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Texas Department of Motor Vehicles
Board Meeting
Thursday, December 11, 2025
9:00 a.m.

4000 Jackson Avenue
Building 1, Lone Star Conference Room
Austin, Texas 78731

Reported by:
Steve Owen, CER/CDR-1232
Ken Owen & Associates, LP

APPEARANCES OF COUNSEL

TxDMV Board:

Charles Bacarisse, Chair

Tammy McRae, Vice Chair

Chase Cooley

Mark Jones

Sharla Omumu

Mark Roesler

Darren Schlosser

Staff:

Daniel Avitia, Executive Director for TxDMV

William Diggs, Director of the MVCPA.

Annette Quintero, Director of Vehicle Titles & Registration

Clint Thompson, Director of Motor Carrier Division

Dorothy Spearman, Project Manager for TxDMV.

Glenna Bowman, CFO of TxDMV.

Wendy Barron, CIO for TxDMV

Eric Horn, Director of Accounting Operations with TxDMV

Jason Gonzalez, Director of Internal Audit Division-TxDMV

Laura Moriaty, General Counsel

Carrie Fortner, Board Liaison/Management Analyst

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1 CHAIRMAN BACARISSE: Good morning. It is 9:04 in
2 the morning and I am now calling the Board, a Meeting
3 of the Texas Department of Motor Vehicles into
4 session. This is the December 11, 2025 Meeting. I
5 want to note for the record that public notice of this
6 meeting containing all the items on the agenda was
7 filed with the Office of Secretary of State on
8 December 3, 2025. Before we begin today's meeting,
9 please place all cell phones and other communication
10 devices on silent mode if you would. And also as a
11 courtesy to others, please do not engage in side
12 conversations here in the meeting room. I want to
13 welcome those who are here for today's Board Meeting.
14 If you wish to address the Board or speak on an agenda
15 item during today's meeting, please complete a speaker
16 sheet at the registration table or send an email to
17 gco_general@txdmv.gov, that's gco_general@txdmv.gov.
18 Please identify in your email the specific item you're
19 interested in commenting on, your name and address,
20 and whether you are speaking for yourself or
21 representing someone. If your comment does not
22 pertain to a specific agenda item, we will take your
23 comment during the general public comment portion of
24 the meeting. In accordance with the Department's
25 administrative rule, comments to the Board will be

1 limited to three minutes. To assist each speaker, a
2 timer has been provided at the podium. The timer
3 light will be green for the first two minutes when the
4 speaker has one minute left and then red when the
5 speaker's time is up. Individuals cannot accumulate
6 time from other speakers. Comments should be
7 pertinent to the issue stated on your comment sheet.
8 And when addressing the Board, please state your name
9 and affiliation for the record. There are a few
10 things also that will help make the meeting run more
11 smoothly and assist the court reporter, who's in the
12 back, to get an accurate record. First, please
13 identify yourself before speaking, speak clearly and
14 slowly, do not speak over others, and ask the Chair
15 for permission to speak and be sure to get recognized
16 before starting. I'd like to thank our court reporter
17 who is transcribing this meeting. All presenters and
18 those in attendance of the rules of conduct at our
19 board meetings. The Department's administrative rule
20 states the Chair has the authority to supervise the
21 conduct of meetings, and this includes the authority
22 to determine when a speaker is being disruptive of the
23 meeting or is otherwise violating the timing of the
24 presentation of these rules that I just discussed. So
25 with all of that, I'd now like to have a roll call of

1 the Board Members, if I may. So when I call your
2 name, please respond verbally. Board Member Cooley,
3 are you present?

4 BOARD MEMBER COOLEY: Present.

5 CHAIRMAN BACARISSE: Board Member Jones?

6 BOARD MEMBER JONES: Present.

7 CHAIRMAN BACARISSE: Vice Chair McRae?

8 VICE CHAIR McRAE: Present.

9 CHAIRMAN BACARISSE: Board Member Omumu?

10 BOARD MEMBER OMUMU: Present.

11 CHAIRMAN BACARISSE: Board Member Roesler?

12 BOARD MEMBER ROESLER: Present.

13 CHAIRMAN BACARISSE: And Board Member Schlosser?

14 BOARD MEMBER SCHLOSSER: Present.

15 CHAIRMAN BACARISSE: Let the record reflect that I,
16 Charles Bacarisse, am here, too. We have a quorum. Let
17 the record also reflect that Members Graham and Alvarado
18 are absent, and we'll look forward to seeing them at the
19 next meeting. Agenda item 2 is our pledges to the U.S.
20 and Texas flags. And so I will turn it over to member
21 Schlosser to lead us in the U.S. Pledge, followed by
22 member Jones leading us in the Texas pledge. Please rise.

23 ALL: I pledge allegiance to the flag of the United
24 States of America and to the republic for which it stands,
25 one nation under God, indivisible, with liberty and

1 justice for all.

2 ALL: Honor the Texas flag, I pledge allegiance to
3 thee, Texas, one state under God, one and indivisible.

4 CHAIRMAN BACARISSE: Thank you, Member Schlosser and
5 Member Jones, and those are leading us there. We will now
6 move to agenda item number 3, which is Chair's Reports.
7 And I would love to introduce our newest board members.
8 They're with us this morning. Chase Cooley and Mark
9 Roesler. Governor Abbott appointed them in October of
10 2025. Mr. Roesler is a motor carrier representative for a
11 term that will expire February 1, 2029. Mr. Cooley is a
12 franchise auto dealer representative for a term that
13 expires February 1, 2031. Member Cooley lives in Dallas,
14 Texas, is President, Chief Operating officer and General
15 Counsel at Clay Cooley Auto Group. He is a member of the
16 State Bar of Texas and Southern Methodist University's
17 21st Century Council. Mr. Cooley received his Bachelor of
18 Arts and Bachelor of Business Administration from Southern
19 Methodist University, go Mustangs, and a Juris Doctorate
20 from the University of Texas School of Law. Look out,
21 there's two Mustangs on this board. Member Roesler lives
22 in League City, Texas, and is Vice President of Acme
23 Truckline, Inc. Mr. Roesler is the immediate past
24 chairman of the Texas Trucking association and a board
25 member for the Laredo Motor Carrier Association. When

1 Governor Abbott appointed members Roesler and Cooley, he
2 also reappointed Member McRae and myself, Charles
3 Bacarisse, for terms to expire February 1, 2031. All of
4 these appointed and reappointed members have fulfilled the
5 required training, completed all paper required, and have
6 been duly sworn into office. And they've received their
7 commission from the Texas Secretary of State. You can
8 read more about our Board Members on our departmental
9 website under the About Us section. And I look forward to
10 working with these ladies and gentlemen, so please join me
11 in welcoming our new Board Members. Item 3B is a very
12 interesting and fun document that we produce that I get to
13 sign off on every year. It's the Annual Report to the
14 Governor and on the state of affairs of the Department.
15 The Board is reviewing the Annual Report that was prepared
16 by staff and will soon be submitted to the Governor's
17 office. This report includes updates on the agency's key
18 accomplishments, revenues, expenditures, performance data,
19 technological improvements, and significant legislation
20 that was enacted by the 89th legislature. Once published,
21 the report will be distributed to legislators,
22 stakeholders and the public electronically. It will also
23 be sent to GovDelivery subscribers and posted on the
24 agency's external website at www.txdmv.gov, at the bottom
25 of the page, located under Reports and Data. It is quite

1 an enormous piece of reading actually, not in its own
2 length, but for all that's been accomplished in the last
3 year and all that still lies ahead of us. So I think you
4 will not need any kind of stimulants to stay awake reading
5 it. It's pretty good. Agenda item 3C is the 2026 Board
6 Meeting Schedule and so it can be found in your board
7 books on page 7, Members. These dates are tentative, but
8 we wanted to make sure the schedule is available for your
9 planning purposes. The Board, as you know, typically
10 meets the second Thursday of the month of every other
11 month at 9 a.m. and the draft schedule is consistent with
12 the Board's typical meeting schedule. If there is a
13 change, the department's Board liaison will notify the
14 board members and as meeting dates are confirmed, they
15 will be posted on the Department's website. So that is
16 the Chair Report section and we move to agenda item 4.
17 I'll now turn it over to Executive Director Daniel Avitia
18 to walk us through his report. So Mr. Avitia.

19 EXECUTIVE DIRECTOR AVITIA: Thank you Chairman for
20 the record, Daniel Avitia, Executive Director for the
21 Texas Department of Motor Vehicles. Chairman, Members, I
22 appreciate the opportunity this morning to provide a
23 couple of Department updates. We'll start with
24 introduction of the new Motor Carrier Division Director,
25 Clint Thompson. Clint, if you can raise your hand or

1 stand both. Good morning Clint. I am pleased to announce
2 that Mr. Clint Thompson is the new Motor Carrier Division.
3 Almost changed your division, Motor Carrier Division
4 Director. In this role, Mr. Thompson oversees the state's
5 oversize and overweight permitting system, motor carrier
6 credentialing and fleet registration programs. Clint
7 began his career with the DMV in 2013 as the Corpus
8 Christi RSC office manager and has since held several key
9 leadership roles, including Chief Title Services and
10 Deputy Director in the Vehicle Title and Registration
11 Division. His public service career began in 2009 with
12 the Dallas County Tax Office. John Ames is very proud of
13 that and reminds me all the time. Throughout his tenure,
14 Clint has demonstrated exceptional leadership and
15 versatility, has worked closely with all levels of
16 management, legislative and administrative offices, and
17 testified before legislative committees. He has
18 represented the Department in legal proceedings and
19 actively participated in both state and national
20 conferences. Mr. Thompson holds a Bachelor's of Business
21 Administration and Management from Tarleton State
22 University. Chairman, Members, please join me in
23 congratulating Mr. Clint Thompson. Congratulations.

24 CHAIRMAN BACARISSE: I just had to say, I think that
25 I'll speak for the Board, but they can say whatever they

1 wish. But I believe that we're very we're very much in
2 good hands with Clint's leadership in this division and
3 we're thankful for your service to the state and many more
4 years to continue. So thank you.

