



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

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# Customer Service Advisory Committee Meeting

9:00 A.M.  
Thursday, September 30, 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**  
**THURSDAY, SEPTEMBER 30, 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: 2462 413 6061

Event password: 09302021

Link to September 30, 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](mailto: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

## 2. DISCUSSION, BRIEFING, AND ACTION ITEMS

- A. Implementation Plan for Advisory Committee Recommendations Regarding Senate Bill 876 - 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](mailto: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.



## Texas Department of Motor Vehicles

### Senate Bill 876 Implementation

TRANSACTION PROCESSING		
	CURRENT	FUTURE
Title	<p><b>Dealer</b></p> <ul style="list-style-type: none"> <li>Must be processed in county <i>determined by purchaser</i> in:                             <ul style="list-style-type: none"> <li>Purchaser County,</li> <li>Dealer County, or</li> <li>Lienholder County</li> </ul> </li> <li>If Resident County is selected and closed, dealer may submit to any willing county</li> </ul> <p><b>Private Party</b></p> <ul style="list-style-type: none"> <li>Must be processed in:                             <ul style="list-style-type: none"> <li>Purchaser County,</li> <li>Seller County, or</li> <li>Lienholder County</li> </ul> </li> <li>If Resident County is selected and closed, customer may submit to any willing county</li> </ul>	<p><b>Dealer and Private Party</b></p> <ul style="list-style-type: none"> <li>Must be processed in:                             <ul style="list-style-type: none"> <li>Purchaser County,</li> <li>Dealer/Seller County, or</li> <li>Lienholder County</li> </ul> </li> <li><b>OR</b> <ul style="list-style-type: none"> <li>Any Willing County*</li> </ul> </li> </ul>
Renewal	<ul style="list-style-type: none"> <li>Must be processed in Resident County</li> <li>If Resident County is closed, customer may submit to any willing county</li> </ul>	<ul style="list-style-type: none"> <li>Must be processed in Resident County <b>OR</b></li> <li>Any Willing County*</li> </ul>

*\*Processing by a willing county no longer depends on the resident county being closed*

#### Impact to Stakeholders

Public:

- Ability to process title and registration renewal transactions in any willing county
- May require contacting non-resident county prior to submitting a transaction

Dealers:

- Dealer Title Transactions: Processing county determined by dealer and not purchaser
- County of Title Issuance* (Form VTR-136) no longer required
- Assessment of Title fee based on the purchaser's resident county for all title applications, regardless of processing county
  - May require programming to internal dealer management systems

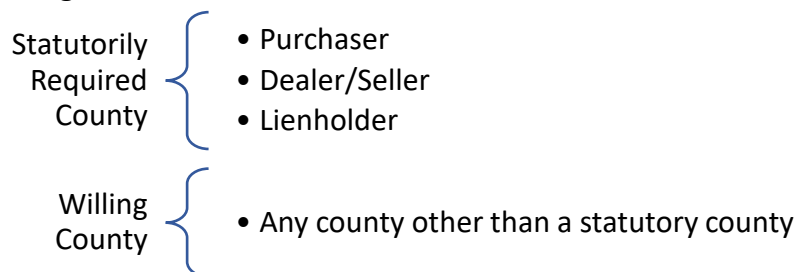
County Tax Assessor-Collectors:

- Determine if the county chooses to be a willing county or not
- Understand changes to system logic that automates transaction processing and funds remittance
- Additional consideration required when providing fee/processing information to customer inquiries

## Senate Bill 876 Implementation

### Programming Enhancements:

#### 1. Systems will validate Texas resident county and whether processing county is statutorily required or willing.



Systems will have the following automated capabilities to determine the above counties:

- Use of an address validation software to verify Texas resident county in the following order:



- Validation of the following statutorily required counties based on data elements within the title transaction, when available:
  - Purchaser County (determined from resident county through the address validation)
  - Dealer County (determined from address associated to dealer license number)
  - Seller County (determined from previous Texas owner's resident county)
  - Lienholder County (determined from lienholder address validation)

#### 2. The Registration and Title System will have functionality under the Local Options Event for a county to designate the transactions they are willing to process, other than those required by statute.

