

V.G. Young 2016

Whitney Brewster, Executive Director
and Texas Department of Motor Vehicles Staff



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

Overview

- ❑ Opening Remarks
- ❑ FY 2018-2019 Legislative Appropriations Request
- ❑ Upcoming Changes & Timelines
- ❑ Modernization Initiatives
- ❑ Tax Assessor-Collector Recognition Program
- ❑ Discussion/Q&A

Whitney Brewster
Executive Director

FY 2018-2019 Legislative Appropriations Request (LAR)



FY 2018-2019 Overview: Agency Goals

Aligning with the agency's FY 2017-2021 Strategic Plan, the funding focus of the TxDMV LAR is based on three broad, strategic goals:

1. Being Customer Centric
2. Optimizing Services and Innovation
3. Being Performance Driven



FY 2018-2019 Overview: Major Initiatives

Three major initiatives have been identified as critical to TxDMV operations:

1. TxDMV Headquarters Maintenance and Relocation of a Regional Service Center
2. Automation Projects and Technological Innovation Activities
3. Creation of a Special Investigations Unit (SIU)



FY 2018-2019 Major Initiatives: Automation Projects and Technological Innovation Activities

- ❑ Automation Projects (Baseline Capital Budget - \$11.7 million)
- ❑ County Technology Replacement and Upgrades (Baseline Capital Budget - \$10 million)
- ❑ Agency Growth and Enhancement (Baseline Capital Budget - \$1.9 million)
- ❑ Data Center Services (Baseline Capital Budget - \$16.7 million)



FY 2018-2019 Major Initiatives: Special Investigations Unit

The Special Investigations Unit (SIU) will assist in the prevention, detection, and prosecution of motor vehicle crimes and fraud.

Our exceptional item request include 13 new FTEs, including:

- ❑ Five Field Service Representatives in the Vehicle Titles & Registration Division to focus on assisting county and state offices in identifying and reporting motor vehicle transaction fraud
- ❑ Eight Enforcement Division staff, including investigators, to investigate fraudulent motor vehicle activities occurring across the state
- ❑ Four vehicles, travel and related expenses to support SIU activities

