

Customer Service Advisory Committee Meeting

8:00 A.M. Wednesday, November 17, 2021

AGENDA

CUSTOMER SERVICE ADVISORY COMMITTEE MEETING

TEXAS DEPARTMENT OF MOTOR VEHICLES
4000 JACKSON AVE., BUILDING 1, LONE STAR ROOM
AUSTIN, TEXAS 78731
OPEN MEETING VIA
TELEPHONE CONFERENCE CALL*

PURSUANT TO GOVERNMENT CODE §551.125
WEDNESDAY, NOVEMBER 17, 2021
8:00 A.M.

THIS MEETING WILL BE HELD REMOTELY VIA TELEPHONE CONFERENCE CALL*

THE PUBLIC PHYSICAL LOCATION FOR PUBLIC TO LISTEN TO THE MEETING:

Texas Department of Motor Vehicles 4000 Jackson Ave., Building 1, Lone Star Room Austin, Texas 78731

Teleconference Instructions:

Phone number for accessing the meeting via phone:

United States Toll Free: 1-(844)-740-1264 Event number/Access code: 2464 698 7754

Event password: 111721

Link to November 17, 2021, TxDMV Customer Service Advisory Committee Meeting

Documents: https://www.txdmv.gov/about-us/txdmv-board-meetings

*The public can listen to the meeting via the toll-free number listed above. If you have any technical questions about accessing the meeting, please send an email to Board.Tech.Help@txdmv.gov.

All agenda items are subject to possible discussion, questions, consideration, and action by the Customer Service Advisory Committee of the Texas Department of Motor Vehicles (Advisory Committee). Agenda item numbers are assigned for ease of reference only and do not necessarily reflect the order of consideration by the Advisory Committee. A quorum of the Board of the Texas Department of Motor Vehicles (board) may be present at this meeting for information-gathering purposes and discussion. However, board members will not vote on any Advisory Committee agenda items, nor will any board action be taken.

1. CALL TO ORDER

A. Roll Call and Establishment of Quorum

B. Welcoming Remarks and Overview - Whitney Brewster

2. DISCUSSION, BRIEFING, AND ACTION ITEMS

A. Limited Service Deputy Operational Costs Reduction Efforts - TxDMV Vehicle Titles and Registration Division (BRIEFING, DISCUSSION, AND POSSIBLE ACTION ITEM)

3. PUBLIC COMMENT

4. ADJOURNMENT

The Advisory Committee will allow an open comment period to receive public comment on any agenda item or other matter that is under the jurisdiction of the Advisory Committee. No action will be taken on matters that are not otherwise part of the agenda for the meeting. For subjects that are not otherwise part of the agenda for the meeting, Advisory Committee members may respond in accordance with Government Code Section 551.042 and consider referring the matter to the board.

If you want to comment on any agenda item (including an open comment under Item #3), you must send an email to GCO_General@txdmv.gov with one of the following prior to the agenda item being taken up by the Advisory Committee:

- 1. a completed registration form (available on the TxDMV webpage for the Board and other public meetings: https://www.txdmv.gov/about-us/txdmv-board-meetings); or
 - 2. the following information:
 - a. the agenda item you wish to comment on;
 - b. your name;
 - c. your address (optional), including your city, state, and zip code; and
 - d. who you are representing.

You must wait for the presiding officer to call on you before you verbally make your comment. Each speaker will be limited to three minutes, and time allotted to one speaker may not be reassigned to another speaker.

Agenda items may be presented by the named presenters or other Advisory Committee members.

Any individual with a disability who plans to attend this meeting and requires auxiliary aids or services should notify the department as far in advance as possible, but no less

than two days in advance, so that appropriate arrangements can be made. Contact David Richards by telephone at (512) 465-1423.

I certify that I have reviewed this document and that it conforms to all applicable Texas Register filing requirements.

CERTIFYING OFFICIAL: Tracey Beaver, General Counsel, (512) 465-5665.



Overview of Deputies

A county tax assessor-collector, with approval of the commissioner's court of the county, may appoint deputies to perform designated motor vehicle titling and registration services.

