

From: [Sunset Advisory Commission](#)
To: [Brittany Calame](#)
Subject: FW: Sunset Report on Texas DMV
Date: Thursday, May 10, 2018 1:22:25 PM

From: Joann Messina
Sent: Thursday, May 10, 2018 1:18 PM
To: Sunset Advisory Commission <Sunset@sunset.texas.gov>
Cc:
Subject: Sunset Report on Texas DMV

Our comments:

Please add us to the list of Interest Groups with an interest in Texas DMV as we were not on the list submitted:

Southwest Tow Operators
660 North Central Expressway, Suite 230
Plano, TX 75074
972-247-9454

Contacts: Joann Messina, Legislative Chair, or Tommy Anderson, Executive Director

Also, the Texas Department of Licensing should be on the list of Other State Agencies.

Southwest Tow Operators is an industry association of towing companies and vehicle storage facilities (VSF's). We are licensed and regulated by the Texas Dept. of Licensing. Our VSF members have to dispose of many abandoned vehicles in the course of business. We do this through a storage lien process to get the vehicles titled. It is a complicated process, requiring multiple notifications of vehicle owners with deadlines and specific requirements. We have to comply with TDLR, DMV and 254 different tax assessors to get the liens processed. If we can't get the storage liens processed, we end up storing abandoned vehicles that can't be sold.

If we could process our storage liens DIRECTLY through DMV somehow (maybe similar to Webdealer?) and bypass the many, varied tax office requirements, it would be a HUGE help to many small businesses throughout the state.

Here are two examples of ADDITIONAL requirements by tax assessors:

1. Collin County won't issue a title on a storage lien until the tax office sends AN ADDITIONAL (not required by statute) notification to the vehicle owner, delaying the title processing by several weeks for the person who purchased the abandoned vehicle. And they have no statutory authority to do anything if the vehicle owner happens to respond, so it is a useless exercise.
2. Hidalgo County requires a PHYSICAL inspection of the vehicle and you have to make an appointment a month ahead of time to do this.

We agree with the Sunset commission on DMV having no authority over the tax offices. This is a huge problem for our VSF members.

We agree with the commission's recommendations for formal advisory boards. It would be great to have input on any rule making that affects our storage lien process.

We agree that the board should focus more on Titling and Registration and should have a different make up to reflect that.

We support the recommendation to eliminate the approval requirement for licensees to attend an auto show or exhibit. This serves no public purpose and makes it more difficult for show promoters to put on their shows. The Tow Expo held annually in Texas is a big supporter of our organization and provides us an opportunity to educate our members and recruit members. We appreciate the exhibitors and support any effort to make it easier on them to display their product.

Thanks for the opportunity to comment. Please contact me if you have any questions on my comments.

Joann Messina
Legislative Chair
Southwest Tow Operators