- A county can designate whether they will process registration renewals, title applications, or both; otherwise, the system will prevent the county from processing the transactions.
  - The county designation extends to webDEALER and webSUB transactions.
  - The systems will use the validations described above to determine processing ability based on the designation.
- After implementation, a county willing to process transactions must make a selection to designate which transaction types the county is willing to process.

## Senate Bill 876 Implementation

FUNDS STRUCTURE		
CURRENT		FUTURE
Title	<p><b>Dealer and Private Party</b></p> <ul style="list-style-type: none"> <li>• Title and Registration Fees based on Processing County</li> <li>• Processing County Fee Retention/Remittance:                             <ul style="list-style-type: none"> <li>○ Retains county portion of Title Fee</li> <li>○ Retains county portion of P&amp;H</li> <li>○ Remits all applicable fees</li> <li>○ Receives credit for all applicable fees</li> </ul> </li> </ul>	<p><b>Dealer and Private Party</b></p> <ul style="list-style-type: none"> <li>• Processed in Purchaser, Dealer/Seller, Lienholder County:                             <ul style="list-style-type: none"> <li>○ Title Fee based on Resident County</li> <li>○ Registration Fees based on Processing County</li> <li>○ No change to Processing County fee retention/remittance</li> </ul> </li> <li>• Processed in a Willing County:                             <ul style="list-style-type: none"> <li>○ Title and Registration Fees based on Resident County</li> <li>○ Processing County Fee Retention/Remittance:                                     <ul style="list-style-type: none"> <li>▪ Retains county portion of Title Fee</li> <li>▪ Retains county portion of P&amp;H</li> <li>▪ Remits all applicable fees</li> </ul> </li> <li>○ Resident County:                                     <ul style="list-style-type: none"> <li>▪ Receives credit for all applicable fees</li> </ul> </li> </ul> </li> </ul>
Renewal	<ul style="list-style-type: none"> <li>• Processed in Resident County                             <ul style="list-style-type: none"> <li>○ Fees based on Resident County</li> <li>○ Processing County Fee Retention/Remittance:                                     <ul style="list-style-type: none"> <li>▪ Retains county portion of P&amp;H</li> <li>▪ Remits all applicable fees</li> <li>▪ Receives credit for all applicable fees</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Processed in Resident County                             <ul style="list-style-type: none"> <li>○ No change from current state</li> </ul> </li> <li>• Processed in a Willing County:                             <ul style="list-style-type: none"> <li>○ Registration Fees based on Resident County</li> <li>○ Processing County Fee Retention/Remittance:                                     <ul style="list-style-type: none"> <li>▪ Retains county portion of P&amp;H</li> <li>▪ Remits all applicable fees</li> </ul> </li> <li>○ Resident County:                                     <ul style="list-style-type: none"> <li>▪ Receives credit for all applicable fees</li> </ul> </li> </ul> </li> </ul>

### 3. Reporting Enhancements to Support Funds Structure

- Funds Remittance Report
  - Repurposing the Out of County Amounts section of the report to reflect willing county transactions.
  - A county will see title and registration related transactions and associated fees for transactions they processed for another county and those processed by another county on their behalf.
  - The fees will reflect as a credit for the resident county or as fees to be remitted to the state by the processing county, respectively.
- County Closure Sales Tax Report
  - Repurposing as an Out of County Sales Tax Report to reflect willing county transactions.
  - A county will see sales tax related fees collected by a processing county on their behalf.
- Vehicles Sold by Dealer Report
  - Counties will have the ability to run this report statewide to see all title transactions that have been processed by a dealer located in their county.



## Texas Department of Motor Vehicles

### Senate Bill 876 Communication Plan

The following is the projected timeline for the department's communication strategy.