5 EXECUTIVE DIRECTOR AVITIA: Thank you, Chairman
6 Moving on to agenda item 4B. This document is a briefing
7 item only or this is a briefing item only and can be found
8 on page on page 9 of your board materials. Chairman,
9 Members, I, along with Deputy Executive Director Roland
10 Luna and TxDMV staff, attended the 43rd Annual V.G. Young
11 School for Tax Assessor-Collectors Conference held
12 November 17th through the 20th in Conroe, Texas. The
13 conference offered continuing education for tax assessor-
14 collectors, deputies and their employees and provided an
15 opportunity for us to share information on Department
16 activities and directly respond to questions from our
17 county partners. TxDMV staff provided a good range of
18 training, outreach and collaboration opportunities
19 throughout the conference. The Department delivered
20 instructional sessions including title fraud training and
21 reporting best practices and operational readiness related
22 to House Bill 718 implementation and more. Conference
23 attendees and the TxDMV staff actively networked and
24 engaged in collaborative discussions to continue building
25 our strengths and establish partnerships with our tax

1 assessor-collectors. I truly appreciate the partnership
2 with our Tax Assessor-Collectors Chairman. That concludes
3 that agenda item. I'll move on to Agenda Item 4C, which
4 is our recognition of years of service. These materials
5 can be found on page 10 of your board materials. At this
6 time, I would like to recognize our employees who have
7 reached a state service milestone. We recognize these
8 employees to show our appreciation of their years of
9 service and dedication to the State of Texas. I'll begin
10 with 20 years of state service. We have three folks Mr.
11 Brian Kline with the Finance and Operation Division,
12 Lindsy Frank with the Consumer Relations Division, Amanda
13 Porter-Brown with the Vehicle Title and Registration
14 Division and next with 25 years of state service, Ms.
15 Felicia Cantu with the Information Technology Services
16 Division, Priscilla Ortuno with the Information Technology
17 Services Division and finally, Julie Payne with the
18 Vehicle Title and Registration Division. Moving now, with
19 35 years of state service, we have Ms. Lisa Conley with
20 finance and operations, and Ms. Stacey Cullen with the
21 Enforcement Division. Lastly, Chairman and Members, we
22 have our retirees with 34 years of state service, Tracy
23 Papke with the Consumer relations division, and 29 years
24 of state service, Misha Buckman with the Consumer
25 Relations Division. Chairman, Members, I'd like to share

1 a few comments about the three recipients that are with us
2 this morning. If you will raise your hand when I call
3 your name, please. Ms. Amanda Porter-Brown, sitting right
4 over here. She began her career with TxDOT in 2001 as a
5 seasonal helper, later spending time with the Potter
6 County Motor Vehicle Line and processing titling work at
7 local dealerships. And in 2006, we were fortunate to
8 welcome her back as a Customer Service representative in
9 the Amarillo Regional Service Center. Amanda immersed
10 herself in learning every aspect of the CSR work. Her
11 drive and dedication led her into her current role as a
12 coordinator in 2010. Amanda manages RSC funds, assists
13 customers and county partners, trains staff, contributes
14 to statewide projects, and brings her professionalism with
15 everything she does. Amanda, congratulations on your
16 years of service. All right, let's see. Moving on, we've
17 got Ms. Lindsay Frank. If you'll raise your hand. Lindsay,
18 good morning. Lindsay began her career with TxDOT and
19 transferred to the DMV in 2009, and as part of the Vehicle
20 Title and Registration Correspondent Services Section.
21 Lindsay transitioned to a customer service rep when the
22 Consumer Relations Division launched in 2009 and has been
23 an integral part of the division ever since. She
24 currently serves as a Quality Assurance Supervisor. She
25 has represented the Consumer Relations Division on several

1 significant initiatives, including the recent
2 implementation of the new cloud based call center system.
3 Lindsay does a wonderful job ensuring our staff receive
4 accurate and timely information and maintains the highest
5 standard of quality for our customers. Lindsay,
6 congratulations on your outstanding 20 years of state
7 service. Last but not least, we've got Ms. Felicia Cantu.
8 If you'll raise your hand. Felicia, good morning. She
9 began her career as an administrative technician with
10 TxDOT before witnessing the transition that led to the
11 creation of our agency, the DMV. Over the years, she has
12 contributed to multiple roles, including support
13 specialists across various divisions, demonstrating
14 adaptability and commitment to the agency's mission. For
15 the last 10 years, Felicia has served in her current
16 position with Data Support Services, playing the vital
17 role in expanding the organization and delivering critical
18 data services to our agency. Felicia, congratulations on
19 your 25 years of outstanding service. We're very lucky to
20 have you. Let us congratulate all of these recipients.
21 Chairman and Members. Members, if you will join me at the
22 front of the dais, please.

23 CHAIRMAN BACARISSE: Once again, thank you to each of
24 the ones that were recognized today. We appreciate your
25 service to the people of Texas. Okay, all of us up here.

1 Now move to agenda item number 5, which is Rule Adoption.
2 And we will have Ms. Annette Quintero here to walk us
3 through what's what's on the agenda. So let me turn it
4 over to you, Ms. Quintero. Good morning.

5 ANNETTE QUINTERO: Good morning. Good morning.
6 Chairman, Members, Executive Director Avitia. My name is
7 Annette Quintero, I am the Vehicle Titles and Registration
8 Division Director. I am presenting agenda item number 5,
9 which begins on page 11 of your board book. This is an
10 action item for the Board to approve adoption of the
11 proposed amendments to section of chapter 217 in the Texas
12 Administrative Code. First, we're seeking to repeal and
13 replace 217.10. The current rule language is duplicative
14 of statute and has caused some confusion, so we are
15 proposing a new version for clarity. The new 217.10 makes
16 clear what constitutes evidence of a department title
17 refusal or revocation under transportation code 501.051,
18 for purposes of determining eligibility for a hearing by a
19 Texas State Tax Assessor-Collector under transportation
20 code 501.052. Specifically, an official record of refusal
21 is defined as written a written notice from the Department
22 and a revoked title is identified by revocation mark in
23 our registration and title system. Importantly, the new
24 rule also specifies that a determination of ineligibility
25 for a bonded title under 501.053 is not considered a

1 refusal and therefore is not subject to appeal by a Texas
2 Tax Assessor-Collector. 217.41 addresses disabled plates
3 and placards. These amendments implement Senate Bill
4 2001, which created Transportation Code 504.2025 to
5 recognize peace officers with disabilities. Under this
6 rule, peace officers with disabilities are now formally
7 included as disabled persons for purposes of obtaining
8 license plates and placards. The amendments also clean up
9 citations and references and clarify that both disabled
10 veterans and disabled peace officers have the option to
11 receive general issue license plates at no cost rather
12 than being limited to disabled designed plates. We are
13 also adopting a new 217.87 with metal recyclers who
14 acquire vehicles without a title. This rule implements
15 House Bill 5436, which established a process under
16 Transportation Code 501.098. 217.87 requires metal
17 recyclers to submit a request to verify whether a vehicle
18 has been reported stolen or is subject to a lien. The
19 Department will provide notice of any stolen status within
20 48 hours and recyclers are also required to report
21 separately to the National Motor Vehicle Title Information
22 System. If a record exists in our registration and title
23 system, the Department will mark the vehicle as
24 dismantled, scrapped or destroyed and cancel the title.
25 The rule also provides a clear path for reinstatement. A

1 lien holder or the last registered owner may have the
2 title reinstated by presenting identification and the
3 receipt from a recycler returning the vehicle. Finally,
4 recyclers must maintain records on Texas Department of
5 Motor Vehicle issued forms. These may be kept on paper or
6 electronically and must be available, for inspection by
7 law enforcement or department staff. Altogether, these
8 provisions protect lien holders, support law enforcement,
9 and ensure recyclers have consistent processes to follow.
10 The Department received one written comment on the
11 proposal from the Texas Automotive Recyclers Association,
12 TARA, requesting that Department develop an electronic
13 system to receive and process forms submitted by
14 recyclers. They requested the Department revise 217.87c
15 to provide an option for recyclers to deliver the forms to
16 the Department by electronic means as a more efficient
17 alternative to an in person delivery. The Department
18 agreed to modify the language. This change will allow
19 recyclers, once their identity has been verified in
20 person, to submit the required information electronically.
21 These proposed revisions collectively strengthen our rules
22 for by clarifying statutory intent, implementing recent
23 legislative requirements, and improving consistency across
24 related sections. This concludes my remarks. I'm happy
25 to answer any questions.

1 CHAIRMAN BACARISSE: Thank you, Ms. Quintero.
2 Members, any questions on this presentation from Ms.
3 Quintero? Seeing none. Laura, do we have anybody here to
4 comment on this particular item?

5 LAURA MORIATY: No, sir. No public comment.

6 CHAIRMAN BACARISSE: Okay. No public comments. If
7 there are none, then I would entertain a motion on agenda
8 item 5.

9 BOARD MEMBER McRAE: Chairman, I'd like to make a
10 motion.

11 CHAIRMAN BACARISSE: Member McRae, Vice Chair McRae.

12 VICE CHAIR McRAE: I move that the Board approve the
13 adoption of the proposed amendments, new sections and
14 repeal in 43 Texas Administrative Code Chapter 217 as
15 recommended by staff for publication in the Texas
16 Register. In addition, I move that the Board grant the
17 Department the authority to make non substantive changes
18 to the preamble and text as recommended by the Office of
19 the Secretary of State for purposes of filing in the Texas
20 Register.

21 CHAIRMAN BACARISSE: Thank you. Member McRae, Vice
22 Chair. Is there a second to this?

23 BOARD MEMBER SCHLOSSER: I'll second it.

24 CHAIRMAN BACARISSE: Thank you. My pen gave out.
25 Hold on. We have a motion and a second. Is there any

1 further discussion on this agenda item? Seeing none, I'll
2 call the vote. Board Members, when I call your name, just
3 please state your vote, aye or nay. Board Member Cooley?

4 BOARD MEMBER COOLEY: Aye.

5 CHAIRMAN BACARISSE: Board Member Jones?

6 BOARD MEMBER JONES: Aye.

7 CHAIRMAN BACARISSE: Vice Chair McRae?

8 VICE CHAIR McRAE: Aye.

9 CHAIRMAN BACARISSE: Board Member Omumu?

10 BOARD MEMBER OMUMU: Aye.

11 CHAIRMAN BACARISSE: Board Member Schlosser? Roesler?

12 BOARD MEMBER SCHLOSSER: Aye.

13 CHAIRMAN BACARISSE: Sorry, Schlosser voted aye.

14 Board Member Roesler?

15 BOARD MEMBER ROESLER: Aye.

16 CHAIRMAN BACARISSE: And I Chair Bacarisse, vote aye
17 as well. I'm acting like a new guy up here. What's going
18 on? Let the record reflect that this was a unanimous
19 vote. Thank you. And so we'll move on to agenda item 6
20 at this moment, and I will turn it over to our general
21 counsel, Laura Moriatty.

22 LAURA MORIATY: Good morning, Board. My name is
23 Laura Moriatty, General Counsel for the DMV. Today you
24 have the opportunity to propose the rule review for
25 Chapter 208 of the Board's Rules, which covers employment

1 practices. Every state agency that adopts rules is
2 required to review those rules every four years under
3 Texas Government Code 2001.039. We have to determine
4 whether the reasons for initially adopting the rule
5 continue to exist. The reasons for initially adopting the
6 rule wouldn't continue to exist if we lack the legal
7 authority or if our practices have diverged from what the
8 rule says. But this time, looking at chapter 208, we
9 don't see any amendments, at least from staff's
10 perspective, so our recommendation is that you propose it
11 in the Texas Register, publish it in the Texas Register
12 for public comment, and then we will bring it back to you
13 if we get any public comment, we can see if we need to
14 make any amendments, and then consider whether to adopt
15 it. If you adopt the rule review at a subsequent meeting,
16 then we'll be good for another four years. You'll
17 probably recall that we recently reviewed Chapter 208
18 Employment Practices, but we're bringing it back to you
19 within four years because we're trying to space them out
20 so we don't ever have to do them all within two years
21 again. So, yes, we're not up against the deadline on this
22 one, but we're trying to get them all rationed out. So
23 with that, if there are any questions for me, I'd be happy
24 to entertain them, but staff is recommending that you
25 propose the rule review of chapter 208 so that we can

1 publish it in the Texas Register for public comment.

2 CHAIRMAN BACARISSE: Thank you. Ms. Moriaty, any
3 questions for her members? Seeing none. And there are no
4 public comments.

5 LAURA MORIATY: No public comments, sir, on this
6 item.

7 CHAIRMAN BACARISSE: Great. Thank you. In that
8 situation, I'd entertain a Motion on agenda item 6.

9 BOARD MEMBER SCHLOSSER: I'll make a motion.

10 CHAIRMAN BACARISSE: Member Schlosser.

11 BOARD MEMBER SCHLOSSER: I move that the Board
12 approve the proposed notice of intention to review 43
13 Texas Administrative Code, Chapter 208, as recommended by
14 staff for publication in the Texas Register. I also move
15 the Board grant the Department the authority to make
16 changes to the proposed notice of intention to review as
17 recommended by the Office of the Texas Secretary of State
18 for purposes of filing in the Texas Register.