Jeremiah Kuntz

Director, Vehicle Title and Registration Division

Upcoming Changes & Timelines



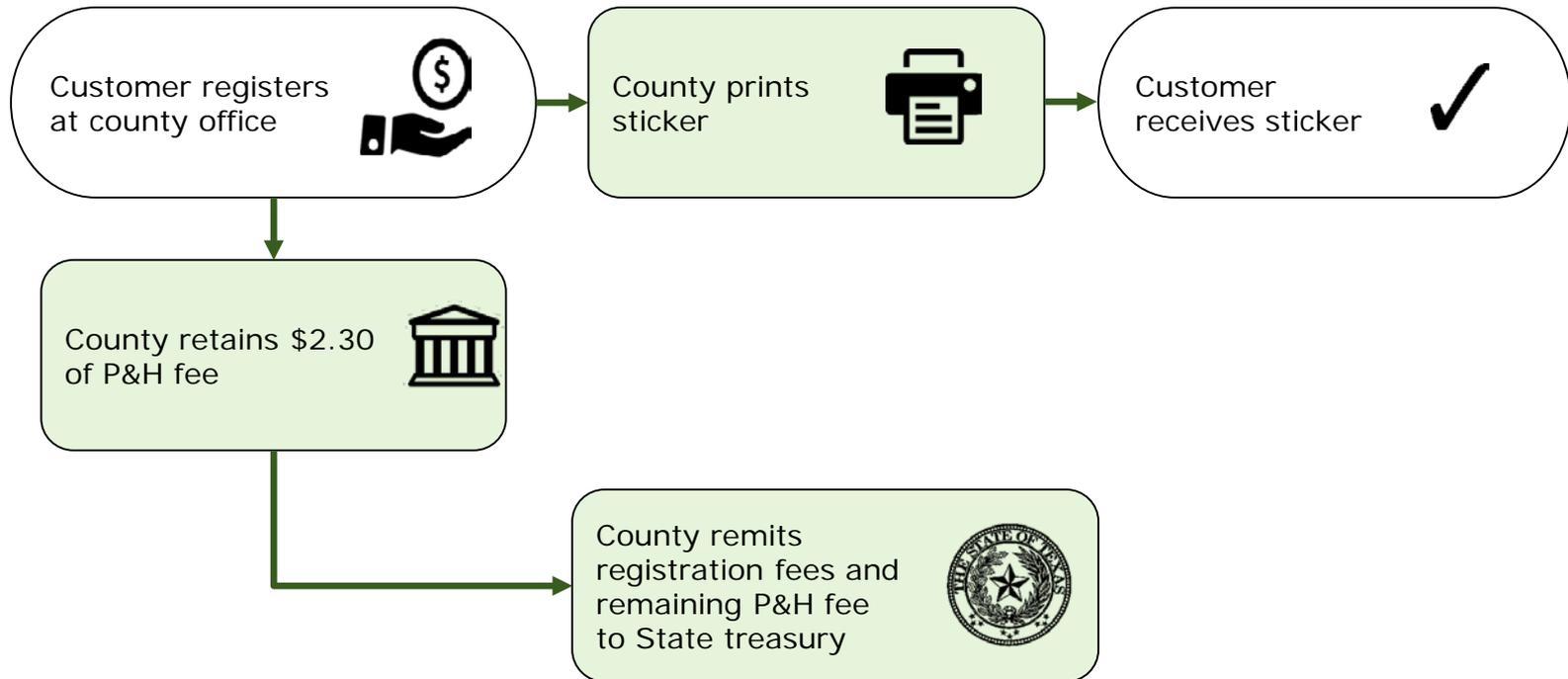
Deputy Rules

All requirements of the new deputy rules take effect January 1, 2017, including:

- ❑ The addendum to contracts for full service deputies
- ❑ Bonding requirements
- ❑ Fees that may be charged and retained by deputies for January 2017 and later renewals
- ❑ The creation or approval by counties of new deputy types (Dealer deputies)

