

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
FRIDAY, SEPTEMBER 10, 2021
9:00 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: 2465 036 0251

Event password: 091021

Link to September 10, 2021, TxDMV Customer Service Advisory Committee Meeting Documents: <https://www.txdmv.gov/general-counsel>

*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 Introduction of Advisory Committee Members - Whitney Brewster

2. DISCUSSION, BRIEFING, AND ACTION ITEMS

- A. Purpose, General Information, and Scope of the Advisory Committee - TxDMV Office of General Counsel (BRIEFING ONLY)
- B. Nominations and Selection of Advisory Committee Presiding Officer - TxDMV Office of General Counsel (ACTION ITEM)
- C. Nominations and Selection of First Vice Chair to Act as the Presiding Officer When the Presiding Officer is Not Available and to Make Presentations to the Board - Presiding Officer (ACTION ITEM)
- D. Nominations and Selection of Second Vice Chair to Act as the Presiding Officer When the Presiding Officer and the First Vice Chair Are Not Available and to Gather and Organize Presentations to the Board - Presiding Officer (ACTION ITEM)
- E. Recommendations of Advisory Committee for Presentation to the Board - TxDMV Office of General Counsel and Presiding Officer (BRIEFING AND DISCUSSION)
- F. Implementation Plan for Advisory Committee Recommendations - TxDMV Staff
 - i. Implementation of Senate Bill 876 - TxDMV Vehicle Titles and Registration Division (BRIEFING AND DISCUSSION)

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.