19 CHAIRMAN BACARISSE: Thank you. Is there a second to
20 that motion?

21 BOARD MEMBER OMUMU: I second.

22 CHAIRMAN BACARISSE: Member Omumu. Thank you. Okay.
23 Is there any further discussion, Vice Chair McRae?

24 VICE CHAIR McRAE: I just would like to make a
25 comment. Laura, kudos to you and your team. Y'all have

1 done some very heavy lifting. We had two years of very
2 intense rule review of all of our rules, along with
3 implementing House Bill 718. And you and your team did it
4 seamlessly, and it was like drinking from a fire hydrant
5 up here at times. So I can only imagine how it was for
6 you and your team. But you have done an outstanding job,
7 and. And I just want to recognize y'all for that.

8 LAURA MORIATY: Thank you so much.

9 VICE CHAIR McRAE: Thank you.

10 LAURA MORIATY: I appreciate it.

11 CHAIRMAN BACARISSE: Very true. Thank you, Vice
12 Chair McRae. That is true. Any further comment or
13 discussion from the Board, I will now call the vote, so
14 please respond when I call your name. Board Member
15 Cooley?

16 BOARD MEMBER COOLEY: Aye.

17 CHAIRMAN BACARISSE: Board Member Jones?

18 BOARD MEMBER JONES: Aye.

19 CHAIRMAN BACARISSE: Vice Chair McRae?

20 VICE CHAIR McRAE: Aye.

21 CHAIRMAN BACARISSE: Board Member Omumu?

22 BOARD MEMBER OMUMU: Aye.

23 CHAIRMAN BACARISSE: Board members Roesler?

24 BOARD MEMBER ROESLER: Aye.

25 CHAIRMAN BACARISSE: Board member Schlosser?

1 BOARD MEMBER SCHLOSSER: Aye.

2 CHAIRMAN BACARISSE: And I, Chair Bacarisse vote aye
3 as well. It's unanimous. Thank you.

4 LAURA MORIATY: Thank you.

5 CHAIRMAN BACARISSE: Agenda item 7 is going to have
6 us hear from Clint Thompson. So let me give the floor to
7 you, sir.

8 CLINT THOMPSON: Thank you. Good morning. Clint
9 Thompson, Director of the Motor Carrier division. Agenda
10 item 7 starts on page 34 of your board book. This is an
11 action item for y'all to approve publication of these
12 rules in the Texas Register for public comment. New
13 206.102 would create the Automated Vehicle Regulation
14 Advisory Committee. And I know we're all excited. We got
15 another acronym. It's gonna be AVRAC, so I know we like
16 to have those. This will be similar to our other advisory
17 committees that we have. If you recall, in September, y'
18 all adopted rules to Implement Senate Bill 2807 related to
19 the regulation of automated motor vehicles. This advisory
20 committee will help the Department support that new
21 program and be able to obtain feedback from industry and
22 impacted stakeholders. The amendment to 206.101 merely
23 adds the advisory committee to the group of advisory
24 committees that we have that are allowed to have public
25 comment. The expiration of this will be July 7, 2031, to

1 coincide with the expiration of our other advisory
2 committees. I'm glad to answer any questions.

3 CHAIRMAN BACARISSE: Members, do you have any
4 questions for Mr. Thompson on this agenda item? Seeing
5 none. Are there any public comments, Ms. Moriatty?

6 LAURA MORIATY: No, sir. No public comments.

7 CHAIRMAN BACARISSE: Okay. I would now entertain a
8 motion on agenda item 7.

9 BOARD MEMBER OMUMU: I'd like to make a motion, Mr.
10 Chairman.

11 CHAIRMAN BACARISSE: Member Omumu.

12 BOARD MEMBER OMUMU: I move that the Board approve
13 the proposed amendments in new section in 43, Texas
14 Administrative Code, Chapter 206, as recommended by staff
15 for publication in the Texas Register. In addition, I
16 move that the Board grant the Department the authority to
17 make non substantive changes to the preamble and text as
18 recommended by the office of the Texas Secretary of State
19 for purposes of filing in the Texas Register.

20 CHAIRMAN BACARISSE: Thank you. Is there a second to
21 this motion?

22 BOARD MEMBER JONES: I'll second the motion.

23 CHAIRMAN BACARISSE: Member Jones. Thank you. Any
24 further discussion on this motion, Members? Seeing none.
25 I'll call the vote please. Member Cooley?

1 BOARD MEMBER COOLEY: Aye.

2 CHAIRMAN BACARISSE: Member Jones?

3 BOARD MEMBER JONES: Aye.

4 CHAIRMAN BACARISSE: Vice Chair McRae?

5 VICE CHAIR McRAE: Aye.

6 CHAIRMAN BACARISSE: Member Omumu?

7 BOARD MEMBER OMUMU: Aye.

8 CHAIRMAN BACARISSE: Member Roesler?

9 BOARD MEMBER ROESLER: Aye.

10 CHAIRMAN BACARISSE: Member Schlosser?

11 BOARD MEMBER SCHLOSSER: Aye.

12 CHAIRMAN BACARISSE: I, Chair Bacarisse vote aye as

13 well. It's unanimous. Thank you, Mr. Thompson. Thank

14 you.

15 CLINT THOMPSON: Thank you.

16 CHAIRMAN BACARISSE: And we're now gonna move to

17 agenda item number 8. This is rule adoption chapter 211.

18 And are you standing to brief us?

19 CLINT THOMPSON: Yes, sir.

20 CHAIRMAN BACARISSE: Okay. Mr. Thompson will walk us

21 through that as well.

22 CLINT THOMPSON: Thank you. Clint Thompson, Director

23 of the Motor Carrier Division. Agenda item 8 starts on

24 page 41 of your board book. This is an action item is to

25 approve the publication of these rules in the Texas

1 Register for public comment. Senate Bill 1080, passed
2 last session, and it amended the provision in Occupations
3 Code chapter 53 that mandated immediate revocation for a
4 license holder who was in prison for a felony. That has
5 been repealed. And the Department is now responsible for
6 defining offenses that directly relate to the duties and
7 responsibilities of a motor carrier. So that's the
8 purpose of these rules. Again, when we talk about license
9 in the context of these rules, in chapter 211, we're
10 talking about a motor carrier registration issued under
11 transportation code chapter 643. And again previously,
12 prior to the effective date of this bill, May 27th of this
13 year, any felony that resulted in imprisonment resulted in
14 operation revocation of the license through operation of
15 law. And now with these offenses that we are listing per
16 license and activity for those licenses, those are
17 specific functions that if someone is imprisoned for those
18 they are a felony, then that will result in revocation of
19 the certificate through operation of law. There are
20 certain statutory offenses that are defined, aggravated
21 sexual assault, things of that nature, violation of
22 parole, those are in statute. And again, what we've done
23 here is we've kind of got a tiered approach where all
24 motor carriers are subject to the base group of offenses.
25 For-hire motor carriers, there's a different set of

1 offenses that go on top of that initial set. If you're a
2 household goods mover, there are specific offenses related
3 to your function as a household goods mover. And then
4 also if you're carrying hazardous material as well, then
5 there's a group of offenses that go there. We did take
6 this to the Motor Carrier Regulation Advisory Committee,
7 MCRAC, on October 9 and presented these rules to them.
8 The main discussion item which we've addressed in this
9 rule is to make sure that it's clear these rules only
10 impact sole proprietor motor carriers. If it is an
11 entity, an organization these rules, these offenses do not
12 pertain to them. So I want to make sure that we pointed
13 that out. I'm glad to answer any questions y'all have.

14 CHAIRMAN BACARISSE: Members, any questions for Mr.
15 Thompson on this item? Seeing none, the chair would
16 entertain a Motion on this item, agenda item 8.

17 BOARD MEMBER JONES: Mr. Chairman, I'll make a
18 motion.

19 CHAIRMAN BACARISSE: Member Jones.

20 BOARD MEMBER JONES: I move that the Board approve
21 the proposed amendments, new sections and repeals, and 43
22 Texas Administrative Code Chapter 211 as recommended by
23 staff for publication in the Texas Register. In addition,
24 I move that the Board grant the Department the authority
25 to make non substantive changes to the preamble and text

1 as recommended by the office of the Texas Secretary of
2 State for purposes of filing in the Texas Register.

3 CHAIRMAN BACARISSE: Thank you. Is there a second to
4 this motion?

5 VICE CHAIR McRAE: I'll second.

6 BOARD MEMBER OMUMU: Go ahead Vice chair.

7 VICE CHAIR McRAE: I'll second.

8 CHAIRMAN BACARISSE: Okay. That was stereo. Oh,
9 that's great. Thank you. With some motion and a second,
10 is there any public comment on this agenda?

11 LAURA MORIATY: No, sir. No public comment.

12 CHAIRMAN BACARISSE: So I will now call for the vote,
13 please. Board Member Cooley?

14 BOARD MEMBER COOLEY: Aye.

15 CHAIRMAN BACARISSE: Member Jones?

16 BOARD MEMBER JONES: Aye.

17 CHAIRMAN BACARISSE: Vice Chair McRae?

18 VICE CHAIR McRAE: Aye.

19 CHAIRMAN BACARISSE: Member Omumu?

20 BOARD MEMBER OMUMU: Aye.

21 CHAIRMAN BACARISSE: Member Roesler?

22 BOARD MEMBER ROESLER: Aye.

23 CHAIRMAN BACARISSE: Member Schlosser?

24 BOARD MEMBER SCHLOSSER: Aye.

25 CHAIRMAN BACARISSE: I, Chair Bacarisse vote aye as

1 well. Unanimous. Thank you. Thank you.

2 CLINT THOMPSON: Thank you.

3 CHAIRMAN BACARISSE: Moving on to agenda item 9. Mr.
4 Thompson will continue, so please.

5 CLINT THOMPSON: Thank you. Clint Thompson, Director
6 of the Motor Carrier Division. Agenda item 9 starts on
7 page 70 of your board book. This is as well as an action
8 item to approve publication of the proposed rules for
9 public comment. We just talked about Senate Bill 1080 and
10 the fact that if someone is in prison for certain felonies
11 that we're working on putting in rule and their license as
12 a motor carrier is automatically revoked. The provisions
13 that we are adding with these amendments in 218.2 and
14 218.13 would require someone to notify the Department upon
15 being imprisoned for one of those offenses. And how are
16 you going to contact the Department when you're in prison?
17 So this does authorize a representative of the individual
18 license holder who has been incarcerated to provide that
19 information to the Department. We're required to put an
20 email address for this to be submitted to us on our
21 website. They have 15 days by which to do it. They must
22 tell us their name, the offense that they committed
23 relative to the last agenda item that we had. That way we
24 know exactly what offense and they tell us whether or not
25 there are for-hire motor carrier. Because again, like we

1 talked about, there's different offenses depending on the
2 type of operation for the motor carrier. Glad to answer
3 any questions y'all may have.

4 CHAIRMAN BACARISSE: Members, any questions for Mr.
5 Thompson on this agenda item? Seeing none. No public
6 comment?

7 LAURA MORIATY: No, sir. No public comment.

8 CHAIRMAN BACARISSE: Okay, thank you. Chair would
9 entertain a motion on agenda item number 9.

10 BOARD MEMBER SCHLOSSER: I will make a motion.

11 CHAIRMAN BACARISSE: Member Schlosser. Thank you.

12 BOARD MEMBER SCHLOSSER: I move the Board approve the
13 proposed amendments in 43 Texas Administrative Code,
14 Chapter 218 as recommended by staff for publication in the
15 Texas Register. In addition, I move that the Board grant
16 the Department the authority to make non substantive
17 changes to the preamble in the text as recommended by the
18 office as recommended by the office of the Texas Secretary
19 of State for purposes of filing in the Texas Register.