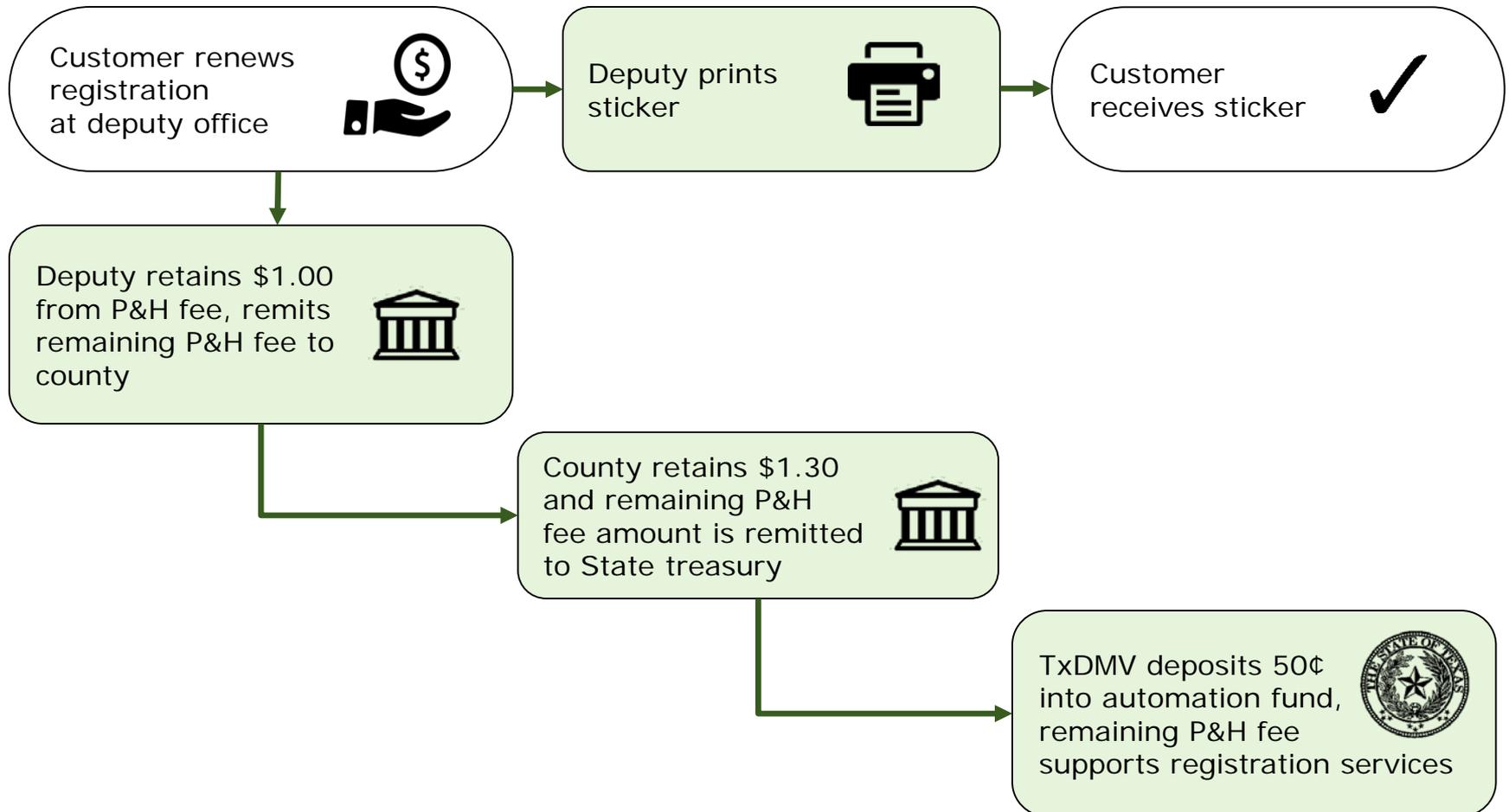


County Compensation



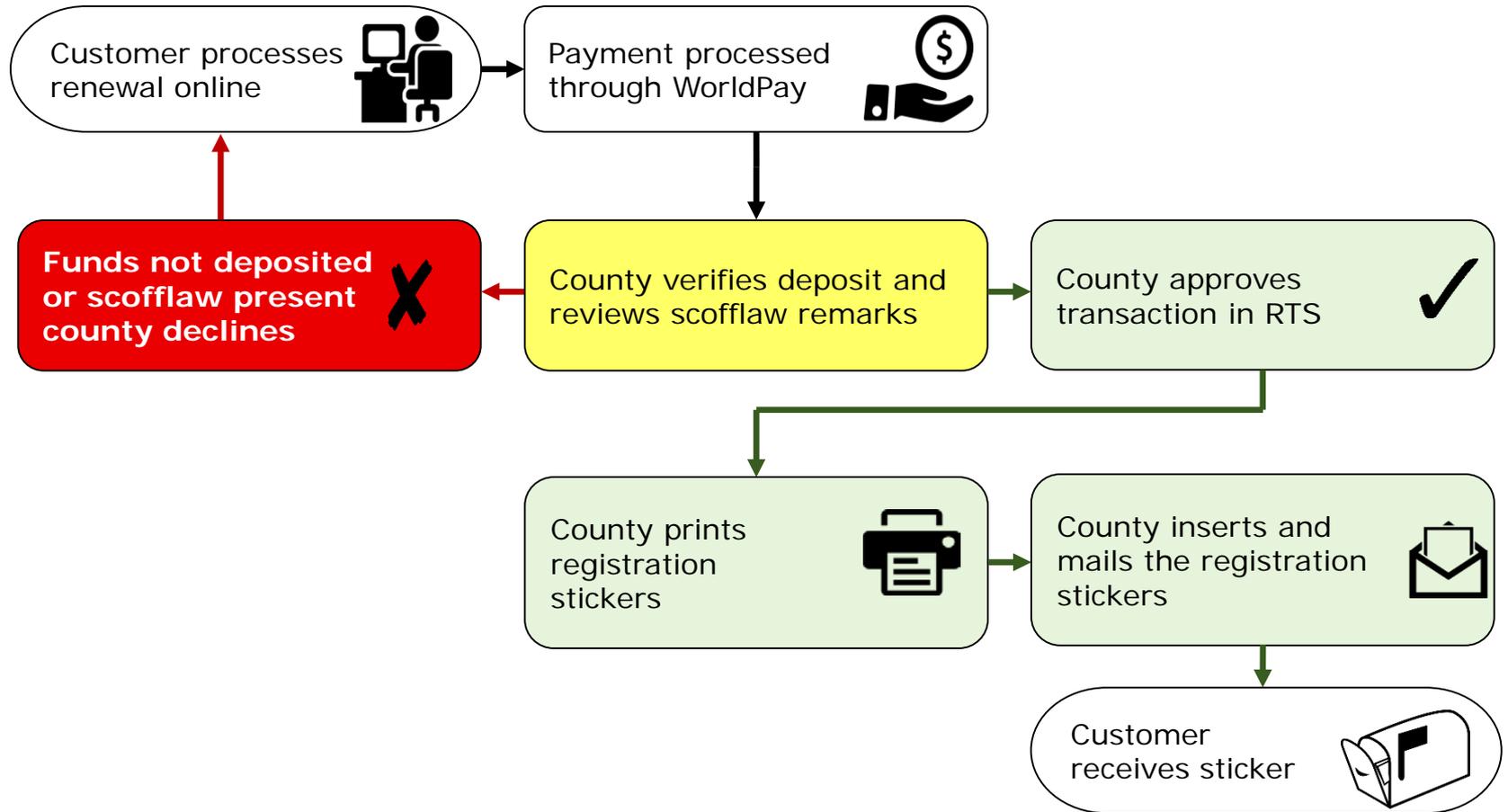


Deputy Compensation



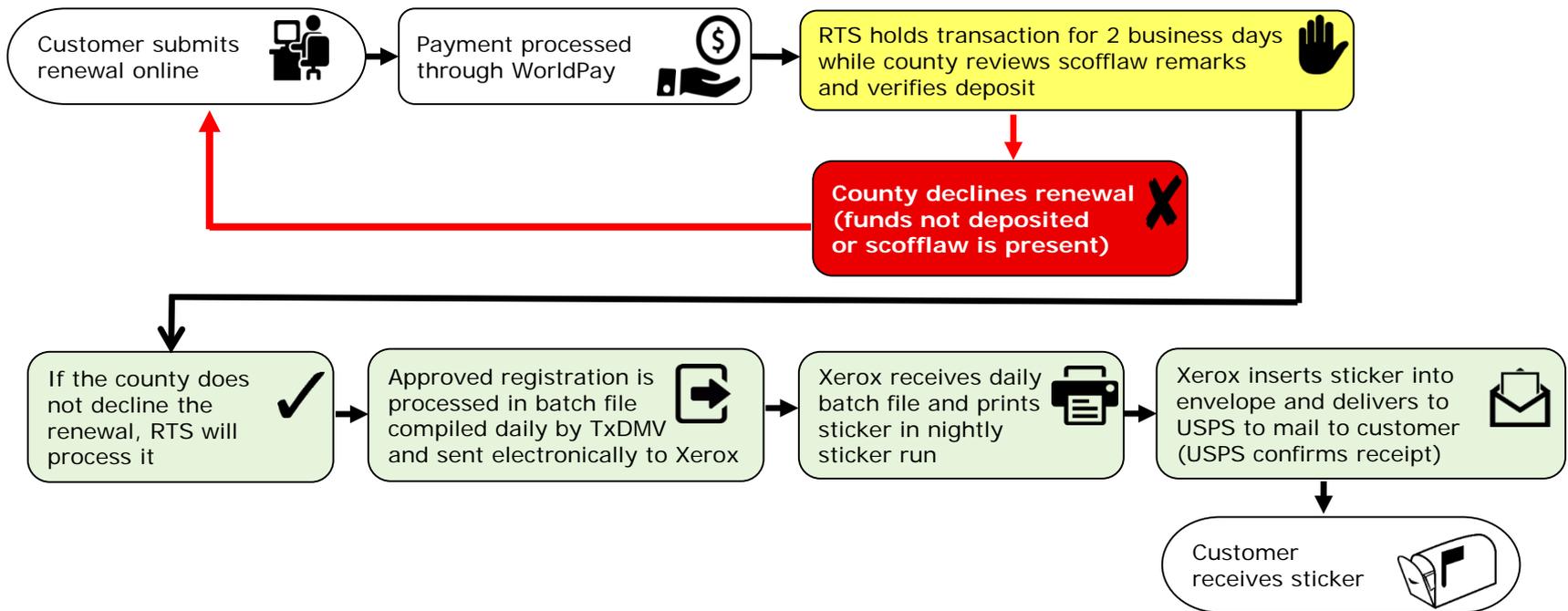


