

## VTR Background

### VTR Mission and Vision

#### Mission

To provide accurate, efficient and effective vehicle registration and title services.

#### Vision

We envision a VTR that, as an integral part of TxDOT, is responsive to the needs of all customers by:

- ♦ Maintaining an (adequate) qualified, trained, productive, and diverse workforce.
- ♦ Ensuring a safe, comfortable workplace with equal opportunity.
- ♦ Treating everyone with dignity and respect.
- ♦ Continuously improving efficient and cost effective work methods that encourage innovation and creativity.
- ♦ Ongoing evaluation of the effectiveness and appropriateness of programs, policies and procedures.

#### Division History

Since 1917, TxDOT has collected motor vehicle registration fees as a source of revenue for building and maintaining the state's transportation system (see Texas Transportation Code (TRC) Chap. 502 and 504). TRC Chap. 501 authorizes TxDOT to collect fees for the issuance of titles and recording of vehicle ownership information for Texas residents.



1908 Texas License Plate

#### County Tax Assessor-Collectors

Texas' 254 County Tax Assessor-Collectors are independent elected officials who discharge various statutory duties on behalf of TxDOT such as issuing motor vehicle registrations, accepting title applications and collecting and reporting applicable fees. They in turn may subcontract to agents.

#### Registration and Title System (RTS)

RTS is a uniform automated system provided by TxDOT for county tax offices to use in the registering and titling of vehicles. In FY '04, there were 2,501 workstations at 475 sites.

## Contact Us

TDD	(512) 302-2110
VTR Customer Help Desk	(512) 465-7611
News Media Inquiries	(512) 302-2076
VTR Director	(512) 465-7570
Automobile Theft Information	(512) 374-5101
Motor Carrier Division	(800) 299-1700
Driver License Info (DPS)	(512) 424-2600
Motor Vehicle Division (Lemon Law)	(800) 622-8682

VTR Customer Service e-mail:

[vtr-cis@dot.state.tx.us](mailto:vtr-cis@dot.state.tx.us)

Online Registration/Address Change:

[www.texasonline.com](http://www.texasonline.com)

Forms and Information Online:

[www.dot.state.tx.us/vtr/](http://www.dot.state.tx.us/vtr/)

Division Director	Jerry L. Dike
Deputy Director	Mike Craig
Administrative Operations	Scott Renouard
Automobile Theft Prevention	Susan Sampson
Field Operations	Harry Morgan
Headquarter Operations	Bobby Johnson
Technical Operations	Bob Tanner

#### VTR Regional Offices

ABILENE	(325) 734-5120
AMARILLO	(806) 467-8902
AUSTIN	(512) 837-4416
BEAUMONT	(409) 842-5875
CORPUS CHRISTI	(361) 808-2600
DALLAS-CARROLLTON	(972) 417-0884
EL PASO	(915) 591-8149
FT WORTH-ARLINGTON	(817) 649-5938
HOUSTON	(713) 681-6637
LONGVIEW	(903) 753-6279
LUBBOCK	(806) 745-8888
MIDLAND-ODESSA	(432) 498-4674
PHARR	(956) 781-3291
SAN ANGELO	(325) 947-9330
SAN ANTONIO	(210) 615-1776
WACO	(254) 752-1152
WICHITA FALLS	(940) 720-7754

#### VTR Headquarters

4000 Jackson Ave., Austin, TX 78731 (512) 465-7611



Windshield  
Registration Sticker



Plate  
Registration Sticker



## Vehicle Titles and Registration Division



**Info: (512) 465-7611**

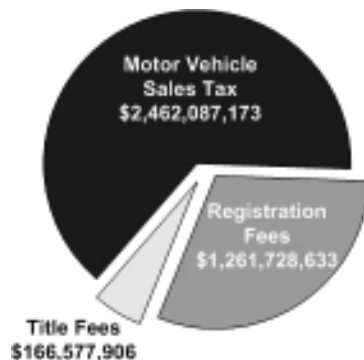
**TDD: (512) 302-2110**

**[www.dot.state.tx.us/vtr/](http://www.dot.state.tx.us/vtr/)**

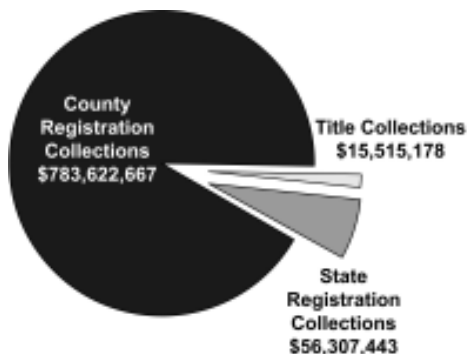
**TxDOT Strategies: Plan It. Build It.  
Use It. Maintain It. Manage It.**

