



Automobile Burglary & Theft Prevention Authority

Board Meeting Austin, Texas

October 12, 2016



4000 Jackson Avenue
Austin, Texas 78731
www.txwatchyourcar.com



AUTOMOBILE BURGLARY AND THEFT PREVENTION AUTHORITY
OCTOBER 12, 2016 9:00 AM
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**AGENDA
BOARD MEETING
AUTOMOBILE BURGLARY AND THEFT PREVENTION AUTHORITY
4000 JACKSON AVE., BUILDING 1, LONE STAR ROOM
AUSTIN, TEXAS 78731
WEDNESDAY, OCTOBER 12, 2016
9:00 A.M.**

All agenda items are subject to possible discussion, questions, consideration, and action by the Board of the Automobile Burglary and Theft Prevention Authority (Board). Agenda item numbers are assigned for ease of reference only and do not necessarily reflect the order of their consideration by the Board. The Board reserves the right to discuss any items in executive session where authorized by the Open Meetings Act.

1. CALL TO ORDER

- A. Roll Call and Establishment of Quorum**
- B. Approval of May 18, 2016 Transcript as Minutes**
- C. Public Comment**
- D. Comments from Chairman and Board Members**
Commendations and Congratulations

2. DIRECTOR'S REPORT - Bryan Wilson (including designated staff)

Report on ABTPA-related activities identified by the Director as noteworthy, which may include reports on:

- A. Budget**
- B. Grant Activities and Analysis**
- C. Grant Adjustments**
- D. Education Programs and Marketing**
- E. Agency Operations**
 - 1. Insurance Auto Theft Fee Collection Update
 - 2. Grant Software Procurement Update
- F. Personnel Updates**
- G. Monitoring**
 - 1. Site Visits
 - 2. Monitoring Visits

3. BRIEFINGS AND ACTION ITEMS - Bryan Wilson (including designated staff)

- A. Consider Action on Insurance Refund Request**
American National Insurance Company (ANICO)
- B. Communication Strategy Training - Hub Vendor**
- C. Motor Vehicle Theft Investigator Training**
- D. Legislative Priorities**
 - 1. FY 2018-2019 Legislative Appropriations Request
 - 2. FY 2018-2019 Biennial Plan of Operation

E. FY 2018-2019 Grant Funding Issues

1. Strategic Plan Priorities
 - a. Biennial Application Subject to Terms and Funding Availability
 - b. Regional Allocations
 - c. Crime Analysts - Vehicle Identification and Case Trend Analysis
 - d. Focus on Pattern, Organized, and Economic Crime
 - e. Compleitive Versus Cooperative
 - f. Co-location
 - g. Prosecutorial Elements
2. Grant Process Timing Issues
 - a. Legislative Session
 - b. Local Budget Development Cycle

F. Consider ABTPA Board Committees, Board Charges, and Committee Member Appointments

4. EXECUTIVE SESSION

The Board may enter into closed session under one or more of the following provisions of the Texas Open Meetings Act, Government Code, Chapter 551:

- A. Section 551.071** - Consultation with and advice from legal counsel regarding:
1. pending or contemplated litigation, a settlement offer;
 2. a matter in which the duty of the attorney to the government body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Government Code, Chapter 551; or
 3. any item on this agenda.
- B. Section 551.074** - Personnel matters. Discussion relating to the appointment, employment, evaluation, reassignment, duties, discipline, and dismissal of personnel.
- C. Section 551.076** - Security devices or security audits:
1. the deployment, or specific occasions for implementation, of security personnel or devices; or
 2. a security audit.

5. ACTION ITEMS FROM EXECUTIVE SESSION

6. ADJOURNMENT

The Board will allow an open comment period to receive public comment on any agenda item or other matter that is under the jurisdiction of the Board. No action will be taken on matters that are not part of the agenda for the meeting. For subjects that are not otherwise part of the agenda for the meeting, Board members may respond in accordance with Government Code, Section 551.042 and consider the feasibility of placing the matter on the agenda for a future meeting.

Agenda items may be presented by the named presenters or other staff.

Pursuant to Sections 30.06 and 30.07, Penal Code (trespass by license holder with a concealed or openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a concealed handgun or a handgun that is carried openly.

Any individual with a disability who plans to attend this meeting and requires auxiliary aids or services should notify the department as far in advance as possible, but no less than two days in advance, so that appropriate arrangements can be made. Contact the Automobile Burglary and Theft Prevention Authority by telephone at (512) 465-4011.

I certify that I have reviewed this document and that it conforms to all applicable Texas Register filing requirements.

CERTIFYING OFFICIAL: David Richards, General Counsel, (512) 465-5665.



Board Agenda Item
Section 1. Call to Order Part A. Roll Call

NOTES:

	Chief Carlos Garcia, Board Chairman Law Enforcement Representative – Port of Brownsville Police Department
	Major Wynn Reynolds – Designee, Ex Officio Member Law Enforcement Representative – Texas Department of Public Safety
	Mr. Tommy Hansen – Board Member Law Enforcement Representative – Galveston County Sheriff’s Office
	Ms. Ashley Hunter – Board Member Insurance Representative – HM Risk Group
	Mr. Ken Ross – Board Member Insurance Representative – State Farm Insurance
	Ms. Linda Kinney – Board Member Consumer Representative – Hays County
	Mr. Armin Mizani – Board Member Consumer Representative – Mizani Law Firm



Board Agenda Item

Section 1. Call to Order Part B. Approval of Transcript as Minutes

NOTES:

ABTPA staff emailed the May 18, 2016 Board Meeting Transcript to all Board Members on October 03, 2016 for review.

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Commendations and Congratulations

Jerry Wright

We wish to give our appreciation to Ms. Margaret “Jerry” Wright who was appointed to the ABTPA Board by Governor Rick Perry in January 2008. She served on the board through May 2016. She was a Consumer Representative out of El Paso.

Jerry Wright is currently an Adjunct Instructor, Business Management Discipline, at El Paso Community College in El Paso, TX. Ms. Wright is the former board chair for the Professional Administrative Assistant Program (PAAP) Advisory Committee of El Paso Community College and serves on the board of the YMCA and Central Business Association. Wright is also a member of the International Association of Administrative Professionals (IAAP), UTEP Alumni Association, and OLLI. She received a bachelor’s degree from the University of Texas at El Paso and is a graduate of Leadership El Paso.

ACHIEVEMENTS

- *October 2005* YWCA Leadership Institute
- *November 2004* YWCA Reach Award recipient
- *December 1999* BBA – Bachelor of Business Administration-Management
University of Texas at El Paso, El Paso TX
- *August 1998* *Conquistador Award – City of El Paso*
- *May 1995* Leadership El Paso Graduate, Class XVII
- *May 1993* *Key to the City of El Paso*
- *December 1988* Associate of Applied Sciences-Secretarial Sciences
(AAS) El Paso Community College, El Paso, TX
- *May 1987* Certified Professional Secretary (CPS)

We were fortunate to have Ms. Wright serving the community and volunteering her time to help combat motor vehicle burglary and theft. We wish her well in her future endeavors and thank her for her years of service.



Automobile Burglary and Theft Prevention Authority

October 12, 2016

Congratulations

The ABTPA Board and staff would like to congratulate the following task force staff on their retirement. Thank you for your dedication, hard work and contributions you made to the Taskforces.

City of San Antonio Regional Auto Crimes Team – REACT

Detective Jamie Aleman

Detective Philipe Franzone

Detective Franzone entered the San Antonio Police Department in 1985 after serving four years as a USAF Security Forces Dog Trainer / Instructor. He served 30 years on the SAPD; in the patrol division to include the West Patrol, Tactical Deployment Team and Special Operations Unit. After being promoted to Detective, he served in the Youth Crimes Unit, Gang Intelligence Unit, Strip Unit, and Auto Theft /ReAct Unit. His other activities included; Small Business Owner – Alamo Sports Photography, President Hills at Sonterra HOA, Vice President Sonterra POA and Mentor – High School Athletes.

“The last 22 years as an Auto Theft Investigator was a very special time for me as I truly found my police home. On January 1st, 2016, I retired as a police officer on Friday and on Monday the 4th; I was hired by another great company, HEB, as a Loss Prevention Manager in Boerne. The transition to being a grocer has been a challenging and rewarding one. I continue to work with law enforcement and support the efforts of the SAPD and other law enforcement agencies in Texas.”

Travis County Sheriff’s Combined Automobile Theft Task Force

Janice Cohoon

Janice Cohoon worked for 8 years in the Travis County Auditor’s Office as a Grants Financial Analyst. Her specialty was Subrecipient Monitoring. Janice came to Travis County with prior grant experience from her work at Lutheran Social Services.

Tarrant County
Tarrant Regional Automobile Crimes Task Force

Janet Rodgers

City of Houston
Houston Automobile Crimes Task Force

Jerry Montgomery

On January 16, 1986, Lieutenant Jerry A. Montgomery joined the Houston Police Department as a member of Cadet Class #133, and embarked on a career that spanned over thirty years.

After graduating from the Academy on June 7, 1986 Officer Montgomery worked the Northeast Patrol Division and Accident Division. Upon his promotion to the rank of Sergeant on May 9, 1992, Sergeant Montgomery worked both the Jail and Northeast Divisions. He achieved the rank of Lieutenant on July 17, 2004 he was assigned to the Southeast Patrol Division. In March 2005, he transferred back to Northeast Patrol Division where he served another two years until July 14, 2007, when he transferred to the Auto Theft Division. Lieutenant Montgomery has served in the Auto Theft Division for the last nine years. As an Investigative Lieutenant, he has managed the Reactive and Pro-Active Investigative Squads and in August 2012, he took over the Houston Auto Crimes Task Force (H.A.C. T. F) Squad.

During his tenure with the department, Lieutenant Montgomery has been recognized with numerous letters of commendation and expressions of appreciation from former Mayor's, Chiefs of Police, supervisors and citizens. In June of 2014, Lieutenant Montgomery was recognized by the Auto Burglary & Theft Prevention Authority (A.B.T.P.A.) for his work and service while supervising the Houston Auto Crimes Task Force. Lieutenant Montgomery has earned the praise, recognition and respect of those who have worked and served with him.



Board Agenda Item
Section 2. Reports Part A. Director's Report

NOTES: Report on ABTPA – Related Activities identified by the Director as noteworthy, which may include reports on:

- A. Budget
- B. Grant Activities and Analysis
- C. Grant Adjustments
- D. Education Programs and Marketing
- E. Agency Operations
- F. Personnel Updates
- G. Monitoring



Board Agenda Item
Section 2. Reports Part A. Budget

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Budget

As of 9/30/2016

AY 2016						
ABTPA Category	Adjusted Budget	Expenditures	Projected Obligations and Encumbrances	Available Budget	% Available Budget	
Advertising and Promotion	\$ 115,267	\$ 15,167	\$ 90,651	\$ 9,449	8.2%	
All Other Operating	\$ 42,240	\$ 26,870	\$ 2,055	\$ 13,315	31.5%	
Consumable Supplies	\$ 1,350	\$ 994	-	\$ 356	26.4%	
Grants	\$ 14,245,699	\$ 8,210,632	\$ 5,952,192	\$ 82,875	0.6%	
Professional Fees & Services	\$ 149,133	\$ 106,776	\$ 37,960	\$ 4,397	2.9%	
Salaries and Personnel Costs	\$ 349,160	\$ 337,411	-	\$ 11,749	3.4%	
Travel	\$ 18,000	\$ 13,418	-	\$ 4,582	25.5%	
Grand Total	\$ 14,920,849	\$ 8,711,268	\$ 6,082,858	\$ 126,723	0.85%	

AY 2017						
ABTPA Category	Adjusted Budget	Expenditures	Projected Obligations and Encumbrances	Available Budget	% Available Budget	
Advertising and Promotion	\$ 600,000	\$ -	\$ 600,000	\$ -	0.0%	
All Other Operating	\$ 156,710	\$ 1,137	\$ 70,690	\$ 84,883	54.2%	
Consumable Supplies	\$ 2,500	\$ -	\$ 7	\$ 2,493	99.7%	
Grants	\$ 13,681,480	\$ -	\$ 12,562,745	\$ 1,118,735	8.2%	
Professional Fees & Services	\$ 110,137	\$ -	\$ 64,276	\$ 45,861	41.6%	
Salaries and Personnel Costs	\$ 352,022	\$ 29,120	\$ 322,902	\$ -	0.0%	
Travel	\$ 18,000	\$ 556	-	\$ 17,444	96.9%	
Grand Total	\$ 14,920,849	\$ 30,813	\$ 13,620,620	\$ 1,269,416	8.51%	



Board Agenda Item
Section 2. Reports Part B.
Grant Activities and Analysis

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Summary of Statewide FY 15/16 Statutory Requirements Reported by Grant Recipients

Reduce the Incidence of Motor Vehicle Theft			
Activity	FY 2015	FY 2016	Percentage Increase
Recovered Stolen Vehicle	8573	10155	18.45%
Cleared Motor Vehicle Theft Cases	9727	16712	71.81%
Persons Arrested Motor Vehicle Theft	2462	2901	17.83%
Reduce the Incidence of Burglary of a Motor Vehicle			
Activity	FY 2015	FY 2016	Percentage Increase
Cleared Motor Vehicle Burglary Cases	2453	4675	90.58%
Arrested Burglary of a Motor Vehicle	1162	1360	17.03%

- All 24 grantees submitted their performance report on time in FY 16
- Grantees met or exceeded the majority of their proposed program target goals and unique activities
- There is not a standard definition for some performance measures collected i.e. Collaboration and Assists
- Grantees are proactively reaching out to the community to collaborate in efforts to combat auto theft and burglary prevention programs
- Some examples of trends in motor vehicle theft this year are;
 - An increase in stolen motor vehicles being fraudulently sold on the internet, (Craigslist & Turo)
 - Rental car agencies are being targeted by auto theft rings using fraudulent credit cards to victimize businesses
 - Investigators continue to report high numbers of keys or spare keys that were left in the stolen vehicle, or vehicles left running
 - Vehicles stolen from car dealerships and auto auctions (typically the suspects obtain a key/keyfob to the vehicle.)
 - Reports of the theft of tires and tire packages from dealerships have appeared in San Antonio and East Texas

Automobile Burglary Theft Prevention Authority

October 12, 2016

Summary of FY16 Statutory Measures Reported by Grant Recipients

	FY15	FY16		FY15	FY16
<u>Austin</u>			<u>Eagle Pass</u>		
cleared motor vehicle burglary cases	0	166	cleared motor vehicle burglary cases	6	14
cleared motor vehicle theft cases	0	449	cleared motor vehicle theft cases	10	20
persons arrested for motor vehicle burglary	264	233	persons arrested for motor vehicle burglary	6	11
persons arrested for motor vehicle theft	434	521	persons arrested for motor vehicle theft	11	14
recovered stolen motor vehicles	1577	1627	recovered stolen motor vehicles	50	40
<u>Beaumont</u>			<u>El Paso</u>		
cleared motor vehicle burglary cases	22	98	cleared motor vehicle burglary cases	0	0
cleared motor vehicle theft cases	127	278	cleared motor vehicle theft cases	101	1039
persons arrested for motor vehicle burglary	15	13	persons arrested for motor vehicle burglary	11	194
persons arrested for motor vehicle theft	35	52	persons arrested for motor vehicle theft	8	166
recovered stolen motor vehicles	133	147	recovered stolen motor vehicles	47	642
<u>Brownsville</u>			<u>Galveston</u>		
cleared motor vehicle burglary cases	pending	293	cleared motor vehicle burglary cases	24	152
cleared motor vehicle theft cases	pending	87	cleared motor vehicle theft cases	94	206
persons arrested for motor vehicle burglary	179	178	persons arrested for motor vehicle burglary	11	6
persons arrested for motor vehicle theft	258	80	persons arrested for motor vehicle theft	18	56
recovered stolen motor vehicles	547	507	recovered stolen motor vehicles	86	165
<u>Burnet</u>			<u>Harris</u>		
cleared motor vehicle burglary cases	14	9	cleared motor vehicle burglary cases	767	2070
cleared motor vehicle theft cases	64	27	cleared motor vehicle theft cases	2049	5139
persons arrested for motor vehicle burglary	2	4	persons arrested for motor vehicle burglary	71	87
persons arrested for motor vehicle theft	3	44	persons arrested for motor vehicle theft	102	175
recovered stolen motor vehicles	89	17	recovered stolen motor vehicles	158	244
<u>Corpus Christi</u>			<u>Houston</u>		
cleared motor vehicle burglary cases	282	323	cleared motor vehicle burglary cases	435	677
cleared motor vehicle theft cases	253	303	cleared motor vehicle theft cases	660	878
persons arrested for motor vehicle burglary	92	79	persons arrested for motor vehicle burglary	45	11
persons arrested for motor vehicle theft	116	97	persons arrested for motor vehicle theft	192	174
recovered stolen motor vehicles	541	614	recovered stolen motor vehicles	431	508
<u>Dallas</u>			<u>Laredo</u>		
cleared motor vehicle burglary cases	6	7	cleared motor vehicle burglary cases	142	209
cleared motor vehicle theft cases	264	310	cleared motor vehicle theft cases	182	184
persons arrested for motor vehicle burglary	3	3	persons arrested for motor vehicle burglary	162	169
persons arrested for motor vehicle theft	114	107	persons arrested for motor vehicle theft	225	143
recovered stolen motor vehicles	531	329	recovered stolen motor vehicles	167	150
<u>Dallas County</u>			<u>Lubbock</u>		
cleared motor vehicle burglary cases	30	15	cleared motor vehicle burglary cases	0	1
cleared motor vehicle theft cases	1129	1047	cleared motor vehicle theft cases	0	74
persons arrested for motor vehicle burglary	28	12	persons arrested for motor vehicle burglary	1	3
persons arrested for motor vehicle theft	41	26	persons arrested for motor vehicle theft	19	66
recovered stolen motor vehicles	1051	1025	recovered stolen motor vehicles	140	187

Automobile Burglary Theft Prevention Authority

October 12, 2016

Summary of FY16 Statutory Measures Reported by Grant Recipients

	FY15	FY16		FY15	FY16
<u>Mansfield</u>			<u>San Antonio</u>		
cleared motor vehicle burglary cases	14	34	cleared motor vehicle burglary cases	0	0
cleared motor vehicle theft cases	122	169	cleared motor vehicle theft cases	2147	4042
persons arrested for motor vehicle burglary	15	27	persons arrested for motor vehicle burglary	0	0
persons arrested for motor vehicle theft	135	158	persons arrested for motor vehicle theft	308	473
recovered stolen motor vehicles	221	262	recovered stolen motor vehicles	704	1016
<u>Montgomery</u>			<u>Smith</u>		
cleared motor vehicle burglary cases	482	153	cleared motor vehicle burglary cases	0	2
cleared motor vehicle theft cases	700	506	cleared motor vehicle theft cases	278	376
persons arrested for motor vehicle burglary	109	108	persons arrested for motor vehicle burglary	8	7
persons arrested for motor vehicle theft	70	95	persons arrested for motor vehicle theft	99	62
recovered stolen motor vehicles	758	763	recovered stolen motor vehicles	249	290
<u>Paris</u>			<u>Tarrant</u>		
cleared motor vehicle burglary cases	78	94	cleared motor vehicle burglary cases	36	55
cleared motor vehicle theft cases	38	61	cleared motor vehicle theft cases	272	285
persons arrested for motor vehicle burglary	12	16	persons arrested for motor vehicle burglary	79	70
persons arrested for motor vehicle theft	23	32	persons arrested for motor vehicle theft	140	96
recovered stolen motor vehicles	63	71	recovered stolen motor vehicles	459	717
<u>Pasadena</u>			<u>Travis</u>		
cleared motor vehicle burglary cases	59	61	cleared motor vehicle burglary cases	23	184
cleared motor vehicle theft cases	109	110	cleared motor vehicle theft cases	1103	987
persons arrested for motor vehicle burglary	21	48	persons arrested for motor vehicle burglary	12	56
persons arrested for motor vehicle theft	37	44	persons arrested for motor vehicle theft	60	119
recovered stolen motor vehicles	107	135	recovered stolen motor vehicles	416	464
<u>Potter</u>			<u>Victoria</u>		
cleared motor vehicle burglary cases	0	20	cleared motor vehicle burglary cases	33	38
cleared motor vehicle theft cases	0	94	cleared motor vehicle theft cases	25	41
persons arrested for motor vehicle burglary	0	10	persons arrested for motor vehicle burglary	16	15
persons arrested for motor vehicle theft	0	76	persons arrested for motor vehicle theft	14	25
recovered stolen motor vehicles	0	210	recovered stolen motor vehicles	48	25



