



PERFORMANCE QUALITY RECOGNITION
PROGRAM GUIDE

JANUARY 2021



January 1, 2017

Dear Tax Assessor-Collector,

The Texas Department of Motor Vehicles (TxDMV) is proud to introduce the inaugural version of the Performance Quality Recognition Program. This program is designed to recognize the valuable motor vehicle services Tax Assessor-Collectors provide to the citizens of Texas.

TxDmv understands the importance of the services you provide as well as the impact that you have on the overall satisfaction of Texas motorists. The Performance Quality Recognition Program is designed to recognize you and your counterparts for your achievements in providing quality registration and titling services to the motoring public. The criteria included in the program are based on best practices the TxDMV has identified with the assistance of the Performance Quality Recognition Program Working Group. I want to thank those Tax Assessor-Collectors and TxDMV staff who devoted their time, energy and talents to the creation of this program. A list of those who served on the working group can be found later in this document.

Although great effort went into identifying comprehensive benchmarks that a Tax Assessor-Collector representing a county of any size or location could potentially achieve, TxDMV recognizes that there may be other best practices that warrant recognition that are not included in the initial version of this program. In an effort to continually improve the program and set the performance bar higher, TxDMV will update the program guide as needed to incorporate new criteria.

I hope you find this program valuable in showcasing the great work you and your employees provide every day. I look forward to the inaugural year of the Performance Quality Recognition Program and learning more about the improvements you have implemented to positively impact the people of our great state. Thank you for being "Driven to Serve!"

Sincerely,

Whitney Brewster
Executive Director

Table of Contents

INTRODUCTION	1
INSTRUCTIONS	2
<i>Overview</i>	2
<i>Application for Recognition</i>	2
<i>Submission of Application and Documentation</i>	2
<i>Eligibility to Apply</i>	3
<i>Deadline to Submit Application</i>	3
APPLICATION REVIEW PROCESS	4
<i>Review Committee</i>	4
<i>Committee’s Decision to Award or Deny</i>	4
DEMOTION OR REVOCATION	5
<i>Committee’s Decision to Demote or Revoke</i>	5
COUNTY REQUEST TO APPEAL DECISION	6
<i>Appeal Review Justification</i>	6
<i>County Requirements for Appeal Request</i>	6
<i>Department’s Appeal Review Process and Final Decision</i>	6
RECOGNITION AWARD	7
<i>Expiration of Recognition Level</i>	7
CRITERIA FOR EACH LEVEL OF RECOGNITION	8
<i>Bronze Level Criteria</i>	8
<i>Silver Level Criteria</i>	15
<i>Gold Level Criteria</i>	27
PERFORMANCE QUALITY RECOGNITION PROGRAM APPLICATION	39
SUPPORT MATERIAL	47
<i>Texas Administrative Code</i>	47
<i>Recognition Overview Chart</i>	51
APPENDIX	52
<i>GovDelivery Sign-Up Instructions</i>	52
<i>SAMPLE County Fraud, Waste, and Abuse Prevention Policy</i>	54
<i>SAMPLE Motor Vehicle Record Information Access Agreement</i>	56
<i>SAMPLE Compact with Texans</i>	59
<i>SAMPLE Inventory Review Letters</i>	62
<i>SAMPLE Funds Handling Policies and Procedures</i>	67
<i>Sample Webinar Participation Form</i>	80
<i>SAMPLE Speaker Evaluation/Survey</i>	81
<i>SAMPLE Information Security Awareness Practices</i>	82

Introduction

The Texas Department of Motor Vehicles (TxDMV) is proud to offer the Performance Quality Recognition Program, which recognizes tax assessor-collectors who go above and beyond to comply with Texas laws and agency administrative rules, and provide exceptional customer service. This is a voluntary, multi-level recognition program available to all 254 counties interested in participating.

Transportation Code, §520.004, requires the department to establish standards for uniformity and service quality for counties. This section prescribes the procedures and general criteria the department will use to establish and administer this voluntary program to recognize county tax assessor-collectors and their offices for outstanding performance and efficiency in performing vehicle title and registration functions.

The TxDMV understands the importance of the services you provide as well as the impact that you have on the overall satisfaction of Texas motorists. The Performance Quality Recognition Program is designed to recognize you and your counterparts for your achievements in providing quality registration and titling services to the motoring public.