**March 2005**

**FY '04 Revenue  
Collected through RTS  
Total Collected: \$3,890,393,712**



**Total State Highway Fund (6) Deposits from  
Registration and Title Collections:  
\$855,445,288**



**Top-Selling Specialty Plates as of Aug. 2004**



#1 State of the Arts



#2 Animal Friendly



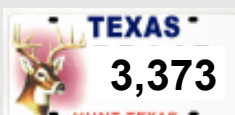
#3 Horned Lizard



#4 Texas A&M



#5 Bluebonnet



#6 Hunt Texas

TxDOT offers more than 100 different organizational and collegiate specialty license plates.

## VTR Facts and Figures

### Operational Data

VTR Budget (FY '04)	\$52,118,514
ATPA Budget (FY '04)	\$10,432,265
Staff	408

### FY '04 Vehicle Registrations

Number of Vehicle Registration Transactions	18.7M
Number of Registered Vehicles	18.4M
Registration Renewal Notices Mailed	18,024,105
Distribution of Registration Fees to the Counties	\$421,798,523
State Highway Fund (6) Deposits from State Registration Collections	\$56,307,443
State Highway Fund (6) Deposits from County Registration Collections	\$783,622,667
Total Registration Fees Collected	\$1,261,728,633

### FY '04 Vehicle Titles

Number of Titles Issued	5,766,676
Title Fees Retained by the Counties	\$25,858,630
Title Fees Collected by VTR	\$4,410,811
General Revenue Fund Deposits from Title Collections	\$25,858,630
TERP Fee Deposits to General Revenue Account 5071	\$94,934,657
State Highway Fund (6) Deposits from Title Collections	\$15,515,178
Total of Title Fees Collected	\$166,577,906

### FY '04 Apportioned/IRP\* Accounts (Interstate Trucking)

Total Apportioned Accounts	15,586
Fees from Other Jurisdictions	\$52,676,287
Fees Collected for Other Jurisdictions	\$45,409,734

\* IRP = International Registration Plan

### FY '04 License Plates

License Plates Manufactured	6,328,710
Personalized Plates Issued (est.)	94,617*
Personalized Plate Revenue	\$3,784,680
Dealer Plates Issued (est.)	1,874
Dealer Plate Revenue	\$74,970
Total All Specialty Plates Issued/Renewed (est.)	246,218
Total Specialty License Plate Revenues (est.)	\$8,228,873

\* includes all personalized special plates; i.e. collegiate, organizational, etc.



General Issue License Plate

## VTR Facts and Figures

### FY '04 VTR Customer Service

Correspondence Responses	129,131
Telephone Inquiries Answered	1,271,143
Walk-in Customers Assisted	502,913
Total Items Mailed Per Year (approx.)	24M
Number of Web Hits (Oct.. 2004)	964,404
Number of Web Visitors (Oct. 2004)	81,338
Number of Emails Answered	27,229
# of Contracts Accessing Motor Vehicle Inquiry (Internet & Batch)	2,167
Contract Vendors – Weekly Updates	29
Law Enforcement Motor Vehicle Inquiries	35.4M
Permits Sold	21,952
Titles--Certified Copies	427,685

### Internet Vehicle Registration Renewal

Available in 93 counties as of November 2004. In FY '04, 490,624 vehicle registrations were renewed online.

## Automobile Theft Prevention Authority

In 1991, the 72nd Legislature established ATPA to spearhead an effort to reduce auto thefts in Texas. The Authority supports a statewide law enforcement network through grants, theft reduction initiatives, education and public awareness and funds a statewide vehicle registration program. ATPA also works with states in Mexico to reduce the number of stolen vehicles crossing the border. Since 1991, ATPA has awarded 365 grants totaling \$149 million.



### Auto Theft Rate

(Measured by decrease since 1991)

	1994	1996	1998	2000	2001	2002	2003
	-35.0%	-41.7%	-50.1%	-53.6%	-51.1%	-51.0%	-54.0

FY '04 ATPA Grant Requests Received/Awarded: 38/32

FY '04 Amount of ATPA Grants Awarded: \$9,800,000

Total Losses Due to Motor Theft in FY '03 \$782,330,063

### ATPA Board – Governor Appointed

Assistant Chief Mac Tristan, Chair	Carrollton
Col. Tommy Davis, DPS	Austin
Mr. Borris Miles	Houston
Chief Carlos Garcia	Brownsville
Mrs. Denise Anaya	El Paso
Mr. Michael F. Gerik	Waco