20 CHAIRMAN BACARISSE: Is there a second to this motion?

21 BOARD MEMBER ROESLER: I'll second.

22 CHAIRMAN BACARISSE: Member Roesler. Thank you. We
23 have a motion. A second. No public comment on this
24 agenda item, Ms. Moriatty?

25 LAURA MORIATY: No, sir. No public comment.

1 CHAIRMAN BACARISSE: Chair will now call for the
2 vote, please. On this agenda Item number 9. Board member
3 Cooley?

4 BOARD MEMBER COOLEY: Aye.

5 CHAIRMAN BACARISSE: Member Jones?

6 BOARD MEMBER JONES Aye.

7 CHAIRMAN BACARISSE: Vice Chair McRae?

8 VICE CHAIR McRAE: Aye.

9 CHAIRMAN BACARISSE: Member Omumu?

10 BOARD MEMBER OMUMU: Aye.

11 CHAIRMAN BACARISSE: Member Roesler?

12 BOARD MEMBER ROESLER: Aye.

13 CHAIRMAN BACARISSE: Member Schlosser?

14 BOARD MEMBER SCHLOSSER: Aye.

15 CHAIRMAN BACARISSE: And I, Chair Bacarisse vote aye
16 as well. Unanimous. Thank you.

17 CLINT THOMPSON: Thank you.

18 CHAIRMAN BACARISSE: So move on to agenda item number
19 10. And Annette Quintero is back with us. So please walk
20 us through this specialty plate design.

21 ANNETTE QUINTERO: Good morning, Chairman Bacarisse,
22 Members, Executive Director of Avitia. My name again is
23 Annette Quintero. I am the Vehicle Titles and
24 Registration Director. This is agenda item number 10,
25 which can be found on page 101 of your board book. The

1 this is an action item before you a request for the Board
2 to approve or deny one specialty plate design in
3 accordance with the Board statutory authority. The
4 following proposed plate design is from MyPlates, the
5 state specialty license plates marketing vendor, and was
6 posted for public comment in November of 2025. Ultimate
7 Fighting Championship, UFC, a new plate design is proposed
8 under Transportation Code 504.851. Proceeds from the sale
9 of the UFC plate support the UFC foundation, which is a
10 nonprofit organization whose core mission is to advocate
11 for youth development, public service, equality, arts and
12 education, sustainable environments, and support for
13 individuals battling critical and life threatening
14 illnesses. 179 people liked this design. 234 did not.
15 And this concludes my presentation on this action item.
16 I'm available to take any questions you may have.

17 CHAIRMAN BACARISSE: We might have to have a
18 wrestling match just to decide how this comes out. I
19 don't know. Yeah, Clint's. You all ready? Okay. All
20 right. Good. All right. Oh, my. I'm glad there's no
21 public comment on this one.

22 LAURA MORIATY: No, sir. No public comment.

23 CHAIRMAN BACARISSE: Fantastic. Let's do this before
24 they show up, are there?

25 VICE CHAIR McRAE: Chair, I'd like to make a motion.

1 CHAIRMAN BACARISSE: Oh, okay. Vice Chair McRae,
2 please make the motion.

3 VICE CHAIR McRAE: I move that the board approve the
4 specialty plate design as presented by staff.

5 BOARD MEMBER OMUMU: I second.

6 CHAIRMAN BACARISSE: Wow. The ladies. Okay. Member
7 Omumu. Okay, with the second. Any further discussion, I
8 would now entertain a vote, please. Member Cooley?

9 BOARD MEMBER COOLEY: Aye.

10 CHAIRMAN BACARISSE: Member Jones?

11 BOARD MEMBER JONES: Aye.

12 CHAIRMAN BACARISSE: Vice Chair McRae?

13 VICE CHAIR McRAE: Aye.

14 CHAIRMAN BACARISSE: Member Omumu?

15 BOARD MEMBER OMUMU: Aye.

16 CHAIRMAN BACARISSE: Member Roesler?

17 BOARD MEMBER ROESLER: Aye.

18 CHAIRMAN BACARISSE: Member Schlosser?

19 BOARD MEMBER SCHLOSSER: Aye.

20 CHAIRMAN BACARISSE: And I, Chair Bacarisse vote aye
21 as well. It's unanimous. Please let them know it's
22 unanimous. Thank you. Don't want any trouble from UFC.
23 Agenda item 11 is Projects and Operations Update, and
24 there is a lot going on, so we would like to. Who's going
25 to do that? Oh, good. Come on out, Dorothy. Come on up.

1 Good morning. Please launch into it, Ms. Spearman. Thank
2 you.

3 DOROTHY SPEARMAN: Okay, we'll start over. Good
4 morning Members of the Board and Director Avitia. For the
5 record, my name is Dorothy Spearman. I'm the Project
6 Manager for the Camp Hubbard Renewal Project. Thank you
7 for the opportunity to provide you some updates this
8 morning. Next slide. Just starting with an overview of
9 what the future campus will look like and moving on to the
10 next slide. This is an aerial drone footage that was
11 taken in early November and we can see the progress of the
12 structure. The final section of the roof structure is
13 scheduled to be completed next Tuesday. And the final
14 portions of the roof structure will be done in early
15 January. If you look to the left of the image. Oh,
16 sorry, go back. You can see building CH2 renovations on
17 the left, the scaffolding has been removed from that side
18 showing the new newly replaced sunshades, windows and
19 waterproofing. And the new paint will match the new
20 windows and some of the siding on the new building. Next
21 slide. And this is the structure looking from MoPac
22 towards Jackson Avenue. The one story portion towards the
23 bottom of the screen is the central utility plant which
24 will provide central heating and cooling and electric to
25 the building. Let's see, let's see. So the underground

1 utility relocations and foundation work caused us a few
2 delays amounting to about 25 days in the schedule.
3 Flintco was able to make up this time loss by using
4 virtual construction and agile planning technologies. The
5 concrete trade partner resequenced how the structure was
6 built. So instead of completing one level at time and
7 going up, they broke the building up into three sections
8 and went vertically stair stepping. So that allowed them
9 to be able to complete some of the work on the bottom
10 floors as the work continues on the floors above. Next
11 slide please. This is inside the one story area toward
12 the south. This is the future operations suite. And we
13 can see another one of the time saving techniques Flintco
14 used. When they built this virtual model of the building
15 and pre construction, they placed every penetration in the
16 concrete slab ahead of time as well as markers for where
17 all of the hangers would go for all the infrastructure
18 systems. So now the mechanical electrical contractors are
19 proceeding rapidly throughout the construction and we've
20 gotten the time delays down to zero days, we're back on
21 track. Let's see, next slide. Okay, this is inside the
22 central utility plant. Another time saving technique
23 they're using is prefabricating all of the pipe sections
24 and hangers off site. They were also able to look at the
25 model and find where the critical walls would need to be

1 built. Walls that would have penetrations or have
2 concealed work above that would make them hard to finish
3 out later. So that's why when you do the tour later,
4 you'll see some of the walls are only half built, and
5 that's kind of why that happened. Okay, the next slide.
6 Moving over to the building two renovations we can see the
7 new lobby is going to be connecting the south parking lot
8 to the new building's walkway. And the storefront windows
9 on either side are going to bring lots of light into that
10 lobby and making it a very welcoming space. Next slide.
11 This is some pictures of the fourth floor renovations.
12 The office suites are receiving their final finishes and
13 they're undergoing inspections and testings at this time
14 and will be ready for the furniture delivery on January
15 12th. If you look at the picture on the right, you can
16 see the new building through the window. You get an idea
17 that the fourth floor of the renovation building is at the
18 same height as the third floor in the new building.
19 Because we have higher height floor to floor ceilings
20 there. The next slide please. Just want to say that the
21 project budget is on solid footing. 90% of the project
22 funds have been committed and another 6% of the budget
23 remains in contingency. So we're well under budget, which
24 is good news. Overall, 18% of the budget has been
25 expended to date. Next slide progress. Overall, the

1 project is 38% complete. The building six renovations
2 were 87% complete as of the end of last month. The new
3 building is 24% I believe and overall 38% complete.
4 Flintco is on track to have an occupancy permit by
5 December 19 for the building to renovation floors. And
6 everything is on track for November 2026 completion of the
7 new building and final project phases completed in July
8 2027. Any questions.

9 CHAIRMAN BACARISSE: Members? Any questions? Vice
10 Chair McRae.

11 VICE CHAIR McRAE: Ms. Spearman, this is probably a
12 really dumb question, but I heard you say virtual
13 construction.

14 DOROTHY SPEARMAN: Yes.

15 VICE CHAIR McRAE: What does that mean?

16 DOROTHY SPEARMAN: They build the entire structure
17 and every component of the infrastructure in a 3D model.
18 And every trade partner participates in this design,
19 construction and places their equipment, their electrical
20 outlets, their conduits. Every piece of the building is
21 built in a 3D model.

22 CHAIRMAN BACARISSE: Wow.

23 DOROTHY SPEARMAN: I've tried to capture images of
24 it, but it doesn't look very clean or nice to present.

25 CHAIRMAN BACARISSE: Yeah, that's amazing.

1 DOROTHY SPEARMAN: We can get a 3D fly through of the
2 model sometime if you'd like from the architect.

3 CHAIRMAN BACARISSE: That would be fascinating.
4 Yeah, that's amazing. Great work. Members, other
5 questions about this presentation. Did you have a
6 question, Member Jones? Yeah. Yeah. I was wondering
7 what virtual construction is. That would be something you
8 wouldn't want me to do for sure. Any other comments or
9 questions? Thank you. This is a great update and we
10 really appreciate it. Thank you, Ms. Spearman. All
11 right, Wendy Barron is going to come up next and give us
12 an update on all that has happened happening in our
13 technology world, which is plenty. Ms. Barron, please.

14 WENDY BARRON: Good morning Board Members, Director
15 Avitia. For the record, I'm Wendy Barron, Chief
16 Information Officer for the Texas Department of Motor
17 Vehicles. And I'm going to be presenting on the next two
18 items, 11Bi and ii. The first item, 11Bi, is an update on
19 the RTS modernization project. And I'm going to go
20 through, through a little bit about background about the
21 project for our newer board members. So bear with me,
22 those of you who've heard this, this talk once or twice
23 before. But our current registration and titling system
24 is a little bit long in the tooth. It's over almost 30
25 years old. It was built back in the 90's. And it's just,

1 it's struggling to keep up with the pace of technology and
2 digital services that are constituent and our Tax
3 Assessor-Collector partners, our dealerships that our
4 stakeholders are needing us to provide. And so we made
5 the decision before last legislative session that we were
6 going to embark on a modernization journey and replace
7 that technology stack with new technologies, modern system
8 so that we can better serve our constituents and be better
9 partners with our stakeholders and especially the Tax
10 Assessor-Collectors. So we entered into the first phase
11 of modernization this last biennium where we really got
12 down to what do we need to do? This was the planning
13 phase, looking at what other states did. We brought in a
14 vendor to conduct a market analysis. They looked at all
15 50 states. Where are they in modernization? What did
16 they do? What were their successes? Compiled that into a
17 report and provided that information to us. Also gave us
18 information about length of time for implementation, how
19 much did it cost, really getting the data, so we had a
20 better idea of what we were looking at for our
21 modernization effort. We also spent some time, we brought
22 in another vendor to help us look at our current
23 technology stack and assess what is the RTS ecosystem.
24 It's really a number. It's not just one system. It's a
25 number of systems interconnected together. There's also

