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TxDMV Recognizes Counties for Outstanding Performance *Inaugural Performance Quality Recognition Program Award Recipients Honored*

(AUSTIN, Texas – June 20, 2018) The Texas Department of Motor Vehicles (TxDMV) honors the inaugural award recipients of the department’s new [Performance Quality Recognition Program](#). The awards recognize county tax assessor-collectors that exceed expected customer service and go above and beyond in complying with requirements related to vehicle title and registration services.

“The Texas Department of Motor Vehicles and our partners in the counties are ‘driven to serve’ our communities,” said TxDMV Executive Director Whitney Brewster at a meeting of the TxDMV Board on June 14. “The Performance Quality Recognition Program award recipients are committed to delivering the exceptional and efficient customer service that residents expect and deserve.”

The following Texas counties earned Silver Level recognition:

- Andrews County – Robin Harper, Tax Assessor-Collector
- Bee County – Linda G. Bridge, Tax Assessor-Collector
- Wichita County – Tommy Smyth, Tax Assessor-Collector

The following Texas counties earned Bronze Level recognition:

- Archer County – Dawn Vieth, Tax Assessor-Collector
- Eastland County – Andrea May, Tax Assessor-Collector
- Goliad County – Michelle D. Garcia, Tax Assessor-Collector
- Irion County – Joyce Gray, Tax Assessor-Collector
- San Patricio County – Dalia Sanchez, Tax Assessor-Collector

The program recognizes tax assessor-collectors at three levels (gold, silver and bronze) for compliance with statutory and administrative rule requirements, the use of effective and efficient office practices, demonstrated commitment toward completing proper motor vehicle transactions, and customer service. Recognition is focused on a variety of items based on industry best practices, including:

- Remitting fees on time
- Consistently applying statutes, rules, and policies governing motor vehicle transactions
- Maintaining bonds required by statute or rule
- Performing efficiently and with low error rates
- Processing transactions in a timely fashion
- Having a fraud, waste, and abuse awareness program
- Focusing on customer satisfaction
- Implementing cost saving measures

The Performance Quality Recognition Program is a voluntary program available for all Texas counties to apply.





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The Texas Department of Motor Vehicles serves, protects and advances the citizens and industries in the state with quality motor vehicle related services. For every \$1 it spends, TxDMV returns \$11 to the state. Each year the agency registers more than 24 million vehicles; issues more than 8 million vehicle titles; licenses approximately 34,000 motor vehicle dealers and distributors; credentials more than 60,000 motor carriers; issues more than 650,000 oversize/overweight permits; investigates approximately 13,000 complaints against dealers and motor carriers; and awards grants to law enforcement agencies to reduce vehicle burglaries and thefts. Learn more at www.TxDmv.gov.