Current Online Registration Renewal Process



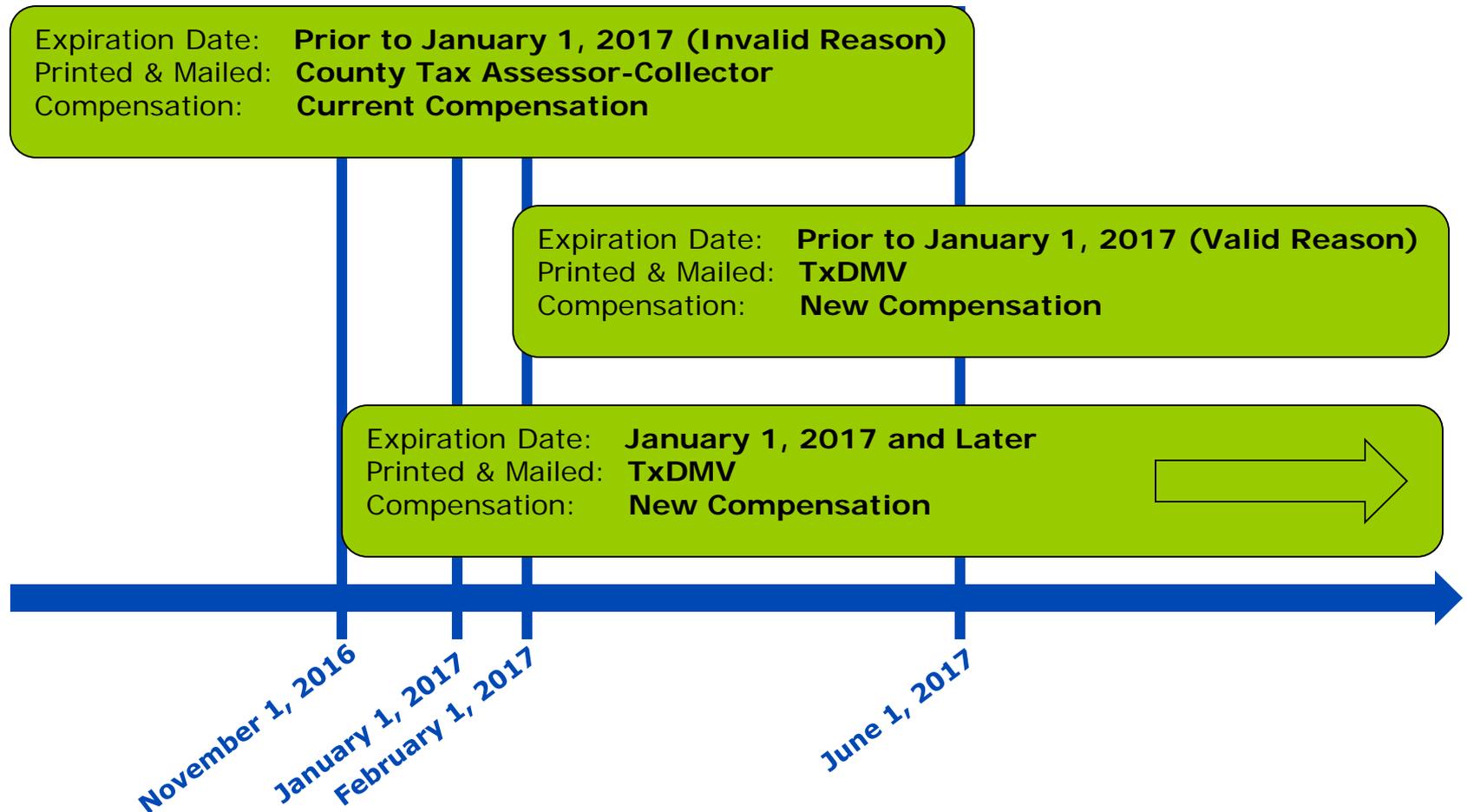


Centralized Printing and Mailing of Online Renewals





Effective Date – Online Renewal





Online Sticker Tracking Tool: Input Screen

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About TxDMV

TxDMV » Sticker Tracking

Dude, Where's My Sticker?