1 tie ins externally with other state agencies and other
2 entities. So we needed to understand how all of that
3 connected and then make some recommendations on, well, how
4 do we eat this elephant one bite at a time, how do we,
5 what goes first, what goes second, you know, how do we go
6 about doing this modernization journey. So we got all
7 that information and then we put together a legislative
8 appropriations request last summer, made that request to
9 the legislature and successfully were awarded \$125 million
10 to implement this project. So now the implementation
11 phase has begun and we are in the early phases right now.
12 And I'm going to provide you an update of the status of
13 where we are. And if you want to go kind of fast
14 forwarded through the. Okay, well, I think you jumped a
15 couple. There you go. So what are we trying to do? So
16 with modernization, we have some very definitive goals.
17 The goal, you know, the primary driver is we want to
18 create an easy and painless experience for all Texans,
19 our, you know, the general public, our county Texas Tax
20 Assessor-Collector partners, the motor vehicle industry,
21 you know, dealerships, anybody that's partnering with us
22 and using our system. So we want it to be painless,
23 seamless, responsive as things continue to change. Clint
24 mentioned the autonomous vehicles. Motor vehicle industry
25 is changing, so we need to be able to have technology that

1 adapts. So we want to digitize user journeys, minimize
2 the amount of in person interactions that people have or
3 offer another, you know, another alternative, if they
4 don't want to go in person, they don't have to. We also
5 want to reduce the manual tasks. There's a lot of paper
6 that gets pushed as part of, you know, integrating with
7 the old system. We want to upgrade that, make those
8 automated processes and procedures. We want to minimize
9 downtime. And I know that probably all of you have
10 experienced in the past, you know, RTS being down, right
11 or webDEALER having issues or you know, one of the other
12 DMV systems and that it's a symptom of aging technology.
13 And so we want it to move into modern technology stack so
14 we minimize those outage times, have something that's
15 redundant, scalable, that can support, you know, a larger
16 audience moving forward. Also create a more agile
17 operating model that when we need to change we can and we
18 can do it quickly. And then finally grow, you know,
19 reskill our workforce. Right now we've got really
20 talented staff, capable folks who are working on these
21 legacy systems. But as we move into modern technologies,
22 they're going to need to look learn the new systems and
23 new tasks. So part of this effort will be retraining them
24 so that they can help support the RTS of the future. Next
25 slide. So this is a very busy slide, but I did want to

1 kind of give you guys an overview of the timeline of the
2 vision of the project and where we see it through the
3 duration of implementation. So we are in, you know,
4 these, the first left part of the project. We are
5 beginning the implementation piece. We're very focused on
6 the critical procurements that we need to get out the door
7 to get the money encumbered and get the vendor partners on
8 board that are going to help us do this project. In
9 parallel with that, we are also working on quick wins. We
10 recognize that there are things that we can do now to make
11 things better and our goal is to incrementally deliver
12 improved service enhancements throughout the duration of
13 this project. You won't have a wait five years and then
14 it's a big bang. There are going to be things happening
15 throughout the duration of this project and we will be
16 delivering service improvements as we go along. Looking
17 forward to the future into 2026, we're going to be
18 standing up the overall governance of the project. We're
19 also going to be really digging into the data strategy.
20 How do we reshape and restructure our data. You can think
21 of data as the foundation of a house. Data is a critical
22 component to a successful modernization efforts,
23 successful operating systems, leveraging new technology.
24 So we really got to get the data piece right and that's
25 going to be a priority for the rest of this biennium. We

1 are also looking at developing, you know, what's the
2 infrastructure, what, you know, what does the architecture
3 look like. Really kind of exploring that, making some
4 decisions, doing the research to identify what is the best
5 solution for the DMV for future proofing our new product.
6 And then as part of the procurement process, we are
7 looking at those alternatives. There are different ways
8 we can go, there's different types of solutions for the
9 future and we are currently looking at all of those
10 alternatives. What's the pros, what's the cons, so that
11 when we go into the procurement that we have our eyes wide
12 open and we can assess appropriately to make a decision on
13 the best product for the DMV. Next slide. So one of the
14 important things that we're doing, and it's very important
15 that we partner with our tax assessor-collector partners.
16 The tax assessor-collectors provide the services on behalf
17 of the DMV and they're a critical component of successful
18 operations of our registration and titling services. And
19 so we want to partner with the tax assessor-collectors,
20 make sure that they have a voice and are part of this
21 journey, that the system works for the DMV, but it also
22 works for them, right. That it's a system that they can
23 use because it's, you know, it's their staff who are using
24 this every single day. So we've already had some
25 conversations with the tax assessor-collectors. In 2024,

1 we went out and had some key conversations with various
2 tax assessor-collectors, representatives from large tax,
3 small tax, medium size. And some of the key feedback was
4 stabilization of RTS, as I mentioned before, increasing
5 that online and self surface usage, reducing those manual
6 tasks and also improving communications. And we are
7 carrying forward that conversation. At V.G. Young, we did
8 have a focus group conversation. We sat down for a couple
9 of hours, one of the afternoons and our organizational
10 change management vendor partner, along with Amanda
11 Grantham, our Organizational Change Manager facilitated a
12 conversation with the tax assessor-collectors, getting
13 feedback about what they want to see and really just
14 starting the conversation that's going to continue. We're
15 looking to schedule a more in depth conversation after the
16 first of the year. We will continue having these focus
17 group conversations as the project develops. Next slide.
18 So where are we right now? There's lots of activity going
19 on. As I mentioned, we're really focused on getting the
20 key procurements out the door. But one other critical
21 thing to mention is because of the size of, of the funding
22 and the length of implementation time, this project is
23 statutorily designated as a major information resources
24 project. And with that comes additional oversight. We
25 have to provide status reporting to the quality assurance

1 team, which is comprised of the LBB, the Department of
2 Information Resources, the CPA and then the State
3 Auditor's office. So they form a board or a committee
4 that monitors how we're doing on the project, makes sure
5 that we're not falling behind and going off track and
6 helping us to keep things moving forward in the right
7 direction for the DMV and for the state of Texas. So our
8 program manager has been working very closely with that
9 group to get the required documentation. In each phase of
10 the project there's required documentation that we have to
11 submit. So he's been working to.

12 CHAIRMAN BACARISSE: Oh, I'm sorry. Could I ask you
13 a question on that?

14 WENDY BARRON: Yes, sir.

15 CHAIRMAN BACARISSE: The composition of the Oversight
16 Board. So you've got the Legislative Budget Board,
17 Department of Information Resources. Who else did you
18 say?

19 WENDY BARRON: The Comptroller of Public Accounts and
20 the State Auditor's office.

21 CHAIRMAN BACARISSE: Does DIR sort of act as the
22 administrative secretarial, you know, for that group?

23 WENDY BARRON: Yes. So DIR, you know, they publish
24 kind of the policy and the guidelines and obviously it's
25 with review and approval of the others. But they're kind

1 of the keeper of the, this is how you do it. And so yes,
2 the administrative side. And when I say that Josh has
3 been working with the group, he's primarily been working
4 with DIR staff on those documents. We've worked with the
5 LBB a little bit as well, but it's been primarily, you
6 know, they're the kind of the boots on the ground that
7 help the agencies in the day to day and help the PM's as
8 they're working on these projects.

9 CHAIRMAN BACARISSE: Thank you. I just want to
10 unpack that a little bit for.

11 WENDY BARRON: Yes, absolutely.

12 CHAIRMAN BACARISSE: Understanding of that oversight
13 structure. So.

14 WENDY BARRON: Yes, yes.

15 CHAIRMAN BACARISSE: Please continue. Thank you.

16 WENDY BARRON: Yes. So we've submitted the first
17 batch of documents that we have to provide. The project
18 has now formally been authorized as a MIRP with the
19 quality assurance team. And our first status report is
20 due at the end of the year. So we got that approval level
21 letter right over Thanksgiving. And oh, by the way, give
22 us the status update by the end of the year. So Josh is
23 on track to. Josh Garcia is our Project Manager, Program
24 Manager. He is on track to deliver that first status
25 report by the end of the year. And we are in the green at

1 this point in time.

2 CHAIRMAN BACARISSE: Would you tell me what a MIRP
3 is?

4 WENDY BARRON: Major Information Resources Project.

5 CHAIRMAN BACARISSE: Thank you.

6 WENDY BARRON: Sorry I mentioned it earlier, but it
7 was real quick.

8 CHAIRMAN BACARISSE: Thank you.

9 WENDY BARRON: So that's kind of the part about
10 setting up the project. I'll also say that RTS
11 modernization, we're running it as what you can call a
12 program. So you've got the larger overarching, this is
13 RTS modernization. There's going to be multiple projects,
14 individual projects being run simultaneously to make this
15 happen. And that's an industry standard best practice.
16 You don't try to just do one giant project. It's, you
17 know, multiple different projects that will feed up into
18 kind of the higher level. And so I've kind of broken this
19 out a little bit, you know, starting to talk about those
20 projects. So right now I mentioned procurements. So the
21 key procurements that we're working on right now,
22 Procurement Advisory. This is the, what I would say is on
23 the critical path. So this is, this, this is the most
24 important procurement for us to get done right now so that
25 we stay on target and on track. Procurement Advisory, we

1 intend to bring in a vendor to help us build out the large
2 solicitation and something like this, DIR strongly
3 recommends that agencies partner with a vendor who has
4 experience and expertise in this area to not only help
5 with the procurement development, but also help with the,
6 you know, the running of the procurement and kind of
7 acting as that independent third party as you go through
8 the procurement process. And then they will also help
9 with vendor management once the procurement is executed.
10 So they're going to be helping with the big procurement,
11 but they'll also be helping with some of these smaller
12 engagements as well. But once we get that procurement
13 advisory vendor on board, then we will be bringing in the,
14 developing the big procurement, the RFP and soliciting the
15 vendor. And I'm not going to go into too much detail on
16 these beyond just say we're working on them because they
17 are active engagements, I don't want to go too far. We're
18 also working on Organizational Change Management phase 2.
19 This we engaged with the organizational change management
20 vendor for last year, last biennium, but we need to
21 continue Organizational Change Management. That is
22 something that is done throughout the duration of a
23 project and it's critically important. Every project,
24 when we were doing the research, every project that failed
25 did not address Organizational Change Management and it's

1 not a 100% guarantee of success. But all the projects
2 that succeeded did have Organizational Change Management,
3 so it's a very important component. This is the training,
4 the communications, the bringing the stakeholders along.
5 So this is a really important part to such a significant
6 change. We are also working on OKTA Phase 2. This is
7 expanding our access and identity management product
8 health to some of the other systems we've already
9 implemented. On some of the internal systems we're going
10 to be expanding it. Ultimately it will be in place for
11 any system that the DMV has will have OKTA. You will come
12 in through OKTA first. We're also replacing the
13 firewalls. The current firewalls are coming end of life
14 and so we want to stay ahead and make sure they get
15 replaced. We're also replacing our help desk ticketing
16 system. That's the ITSM. It's going to be a critical
17 component as we move forward with modernization. We want
18 to make sure that we have those communication channels
19 open to the counties and to our external, you know,
20 external partners so that we can have that more robust
21 communication structure with them. It's going to be a
22 service delivery improvement for the counties. Now they
23 can submit tickets directly to us. Right now the only way
24 they can submit a ticket is via a phone call. And so in
25 this modern times, we're really wanting to make that

1 better for them. And also with the system there will be
2 integrated automations feedback. Counties can know
3 exactly where their ticket is and what's happening and
4 who's looking at it. It's going to really help us deliver
5 better services to our customers, so that's also in the
6 works. Additional projects on the horizon that we are
7 working on, but they just haven't made it. There may not
8 be a solicitation or they just haven't made it to the
9 solicitation component yet is, you know, first of all is
10 Quick Wins. There's some things we can do right now to
11 make things better for our customers. And so we're
12 looking at some of the products that we have in place, but
13 also just looking at our processes to see where can we
14 streamline, where can we make things better we're also
15 partnering with the counties on the Quick Wins to see
16 what, you know, what are their pain points or what are
17 some low hanging fruit that we, we can do right now to
18 make improvements. And in the vein of the Quick Wins, we
19 are partnering with a vendor, UiPath that does robotic
20 process automation and we have a pilot going on right now
21 to automate a process around NAVITAS error checking.
22 Right now there's a person that does the comparison and it
23 takes a lot of time and by implementing this process it's
24 going to save hours a day for the individuals that do this
25 process. So now that frees them up to take care of other