Types of Deputies

Dealer Deputy

A dealer deputy is a licensed motor vehicle dealer, including a commercial fleet buyer, deputized to process motor vehicle titling and initial registration transactions, and who may be authorized to provide registration renewal services. A dealer deputy includes an individual, who is not appointed as a deputy, but employed, hired, or otherwise engaged by the dealer deputy to serve as the deputy's agent in performing motor vehicle titling, initial registration, or registration renewal services.

A dealer deputy must hold a valid general distinguishing number (GDN) and may only act as a dealer deputy for the types of motor vehicles the dealer holds a GDN. A dealer may not continue to act as a dealer deputy if the GDN is cancelled or suspended.

Upon the transfer of ownership of motor vehicles purchased, sold, or exchanged by the dealer deputy, the dealer deputy may process the transfer of title, initial registration, and issuance of license plates in the same manner and with the same authority as the county tax assessor-collector's office. The dealer deputy may not otherwise provide these services to the general public. In addition, a dealer deputy may offer registration renewal services to the general public.

Full Service Deputy

A full service deputy is a deputy appointed to accept and process applications for motor vehicle titling and initial registration transactions, process registration renewals, and other transactions related to titling and registration.

A full service deputy can also include an individual who has been appointed as a deputy or employed, hired, or otherwise engaged by the full service deputy to serve as a deputy's agent in performing motor vehicle titling, initial registration, and registration renewal services.

A full service deputy must offer and provide titling and registration services to the general public and must accept any application for registration, registration renewal, or title transfer that the county tax-assessor-collector would accept and process, unless otherwise limited by the county.

An example of a full service deputy includes an appointed deputy who has met the eligibility and application requirements, or a deputy agent employed by the full service deputy to perform motor vehicle titling, initial registration, and registration renewal services.

Limited Service Deputy

A limited service deputy is appointed to only accept and process motor vehicle registration renewals and may not prepare or accept an application for title or initial registration.

A limited service deputy can also include an individual appointed as a deputy or employed, hired, or otherwise engaged by the limited service deputy to serve as a deputy's agent in performing motor vehicle registration renewals.

A limited service deputy offering registration renewal services to the general public must accept and process any proper application for registration renewal that the county tax assessor-collector would accept and process.

A limited service deputy may be authorized by the county tax assessor-collector to provide registration renewal services only for the members, officers, employees, affiliates, and customers of the deputy and not to the public generally. If a limited service deputy does not provide services to the general public, the scope of the deputy's authority to provide registration renewal services to itself and its members, officers, employees, affiliates, and customers must be defined by the county tax assessor-collector as part of the authorization to act as a limited service deputy.

Examples of limited service deputies include but are not limited to grocery stores and financial institutions.

Deputy Requirements

Dealer Deputy

To be eligible to serve as a dealer deputy, a person must be trained to perform motor vehicle titling and registration services, as approved by the county tax assessor-collector, or otherwise be deemed competent by the county tax assessor-collector to perform such services. A person must also post a bond payable to the county tax assessor-collector with the bond conditioned on the person's proper accounting and remittance of the fees the person collects.

A person applying to be a dealer deputy must complete the application process as specified by the county tax assessor-collector. The application process may include satisfaction of any bonding requirements and completion of any additional required documentation or training of the deputy before the processing of any title or registration transactions may occur.

Additional requirements:

- The county tax assessor-collector may impose specified restrictions or limitations on a dealer deputy's authority to provide certain titling or registration services.
- The county tax assessor-collector may authorize a dealer deputy to provide motor vehicle registration renewal services.
- A dealer deputy offering registration renewal services must offer such services to the general public and must accept and process any proper application for registration renewal that the county tax assessor-collector would accept and process.

- If a dealer deputy offers registration renewal services to the general public, the deputy must provide the physical address at which services will be offered, the mailing address, the phone number, and the hours of service. This information may be published on the department's website and may be published by the county if the county publishes a list of deputy locations.
- A dealer deputy shall keep a separate accounting of the fees collected and remitted to the county and a record of daily receipts.

Full Service Deputy

To be eligible to serve as a full service deputy, a person must be trained, as approved by the county tax assessor-collector, to perform motor vehicle titling, registration, and registration renewal services, or otherwise be deemed competent by the county tax assessor-collector to perform such services. A person must also post a bond payable to the county tax assessor-collector with the bond conditioned on the person's proper accounting and remittance of the fees the person collects.

