 as well as an increase in the complexity of the types of cases received following the passage of HB 3927, which allows the department to deny access to the temporary tag database when a dealer is found to have fraudulently obtained temporary tags from the system. While the division enjoyed significant success in curbing fraudulent temporary tag activity in FY 2022, that success came at the cost of being able to close a greater number of cases.

Motor Vehicle Cases Opened

FY 2018 - FY 2022

Total	FY18: 7,261	FY19: 8,648	FY20: 8,815	
Total		FY21: 11,964	FY22: 15,172	

Legend: General / Advertising · MVD Premise · TAC/CAD

Bar values (2018–2022):
- 2018: 6,370 / 230 / 661
- 2019: 7,369 / 400 / 879
- 2020: 7,103 / 249 / 1,463
- 2021: 10,320 / 267 / 1,377
- 2022: 13,246 / 636 / 1,290

Motor Vehicle Cases Closed

FY 2018 - FY 2022

Total	FY18: 4,952	FY19: 7,107	FY20: 10,645	
Total		FY21: 11,157	FY22: 11,223	

Legend: General / Advertising · MVD Premise · TAC / CAD

Bar values (FY 2018–FY 2022):
- FY 2018: 4,149 / 217 / 586
- FY 2019: 5,755 / 422 / 930
- FY 2020: 8,905 / 257 / 1,483
- FY 2021: 9,524 / 261 / 1,372
- FY 2022: 9,374 / 619 / 1,230
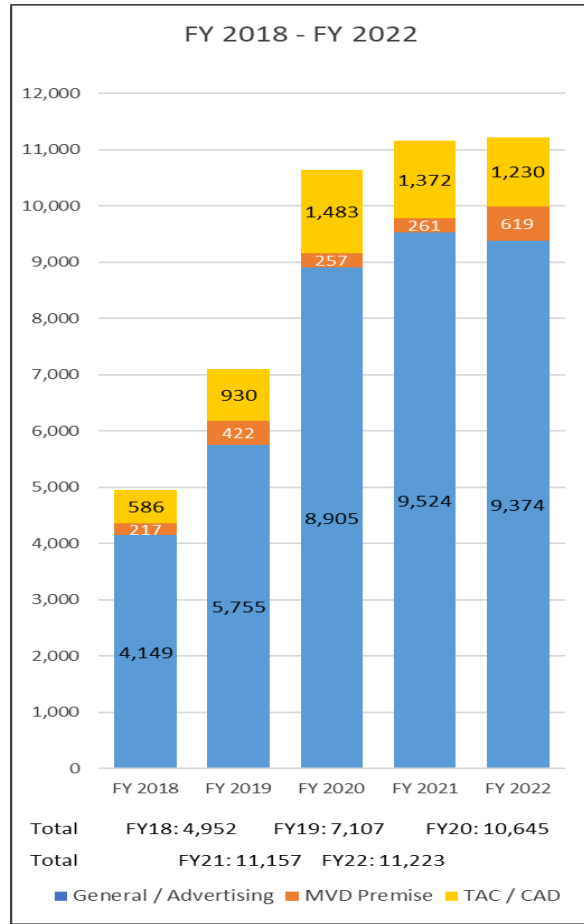
Motor Carrier Cases Opened

FY 2018 - FY 2022

	772	611	257 / 298	191 / 351
	379	387		
	392	824	390 / 258	1787
			2036	
			1406	
	5416	5427	6404	5748	7743
	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022

Total   FY18: 6,959   FY19: 7,249   FY20: 9,088

Total   FY21: 7,709   FY22: 10,072

■ Insurance Cancellations ■ Motor Carrier(Other) ■ HHG ■ Oversize/Overweight
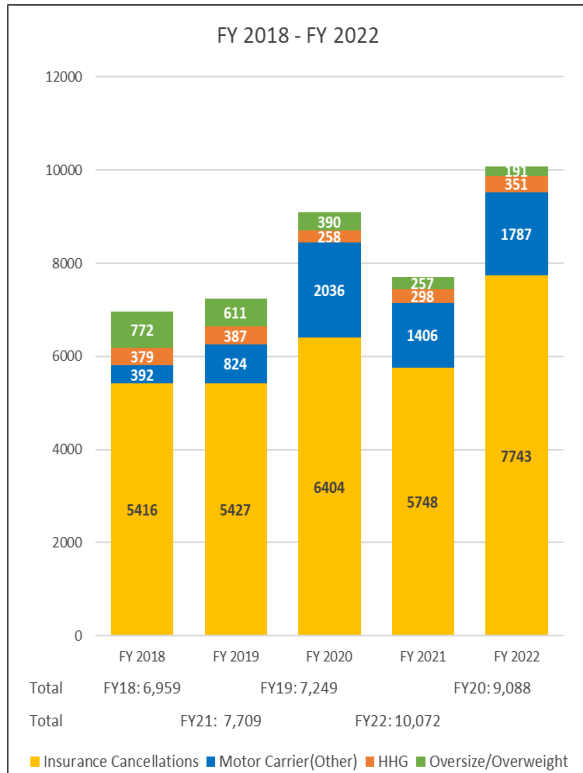
Motor Carrier Cases Closed

FY 2018 - FY 2022

			442	221
	705		274	334
	378	337		
	599	325	1459	1278
		631	419 / 189	
			1354	
	4671	4310	4308	6358	6476
	FY2018	FY2019	FY2020	FY 2021	FY 2022

Total   FY18: 6,353   FY19: 5,603   FY20: 6,270

Total   FY21: 8,533   **FY22: 8,309**

■ Insurance Cancellations ■ Motor Carrier(Other) ■ HHG ■ Oversize/Overweight
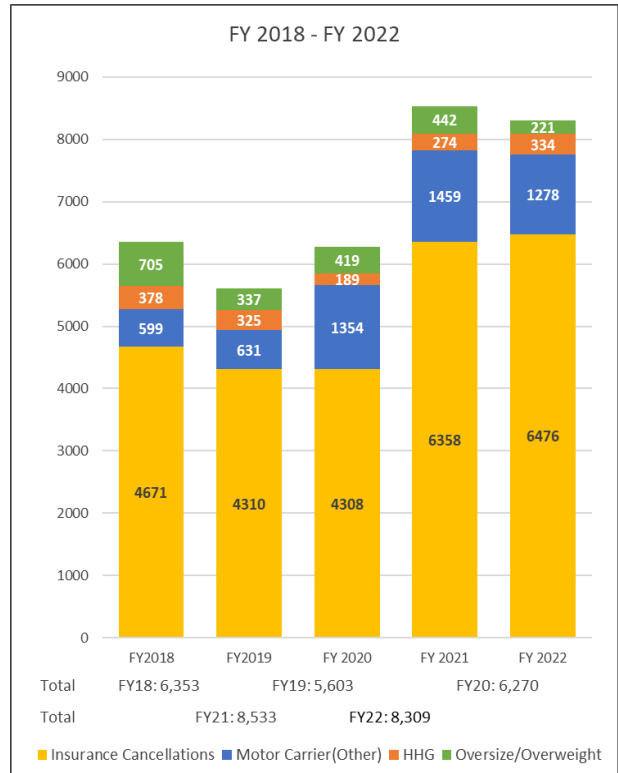
Motor Carrier Division (MCD)

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

Credentialing Program

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

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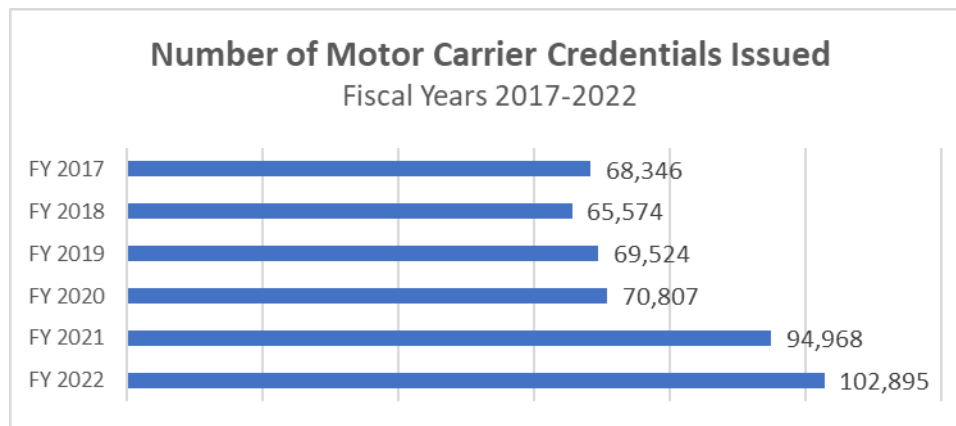- Household goods (for compensation).