1 business. We wanted to do a real small engagement first.
2 Again, this is a best practice to roll out something small
3 that's bite size, understand the software, understand
4 what's needed so that when we now we can expand to some
5 other Quick Wins and other processes that we can automate.
6 Also looking at Box, we implemented Box, it's a content
7 management solution as part of FileNet. And Box has a lot
8 of capabilities for automation and the management of
9 unstructured data. And so we're also exploring how we can
10 use Quick Wins in that space as well. We're also looking
11 at how we can transfer more files into Box and look for
12 cost savings for the agency as well in that space. We're
13 working with Salesforce to do assessment of eLICENSING.
14 Right now we are going to be upgrading eLICENSING to the
15 most current version of Salesforce called Lightning.
16 eLICENSING is not, we're not necessarily pulling
17 eLICENSING into the RTS modernization effort, but
18 eLICENSING will need to talk to the new RTS and it's in an
19 older version of Salesforce. We need to get it upgraded
20 so that it can be in the most current version and be able
21 to communicate appropriately with RTS. And while we've
22 got the hood open, we're going to be making some process
23 improvements in eLICENSING as well. And then finally
24 we're, as I mentioned before, we're really digging into
25 the infrastructure, looking at our servers, looking at how

1 things are configured, architected and really starting to
2 kind of plan out, map out what does future state look
3 like. And we're also doing some improvements, upgrades
4 that we just need to take care of so that we can migrate
5 things to the future state. So all to say, there's a lot
6 going on and it's a very exciting project. My team is,
7 it's been really great to see the excitement in my team in
8 VTR and some of the other divisions as we're working on
9 this project. And that concludes my presentation on RTS.
10 Be glad to answer any questions.

11 CHAIRMAN BACARISSE: Members, any questions for Ms.
12 Barron on this massive initiative? Vice Chair McRae.

13 VICE CHAIR McRAE: Tax assessors cannot wait. We are
14 anxiously awaiting. We have Bell County Tax Assessor-
15 Collector Shay Luedeke here with us today. I think he can
16 echo those words. We're excited about this.

17 WENDY BARRON: We are too.

18 VICE CHAIR McRAE: I know.

19 CHAIRMAN BACARISSE: Well, they are close partners.

20 WENDY BARRON: Yes, they absolutely are. And I do
21 want to say thank you to all the representatives on the
22 focus group. It's so wonderful to hear the feedback and
23 also to see the partnership. And we're very appreciative
24 of it and really excited to be working with each of y'all
25 to make this project happen.

1 CHAIRMAN BACARISSE: Thank you. I've neglected to
2 ask Ms. Moriaty if there's anyone here to publicly comment
3 on this.

4 LAURA MORIATY: No worries, sir. There is no public
5 comment.

6 CHAIRMAN BACARISSE: I'll make one, and that is that
7 I have long appreciated your team in the way in which they
8 manage the day to day, but also attack when challenges
9 erupt like massive worldwide service outages. Other
10 little things like that that get in the way of mass
11 conversion projects. But kudos to you and your team,
12 Wendy, the way in which you lead and the way in which you
13 support this agency and its critical work. So thank you.

14 WENDY BARRON: Thank you. I appreciate that.

15 CHAIRMAN BACARISSE Thank you. Are you staying up?

16 WENDY BARRON: I am. I've got one more project to
17 talk about. And I promise I won't be, it won't be as
18 long as RTS. So again, Wendy Baron, for the record, CIO
19 here at the DMV. I'm also presenting on agenda item
20 11Bii. This is an update on the Motor Carrier
21 Credentialing System Rewrite. That's a mouthful, MCCS.
22 MCCS is a in house system that again, one of our Legacy
23 systems. It's very old and needed to be replaced. And so
24 we initiated the MCCS project the year before last and we
25 are coming into the final phases of the project. So the

1 project is slated to go live on April or in April of 2026.
2 We are on target to do that. We are wrapping up the
3 development right now. They're working on some of the
4 interconnectivity that this system has with some of the
5 external systems like the Federal Motor Carrier Safety
6 Administration. We're also integrating with the
7 Department of Information Resources new Payment Services
8 Processor, integrating with our new Accounts Receivable
9 System and then also developing the autonomous vehicle
10 implementation that's going to be part of the new MCCA
11 rollout. So we're kind of in the final phases of
12 development. User acceptance testing is right around the
13 corner. They're wrapping up development of the test
14 cases. They'll be rolling into that right after the first
15 of the year. And everything is looking, you know, looking
16 good. Like I said, we're on target to implement. Yes,
17 right, implement, go live in April and we will have a new
18 MCCA system. And I know our Motor Carrier Division is
19 very excited and I know IT is very excited to this is
20 going to help with some of those, some of those
21 modernization checkpoints that we've been wanting to take
22 care of. So very excited about this project and I'll be
23 glad to take any questions.

24 CHAIRMAN BACARISSE: Members, any questions on this
25 particular topic for Wendy? No? All Right. Thank you.

1 Ms. Barron, thank you for your good work, you and your
2 team.

3 WENDY BARRON: Thank you.

4 CHAIRMAN BACARISSE: Agenda item 11C is the Motor
5 Vehicle Crime Prevention Authority, a grants management
6 tracking system. And we're going to ask William Diggs to
7 come up here and brief us. And greetings to you, Mr.
8 Diggs, glad you're here.

9 WILLIAM DIGGS: Good morning, Mr. Chairman, Executive
10 Director of Avitia and Board Members. I have the
11 privilege of being here today. I'm William Diggs,
12 Director of the Motor Vehicle Crime Prevention Authority.
13 This Monday will be two years that I've been in this
14 position and as soon as I walked in there was SB224. The
15 Legislature and Governor Abbott blessed the agency, the
16 Texas DMV, the MVCPA, with funding to deter catalytic
17 converter theft, and we've done that. But one of the
18 issues was our current grant management tracking system,
19 we had some concerns were we going to be able to make that
20 happen fast enough to get that funding out where it needed
21 to be to Texas law enforcement, so we were able to do
22 that. Our current system used was built many years ago.
23 It was originally built in 2017 and it's currently managed
24 by Texas A & M University. This project involves
25 transferring the existing data in compliance with the

1 agency's retention rules from the Legacy system to a new
2 system. The new system must meet current and future
3 operational needs, especially for MVCPA law enforcement
4 grant programs and comply with state information security
5 and accessibility standards. The system must include a
6 centralized homepage, a grant homepage, a financial
7 dashboard, and must support multiple grant types and
8 configurable workflows and detailed grantee profile
9 management. The system must manage the entire grant life
10 cycle, enable real time performance and financial
11 tracking, support compliance monitoring, and oversee
12 inventory of grant funded assets. Additional features
13 will include stakeholder communication tools, standard
14 reporting capabilities and compliance and budget in
15 eligibility and law enforcement activity, and export
16 options such as PDF's and Excel's. I'm glad to tell you
17 that we're this close right now. I want to thank Laura
18 and also Glenna for the OGC team and the FAO team. And I
19 specifically want to thank Wendy Barron, who I know y' all
20 heard a lot from while ago, she has been so valuable to me
21 and working with my team to help us get where we're at.
22 Right now one of Laura's attorneys is working on the
23 award. I can't say the name of the winner this morning.
24 I do have an MVCPA Board Meeting on January 14th. I'm
25 pretty confident we're going to be able to let the MVCPA

1 board on the 14th know we would have made the award and
2 I'll be able to announce who that is. I'm very excited
3 about this opportunity. The MVCPA Board is as well, and I
4 know our grantees all over Texas. We have 153 law
5 enforcement grants out there all over Texas right now.
6 And we're ready for a more robust, modernized system. So
7 with that, I'll close and take any questions.

8 CHAIRMAN BACARISSE: Thank you, Mr. Diggs. Members,
9 any questions for Mr. Diggs on this subject? Christmas
10 will come soon. Yes, that's good.

11 WILLIAM DIGGS: Yes, sir.

12 CHAIRMAN BACARISSE: That's great. Any public
13 comments on this, Laura?

14 LAURA MORIATY: No, sir. No public comments.

15 CHAIRMAN BACARISSE: Thank you. Thank you, Mr.
16 Diggs. We appreciate your good.

17 WILLIAM DIGGS: Thank you all very much.

18 CHAIRMAN BACARISSE: Thank you. Right now we are set
19 to hear from Eric Horn on accounts receivable and agenda
20 item 11D. So welcome this morning Mr. Horn, I'll turn it
21 over to you.

22 ERIC HORN: Good morning, Mr. Chairman, Board
23 Members, Executive Director of Avitia. For the record, my
24 name is Eric Horn, I'm the Director of Accounting
25 Operations here with TxDMV. Today I'm briefing you on the

1 progress of our Accounts Receivable System Project.
2 Materials that support my briefing can be found in your
3 ebook on page 110. I last briefed you all in September of
4 this year in which I outlined the successful deployment of
5 our cash journal module in our new system, Business
6 Central. I'm happy to report to you today that we have
7 had additional deployments over the last two months that
8 were successful and brings our project to 80% complete.
9 In October, we had our first deployment of the Master Data
10 Management, or MDM application which will be used to
11 synchronize data between Business Central and existing
12 systems across the Department. This release sets the
13 foundation to create Customer Golden Records to integrate
14 into Business Central and currently we have about 700
15 customers loaded in. This release included synchronizing
16 data from RTS to allow us to see real time unpaid
17 remittances from each of the 254 county tax assessor-
18 collector offices. It also included setup of Master File
19 and Scofflaw customers which will allow us to retire these
20 access databases in the very near future. In November, we
21 successfully launched our Returned Payment Collection
22 module in Business Central which allows us to track
23 activities related to the collection of insufficient funds
24 and customer chargebacks on payments. Additionally,
25 invoicing functionality was turned on and utilized

1 successfully which allowed us to apply payments to
2 outstanding balances through that cash journal module that
3 was deployed in July. This release also allowed the
4 retirement of multiple complex Excel workbooks previously
5 used for tracking and invoicing purposes. We have
6 additional releases planned for January 2026 that will
7 incorporate additional customers Golden Records along with
8 enhanced dashboards and reporting capabilities. We will
9 also launch our new Motor Vehicle Inquiry Commercial
10 Account or MVICA 2.0 application which will be used for
11 Directory Active Directory User Account Management that
12 will support billing and collecting activities in our new
13 system. Finally, our final release is planned for the
14 fourth quarter of the this fiscal year and will
15 incorporate a fully functional MDM application that will
16 synchronize activities across existing systems.
17 eLICENSING and MCCS. This release is dependent on the
18 completion of the MCCS rewrite project that is currently
19 in progress and planned to be completed in April of 2026.
20 We're very happy with the progress of this project and the
21 excellent product we are receiving from our vendor. This
22 concludes my remarks on this topic and I'm available for
23 any questions you may have.

24 CHAIRMAN BACARISSE: Thank you, Mr. Horn. Members,
25 any questions on the items presented here? No public

1 comment I'm assuming, right?

2 LAURA MORIATY: Yes sir, no public comment.

3 CHAIRMAN BACARISSE: Thank you Mr. Horn, on this
4 item. And then I think you do you have some more things
5 you're going to go through? You do? Yep, yep. The next
6 one as well. Credentialing system. I mean. Sorry.
7 Yeah. Processing. Vendor processing. All right, right
8 ahead.