A person applying to be a full service deputy must complete the application process as specified by the county tax assessor-collector. The application process may include satisfaction of any bonding requirements and completion of any additional required documentation or training of the deputy before the processing of any title, registration, or registration renewal applications may occur.

Beginning January 1, 2017, a full service deputy must sign an addendum provided by the department outlining the terms and conditions of the full service deputy's access to and use of the department's Registration and Title System. Any contract or agreement, or renewal of the contract or agreement, between the county and the full service deputy that authorizes the full service deputy to provide registration and titling services in the county must specifically incorporate the addendum by reference, and the contract or agreement may not supersede or contradict any term within the addendum. An addendum is required for each location at which the full service deputy operates. The county must provide the department a current copy of each contract or agreement, including any amendments, with a full service deputy within 60 days of execution.

Additional requirements:

- A full service deputy must provide the physical address where services will be offered, the mailing address, phone number, and hours of operation.
- A full service deputy shall keep separate accounting of the fees collected and remitted to the county and a record of daily receipts.
- A full service deputy must maintain records in compliance with the State of Texas Records Retention Schedule as provided by the Texas State Library and Archives Commission.
- In addition, the county tax assessor-collector may impose reasonable obligations or requirements upon a full service deputy.

Limited Service Deputy

To be eligible to serve as a limited service deputy, a person must be trained to accept and process registration renewals, as approved by the county tax assessor-collector, or otherwise be deemed competent by the county tax assessor-collector to perform such services. A person must also post a

bond payable to the county tax assessor-collector with the bond conditioned on the person's proper accounting and remittance of the fees the person collects.

A person applying to be a limited service deputy must complete the application process as specified by the county tax assessor-collector. The application process may include satisfaction of any bonding requirements and completion of any additional required documentation or training of the deputy before the processing of any registration renewals may occur.

Additional requirements:

- If a limited service deputy offers services to the general public, the deputy must provide the physical address at which services will be offered, the mailing address, phone number, and hours of operation.
- A limited service deputy shall keep a separate accounting of the fees collected and remitted to the county, and a record of daily receipts.
- In addition, the county tax assessor-collector may impose reasonable obligations or requirements upon a limited service deputy. The county tax assessor-collector may, at the time of deputation or upon renewal of deputation, impose specified restrictions or limitations on a limited service deputy's authority to provide registration renewal services.

Bonding Requirements

- A deputy is required to post a single bond for a county in which the deputy performs titling, registration, or registration renewal services, regardless of the number of locations in that county from which that deputy may provide these services.
- A full service deputy or dealer deputy must post a bond in an amount between \$100,000 and \$5,000,000, as determined by the county tax assessor-collector.
- A limited service deputy must post a bond in an amount between \$2,500 and \$1,000,000, as determined by the county tax assessor-collector.



Limited Service Deputy Engagements through County Tax Assessor-Collector Offices

Introduction

Limited service deputies assist county tax offices primarily with processing registration renewal transactions. The department is not involved with the process of a county deputizing a limited service deputy. Each county is responsible for establishing its own standards and practices. As a result, there are many variations in limited service deputy requirements across counties. Concerns have been expressed that the variations across the counties create an abundance of work at the corporate or headquarters level resulting in cost inefficiencies for the limited service deputy.

Discussion

For limited service deputies who serve multiple counties, below are some examples of the issues faced at the corporate or headquarters level regarding the differing expectations and requirements of each county:

- Oversight of recordkeeping and holding time for paperwork varies across counties
- Bond amounts vary by county (bond range set by rule)
- Contractual agreements vary across counties, including different timelines, different renewal standards (automatic vs non-automatic), etc.
- Record retention requirements vary across counties
- Some counties require limited service deputies to pick up registration sticker paper from the county and other counties deliver
- Identification requirements related to registration renewal processing varies across counties
- Limited service deputies must provide their own printers and toner
- Some counties require the retention of money order stubs and certain reports while other counties do not
- Inventory management requirements differ across counties
- Some counties deputize the location while other counties deputize the individual on an annual basis

Summary

Limited service deputies who serve multiple counties face high overhead costs due to the need to manage and track all the differing county requirements. These overhead costs result in a net loss for some limited service deputies, and the charge before the department is how to reduce these overhead costs, so they realize a positive cost-benefit situation.