**Board Agenda Item
Section 2. Reports Part C.
Grant Adjustments**

Automobile Burglary and Theft Prevention Authority

October 12, 2016

FY 2016 Grantee Grant Adjustment Summary September 1, 2015 – August 31, 2016

Grantee	Type of Request	Description	Date	Amount
Montgomery	Budget	Purchase 1 truck	8/17/2016	\$18,166
Austin	Budget	Purchase 4 Micro Tracker- upgrade 9, 2 MS Tablets/Cases, Micro Tracker Srv., & Public Awareness material	8/17/2016	\$7,075
Travis	Budget	Purchase 2015 Truck, LBR system,, wireless scanners, monitors, uniforms & misc.	8/11/2016	\$77,332
Tarrant	Budget	Personnel		\$257,500
Tarrant	Budget	Use funds left from Janet to purchase vehicles in place of lease vehicles		\$47,545
San Antonio	Budget	Supplies & DOE increase	8/16/2016	\$44,965
Lubbock	Budget	Purchase 3 laptop computers		\$4,060
Dallas Co	Budget/Program	Cash Match Change requested resulting from loss of Desoto Officer		\$26,151
Tarrant	Budget/Program	IAATI Travel (Out of State Travel)	6/09/2016	\$3,000
Beaumont	Budget/Program	2 new vehicles & \$1718.95 PI to cover the difference of a truck purchased earlier in grant year	6/16/2016	\$16,605
Travis	Budget/Program	Program Change – Purchase LPR System	5/23/2016	\$13,750
San Antonio	Budget	Over Time	5/20/2016	\$29,816
Pasadena	Program	Out of state travel approval/Purchase of VIN etch kit	5/10/2016	\$6,000
Eagle Pass	Budget	For a trade-in to obtain a 2014 Ford Police Interceptor.	11/05/2015	\$3,427
Lubbock	Budget/Program	Purchase 2016 4x4 truck to recover stolen property left in rugged terrain.	11/07/2015	\$37,606
Corpus Christi	Program	Modify terminology related to “agency assist” goals	12/15/2015	N/A
Travis Co	Budget	Replace two 2007 vehicles - 2016 Chevrolet C 1500 4x4 (\$31,000) and equipment	1/07/2016	\$62,000
Laredo	Budget/Program	Purchase License Plate Reader (LPR) equipment for two vehicles	2/16/2016	\$31,412
Mansfield	Budget/Program	Purchase 1500 pickup truck/emergency equipment, mobile computer stand & docking station.	2/22/2016	\$32,452
Potter	Budget	PC software program and software for VIN etching	4/05/2016	\$9,703
Total				\$728,565

FY 16 Sept – Aug Total 20

FY 15 Sept – Aug Total 55



Board Agenda Item
Section 2. Reports Part D
Education Programs and Marketing

Automobile Burglary and Theft Prevention Authority

October 12, 2016

FY 16 Educational Program Activities Progress Report Summary

ACTIVITY	MEASURE	TARGET	ACTUAL
CONDUCT MEDIA OUTREACH, INCLUDING, PUBLIC SERVICE ANNOUNCEMENTS, PRESS RELEASES	Number of outreaches	428	603
OPERATE TRADE SHOW EXHIBITS/BOOTHES AT COMMUNITY EVENTS	Number of events	278	379
CONDUCT VEHICLE IDENTIFICATION NUMBER (VIN) ETCHINGS	Number of etching events	124	137
OPERATE VEHICLE DISPLAYS	Number of display events	456	571
PURCHASE ADVERTISEMENTS IN LOCAL OUTLETS	Number of advertisements purchased	25	42
WRITE ARTICLES FOR LOCAL PUBLICATIONS (E.G., NEIGHBORHOOD ASSOCIATION NEWSLETTERS)	Number of articles	59	90
CONDUCT VEHICLE REPORT CARD INITIATIVES.	Number of report cards issued	6,852	14,586
UTILIZE SOCIAL MEDIA OUTLETS	Number of postings in social media outlets	543	836
DEPLOY OUTDOOR PUBLIC NOTIFICATION SIGNAGE	Number of deployments	252	3,434

Automobile Burglary and Theft Prevention Authority

October 12, 2016

New Educational Material

PROTECT IT. IT'S YOURS.
NEVER UNLOCKED. NOTHING IN VIEW.
Auto Burglary & Theft Prevention Authority

FIVE TIPS TO AVOID AUTO CRIME

1. Hide your valuables from plain sight to avoid attracting thieves.
2. Lock your vehicle and take your keys. Approximately 50% of all vehicles stolen were left unlocked.
3. Never hide a second set of keys in or on your vehicle. Extra keys can easily be found by thieves.
4. Park in well-lighted areas and attended parking lots. More than half of all vehicle thefts occur at night and thieves tend to target unattended lots.
5. Never leave your vehicle running, even if you will only be away for a minute. Vehicles are commonly stolen at convenience stores, gas stations, ATMs, etc. Many vehicles are also stolen on cold mornings when the owner leaves the vehicle running to warm up. Leaving your key in an unattended motor vehicle is a crime in Texas.

Watch Your Car
TEXAS AUTO BURGLARY & THEFT PREVENTION AUTHORITY

For more information about preventing motor vehicle theft and/or burglary, visit <http://txwatchyourcar.com>.

If you would like to order additional copies of this brochure or related educational material, call 1-800-CAR-WATCH.

Texas Department of Motor Vehicles
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Revised 3/23/2016

PROTECT IT. IT'S YOURS.
NEVER UNLOCKED. NOTHING IN VIEW.
Auto Burglary & Theft Prevention Authority

5 SUGERENCIAS PARA EVITAR CRIMEN de AUTOMÓVIL

1. No deje objetos de valor a simple vista, así evitará atraer la atención de los ladrones.
2. Asegure su vehículo y lleve consigo sus llaves. Aproximadamente, el 50% de todos los vehículos robados no habían sido cerrados apropiadamente.
3. Nunca esconda un segundo par de llaves en o dentro de su vehículo. Los duplicados de llaves son encontrados fácilmente por los ladrones.
4. Estacionese en áreas bien iluminadas y en estacionamientos vigilados. Más de la mitad de los vehículos robados, fueron tomados de noche. Los asaltantes de vehículos suelen tener como objetivo los estacionamientos sin vigilancia.
5. Nunca deje su vehículo encendido, aún si sólo sea por un instante. Usualmente, los vehículos son tomados en bodegas, gasolineras, cajeros automáticos, etc. Además, muchos vehículos son robados en las mañanas frías cuando los propietarios dejan el vehículo encendido para calentarlo. Dejar su llave en un vehículo motorizado sin pasajeros es un crimen en Texas.

Vijila Tu Auto
LA AUTORIDAD PARA LA PREVENCIÓN DE FURTO DE AUTOMÓVIL DE TEXAS

Para obtener más información sobre la prevención del robo y / o asalto de vehículos motorizados, visite <http://txwatchyourcar.com>.

Si quisiera ordenar copias adicionales de este folleto o material educativo relacionado, llame al 1-800-CAR-WATCH.

Texas Department of Motor Vehicles
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Revised 3/23/2016

Texas Automobile Burglary and Theft Prevention Authority

Watch Your Car

Coloring & Activity Book

Texas Department of Motor Vehicles

ABTPA Staff refreshed the Coloring & Activity Book that was published in 2016 and will distribute up to 40,000 copies in preparation for the FY17 holiday season.

25 Sugerencias para evitar ser víctima de Crimen de automóviles

161010

1. No deje objetos de valor a simple vista, así evitará atraer la atención de los ladrones.
2. Asegure su vehículo y lleve consigo sus llaves. Aproximadamente, el 50% de todos los vehículos robados no habían sido cerrados apropiadamente.
3. Nunca esconda un segundo par de llaves en o dentro de su vehículo. Los duplicados de llaves son encontrados fácilmente por los ladrones.
4. Estacionese en áreas bien iluminadas y en estacionamientos vigilados. Más de la mitad de los vehículos robados, fueron tomados de noche. Los ladrones de vehículos prefieren robar en los estacionamientos sin vigilancia.
5. Nunca deje su vehículo encendido, aún si sólo sea por un instante. Usualmente, los vehículos son tomados en bodegas, gasolineras, cajeros automáticos, etc. Además, muchos vehículos son robados en las mañanas frías cuando los propietarios dejan el vehículo encendido para calentarlo. Dejar su llave en un vehículo motorizado sin pasajeros es un crimen en Texas.
6. Nunca deje documentos que contengan detalles personales importantes como el título del vehículo o la tarjeta del seguro dentro de su vehículo. Los ladrones pueden usarlos para vender el vehículo robado. Archive el título del vehículo y el recibo de registro en su casa u oficina y cargue la tarjeta del seguro en su bolso o cartera.
7. Estacionese con las llantas mirando hacia la acera y use sus frenos de emergencia, logrando así que su vehículo sea más difícil de remolcar. Asimismo, las llantas deben dejarse mirando hacia los estacionamientos.
8. Su vehículo es más vulnerable cuando se estaciona en el exterior de su vivienda. Si cuenta con una cochera, úsela. Asegure la cochera así como las puertas de su vehículo.
9. **Desconecte su vehículo cuando no lo use por un periodo largo de tiempo.** Retire el fusible electrónico de ignición, bobina de alambre o rotor del distribuidor o desactive su vehículo en cada ocasión que crea que los ladrones puedan tener mayor acceso al mismo.
10. **Grabe su Número de Identificación Vehicular (VIN por sus siglas en inglés) o su número de identificación personal en los accesorios y partes costosas.** Las partes / los vehículos robados pueden rastrearse con mayor facilidad si se ha grabado el número de VIN en sus ventanas, partes principales y accesorios costosos.
11. Haga instalar un interruptor de encendido y de apagado de combustible por personal calificado. Los interruptores de apagado de combustible pueden usarse para detener el arranque de los vehículos. Éstos cortan el flujo de combustible cuando el interruptor está apagado.
12. Coloque aparatos de seguridad en el interior de su vehículo. Los seguros visibles para el volante evitan que éste pueda usarse adecuadamente al encender el vehículo. Los seguros de combustible o de los pedales de freno desactivan las funciones del freno y del combustible. Los seguros de la caja de cambios evitan el uso de la misma al asegurarla en una sola posición. Los seguros de las llantas / neumáticos evitan que el vehículo pueda moverse. Los seguros del capó del auto evitan que los asaltantes puedan acceder al sistema de seguridad y a la batería del vehículo. Un collarín blindado alrededor de la columna del volante protege la columna y la ignición.
13. Coloque sistemas de alarma en su vehículo. Las alarmas emiten advertencias sonoras fuertes cuando la puerta o la cajuela se abren. Los sensores opcionales incluyen ruptura de vidrios, manipulación de moción

y remolque. También se recomiendan los botones de emergencia, baterías de repuesto, luces de estacionamiento o faros parpadeantes y el desactivado automático del motor.

14. Coloque un rastreador vehicular, el cual, usualmente, es un dispositivo silencioso que puede esconderse dentro del vehículo para que transmita una señal que permita el rastreo de la ubicación del vehículo.

COMPRA DE VEHÍCULOS USADOS

15. **Sospeche** de cualquier trato que le parezca “demasiado bueno para ser cierto”. Investigue cuidadosamente y usando fuentes de información confiables para investigar el vehículo.
16. Use recursos en línea para verificar el historial del vehículo usando el número de VIN. La información y los enlaces de estas páginas web se encuentran en TxDMV.org. Además, puede visitar NICB.org (Oficina Nacional de Crímenes contra Seguros) para asegurarse que el vehículo no haya sido robado, inundado ni que se encuentre en calidad de “no reparable”. La información que encuentre puede afectar el valor del vehículo y puede informarle si ha sido clasificado como “no seguro” para ser usado en autopistas. Recuerde que los vehículos no asegurados o los vehículos robados en otros países no aparecerán en estas bases de datos. Por eso debe ser cuidadoso.
17. **Credibilidad del Vendedor.** Solicítele al vendedor sus referencias sobre su pasado financiera y el seguro del vehículo. Verifique la información con el banco, compañía de financiamiento o agente. Sea cuidadoso con vendedores sin dirección, lugar de empleo o número telefónico fijos. Solicite ver la licencia de conducir del vendedor o una tarjeta de identificación legal.
18. Cuando le compre a una persona privada, solicítele ver el título del vehículo para verificar la identidad del vendedor (nombre y dirección) con la información del título.
19. Pregúntele al vendedor si el registro fue emitido recientemente en un vehículo más antiguo. Sea cauto con las placas nuevas en un vehículo usado o sobre los tornillos de placas nuevas en placas antiguas.
20. La placa con el número de VIN en el tablero del automóvil debe estar presente, asegurada y el remache no debe estar flojo. La placa con el número VIN debe tener los remaches de “roseta” de acero inoxidable originales con un agujero en el medio. El número de VIN en el tablero debe coincidir con el número de VIN del registro, del título y con la calcomanía federal de inspección de seguridad pegada en la puerta del conductor. Si la placa con el número VIN está rayada, doblada o no tiene los remaches, puede que se haya suscitado una alteración.
21. Asegúrese que la calcomanía federal de seguridad, ubicada en la puerta del conductor o en el poste de la puerta esté colocada de forma segura y que no dé la impresión que algunos de sus números hayan sido alterado.
22. Tenga cuidado de los tableros flojos o de los interruptores de ignición excesivamente flojos, porque cualquiera de ellos es indicio de manipulación. Revise el interruptor para detectar marcas de tirones o cinceles (marcas de cincel).
23. Tenga cuidado si nota pintura fresca en vehículos más nuevos. Esto puede indicar el intento de esconder el historial del vehículo.
24. Revise la documentación de inspección y la calcomanía de registro para asegurarse que sean recientes y que estén emitidas en el mismo estado.
25. Si el vendedor le entrega únicamente copias de las llaves para un vehículo de modelo más reciente en lugar de los originales, tenga cuidado.

Para obtener más información sobre la prevención del robo y / o asalto de vehículos motorizados, visite <http://txwatchyourcar.com>. Si quisiera ordenar copias adicionales de este folleto o material educativo relacionado, llame al 1-800-CAR-WATCH.



**Board Agenda Item
Section 2. Reports Part E
Agency Operations**



Board Agenda Item
Section 2. Reports Part E
Agency Operations

1. Insurance Auto Theft Fee Collection Update

Automobile Burglary and Theft Prevention Authority
October 12, 2016

Insurance Collection Letter



TEXAS COMPTROLLER OF PUBLIC ACCOUNTS

P.O. Box 13528 • Austin, TX 78711-3528

X-----X

DATABASE

X-----X
X-----X
X-----X
X-----X
X-----X

COPY

RE: Insurance Tax Report and Payment

Dear Taxpayer:

A review of our records shows that your X-----X report has not been filed. This is a reminder that this report and any taxes due under that report were due on X-----X.

State law requires that reports be filed even if no taxes are due.

Please file the delinquent report along with any taxes, penalty and interest due, if any, immediately to avoid further collection action by this office.

If you need another copy of the report, or if you need assistance in completing the report, please call (800) 252-1387 or (512) 463-4600.

Taxpayer number: X-----X

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Insurance Collection Letter



Date:

«TP_NAME»

«ADDRESS»

«CITY», «STATE», «ZIP»«ZIP__4»

Taxpayer ID number: «TP_NUM»

RE: Request to File the Texas Automobile Burglary and Theft Prevention Authority (ABTPA)
Assessment Forms

Dear «TP_NAME»:

Please file the Texas ABTPA Assessment Forms and pay the assessment required under state law. A review of our records shows that you are licensed to sell motor vehicle insurance and have not filed the ABTPA Assessment, forms 25-106 or 25-107 with the Texas Comptroller of Public Accounts (CPA). Payment is required under Texas Revised Civil Statutes Article 4413 (37), §10.

State law requires that reports be filed, even if no amounts are actually due. Filing is required by any company licensed to write any form of motor vehicle insurance in Texas. Furthermore, state law requires the notification of the State Board of Insurance of any insurer that fails to pay the fees required by this section, and the board may for that reason revoke the insurer's certificate of authority (VTCS 4413(37)§10d).

To avoid further enforcement and/or collection activity, please immediately file any delinquent report(s) along with any assessments due.

If you have questions regarding the insurance tax or need assistance in completing the report, please call (800) 252-1387. The reporting form can be found and filed online at <http://www.cpa.state.tx.us/forms/>. Type in 25-106 or 25-107 under Forms Search. If you have questions regarding the assessment, please call (512) 465-1485 or email askabtpa@txdmv.gov.

Sincerely,

Bryan E. Wilson

Automobile Burglary and Theft Prevention Authority

October 12, 2016

ABTPA Fee Assessment

Insurance Company Compliance Discovery Process

- 1) At the May 18th 2016 ABTPA Board meeting the Board Authorized the Director of ABTPA Director so that he can notify insurance companies they have not paid the ABTPA fee.
- 2) ABTPA Discussed Reports with Texas Department of Insurance.
 - a. TDI Collects data from all motor vehicle insurers called Vehicles-in-Force
 - b. Based on conversations this report correlates partially to the ABTPA assessment requirement
 - c. TDI has declined to provide the report without formal action or Open Records Request
 - d. Continuing discussion with General Counsel assistance
- 3) The Comptroller of Public Accounts provided a report that list the motor vehicle premium tax paid by Insurance companies.
 - a. Staff compared Reported Taxable Auto Insurance Premiums from form 25-102-Line 3 (next page) and MV (motor vehicle) years reported under the ABTPA forms 25-106 & 25-107;
 - b. Staff discovered 41 companies are reporting blank (or zero) MV years with a total of over \$85 million in reported premiums;
 - c. Staff noted companies who are reporting up to \$168,956 average premium per MV Year;
 - d. Additionally, staff found documentation that 29 companies over or under paid the comptroller, for their 2015 fees as reported.
- 4) ABTPA staff requested and received confirmation of noncompliance letters being sent by comptroller.
- 5) ABTPA Received list of 113 auto insurance companies who had not filed 2015 ABTPA reports from Comptroller.
- 6) The Comptroller sent a second reminder, and 10 companies filed within the next 25 days.
- 7) ABTPA Received a second list showing an additional 54 companies who, as of 2015 no longer provide auto insurance in Texas, but have not filed in prior periods, when they were selling auto insurance in Texas. Staff has determined that some of these companies are out of business or are in bankruptcy.
- 8) ABTPA Director drafted and sent non-compliance letters to current 2015 non-filers.



Texas Annual Insurance Maintenance, Assessment and Retaliatory Report

(For Licensed Insurance Companies and Miscellaneous Organizations)

a. T Code 72100

* A report must be filed even if no tax is due.

c. Taxpayer number

d. Filing period
YEAR ENDING

f. Due date

g. Taxpayer name and report mailing address (Make any necessary name and report address changes below)

g.

h. IMPORTANT

Blacken this box if your mailing address has changed. Show changes beside the preprinted information.

1.

- Do not write in shaded areas.
- TYPE or PRINT.
- See instructions, Form 25-300.