9 ERIC HORN: Thank you once again for the record, my
10 name is Eric Horn, Director of Accounting here at TxDMV.
11 My next topic is the progress of our payment processing
12 transition. This project was last briefed to the Board in
13 April 2025 and was the result of the Department of
14 Information Resources selecting a new payment processing
15 vendor for all Texas.gov transactions. TxDMV began the
16 transition to the new vendor over the summer of 2025 with
17 successful migration of third party programmed
18 applications. We started with the third party
19 applications we moved over MyPlates, which is our
20 specialty plates vendor website for online sales, TxFleet
21 for online apportion registrations, TxPROS for online
22 Oversized Overweight permits, and GovQA our open records
23 request system. Following the successful implementation
24 of House Bill 718, DMV staff got to work on transitioning
25 the remaining 554 texas.gov service codes which represent

1 more than 50% of all service codes across the state. This
2 included online vehicle registration renewals through all
3 of the 254 county TAC offices, and over the counter credit
4 card sales at our regional service centers across the
5 state. Additionally, online payments for eLICENSING
6 MVInet, temp permits, webDEALER and webSALVAGE were also
7 transitioned. The transition occurred over multiple
8 months and included extensive programming, scenario
9 testing, certifications, training and network
10 enhancements. Online transactions were successfully
11 migrated this past Sunday December 7th, and we've had more
12 than 90,000 successful transactions alone this week. We
13 have also extended our offering to constituents by now
14 accepting American Express on all of our applications.
15 Over the counter credit card transactions at the regional
16 service center, that rollout is still underway. We
17 currently have six offices transitioned to the new vendor
18 this week, that was an intentional slow rollout of these
19 offices to ensure that we didn't have any connectivity
20 issues, including the brand new Houston south office which
21 opened yesterday with credit cards. The remaining
22 offices, 11, will go live next Monday, December 15th. For
23 the regional service centers, the transition also included
24 the requirement of a new swipe device and ethernet
25 connectivity. So I did bring with a little show and tell

1 we have upgraded our device, that was a mandatory
2 requirement as we moved to the new vendor. We upgraded
3 from the Ingenico Lane/5000 device in our regional service
4 centers to our new Clover Mini device which is sleeker,
5 it's bigger, it's got a brighter display, more customer
6 friendly and the feedback from staff of the six offices
7 that have opened has been very positive. They enjoy it,
8 it's faster, customers enjoy it. Again, we now accept
9 American Express and there is no differentiation between a
10 debit and credit card. So it's very, very uniform in its
11 processing and it's a very nice device so brought that up
12 here in case anybody wants to see that outfitted on that
13 device. We also put tamper tape for security inspections
14 and we also have our asset tags and serial numbers located
15 on those devices. This project was a very big lift and
16 including coordination across the department to execute
17 successfully. Thank you to our partners in IT, VTR and
18 Motor Carrier. We could not have done this project
19 without you all and thank you to all the staff members
20 involved on this project.

21 CHAIRMAN BACARISSE: Mr. Horn, can I interrupt just a
22 moment?

23 ERIC HORN: Yes, sir.

24 CHAIRMAN BACARISSE: Purposes of the help of the new
25 members too. If I'm remembering correctly, this project

1 started with one vendor and then we had to change vendors
2 in the midst of the project, right?

3 ERIC HORN: Yes, sir.

4 CHAIRMAN BACARISSE: Do you want to just speak to
5 that just for a moment? And the challenges that created.

6 ERIC HORN: Absolutely, yeah. Thank you, sir. So the
7 original project you're referring to is our regional
8 service center credit card project. So back in, I think
9 2021, 2022, I took over the project to implement credit
10 cards at our regional service centers. We are required to
11 use the texas.gov platform through DIR to do that even for
12 over the counter credit cards. We completed that project
13 with initial Go-Live. We had a pilot of our first credit
14 card transaction here in Austin that went live in October
15 2023. And then we rolled that out through the remainder
16 of fiscal '24 and then into, pardon me, fiscal '24 into
17 '25 with the remodels of San Antonio and Odessa. So our
18 original 16 offices finished up last January 2025. And
19 then we launched again with the new Dallas south in July.
20 So right after we completed that project is when the
21 payment processing vendor changed. So we got to do it all
22 again in addition to now that was just for the over the
23 counter credit cards. The transition to the new payment
24 processing vendor included all of our online applications
25 as well, including IVTRS Texas by Texas. So this was a

1 much bigger scale, but it was basically redoing all the
2 work that we did on the first one using our the things we
3 learned from that first project to make it much smoother
4 and enhanced. And yes, this is now all 18 offices are
5 outfitted with the new devices and all have accepted
6 credit cards.

7 CHAIRMAN BACARISSE: Thank you. That's really
8 helpful for context here for us. Yes, thank you.

9 ERIC HORN: Yes, sir. Well, that concludes my
10 remarks. I'm available for any questions on this topic.

11 CHAIRMAN BACARISSE: Members, any questions? Vice
12 Chair McRae.

13 VICE CHAIR McRAE: Eric.

14 ERIC HORN: Yes, ma'am.

15 VICE CHAIR McRAE: As you well know, the counties are
16 really struggling right now with this transition. Lots
17 and lots of issues. Do we have a resolution that is
18 coming soon?

19 ERIC HORN: We do. So in part of that, unfortunately
20 we knew that that may occur and we tried to limit that as
21 much as possible, proactive training ahead of time. The
22 problem with that training is you couldn't get hands on,
23 right. We didn't have real data to work with. So really
24 we're talking more in hypotheticals like this is what the
25 reports will look like, but without the ability to

1 actually see it and show you and work with you on it, I
2 think that's where some of the confusion and struggle came
3 in. We also, as a requirement, the reports that you all
4 receive daily from our old vendor is not going to happen
5 anymore. A new requirement to move from a URL based user
6 credentials to get the access to the data of your
7 transaction moved over to the shared technology services
8 portal in DIR where the new tools reside in. So there's a
9 lot of enrollment activity and multiple steps to get you
10 access to the tools you need. I will say yes,
11 enhancements are coming to that training. We're going to
12 promise to work with you and others. I spoke with two
13 counties yesterday on the phone and walked them through
14 virtually their data to make sure that they understood and
15 to get their feedback on what their needs are to replace
16 those reports that you're no longer going to receive.
17 Yesterday afternoon, this morning I worked with my team.
18 We built an automated reconciliation tool to take your
19 bank settlement data with your customer data to give you
20 line of sight and clear reconciliation of all the data
21 that appears on your bank statement.

22 VICE CHAIR McRAE: That is much appreciated.

23 ERIC HORN: So we're definitely working long hours to
24 make sure that we hear you and we want to make sure that
25 we improve that process for you.

1 VICE CHAIR McRAE: Thank you.

2 ERIC HORN: Yes, ma'am.

3 CHAIRMAN BACARISSE: It sounds like a big lift, but I
4 appreciate the efforts. And there's Glenna, yes, ma'am.

5 GLENNA BOWMAN: Hello, Mr. Chairman, if I may, Glenna
6 Bowman, Chief Financial Officer for the Department of
7 Motor Vehicles. I just want to also mention that a lot of
8 this project was completely out of our control. So I want
9 to commend Eric and Stephanie Townsend, who you don't see
10 in these meetings usually, and all of the Staff who have
11 been working so hard. And I especially want to commend
12 Eric for his creativity in coming up with solutions and
13 just his knowledge. And I just want to recognize them for
14 that because they have been working under some
15 circumstances that were not under their control, but
16 they've done an amazing job.

17 VICE CHAIR McRAE: They have been. I would like to.

18 CHAIRMAN BACARISSE: Please.

19 VICE CHAIR McRAE: Stephanie and Eric have been, they
20 have been amazing as far as, and very receptive to our
21 comments and helping us to come up with this solution.
22 Because it has been very difficult and we know it's beyond
23 your control. And we do appreciate all the help.

24 GLENNA BOWMAN: Yeah. And we appreciate the feedback
25 because we do want to do everything that we can to support

1 all the counties that help us. Thank you.

2 VICE CHAIR McRAE: Thank you.

3 CHAIRMAN BACARISSE: Members. Any other questions on
4 this item? It's just another big lift, enormous lift with
5 our county partners. Shay, thank you for your diligence,
6 patience, mentorship all of those words. We appreciate
7 y'all. Thank you. Very good. Eric, do you have another?

8 ERIC HORN: Yes, sir.

9 CHAIRMAN BACARISSE: Okay, go ahead.

10 ERIC HORN: All right. Once again, for the record,
11 Eric Horn, Director of Accounting Operations with DMV.

12 CHAIRMAN BACARISSE: This is item 12, right?

13 ERIC HORN: Yes, sir, item 12A, my next briefing is
14 the highlights of Our Fiscal Year 2025 Annual Financial
15 Report. Materials that support this briefing can be found
16 on your ebook on page 113. The Annual Financial Report,
17 commonly referred to as the AFR, is a net summary of
18 accounting transactions within a fiscal year. For FY
19 2025, this covers transactions occurring between September
20 1, 2024, through August 31, 2025. This report is required
21 by statute to be submitted to our oversight agencies by
22 November 1st of each year. We had one material change in
23 fiscal year 2025 that impacted our financial statements.
24 The Camp Hubbard Renewal Project. The impact of this
25 project was seen on both our balance sheet and operating

1 statements as well as our accompanying notes throughout
2 the report. For the balance sheet, the impact was seen in
3 our capital assets as we recorded construction in progress
4 for the new building, which was valued at \$20.76 million
5 as of August 31st. Additionally, the legislative
6 appropriations we received to fund this project were
7 primary factor of our increase in net assets. This
8 project was also a major driver of our increase in
9 expenditures on the operating statement year over year.
10 Other highlights in the report include revenue collections
11 of \$2.30 billion in fiscal 2025, an increase of \$248.08
12 million, or 12.07%, year over year, primarily in our
13 licenses fees and permits. Expenditures also grew in
14 fiscal 2025 to \$263.86 million, a 23.8% increase year over
15 year, again primarily due to the Camp Hubbard Renewal
16 Project activities as well as implementation costs of
17 House Bill 718 and an increase in our MVCPA grants. This
18 concludes my remarks. I'm available for any questions you
19 may have.

20 CHAIRMAN BACARISSE: Members, any questions on item
21 12, the financial report? Seeing none. Thank you.

22 ERIC HORN: Yes, sir.

23 CHAIRMAN BACARISSE: Appreciate it very much.

24 ERIC HORN: Leave this up here for y'all?

25 CHAIRMAN BACARISSE: Sure. That's great. All right.

1 Very good. No public comments on this section?

2 LAURA MORIATY: No, sir. No public comment.

3 CHAIRMAN BACARISSE: Okay, great. We'll now move to
4 agenda item 12B, which is Jason Gonzalez and internal
5 audit. So, Jason, floor is yours.