Registration Expirations prior to 1/1/2017:
County is processing your registration. Please contact your county for more information.

License Plate

Last 4 digits of VIN

I'm not a robot 

Go

Find Your Local Office

Regional Service Centers Map



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Online Sticker Tracking Tool: Pending Screen

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About TxDMV

TxDMV » Sticker Tracking

Dude, Where's My Sticker?

Plate **ABC1234**
VIN **12345678901234567**

Make **CHEV**
Model **IMPALA**
Expiration Date **MAY 2018**
County **TRAVIS**

Payment Pending
You may see charges on your credit card statement, however, there is a two business day processing hold.

Questions? Please contact TxDMV for assistance at 1-888-DMV-GOTX (1-888-368-4689) or by email at AskDMV@txdmv.gov

[Perform Another Query](#)

Find Your Local Office
Find your County Tax Office

Regional Service Centers Map



Online Sticker Tracking Tool: Processing Screen

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About TxDMV

TxDMV » Sticker Tracking

Dude, Where's My Sticker?

Plate **ABC1234**
VIN **12345678901234567**

Make **CHEV**
Model **IMPALA**
Expiration Date **MAY 2018**
County **TRAVIS**

In Process
Your registration renewal sticker is being processed.

Questions? Please contact TxDMV for assistance at 1-888-DMV-GOTX (1-888-368-4689) or by email at AskDMV@txdmv.gov

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Find Your Local Office

Find your County Tax Office

Regional Service Centers Map

Online Sticker Tracking Tool: Mailed Screen



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About TxDMV

TxDMV » Sticker Tracking

Dude, Where's My Sticker?

Plate ABC1234
VIN 12345678901234567
Make CHEV
Model IMPALA
Expiration Date MAY 2018
County TRAVIS

Find Your Local Office
Find your County Tax Office

Regional Service Centers Map

AM LB WF DL LV EP MO AB WA BT SA AU HO CC PH

Mailed
Your registration renewal sticker has been delivered to the USPS for mailing on **September 19, 2016**.

Questions? Please contact TxDMV for assistance at 1-888-DMV-GOTX (1-888-368-4689) or by email at AskDMV@txdmv.gov
[Perform Another Query](#)



Online Sticker Tracking Tool: Not Found Screen

Motorists Dealers Motor Carriers  Contact Us

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TxDMV » Sticker Tracking

Dude, Where's My Sticker?

Plate ABC1234
VIN 12345678901234567

No Transaction Found

We're sorry, there was no record found for the plate and partial VIN information entered.
Possible reasons include:

1. The information entered may be incorrect.
2. No record of transaction.
3. The transaction was processed more than three months ago.

Please consult the "Find Your Local Office" panel on this page to contact your local county office.

Questions? Please contact TxDMV for assistance at 1-888-DMV-GOTX (1-888-368-4689) or by email at AskDMV@txdmv.gov

[Perform Another Query](#)

Find Your Local Office

Find your County Tax Office

Regional Service Centers Map



Eric Obermier, Chief Information Officer

Tom Shindell, Innovation & Strategic Analyst

Modernization Initiatives



County RTS Equipment Refresh

- ❑ TxDMV has a 5 year PC and Printer Lifecycle for RTS
- ❑ TxDMV will replace County RTS workstations and printers over the next 8 months
- ❑ Equipment and services were competitively bid
- ❑ Third party vendor (Insight) will procure & install approximately 3000 RTS workstations and printers at over 500 locations across the state
- ❑ Services include inventory and removal of existing RTS workstations and destruction of old hard drives



County RTS Equipment Refresh

- ❑ Project officially kicked off September 15, 2016
- ❑ Workstation and printer deployments scheduled to begin November 2016
- ❑ Deployments scheduled to be complete by June 2017