* Taxable premiums are gross premiums minus dividends.		COLUMN A TAXABLE PREMIUMS (Whole dollars only)	COLUMN B TAX RATE	COLUMN C - AMOUNT DUE (Multiply Column A by Column B)
1. Fire and allied (Ch. 252)	1a. <input type="checkbox"/>	.00		1c. _____
2. Casualty and fidelity (Ch. 253)	2a. <input type="checkbox"/>	.00		2c. _____
3. Motor vehicle (Ch. 254)	3a. <input type="checkbox"/>	.00		3c. _____
4. Workers' Compensation (Ch. 255 & Texas Labor Code, Sec. 407A.302)	4a. <input type="checkbox"/>	.00		4c. _____
5. DWC / OIEC (Secs. 403.002, 403.003, & 407A.301)	5a. <input type="checkbox"/>	.00		5c. _____
6. Workers' Compensation Research (Texas Labor Code, Sec. 405.003)	6a. <input type="checkbox"/>	.00		6c. _____
7. Accident and health (Ch. 257)	7a. <input type="checkbox"/>	.00		7c. _____
8. Life and annuity (Ch. 257)	8a. <input type="checkbox"/>	.00		8c. _____
9. Local mutual aid association (Ch. 257)	9a. <input type="checkbox"/>	.00		9c. _____
10. Non-profit legal services corporation (Revenues) (Ch. 280)	10a. <input type="checkbox"/>	.00		10c. _____
11. Title company (Ch. 271)	11a. <input type="checkbox"/>	.00		11c. _____
12. TPA (Fees) (Ch. 259)	12a. <input type="checkbox"/>	.00		12c. _____

Item 3 - Motor Vehicle (Chapter 254, TIC) - Enter the total premiums reported on Lines 19.1 through 19.4, 21.1 and 21.2 of NAIC Annual Statement, State Page, Column 1 less Column 3. Vendor's single interest physical damage premiums are included on Line 21.1.

Automobile Burglary and Theft Prevention Authority **October 12, 2016**

Insurance Companies Support Motor Vehicle Burglary and Theft Prevention (Draft Article)

With nearly one billion dollars of losses incurred because of motor vehicle burglary and theft in Texas, insurers are at the forefront of the state's efforts to combat motor vehicle thieves. One way that insurers and consumers fight is through the work of the Texas Automobile Burglary and Theft Prevention Authority (ABTPA). Originally established by the 72nd Texas Legislature in 1991 as the Texas Automobile Theft Prevention Authority, ABTPA was the first statewide effort to reduce auto theft.

ABTPA awards grants to law enforcement agencies and other organizations to investigate motor vehicle crime and to raise public awareness about preventing motor vehicle crime. By fostering a statewide cooperative network of law enforcement agencies, prosecutors, insurance industry representatives, local tax assessors-collectors, and concerned citizens, ABTPA has helped to reduce motor vehicle theft and burglary in Texas. The funds to provide its grant awards are generated from the ABTPA fee assessment of two dollars (\$2) on every motor vehicle insurance policy in Texas. Under Texas Revised Civil Statutes Article 4413 (37), §10 all insurers are required by law to "... pay to the authority a fee equal to \$2 multiplied by the total number of motor vehicle years of insurance for insurance policies delivered, issued for delivery, or renewed by the insurer."

The ABTPA fees are reported and paid on Texas Insurance Tax Forms 25-106, Automobile Burglary and Theft Prevention Authority Assessment Report and/or 25-107, Automobile Burglary and Theft Prevention Authority Assessment Semi-Annual Payment Worksheet. This fee is paid by the company, but insurers may recoup the fee from policyholders as authorized by Department of Insurance administrative rule (see 28 TAC Section 5.205).

Insurance companies that have not filed or paid the fee are encouraged to comply with state law. If a company is licensed to sell motor vehicle insurance but does not have motor vehicle premiums, it is required to file anyway. All companies that issue insurance policies for motor vehicles in Texas must file the annual Insurance Maintenance Report (form 25-102). ABTPA is now cross referencing the instances when motor vehicle premiums are reported against the instances when the ABTPA fee is paid. The law requires the authority to notify the State Board of Insurance of any insurer that fails to pay the ABTPA fee required which may lead the insurance board to revoke the insurer's certificate of authority.

Paying the ABPTA fee helps to stop motor vehicle burglary and theft!

Contact the Comptroller of Public Accounts for assistance with form completion, WebFile, or if you have any questions regarding insurance taxes, by calling 1-800-252-1387 or the CPA website address www.window.state.tx.us. All requests for information, other than form completion, should be referred to the Automobile Burglary and Theft Prevention Authority at AskABTPA@txdmv.gov or call 512-465-1485.



Board Agenda Item
Section 2. Reports Part E
Agency Operations

2. Grant Software Procurement Update

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Grant Software Procurement Update

Update:

February 19, 2016	Statement of Work (SOW) sent to TxDMV Finance. Requisition created for Texas A&M University (TAMU) to support Grant Tracking & Reporting System
March 1, 2016	SOW sent to TAMU for review
March 4, 2016	TAMU responded that they did not have capability to support project within our guidelines. Requisition was cancelled.
May 18, 2016	ABTPA board authorized staff to issue a request for offers to purchase an existing system
May 19, 2016	Requisition sent to TxDMV for procurement of system
July 7, 2016	Requisition approved by TxDMV purchasing
October 11, 2016	Statement of Work finalized by TxDMV purchasing
October 14, 2016	Submit statement of work to the Department of Information Resources

I. Name of Organization

Automobile Burglary and Theft Prevention Authority

II. Purpose

The objective of this Request for Offer is to secure a grant management web application and deliverable based services for the Texas Department of Motor Vehicles (TxDMV), Automobile Burglary and Theft Prevention Authority's (ABTPA). These services will include grant submission, grant scoring, progress and expenditure report submission, payment tracking, and summary and detailed report generation modules.

III. Background

TxDMV, ABTPA needs a management system to compliment the business model.

IV. Scope of Work

The work includes procuring a system to manage grant process. The system must be tested, hosted and deployed in an existing web-based portal with little to no customization providing most items identified in support of TxDMV, ABTPA processes. The scope of this project also includes the necessary training and support required for TxDMV, ABTPA.

The deliverables are as follows:

1. Web Based Portal
2. Basic Application and Goals/Strategies/Activities
3. Application Submittal Signature Box
4. Application Scoring and Comment
5. Application Negotiation and Modification
6. Grant Approval and Acceptance
7. Grant Modification/Adjustments Requests Submission and Approval
8. Document Upload Capabilities
9. Create Reports from Grantees
10. Creation of ABTPA Staff and Board Reports Section
11. Expenditure Report
12. Creation of Program Income and Other Revenue/Expense Tracker
13. Compliance Section
14. Creation of "Grant Close Out" Section
15. Creation of grantee specific "Inventory Report" and "Equipment Disposition" Requests
16. Call log notes feature
17. Public Access Website Feature
18. Training
19. Administrative Manual
20. Maintenance and evergreening
21. On-going Maintenance and support, software, mainframe (includes help desk for grantees and staff)
22. Cost estimate for cloud based hosting services

Automobile Burglary Theft Prevention Authority

October 12, 2016

Grant Management System Acquisition

ABTPA submitted a revised statement of work (SOW) for a new Grant Management System on September 23, 2016 to the purchasing section (purchasing) at TxDMV.

Purchasing has determined that the class for this procurement will be Class Code 920 - Data Processing, Computer, Programming, and Software Services. As of September 1, 2015, the passage of Senate Bill 20 created Texas Government Code, Section 2157.0685 which requires that this SOW undergo additional processing by DIR.

Since current DIR contracts are available which meet the class of the procurement, purchasing has been revising the SOW to match the DIR template for submission into the DIR portal for their review. It is anticipated that the revisions will be completed no later than Friday, October 14, 2016 with submission into the DIR portal shortly after completion.

- DIR will review the SOW and consult with the agency as necessary to ensure the scope of the SOW aligns with the DIR contract being solicited.
- DIR has 30 business days to complete the review.
- Once the review is complete, the SOW will be solicited to the vendors with DIR contracts matching the class of the procurement for a minimum of 14 calendar days.
- Once responses are received, they will be evaluated and negotiated as required. Typical number of responses received and range from as little as 2 to over 15. The evaluation and negotiation phase may take as little as a week if less than 3 responses are received or it may take 90 days or more if more than 12 are received.
- Once an agreement is made, the final version of the SOW will be returned to DIR for final review to ensure that the final SOW is still within the original scope of the DIR contract. Typically this review process is 3 business days.
- Once the final SOW is approved by DIR, we will issue a purchase order to the vendor and work may begin. Typically the purchase order may be issued the business day after DIR approval is received.



Board Agenda Item
Section 2. Reports Part F.
Personnel Updates

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Agency Operations

ABTPA Staff Presentations

Staff presented at the National Insurance Crime Bureau (NICB) Auto Theft Training Course in Carrollton on September 15-17, 2015.

Staff presented at the NICB Auto Theft Training Course in Galveston on February 26, 2016.

Staff presented at the NICB Auto Theft Training Course in Beaumont on March 24, 2016.

Staff presented at the NICB Auto Theft Training Course in Lubbock on May 4, 2016.

Staff presented at the NICB Auto Theft Training Course in San Antonio on June 2, 2016.

ABTPA Staff Training

Public Information Act Legislative Update in Austin on September 29, 2015.

Comptroller of Public Accounts Basic Public Purchasing in Austin on December 10, 2015.

State Auditor's Office Uniform Administrative Requirements and Auditing of Federal Grants in Austin on May 3, 2016.

Public Information Act Legislative Update in Austin on May 11, 2016.

Staff attended Comptroller of Public Accounts Travel Training course in Austin from July 6-7, 2016.

Staff attended the International Association of Auto Theft Investigators annual training conference in Murfreesboro, TN from August 7-12, 2016.

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Personnel Updates

Joshua Hernandez was the FY16 summer intern who worked as a Program Specialist for ABTPA from June to August. During his time with ABTPA Josh compiled and reviewed data, also creating graphs and charts to help staff analyze the data that has been collected from grant recipients. Information that he gathered was used to create summaries pertaining to employment within the task forces and to find trends in motor vehicle burglary and theft. He worked on projects dealing with grant allocation eligibility and a vehicle expenditure summary. He was able to transfer some older media into digital formats. Josh was also able to compile information to be used in the forthcoming Plan of Operations.

Josh was a valuable employee in the time he was here and helped get us started on several pending projects. He was a reliable member of our small team and we wish him the best of luck in working towards his construction engineering degree.

Josh was asked to give an analysis of his internship and he wrote:

Analysis of the Internship

“As an intern for the Automobile Burglary and Theft Prevention Authority I worked on projects that were assigned to me by all employees of the division. I worked on projects both by myself and with the help and guidance of co-workers. I used Excel quite a bit when compiling and reviewing data and creating graphs and charts. The information I gathered through Excel and supporting documents were used to create summaries pertaining to employment within auto task forces under the grant. I used statistics given to me on multiple occasions to find a trend in automobile theft and burglary. A couple of the smaller projects included grant allocation eligibility and a vehicle expenditure summary. I assisted the administrative assistant, Mary Menoskey, with a few projects regarding inventory and transferring some physical items into a digital copy that I entered into the computer. The latest project I worked on was updating the end-of-year Plan of Operation and implementing my work where I could.

I have learned just as much as I worked. Through the projects I have done and the people I have worked with, I have learned what professionalism, cooperation, and efficient communication is. The ABTPA provided a healthy work environment where work was done properly and accordingly. I learned how to ask questions when there was something I did not know, and I also learned how to provide input in discussions where I felt my knowledge would be helpful. From working at the DMV, I have realized the importance of the work that not only the ABTPA does, but the entire agency. The professional work environment of the division has taught me about maturity and about taking responsibility for completing work in a timely manner.

If I were to give a few recommendations for bettering the internship position of ABTPA I would say to assign projects more frequently and provide due dates, ensuring a consistent work effort and utilizing as much help as possible. I would also recommend clearly explaining the process of distributing grants and abiding by contracts before the intern begins work, only because I was very confused of the process and the terms that were being used at the beginning of my internship. Overall, the internship was a great learning experience with such kind and hard-working people. “



Board Agenda Item
Section 2. Reports Part G.
Monitoring

Automobile Burglary and Theft Prevention Authority

October 12, 2016

**FY2016 Site/Monitoring Visit Activity and General Findings
October 12, 2016**

Grantee Visit Status

Full Monitoring visits Conducted:

Burnet	Sept 2016	Report Pending
Dallas County	Sept 2016	Final Review
Houston	June 2016	Report sent
Mansfield	June 2016	Action Plan Received
Pasadena	June 2016	Action Plan Received

Site Visits Completed:

Brownsville	April 2016
Corpus Christi	April 2016
Lubbock	May 2016
San Antonio	April 2016
Smith	Sept 2016
Tarrant	June 2016

General Observations on Things That Are Done Well:

- I) Use of crime graphics showing high crime areas, and relationships between criminals.**
- II) Grantees use trackers and video surveillance to support their activities**
- III) Goals and progress toward attainment is often posted or reviewed with staff weekly**
- IV) Evidence of thorough investigations being conducted**
- V) Most activities selected by grantees for their Goals, Strategies and Activities have been exceeded**

In General Items That Need Improvement:

- I) Finance and Taskforces have inadequate communication leading to:
 - a) Several jurisdiction have not attributed match in accordance with Grant Agreement leading to inaccurate payments and match percentages.**
 - b) Time allocations between grant activities and non-grant activities are not being appropriately documented and certified as required by UGMS. Leading to over-billing of personnel costs to the grants.****

- c) **Program Income is not being handled in accordance with grant requirements:**
 - 1) **DA agreements not found or not being followed**
 - 2) **Counties inappropriately retaining PI funds earned by Grant funded activities**
 - 3) **Personnel are not aware of PI / Accounting requirements leading to un-allowed /unapproved expenditures and unauthorized waiver of collection of PI funds.**
- d) **Taskforce inventory records do not match local jurisdiction records and contain**
 - 1) **inaccurate asset / serial numbers**
 - 2) **missing grant funding percentages**
 - 3) **missing /obsolete/ damaged items**

II) Taskforces conduct investigation and police on activities other than motor vehicle burglary and theft cases.

III) Some jurisdictions have not developed written definitions of report activities. They lack standard definitions resulting in an inability to compare or consolidate in a meaningful way within and without their own agencies (e.g. “Assist” and “Collaborate”)

Specific Monitoring Visit Additional Items:

- **In some jurisdiction match was not accounted for separately on their ledger resulting in manipulation of records used for expenditure reporting.**
- **Some jurisdictions did not have written or clear internal controls:**
 - **for purchasing**
 - **68A collection procedures**
 - **Program Income**
- **Some jurisdictions have failed to properly balance, tie out and foot their reports**
- **Not all grant related expenses (ABTPA direct and Match) are being reported on the grant expenditure report**
- **Some agencies have duplicated or improperly attributed expenses**



Board Agenda Item

Section 3. Briefings and Action Items **Part A.** Consider Action on Insurance Refund Request



Texas Automobile Burglary & Theft Prevention Authority Assessment Fees Refund Worksheet

Company Name: American National Insurance Company

Address: 2450 South Shore Blvd, Suite 502

City & State: League City, TX Zip: 77573

Date Requesting Refund: 8/25/2015

Insurance Period(s) covered 1/1/2010-12/31/2012

Amount of Refund requested: \$391,907

Original Payment verified by CPA-Brogan

Signed Amended Filing Dated 9/24/2015

Original Filing Received - Various

In compliance with ABTPA rule, Title 43 Administrative Texas Code §57.51, the authority will utilize the information submitted below to assist in making determination and recommendation for refunding assessment.

Summary Information for Issued Policies		Original Amount Paid	Amended Amount Due	Refund Requested
Term Limit	Actual Number of Vehicle Years Written			
1 Year	_____			
6 Months	_____			
30 Day	270,589	\$705,036	\$313,129	\$391,907
Total Amount of Assessment		\$705,036	\$313,129	\$391,907

Provided written summary information for the submission request of funds being refunded. Include time frame for submission of original request, amount of submission. PROVIDED, ATTACHED

Approve

Deny

ABTPA Staff Auditor Review

[Signature] 10/5/16

ABTPA Director Recommendation

[Signature] 10/5/16

ABTPA Board Resolution
Date

Date Forwarded to CMP

Amendment to Original Request

From: Delgado, Charlie <Charlie.Delgado@ANICO.com>
Sent: Thursday, September 24, 2015 8:55 PM
To: Wilson, Bryan; mandy@mandybalch.com
Cc: Price, Daniel; Matthys, Barbara; Lisa Davis (Lisa.Davis@cpa.texas.gov); Richards, David
Subject: RE: Teleconference Meeting today 1:00 PM About ANICO Refund Request
Attachments: 20150924161058190.pdf

Dear Mr. Wilson:

Per our conference call today, please see the attached revised package for both 2012 reporting periods and revised table with more descriptive column headings. The amounts shown on this table are for the MGA that was selling the monthly policies only. After further review of the 2012 2nd filing numbers, there was a typo in the table as the amounts should have matched to the August 1, 2013 letter sent to Mr. Caldwell. I apologize for this as I was not feeling well when I put this together on the 17th.

In addition, there was a mathematical error in the summation of the 2010 1st filing through the 2012 1st filing, and this change has caused the total amount of the refund to increase to \$391,907. As a result, we respectfully ask to change our request for a refund to \$391,907 instead of the originally requested \$380,733. If you have any further questions, please contact Mandy at 512-415-8588. I am working from home on Friday and my cell phone number is 832-264-8019, if you cannot contact Mandy.

	CID Only Originally filed Assessment fees for MGA in error	CID Revised Assessment fees for MGA in error	ANICO refund requested
2010 1st filing	35,778	8,596	27,182
2010 2nd filing	40,193	8,601	31,592
2011 1st filing	57,875	14,519	43,356
2011 2nd filing	154,232	31,773	122,459
2012 1st filing	206,052	38,734	167,318
2012 2nd filing	210,906	33,658	177,248
2012 2nd filing refund			(177,248)

Amount requested as refund

\$391,907

Thanks,

Charlie Delgado

AVP – CID Credit Insurance Finance and Risk Management

Direct: 281-535-7432 | Fax: 409-766-2908 | Toll Free: 800-899-6502, Ext. 7432

From: Wilson, Bryan [mailto:Bryan.Wilson@txdmv.gov]

Sent: Thursday, September 24, 2015 10:53 AM

To: Delgado, Charlie; mandy@mandybalch.com

Cc: Price, Daniel (Contractor); Matthys, Barbara; Lisa Davis (Lisa.Davis@cpa.texas.gov); Richards, David
Subject: Teleconference Meeting today 1:00 PM About ANICO Refund Request

Thank you for agreeing to meet with us at 1:00 today. I have copied Lisa Davis and David Richards just in case they have time to join us in clarifying a couple of issues related to the refunds request.

- We were missing the amended return for 2nd half 2012. We see the total reduced by the previous refund amount but the cover letter and the refunds do not match. Please forward the amended return or provide an explanation with documentation.
- The amount shown as "Originally filed Assessment fees" on your letter of 9/17/2015 does not match the monies paid on Web File at the time the original return was filed. Can you explain why your records differ from what the Comptroller records show on the assessment summary you provided?

Conference Call Dial instructions:

Thu, Sep 24, 2015 1:00 PM - 1:30 PM Central Daylight Time

- Dial in using your phone.
United States +1 (408) 650-3123
Access Code: 765-482-197

Respectfully,

BW

BRYAN E. WILSON

ABTPA Director

4000 Jackson Avenue

Austin, Texas 78731

Phone: (512) 465-4012

Cell: (512) 431-3489

Fax: (512) 465-3775



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Original Request from ANICO

AMERICAN NATIONAL INSURANCE COMPANY

CHARLIE DELGADO, ASSISTANT VICE PRESIDENT, CREDIT INSURANCE FINANCIAL AND RISK MANAGEMENT
2450 SOUTH SHORE BLVD., SUITE 502, LEAGUE CITY, TX 77573
Bus: (281) 535-7432

August 25, 2015

Bryan Wilson
Director
Automobile Burglary & Theft Prevention Authority
4000 Jackson Ave
Austin, TX 78731



Dear Mr. Wilson:

Pursuant to the passage of House Bill No. 2424 in the 2015 Legislative Session that becomes effective September 1, 2015, I would like to file for a refund on-behalf of American National County Mutual Insurance Company (ANCMIC) in the amount of \$380,733.00 from 2010-2012 as shown in the schedule below. The refund was previously requested and denied between Jan 1, 2010 and Sep 1, 2015 based solely on failure to meet the now defunct six month limitation. These fees were not passed on to the borrowers but were paid by ANCMIC. On October 14, 2013, the ABTPA Board granted a refund of \$177,248.00 for the 2nd payment of 2012 as it was with the six month limitation rule, leaving the remaining portion of the overpayment in the amount of \$380,733.00 not yet refunded.