6 JASON GONZALEZ: Thank you. So, agenda item 12B is a
7 briefing item to provide you with information on the
8 internal audit division's activities. And I should
9 probably first say good morning, Chairman Bacarisse, Board
10 Members, Executive Director, Avitia. For the record, I'm
11 Jason Gonzalez, Director of the Internal Audit Division.
12 So back on track. So on page 115 of your board materials
13 there's a brief summary of our current engagements. The
14 first engagement is the quality assurance or internal
15 audit Peer Review. The audit's objective is to evaluate
16 the Internal Audit Division's compliance with the Texas
17 Internal Auditing Act, the Institute of Internal Auditors
18 Global Internal Audit Standards and the U.S. Government
19 Accountability's Office Government of Auditing Standards.
20 The Peer Review is being performed by the Internal Audit
21 Director at the Texas Higher Education Coordinating Board
22 and a senior auditor at the Texas Retirement System. The
23 Peer Review should include a review of completed internal
24 audit projects to include planning, fieldwork and
25 reporting and interviews with the Texas Department of

1 Motor Vehicles executive team, interviews with the
2 Internal Audit Team and possibly interviews with board
3 members that they select. The current plan is to provide
4 results to the Board during the finance and Audit
5 Committee Meeting in February. So this answers the age
6 old question of who audits the auditors, that's what's
7 going on here. The Internal Audit Team recently completed
8 a quality assurance and improvement program engagement.
9 The report is included in your board material starting on
10 page 117. The self assessment found that internal audit
11 is compliant with audit standards. We've met most of our
12 key performance metrics and we have maintained a level 4
13 on the Internal Audit Capability Model. We complied with
14 the following key performance metrics, percentage of audit
15 planned completed, percentage of fraud, waste or abuse
16 complaints referred within 10 days and a number of
17 educational and outreach efforts. We utilize client
18 surveys to determine compliance with the following metrics
19 and that's consumer satisfaction, project status,
20 communication and reporting which is whether audit reports
21 are accurate, clear and engaging to read. We received
22 positive reviews on overall communication but we have room
23 for improvement in customer satisfaction and just failing
24 slightly below our goal and reporting. We had one project
25 that impacted this metric. We've reached out to this

1 specific client and I feel like we've really learned from
2 that experience, so we'll get better. Finally, our self
3 assessment concluded that the Internal Audit Division has
4 maintained its level 4 on the capability model. So the
5 capability model is a maturity framework that identifies
6 the fundamentals needed for effective internal auditing
7 and consists of 5 progressive capability levels. Examples
8 of capability include services provided, professional
9 practices and organizational relationships and culture.
10 In order to reach the highest level on the capability
11 model, it would require the Department to establish an
12 enterprise management function. So we're going to we'll
13 stay at a level 4 rather than getting to a 5, which is
14 okay. I don't think that's a risk, I just think it's
15 still a mature part of the organization. Next, the
16 Information Technology Project. It's a governance audit
17 is ongoing. This is a contracted engagement and is being
18 performed by a team with the Weaver Advisory Firm. The
19 objective is to evaluate whether the Department's IT
20 project governance and prioritization practices are
21 effectively structured and implemented to address
22 essential aspects of project governance. A report has
23 been drafted. We're currently reviewing that draft report
24 and our next steps are to formally discuss the report with
25 IT management and then with the executive team. We

1 anticipate distributing this report next month. Next,
2 we're conducting an advisory on the finance and operations
3 account receivable processes. This objective is to review
4 the funds adjustment process, specifically the
5 registration and titling system and texas.gov
6 reconciliation processes and the tax assessor-collector
7 ticketing processes. This project's in fieldwork and we
8 plan on completing the advisory next month. Finally, the
9 Motor Vehicle Crime Prevention Authority Audit is in the
10 planning phase. This objective is to evaluate the
11 financial grant review and approval processes. We do have
12 one external engagement which is being performed by the
13 State Auditor's Office. The audit objectives are to
14 determine whether the Texas Department of Motor Vehicles
15 has implemented data management and data governance
16 programs for managing its data assets and the status of a
17 prior audit recommendation issued by the SAO, which is
18 related to the webDEALER user access. This audit's
19 currently in fieldwork and we don't know specifically when
20 they'll be done, but sort of at the SAO's mercy on that.
21 That concludes 12B. Before we go to 12C, do you have any
22 questions for me?

23 CHAIRMAN BACARISSE: Members? Any questions for Mr.
24 Gonzalez on this particular item? Seeing none, Jason.
25 Please Continue.

1 JASON GONZALEZ: Agenda Item 12c, we recently
2 completed the Fiscal Year Internal Audit Annual Report
3 which can be found on page 129 of your board book. This
4 is a summary of annual activities for the previous fiscal
5 year. In fiscal year 2025, the Internal Audit Division
6 completed 10 engagements. That includes three audits, two
7 advisory service projects, three follow up activities and
8 two compliance reports that provided management with
9 information to assist in initiating improvements to
10 operations and to strengthen internal controls. IAD also
11 provided advice to work toward more effective and
12 efficient processes. In fiscal year 2024, IAD completed
13 seven engagements, so fiscal year 2025 saw an increase of
14 three projects completed. This was due to Internal Audit
15 becoming fully staffed during fiscal year 2025. We hired
16 a principal auditor, a senior auditor and two internal
17 auditors during the fiscal year. This concludes my
18 update. Happy to answer any questions.

19 CHAIRMAN BACARISSE: Members, any questions for Mr.
20 Gonzalez? I don't see any, I think that any public
21 comments at this point.

22 LAURA MORIATY: No sir, no public comments.

23 CHAIRMAN BACARISSE: Member Jones, you have a
24 question? I'm sorry, go ahead.

25 BOARD MEMBER JONES: Jason, really not a question as

1 much as I just want to commend you on, since you've taken
2 that position, all I hear about is how you've been able to
3 build your staff, maintain your staff, and obviously
4 you're doing a fantastic job in leadership. Thank you.

5 JASON GONZALEZ: Thank you, Member Jones.
6 Appreciate it.

7 CHAIRMAN BACARISSE: That is true. This is the first
8 time in my, you know, recent in my time on the Board that
9 this Internal Audit Staff has been fully staffed. And
10 you've got, you got great work being done here, Jason. So
11 we appreciate your work.

12 JASON GONZALEZ: Thank you Chairman.

13 CHAIRMAN BACARISSE: Do you want to move to agenda
14 item C or was that it?

15 JASON GONZALEZ: That was agenda item C, yes, sir.

16 CHAIRMAN BACARISSE: All right, sorry. Very good.
17 That concludes. Any other questions, members for Mr.
18 Gonzalez? Do not see any. So before we move to the next
19 agenda item, I want to note that we do have public comment
20 listed as agenda item 15. However, we're going to take up
21 that before going into closed session, if there is anyone
22 signed up to comment.

23 LAURA MORIATY: No, sir, we didn't have anyone sign
24 up.

25 CHAIRMAN BACARISSE: All right, well, that's fine.

1 Moving then forward to agenda item 13, we are going to go
2 into closed session. It is now 10:41 in the morning. On
3 December 11, 2025, we'll go into closed session under
4 Texas Government Code Sections 551.071, 551.074, 551.076,
5 551.0761, 551.089. For those of you in the audience,
6 anticipate being in this closed session for approximately
7 one hour, and we will reconvene in open session after
8 that. With that, we are now recessed from the public
9 meeting and we're going into closed session.

10 OFF THE RECORD

11 CHAIRMAN BACARISSE: It is now 12:22 in the
12 afternoon, and the Board of the Texas DMV is back in
13 session in open session.

14 ON THE RECORD

15 CHAIRMAN BACARISSE: And we'll now take up agenda
16 item number 14, and that is the Performance Evaluation of
17 the Internal Audit Director, including any modifications.
18 So let me flip this back over here. Laura, are there any
19 public comments on agenda item 14?

20 LAURA MORIATY: There are not, sir. Could I get you
21 to confirm that no action was taken in closed session?

22 CHAIRMAN BACARISSE: Yes, we took no action and had
23 no votes in closed session on any matter.

24 LAURA MORIATY: Excellent. Thank you.

25 CHAIRMAN BACARISSE: Yes, and in that sense. I will

1 actually, there's nothing to vote on since we took no
2 action, so.

3 LAURA MORIATY: Well, no, I'm sorry, we're on to
4 item.

5 CHAIRMAN BACARISSE: Item 14 is just returning,
6 right?

7 LAURA MORIATY: Right.

8 CHAIRMAN BACARISSE: Okay. So. No, we need that.

9 LAURA MORIATY: Sorry.

10 CHAIRMAN BACARISSE: Here it is. It's his
11 evaluation.

12 LAURA MORIATY: Right. So we need to vote on the,
13 there should be a motion on the evaluation.

14 CHAIRMAN BACARISSE: I'm sorry. Yeah. I haven't
15 asked the Board Members if they have a motion on agenda
16 item 14.

17 BOARD MEMBER SCHLOSSER: I have a motion.

18 CHAIRMAN BACARISSE: Member Schlosser.

19 BOARD MEMBER SCHLOSSER: I move that the Board
20 approve the combined evaluation for the internal auditor
21 from our executive session. I also move that the Board
22 authorize Department Staff to take the steps necessary to
23 implement and record the evaluation.

24 CHAIRMAN BACARISSE: Thank you. Is there a second to
25 that motion?

1 VICE CHAIR McRAE: Second.

2 CHAIRMAN BACARISSE: Okay. Vice Chair McRae, you
3 ladies are going to. That's good. I love it. Any
4 further discussion? Seeing no further discussion, I'll
5 now call the vote on agenda item 14. Member Cooley?

6 BOARD MEMBER COOLEY: Aye.

7 CHAIRMAN BACARISSE: Member Jones?

8 BOARD MEMBER JONES: Aye.

9 CHAIRMAN BACARISSE: Vice Chair McRae?

10 VICE CHAIR McRAE: Aye.

11 CHAIRMAN BACARISSE: Member Omumu?

12 BOARD MEMBER OMUMU: Aye.

13 CHAIRMAN BACARISSE: Member Roesler?

14 BOARD MEMBER ROESLER: Aye.

15 CHAIRMAN BACARISSE: Member Schlosser?

16 BOARD MEMBER SCHLOSSER: Aye.

17 CHAIRMAN BACARISSE: And I, Chairman Bacarisse vote
18 aye as well. It's unanimous. Thank you. Unless there is
19 any further business, I would like to entertain a motion
20 to adjourn.

21 BOARD MEMBER JONES: Mr. Chairman, I'd like to make a
22 motion to adjourn.

23 CHAIRMAN BACARISSE: Member Jones has made that
24 motion. Is there a second?

25 BOARD MEMBER SCHLOSSER: I'll second it.

1 CHAIRMAN BACARISSE: Board Member Schlosser seconds.
2 We're just going to do this by voice vote. All in favor?
3 Aye.

4 BOARD MEMBERS: Aye.

5 CHAIRMAN BACARISSE: Opposed, nay. The ayes have it.
6 We are adjourned at 12:24. Thank you all.

7 OFF THE RECORD

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1 Texas Department of Motor Vehicles

2 Board Meeting

3 Thursday, December 11, 2025

4 9:00 a.m.

5
6 4000 Jackson Avenue

7 Building 1, Lone Star Conference Room

8 Austin, Texas 78731

9
10 REPORTER'S CERTIFICATE

11 I, Steve Owen, Reporter and Notary Public for the
12 State of Texas, hereby certify to the following:

13 I certify that I am neither counsel for, related
14 to, nor employed by any of the parties or attorneys in
15 the action in which this proceeding was taken, and
further that I am not financially or otherwise
interested in the outcome of the action.

16
17 Certified to me this 16th of December 2025

18
19 _____
20 Steve Owen, CER-1232; CDR-1232
21 Notary Commission No. 10000679
Commission Expires: 10/28/2026
22 Firm Registration No. 115
Ken Owen & Associates, LP
23 2525 Wallingwood Drive; Bldg. 6; Suite A
Austin, Texas 78746
(512) 472-0880
24 steve@kenowen.com
25

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3 I, Steve Owen, legal transcriptionist, do hereby
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5 That the foregoing is a complete and accurate
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9 transcribed the entirety of the proceeding to ensure a
10 verbatim record to the best of my ability.

11 I further certify that I am not neither attorney
12 for, nor a relative or employee of any of the parties to
13 the action; further, that I am not a relative or employee
14 of any attorney employed by the parties hereto, nor
15 financially or otherwise interested in the outcome of this
16 matter.

17 In witness thereof, I have hereunto set my hand
18 this 16th of December 2025.

19
20
21 _____
22 Steve Owen

23 Legal Transcriber
24
25

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