County RTS Equipment Refresh

- ❑ TxDMV will be directly involved with third party vendor throughout the project
- ❑ Multiple teams will work concurrently across the state
- ❑ Collaboration and coordination with the counties will be frequent



RTS Release Schedule

- Release 8.7 – October 31, 2016
- Release 8.8 – December 19, 2016
- Release 8.9 – April 17, 2017
- Release 8.10 – August 2017 (end of month due to legislative implementation dates)



Recent/Upcoming RTS Releases

RTS Release 8.7 – October 31, 2016

- ❑ Processing & Handling Fee
- ❑ Elimination of Mandatory 7 Year Plate Replacement
- ❑ Centralized Printing and Mailing of Online Renewals

RTS Release 8.8 – December 19, 2016

- ❑ Processing & Handling Phase 2 (Reporting)
 - Transactions per location
 - Locations per entity
 - Transactions processed by entity
- ❑ Combination Plate Stickers



FY18-19 Agency Initiatives

- ❑ RTS Enhancements
- ❑ Centralized Payment, eTitles in webDEALER
- ❑ webLIEN
- ❑ Mobile Application Development
- ❑ eRenewal Notices
- ❑ Cybersecurity Initiatives
- ❑ Online Title Tracking
- ❑ Enterprise Reporting Enhancements & Anti-Fraud Reporting
- ❑ External Website Review / Renovation
- ❑ Kiosks



What Is A Kiosk And What Will It Do?

Kiosks can do many things, including:

- ❑ Provide information
- ❑ Update information
- ❑ Accept payment
- ❑ Operate in multiple languages
- ❑ Increase efficiency
- ❑ Allow self-service
- ❑ Dispense products (such as registration renewal stickers)
- ❑ Decrease wait times and staff workloads





What Is Involved In A Pilot?

Counties participating in a pilot can expect:

- ❑ Pilots will be 6 to 12 months in duration
- ❑ Limited to 6 to 10 kiosks total statewide
- ❑ No cost to counties to participate
- ❑ Provide an indoor location with electrical and internet connectivity
- ❑ Have sufficient volume (minimum of 850 to 1000 kiosk transactions per month) to support a kiosk
- ❑ Have staff available to restock kiosks (registration sticker forms, paper, etc.)
- ❑ Have the support of their Commissioners Court

Jeremiah Kuntz

Director, Vehicle Title and Registration Division

Tax Assessor-Collector Performance Quality Recognition Program



Performance Quality Recognition Program

- ❑ County participation in the program is voluntary
- ❑ Flexibility for meeting criteria to account for small, medium and large counties
- ❑ Multiple levels of recognition
- ❑ Minimum criteria for baseline performance
- ❑ Additional criteria for higher levels of recognition

Performance Quality Recognition Program Working Group



- ❑ Working Group will discuss and provide feedback on the draft program guidelines
- ❑ Guidelines will offer criteria that small, medium, and large counties can accomplish
- ❑ Next Working Group meeting Nov. 17, 2016

Performance Quality Recognition Program: Minimum Recognition Level



□ Required Criteria

- Timely remits registration fee collections;
- Timely remits motor vehicle sales tax and penalties;
- Consistently applies statutes, rules, and policies governing motor vehicle transactions; and
- Maintains bonds as required by statute or administrative rules.



Performance Quality Recognition Program: Higher Recognition Level

- **Required Criteria** *(In addition to Minimum Criteria)*
 - Performs efficiently with low error rates;
 - Processes transactions in a timely fashion;
 - Has customer feedback programs; and
 - Has fraud, waste, and abuse awareness and prevention programs.

- **Additional Criteria**
 - Implements cost-saving measures; and
 - Has customer feedback metrics to measure customer satisfaction.



Performance Quality Recognition Program: Rule Specifics

❑ Evaluation Period

- State Fiscal Year (September 1 - August 31)

❑ Program Requirements

- Must be in office for full fiscal year to apply

❑ Due Date

- October 31 of application year

❑ Term of Recognition

- Term of office or one year after re-election, whichever is later

❑ Demotion or Revocation

- May reapply next full fiscal year

Whitney Brewster, Executive Director
with Texas Department of Motor Vehicles Staff

Discussion / Q&A

Additional Questions?

Should you have further questions, please contact us at Media@TxDMV.gov.