MCD uses two online systems to ensure the safety of the traveling public:

- The Electronic Licensing and Issuance Credentialing (eLINC) is a self-service, online application tool that asks a series of questions to determine a motor carrier's operating authority (intrastate registration) needs. The motor carrier industry includes general freight haulers, hazardous material haulers, household goods movers, brokers, leasing companies and passenger carriers; and
- The Motor Carrier Credentialing System (MCCS) provides information to assist in the assurance of the safety and welfare of the traveling public. All new information is vetted to ensure businesses are registered properly with the Texas Secretary of State's Office and the Texas Comptroller of Public Accounts and that the vehicles are registered and insured properly. Further, MCCS records Vehicle Identification Number (VIN) and owner and company information. Additionally, household goods movers are required by state law to file a tariff (rates and charges) as part of the application to protect consumers from deceptive and unfair practices. MCCS maintains those tariffs, which are available online for the public on our public portal, the "Truck Stop." Customers can use Truck Stop to review the motor carriers they might use. Law enforcement can use Truck Stop for inquiries during roadside stops.

Two additional functions performed by MCD are:

1. Ensuring all intrastate motor carriers traveling across state lines (interstate) are properly registered with the Unified Carrier Registration (UCR) program by comparing information contained in both the state and federal systems; and
2. Identifying "chameleon carriers" through a screening process for new applications established in MCCS. MCCS screens new motor carrier applications and identifies those attempting to recreate themselves as a new carrier to avoid enforcement penalties and/or sanctions or unsatisfactory safety ratings.

Number of Motor Carrier Credentials Issued
Fiscal Years 2017-2022

Fiscal Year	Number
FY 2017	68,346
FY 2018	65,574
FY 2019	69,524
FY 2020	70,807
FY 2021	94,968
FY 2022	102,895

In FY 2022, TxDMV issued 102,895 motor carrier credentials of all types: new applications, renewals, and Unified Carrier Registrations for interstate operations. This was a 14 percent increase from FY 2021. Motor carrier credentials are consumer-driven and are affected by the current economic conditions. However, for a motor carrier to operate in Texas, it must maintain its current operating authority. At the

end of FY 2019, 441 drilling rigs were operating in Texas. That number dropped to 107 at the end of FY 2020 and has recovered to 380 at the end of January 2023.[1]

Oversize/Overweight (OS/OW) Permits

The objective of the OS/OW Permitting Program is to regulate the movement and provide oversight of OS/OW vehicles and loads on the Texas highway system to ensure the safety of the traveling public and to protect the integrity of highways and bridges.

TxPROS is TxDMV's system that issues OS/OW permits online, 24-hours a day, seven days a week. Customers not only save time and money by self-issuing permits, but they also receive detailed routing instructions on how to avoid restricted areas based on their vehicle dimensions, increasing safety for both the motor carrier and the public.

In FY 2022, MCD issued 719,364 OS/OW permits and of those, almost 82 percent were single-trip routed permits. The average processing time for issuing single-trip permits is 23 minutes.

Number of OS/OW Permits Issued
Fiscal Years 2017-2022

Fiscal Year	Permits
FY 2017	701,715
FY 2018	809,113
FY 2019	865,171
FY 2020	749,083
FY 2021	666,271
FY 2022	719,364

Motor Vehicle Crime Prevention Authority (MVCPA)

MVCPA is a division within TxDMV funded by General Revenue that supports the separate, governor-appointed, MVCPA Board. The board has three statutory duties under Texas Transportation Code, Chapter 1006, which is different statutory authority than TxDMV:
1. Collection of a $4 fee from insurers for every vehicle covered by any form of insurance;
2. Determine refunds when insurers claim to have overpaid the fee; and
3. Give grants and operate programs to combat and prevent motor vehicle crime.

The department provides support staff to MVCPA through an interagency agreement. MVCPA has direct planning responsibilities in addition to reporting activities and expenditure requirements to the Legislature every year.

HB 3514 by Rep. Canales (87th Legislation Session) contained three clean-up provisions pertaining to MVCPA. One section removed MVCPA from a TxDOT report (a holdover from when MVCPA was under TxDOT). A second section applied the general tax code penalty for late payment and late filing to the

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[1] Rig counts data is from Baker Hughes Company accessed on Feb. 2, 2023 (https://rigcount.bakerhughes.com/na-rig-count)

MVCPA fee. The final section allowed MVCPA to recover any costs associated with a denied or improperly requested refund from insurers. All of these were submitted by the MVCPA Board to the TxDMV Board for inclusion in the board's legislative recommendations.

MVCPA division staff worked with the Texas Comptroller of Public Accounts (CPA) to collect more than $110 million for deposit into the General Revenue Fund from the MVCPA fee. MVCPA's appropriation for FY 2020-2021 was cut by five percent. The divison bore much of the reduction in administrative costs to keep from losing grant-funded officers in communities throughout the state. The division absorbed the following activities:

- Established MVCPA Board Policy and TxDMV processes to create and implement the new Rapid Response Strikeforce grant program;
- Changed an exisiting position upon request by MVCPA and assisted the Human Resources Division to hire a law enforcement specialist for a department inititative. This position and the initative will examine and develop new types of funding streams to serve law enforcement that directly support MVCPA's vision and mission while complementing TxDMV's mission and vision;
- Implemented a new requirement adopted by the MVCPA Board for FY 2022 Taskforce Grants that require grantees to participate in monthly intelligence-sharing webinars and actively use the Virtual Command Center (VCC). Division staff manage the VCC through a secure FBI website;
- Division staff maintian social media and web-based tools on behalf of the MVCPA Board to promote motor vehicle crime prevention to the public; and
- Division staff maintain motor vehicle crime prevention printed materials in English and Spanish – two versions of printed brochures and coloring books, focusing on crime prevention and vehicle protection.

STATUTORY REQUIREMENTS REPORTED BY MVCPA GRANT RECIPIENTS		
Activity	FY 2021	FY 2022
Recovered Stolen Vehicles	11,533	12,497
Cleared Motor Vehicle Theft Cases	17,690	9,373
Persons Arrested for Motor Vehicle Theft	3,171	2,655
Cleared Burglary of a Motor Vehicle Cases	1,762	2,315
Arrested for Burglary of a Motor Vehicle	663	632
Cleared Fraud-related Motor Vehicle Crime Cases NEW	224	331
Persons Arrested for Fraud-related Motor Vehicle Crime NEW	78	119

Motor Vehicle Division (MVD)

MVD provides an efficient, reliable, and customer-centric system for distributing and selling motor vehicles through the licensing of franchised dealers, motor vehicle manufacturers, independent (also known as General Distinguishing Number (GDN) or used motor vehicle dealers), distributors, in-transit operators, converters, lease facilitators, lessors and salvage vehicle dealers doing business in Texas.

In FY 2022, MVD issued approximately 10,144 new and renewal licenses supporting the more than 19,500 motor vehicle and salvage industry licensees in Texas.

LICENSES ISSUED BY MVD IN FY 2022		
Type of License	**Total by License Type**	**Percent of Total**
Converter New	7	0.07%
Converter Renewal	67	0.66%
Distributor New	8	0.08%
Distributor Renewal	48	0.47%
Franchise New	374	3.69%
Franchise Renewal	1,212	11.95%
General Distinguishing Number (GDN) New	1,337	13.18%
GDN Renewal	6,430	63.39%
In-transit New	29	0.29%
In-transit Renewal	42	0.41%
Lease Facilitator New	2	0.02%
Lease Facilitator Renewal	10	0.10%
Lessor New	29	0.29%
Lessor Renewal	96	0.95%
Manufacturer New	20	0.20%
Manufacturer Renewal	102	1.01%
Salvage Dealer New	74	0.73%
Salvage Dealer Renewal	257	2.53%
FY 2022 Total	**10,144**	**100%**

There was a decrease of approximately 11 percent in the overall total number of licensees in the state from FY 2021 to FY 2022. This is an ongoing result of changes made to licensing requirements during the 86th Legislative Session. Specifically, Senate Bill 604 was passed that eliminated salvage license endorsements (e.g., Salvage Pool Operator, Salvage Vehicle Dealer-New, Salvage Vehicle Dealer-Used, etc.) in favor of a comprehensive Salvage Vehicle Dealer License. Thus, Salvage Vehicle Dealers are no longer required to hold multiple salvage-related licenses to engage in specific activities. Furthermore, HB 1667 was passed that allows a GDN holder (also known as an independent or used motor vehicle dealer) to operate as a Salvage Vehicle Dealer without holding a separate Salvage Vehicle Dealer License.