	Originally filed Assessment fees	Revised Assessment fees	ANICO refund requested
2010 1st filing	35,778	8,596	27,182
2010 2nd filing	40,193	8,601	31,592
2011 1st filing	57,875	14,519	43,356
2011 2nd filing	154,232	31,773	122,459
2012 1st filing	206,052	38,734	167,318
2012 2nd filing	210,906	44,832	166,074
2012 2nd filing refund			(177,248)
Amount requested as refund			\$ 380,733

Attached you will find all prior correspondence with the Automobile Burglary and Theft Prevention Authority (ABTPA) and Texas Comptroller's office dating back to August 2013. If you have any additional questions please feel free to contact me. Thank you for your attention to this matter.

Best regards,

Charlie Delgado

CD/cd



October 20, 2015

ABTPA Board Members

Chief Carlos Garcia
Chair
Law Enforcement Representative
Brownsville, Texas

Jerry Wright
Consumer Representative
El Paso, Texas

Linda Kinney
Consumer Representative
Dripping Springs, Texas

Ken Ross
Insurance Representative
State Farm Insurance
Houston, Texas

Ashley Hunter
Insurance Representative
HM Risk Group
Austin, Texas

Ex Officio Member
Steven C. McCraw
Major Wynn Reynolds—Designee
Texas Department of Public Safety
Austin, Texas

Law Enforcement Representative
Vacant

Bryan E. Wilson
Director

The Honorable Glenn Hegar
Texas Comptroller of Public Accounts
111 E. 17th Street
P.O. Box 13528, Capitol Station
Austin, Texas 78711-3528

RE: Art. 4413(37), §6A(a), Revised Civil Statutes; Determination of Sufficiency of Payments; Refund Request by American National Insurance Company (“ANICO”)

FORMAL REQUEST FOR REVIEW

Dear Mr. Hegar;

Please allow this correspondence to serve as my formal request that your agency assist the Automobile Burglary and Theft Prevention Authority (“ABTPA”) in making its determination under the above-referenced statute.

As you know, the ABTPA administers a grant funded program designed to combat motor vehicle burglary and theft and economic motor vehicle theft problems in Texas. The grant program, established by the Texas Legislature in 1991, is funded by the assessment of a \$2 fee paid to the ABTPA by insurance companies that write any form of motor vehicle insurance in this state, including an interinsurance or reciprocal exchange, mutual company, mutual association, or Lloyd’s plan. (Art. 4413(37), §10, Revised Civil Statutes). Pursuant to a decade old Interagency Agreement between the ABTPA and the Comptroller of Public Accounts (CPA), your office collects the fees paid by insurers under this statute.

Under the statute, the ABTPA is charged with “determining the sufficiency of payments made by an insurer of fees collected pursuant to Section 10 of this article.” [Art. 4413(37) §6A(a), Revised Civil Statutes]. Once a determination is made, the Authority may (1) notify the comptroller that payments made by an insurer are sufficient; and (2) request the comptroller to draw warrants on the funds available to the authority for the purpose of refunding monies to an insurer.

ANICO’s refund claim(s) [allegedly totaling \$391,907] present unique and complex insurance, tax, and corporate structure issues which are well beyond the expertise of the ABTPA board and staff; and thus, this request for your office’s assistance.

The Honorable Glenn Hegar
October 20, 2015
Page 2

Specifically, the type of motor vehicle insurance sold under this so-called short term product line is referred to by ANICO as "single interest or forced pay" policies. Secondly, the refund claim(s) appear to involve amended filings from the large or parent organization with multiple divisions and/or subsidiaries also included on the same original filings. Further uncertainty is created by the exact nature and/or structure of ANICO's business model (i.e. the company is a multi-divisional organization with various motor vehicle insurance product lines).

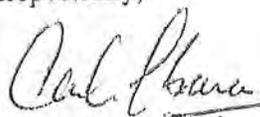
ABTPA concludes that a more in depth review is warranted and that such review will require the expertise of the CPA to address the complex issues raised by ANICO's refund request.

Therefore, I am making a formal request that your agency review this matter and provide the ABTPA with your findings regarding ANICO's refund request so that the ABTPA can timely render a decision.

Thank you and your staff in advance for considering my request for assistance. In the event that you or your staff have any questions regarding this request, please do not hesitate to contact me or the ABTPA Director, Bryan Wilson.

We look forward to hearing from your office soon.

Respectfully,



Carlos Garcia, Chair
Automobile Burglary and Theft Prevention Authority

Cc: Ms. Whitney Brewster, Executive Director, Texas Department of Motor Vehicles
Ms. Shelly Mellott, Deputy Executive Director, Texas Department of Motor Vehicles
Mr. David Richards, General Counsel, Automobile Burglary and Theft Prevention Authority
Mr. Bryan Wilson, Director, Automobile Burglary and Theft Prevention Authority

Enclosures:

Page 1-Refund Request by ANICO dated August 25, 2015 received September 1, 2015 by ABTPA

Available for Review:

Amended request for refund, Supporting sample documents, amended fee filings, ANICO's insurance policy data files

Determination from Comptroller



GLENN HEGAR TEXAS COMPTROLLER OF PUBLIC ACCOUNTS

Dallas East Audit Office
9221 LBJ Freeway, Suite 200
Dallas, Texas 75243-3455
Phone: (972) 792-5800 Fax: (972) 234-6376

August 3, 2016

Bryan E. Wilson, ABTPA Director
4000 Jackson Ave.
Austin, TX 78731

Mr. Wilson,

I have finished the refund verification fieldwork for American National County Mutual Insurance Company. The review was able to be completed by using the Company's reports and data files to accurately get a correct vehicle count.

I want to first restate some of the issues on the verification of the refund.

Issues:

1. The taxpayer had been unable to provide source documentation for the entire return as originally filed, and because the ABTPA has been under the impression that multiple entities are involved, a review should be conducted to identify which companies are providing taxable insurance policies and the correct amount owed by them in total before any refund is determined.
2. It is not apparent from the filings and communications who are accountable for the taxpayers and affiliates filings. Therefore the authority of those signing filings on behalf of the entities found to be related to the ABTPA fee filing needs to be established and verified.
3. Accounting reports have not been provided on a consistent basis by the taxpayer and its affiliated companies.
4. There appears to be errors in the data provided where duplicate entries were made, the count tabs are different than the correlating data files, entries had incomplete and truncated records, which also included watercraft and multiple vehicles per line.

Conclusions:

1. While there are multiple companies involved in this matter, only American National County Mutual insurance policies are at issue. American National County Mutual uses 3

Bryan Wilson

08/09/16

Page 2

Managing General Agent (MGA's) and a related company, American National Property & Casualty to do the administration and collection of the policies but the insurance is written on American National County Mutual's paper. This business practice is common among smaller insurance groups because they tend to lack the resources to have each company handle all of the duties on their own. During the scope of the review there were no issues with the Company having not reported the ABTPA assessment from any other sources.

2. There was some confusion on who is accountable for the taxpayers and affiliates filings. After reviewing the returns and speaking with Charlie Delgado it was determined that Larry Lagares, AVP of Tax, is the person who signs off on the filings. However, because Charlie Delgado is an officer of the company, he may file for a refund as well.
3. I have addressed the concerns for not having complete accounting reports with Charlie Delgado. He found the missing reports for my review. The reports are not always the same as the taxpayer has switched accounting software but I was able to verify the accuracy by tying the correlating premium amounts to the NAIC Annual Statements and Premium Tax returns.
4. The matter of the data files having errors in it was addressed on a manual basis. I have reviewed the data files for the MGA in question and will remove duplicate entries, watercrafts, and also add back vehicles from policies that have multiple vehicles. By doing this, it was determined that the Company has actually over reported the vehicle count on the amended returns.

I requested some policies that had some the issues on them so I could verify that they do in fact have these issues and it is not just a data conversion error. On the review of the policies there were no differences in what the data file description stated and what the policies stated. I was able to get further documentation on policies with vague descriptions.

It is my opinion that I can substantiate a refund claim for \$391,907.00. During the review it was determined that another \$7,413 had been found that was overpaid. I have attached the preliminary refund schedules for your review. Please review them and let me know if you have any questions. You can reach me via email at anthony.tusing@state.texas.gov or phone at 972/792-5929. If I'm not available, you may contact my Audit Group Supervisor, Michael McDonald, at 972/792-5917.

Sincerely,



Anthony Tusing
Auditor

Encl.

Supporting Documents from Comptroller

1 of 2

	2010	
	January 1 thru June 30	July 1 through December 31
Originally Reported Vehicles	72,741	73,727 (1)
Audited ANPC Vehicle Count	22,024	21,314 (2)
Audited RIS Vehicle Count	0	0 (3)
Audited SWBC Vehicle Count	14,939	12,221 (2)
Audited CPP Vehicle Count	7,588	7,625 (4)
Total Vehicle Count	44,551	41,160
Assessment Rate	\$ 1.00	\$ 1.00 (1)
Assessment Due	\$ 44,551.00	\$ 41,160.00 (6)
Less: Assessment Reported	72,741.00	73,727.00 (1)
Credit Assessment Due	\$ (28,190.00)	\$ (32,567.00) (7)

	2011		
	January 1 thru June 30	July 1 thru August 31	September 1 thru December 31 (8)
Originally Reported Vehicles	90,020	37,445	82,615 (1)
Audited ANPC Vehicle Count	20,796	6,851	11,152 (2)
Audited RIS Vehicle Count	574	189	520 (3)
Audited SWBC Vehicle Count	10,775	3,198	8,045 (2)
Audited CPP Vehicle Count	12,773	5,538	11,591 (4)
Total Vehicle Count	44,918	15,776	31,308
Assessment Rate	\$ 1.00	\$ 1.00	\$ 2.00 (1)
Assessment Due	\$ 44,918.00	\$ 15,776.00	\$ 62,616.00
Less: Assessment Reported	90,020.00	37,445.00	165,230.00
Credit Assessment Due	\$ (45,102.00)	\$ (21,669.00)	\$ (102,614.00) (7)

	2012	
	January 1 thru June 30	July 1 through December 31
Originally Reported Vehicles	131,717	45,748 (1)
Audited ANPC Vehicle Count	18,175	17,247 (2)
Audited RIS Vehicle Count	848	0 (3)
Audited SWBC Vehicle Count	10,516	12,090 (2)
Audited CPP Vehicle Count	17,171	16,829 (4)
Total Vehicle Count	46,710	46,166
Assessment Rate	\$ 2.00	\$ 2.00 (1)
Assessment Due	\$ 93,420.00	\$ 92,332.00
Less: Assessment Reported	263,434.00	91,496.00
Credit Assessment Due	\$ (170,014.00)	\$ 836.00 (5),(7)

Notes

1. From Original ABTPA fee assessment returns.
2. From verified Taxpayer reports.
3. From RIS data file.
4. From CPP data file.
5. Refund for 2nd Payment for 2012 was already issued.
6. Total Vehicle County multiplied by Assessment Rate
7. Forward to Tax Adjustment Summary by Year.
2010 - $-(28,190)+(32,567)=\$ (60,757)$
2011 - $-(45,102)+(21,669)+(102,614)=\$ (169,385)$
2012 - $-(170,014)+836=\$ (169,178)$
8. Assessment rate changed from \$1.00 to \$2.00 starting September 1, 2011.

Supporting Documents from Comptroller

American National County Mutual Insurance Company
Galveston, TX
Tax Adjustment Summary

AT TP# 14306177230
5/27/2016 Page 1 of 1

2 of 2

	(A)
	ABTPA
Report Year	Assessment Due
	(1)
2010	(60,757.00)
2011	(169,385.00)
2012	(169,178.00)
Totals	(\$399,320.00)

Notes:

- (1) From Exam 1.
- (2) No adjustments were made.
- (3) From Exam 2.



Board Agenda Item
Section 3. Briefings and Action Items Part B. Communication
Strategy – HUB Vendor

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Communication Strategy Training – HUB Vendor

Overview: ABTPA requests to purchase the services of a Historically Underutilized Business (HUB) vendor to provide a one-day strategic communications training to up to 12 ABTPA Grant Recipients. Invitations will be sent to the following grant funded programs: Harris County, City of Houston, Dallas County, City of Dallas, Tarrant County, San Antonio, Travis County, City of Austin, El Paso, and Victoria.

The training must be conducted and concluded before August 31, 2017. The group of individuals who will participate in the training will be small enough to accommodate at the TxDMV Campus on Jackson Ave, possibly in the Lone Star Room.

Learning Objective (Summary): Provide an introduction to strategic communications campaigns with an emphasis on methods to measure the impact of communication activities. Participants will be introduced to basic concepts and tools that include planning, implementing, and managing strategic communications campaigns. After successfully completing the training, participants should be able to demonstrate proficiency with basic concepts to conduct an evaluation of communication activities that is based on metrics that are commonly accepted by communications professionals.

Training Sections:

1. Elements of Strategic Communications Campaigns
2. Elements of a Communications Plan
 - Developing Communications Goals
 - Assessment of resources
The communications plan needs to spell out how resources will be allocated, including staff time, budgets, computers, software, equipment, databases, in-house and contract services and volunteer help. Assess staff time, in-house services and existing media technologies
 - Outside Services: freelance writing, video production, graphic design
 - Outside Support: internships, pro bono support from commercial media firms, donations from local and regional corporations
3. Evaluation
 - Define key terms used in strategic communications including Key Performance Indicators (KPI), Return on Investment (ROI), data analytics, etc.
 - Introduce marketing and advertising research
 - Major evaluation activities and analysis of media content, monitoring responses, monitoring developments, such as shifts in public opinion, policy changes, increased membership and organizational participation, and improved institutional capacity.
 - Online resources for collecting data, measuring marketing metrics, measuring impact, etc.
 - Predictive Analytics
4. Social Media
 - Developing strategies for the various social media applications
 - Measuring the impact of Social Media

Estimated Cost: Between \$3000 and \$3500

Qualifications of Vendor: The vendor will be the trainer/instructor for the topics outlined above. The instructor must be an expert in the following areas: Market Research, Advertising Research, Media Planning, Media Strategy, Competitive Analysis, and Marketing Communications.



Board Agenda Item
Section 3. Briefings and Action Items Part C. Motor Vehicle
Theft Investigator Training

Automobile Burglary and Theft Prevention Authority

October 12, 2016

**Motor Vehicle Theft Investigator Curriculum
Committee**

Name	Location	Phone #	Email address	
Roland Dumond	Canton	903-873-6040	rdumond@nicb.org	Chairman/NICB
Israel Pacheco	McAllen	956-212-9035	ipacheco@nicb.org	NICB
John Mitchell	Corpus Christi	361-876-9119	jmitchell@nicb.org	NICB
Phil Harris			pharris@nicb.org	Advisor
Brian Johns	Williamson Co	512-943-1494	bjohns@wilco.org	TAVTI
Herman Adair	Hays Co	512-395-7960	herman.adair@co.hays.tx.us	TAVTI
Wynn Reynolds	TxDPS	512-424-5929	wynn.reynolds@dps.texas.gov	DPS
Paul Heitzman	San Antonio	210-207-2344	paul.heizman@sanantonio.gov	ABTPA TaskForce Commander
William Smith	Harris Co		william.smith@tax.hctx.net	Advisor

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Motor Vehicle Theft Investigator Curriculum Committee

From: [Wilson, Bryan](#)

Roland,

Thank you taking the lead on this and serving as the training committee chairman. Please review the front section of the training plan for additional details. When Wynn Reynolds at DPS, Fred Lohmann and I met a few weeks ago we agreed to balance the role of NICB, TAVTI, ABTPA and DPS the best we could to make it a true partnership.

The training committee members are the individuals in the "To" line. I have attached the list and contact information. You can add Mr. Harris as an advisor. Please remember that ABTPA is bound by law and Attorney General opinion ([see link GA-0179](#)) to focus on motor vehicle burglary and theft. Heavy equipment and watercraft are excluded from our statute and what we are allowed to spend funds on. It may only be a ancillary portion of any training funded by ABTPA. I did not want to totally exclude it but it has to be limited in context to what is allowed.

We need from the committee as soon as possible the three items for each lesson:

- 1) A final Lesson overview, learning objectives, learning measures and estimated time for each lesson - Remember, I took DPS' outline and updated it with lots of input from the professionals. I added components that ABTPA (legal basis for BMV and MVT, etc...), NICB (ISO confidentiality, etc...), TxDMV ad DPS (legal authority for inspections and investigations) and other groups needed added. This draft has been extensively vetted among all stakeholder groups for months. I sent the comments and concerns that I could not reconcile to you and your committee to resolve. Please take care that major overhauls will require revisiting stakeholder input
- 2) Identify at least two instructors identified for each lesson – Wynn and Fred suggested that having a deep bench of instructors for every lesson was ideal. This way we can develop qualified instructors that can be available no matter where we hold the class.
- 3) Identify the locations – The second part of my earlier attachment had all of the facilities that had notified me that they would be willing to host the class at no cost.
- 4) Identify resources that I need to procure. If we need experts or people to conduct some portion of the class, let me know is needed.

When you are done I will have to submit the final product to the TxDMV Training Committee for inclusion into their TCOLE training certification. We are available to facilitate this process. Let me know what you need.

Best Regards.

BW

BRYAN E. WILSON
ABTPA Director
4000 Jackson Avenue
Austin, Texas 78731

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Motor Vehicle Theft Investigator Training

From: Wilson, Bryan

Subject: Motor Vehicle Investigator Training Curriculum Workgroup

Date: Tuesday, September 27, 2016 11:25:32 AM

Greetings Curriculum Workgroup Members,

Thank you for agreeing to work on the ABTPA Motor Vehicle Burglary and Theft Investigator Training. Subject to your effort, time and ability I plan on having our first class in January.

The curriculum workgroup is made up of representatives from Nation Insurance Crime Bureau (NICB), Texas Association of Motor Vehicle Theft Investigators (TAVTI), an ABTPA Taskforce Commander and the Texas Department of Public Safety (TxDPS). I have asked Bill Smith of the Harris County Tax Assessors Collector office to serve as a member/advisor. I am available to attend and help coordinate teleconference meetings. Mr. Roland Dumond will serve as coordinator and workgroup chairman.

The charge of this workgroup is to:

- 1) Review the comments submitted by stakeholders and make determinations as a group about their relevance for inclusion;
- 2) Review and finalize the lesson overview, learning objectives, and establish learning measures for each section of the intermediate and advance classes;
- 3) Identify at least two (three if possible) individuals that are qualified, capable, and available to teach each lesson;
- 4) Set the time frame and schedule for each lesson and class;
- 5) Identify what materials and resources are necessary to hold the class (forms, car lot, dismantle facilities, rubber gloves, face shields, acid, copy services, etc...)
- 6) Identify if we need to procure talent for specific lessons or set the lesson aside into a separate future training plan;
- 7) Work with ABTPA to present the final curriculum outline to Texas Department of Motor Vehicles (TxDMV) Texas Commission on Law Enforcement (TCOLE) Training committee for approval and inclusion into their authorized training courses;
- 8) Identify the proposed FY2017 training schedule based on your work and the Facilities & Teachers offered by the ABTPA Taskforces.

Thank you for your service in this regards. Mr. Dumond will set a teleconference soon and provide additional instructions on how the workgroup will proceed.

Best Regards

BW

Bryan E. Wilson

ABTPA Director

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Motor Vehicle Theft Investigator Training

Automobile Burglary and Theft Prevention Authority (ABTPA) FY17 Motor Vehicle Burglary and Theft Investigators Training Plan

Purpose: Provide excellent skills based training to current Motor Vehicle Burglary and Theft Investigators in Texas using the most knowledgeable instructors, subject matter experts, and the latest theft prevention technology to increase the number of arrests, the number of stolen vehicles recovered and clearance of motor vehicle burglary and theft cases.

Coordination and Hosting: The ABTPA Division of the Texas Department of Motor Vehicles will host and coordinate all training sessions for FY17.

