



Media Contact:

Media@TxDMV.gov

(512) 465-1484

Customer Contact:

AskDMV@TxDMV.gov

1-888-368-4689

Go for the gold!

TxDMV recognizes four Texas counties for outstanding performance

(AUSTIN, Texas – May 4, 2022) You won't see the Olympic flame burning in the lobby of your county tax office, but you may see something gold, silver, or bronze hanging on the wall!

Four Texas counties earned [Performance Quality Recognition Program](#) awards from the Texas Department of Motor Vehicles (TxDMV). The awards recognize tax assessor-collectors and their staff for exemplary customer service and going above and beyond in providing vehicle title and registration services.

The program distinguishes counties at three levels – gold, silver, and bronze. This year's winners are:

Gold

- Galveston County – Cheryl Johnson, Tax Assessor-Collector
- Montgomery County – Tammy McRae, Tax Assessor-Collector

Bronze

- Bexar County – Albert Uresti, Tax Assessor-Collector
- Williamson County – Larry Gaddes, Tax Assessor-Collector

“Texans should expect nothing less than outstanding customer service when they register or title a vehicle,” said TxDMV acting Executive Director Daniel Avitia. “County staff and residents should be proud of this achievement.”

The recognition focuses on industry best practices, including:

- Remitting fees on time
- Consistently applying statutes, rules, and policies
- Maintaining required bonds
- Performing efficiently and with low error rates
- Processing transactions quickly
- Having a fraud, waste, and abuse awareness program
- Focusing on customer satisfaction
- Implementing cost saving measures

Since the program started in 2017, TxDMV has handed out six gold, five silver, and 16 bronze awards. Montgomery County is the only county to take home the gold twice. The Performance Quality Recognition Program is a voluntary program available for all Texas county tax assessor-collectors to apply.

The Texas Department of Motor Vehicles registers and titles motor vehicles, licenses motor vehicle dealers, credentials motor carriers, issues oversize/overweight permits, investigates 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. [Subscribe](#) to receive TxDMV news releases via email or text message.