In addition, MVD implemented significant procedural enhancements to the dealer licensing process and associated systems in FY 2022 based on an internal review of procedures and programming related to dealer licensing and the department's temporary tag systems. These enhancements include verifying property ownership records, requiring additional ownership and premises documentation, and creating a Background and Fraud Unit to provide an additional level of critical review for dealer license applications. The implementation of these enhancements may have contributed to the lower level of overall licensees during FY 2022, as individuals attempting to use or obtain a dealer license for fraudulent purposes were deterred from renewing or applying for a license.

Number of Motor Vehicle Industry Licenses Issued

Fiscal Years 2017-2022 Actuals

| Fiscal Year	Licenses Issued
FY 2017	19,037
FY 2018	21,382
FY 2019	21,350
FY2020	13,104
FY2021	14,005
FY2022	10,144
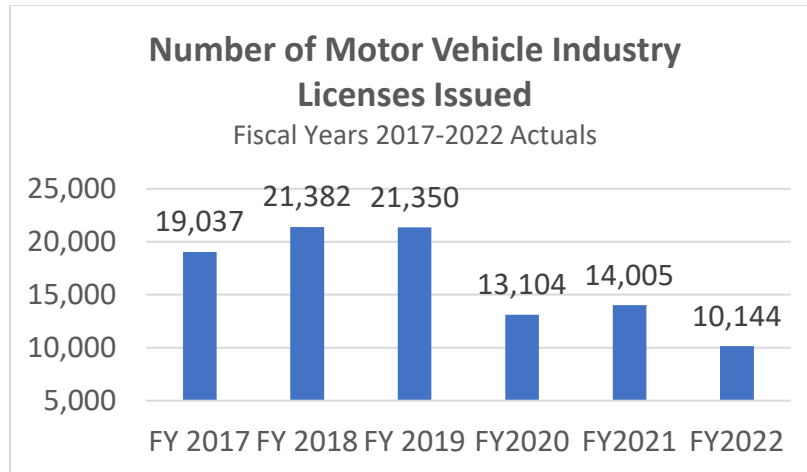
MVD saw a decrease of 27.5 percent in the number of vehicle industry licenses issued during FY 2022 compared to FY 2021. The primary factors contributing to the decline were the economic conditions, supply chain issues and the global chip shortage. This combination of conditions led to a lack of motor vehicle inventory and increased competition for the available supply. As such, manufacturers may be limiting the number of franchise agreements they are offering, and both franchised and independent dealers may be reticent to open dealerships at this time, thus negating the need to pursue licensure.

During the 87th Legislative Session, there were no bills enacted that directly impacted the total number of licensees in the state. However, HB 3927 was enacted to address the fraudulent use of temporary tags, which impacts several divisions within the department, including MVD. As noted above, MVD implemented significant procedural enhancements to the licensing process. While the more rigorous review of dealer applications may be a contributing factor to the lower number of overall licenses issued, these improved processes serve as a pre-emptive measure to prevent individuals from fraudulently obtaining a dealer's license. Staff vacancies also impacted the timing of licenses issued, contributing to the overall decline in FY 2022.

MVD further tracks its efficiency through Key Performance Indicators (KPIs) with target average processing times for GDN, franchise and salvage vehicle dealer applications.

From September 2021 to August 2022, the average time to process a new GDN application was 26 days, nine days slower than the KPI target of 17 days.

Average Processing Time for New General Distinguishing Number (GDN) Applications
Average Number of Days by Month, September 2021 – August 2022
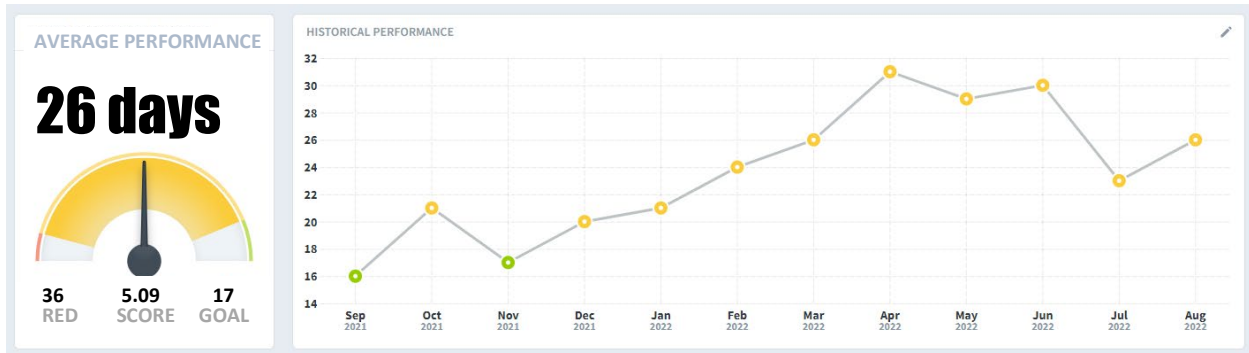
From September 2021 to August 2022, the average number of days to process a new franchised license application is 29.3 days, which is three days faster than the KPI target of 33 days.

Average Processing Time for New Franchised Dealer License Applications
Average Number of Days by Month, September 2021 – August 2022

From September 2021 to August 2022, the average number of days to process a new salvage vehicle dealer application is 22.5 days, which is six days slower than the KPI target of 17 days.

Average Processing Time for Salvage Vehicle Dealer License Applications
Average Number of Days by Month, September 2021 – August 2022

MVD administers a successful mediation program in conjunction with TxDMV's Office of General Counsel. Ninety-one percent of contested cases mediated by the department are resolved, benefitting all parties. The parties to these types of contested cases are franchised dealers, manufacturers, or distributors. These contested cases involve a statutory protest or statutory complaint filed by one of the parties. When parties resolve a case through a department-facilitated mediation, they avoid the time and expense of litigation and have more control over the result of the conflict. Due to the volume of cases settled through mediation, the department realizes significant cost savings in SOAH contract expenses. In addition, through the mediation program, the department realizes significant staff time savings, as resources spent tracking SOAH cases, preparing proposals for decision for board consideration, and preparing case files for appeals are reduced.
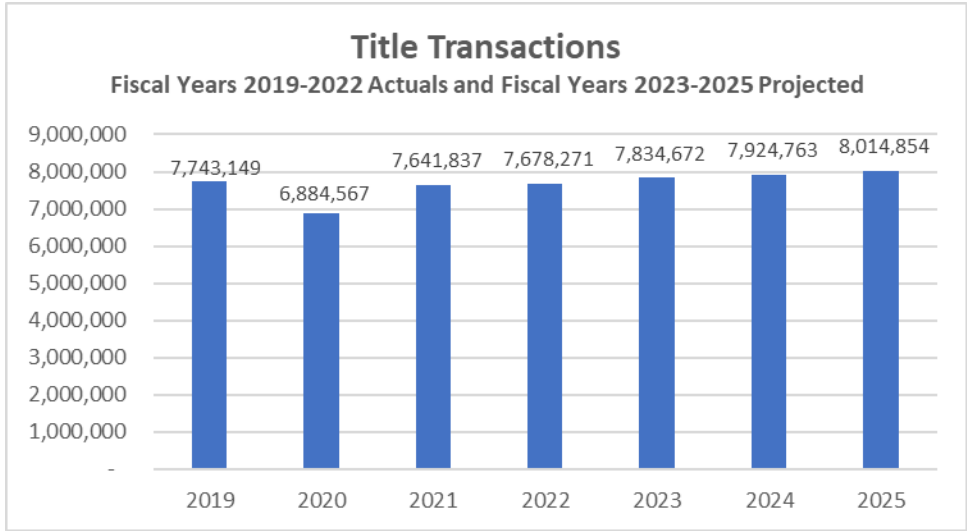
MVD is also responsible for reviewing and processing applications for increases in dealer and converter temporary tag allocation limits. In 2021, the Texas Legislature passed HB 3927, which allowed the department to place limits on the number of temporary tags licensed Texas dealers and converters can create. Limits are based on the actual sales volume of the dealer or converter's business, as well as other business-specific factors, and are updated each calendar year. Under TxDMV's rules, a dealer or converter may submit requests for increases in their tag allocation limits once they have exhausted 50 percent of their temporary tag allocation for the calendar year. Dealers and converters submit their tag limit increase applications using the eLICENSING system.