Frequency: Two (2) Intermediate Motor Vehicle Burglary and Theft Investigators Training sessions will be held in FY17. One (1) Advanced Motor Vehicle Burglary and Theft Investigators Training will be held in FY17. There is a maximum of 35 attendees per session. Going forward there will be a minimum of two of each sessions completed each year.

Certification: The two training will meet all requirements of the Texas Commission on Law Enforcement (TCOLE) as an approved training course. The **TxDMV - Enforcement Division** TCOLE training committee will review and approve instructors and content prior to the training. The TxDMV Enforcement Division will sponsor this training for the purposes of TCOLE certification.

NICB Training Director will lead a committee made up of the partner stakeholders to finalize the curriculum and support material. This committee will also determine multiple instructors to teach the specific lessons under the training plan to ensure appropriate expertise and coverage throughout the state. This committee will work closely with ABTPA to determine the final training instructors and material to submit to the TxDMV Training Committee.

Partnerships and Participants: Additional training staff, resources and participation will be provided by the National Insurance Crime Bureau (NICB) – Training Division, the Texas Department of Public Safety (DPS), Texas Association of Vehicle Theft Investigators (TAVTI), and the Texas Department of Motor Vehicles – Vehicle Titles and Registration (VTR) Division.

Qualifications for Attendance Requirements: Only individuals currently licensed as a Peace Officer in Texas may attend the Intermediate Motor Vehicle Burglary and Theft Investigators training and Advanced Motor Vehicle Burglary and Theft Investigators training sessions. Peace Officers must apply for and be accepted to the training.

It is a preferred prerequisite that participants to these classes have already completed general and basic investigative coursework through classes or on the job training at the department level prior to attending the Intermediate Motor Vehicle Burglary and Theft Investigators Training. The preferred prerequisite of the Advanced Motor Vehicle Burglary and Theft Investigators Training is completion of the intermediate course.

An application to the training must include a recommendation to attend by an ABTPA funded Task Force Commander, a police or sheriff specialized motor vehicle burglary or theft unit supervisor, a Chief of Police or Sheriff indicating that a specialized Motor Vehicle Burglary or Theft unit within the department is being created, or for DPS investigators: a DPS unit supervisor. Other types of Texas Peace Officers and Peace Officers licensed by other states may be considered on a case by case basis and if space is available.

Costs Associated with the Training:

- There will be no registration cost for Texas Licensed Peace Officers, employees of an ABTPA Taskforce or TxDPS employees to attend the training. Cost of materials may be charged to out-of-state attendees.
- ABTPA will locate the training sessions around the state at locations where the state contract hotel rates are available, where classroom space is economical or provided by law enforcement, and access to vehicle storage yard(s) to fulfil training requirements are available.
- Every opportunity will be sought to use existing state or local facilities for training.
- ABTPA may request hotels to reserve blocks of rooms for instructors and attendees where feasible.
- ABTPA will reimburse up to the maximum allowed by state travel policy travel, lodging and meals for **instructors and subject matter experts**.
- ABTPA will examine the feasibility of contracts for paid instructors and subject matter experts if necessary.
- Attendees and their sponsoring agencies are responsible for the attendees travel, lodging and meals. The costs are allowable costs for ABTPA grantees.

INTERMEDIATE MOTOR VEHICLE BURGLARY AND THEFT INVESTIGATORS TRAINING

LESSON 1

LEGAL ASPECTS OF MOTOR VEHICLE BURGLARY AND THEFT INVESTIGATION

I. Lesson Overview:

During this unit of instruction, the student will obtain an understanding of the laws related to burglary and theft of motor vehicles. This section will also introduce students to laws, rules and policies that regulate motor vehicles titling, registration and marking. This lesson will include information on seizure and disposition of stolen property. The student must successfully complete an objective test at the conclusion of the lesson.

II. Learning Objectives:

- A. The student will develop a full understanding of motor vehicle theft related statutes in Texas Penal Code Chapter 31, specifically including 31.03, 31.07, 31.11, and Section 71.02.
- B. The student will develop a full understanding of burglary of motor vehicle related statutes in Texas Penal Code Sec. 30.04.
- C. The student will be familiar with relevant sections of Texas Transportation Code Chapters 501-504 and Occupations Code 2302.
- D. The student will be familiar with Texas Penal Code Sec 16.06.
- E. The student will be familiar with Texas Penal Code Sec. 35.01 and the intersection of insurance fraud and motor vehicle burglary and theft.
- F. The student will be familiar with Texas Code of Criminal Procedure Chapter 47, Articles 47.01 and 47.03.
- G. The student will develop a full understanding of the Insurance Services Office, Inc. (ISO®) ClaimSearch and National Insurance Crime Bureau databases and their uses to assist law enforcement in the identification of vehicles, recovery of vehicles and case investigations.
- H. The student will be familiar with relevant sections of the TxDMV Motor Vehicle Title and Registration Manual.
- I. The student will be familiar with law regarding identification, inspection, and seizure of motor vehicles (Texas Code of Criminal Procedure Articles 47 and 59; Attorney General Opinion GA-0761).
- J. The student will be familiar with the databases and resources maintained by the National Crime Information Center, Texas Crime Information Center, NICB, and National Motor Vehicle Title Information Service (NMVTIS).

- K. The student will be familiar with TXDPS Uniform Crime Reports (UCR) Reporting System related to motor vehicle burglary and theft including larceny from a motor vehicle and larceny – motor vehicle parts.

LESSON 2

VEHICLE IDENTIFICATION NUMBER STRUCTURE

I. Lesson Overview:

During this unit of instruction, the student will be introduced to significance of the characters in a vehicle identification number, and the use of this information to recognize discrepancies on altered vehicles. The following are learning objectives to be used to evaluate the student in class or during hands-on vehicle exercises on the material covered.

II. Learning Objectives:

- A. The student will be able to understand the significance of each character in a 17 character vehicle identification number.
- B. The student will be able to use the NICB vehicle identification manual in dissecting a vehicle's identification number.
- C. The student will be able to understand how to use the information presented in identifying altered, dismantled, and assembled vehicles in site demonstrations.
- D. Students will learn about other sources, resources and reference material to use when conducting examinations.

LESSON 3

GENERAL MOTOR VEHICLE IDENTIFICATION

I. Lesson Overview:

This unit of instruction will provide the student an advanced understanding and working knowledge of numerous types of General Motor manufactured vehicles. The student must successfully complete an objective test at the conclusion of the lesson.

II. Learning Objectives:

- A. The student will be able to recognize and identify the following manufactured vehicles.
 1. Passenger vehicles
 2. Trucks / SUV's
 3. General Motors made component parts
- B. The student will be able to use practical applications in locating secondary Vehicle Identification Numbers on the above-mentioned vehicles.

LESSON 4

FORD MOTOR VEHICLE IDENTIFICATION

I. Lesson Overview:

This unit of instruction will provide the student an advanced understanding and working knowledge of numerous types of Ford manufactured vehicles. The student must successfully complete an objective test at the conclusion of the lesson.

II. Learning Objectives:

- A. The student will be able to recognize and identify the following manufactured equipment.
 - 1. Passenger vehicles
 - 2. Trucks / SUV's
 - 3. Ford made component parts
- B. The student will be able to use practical applications in locating secondary Vehicle Identification Numbers on the above mentioned vehicles.

LESSON 5

DODGE/CHRYSLER ID

I. Lesson Overview:

This unit of instruction will provide the student an advanced understanding and working knowledge of numerous types of Dodge / Chrysler manufactured vehicles and products. The student must successfully complete an objective test at the conclusion of the lesson.

II. Learning Objectives:

- A. The student will be able to recognize and identify the following manufactured vehicles.
 - 1. Passenger vehicles
 - 2. Trucks / SUV's
 - 3. Dodge/Chrysler made component parts
- B. The student will be able to use practical applications in locating secondary vehicle identification numbers on the above mentioned Dodge / Chrysler products.

LESSON 6

OTHER MAKES OF MOTOR VEHICLES

I. Lesson Overview

This unit of instruction will provide the student an advanced understanding and working knowledge of numerous types of numerous other makes of motor vehicles. The student must successfully complete an objective test at the conclusion of the lesson.

II. Learning Objectives:

- A. The student will be able to recognize and identify the various types of manufactured vehicles.
 1. Passenger vehicles
 2. Trucks / SUV's
 3. Assembled Vehicles
 4. Other titled and registered motor vehicles operating on road ways
- B. The student will be able to use practical applications in locating secondary vehicle identification numbers on the above mentioned other makes of motor vehicles.

LESSON 7

SPORT BIKE THEFT INVESTIGATION

I. Lesson Overview:

During this unit of instruction, the student will be able to be familiar with statistics, identification techniques, and types of resources that can be used to successfully complete motorcycle theft investigations. The following learning objectives are proposed in order to assist the student become familiar with the above mentioned investigative techniques.

II. Learning Objectives

- A. The students will be able to recognize and identify the different motorcycle manufacturers – Yamaha, Suzuki, Honda, and etc., which have been stolen and altered.
- B. The students will be able to recognize the distinguishing characteristics of the various manufacturers.
- C. The students will be able to learn and demonstrate where manufacturers stamp identification numbers on their motorcycles.

LESSON 8

HARLEY DAVIDSON IDENTIFICATION TECHNIQUES

I. Lesson Overview:

During this unit of instruction the student will obtain an advanced understanding and working knowledge of numerous types of Harley Davidson motorcycle parts and frames. The student will be able to use practical applications in location of secondary identification numbers on the above mentioned vehicles.

II. Learning Objective:

- A. The student will be able to recognize and identify the following manufactured Harley Davidson equipment: motorcycles and parts.
- B. The student will be able to use practical applications in locating secondary identification numbers of the above mentioned vehicles.

LESSON 9

ALL-TERRAIN VEHICLES, OTHER TYPES OF MOTOR CYCLE AND AUTO CYCLE IDENTIFICATION TECHNIQUES

I. Lesson Overview:

During this unit of instruction, the student will obtain an advanced understanding and working knowledge of numerous types of All Terrain Vehicles, Other Types of Motor Cycles and Auto-Cycles. The student must successfully complete an objective test at the conclusion of the lesson.

II. Learning Objective

The student will be able to recognize and identify the following manufactured vehicles.

1. All-Terrain Vehicles
2. Other Type of Motor Cycles (Three Wheel, Racing Bikes, Dirt Bikes, etc...)
3. Auto-Cycles
4. Manufactured component parts

LESSON 10

LIGHT TRAILER IDENTIFICATION TECHNIQUES

I. Lesson Overview:

To give the student an understanding of how to identify stolen and altered small utility and cargo trailers using physical characteristics. To give the student information on alternative means of identifying some of the major brand small utility trailers. The following are learning objectives to be used to evaluate the student in class or during hands-on vehicle exercises on the material covered.

II. Learning Objective:

- A. The student will be able to identify secondary identification techniques based off of techniques presented in power point presentation.
- B. The student will obtain information about various trailer manufacturers and manufacturers of part for homemade trailers.

LESSON 11

DIGITAL AND INTERNET RESOURCES FOR LAW ENFORCEMENT

I. Lesson Overview:

During this unit of instruction, the student will be introduced to the most common terms used on the internet. The student will learn about search engines, social media sites, data analytic sites, on-line sales tools, person searches, smart phone applications and how to use them in their

investigations. The material will also provide instruction on maintaining officer safety and protecting and partitioning their own information while conducting investigations. The learning objectives are to allow officers to conduct investigations while maintaining agency and officer safety. The following are learning objectives to be used to evaluate the student by objective test and through in-class or during hands-on exercises on the material covered.

II. Learning Objectives:

- A. The student will be able to gain knowledge as to how the internet can assist in investigations involving motor vehicle theft related topics.
- B. The student will be shown practical applications on how to apply the information gathered from these internet resources.
- C. The student will learn how to use and apply resources such as the Texas Department of Criminal Justice FUGINET, TxDPS Border Automobile Theft Information Center, and other on-line investigative tools.
- D. The student will learn protocols and techniques on how to maintain personal safety while conducting investigations.
- E. The student will be given a list of the web sites along with a comprehensive list of other sites not covered in the class that relate to this topic.

LESSON 12

METHODS USED TO CONVERT STOLEN MOTOR VEHICLES INTO ECONOMIC VALUE

I. Lesson Overview:

The lesson will provide students with the various methods and techniques of combating the problems of motor vehicle burglary and theft and economic motor vehicle theft. The learning objectives will enable the student to recognize the various ways that motor vehicles and motor vehicles components are used to provide economic value to criminal enterprise.

II. Counterfeit

During this lesson, the student will be exposed to government documentation, both fictitious and authentic, that are used in titling and registering vehicles in Texas and other states. The learning objectives will enable the student to recognize and identify real and fictitious title documents.

III. Counterfeit Documents Learning Objectives:

- A. The student will be able to understand the need to identify counterfeit documents used to title and register vehicles in Texas.
- B. The student will be able to recognize alterations made on government documents used in selling, buying, titling and registering vehicles in Texas.

- C. The student will know what type of information and evidence is needed to file and prosecute government document fraud cases and resources available to accomplish this task.

IV. Cloned Vehicles

During this lesson the student will be introduced to the Cloned Vehicle concept and its workings. The student will be instructed on the various techniques used to clone vehicles and how they can be detected.

V. Cloned Vehicle Learning Objectives:

- A. To provide the student with information on how to detect and identify a cloned vehicle.
- B. To provide the student with actual case scenarios on cloned vehicles and how they were discovered and identified.

VI. VIN Modification and Switching

During this lesson the student will be introduced to VIN Modification and Switching concept and its workings. The student will be instructed on the various techniques used to alter or switch vehicle identification number and how to detect these techniques.

VII. VIN Modification and Switching Learning Objectives:

- A. To provide the student with information on how to detect and identify a vehicle with a false VIN.
- B. To provide the student with actual case scenarios on modified and switched VIN vehicles and how they were discovered and identified.

LESSON 13

STAMPED NUMBER RESTORATION TECHNIQUES

I. Lesson Overview:

During this unit of instruction, the student will be introduced to the theory of number restoration techniques used to develop and record altered / obliterated vehicle identification numbers on vehicles and their component parts. The following learning objectives will allow the student to acquire valuable applicable knowledge in the process of number restoration.

II. Learning Objectives:

- A. The student will be given information to mix acid solutions that can be used to restore ground-off numbers on metal surface, thus making it possible to identify stolen vehicles and component parts.
- B. The student will also gain knowledge of the use of different acid compounds to be used on particular metals used to build vehicles.
- C. The student will gain the knowledge of the use of heat on metals to restore numbers that have been ground-off.

- D. The student will gain the knowledge of number restoration through working with the acid and heat to restore identification numbers on a first hand basis.

LESSON 14

AUTOMOTIVE TECHNOLOGY AND CYBERSECURITY

I. Lesson Overview:

Students will be given an overview of main technological components of motor vehicles and how they are used to open motor vehicles to commit burglary or to steal the motor vehicles. Students will also learn how suspects use technology to conceal motor vehicle burglary and theft. This lesson will cover advancements of vehicle technology including methods to track, use license plate readers, Radio Frequency Identification technology, electronic control modules and entertainment control interaction. The learning objectives are to allow students to understand and use motor vehicle technologies in conducting investigations and improving arrest and cleared cases.

II. Learning Objectives:

- A. The student will be given information on publicly available tracking technology.
- B. The student will be provided methods on bait technology and other technologies and applications used to perform investigations and assist in recovery of vehicles or stolen property.
- C. The student will be introduced to license plate reader camera technology and its uses in performing investigations, suspect vehicle location and recovery strategies.

ADVANCED MOTOR VEHICLE THEFT INVESTIGATORS TRAINING

LESSON 1

INSPECTION OF RECORDS AND LICENSED DEALER ISSUES

I. Lesson Overview:

Students will be introduced to the law and methods to conduct appropriate inspections to promote and strengthen the Texas business community by ensuring a sales system free of illegal transactions. This lesson will cover the various types of inspections with and without warrants. It will also provide information on methods of coordination of local law enforcement with the three agencies (TxDMV, TxDPS, and TDLR) responsible for motor vehicles and parts. Students will be able to pass an objective test on the know and utilize the techniques provided.

II. Learning Objectives:

- A. Proper use of inspection of records under Texas Occupation Code 2305.007.
- B. Proper use of inspection of records and facilities under Texas Occupation Code 2303 -Vehicle Storage Facilities
- C. Proper use of inspection of records and facilities under Texas Occupation Code 2303 and 2309- Used Automotive Parts Recyclers

LESSON 2

MOTOR VEHICLE THEFT EVIDENCE FORENSIC CAPTURE AND ANALYSIS

I. Lesson Overview:

Students will be introduced to specific methods of motor vehicle crime scene analysis to promote the clearance of cases and increase the arrest associated with motor vehicle burglary and theft. This lesson will promote initial assessment techniques used to determine whether recovered vehicles or property may generate leads. Students will be able to know and utilize the techniques provided.

II. Learning Objectives:

- D. The student will be given information to assess whether modifications have been made to vehicles with the intent to circumvent detection.
- E. The student will learn the various techniques to perform a recovered vehicle forensic analysis.
- F. The student will also gain knowledge of various hidden recovery techniques and what technologies are used to detect whether those technologies are present on a motor vehicle.

LESSON 3

REPATRIATIONS – NICB

I. Lesson Overview:

During this unit of instruction, the student will be given an overview of how vehicles are repatriated from Mexican Authorities. The learning objectives are to allow officers to understand that investigations locating cars in Mexico require additional effort and coordination **Learning Objectives:**

- A. The student will be given information on what an United States (U.S.) vehicle stolen will be categorized in the country of Mexico.
- B. The student will be given information about whom to contact if an U.S. vehicle is recovered in Mexico and the authority on how to recover it in the United States.
- C. The student will be given a working understanding of the United States and Mexico Vehicles and Aircraft Repatriation Treaty.
- D. The student will be given a working understanding of the Foreign Corrupt Practices Act.

LESSON 4

COMMERCIAL VEHICLE IDENTIFICATION

I. Lesson Overview:

During this lesson, the student will obtain advanced understanding and working knowledge of Commercial vehicles such as Truck Tractors and Semi-Trailers and be able to identify these vehicles.

The following learning objectives are directed to allow each student the opportunity to acquire sufficient knowledge in this area to successfully complete the objective test.

II. Learning Objectives:

- A. The student will be able to recognize and identify the following manufactured equipment.
 1. Truck Tractors
 2. Semi-Trailers
- B. The student will be able to use practical applications in locating secondary Vehicle Identification Numbers on the above-mentioned vehicles.

LESSON 5

CONSTRUCTION EQUIPMENT IDENTIFICATION

I. Lesson Overview:

During this unit of instruction, the student will obtain an advanced understanding and working knowledge of Heavy Equipment Identification.

The following learning objectives are directed to allow each student the ability to acquire sufficient knowledge in this area to successfully complete an objective test.

II. Learning Objectives:

A. The student will be able to recognize and identify the following manufactured equipment.

1. John Deere
2. Case
3. Caterpillar
4. New Holland
5. JVC

B. The student will be able to use practical applications in locating secondary Product Identification Numbers on the above-mentioned equipment.

LESSON 6

MARINE THEFT INVESTIGATION

I. Lesson Overview:

During this unit of instruction, the student will obtain advanced understanding and working knowledge of numerous types of watercraft such as boats, jet skis, and outboard motors.

The following learning objectives are directed to allow each student the opportunity to acquire sufficient knowledge in this area to successfully complete an objective test.

II. Learning Objectives:

A. The student will be able to recognize and identify the following manufactured equipment.

1. Boats
2. Jet Skis
3. Boat Trailers

B. The student will be able to use practical applications in locating secondary Hull Identification Numbers and Vehicle Identification Numbers on the above mentioned watercraft and trailers.

LESSON 7

BAIT OPERATIONS AND INVESTIGATION

III. Lesson Overview:

During this unit of instruction, the student will obtain advanced understanding and working knowledge of numerous types of bait operations and surveillance employed to combat motor vehicle burglary and theft investigations

The following learning objectives are directed to allow each student the opportunity to acquire sufficient knowledge in this area to successfully complete an objective test.

