



January 14, 2011

Registration and Title Bulletin # 002-11 General Information

TO: All County Tax Assessor-Collectors

SUBJECT: Vehicle Titles and Registration Division Reorganization

PURPOSE

To inform you of our new organization, structure, and functions.

DETAILS

The Vehicle Titles and Registration Division (VTR) has undergone a comprehensive reorganization. The new organizational structure shifts the division resources to the following four separate and distinct functional areas designated as "Services."

Registration Services

Registration Services oversees the development of policies and procedures relating to the registration of vehicles; develops business requirements for registration systems; and provides direct support to internal and external customers. Registration Services also administers the specialty license plate programs and coordinates testing and implementation of new specialty plates.

Title Services

Title Services oversees the development of policies and procedures relating to the titling of vehicles; develops business requirements for titling systems; and provides direct support to internal and external customers. Title Services examines title applications; issues titles and salvage titles, and processes legal restraints for court orders and records for law enforcement investigations.

Regional Services

Regional Services will continue providing direct business support for all 254 County Tax Assessor-Collector offices operating in more than 440 locations. These support activities include training, policy and procedure clarification, inventory audits, and coordinating RTS maintenance, program upgrades and equipment installations. Regional Services also provides direct customer service to the motoring public, including handling vehicle inquiries and the issuance of certified copies of Texas titles, title histories, apportioned registration, and temporary permits.

Research and Data Analysis Services

Research and Data Analysis Services oversees the development of division policies and procedures and forecasts, prepares, and monitors the Division budget. It also oversees Vehicle Data Management and validates stolen status with law enforcement. During legislative sessions, it also performs bill analysis coordination for the Division.

COUNTY ACTION

A new VTR organizational chart is attached. Please review this information and make it available to all concerned parties. Be advised that all telephone contact information remains the same as in the past.

CONTACT

If you have any questions or are unclear which Service you need to contact to conduct business with VTR, please contact my office and we will get you to the right Service.

Sincerely,

A handwritten signature in blue ink that reads "Randy Elliston". The signature is written in a cursive style with a large initial "R".

Randy Elliston, Director
Vehicle Titles and Registration Division

Attachment

cc: Edward Serna, Executive Director, TxDMV