MVD has a primary goal of customer satisfaction and sends all license holders a customer satisfaction survey upon approval of a license, amendment, or renewal application. License holders who respond with low ratings or written complaints are contacted directly to address their concerns. For FY 2022, 96 percent of participating license holders agreed they are satisfied overall with the service MVD provides.

Vehicle Titles and Registration (VTR) Division

Title Services Performance Data
Proper titling protects vehicle owners and prospective buyers by allowing for the orderly transfer of ownership, prevention of theft and protection of lenders. VTR is responsible for the development, implementation and oversight of motor vehicle title policy and procedure for the state. This program also manages the title aspects of motor vehicle records in the state's RTS database and checks each title application against the National Motor Vehicle Title Information System (NMVTIS) for relevant title information and any value-limiting brands on the vehicle to be titled.

Title Transactions
Fiscal Years 2019-2022 Actuals and Fiscal Years 2023-2025 Projected

Year	Transactions
2019	7,743,149
2020	6,884,567
2021	7,641,837
2022	7,678,271
2023	7,834,672
2024	7,924,763
2025	8,014,854

TxDMV continues to experience success with the web-based application known as webDEALER that allows licensed Texas dealers to process title applications and new registrations online in lieu of making trips to county tax assessor-collector offices with paper documents. The ability to process title applications and new registrations online has resulted in a quicker, more accurate submission process and the approval time of each application has been significantly reduced. An additional timely, positive result of implementing webDEALER is the reduced need for in-person transactions, which proved extremely beneficial during the COVID-19 pandemic.

This is not only a benefit to the dealer, but it also affords TxDMV quicker visibility of title applications for examination purposes. Data trends since FY 2014 indicate the use of webDEALER has increased as indicated in the charts below. As of Sept. 1, 2020, statute requires each county tax assessor-collector to make webDEALER available to any licensed Texas dealer requesting access. The department anticipates the use of webDEALER will continue to increase as the department works to expand throughput and enhance the application.

webDEALER Title Applications
Fiscal Years 2014-2022

Year	Applications
2014	2,752
2015	315,974
2016	1,274,671
2017	1,573,938
2018	1,721,511
2019	1,725,283
2020	1,695,171
2021	1,977,051
2022	1,971,569

% of Dealer Title Applications Processed in webDEALER
Fiscal Years 2014-2022
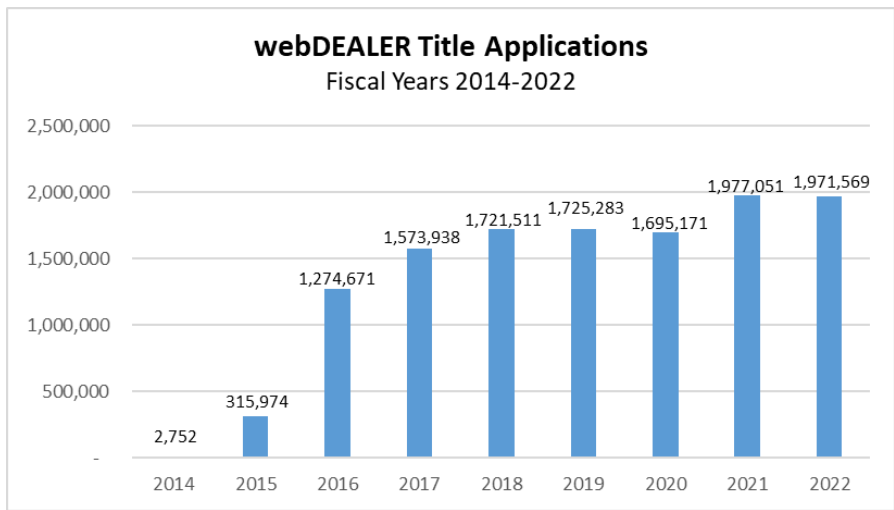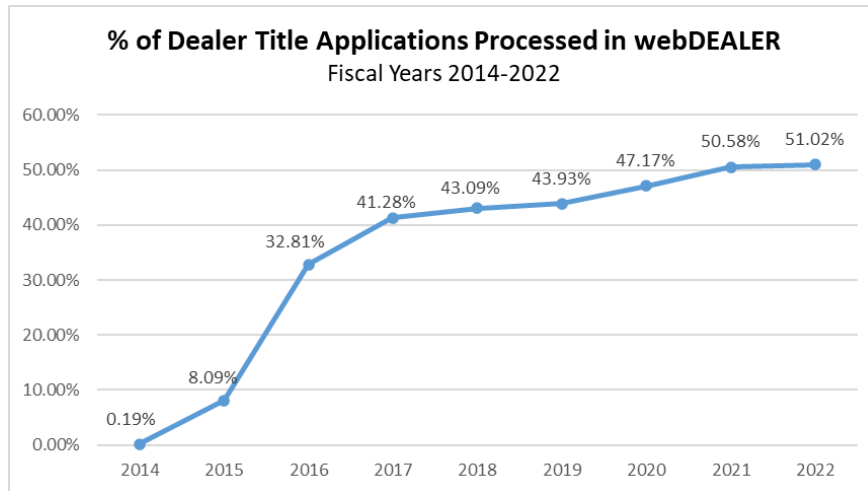
Registration Services Performance Data

Under Texas Transportation Code, Chapter 502, owners of motor vehicles, trailers and semitrailers are required to apply for annual registration for each registration year in which the vehicle is used or will be used on a public highway.

Registered Vehicles
Fiscal Years 2019-2022 Actuals and Fiscal Years 2023-2025 Projected
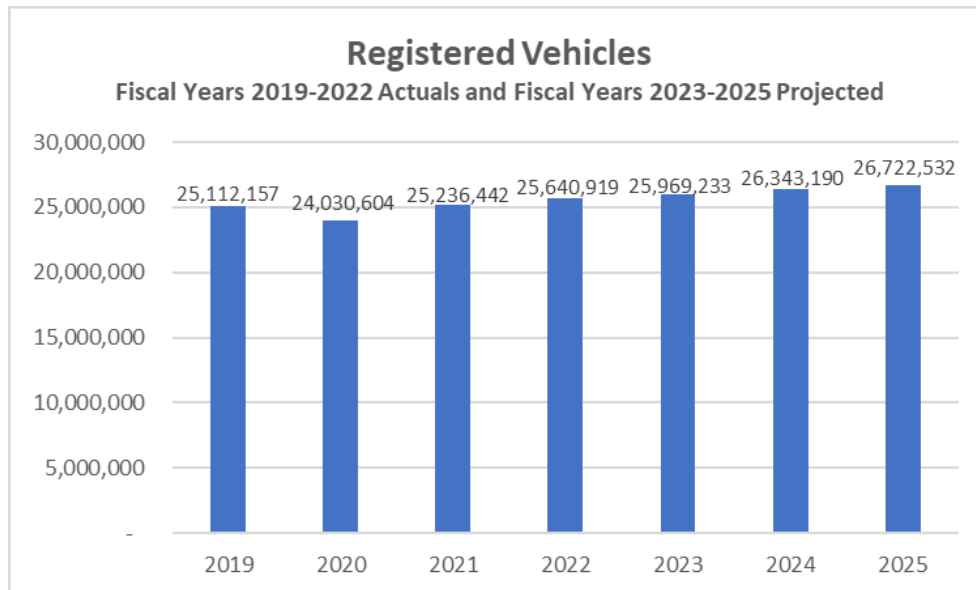
The state's 254 county tax assessor-collectors process various registration-related transactions on behalf of TxDMV. The department provides county tax assessor-collectors with computer workstations, network infrastructure, computer supplies, forms and training as strategic partners. TxDMV consistently seeks to provide its customers with convenient and efficient methods to conduct business with the state. Therefore, the department provides the flexibility to renew registration in one of three ways – walk-in, mail or online (available 24-hours a day, seven-days a week). TxDMV also provides a $1.00 fee reduction for renewals completed online. As of Aug. 31, 2022, there were 25,640,919 registered vehicles in Texas.