IV. Learning Objectives:

- A. The student will be able to .

- B. The student will be able to

LESSON 8

USE OF LICENSE PLATE READER AND OTHER SIGNAL TECHNOLOGY AND INVESTIGATION

V. Lesson Overview:

During this unit of instruction, the student will obtain advanced understanding and working knowledge of numerous types of license plate readers and other recovery technology.

The following learning objectives are directed to allow each student the opportunity to acquire sufficient knowledge in this area to successfully complete an objective test.

VI. Learning Objectives:

- A. The student will be able to know

- B. The student will be able to describe practical



Board Agenda Item

**Section 3. Briefings and Action Items Part D. Legislative
Priorities**

1. FY 2018-2019 Legislative Appropriations Request

Board Meeting Agenda Book



Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

August 3, 2016

Finance and Audit

Board Committee Meeting, 11:00 a. m.

To: Texas Department of Motor Vehicles Finance and Audit Committee
From: Linda M. Flores, CPA, Chief Financial Officer
Agenda Item: 2. A. 2.
Subject: FY 2018-2019 Legislative Appropriations Request, Baseline and Exceptional Items

RECOMMENDATION

Approval of the Legislative Appropriations Request, or LAR, for the upcoming 2018-19 biennium. As part of the approval recommendation staff requests that the Finance Committee give approval for staff to make minor changes to the LAR as needed, as well as more significant modifications with approval and input from the Executive Director and the Chairman of Finance and Audit.

PURPOSE AND EXECUTIVE SUMMARY

The Texas Department of Motor Vehicles (TxDMV), in order to achieve its goals, strategies and objectives during the next biennium, and as the agency looks toward the future, is requesting \$328.3 million in its baseline budget request, which includes a request for capital authority in the amount of \$41.8 million. Additionally, the agency is requesting \$105 million in exceptional items.

FINANCIAL IMPACT

TxDMV is a net revenue-generating agency for the state. Effective September 1, 2016, TxDMV will begin depositing revenue into a new agency fund recreated by the 84th Legislature, the TxDMV Fund (0010). The agency's budget request is supported by collections. The staff estimates that TxDMV will collect approximately \$3.86 billion for the State while retaining \$328.3 million for baseline agency operations over the biennium. The majority of the LAR request will be funded from the TxDMV Fund which includes the newly created processing and handling fee (P&H). The LAR request also includes General Revenue (GR) funding for baseline and exceptional items for the Automobile Burglary & Theft Prevention Authority.

BACKGROUND AND DISCUSSION

The agency's baseline request includes several initiatives to reduce and refine the budget request to remain within the projected revenue including reducing capital expenditures primarily in automation budget requests which is offset by increased costs due to the implementation of centralized fulfillment of online registration renewals and absorbing credit card fees for online registration renewals.

The capital budget includes funding for Automation (\$11.7 million) primarily for Refactoring of the Registration and Titling System and costs related to the relocation of the TxDMV Headquarters; ongoing costs for the Data Center Services contract (\$16.7 million); replacement of computer equipment in the counties and at TxDMV headquarters (\$11.9 million); funding to relocate one regional service center and to replace aging fleet vehicles (\$1.5 million).

Five exceptional items totaling \$105 million and sixteen (16) full time equivalents (FTE) are recommended by the staff. The agency exceptional items includes:

- Operating costs related to the relocation of the TxDMV Headquarters a biennial total of \$74.8 million and three FTE
- Creation of a Special Investigation Unit, a biennial total of \$1.9 million and 13 FTE.
- Matching dollars for the Commercial Vehicle Information and Systems Networks (CVISN) grant are available for system and roadside projects that increase safety on the roads and increase the efficiency of moving commerce on

the roads. TxDMV is the lead agency for CVISN in Texas. A match of \$262,500 will allow the agency to receive \$1.5 million in federal funds.

The exceptional item list also includes a request from Chairman Garcia of the Auto Burglary and Theft Prevention Authority (ABTPA) for their items to be included in the final TxDMV LAR. The two items are restoration of the 4% GR reduction and an additional \$12.6 million per year (\$25.3 million biennial total) generated by a \$2.00 fee imposed on motor vehicle insurance policies for the express purpose of providing additional grant allocations to the agency's grantees.

The proposed LAR also includes one new rider which would allow the agency to spend any unexpended balances in appropriations between the first and second year of the biennium (FY 2018 and FY 2019).

2018-19 LAR Exceptional Item Request Schedule

Division: Automobile Burglary and Theft Prevention Authority		Division Director: Bryan Wilson	
Item Name: Reinstatement of 4% Reduction		Item Priority:	
Strategy: B.2.1. ABTPA		Description: Request to Reinstate 4% Reduction	
Code	Total Exceptional Item Request		
			Requested
			2018
			2019
4000	Objects of Expense: Grants	\$ 596,793	\$ 596,793
	Total, Objects of Expense	\$ 596,793	\$ 596,793
010	Method of Financing: General Revenue	\$ 596,793	\$ 596,793
	Total, Method of Finance	\$ 596,793	\$ 596,793

Automobile Burglary and Theft Prevention Authority (ABTPA)

ABTPA is requesting that the 4% biennial reduction (required for the FY 2018-19 LAR for all GR-funded programs) be reinstated to prevent additional loss of grant-funded motor vehicle burglary and theft-related law enforcement positions.

2018-19 LAR Exceptional Item Request Schedule

Division:	Automobile Burglary and Theft Prevention Authority	Division Director:	Bryan Wilson
Item Name:	Additional ABTPA Funding		
Strategy:	B.2.1. ABTPA	Description:	Grants for enhanced law enforcement and hardened communities
Code	Total Exceptional Item Request		Requested
		2018	2019
4000	Objects of Expense: Grants	\$ 12,655,912	\$ 12,655,912
	Total, Objects of Expense	\$ 12,655,912	\$ 12,655,912
001	Method of Financing: General Revenue	\$ 12,655,912	\$ 12,655,912
	Total, Method of Finance	\$ 12,655,912	\$ 12,655,912
Detail on Object of Expenses and FTEs: (Included above)			
		\$ 12,655,912	\$ 12,655,912
	Grants		

Automobile Burglary and Theft Prevention Authority (ABTPA)

The ABTPA will use the additional funds to increase the tactical size and strength of regional law enforcement programs and to protect communities and motor vehicle owners against motor vehicle crime. More officers will be added to existing programs and increased law enforcement coverage will be expanded to high crime areas not currently served. The plan calls for adding staff for crime analysis and conducting vehicle identification number (VIN) inspections. Currently more than 100 counties do not have reasonable access to trained law enforcement personnel who can conduct VIN inspections. The new crime analysts will use data analysis and other methods to deter criminals and to interrupt criminal economic enterprises.

A portion of the funds will be used to protect communities and motor vehicle owners by providing education on how to avoid becoming a victim. The ABTPA will target specific high crime communities and neighborhoods to reduce motor vehicle burglary and theft. Using various technologies like car data port devices, tracking technology, and web and smart phone applications, the ABTPA will protect these communities and motorists against auto crimes.

Administrator's Statement

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Background investigation results that document conviction or deferred adjudication are reviewed by the hiring manager, human resources and general counsel's office to determine if the individual is qualified for the position considering the number of offenses committed, nature and seriousness of each offense, length of time between the offense and employment decision, efforts by the individual at rehabilitation and accuracy of the information on the employment application. If the agency determines the individual is not qualified for the position, human resources procedurally notifies the individual as required under the Fair Credit reporting Act. TxDMV utilizes a vendor to conduct criminal background checks.

EXCEPTIONAL ITEMS

For the FY 2018-2019 biennium, TxDMV is requesting approximately \$40.0 million in exceptional items. These items would be financed using a combination of GR and TxDMV Fund revenues. The prioritized requests are as follows:

1. TxDMV Headquarters (\$9.8 million; TxDMV Fund) – Currently, TxDMV headquarters operations are located on two campuses in central Austin – one on Jackson Avenue and one on Bull Creek Road. Until recently, both of these campuses were owned and maintained by TxDOT, with TxDMV occupying the property through a Memorandum of Understanding with TxDOT. In February 2015, TxDOT sold the Bull Creek property, which houses approximately 15% of headquarters staff. As a result of this sale, beginning in August 2017, headquarters operations will be geographically located in two different places. TxDMV is aware that there are several options available to facilitate headquarters consolidation. These options include purchasing an existing building, leasing an existing building or occupying an existing structure to keep the costs to the state at a minimum. Included in the legislative appropriations request is funding for additional personnel responsible for facility maintenance and services. TxDMV will continue to work with legislative leadership, the Governor's Office, TxDOT and TFC to analyze all possible options. TxDMV is requesting funds for three FTEs and facility and maintenance needs.
2. SIU (\$1.9 million; TxDMV Fund) – TxDMV management created an Anti- Fraud, Waste and Abuse Working Group. As part of the work of this Working Group, the agency determined that creating a SIU would be an effective deterrent to reduce motor vehicle related fraud that oftentimes is a gateway to more egregious crimes like drug smuggling and human trafficking. The agency is requesting funds through an exceptional item to create a SIU, including a request for an additional 13 FTEs as well as funds for four vehicles, travel and related expenses. This unit will include staff in two different divisions, VTR and ENF, to identify, address and reduce fraud. The SIU staff housed within VTR will be comprised of five additional Field Service Representatives (FSRs) who will focus on assisting county and state offices in identifying fraudulent practices in the agency's RSCs and in 254 TACs including their authorized deputies. ENF is requesting eight additional staff for the SIU comprised of an attorney, five investigators, a program specialist and an administrative assistant who will focus on investigating fraudulent motor vehicle activities occurring in state and county offices. Combined, the SIU will have a staff of 13 FTEs who will focus on combating fraud across the state and across industries in order to ensure compliance with Texas' laws and to maximize the collection of state revenue.
3. Commercial Vehicle Information Systems and Networks (CVISN) (\$1.75 million; \$263,000 - TxDMV Fund, \$1.487 million – Federal Reimbursement) – CVISN is a key component of the Federal Motor Carrier Safety Administration's (FMCSA) drive to improve commercial motor vehicle safety. The CVISN program supports FMCSA's goals of focusing safety enforcement on high-risk operators; integrating IT systems to improve the accuracy, integrity and verifiability of credentials; improving efficiency through electronic screening of commercial vehicles; and enabling online application and issuance of credentials. TxDMV is committed to making Texas roadways the safest for the motoring public. The agency is requesting funds through an exceptional item for a state match to draw down federal grant dollars to fund safety enhancements to Texas roadways, at a 15% state and 85% federal reimbursement split.
4. Restoration of Four Percent Reduction for ABTPA Funding (\$1.2 million; GR) – Pursuant to the instructions for preparing the LAR, the agency has reduced the

Administrator's Statement

85th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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baseline amount for ABTPA funding reflecting a reduction of \$596,793 each year of the biennium. The agency is requesting the restoration of these amounts to fully fund ABTPA at current levels in order to prevent any reduction in grant awards to local law enforcement entities.

5. ABTPA (\$25.3 million; GR) - The ABTPA Board has determined that current appropriation levels for the ABTPA program and grants awarded to local law enforcement are insufficient to meet the demands of program grant recipients. TxDMV is requesting additional funds on the behalf of ABTPA to increase the tactical size and strength of regional law enforcement programs and to harden typical targets against motor vehicle crime. More officers will be added to existing programs and increased law enforcement coverage will be expanded to high-crime areas not currently served. The additional funds will be used for grantees to add additional staff for crime analysis. The new crime analysts will use data analysis and other methods to support interdiction of criminals and to interrupt criminal economic enterprises and to conduct vehicle identification number (VIN) inspections. Currently, more than 100 counties do not have reasonable access to trained law enforcement personnel who can conduct VIN inspections. A portion of the funds will be used to harden typical targets of vehicle crimes by providing education on how to avoid becoming a victim. ABTPA will target specific high crime communities and neighborhoods, using emerging technologies like car data port devices, tracking technology and web and smart phone applications to reduce motor vehicle burglary and theft. As Texas' population continues to increase and as those engaging in unlawful conduct to burglarize and steal motor vehicles use new technologies, increases to ABTPA funding will be needed. Automobile thefts increased more than 15% from FY 2013 to FY 2014 and the citizens of Texas experienced 192,000 incidents of auto burglary in FY 2014, the last year that data is available.

CONCLUSION

The Texas Department of Motor Vehicles strives to create efficiencies, drive down costs, utilize more modernized processes and most importantly provide better service to the citizens of Texas. TxDMV accepts and continuously strives to meet this challenge within the resources it is appropriated.

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GOAL: 2 Protect the Public
 OBJECTIVE: 2 Improve the Effectiveness of Motor Vehicle Theft Prevention Programs
 STRATEGY: 1 Motor Vehicle Burglary and Theft Prevention

Service Categories:
 Service: 35 Income: A.2 Age: B.3

CODE	DESCRIPTION	Exp 2015	Est 2016	Bud 2017	BL 2018	BL 2019
	SUBTOTAL, MOF (GENERAL REVENUE FUNDS)	\$14,883,050	\$14,919,822	\$14,919,822	\$14,323,029	\$14,323,029
	TOTAL, METHOD OF FINANCE (INCLUDING RIDERS)				\$14,323,029	\$14,323,029
	TOTAL, METHOD OF FINANCE (EXCLUDING RIDERS)	\$14,883,050	\$14,919,822	\$14,919,822	\$14,323,029	\$14,323,029
	FULL TIME EQUIVALENT POSITIONS:	4.5	5.0	5.0	5.0	5.0

STRATEGY DESCRIPTION AND JUSTIFICATION:

The Automobile Burglary and Theft Prevention Authority (ABTPA) is required by statute to develop and implement a biennial plan of operation to 1) assess the state's motor vehicle burglary and theft problem, 2) analyze methods to combat these crimes, 3) establish a plan to provide financial support to combat these crimes, and 4) estimate funds required to implement the plan (Texas Revised Civil Statutes Art. 4413(37) Sec. 7). ABTPA carries out this plan almost exclusively by funding grants to local law enforcement entities. ABTPA develops and uses standard performance and activity measures to monitor grants.

ABTPA may use funds to 1) provide financial support to law enforcement agencies for vehicle theft enforcement teams and law enforcement agencies, local prosecutors, judicial agencies and neighborhood, community, business and nonprofit organizations for programs designed to reduce the incidence of vehicle theft, 2) conduct educational programs designed to inform vehicle owners about prevention of vehicle burglary and theft; 3) provide equipment, for experimental purposes, to assist vehicle owners in preventing vehicle burglary or theft; and 4) establish a uniform program to prevent stolen vehicles from entering Mexico (VTCS Art. 4413(37) Sec. 8(a)).

EXTERNAL/INTERNAL FACTORS IMPACTING STRATEGY:

608 Department of Motor Vehicles

GOAL: 2 Protect the Public
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Service Categories:
 Service: 35 Income: A.2 Age: B.3

CODE DESCRIPTION Exp 2015 Est 2016 Bud 2017 BL 2018 BL 2019

Internal factors impacting this strategy are expanding efforts to better coordinate with TxDMV's Vehicle Titles and Registration and Enforcement Divisions to reduce the opportunity for stolen vehicles to be converted into economic gain, and improving training for investigators and other law enforcement officers by updating curriculum and improving coordination with TxDMV Enforcement Division, Texas Department of Public Safety (TxDPS), and private industry. Additionally, ABTPA faces challenges due to rapid changes in technology that lead to new ways to break into and steal vehicles and the availability of new technologies for investigators and the public to monitor and track vehicles and the property inside of them. TxDPS focus on border security has resulted in reducing their agents' time with ABTPA-funded regional task forces. Also, Texas' lack of incident-based crime reporting technology results in lower reporting of motor vehicle thefts and burglaries than what is actually occurring.

EXPLANATION OF BIENNIAL CHANGE (includes Rider amounts):

<u>STRATEGY BIENNIAL TOTAL - ALL FUNDS</u>		BIENNIAL	<u>EXPLANATION OF BIENNIAL CHANGE</u>
Base Spending (Est 2016 + Bud 2017)	Baseline Request (BL 2018 + BL 2019)	CHANGE	\$ Amount Explanation(s) of Amount (must specify MOFs and FTEs)
\$29,839,644	\$28,646,058	\$(1,193,586)	4% base reduction required for GR programs in 2018-19; \$596,793 reduction in both 2018 and 2019. (all GR)
		<u>\$(1,193,586)</u>	Total of Explanation of Biennial Change

4.A. Exceptional Item Request Schedule
 85th Regular Session, Agency Submission, Version 1
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: 8/12/2016
 TIME: 5:06:04PM

Agency code: 608	Agency name:	Department of Motor Vehicles	Exp 2018	Exp 2019
CODE	DESCRIPTION			

Item Name: Additional Grant Funding
 Item Priority: 5
 IT Component: No
 Anticipated Out-year Costs: Yes
 Involve Contracts > \$50,000: Yes
 Includes Funding for the Following Strategy or Strategies: 02-02-01 Motor Vehicle Burglary and Theft Prevention

OBJECTS OF EXPENSE:			
4000	GRANTS	12,655,912	12,655,912
TOTAL, OBJECT OF EXPENSE		\$12,655,912	\$12,655,912

METHOD OF FINANCING:			
1	General Revenue Fund	12,655,912	12,655,912
TOTAL, METHOD OF FINANCING		\$12,655,912	\$12,655,912

DESCRIPTION / JUSTIFICATION:

The ABTPA Board has determined that current appropriation levels for the ABTPA program and grants awarded to local law enforcement are insufficient to meet the demands of program grant recipients. TxDMV is requesting additional funds on the behalf of ABTPA to increase the tactical size and strength of regional law enforcement programs and to harden typical targets against motor vehicle crime. More officers will be added to existing programs and increased law enforcement coverage will be expanded to high-crime areas not currently served. The additional funds will be used for grantees to add additional staff for crime analysis. The new crime analysts will use data analysis and other methods to support interdiction of criminals and to interrupt criminal economic enterprises and to conduct vehicle identification number (VIN) inspections. Currently, more than 100 counties do not have reasonable access to trained law enforcement personnel who can conduct VIN inspections. A portion of the funds will be used to harden typical targets of vehicle crimes by providing education on how to avoid becoming a victim. ABTPA will target specific high-crime communities and neighborhoods, using emerging technologies like car data port devices, tracking technology and web and smart phone applications to reduce motor vehicle burglary and theft. As Texas' population continues to increase and as those engaging in unlawful conduct to burglarize and steal motor vehicles use new technologies, increases to ABTPA funding will be needed. Automobile thefts increased more than 15% from FY 2013 to FY 2014, and the citizens of Texas experienced 192,000 incidents of auto burglary in FY 2014, the last year that data is available.

EXTERNAL/INTERNAL FACTORS:

Texas continues to experience increases in the number of registered vehicles in the state, which correlates to an increase in the number of motor vehicle burglaries and thefts. The ABTPA board has concluded that current funding levels are not sufficient to meet the increased demands of program recipients. Additionally, current funding limits expanding programs to high-crime areas not currently served. Increased use of technology to conduct criminal activities also presents a challenge ABTPA. Funding at current levels may limit ABTPA's ability to keep pace with the technological advancements to deter theft.

Agency code: 608 Agency name: Department of Motor Vehicles Excp 2018 Excp 2019

CODE DESCRIPTION

DESCRIPTION OF ANTICIPATED OUT-YEAR COSTS :

Grants to law enforcement agencies

ESTIMATED ANTICIPATED OUT-YEAR COSTS FOR ITEM:

	2020	2021	2022
	\$12,655,912	\$12,655,912	\$12,655,912

APPROXIMATE PERCENTAGE OF EXCEPTIONAL ITEM :

100.00%

CONTRACT DESCRIPTION :

Grants to law enforcement agencies.

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Legislative Session

85th Regular Session Dates of Interest. Official deadlines will not be set until the House and Senate adopt their rule.

