



Texas Department *of* Motor Vehicles  
HELPING TEXANS GO. HELPING TEXAS GROW.



# 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](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

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](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

### 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 Information by County

County	Deputy Counts by County			Limited Service Deputy Renewals			Full Service Deputy Renewals			Full Service Deputy Title Transactions			Dealer Deputy Title Transactions		
	Limited Service	Full Service	Dealer	FY 2021	FY 2020	FY 2019	FY 2021	FY 2020	FY 2019	FY 2021	FY 2020	FY 2019	FY 2021	FY 2020	FY 2019
KLEBERG			10												
KNOX															
LAMAR															
LAMB	3			448	528	596									
LAMPASAS			1												
LASALLE															
LAVACA	5		13	2,227	2,283	2,547									
LEE	2		5												
LEON															
LIBERTY	7		23	7,272	5,067	2,179									
LIMESTONE	2														
LIPSCOMB	6		1	1,504	1,425	1,398									
LIVE OAK	3		12												
LLANO	5														
LOVING															
LUBBOCK	26			41,171	36,021	33,003									
LYNN															
MADISON	2		1												
MARION	2		1												
MARTIN	2														
MASON															
MATAGORDA															
MAVERICK			19												
MCCULLOCH			1												
MCLENNAN	25		19	37,937	36,725	34,020									
MCMULLEN			3												
MEDINA			12												
MENARD															
MIDLAND	3		11												
MILAM	4														
MILLS															
MITCHELL	3														
MONTAGUE	4														
MONTGOMERY	56		52	73,896	66,326	67,103							19,742	18,000	20,944







## Deputy Information by County

County	Deputy Counts by County			Limited Service Deputy Renewals			Full Service Deputy Renewals			Full Service Deputy Title Transactions			Dealer Deputy Title Transactions		
	Limited Service	Full Service	Dealer	FY 2021	FY 2020	FY 2019	FY 2021	FY 2020	FY 2019	FY 2021	FY 2020	FY 2019	FY 2021	FY 2020	FY 2019
WASHINGTON															
WEBB	18		18	27,798	22,525	14,836							3,954	3,852	4,097
WHARTON			5												
WHEELER	2														
WICHITA	8		23	23,124	18,976	18,172							6,740	5,557	5,953
WILBARGER	2														
WILLACY															
WILLIAMSON	51		59	59,058	51,278	51,338							63,505	61,076	58,160
WILSON	7		27	4,651	4,452	4,425									577
WINKLER															
WISE	2		4												
WOOD	2		1												
YOAKUM															
YOUNG															
ZAPATA															
ZAVALA															
<b>TOTALS</b>	<b>1,623</b>	<b>42</b>	<b>2,262</b>	<b>3,309,831</b>	<b>3,147,521</b>	<b>3,134,540</b>	<b>569,999</b>	<b>539,434</b>	<b>524,855</b>	<b>423,377</b>	<b>383,581</b>	<b>397,322</b>	<b>1,282,374</b>	<b>1,129,677</b>	<b>1,170,445</b>