Registration Renewal Option Utilization by Month
September 2021 - August 2022
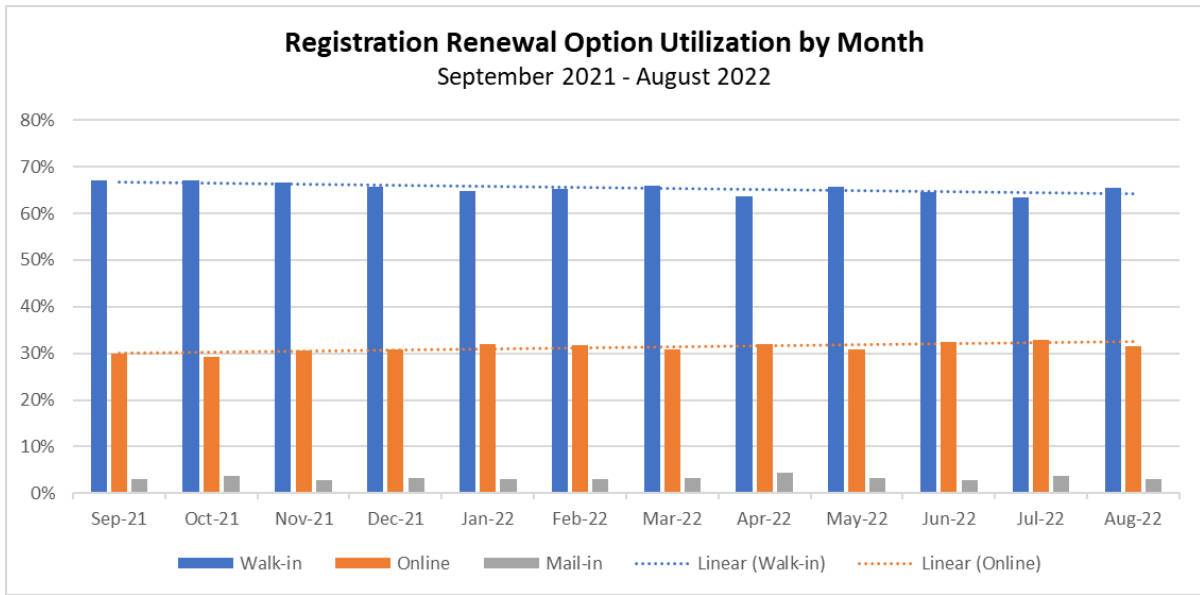
Regional Services Performance Data

The Regional Services Section operates 16 RSCs located in various cities throughout Texas. These 16 RSCs serve private citizens, county tax offices, law enforcement, the motor vehicle industry, and the motor carrier industry. The RSCs assist customers with vehicle titles, vehicle registrations, commercial fleet services, and programs that assist commercial carriers.

FY 2022 Statistics

During FY 2022, RSCs provided the following services to the State of Texas and served a total of 1,171,204 customers:

The total number of customers served in-person was 790,252.

In-Person Customers Served by RSCs
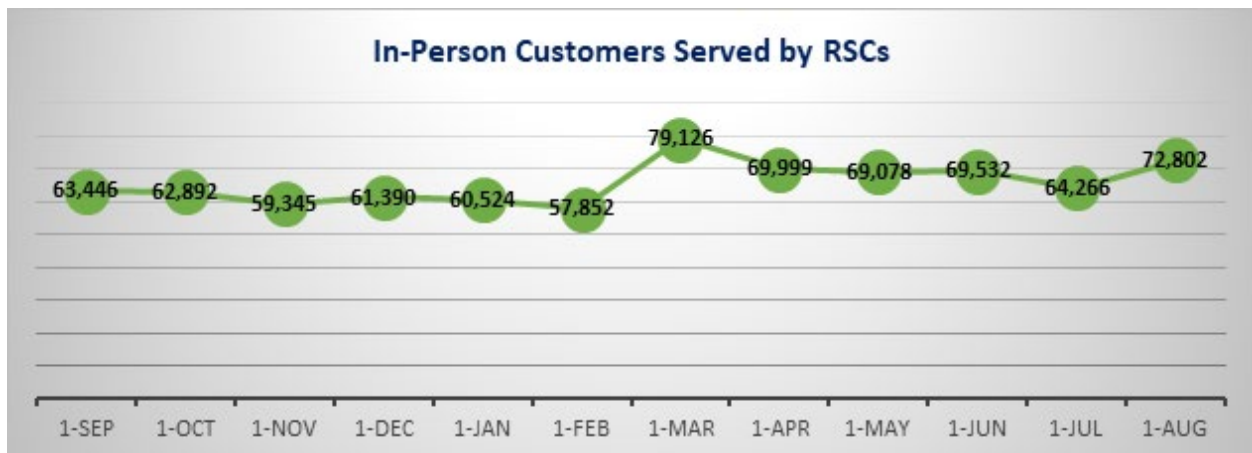
The total number of customers served by phone was 382,586.

- o Total incoming phone calls included the following.
    - ▪ Statewide Main Line Calls: 59,578
    - ▪ Statewide County Calls: 18,011
    - ▪ Spanish Calls: 18,875
    - ▪ Main Line Calls: 147,037
    - ▪ International Registration Program (IRP) Calls: 64,123
    - ▪ County Calls: 74,962

Total Calls Handled by Month

	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
Statewide Main	4013	3237	2118	2210	2297	4102	5765	5913	6579	8031	7402	7911
Statewide County	1143	965	1030	782	1510	1117	1642	1491	1865	2165	1996	2305
CRD Title	0	0	0	0	0	0	0	0	0	0	0	0
Spanish	1545	1746	1483	1333	1846	1117	1946	1787	1257	1498	1532	1785
Main	15181	14220	12763	14685	12666	10872	13856	11815	11117	9747	10315	9800
IRP	5828	5273	4620	4530	5603	5406	6598	6080	5283	4783	4845	5274
County	6510	6253	6050	6226	5881	5741	7542	6554	6182	6239	5551	6233

Facilities

TxDMV is headquartered in Austin at the Camp Hubbard campus, 4000 Jackson Avenue, and maintains 16 RSCs and offices across the state. In addition, the department maintains off-site warehouse space in Austin.