November 14, 2016	Bill Pre-filing begins
January 10, 2017	1st day of session
March 10, 2017	General bill filing deadline
May 29, 2017	Adjournment sine die
June 18, 2017	Veto deadline

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Discussion and Rationale for Exceptional Item Request

Motor vehicle burglary and theft have adversely impacted Texans significantly over the last five years. The nearly one billion dollars in losses from these two crimes constitute almost one half of losses from all reported property crimes in Texas. Texans pay motor vehicle burglary and theft insurance assessment fees totaling \$44.5 million each year. Appropriations for the ABTPA have remained at \$14.9 of those collections for the last five years. An increase in the ABTPA related appropriation will not only allow for an increase in the number of personnel engaged in combating motor vehicle related crimes and provide more crime prevention resources to individual Texans on an experimental basis, but will also ensure that more of the fees collected specifically for motor vehicle crimes are actually being used for that purpose.

The amount of the exceptional item request was the result of a strategic planning workshop conducted in April 2016 with stakeholders adversely affected by motor vehicle burglary and theft losses and entities engaged in combating such crimes. The workshop resulted in recommendations for additional staff to conduct investigations, provide sophisticated crime analysis and research, perform vehicle identification number (VIN) inspections, and provide motor vehicle crimes prosecutorial assistance to local jurisdictions. Additionally, workshop recommendations included the creation of a pilot program to provide vehicle crimes prevention technology and equipment directly to residents in targeted high crime areas on an experimental basis.

Eighty (80) Law Enforcement Investigators - Investigator positions dedicated to multijurisdictional vehicle burglary and theft law enforcement taskforces funded by ABTPA have diminished by 8.5 percent in the last five years. If the requested increased funding is provided, at least eighty (80) more investigators will be added to existing programs. Also, the funding will allow for the creation of new programs in high motor vehicle burglary and theft crime areas not currently served. The new investigators will be dedicated to combating motor vehicle burglary and theft and will be able to better detect and oppose the burgeoning economic motor vehicle burglary and theft enterprises operating in Texas.

Twenty (20) Crime Prevention /Analyst/Technologist – The additional funding will provide an estimated ten (10) Crime Prevention Specialists. They will promote activities and educational efforts to prevent and reduce motor vehicle burglary and theft. They will be used to distribute community target hardening supplies. ABTPA estimates six (6) crime analysts are to provide regions the ability to monitor motor vehicle burglary and theft activity and coordinate and plan effective responses. Ideally, these positions will be housed in regional DPS or regional crime fusion data centers. Crime analysts will use data analysis and other methods to support the interdiction of criminals and to interrupt criminal economic enterprises. These positions will also monitor the confluence of motor vehicle crime with other major crimes such as organized crime, human trafficking, and drug distribution. The remaining positions will allow larger departments to hire Automotive Technologist positions to ensure police have knowledgeable, professional staff to interrupt the various digital means criminals are using to defeat security measures. These technologists will also expand the knowledge and use of tracking devices, remote surveillance technology, bait equipment and other technologies for law enforcement agencies.

Twenty (20) VIN Inspectors/Administrative Support – Currently more than one-hundred counties do not have reasonable access to qualified law officers who can perform a VIN inspection. VIN inspections are a major method to identify and recover stolen vehicles and are also a mandatory part of certain vehicle title transactions. The funding will allow 20 new, non-law enforcement officers to become qualified VIN inspectors. These new inspectors will increase the detection of fraudulent titles and vehicle identification fraud used in converting stolen vehicles for economic gain. Also, they will expand the availability of VIN inspections which will directly benefit vehicle owners throughout the state.

Six (6) Specialized Motor Vehicle Crime Prosecutors - These positions would work in a local prosecutor office and be embedded in a regional Task Force. The prosecutors would focus specifically on motor vehicle burglary and theft. They also would be available to assist other prosecutors in motor vehicle crime prosecutions.

Lastly, a portion of the funds will be used to harden the most vulnerable targets of vehicle crimes by providing specific technology and education to reduce victimization of vulnerable populations and neighborhoods. ABTPA will provide specific high crime communities and neighborhoods with emerging technologies like car data port devices, tracking technology, and web and smart phone applications to reduce motor vehicle burglary and theft.

The automotive industry is rapidly changing. Criminals are using new technology to burglarize and steal cars. They are often working in sophisticated and transient networks for both motor vehicle burglary and theft. The addition of increased presence, sophisticated crime analysis and improved technological resources will reduce motor vehicle related crime and increase arrest and cleared cases.

Increase Tactical Strength of Regional Law Enforcement Programs	Estimated Base Salary	Fringe	Total	Full Time Employees	Estimated Amount	80% Funding
Motor Vehicle Theft/Burglary Investigators (new)	\$70,000	\$31,500	\$101,500	80	\$8,120,000	
Crime Prevention/Analyst/Technologist	\$55,000	\$24,750	\$79,750	20	\$1,595,000	
Civilian VIN Inspectors/Admin	\$38,000	\$17,100	\$55,100	20	\$1,102,000	
Specialized Prosecutors	\$90,000	\$40,500	\$130,500	6	\$783,000	
Sub Total				126	\$11,600,000	\$9,280,000
Lease Vehicles, Supplies, and basic operations (add 15%)					\$1,740,000	\$1,392,000
Specialized Interdiction Equipment for Law Enforcement					\$600,000.00	\$480,000.00
Total Law Enforcement Expenses						\$11,152,000

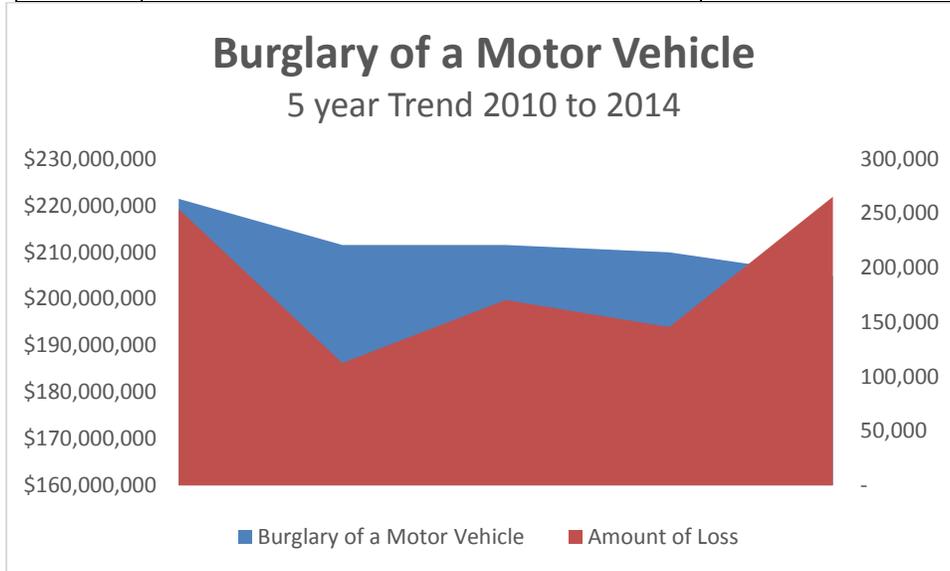
Assist Communities and Motor Vehicle Owners						
Providing Dongles or Radio Frequency Tracking Chips to assist law enforcement and public	FY15 Registered Vehicles	MVT 2014	MVT Rate (#MVT/Registered MV x100,000)	1% of Registered Vehicles Targeted	Estimated Technology Products \$15 ea.	80% Funding
Harris (Example Only)	3,529,344	22,540	638.65	35,293	\$529,395	
Dallas (Example Only)	2,073,180	11,247	542.50	20,732	\$310,980	
Bexar (Example Only)	1,530,135	7,876	514.73	15,301	\$229,515	
Other areas of the state above MVT Rate (Example Only)			>285	10,667	\$160,000	
					\$1,229,890	\$983,912
Various Research, Education, Voluntary Technology, Registration and Crime Prevention for Experimental Purposes					\$650,000	\$520,000
Total Assisting Communities and Motor Vehicle Owners Expenses						\$1,503,912

Description of Exceptional Item Request Adopted By ABTPA May 18, 2016	Amount
Increase Tactical Strength of Regional Law Enforcement Programs	\$11,152,000
Assisting Communities and Motor Vehicle Owners Expenses	\$1,503,912
Total	\$12,655,912

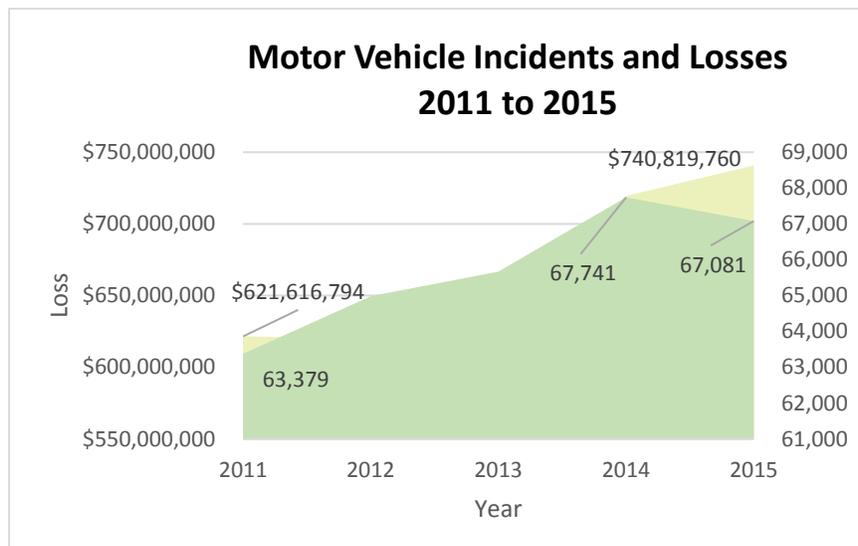
Data Sheet – Trend Analysis of Motor Vehicle Burglary and Theft

(Source: Texas Department of Public Safety Uniform Crime Report)

Year	Burglary of a Motor Vehicle Reported	Amount of Loss
2010	263,479	\$219,274,501
2011	221,065	\$186,261,110
2012	221,023	\$199,779,518
2013	214,294	\$193,963,506
2014	192,294	\$221,914,680



Year	Motor Vehicle Thefts	Loss Value
2011	63,379	\$621,616,794
2012	64,982	\$620,004,702
2013	65,671	\$643,215,451
2014	67,741	\$719,569,875
2015	67,081	Not Available





Board Agenda Item

**Section 3. Briefings and Action Items Part D. Legislative
Priorities**

2. FY 2018-2019 Biennial Plan of Operation

Automobile Burglary Theft and Prevention Authority

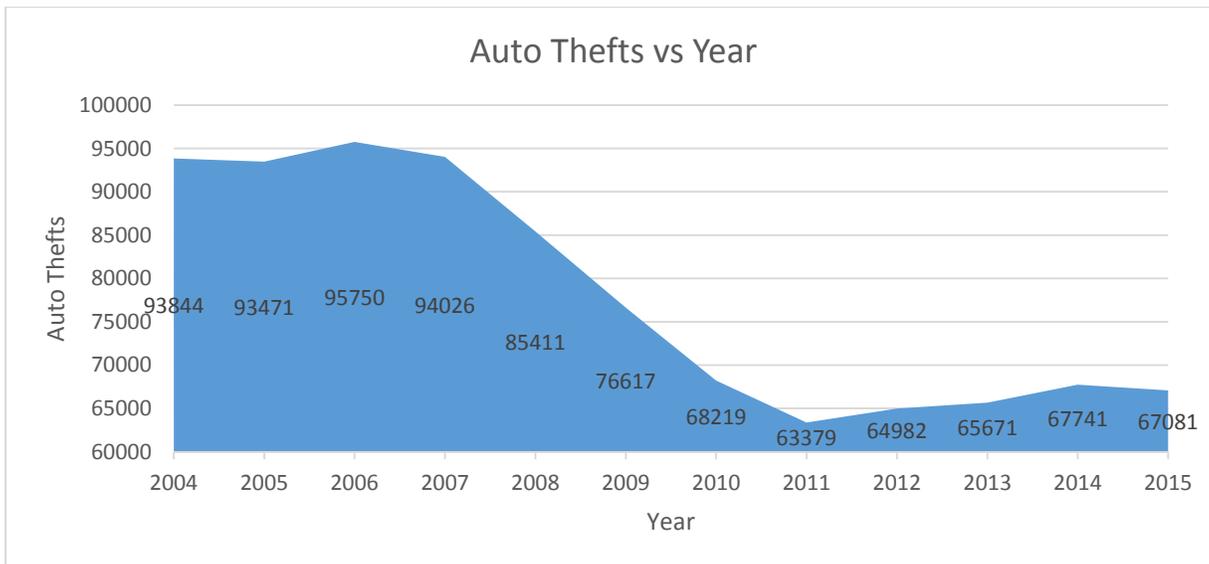
October 12, 2016

Report on FY2018-2019 Biennial Plan of Operations

State law requires the ABTPA to submit to the legislature by December 1 of each even-numbered year, a biennial operations plan that must include:

- (1) an assessment of the scope of the problems of automobile burglary or theft and economic automobile theft, including particular areas of the state where the problems are greatest;
- (2) an analysis of various methods of combating the problems of automobile burglary or theft and economic automobile theft;
- (3) a plan for providing financial support to combat automobile burglary or theft and economic automobile theft; and
- (4) an estimate of the funds required to implement the plan of operation

Uniform Crime Reports Indicate Motor Vehicle Thefts Have Risen



Source: Texas Department of Public Safety Uniform Crime Report

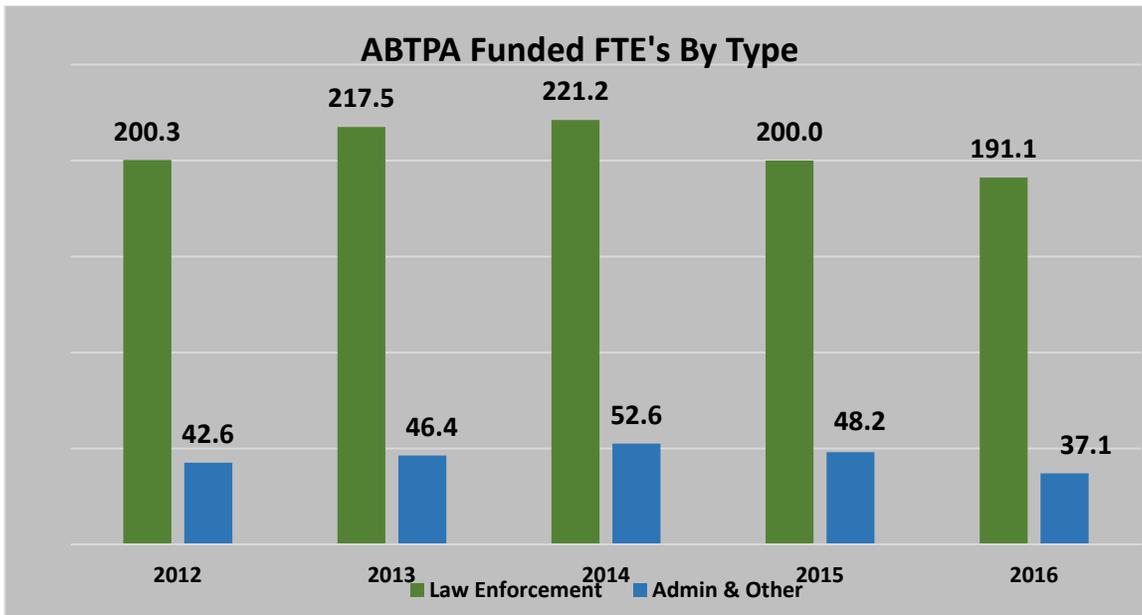
Estimated Total Losses for 2015 approach \$1 Billion Dollars

Type of Crime	Number	Est. Amount of Loss	Est. Average Loss
Motor Vehicle Theft	67,081	\$740,819,760	\$11,044
Thefts from a Motor Vehicle and Parts	193,949	\$196,903,619	\$1,096
2015 Estimated Total Loss		\$937,723,379	

Source: The Texas Crime Report for 2015, Texas Department of Public Safety

Methods of Combating the Problem

- 1) Investigate motor vehicle theft and related crimes
- 2) Identify Vehicles
- 3) Identify Prolific Offenders
- 4) Use technology
- 5) Communicate
- 6) Serve Communities



Plan for Providing Financial Support

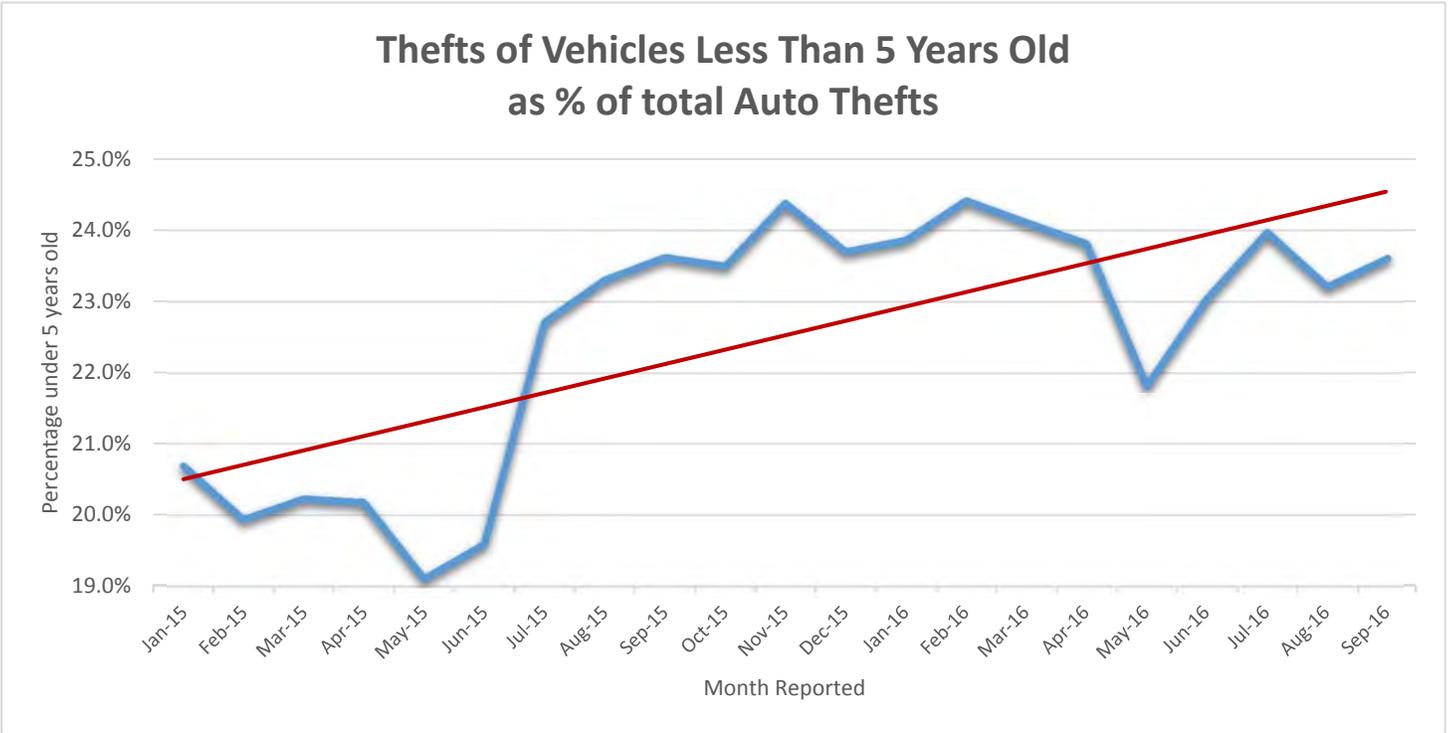
- a. Ensure Adequate Collection of Motor Vehicle Fee Assessment
- b. Provide Enforcement Grants
 - i. Continue Current Tactical Police Strength - RFP Process
 - ii. Seek Opportunities to Expand Strength - Intent to Apply process to help educate potential applicants
 - iii. Increase Tactical strength by adding Law Enforcement Officers, Adding Analysis to Taskforces, Adding administrative support, adding prosecutor support
- c. Improved Coordination
 - i. Current grantees and coverage
 - ii. Insurance Companies
- d. Areas of need
- e. Improved Coordination and Partnership

Estimate of Funds Required to Implement Plan

- a. Current Level of Funding
- b. 4% reduction impact
- c. 10% reduction impact
- d. The impact of local funding and Local contributions
- e. Exceptional item, if ABTPA receives full funding:

<u>Projected Items</u>	<u>Estimated Cost</u>
80 law enforcement investigators	\$6.5 million
20 crime prevention/analyst/technologist	\$1.27 million
20 VIN inspectors/administrative support	\$.88 million
6 Prosecutors-Specialized in motor vehicle crime	\$.626 million
Other Support Costs for Law Enforcement	\$1.87 million
Technology and education support to communities	\$1.5 million
TOTAL	\$12.65 million

Thefts of Vehicles Less Than 5 Years Old as % of total Auto Thefts



*Note: This graph illustrates that the theft of vehicles less than 5 years old is increasing at the rate of 1.5% every 10 months, over the last 20 months.