	Deputy	Deputy Counts by County			
County	Limited Service	Full Service	Dealer		
ANDERSON			2		
ANDREWS	2		9		
ANGELINA	11		14		
ARANSAS			12		
ARCHER			11		
ARMSTRONG					
ATASCOSA	14		22		
AUSTIN			5		
BAILEY			1		
BANDERA			23		
BASTROP	9		19		
BAYLOR			13		
BEE	2		17		
BELL	13		33		
BEXAR	109	21	66		
BLANCO			51		
BORDEN					
BOSQUE	2				
BOWIE			3		
BRAZORIA	19		65		
BRAZOS	15		8		
BREWSTER			1		
BRISCOE			1		
BROOKS					
BROWN			2		
BURLESON					
BURNET			25		
CALDWELL			5		
CALHOUN					
CALLAHAN					
CAMERON	27	1	43		
CAMP					
CARSON	5				
CASS	3				

Limited Service Deputy Renewals FY 2021 FY 2020 FY 2019		
F1 2021	F1 2020	F1 2019
478	412	393
3,380	2,500	1,781
3,300	2,300	1,701
2,068	1,531	774
32,582	20,520	13,970
271,808	267,298	262,485
30,170	27,479	27,223
14,896	13,397	10,589
34,115	31,404	28,432
34,113	31,404	20,432
806	753	922
3,194	2,730	4,284

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Full Serv	vice Deputy R	enewals
FY 2021	FY 2020	FY 2019
278,869	258,246	256,529
13,230	7,615	2,736

Full Service Deputy Title Transactions		
FY 2021	FY 2020	FY 2019
187,319	180,100	204,884
11,374	7,373	3,143
	,	,

actions	Dealer Deputy Title Transactions		
/ 2019	FY 2021	FY 2020	FY 2019
	5,348	4,956	5,536
_			
	3,544	3,452	5,090
204,884	131,954	126,521	115,754
	19,076	18,940	17,273
3,143	13,780	5,005	184



	Deputy	Deputy Counts by County		
County	Limited Service	Full Service	Dealer	
CASTRO				
CHAMBERS	4			
CHEROKEE			1	
CHILDRESS				
CLAY				
COCHRAN				
COKE				
COLEMAN				
COLLIN	48		64	
COLLINGSWORTH				
COLORADO			3	
COMAL	16		31	
COMANCHE	2			
CONCHO				
COOKE				
CORYELL	5		6	
COTTLE				
CRANE				
CROCKETT			1	
CROSBY			1	
CULBERSON				
DALLAM				
DALLAS	118		38	
DAWSON				
DEAF SMITH			1	
DELTA				
DENTON	33		24	
DEWITT	3		9	
DICKENS				
DIMMIT				
DONLEY				
DUVAL			1	
EASTLAND	2			
ECTOR	1		17	

Limited Service Deputy Renewals		
FY 2020	FY 2019	
755		
93,542	90,988	
11,966	8,881	
129	264	
1,714	824	
473,158	510,235	
·	·	
53,903	57,526	
	1,291	
,	, = =	
	93,542 11,966 129	

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Full Service Deputy Renewals			
FY 2021	FY 2020	FY 2019	

FY 2021	Deputy Title FY 2020	FY 2019

nsactions	Dealer Deputy Title Transactions		
FY 2019	FY 2021	FY 2020	FY 2019
	77,556	77,578	86,311
	77,330	77,576	80,311
	100		
	483	-	-
	64,638	57,604	71,206
			·
	5,814	4,978	5,537
	3,014	4,570	3,337



	Deputy Counts by Co		unty
County	Limited Service	Full Service	Dealer
EDWARDS			1
EL PASO	2	13	30
ELLIS	14		4
ERATH	2		
FALLS			
FANNIN	2		
FAYETTE	5		4
FISHER	2		
FLOYD			
FOARD			
FORT BEND	49		57
FRANKLIN			1
FREESTONE	3		
FRIO			21
GAINES			
GALVESTON	22		64
GARZA			
GILLESPIE			13
GLASSCOCK			
GOLIAD			3
GONZALES	3		10
GRAY	2		
GRAYSON	9		5
GREGG			1
GRIMES			1
GUADALUPE	8		37
HALE			1
HALL	1		
HAMILTON	3		
HANSFORD	2		
HARDEMAN			
HARDIN	3		4
HARRIS	330		236
HARRISON			