Although great effort went into identifying comprehensive benchmarks that a county tax assessor-collector representing a county of any size or location could potentially achieve, TxDMV recognizes that there may be other best practices that warrant recognition that are not included in the initial version of this program. In an effort to continually improve the program and set the performance bar higher, TxDMV will update the program guide as needed to incorporate new criteria.

This guide explains the three levels of available recognition and provides instructions on how to participate in the program and apply for recognition.

Instructions

Overview

All counties that want to participate in the Performance Quality Recognition Program must apply for a desired level of recognition. The county tax assessor-collector must meet each of the requirements for the prior level(s) of recognition to be eligible for the higher levels of recognition. For example, if a county tax assessor-collector wants to apply for the Gold Level of recognition, the applicant must meet the requirements and complete the application for the Bronze, Silver, *and* Gold Levels of recognition.

The program recognizes tax assessor-collectors at three levels 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, including, but not limited to, offices that:

- remit fees on time;
- consistently apply statutes, rules, and policies governing motor vehicle transactions;
- maintain bonds required by statute or rule;
- perform efficiently and with low error rates;
- process transactions in a timely fashion;
- have a fraud, waste, and abuse awareness program;
- focus on customer satisfaction and feedback programs; and
- implement cost saving measures.

Application for Recognition

The application must be submitted the *Performance quality Recognition Program Application* (Form VTR-004). The form can be found on page 39 and at www.txdmv.gov/county-recognition. The application must be complete and signed by the county tax assessor-collector.

In addition to completing the application, additional information, documentation, or clarification may be required as prescribed by each criterion. Examples of some of the elements outlined within the criteria can be found in the Appendix.

At the department's discretion, additional information, clarification of information provided, and supporting documentation may be requested. The department will contact the county tax assessor-collector for this information and provide a deadline to respond.

We encourage any county tax assessor-collector considering making an application to work with their local TxDMV Regional Service Center to ensure the application is complete before submitting it for consideration.

Submission of Application and Documentation

The application is available at www.txdmv.gov/county-recognition and may be submitted by mail or email.

For mailed applications, please send to:

Texas Department of Motor Vehicles
Attn: County Recognition Program
4000 Jackson Ave. Bldg. 1
Austin, TX 78731

For emailed applications, please send to:

County-Recognition@txdmv.gov

Eligibility to Apply

Initial Application

If a county tax assessor-collector is applying for the first time, whether newly-elected or incumbent, the county tax assessor-collector is eligible to apply after serving as the county tax assessor-collector for an entire state fiscal year. The county tax assessor-collector may apply for the highest level of recognition as long as he/she meets the requirements for each level of recognition. For example, if the county tax assessor-collector wants to apply for the Gold Level of recognition, he/she must meet the requirements and complete the application for the Bronze, Silver, *and* Gold Levels of recognition.

Reapplying

Program recognition expires one year after the county tax assessor-collector's re-election. A county tax assessor-collector who wants to maintain his/her existing recognition level, or seek a higher level of recognition, must re-apply. For example, if a county tax assessor-collector has Silver Level of recognition and is re-elected for a term of office beginning January 2021, the county tax assessor-collector will need to re-apply by the October 31, 2021, deadline to avoid a gap in recognition. A new application with correspondence evidence is required. Previous applications and evidence are not considered.

Applying for a Higher Level of Recognition

County tax assessor-collectors who have obtained a recognition level are eligible to apply for a higher level after serving as the county tax assessor-collector for an entire state fiscal year after the recognition level was awarded. For example, if a Bronze Level of recognition was awarded for state fiscal year 2021, the county tax assessor-collector will have to serve the entire state fiscal year of 2022 before being eligible to apply for a Silver or Gold Level of recognition in state fiscal year 2023.

County tax assessor-collectors who apply for a higher level of recognition are not required to submit evidence with their application for the level(s) for which they have already been recognized.

Deadline to Submit Application

The application evaluation period is concurrent with a state fiscal year (September 1 through August 31). The application for the evaluation period must be received by the department or postmarked no later than **October 31**.

