



Texas Department of Transportation

VEHICLE TITLES AND REGISTRATION DIVISION • AUSTIN, TEXAS 78779-0001 • (512) 465-7611

June 22, 2001

Registration and Title Bulletin # 069-01

To: All County Tax Assessor-Collectors
Subject: Vehicle Registration and Titling Update

PURPOSE

To distribute the notes from the presentation given by Vehicle Titles and Registration (VTR) Division at the recent Tax Assessor-Collectors Conference in Wichita Falls, Texas.

DETAILS

Each year we present an overview of some of the issues from the Texas Department of Transportation. The attachment contains talking points presented on June 9, 2001. Subjects addressed include: the Status of the Department; Texas Performance Review; VTR statistics; Internet Vehicle Registration Renewal; Point-of-Sale Sticker System; Digital License Plate System; New Legislation; RTS Releases and Enhancements; Parking Lot Survey; NAFTA/Annual Permits; and Customer Service Improvements.

VTR CONTACT PERSON(S)

If you have any questions about this presentation, please contact your local VTR Regional Manager; or contact VTR Deputy Director Darrel Hunt or me at (512) 465-7570. Thank you very much.

Sincerely,

Jerry L. Dike, Director
Vehicle Titles and
Registration Division

Attachment

cc: Mr. Randall Dillard, PIO
District Engineers, Attn: PIOs
VTR Administration
LAO, Attn: Steven Polunsky

An Update on Vehicle Registration and Titling

A Presentation to the Tax Assessor-Collectors Association

June 10, 2001
Wichita Falls, TX

Topics to be Covered

- 1 Status of the Department
- 2 Texas Performance Review
- 3 VTR by the Numbers
- 4 Internet Vehicle Registration Renewal (IVRR)
- 5 Point-of-Sale Sticker System
- 6 Digital License Plate System

Topics to be Covered

- 7 New Legislation
- 8 RTS Releases and Enhancements
- 9 Parking Lot Survey
- 10 NAFTA/Annual Permits
- 11 Customer Service Improvements

State of the Department

- ★ Executive Director Wes Heald announces retirement
- ★ TxDOT funding, FTEs
- ★ VTR family, POS, RTS II, enhancements

2 Texas Performance Review

- ★ Performance review elevated transportation issues in the session.
 - ◆ Innovative financing to expedite projects
 - ◆ Toll roads to speed congestion relief
 - ◆ More federal dollars for NAFTA-related issues
 - ◆ Innovative techniques to speed projects and save money

Texas Performance Review

Increase the use of the Internet to make it easier for customers to do business with our department.

- ★ELT
- ★Fleet Registration
- ★Duplicate Original Titles

3 VTR by the numbers

- ★ \$3.7 billion in revenue collected
- ★ 437 employees in 18 cities
- ★ 17.9 million registered vehicles
- ★ 2,286 RTS workstations at 434 sites
- ★ 29 million law enforcement inquiries
- ★ 1.3 million phone inquiries
- ★ 429,000 walk-ins
- ★ 142,000 letters
- ★ 7.6 million license plates
- ★ 20.5 million validation stickers

VTR by the Numbers 10 years ago

	1990	2000
Vehicles registered	14.5 m	18 m
Plates manufactured	5.6 m	7.6 m
Titles issued	3.9 m	5.7 m
Revenue collected	\$1.9 b	\$3.8 b

4 Internet Vehicle Registration Renewal - IVRR

- ★ Project started Feb. 2000
- ★ Planned for July 2000
- ★ \$2 customer convenience fee
- ★ \$1 county mail-in fee

IVRR Status

- ★ Harris 9/30/00
- ★ Lubbock 11/03/00
- ★ Liberty 11/17/00
- ★ Brazoria 11/07/00
- ★ Montgomery 11/21/00
- ★ Travis 1/19/01
- ★ Williamson 1/26/01
- ★ Grayson 2/09/01
- ★ Midland 2/19/01
- ★ Nueces 3/01/01
- ★ Randall 3/21/01
- ★ Denton 4/02/01
- ★ Coke 4/09/01
- ★ Irion 4/12/01
- ★ Angelina 04/19/01
- ★ Parker 04/25/01
- ★ Bell 05/01/01
- ★ Wilbarger 05/16/01

5,200 requests processed

IVRR-Future Plans

- ★ Coming on line:
 - ◆ Bexar
 - ◆ Tarrant
 - ◆ Montague
- ★ Dallas county has separate system
- ★ RTS II, Phase II

