



## Compact with Texans

The Texas Department of Motor Vehicles (TxDMV) is the entity responsible for registering and titling motor vehicles and issuing license plates, licensing motor vehicle dealers and salvage dealers, issuing permits to transport oversize/overweight cargos and motor carrier credentials, enhancing information technology systems to improve customer service, providing TxDMV customers with a “one-stop shop” through the Customer Contact Center to facilitate questions regarding TxDMV services, conducting investigations and enforcement activities such as Lemon Law and household goods carriers complaints and finally, deterring motor vehicle burglary and theft. All of these activities require communication and interaction with our customers and stakeholders.

### TxDMV Vision

The Texas Department of Motor Vehicles sets the standard as the premier provider of customer service in the nation.

### TxDMV Mission

To serve, protect and advance the citizens and industries in the state with quality motor vehicle related services.

### TxDMV Goals

The TxDMV Board has adopted three strategic goals. They are:

- Goal 1. Customer Centric,
- Goal 2. Optimize Services and Innovation and
- Goal 3. Performance Driven.

### Customer Service Principles

Our customers can expect TxDMV to:

- Exercise courtesy and respect;
- Be fair, ethical and professional;
- Provide timely and responsive service;
- Give clear, accurate and consistent information;
- Follow through on our commitments;
- Strive for continuous improvement in all of our services; and
- Go the extra mile in our efforts to serve.

## Providing Customer Feedback

We collect customer feedback on a department-wide basis through the TxDMV Contact Center, located within the Consumer Relations Division and also through division-specific survey tools. Collecting and analyzing customer feedback enables the department to continuously improve the methods it uses to provide better, faster and more efficient services to the public and industries served by TxDMV.

Whether you contact us by phone, email or correspondence, TxDMV will handle each call and inquiry in a professional manner, tailored to your needs.

If you contact us by phone, you will reach one of our customer service representatives. If you contact us through email or mail, our goal is to respond to you within three business days.

## Contacting us by Phone

To discuss an issue or obtain information from a customer service representative, call us toll-free at 1-888-DMV-GOTX (1-888-368-4689) or locally at (512) 465-3000. Our hours of operation are 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday.

## Contacting us by Email

You may also use the Contact Us drop-down menu at the following link to submit questions, provide a compliment, make a suggestion or file a complaint: <http://www.TxDmv.gov/contact-us>

## Contacting us by U.S. Mail

Send letters to us at the following address:

Texas Department of Motor Vehicles (TxDMV), 4000 Jackson Avenue, Austin, TX 78731

Please include:

- Your name and mailing address (telephone number/e-mail optional);
- A description of your comment or concern, including any background information or underlying facts; and
- The specific action or measure you are requesting of us.

Our Customer Service Liaison, Gerri Ries, may be reached by phone at 1-888-368-4689 or by email at [Gerri.Ries@TxDmv.gov](mailto:Gerri.Ries@TxDmv.gov).

## Completing Customer Satisfaction Survey

The Texas Department of Motor Vehicles is committed to continually improving the services provided to our customers. To assist us in receiving customer feedback, we encourage you to complete a short survey after any interaction with our department.

The survey is available at the following link: [www.surveymonkey.com/s/TxDmvsurvey](http://www.surveymonkey.com/s/TxDmvsurvey)

## Submitting a Customer Complaint

If you have concerns or a complaint about a TxDMV Division, program or Regional Service Center that has not been resolved to your satisfaction, contact the TxDMV as listed above. Please provide as much detail about the issue as you can, including date, time, the person you spoke with and any other important information.

All customer complaints and suggestions are tracked by the department in a database which stores and catalogs customer initiated complaints, compliments and suggestions received.

## Additional Information

For additional information about TxDMV:

- Please visit our website at <http://www.TxDmv.gov>
- Like us on Facebook at <http://www.facebook.com/TxDmv>
- Follow us on Twitter at <http://twitter.com/TxDmv>