Limited Service Deputy Renewals			
FY 2021	FY 2020	FY 2019	
4,613	5,192	2,797	
3,198	3,052	3,443	
433	499	522	
119,899	116,542	115,100	
575	650	1,122	
36,204	31,326	31,079	
1,659	1,570	1,656	
3,842	4,674	2,430	
6,321	6,728	3,030	
268	482	734	
196	177	167	
1,105,557	1,047,145	1,060,447	

Full Service Deputy Renewals		
FY 2021	FY 2020	FY 2019
230,007	223,638	207,704

FY 2021 FY 2020 FY 2019		
109,754	96,630	91,281

Dealer Deputy Title Transactions		
FY 2021	FY 2020	FY 2019
8,346	5,676	7,45
11,355	10,724	9,61
,	-,	-,-
29,678	26,964	27,08
222	07.	
390	374	49
3,553	1,955	1,53
,		
428,326	349,219	384,62



	Deputy	Counts by Cou	ınty
County	Limited Service	Full Service	Dealer
HARTLEY			
HASKELL			
HAYS	26		45
HEMPHILL	7		
HENDERSON			1
HIDALGO	76	3	61
HILL	3		
HOCKLEY	2		
HOOD	8		13
HOPKINS			
HOUSTON			1
HOWARD			5
HUDSPETH			
HUNT	2		3
HUTCHINSON			
IRION			
JACK			
JACKSON			189
JASPER	2		
JEFF DAVIS			
JEFFERSON	22		11
JIM HOGG			
JIM WELLS			
JOHNSON	13		8
JONES	7		
KARNES			8
KAUFMAN	26		2
KENDALL	5		18
KENEDY			
KENT			
KERR			22
KIMBLE			
KING			
KINNEY			

Limited Service Deputy Renewals		
FY 2021	FY 2020	FY 2019
21,668	20,404	18,441
72,743	69,804	72,035
695	632	778
268	260	301
2,794	3,781	2,174
39,537	36,959	26,868
10,118	7,182	4,691
844	746	996
1,482	1,528	1,439

Full Serv	rice Deputy Re	enewals
FY 2021	FY 2020	FY 2019
33,393	31,767	30,975
,	,	

FY 2021 FY 2020 FY 2019		
45,539	31,915	27,256
.0,000	01,010	27,233

Dealer Deputy Title Transactions			
	FY 2021	FY 2020	FY 2019
	13,626	10,265	10,781
Ļ			
L			
L	37,473	29,701	27,257
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ŀ	F 421	F 246	4 511
	5,421	5,346	4,512
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L	2,851	3,018	3,264
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	Deputy	Deputy Counts by County		
County	Limited Service	Full Service	Dealer	
KLEBERG			10	
KNOX				
LAMAR				
LAMB	3			
LAMPASAS			1	
LASALLE				
LAVACA	5		13	
LEE	2		5	
LEON				
LIBERTY	7		23	
LIMESTONE	2			
LIPSCOMB	6		1	
LIVE OAK	3		12	
LLANO	5			
LOVING				
LUBBOCK	26			
LYNN				
MADISON	2		1	
MARION	2		1	
MARTIN	2			
MASON				
MATAGORDA				
MAVERICK			19	
MCCULLOCH			1	
MCLENNAN	25		19	
MCMULLEN			3	
MEDINA			12	
MENARD				
MIDLAND	3		11	
MILAM	4			
MILLS				
MITCHELL	3			
MONTAGUE	4			
MONTGOMERY	56		52	

Limited Service Deputy Renewals		
FY 2021	FY 2020	FY 2019
448	528	596
2,227	2,283	2,547
		0.470
7,272	5,067	2,179
1.504	1 425	1 200
1,504	1,425	1,398
41,171	36,021	33,003
12,272	30,021	33,003
37,937	36,725	34,020
73,896	66,326	67,103

Full Service Deputy Renewals		
FY 2021	FY 2020	FY 2019

Full Service Deputy Title Transactions		
FY 2021	FY 2020	FY 2019

	Dealer De	Dealer Deputy Title Transactions			
	FY 2021	FY 2020	FY 2019		
1					
	10.742	19.000	20.044		
	19,742	18,000	20,944		