5 Point of Sale Stickers House Bill 3014

- ★ Legislature authorized transfer of funds for Point of Sale stickers.
 - ◆ \$2 million for FY2002
 - ◆ \$8 million for FY2003
- ★ Project Implementation
 - ◆ Vendor selection - Fall 2001
 - ◆ Harris County Pilot - Spring 2002
 - ◆ Statewide implementation - 2003

Point of Sale Stickers System Features

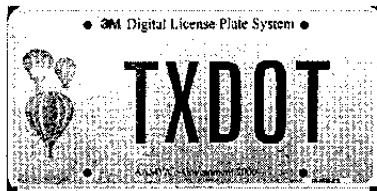
- ★ Stickers will be printed at all locations including grocery stores
 - ◆ State will supply all equipment
- ★ Sticker will include:
 - ◆ VIN
 - ◆ License plate Number
 - ◆ County name

6 Digital License Plate System

- ★ Printing system specifically designed for short-run and one-of-a-kind license plates
- ★ Orders received directly from mainframe TxDOT computer to dedicated workstation in Huntsville

Digital License Plate System

- ★ Final plate is flat, with no raised figures.



Digital License Plate System Benefits

- ★ Will shorten special plate manufacturing process by 10 days (4-8 days)
- ★ Decreases design development process to one week (from 12 weeks)
- ★ Same 8 year life span

Digital License Plate System Implementation

- ★ Vendor contract awarded Aug. 31, 2001
- ★ Pilot program
- ★ Full implementation Nov. 1, 2001

7 New Legislation Tax Office Impact

- ★ Special Plates - newly created
- ★ DPPA
- ★ Salvage laws *Watered*
- ★ Emissions reduction plans
- ★ Duplicate Original Title elimination
- ★ Fleet registration
- ★ Electronic Lien Title

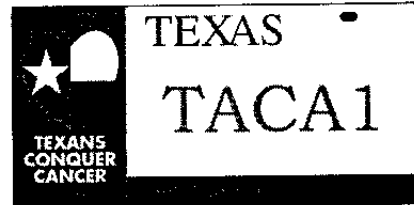
New Specialty Plates

New plates authorized by legislature

- ★ Special Olympics
- ★ Deaf and Hard of Hearing
- ★ Conquer Cancer

New Specialty Plates

New plates authorized by legislature
Conquer Cancer



New Specialty Plates

- ★ Extended uses authorized
 - ◆ Go Texan for farm vehicles and commercial trucks
 - ◆ Disabled plates for all motor vehicles
- ★ No "County Official" plates

New Specialty Plates



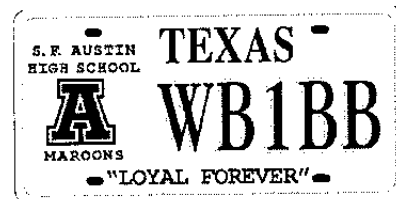
New Specialty Plates

New university & college plates



New Specialty Plates

Special plates in final design phase



★ Stephen F. Austin High School

New Specialty Plates

Proposed new designs



New Specialty Plates

Proposed new designs



DPPA - Summary

★ December 2000 - Implementation

- ◆ All personal information in motor vehicle records is now protected.
- ◆ Not necessary for individuals to "opt-out." Everyone is opted out automatically.
- ◆ Personal information is no longer provided for marketing purposes.

DPPA - Enforcement

★ VTR is scrutinizing the use of information by vendors

- ◆ Vendor contracts have been canceled because info was being used for direct marketing.

New Legislation

DPPA - HB 1544

★ Amended the state Motor Vehicle Records Disclosure Act

- ◆ Brings state law in line with the federal Driver's Privacy Protection Act

★ Added two permitted uses in conflict federal law.

- ◆ Use by consumer credit reporting agencies
- ◆ Relating to identify theft and fraud.

New Legislation

DPPA - HB 1544

★ When state law conflicts with federal law, federal law prevails.

New Legislation Salvage Laws - HB 1678

- ★ This bill has been vetoed by Gov. Perry
- ★ The bill dealt with
 - ◆ non-repairable
 - ◆ and rebuilt salvage remarks.

New Legislation Emission Reduction Plans

★ HB 2134

- ◆ Requires proof that a vehicle has passed an emission test when sold to a non-attainment county from an attainment county.
- ◆ Limited to "test on resale."

New Legislation Emission Reduction Plans

★ SB 5

- ◆ Bill as signed into law by Gov. Perry
- ◆ Introduces various fee increases
- ◆ \$225 inspection fee for vehicles new to Texas
 - ◆ This fee will be collected by the inspection stations
- ◆ A similar Florida law was ruled unconstitutional - resulting in refunds of millions of \$\$\$.

