

October 14, 2011

Dear Honorable Tax Assessor-Collectors:

The Equipment Replacement Project officially began with the pilot implementations in Dallas, Tarrant and Williamson counties. I appreciate so much their willingness to work with us and help us identify ways to improve the process. As you may have heard, there were a number of challenges encountered that have caused us to reevaluate our process and procedures. As a result, the TxDMV team and the vendor have suspended the initial two-week installation schedule to evaluate the issues identified and to ensure that this project minimizes disruption to your business.

We anticipate the project will be back on track within the next few weeks. As soon as a new schedule is developed, it will be provided to you. It is our intent to make this process as painless for you as possible, so we will be doing several things of which I would like to make you aware:

- We will provide planning documents in advance to help you prepare for your installations
- Regional staff will work with you throughout the process, to support planning and installation activities, as well as provide coordination with the vendor. Your TxDMV Regional Manager will contact you, when appropriate, to begin your planning and preparation

As with any technical endeavor of this magnitude, there are always unforeseen complexities. With an improved process, we expect things to go smoother as we move forward with the remaining counties. This is critical as the equipment being deployed sets the stage for the new technology changes that are coming as part of the TxDMV Automation Project.

Thank you in advance for your patience and support as we work to complete this project to meet both our current needs and future opportunities.

Sincerely,

A handwritten signature in black ink that reads "Linda M. Flores". The signature is written in a cursive, flowing style.

Linda M. Flores
Interim Executive Director