Application Review Process

Review Committee

A committee comprised of TxDMV staff will review the applications and documentation submitted by county tax assessor-collectors. This committee consists of management staff, subject matter experts in registration and titles, and regional service center (RSC) staff.

The committee is charged with verifying the application is complete, information provided is clear, and documentation provided meets the level of recognition sought. The committee may also access information from department records, as necessary to support the application, and contact the county tax assessor-collector if more information or clarification is needed.

The committee may award a recognition level based on information and documentation contained in the application and from department records.

The committee may deny an award of recognition based on the following:

- Application contains incomplete or inaccurate information.
- County tax assessor-collector fails to provide requested documentation.
- Application was not received by the deadline.
- County tax assessor-collector no longer holds the office of county tax assessor-collector.
- County tax assessor-collector did not sign the application.
- County tax assessor-collector does not meet the criteria for the recognition level sought.

Committee's Decision to Award or Deny

The committee will make a decision to award or deny a recognition level no later than 90 calendar days after receiving the application for recognition. The committee will send a written notice to the county tax assessor-collector via email or mail. If the application is denied, the reason for denial will be provided. If there is a delay in the committee's decision, the county tax assessor-collector will be notified.

Demotion or Revocation

Committee's Decision to Demote or Revoke

The committee may demote a county's recognition level if the county tax assessor-collector no longer meets the criteria for the current recognition level, but meets a lower recognition level. The recognition level will be demoted to the highest recognition level for which the county tax assessor-collector qualifies.

A recognition level can be revoked if the county tax assessor-collector no longer meets the criteria for any recognition level.

In the event the committee decides to demote or revoke a recognition level, the committee will send a written notice, including the reason for the demotion or revocation, to the county tax assessor-collector via email, fax, or mail.

Eligibility to Apply after Demotion

If a county tax assessor-collector's recognition level is demoted, the county tax assessor-collector is eligible to apply for a higher level of recognition after serving as the county tax assessor-collector for an entire state fiscal year after the recognition level was demoted. For example, if a county's Silver Level of recognition was demoted to Bronze in June 2021, the county tax assessor-collector will have to serve the entire 2022 state fiscal year before being eligible to apply for the Silver or Gold Levels of recognition starting in September 2022.

Applying after Revocation

If a county tax assessor-collector's recognition level is revoked, the county tax assessor-collector is eligible to apply for a recognition level after serving as the county tax assessor-collector for an entire state fiscal year after the recognition level was revoked. For example, if a county's Bronze Level of recognition was revoked in June 2021, the county tax assessor-collector will have to serve the entire 2022 state fiscal year before being eligible to apply for Bronze or higher recognition levels starting in September 2022.

County Request to Appeal Decision

Appeal Review Justification

If a county tax assessor-collector disagrees with the committee's decision, the county tax assessor-collector may submit a signed request on county letterhead, requesting the decision be reconsidered. The basis for the review may be for the following justification:

- Application for recognition was denied.
- County tax assessor-collector disagrees with the awarded level of recognition.
- Level of recognition is revoked or demoted.

County Requirements for Appeal Request

The county tax assessor-collector's request must specifically identify the basis for why the county tax assessor-collector disagrees with the committee's decision, include any evidence or legal authority that supports the request, and be postmarked no later than 90 calendar days after the date of the committee's notification of its decision.

Department's Appeal Review Process and Final Decision

Appeals of the review committee's decision will be evaluated by the Vehicle Titles and Registration Division director or their designee. The review committee will not handle an appeal of a decision that it made originally.

The director or their designee will make a decision on the appeal within 90 days of receiving the request. The department will send a written notice to the county tax assessor-collector, including information to support the decision via email, fax, or mail. If there is a delay in the decision, the county tax assessor-collector will be notified.

Recognition Award

When a county tax assessor-collector is awarded a recognition level, a letter of recognition and certificate from the TxDMV executive director will be sent to acknowledge the county tax assessor-collector's commitment to service and excellence.

The county tax assessor-collector will also receive an electronic insignia for the corresponding recognition. This insignia is to be shared with the public and county stakeholders to acknowledge the recognition made by the TxDMV. The insignia can be posted to the county website and linked to the TxDMV website that explains the program and accomplishments the recognition represents. The TxDMV will also acknowledge the counties participating in the program and their level of recognition awarded on the TxDMV website.