TxDMV RSCs
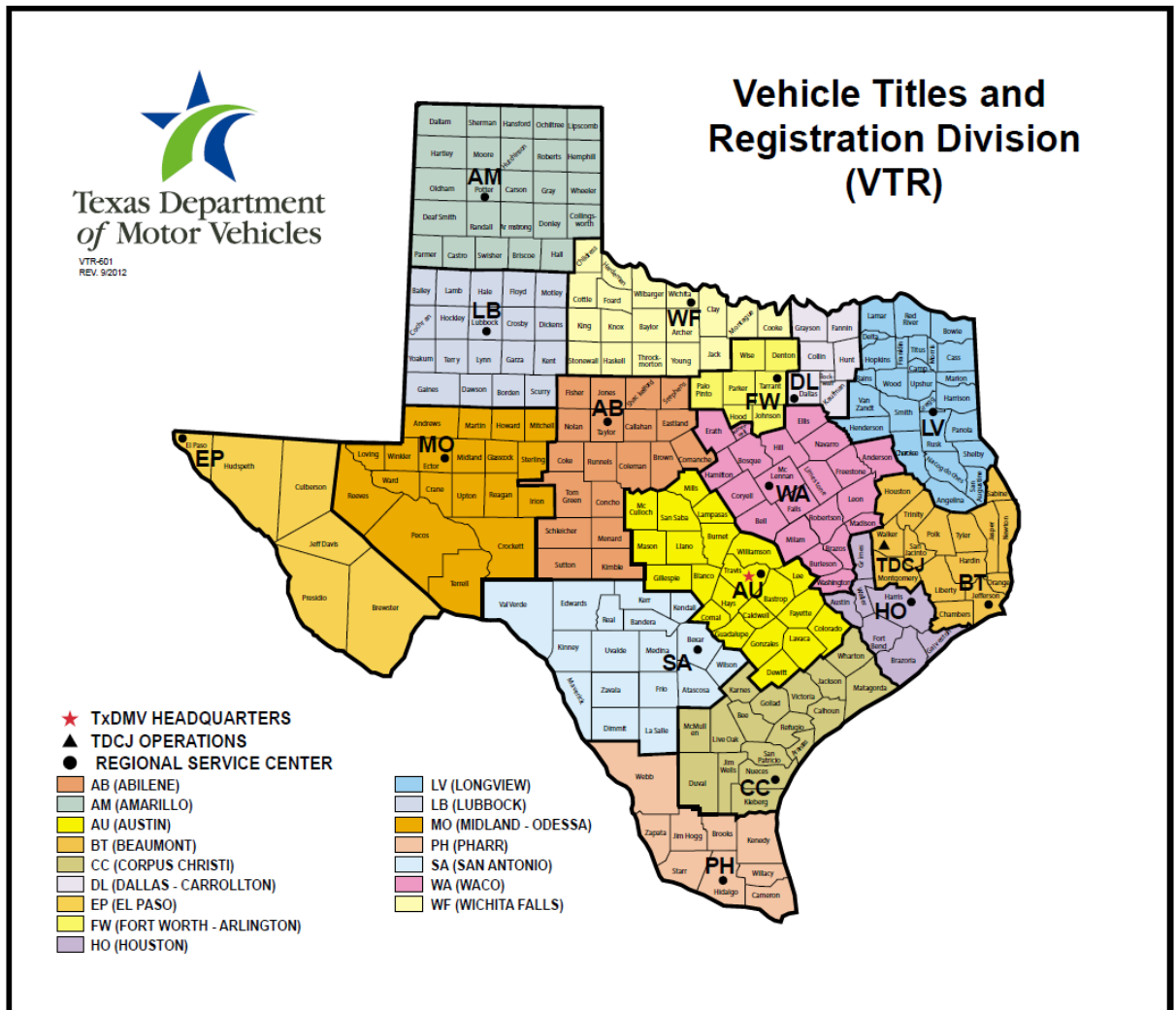
During FY 2022, the Camp Hubbard campus was owned by TxDOT. TxDOT and TxDMV shared responsibility for facilities-related needs and repairs through an annual interagency contract between the agencies for the TxDMV-occupied buildings. All facility-related services were transitioned in FY 2023 from TxDOT to TxDMV in conjunction with the planning and design of a new headquarters building for the TxDMV, as discussed below.

Planning and Design of New Headquarters Building

History

In 2017, the legislature enacted a bill granting TxDMV the authority to lease, buy, improve and sell property. The bill also granted TxDOT the legal authority to donate two tracts of property and the associated parking on the Camp Hubbard campus to TxDMV.

On Jan. 12, 2023, TxDOT officially transferred ownership of the Camp Hubbard campus property occupied by TxDMV to TxDMV (all of the campus with the exception of Building 10 on the far south of the campus).

The transition was the culmunation of efforts over the past two years by the Facilities and Maintenance Transition Work Group, comprised of TxDMV and TxDOT staff and included the ownership of the property, maintenance support functions and responsibilties for the the Camp Hubbard campus.

New Building Planning and Design (Phase 1)

In FY 2021, the 87th Legislature approved funding of $6.2 million for the planning and design (Phase 1) of a renewed campus for TxDMV headquarters facilities to be located on the Camp Hubbard campus.

The approval of the funding was predicated on Texas Facilities Commission (TFC) assessments of the age and condition of current structures that concluded it was more cost-effective to plan for new construction than to repair existing structures.

Phase I was conducted through an interagency contract with TFC, with extensive input from TxDMV executive management. TxDMV has been working with TFC during Phase I to determine the best approach and footprint that aligns with TxDMV's future needs, a changing work environment and the highest and best use of taxpayer dollars.

New Building Planning and Design (Phase 2)

TxDMV continues to make great progress in the Phase 1 planning component of the project and is on target to finalize information regarding cost estimates and design deliverables. TxDMV has requested funding authority for the Camp Hubbard Renewal Project as an exceptional item in its budget request to the Legislature.

Technological Improvement through Enterprise Projects

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

ITSD is also responsible and accountable for advancing the agency's vision, mission, and strategic goals by applying standardized project management practices, processes, and governance. The primary customers are the Board, executive director, governance team and employees. The ultimate customers of ITSD are the motoring public in Texas.

Projects Closed in FY 2022

Each of the projects closed in FY 2022 were improvements and enhancements previously identified by TxDMV leadership, tax assessor-collectors (TACs) and external stakeholders. By closing these projects, the department has created a framework for enhanced business processes that will help drive a more modern, responsive and customer-oriented organization.

Registration and Title System (RTS) Batch Cycle: The project has modernized some of the existing batch jobs code, moving from Maxenso to Java. It optimized the run time of these jobs significantly. We refactored 170 Maxenso jobs to 49 new spring batch jobs exceeding the original scope of refactoring 33 jobs. Refactoring these jobs has optimized the batch schedule (OpCon) and eliminated existing production defects. It has also helped with a faster turnaround to fix production issues when a job fails in production.

Digital License Plate: In accordance with Transportation Code, Sections 504.151 – 504.157, TxDMV is required to allow a registered vehicle to be equipped with a digital license plate that is placed on the rear of the vehicle if the vehicle is part of a commercial fleet, is owned or operated by a governmental entity, or is not a passenger vehicle. TxDMV implemented the Digital License Plate project in August 2022.

Closed Data Portal (CDP): The TxDMV CDP is part of a coordinated effort within TxDMV to provide law enforcement partners the ability to self-serve their data needs and complete criminal investigations in a timely manner. The TxDMV CDP hosts two high value datasets related to electronic tags and temporary permits critical to law enforcement research. These datasets are available in a web-based interface 24-hours a day, seven-days a week to help law enforcement detect, investigate, and prevent crime related to fraud and abuse of eTAGs and temporary permits. Data was made available for law enforcement officers in August 2022.

Fraud Prevention: As part of TxDMV's initiative to prevent fraudulent use of systems and temporary tags, several enhancements were made to webDEALER, eTAG, eLICENSING, and RTS. Enhancements include implementing account limitations on number of tags allowed, system restrictions, VIN decoding, fingerprinting (dealer license), inspection verification, and temp tag redesign between July and December 2022.

Active Projects in FY 2023

Many ITSD projects to be implemented during FY 2023 will provide enhanced customer service, while others will allow for continued support and stability. Each of the following projects fundamentally supports the TxDMV Board's strategic initiative to continuously improve services for all customers.

TxT ERNO: TxDMV enhancement of TxT ERNO allows users to choose an electronic option for receiving their annual vehicle registration renewal notice rather than the paper version received in the mail. The implementation of these enhancements was completed February 2023. The department will start sending electronic notifications in March 2023 for the June vehicle registration renewals.
Project Benefits:
- The ability to transact vehicle registration renewals in TxT mobile apps was implemented in February of 2022;
- TxT users can receive the registration renewal notice electronically via email or continue to receive paper notices; and
- Produce cost savings for TxDMV and the State of Texas by reducing paper and postage expenses.

Call Center Upgrade Project: Phase 2 was rolled out in September 2022 and Phase 3 was rolled out in December 2022. A new survey tool WXM was implemented to support post-call survey functionality for call centers in CRD, MCD and VTR.
Project benefits:
- This tool helps to improve customer interaction quality with TxDMV; and
- Helps to collect actionable customer feedback, discover customer experience, and measure customer satisfaction using industry best practices.

Statewide webDEALER Adoption (SWA) Phase 2: The objective of the project is to provide enhancements and resolve defects that improve usability and customer experience for the webDEALER application. Project benefits:
- Improve usability and customer experience for the webDEALER application; and
- Improvements will help support increased adoption of the application across all counties.

