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New TxDMV launches statewide Listening Tour

Dallas session January 20, 2010

AUSTIN – The new Texas Department of Motor Vehicles is bringing its Listening Tour to the Dallas area and residents are invited to attend a free session Wednesday, January 20, to help shape the future of the agency.

“We want to hear from you,” said TxDMV Board Chairman Victor Vandergriff. “The TxDMV is full of future possibilities for delivering enhanced motor vehicle services. We welcome your ideas.”

The Dallas session is scheduled for 6:30 p.m., Wednesday, January 20, in the auditorium at the City of Irving Public Library, 801 W. Irving Blvd.

The new department, which began operations on November 2, 2009, is comprised of four former sections of the Texas Department of Transportation. Those sections include the Vehicle Titles and Registration, Motor Carrier and Motor Vehicles divisions, and the Automobile Burglary and Theft Prevention Authority office.

Currently, the TxDMV is in the process of building the department’s organization, making it an ideal time to ask customers to contribute their ideas. Those attending the sessions are asked to come prepared with their personal answers to three questions:

- What is the TxDMV doing right?
- What are your ideas for improving/adding services?
- In an ideal world with unlimited resources, how could the TxDMV provide the ultimate in customer service?

“The customers of the TxDMV – be it a citizen looking to register a vehicle or protect it from theft, a truck driver looking to haul goods across the state, or a dealership looking to sell a car – deserve the undivided attention of an agency specifically tailored to get them where they want to go and to enhance the already great business climate in Texas,” Vandergriff said.

The TxDMV is looking to new technology to increase customer convenience, combat fraud and help grow the motor vehicle industry in the state.

The Listening Tour continues through February in cities across Texas. Details of sessions will be posted on the TxDMV Web site, www.TxDmv.gov, as they become available.

Those unable to attend a session can e-mail their ideas to TxDMVListens@dmv.state.tx.us.

Vandergriff said making the TxDMV a success requires everyone's participation.

"We cannot do it alone," Vandergriff said. "The TxDMV will rely on its partners and stakeholders, including county tax-assessor collectors, law enforcement, commercial motor carriers, motor vehicle dealers, and, of course, citizens, to ensure every vehicle is properly registered, titled and insured, criminals are thwarted, and regulations are followed for the good of every Texan."

The motor vehicle business in Texas generates more than \$4 billion annually for the state. The money is deposited into the state highway fund to help build and maintain the state's transportation system and into the general revenue fund, which legislators use to provide services for all Texans.

Motor vehicle services provided by TxDMV include registrations (passenger vehicles, commercial trucks and motor carrier operating authority), titling, dealership licensing, and auto theft prevention. It does not issue driver's licenses.

The next listening session is scheduled for 6:30 p.m., Thursday, January 21, Tarrant County Sub-Courthouse, 700 E. Abram St., Arlington.

For more information on the Listening Tour or the TxDMV, go to www.TxDmv.gov. You can also follow the department by becoming a Facebook fan of the Texas Department of Motor Vehicles.

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