New Legislation Electronic Lien and Title - HB 1535

- ★ Optional to lien holder companies
- ★ Lienholder can request hard copy
- ★ Once lien is satisfied, title will be mailed directly to owner & lien removed

New Legislation Duplicate Title Elimination - HB 642

Eliminates Duplicate Original Titles (DO)

and

Certified Copy Duplicate Original (CCDO)

New Legislation Fleet Registration - HB 2124

- ★ Business plan yet to be determined
- ★ Rules must be written
- ★ Fleet size TBD

8 Registration & Title System Release 4.2

- ★ Scheduled for release June 20
- ★ Big features
 - ◆ Funds remittance/reconciliation
 - ✦ Breakout today @ 2:30 p.m.
 - ◆ Multi-year registration

Registration & Title System Release 4.3

- ★ Scheduled for release in late August
- ★ Enhancements that deal with legislation effective Sept. 1
- ★ No onerous workarounds expected
- ★ VTR will advise via RTBs
- ★ Last major release before RTS II

Registration & Title System RTS II

- ★ RACER is now RTS II
 - ◆ RTS Alternate Computer Environment Recommendations
- ★ Primary vendor & partners
 - ◆ IBM
 - ✦ Deloitte & Touche
 - ✦ KPMG
 - ✦ Allied Consultants, Inc.

Registration & Title System RTS II

- ★ Primary objectives
 - ◆ Update programming language, POS
 - ◆ More flexibility to make changes
 - ◆ Functionality will remain constant while the system will become easier to use
 - ◆ Upgrade telecommunications

Registration & Title System RTS II

- ★ Mainframe upgrade - currently letting, payroll, finance, construction estimates all compete with RTS

Registration & Title System RTS II

- ★ Integrates IVRR process into RTS
 - ◆ eliminates Internet Service Provider
 - ◆ enters date into RTS input screens
- ★ Integrates some Texasonline.com functions
 - ◆ Allows customers to update addresses and order renewal notices
 - ◆ Adds special plate ordering and payment

Registration & Title System RTS II

★ Implementation Schedule

- ◆ Pilot as early as Spring 2002
- ◆ Statewide begins September 2002
- ◆ Full implementation by Spring 2003

Registration & Title System RTS II

With implementation of RTS II we will install a TCP/IP network configuration that will increase the reliability for connections by providing a direct connection from every RTS terminal to Austin!

9 2000 Parking Lot Survey

- ★ Surveyed more than 15,000 vehicles in 11 counties
- ★ 95.8% had current registrations
- ★ 96.1% had current inspection stickers
- ★ 98% of plate #s matched RTS
- ★ 94% of registration sticker #s matched RTS-compared to 28% in 1996

Parking Lot Survey Comparisons

	2000	1999	1997	1994
Vehicles surveyed	15,158	15,369	15,878	8,695
Current Reg. stickers	96%	96%	94%	94%
License plate matches	98%	97%	97%	90%
Year system matches	95%	95%	88%	70%

10 NAFTA Implementation

Border opens on January 2, 2002

NAFTA Implementation Status

- ★ TxDOT and VTR are prepared
 - ◆ Procedures are in place.
 - ◆ Adequate annual permits are on hand and distributed.
 - ◆ Several counties and regional offices will sell NAFTA annual permits.

11 Customer Service Improvements

- ★ Renewal notice returns have been reduced from 6% to 3.3% (about 500,000 per year)
 - ◆ Mail Sampling
 - ✦ Through random sampling of renewal returns, format and internal printing problems have been reduced
 - ◆ National Change of Address (NCOA)
 - ✦ approximately 1.4 million addresses per month checked through NCOA

Customer Service Improvements

- ★ About 25% of titles returned to VTR are now re-sent to title owner.
 - ◆ Special Services Branch insures
 - ✦ Addresses corrected to avoid future problems.
 - ✦ Titles resent to proper addresses.
 - ✦ Reduced reprinting of CCOs.
- ★ About 1,200 titles returned to original holder per month

Customer Service Improvements

- ★ Microfilm of new and used title documents
 - ◆ Turnaround is now less than three weeks
 - ✦ Working to improve even further
 - ◆ Previously six to eight weeks
- ★ Improved service by more than half

Customer Service Improvements

Services available to customers 24/7

- ★ Fax back forms available
 - ◆ 2001 - 32
 - ◆ 2000 - 19
- ★ Forms available on the internet
 - ◆ as of 6/1/01 - 110 forms
 - ✦ 52 various affidavits and applications
 - ✦ 58 special plate applications

Customer Service Improvements Regions

- ★ Verification of applications for CCOs
 - ◆ Now verifying all third party applications
 - ◆ Reduction in fraudulent applications
- ★ New phone systems in many offices
- ★ Increased training offered to counties