	Deputy	Deputy Counts by County	
County	Limited Service	Full Service	Dealer
MOORE	2		2
MORRIS			
MOTLEY			
NACOGDOCHES	3		5
NAVARRO	3		1
NEWTON			
NOLAN			
NUECES	29		46
OCHILTREE			
OLDHAM			
ORANGE	2		3
PALO PINTO	2		
PANOLA			2
PARKER			7
PARMER	2		
PECOS			5
POLK			8
POTTER			1
PRESIDIO			
RAINS			
RANDALL	2		2
REAGAN			1
REAL			3
RED RIVER	2		
REEVES			
REFUGIO			
ROBERTS			
ROBERTSON			
ROCKWALL	2		14
RUNNELS			
RUSK	3		
SABINE	3		
SAN AUGUSTINE			
SAN JACINTO	2		

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Limited Service Deputy Renewals			
FY 2021	FY 2020	FY 2019	
70,721	63,198	61,018	
70,721	03,136	01,016	
203	172	105	
1,336	1,016	1,547	
1,136	1,135	1,430	
1,130	1,133	1,430	

	vice Deputy R	enewals
FY 2021	FY 2020	FY 2019

Full Service Deputy Title Transactions FY 2021 FY 2020 FY 2019				
		2015		

	puty Title Tra	
FY 2021	FY 2020	FY 2019
33,189	30,576	31,006
8,895	8,487	8,743
0,055	3,407	0,740



	Deputy	Deputy Counts by County	
County	Limited Service	Full Service	Dealer
SAN PATRICIO			18
SAN SABA			
SCHLEICHER			
SCURRY			
SHACKELFORD			
SHELBY			
SHERMAN			
SMITH	9		6
SOMERVELL			
STARR			10
STEPHENS			
STERLING			
STONEWALL			
SUTTON			
SWISHER	4		
TARRANT	85		102
TAYLOR	5		6
TERRELL			
TERRY			
THROCKMORTON			
TITUS			
TOM GREEN	3		7
TRAVIS	78	4	99
TRINITY			
TYLER			
UPSHUR	1		
UPTON			
UVALDE	1		15
VAL VERDE			17
VAN ZANDT			1
VICTORIA			18
WALKER	2		8
WALLER	2		
WARD			6

Limited Service Deputy Renewals			
FY 2021	FY 2020	FY 2019	
2,765	2,965	3,346	
2,703	2,303	3,340	
100	105	92	
295,117	314,571	304,871	
293,117	314,371	304,871	
4.405	200		
1,485	390	164 006	
170,843	154,462	161,096	
253	173	306	

Full Service Deputy Renewals			
FY 2021	FY 2020	FY 2019	
14,500	18,168	26,911	

FY 2021 FY 2020 FY 2019				
69,391	67,563	70,758		
,	,	,		

Dealer De	puty Title Tra	nsactions
FY 2021	FY 2020	FY 2019
2,040	2,785	2,573
204,861	178,648	177,429
204,001	170,040	177,423
76,236	78,420	77,441



	Deputy	Deputy Counts by County		
County	Limited Service	Full Service	Dealer	
WASHINGTON				
WEBB	18		18	
WHARTON			5	
WHEELER	2			
WICHITA	8		23	
WILBARGER	2			
WILLACY				
WILLIAMSON	51		59	
WILSON	7		27	
WINKLER				
WISE	2		4	
WOOD	2		1	
YOAKUM				
YOUNG				
ZAPATA				
ZAVALA				
TOTALS	1,623	42	2,262	

Limited Service Deputy Renewals				
FY 2021	FY 2020	FY 2019		
27,798	22,525	14,836		
23,124	18,976	18,172		
59,058	51,278	51,338		
4,651	4,452	4,425		
3,309,831	3,147,521	3,134,540		

Full Serv	Full Service Deputy Renewals				
FY 2021	FY 2020	FY 2019			
569,999	539,434	524,855			

Full Service Deputy Title Transactions				
FY 2021	FY 2020	FY 2019		
423,377	383,581	397,322		

Dealer De	Dealer Deputy Title Transactions			
FY 2021	FY 2020	FY 2019		
3,954	3,852	4,097		
6,740	5,557	5,953		
63,505	61,076	58,160		
		577		
1,282,374	1,129,677	1,170,445		