Board Agenda Item

Section 3. Briefings and Action Items Part E. FY 2018-2019

Grant Funding Issues

- 1. Strategic Plan Priorities**
- 2. Grant Process Timing Issues**

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Adopted May 18, 2016

Strategic Planning Results Outline

General

- Request that all or at least more of the dedicated auto theft fee revenues be appropriated to combat the \$1 billion in motor vehicle theft and burglary losses reported to DPS.
- Promote the use of state funds at the local level to combat the statewide problem and reduce the effect of losses on Texas business and citizens.
- Expand program coverage (officers and area) to have more significant impact against motor vehicle crime, improve response to victims, and better serve citizens.
- Consider amending ABTPA statutes to allow funding of efforts to combat other common motor vehicle related crimes adversely impacting victims (i.e.... insurance fraud, cargo theft, heavy equipment theft, utility vehicle theft, rental car theft, Vehicle Identification Number (VIN) switching and cloning, etc...) and motor vehicle crimes that adversely impact state revenues (title and registration fraud).
- Provide for better data collection within ABTPA programs to demonstrate ABTPA impact and outcomes.
- Conduct research to understand the broader implications of auto theft and determine the frequency of the use of stolen motor vehicles in other crimes such as human trafficking and drug distribution and use by organized crime.

Topic Discussion 1

Discuss and evaluate elements of programs that provide financial support to law enforcement agencies for economic motor vehicle theft and burglary enforcement teams.

Support indicated combined from all sources

Fill in the law enforcement coverage gap (area and personnel) left by past structural and organizational changes (increase “boots on the ground”).

Provide additional/dedicated funds for technology (databases, tracking, reporting systems, anti-hacking research, surveillance and interception, etc...).

Improve record keeping processes for vehicle disposal (i.e....require a receipt for NMVITIS w VTR203 Form).

Provide systematic inspections of final motor vehicle disposal sites (grinding, crushing, parts, and other related facilities).

Provide specialized training to improve collaboration between and collection of intelligence and data from auto theft units.

Provide for increased availability of VIN inspections and improve the VIN inspection process.

Provide enhanced support and shared information and resources for coordination with TDLR, TxDMV, and DPS.

Expand multi-jurisdiction programs.

Provide full-time specialized civilian support and MV crime analysts for all regions / programs

Topic Discussion 2

Discuss and evaluate elements of programs that provide financial support to local prosecutors, judicial agencies, and neighborhood, community, business, and nonprofit organizations to reduce the incidence of motor vehicle theft and burglary.

Support indicated combined from all sources

Provide services and education (cognitive training, reintegration, etc....) to help prevent convicted motor vehicle theft and burglary offenders from reoffending.

Provide funding for specialized prosecutors to cover all programs or regions.

Provide motor vehicle crime specific training for prosecutors.

Develop education programs with insurance cost reduction in mind.

Research the utility of RFID plate technology and/or motor vehicle alert technology in reducing the incidence of motor vehicle crimes.

Develop motor vehicle crime education and awareness programs for neighborhood associations and HOAs.

Topic Discussion 3

Discuss and evaluate elements and existing educational programs designed to inform motor vehicle owners of methods to prevent motor vehicle burglary or theft.

Support indicated combined from all sources

Conduct education campaigns based solely on research and performance.

Provide improved coordination of education program efforts between insurance, law enforcement and the public.

Conduct detailed case analysis of high crime areas to determine cause of thefts and burglaries.

Provide for better (imaginative) and consistent messaging.

Topic Discussion 4

Discuss and evaluate elements of programs to provide equipment, for experimental purposes, to assist motor vehicle owners in preventing motor vehicle burglary or theft.

Support indicated combined from all sources

Develop technology to connect Onboard Board Diagnostic readings at inspection stations to law enforcement stolen lists.

Expand the availability to the public of VIN etching and marking car components.

Purchase and distribute new technology such as ignition systems, tracking devices drone surveillance.

Pilot projects to purchase and distribute tracking apps and devices for personal items such as cell phones, purses and computers to be used in tandem with law enforcement and insurance companies to reduce burglary of motor vehicles.

Topic Discussion 5

Discuss and prioritize elements and programs to establish a uniform program to prevent stolen motor vehicles from entering Mexico.

Support indicated combined from all sources

Consider supporting or hosting voluntary self-registration RFID technology to track vehicles with option to notify law enforcement if vehicle is operated outside of set parameters.

Expand dialog/conference/training with law enforcement agencies along border to improve effort.

Develop voluntary system for registration that requires state title prior to vehicle exit to Mexico.

Examine potential for local voluntary registration programs.



CATPA

**Colorado Auto Theft
Prevention Authority**

Department of Public Safety

Tonia Rumer, CATPA Board Chairperson
Brenda Leffler, Lieutenant Colonel, Colorado State Patrol
Robert D. Force, CATPA Director
Kenya Lyons, CATPA Grant Manager
Charla Phagan, CATPA Office Assistant

Hosting an on-site visit with the
**Texas Auto Burglary Theft Prevention
Authority**



Carlos Garcia, *Texas ABTPA Board Chairman, Chief of Police & Security, Port of Brownsville*
Major Wynn Reynolds, *ABTPA Board Member, Texas DPS Criminal Investigations Division*
Bryan Wilson, *Texas ABTPA Director*
David Richards, *Texas DMV Associate General Counsel*

Agenda

Thursday, August 18, 2016

Location: CATPA Office
710 Kipling Street, Suite 106
Lakewood, CO 80215

- 1:00 PM Introductions & OverviewCATPA Office
History, Documents, Forms & Program Overview
- 2:00 PM CATPA Board & Grant Processes
- Session A. CATPA Board of Directors.....CATPA Office
Statutory Authority, Composition, By-Laws, Communications Plan
- Session B. CATPA Grant ProcessesCATPA Office
Solicitation, Review, Recommendation, Award, Monitoring, Reporting
- 3:00 PM Auto Theft Intelligence Coordination Center & NIBRS Reporting Enhancement
- Captain JP Burt, Colorado State Patrol
Darla Hackworth, Colorado Bureau of Investigations
- Session A. The ATICC Database & CATPA StatsATICC Conference Room
Development, Implementation & Reporting
- Session B. Crime Analytics & Intelligence Led Policing Effort.....CATPA Office
Crime Analysts Discussion & Products
- 5:00 PM Adjournment

Friday, August 19, 2016

- 8:00 AM Programs & Projects
- Session A. Enforcement OperationsCollocation Site
- CATPA Metropolitan Auto Theft Team (C-MATT)
- Commander Mike Greenwell, Lakewood Police Department
- Beat Auto Theft Through Law Enforcement (BATTLE)
- Captain Mark Mason, Colorado State Patrol
- Attorney General's Office – Prosecution Initiative
- Dave Cosson, Senior Assistant Attorney General
- Session B. Education, Training & Prevention Programs.....CATPA Office
- Coloradans Against Auto Theft (CAAT)
- Carole Walker, Executive Director
- Colorado Auto Theft Investigators
- Chris Tyus, President
- 11:00 AM Debriefing & Adjournment

Automobile Burglary and Theft Prevention Authority

October 12, 2016

FY 2018-2019 Grant Funding Issues Strategic Plan Priorities

May 18, 2016 Adopted Strategic Planning Results Outline

General

- Request that all or at least more of the dedicated auto theft fee revenues be appropriated to combat the \$1 billion in motor vehicle theft and burglary losses reported to DPS.
- Promote the use of state funds at the local level to combat the statewide problem and reduce the effect of losses on Texas business and citizens.
- Expand program coverage (officers and area) to have more significant impact against motor vehicle crime, improve response to victims, and better serve citizens.
- Consider amending ABTPA statutes to allow funding of efforts to combat other common motor vehicle related crimes adversely impacting victims (i.e., insurance fraud, cargo theft, heavy equipment theft, utility vehicle theft, rental car theft, Vehicle Identification Number (VIN) switching and cloning, etc.) and motor vehicle crimes that adversely impact state revenues (title and registration fraud).
- Provide for better data collection within ABTPA programs to demonstrate ABTPA impact and outcomes.
- Conduct research to understand the broader implications of auto theft and determine the frequency of the use of stolen motor vehicles in other crimes such as human trafficking and drug distribution and use by organized crime.

Biennial Application

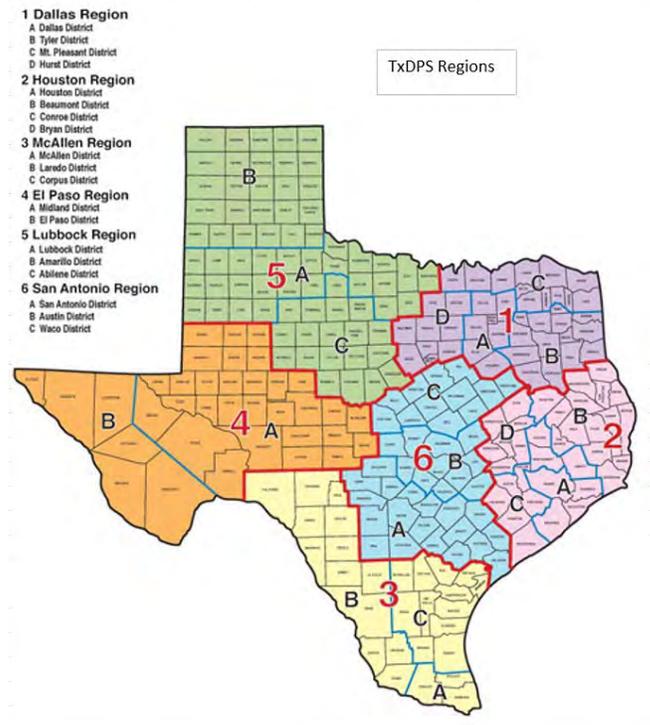
Consider grant applications once every two years. Continued funding in the second year of the biennium would be subject to compliance with grant terms and to the availability of state funding. A biennial application will reduce transaction costs of applying for a grant and streamline the administration of grant programs. This would also allow ABTPA staff to devote more time and resources on evaluating the effectiveness and impact of grant activities. Furthermore, the biennial application process may provide applicants an opportunity to develop innovative programs by planning beyond one year.

Regional Allocation

ABTPA has a statutory requirement to “allocate grant funds primarily based on the number of motor vehicles stolen in, or the motor vehicle burglary or theft rate across the state.” (Art. 4413(37) k.) In the past, the criteria to evaluate grant applications did not include controls to sufficiently meet this requirement. Developing a regional allocation model that is based on motor vehicle theft and burglary data across Texas would allow ABTPA to meet a vital part of its statutory mandate and may encourage a greater level of coordination among law enforcement agencies across the state.

The current award method forces all grant applicants to compete for the same pool of money without taking into consideration distinct needs or the contributions that meet the statewide priorities. The application score itself cannot fully appreciate merits of each individual applicant. Using a Regional Allocation method, grant applicants actually have more options. They can choose to join regional programs to benefit from a dedicated share of grant funds or they can choose to compete against other applicants within their region.

Finally, Regional Allocation may help balance the incidence of motor vehicle burglary and theft with statewide coverage. This could help ABTPA to make funding available in geographic regions that have not been covered by grant programs in recent history.



Crime Analysts

Consider prioritizing grant applications that incorporate Crime Analysts into the major grant program activities. Crime analysis would focus on two fronts: 1) identification of motor vehicles and 2) identification of pattern crimes and organized crimes. The crime analyst must develop actionable intelligence for coordinated taskforce response. The activities of the Crime Analyst should conform to standards established by the International Association of Crime Analysts (or an equivalent certifying entity). Additional prioritization may be assigned to law enforcement agencies that utilize analysts who are Certified Law Enforcement Analyst (CLEA).

Focus on Pattern, Organized & Economic Crime

Consider including a focus on pattern crime. Pattern crime is a group of two or more crimes reported to or discovered by police that are unique because they share commonality, have no relationship to victim, are notable from other crimes, and have a duration. Prioritize grant applications that focus activities on statewide issues in their local communities to combat pattern, organized, and economic crime.

Competitive versus Cooperative

Consider including requirements that grant applications that emphasize cooperation between jurisdictions may be prioritized over single jurisdiction applications as a way to incentivize the creation of more collaborative programs. Failing to prioritize collaboration forces grantees to compete for limited resources. This category of prioritization would be particularly important if the ABTPA board pursues a Regional Allocation model as described above.

Colocation

Colocation can be pursued by jurisdictions who are participating in regional grant programs (multiple jurisdictions cooperating under the same grant to leverage the state’s ABTPA resources for greater impact). Collocation supports the use of analysts, reduces administrative costs and allows for routine strategy sessions. Collocation is not reasonable for every program but could be prioritized without detrimental effects when justification is provided. Co-location provides an additional opportunity to foster cooperative operations between jurisdictions. Grant applications that include co-location, either as a part of a multi-jurisdictional/regional grant program or as a part of the operation of two separate grant awards, could receive prioritization when evaluating grant applications.

Prosecutorial Elements

Grant applications that provide for inclusion of prosecutors could be priorities. This would help promote the prosecution of cases presented by the Taskforces. Applications could request full or part-time dedicated prosecutor or request assistance across programs. Training and technical support for non-funded prosecutors could be included in the program.

Grant Process Timing Issues

Legislative Session

85th Regular Session Dates of Interest. Official deadlines will not be set until the House and Senate adopt their rule.

November 14, 2016	Bill Pre-filing begins
January 10, 2017	1st day of session
March 10, 2017	General bill filing deadline
May 29, 2017	Adjournment sine die
June 18, 2017	Veto deadline

Local Budget Development Cycle

Cities and Counties Start Budget in Early Spring (some exceptions)

Cities and Counties must adopt a budget and tax rate by end of September

Automobile Burglary Theft and Prevention Authority

October 12, 2016

From: Wilson, Bryan
To: [Bryan Wilson \(Bryan.Wilson@txdmv.gov\)](mailto:Bryan.Wilson@txdmv.gov)
Cc: Chief Carlos Garcia; [Menoskey, Mary](mailto:Menoskey.Mary); [David Richards \(David.Richards@txdmv.gov\)](mailto:David.Richards@txdmv.gov); [Mellott, Shelly](mailto:Mellott.Shelly)
Bcc: ["James Lerma"](#); ["Joey Canady"](#); ["Alberto Guajardo"](#); ["Lupe Garza"](#); ["Bryan Roden "](#); ["William Poole"](#); ["Stan Davis"](#); ["Joe Sclider"](#); ["Chris Murray"](#); ["Claudio Trevino"](#); ["Mike Simonds"](#); ["Bryan Skinner"](#); ["Paul Heitzman"](#); ["Jeff Parsons"](#); ["Barry Cook"](#); ["Bob Hundley"](#); ["Matthew Powell"](#); ["Mark Curran"](#); ["Mike Markle"](#); ["Chris Vetrano"](#); ["Henry Etheridge"](#); ["Angela Ordonez \(angela.ordonez@sheriff.hctx.net\)"](mailto:angela.ordonez@sheriff.hctx.net); ["Kenneth Richbourg"](#); ["Ricardo Porras"](#); ["Randall Sims"](#); ["Bryan Sudan"](#); ["Doug Clements"](#); ["Chris Vetrano"](#); ["Rene Cardona"](#); ["Shane Stone"](#); ["Miguel Rodriguez Jr."](#); ["Steven Winters"](#); ["Stephen Savoy"](#); ["Kenneth Karr"](#); ["David Mitchell"](#); ["Ben Landrum"](#); ["Hal Barrow"](#); ["elbert@cob.us"](mailto:elbert@cob.us); ["Thomas E Hardin \(thomas.hardin@houstonpolice.org\)"](mailto:Thomas.E.Hardin@houstonpolice.org); robert.manzo@houstonpolice.org
Subject: Executive Level Discussion with ABTPA Chairman Chief Carlos L. Garcia
Date: Monday, September 26, 2016 4:37:00 PM
Attachments: [image001.png](#)

ABTPA Program Directors and/or Designated Program Managers (sent blind copy to multiple recipients),

Please join Automobile Burglary and Theft Prevention Authority (ABTPA) Chairman, Chief Carlos L. Garcia at 4:00 PM to 6:00PM on Monday, October 24, 2016 in the main ballroom at San Antonio Marriott Northwest, 3233 NW Loop 410 San Antonio Texas 78213. This meeting is not a posted public meeting and no action will be taken on behalf of the ABTPA board at this time. This meeting is an **executive level** discussion for program directors (and/or agency designated program managers).

You are invited to have a discussion with Chief Garcia on the issues below:

1. Motor Vehicle Burglary and Theft Investigator Training
2. ABTPA Legislative Priorities and Strategy
3. FY18-19 Request for Proposals
 - a. Lining up funding priorities with the ABTPA strategic plan
 - b. Discussion of considered biennial funding plan
 - c. Allocation of funds (Command structure, regional, activity)
 - d. The use of crime analyst and Trend Analysis
 - e. The priority of pattern, organized and economic crime
 - f. Competitive versus cooperative approaches to Taskforce operations and funding
 - g. Taskforce Co-location
 - h. Including prosecutorial functions with Taskforces
 - i. Extra-jurisdictional Overtime
4. FY18 Grant Timing Issues
 - i. Legislative session
 - ii. Local budget development

The TAVTI Conference will start the following day at this facility. Please notify Marybeth Menoskey at Mary.Menoskey@txdmv.gov via email who will attend from your jurisdiction. I hope to see you there. Call or e-mail if you have any questions.

Best Regards.

BW

BRYAN E. WILSON
ABTPA Director
4000 Jackson Avenue
Austin, Texas 78731



Board Agenda Item

Section 3. Briefings and Action Items **Part F.** Consider ABTPA Board Committees, Board Charges, and Committee Member Appointments

Automobile Burglary and Theft Prevention Authority

October 12, 2016

Consider ABTPA Board Committees, Board Charges, and Committee Member Appointments

Consideration of Committees

Committees

Grants, Budget, and Reports, Committee

- Review and recommend to the ABTPA Board grant priorities, processes, and funding methods that meet the requirements of Texas Revised Civil Statutes Article 4413 (37).
- Review grant applications, review staff scoring processes, funding recommendations and hold meetings with grantees as needed for grantee presentations
- Review and recommend to the ABTPA Board budget priorities and allocation schedules in communication with TxDMV that meet the objectives of the ABTPA and are consistent with the ABTPA/TxDMV Interagency Contract. Monitor performance and propose recommended improvements to the ABTPA Board if ABTPA/TxDMV Interagency Contract changes are needed.
- Provide input to the ABTPA Director on statutory report requirements. Review information to ensure that the quality of data sources and of the reports are consistent with the needs of the ABTPA Board. Recommend improvements to the ABTPA board.
- Consider other financial issues or report and data issues as needed.

Insurance Collections and Refund Committee

- Review collection procedures of the APTPA Fee and recommend improvements to the ABTPA Board
- Foster positive communication with the insurance industry and other stakeholders in the implementation of the ABTPA statutes.
- Provide guidance to the ABTPA director regarding refunds and ensure procedures are reasonable, transparent, and accountable.
- Consider other insurance issues as needed

Education and Legislative Committee

- Recommend to the ABTPA board the communication strategy to inform the public on how to prevent motor vehicle theft and burglary
- Review and recommend to the ABTPA Board legislative priorities and issues including Legislative Appropriation Requests.
- Consider and recommend other communication issues as needed