

Questions/ Responses from V. G. Young Conference
November 2005

REGISTRATION AND TITLE SYSTEM (RTS)

1. **What is the procedure for a dealer to relocate Dealer Title Application Remote Sticker Printing System (DTA RSPS) equipment from one county to another?**

Dealers utilizing the DTA and furnished RSPS equipment cannot relocate and use this equipment if/when they move the dealership to a new location that is in another county. Dealers must:

- *Terminate their relationship with the tax office in the county they are leaving.*
- *Turn in equipment leased to them by that county.*
- *Establish a relationship in the new county and be approved by that county to continue to utilize DTA.*
- *Lease RSPS equipment from the new tax office.*

Note: DTA RSPS software is county and dealer specific.

2. **Can the RTS Customer Help Desk send an email message when RTS is down to facilitate better communication?**

Yes, the RTS Customer Help Desk is exploring options as to how best to provide this service. Additional information will be forthcoming early next year.

3. **Can an enhancement be added to RTS to inquire if the customer needs replacement plates?**

Yes. However, since this request will impact all counties, VTR will refer it to the Liaison Committee for review and prioritization.

4. **In the Corrected Title event, the county defaults to the home county. Would it be possible to modify this event so the county of residence is carried forward?**

Yes, a request for this enhancement is currently being processed.

5. What is the cell phone number for the RTS Customer Help Desk for after-hours support?

Cell number: (512) 658-2465

Pager number: (512) 606-4789

The RTS Customer Help Desk offers after hours support Monday through Friday until 7:00 p.m. and Saturday from 8:00 a.m. through 1:00 p.m. Please contact the Help Desk if you wish to be added to our after-hours support schedule.

SPECIALTY PLATES

6. We would like more information regarding how counties will process Exempt titles and issue Exempt license plates.

We are currently developing procedures. Prior to implementation, VTR will:

- Furnish a detailed user guide with step-by-step instructions.*
- Provide training.*
- Send out RTBs, as we get closer to implementation.*
- Provide a list of qualified agencies programmed into RTS.*

In addition, the Registration and Title System (RTS) will generate reports reflecting Exempt license plate issuance data.

7. Specialty plate owners are confused as to what steps they need to take to pay the specialty plate fee and the registration fee.

Specialty plate customers whose stickers are issued by the county currently receive two renewal notices: one for the specialty plate fee, followed by a second notice for the regular registration fee.

- (1) The customer returns the specialty plate fee to VTR with the specialty plate renewal notice. Upon receipt, the regular registration renewal notice is generated.*
- (2) The customer may either mail or take the payment for the regular registration fee to the county tax office. (Internet registration is currently not available for specialty plate customers.)*

With the implementation of RTS II Phase 3 (projected date: early 2007), the specialty plate fee will be integrated into the regular registration renewal notice, thereby eliminating the specialty plate fee notice.

TITLE

- 8. Owners of vehicles classified by insurance companies as “salvage” who have retained the vehicles in lieu of disposing of them (i.e., “owner retained”) are confused about what they are required to do.**

The insurance companies should provide information to their customers. In our letter to insurance companies dated February 2, 2004, we asked for their assistance in informing customers of the general procedures associated with the owner retained process. Also, on the back of the Owner Retained Report, Form VTR-436 (Rev. 8/2005), we have added instructions for the insurance companies regarding the information they need to provide their customers. We provide instructions to owners of salvage or non-repairable vehicles once we are notified of the “owner retained” status by the insurance companies. However, this notification may not occur for several weeks (insurance companies must notify us within 31 days). Frequently this results in customer confusion if they try to register or transfer title in the interim and are later notified of the salvage/non-repairable vehicle requirements.

For an overview of the process, please refer to RTB #047-04, Owner Retained Nonrepairable or Salvage Motor Vehicles.

- 9. What is the policy regarding waiving the fee for corrected titles? Tax Assessor-Collectors would like to have the authority to process no-charge corrected titles.**

The current policy does not allow the waiving of fees for corrected titles. VTR is considering the development and approval of procedures to allow the county to issue no-charge corrected titles, when it is confirmed not to be the applicant’s error.

REGISTRATION

- 10. When will VTR revise the disabled placard application? The Disabled Person Placard application is confusing, since the form was changed to include the “mobility-impaired” and “non-mobility impaired” boxes.**

The Application for Disabled Person Identification Placard and/or Disabled Person License Plate, Form VTR-214, was recently revised (August 2005). VTR will ask for Liaison Committee input.

REGISTRATION AND TITLE

- 11. If a vehicle is repossessed by the lienholder and the registration is expired, is the lienholder allowed to register the vehicle without transferring the title?**

No. The lienholder may not register the vehicle without transferring registration into their name, which requires them to apply for a title.

- 12. Would it be possible to get some clarification on RTB #116-05 (it's confusing) and also more information regarding the Kawasaki Mule and John Deere Gator, the vehicles discussed in the RTB?**

Utility-type vehicles such as the Mule and Gator do not qualify as ATVs, because they are designed primarily for farming or lawn care. These vehicles operate at or below 25 mph. Although they are not required to be titled, they may be titled as "slow-moving vehicles," but only if the customer requests. (Refer to RTB #132-05 and Title Examiner's Bulletin #97-12)

If in doubt about whether or not to title the vehicle, the county can contact their VTR Regional Office or Headquarters for further research and determination.

MISCELLANEOUS

- 13. Will the tax assessor-collectors have input on the advertising campaign that will offset the cost of renewal notices? If so, how will they get input to TxDOT?**

Specifications for this project require the respondent (vendor) to provide an advertising management plan, including:

- Recommended advertising categories.*
- Advertising guidelines.*
- Advertising solicitation and selection process.*
- Our review of their advertising categories, guidelines and selected advertisers, plus any planned targeted groups.*

TxDOT will have final approval of all elements including:

- Appropriateness**
- Form**
- Content**

**Absolutely no objectionable material will be approved.*

VTR proposes that one or more members of the TxDOT Liaison Committee be part of the committee that reviews the advertising management plan.

- 14. When will we see an increase in postage to cover the cost of mail-in renewals? (Postage fees are increasing.) Can we increase the mail-in fee to offset the \$4.00 cost of mailing replacement plates?**

This is a statutory fee, which would require legislative change. The majority of renewals are for stickers and cost \$.37 each to mail. The unused portion of the \$1.00 fee from these mailings builds a postage account that serves to offset the cost of mailing plates.

- 15. Regarding HB 120 (Organ Donor Program), what percentage of funds remitted will go into the program after the initial cost recovery period?**

After the initial two years of cost recovery and implementation, DPS and TxDOT will each receive 3% of the funds for program maintenance. The remaining 94% will be used to pay the costs of the Donor Education, Awareness, and Registry Program of Texas.