TxIRP System Upgrade: The objective of the project is to improve the TxIRP online user experience and reduce Out-of-Service (OOS) fraud.
Project benefits:
- Improve user experiences through website responsiveness for mobile devices; and
- Add automated financial capabilities and improved reporting.

webSALVAGE Electronic Titling Dashboard: The webSALVAGE project will expand throughput of electronic titling processes in webSALVAGE and the issuance/transfer of electronic titles. webSALVAGE will allow the electronic submission of title applications by insurance companies and Texas salvage motor vehicle dealers for hail-damaged vehicles, unrecovered thefts, and other non-salvage vehicles directly to county tax offices and will facilitate issuance of electronic titles to the submitting entities. The issuance of electronic titles will facilitate subsequent electronic transfer of title and required reporting for Texas salvage motor vehicle dealers.
Project Benefits:

- The project will expedite processing time and title issuance by eliminating manual processes for stakeholders and internal staff;
- Reduce contract costs for the department, expand system integrations; and
- Eliminate fraud associated with paper titles, and reduce theft and fraud associated with rebuilt vehicles.

MCCS Rewrite: The MCCS Rewrite Project will replace the existing legacy MCCS system with a modern, reliable application supported by an external vendor.
Project benefit:
- The project will reduce the operational risk to the department using improved technologies and ensure long-term support and operability.

TAC Workstation Refresh: The objective of the project is to refresh county tax assessor-collector workstations and printers that have reached the end-of-life.
Project benefits:
- Refreshing county workstation and printer equipment to maintain lifecycle continuity;
- Improve productivity;
- Assure application compatibility; and
- Improve security posture.

T1 to Fiber Upgrade Project: The objective of the project is to upgrade county offices from T1 circuits to AT&T Metro Ethernet with an LTE (cellular) backup and refreshing end-of-life networking hardware.
Project benefits:
- Reduce downtime and improve connection stability;
- Increase bandwidth in line with technology demands;
- Upgrading routers, switches, and firewalls to mitigate obsolescence; and
- Modernize IT administration capabilities and enhance enterprise security administration.

RSC Credit Card Project: This project aims to implement a credit card payment process that allows RSCs to accept credit card payments for transactions they process. The project is an internal initiative to enhance customer service and to fully utilize the Texas.Gov payment portal services provided through DIR.
Project Benefits:
- Create a more efficient method for RSC staff to accept payments for transactions; and
- Providing RSC customers the convenience of using a credit card to pay for transactions conducted at RSCs.

Local Data Center (LDC) Migration to CH-6: TxDMV's core network is currently located at the LDC in Building 5 (CH-5). This core network is the backbone of all data, voice, telecommunication, and audio/video services supporting users across the headquarters, RSCs, and county offices. In the coming years, TxDMV plans to build new buildings at the existing campus by demolishing many existing buildings, including CH-5. This project is to build a new core network at CH-6 before the demolition of CH-5 and replace the existing LDC. This project will focus on the work related to procuring and setting up a new core network and server equipment in CH-6. The project planning efforts are currently underway. The procurement of components and build efforts will be started in late 2023, once the funding becomes available.
Project benefits:

- While the previous network (acquired from TxDOT in 2009 and expanded piecemeal over the last decade) has many components reaching the end of life, the new core will be secure and state of the art.

Jama Upgrade: The objective of this project is to upgrade the Jama server and application from the 2015.5 version to Jama Connect 8.74.1. The project was scheduled to be completed in October 2022. It is currently behind schedule due to resource shortages and the server team providing ongoing production support. ITSD is focusing on completing the upgrade by the end of April 2023.
Project benefits:
- Once upgraded and fully functional, this software will provide efficiency and eliminate several manual processes and workarounds that bring connectivity between the Jama and Jira applications.

Okta (Salesforce and Adobe): The objective of this project is to implement two-factor authentication /Single-Sign-On for Salesforce-enabled applications and Adobe products for the agency's staff and facilitate the change. Implementation is scheduled for June 2023.
Project benefits:
- Provides industry-standard level security and complies with overdue Salesforce security requirements. It improves adoption and reduces support requirements by facilitating change.

Adobe (Notarize, Sign, and Acrobat): Implement Adobe Notarize, Adobe Sign and related Digital Signature services, and Adobe Acrobat upgrades for the agency's staff, and facilitate the change. Implementation is scheduled for July 2023.
Project benefits:
- Enable digital notarization;
- Replaces DocuSign and ensures continuity of services given DocuSign's upcoming license expiration;
- Ensures Acrobat upgrade does not negatively impact continuity of service; and
- Improves adoption and reduces support requirements by facilitating change.

DB2 Upgrade Project: Eight DB2 Database servers were last upgraded approximately 10 years ago and needed an immediate upgrade from 10.1 to 11.5. The department will purchase additional licenses and extend support for these servers.
Project benefit:
- Stay updated with the latest versions proposed by DIR so that we can receive the necessary support and periodic patches from IBM.

Legislative Update

87th Legislature

The TxDMV Board (Board) is charged with considering opportunities to improve department operations and recommending statutory changes to the Texas Legislature under Texas Transportation Code §1001.025. The Board's recommendations to the 87th Legislature resulted in the passage of bills improving customer service and operations for the department and stakeholders, including:

- **HB 3514 (Canales)** – The bill enacted recommendations made by the Board to update statutes and improve a variety of department operations. Outdated references to "Motor Vehicle Board" and how final orders are issued in Lemon Law cases were updated. A Public Information Act exception for active Lemon Law cases was reinstated, and more flexibility was allowed for conducting rehearings. Counties and the department were given more flexibility in cases of a dealer not filing their inventory tax declarations. The bill contained wording cleanups to a section of code that contained conflicting language regarding dealer hearing procedures. MVCPA related updates removed an outdated Texas Department of Transportation reporting requirement, aligned statute with longstanding fee refund and Comptroller collection practices, and excluded expenses related to improving fee collection efforts from administrative expense limits.

- **HB 3533 (Martinez)** – The bill enacted recommendations made by the Board to improve consumer protections when a dealer goes out of business. The amount of the surety bond required of independent motor vehicle dealers increased from $25,000 to $50,000. To ensure customers are properly informed, dealers must post notice of the bond adjacent to where their dealer license is posted, and the department's website must include information on filing claims on the bond.

- **HB 3927 (Hefner)** – The bill addressed the department's top operational priority by enacting numerous changes to the temporary tag program. This included recommendations made by the Board to remove a requirement that a specific departmental division manage the tag system and to allow the department to set the maximum number of tags a dealer can issue through the system. The bill included other items not specifically recommended by the Board, including requiring the department to monitor the number of temporary tags obtained by a dealer. If the department determines that a dealer is fraudulently obtaining temporary tags from the system, the department may, after giving notice, deny a dealer access to the system. A dealer denied access may request a hearing on the denial. The bill also allows a buyer's temporary tag to be issued without a state inspection to a vehicle bought by a non-Texas resident and not located or to be titled and registered in the state, or that is bought at a public auction and is an antique vehicle or certain type of special interest vehicle. The bill clarified that a vehicle may not be operated with a temporary tag in violation of state law and removed outdated statutory language related to businesses that print or distribute temporary tags.

- **SB 1814 (Seliger)** – The bill enacted recommendations made by the Board to improve OS/OW vehicle permitting processes. The bill cleaned up conflicting wording amended in two slightly

different ways during a single session. Changes were made to OS/OW permit bond requirements but left the bond requirement in place for the weight tolerance and annual timber permits. The final language was different than the recommendation of the Board to no longer require permit bonds in those cases. Notification requirements for OS/OW permits were amended to match the longstanding operational practice of listing permit information on the department's website and providing copies of permits only upon request.

- **SB 1815 (Seliger)** – The bill enacted recommendations made by the Board to conform vehicle size and weight standards with federal requirements and avoid the risk of losing federal road funds or creating conflict with federal law. Specific changes increased idle reduction technology weight allowances, emergency vehicle weights, automobile transporter and towaway trailer transporter combination lengths, and limited the annual overlength permit to only non-divisible loads. The bill also updated statute to conform to the operational practice of allowing both oversize/overweight equipment and loads under certain permits.

- **SB 1817 (Seliger)** – The bill included many recommendations made by the Board to update statute regarding title disputes to align with longstanding practices. The bill required that holds be placed on titles when the department is informed there is a legal action regarding ownership or a lien interest. In addition to the Board recommendations, the bill included a provision that counties cannot add additional requirements to a title or registration transaction connected with a vehicle storage facility, if the requirements are not already in general state law.

88th Legislature
Beginning in February 2022, the department's Government & Strategic Communications (GSC) Division worked with all department divisions and offices to identify statutory changes for process improvements, program efficiencies, and customer service enhancements that the Board could recommend to the Texas Legislature during the 88th Regular Session. All proposals considered during this process were discussed with impacted stakeholders and advisory committees to obtain their feedback and support.

The Board received briefings on recommendations under consideration throughout calendar year 2022 and adopted their official 88th Legislature recommendations during the October 2022 public meeting. The proposed agenda for the 88th Legislative Session is available on the TxDMV webpage for Board and Other Public Meetings. Refer to the Materials tab for the October 1, 2022, meeting (Agenda Item 9). The recommendations are divided into four packets by topic: (1) title act; (2) registration and license plates; (3) oversize and overweight permitting; and (4) MVCPA funding structure.

Stakeholder Involvement
Moving into FY 2022, the department focused efforts on improving relationships with partners and key industry stakeholders. Department leadership devoted significant time and resources during the year to strengthening these important operational relationships to ensure the work of the organizations meets the needs of the entire motor vehicle ecosystem.

Department staff worked with the Board to involve stakeholders throughout the development of the legislative recommendations. Maintaining strong stakeholder relationships allows department staff to better understand the potential impact of policy changes to the motor vehicle industry and the public.

Some of the stakeholders involved in this process included:

- Tax Assessor-Collectors Association of Texas
- Texas Automobile Dealers Association
- Texas Independent Automobile Dealers Association
- Alliance of Automobile Manufacturers
- Texas Association of Counties
- Texas Farm Bureau
- Texas Automotive Recyclers Association
- Texas Recreational Vehicle Association
- Texas Trucking Association
- Texas Towing and Storage Association
- Combined Law Enforcement Associations of Texas
- Federal Bureau of Investigation
- Local law enforcement agencies across the state
- MVCPA Auto Theft Taskforces
- North Texas Tollway Authority
- Harris County Toll Road Authority
- Texas Department of Insurance
- Texas Department of Public Safety
- Texas Department of Transportation
- Texas Comptroller of Public Accounts
- Texas Department of Criminal Justice
- Office of the Governor, Committee on People with Disabilities

Conclusion and Looking Down the Road

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

The department continues to pursue multiple opportunities to reduce the number of fraudulent temporary tags seen on Texas roadways. This report has outlined in detail how diligently staff has worked to address the issue from every possible angle. No solution will completely eliminate the production of fake temporary tags. Actions taken to date have made a substantial difference.

TxDMV has increased and improved stakeholder relationships and is committed to continued collaborations with stakeholder partners and the 88th Legislature to identify and review any new solutions that might be beneficial to anti-fraud strategies and motor vehicle regulation in Texas.

Additionally, as the department looks toward the future, the department will be planning for secure and modern facilities to house technology systems and provide employees with an environment to maximize service delivery to the motoring public.

Appendices

Appendix A: Organization Chart

Appendix B: Board Members

Appendix C: Executive Team Contact Information

Appendix D: List of MVCPA Grants Awarded for 2022

Appendix E: Staff Participation in State and National Organizations

Appendix A: Organization Chart

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                          Governor of Texas
                            Greg Abbott
                                 |
                                 |--------------------------- Motor Vehicle Crime
                  Texas Department of Motor Vehicles          Prevention Authority
                            Board                             Board of Directors
                                 |
   Board Liaison*                |
   Carrie Fortner          Executive Director
                             Daniel Avitia
                                 |
      +--------------------------+--------------------------+
      |                                                     |
Deputy Executive Director                       Deputy Executive Director
   Shelly Mellott                                  Roland D. Luna, Sr.

Office of General Counsel*                        Internal Audit Division*
   Laura Moriaty                                     Salem Chuah

  Government &                                    Employee Ombudsman
Strategic Communications                              Leah Leone
     Division
    Keith Yawn
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Office of Administrative Hearings — Bennie Brown	Motor Vehicle Crime Prevention Authority — Joe Canady
Enforcement Division — Corrie Thompson	Vehicle Titles and Registration Division — Annette Quintero
Human Resources Division — Cynthia Mendoza	Finance and Administrative Services Division — Glenna Bowman
Consumer Relations Division — Amanda Collins	Motor Vehicle Division — Monique Johnston
Motor Carrier Division — Jimmy Archer	Information Technology Services Division — Wendy Barron

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

Updated: 03/06/2023

Appendix B: Board Members

The nine-member TxDMV Board oversees and coordinates the development of the department and ensures all components of the motor vehicle industry function as a system. The Board also sets policy through promulgating rules to ensure all components of the motor vehicle industry function as a system. The Board continues to create policy that protects the interests of the public and industry and increases the economic prosperity of the State of Texas.

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

Appendix C: Executive Team Contact Information

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

Appendix D: List of MVCPA Grants Awarded for FY 2022

GRANTEE RECIPIENT	PROGRAM NAME	FY 2022 AWARD
City of Austin	APD Auto Burglary and Theft Interdiction Project	$411,300
City of Beaumont	Southeast Texas Auto Theft Task Force	$583,951
City of Brownsville	South Texas Auto Theft Enforcement Task Force	$1,020,922
Burnet County	Heart of Texas Auto Theft Task Force	$220,895
City of Corpus Christi	Corpus Christi Police Department MVCPA Grant Application	$429,518
City of Dallas	Dallas Auto Theft Task Force	$797,339
Dallas County	Dallas County North Texas Auto Theft Task Force	$544,454
City of Eagle Pass	Eagle Pass Auto Theft Task Force	$138,059
City of El Paso	El Paso Police Department's Auto Theft Task Force	$975,265
Galveston County	Galveston County Auto Crimes Task Force	$518,201
Harris County	Harris County Sheriff's Auto Theft Unit	$853,100
City of Houston	Houston Auto Crimes Task Force/30 HACTF	$1,251,130
City of Laredo	Laredo Auto Theft Task Force	$756,565
Lubbock County	Lubbock County South Plains Auto Theft Task Force	$446,785
City of Mansfield	Tri-County Auto Theft Task Force	$331,342
Montgomery County	Montgomery County Auto Theft Task Force	$372,720
City of Paris	Northeast Texas Auto Theft Task Force	$117,857
City of Pasadena	Pasadena Auto Crimes Prevention Program	$83,940
Potter County	Potter County	$399,494
City of San Antonio	Regional Auto Crimes Task Force (ReACT)	$815,785
Smith County	Smith County – East Texas Auto Theft Task Force	$357,474
Tarrant County	Tarrant Regional Auto Crimes Task Force	$1,332,593
Travis County	Sheriff's Combined Auto Theft Task Force	$697,075
City of Victoria	Victoria Auto Crimes Task Force	$144,236
	Total MVCPA Award for FY 2022	**$13,600,000**

Appendix E: Staff Participation in State & National Organizations

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

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

NAME	DIVISION	TITLE	ORGANIZATION	ROLE
Richard Goldsmith	MCD	Manager, Program Coordination & Support	ITD Working Group	Member
Tammy Russ	MCD	Supervisor, IRP Compliance Audit, Commercial Fleet Services	Comptroller of Public Accounts / International Fuel Tax Agreement (IFTA)	Liaison
Grady Meyer	MCD	ITD Program Manager	ITD Working Group ITD Steering Committee	Program Manager Program Manager
DuWayne Murdock	MCD	Manager, OS/OW Permit Section	ITD Working Group ITD Steering Committee Western Association of State Highway and Transportation Officials (WASHTO) Highway Transport Committee American Association of State Highway and Transportation Officials (AASHTO) Highway Transport Working Group Specialized Crane & Rigging Association	Member Member Liaison Member
Labrina Matthews	MCD	Credentialing Program Coordinator	UCR Audit Subcommittee NCSTS	Member Member
Joey Canady	MVCPA	Division Director	TCOLE Training Advisory Board TAVTI International Association of Auto Theft Investigators Automobile Theft Prevention Authorities (ATPA) IAATI TAVTI	Chair MVCPA Liaison to Board; Past President Committee Member; Past President Committee Member Member Member
Dan Price	MVCPA	Grant Auditor	IAATI	Member
Yessenia Benavides	MVCPA	Management Analyst	TAVTI	Member
Rob Blech	OGC	Assoc. Gen. Counsel	Society for Human Resource Management	Member
Clint Thompson	VTR	Deputy Division Director	AAMVA eTITLE Working Group	Member

Texas Department
of Motor Vehicles