Expiration of Recognition Level

Awarded Recognition Level

The awarded recognition level expires on the latter of the county tax assessor-collector's term of office during which the recognition was awarded or the one-year anniversary of the start of the county tax assessor-collector's re-election term of office.

Higher Level of Recognition

If a county tax assessor-collector chooses to apply for a higher level of recognition, the existing recognition level will terminate when the committee makes a decision on the application for the higher level of recognition.

Demotion of Recognition Level

If a recognition level is demoted, the demoted recognition level expires on the latter of the county tax assessor-collector's term of office during which the recognition was demoted or the one-year anniversary of the start of the county tax assessor-collector's re-election term of office. The county tax assessor-collector shall discontinue use of the previously-awarded electronic image and return the certificate. A new electronic image and certificate designating the lower level of recognition will be provided.

Revocation of Recognition Level

A recognition level that is revoked will terminate on the effective date of the revocation. All awards and insignia must be removed from the county tax assessor-collector's office and website within 30 days of the committee's decision to revoke. The certificate must be returned to the TxDMV, and the county will be removed from the department's website that lists recognized counties.

End of Office

Any recognition level awarded to the county tax assessor-collector will expire when the county tax assessor-collector no longer holds office as the county tax assessor-collector.

Criteria for Each Level of Recognition



Bronze Level Criteria

Bronze Level recognizes county tax assessor-collectors that comply with state laws and agency rules for registering and titling motor vehicles and related TxDMV training modules. Bronze represents the minimum recognition level.

Scoring

The scoring for these criteria are point-based. Each criterion is worth one (1) point. Counties must meet all 13 criteria for a total of 13 points to receive Bronze Level recognition.

Criteria / Achievement

B.1 Oath of Office (Required)

Background and Purpose

Completion of the official oath of office meets Texas constitutional and statutory requirements and is a critical first step in taking the office of county tax assessor-collector. This oath asserts the individual will preserve, protect, and defend federal and state laws. Failure to take the oath may void official actions taken by the individual.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a certification stating they have completed the oath of office.

B.2 Bonds (Required)

Background and Purpose

Bonds are required for the county tax assessor-collector and deputies appointed by the county tax assessor-collector to ensure protection for county and state revenue. The bond may be called upon by the county or state in the event the county tax assessor-collector owes the county or state revenue from the collection of taxes and fees.

County Bond Amount

The bond for county taxes is set at an amount equal to 10% of the total amount of the preceding tax year's county taxes not to exceed \$100,000 and is payable to the county commissioners court.

State Bond Amount

The bond for state taxes is set at an amount equal to 5% of the net state collections from motor vehicle sales and use taxes and motor vehicle registration fees in the county during the preceding year. This bond may not be less than \$2,500 or more than \$100,000 and must be approved by the commissioner's court and state comptroller of public accounts. The bond is payable to the governor.

Bonds for Deputies

County deputies are required to post a surety bond payable to the county tax assessor-collector (one bond per deputy regardless of number of locations) valued between \$100,000 and \$5 million for a full service or dealer deputy or between \$2,500 and \$1 million for a limited service deputy.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a copy of all applicable bond agreements.

B.3 Registration Fee Remittance (*Required*)

Background and Purpose

The TxDMV, in partnership with the 254 county tax assessor-collectors, processes and collects fees for motor vehicle title and registration. A portion of the fees collected are retained by the county. The remainder is distributed to the state and used by the Texas Department of Transportation to construct and maintain the state's transportation system.

The timely remittance of funds ensures the state has funding available to purchase supplies for the registration and titling activities of the department and county offices.

The county must remit the net revenue from registration fees to the state no later than three days from the time of collection. In order to defer remittance, the county must notify the department. If deferred, the net revenue from registration fees must be remitted to the state no later than 34 days from the time of collection. The amounts owed to the state are reflected in the weekly Funds Remittance Report.

If there is a defect in the Registration and Title System (RTS) or Cognos system, the county will not be considered delinquent if the funds are remitted within two business days of the remittance report being made available. Funds not remitted to the county tax assessor-collector's office in a timely manner, such as payments from the Texas Comptroller's office, will not be held against the county tax assessor-collector.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a certification stating all registration fee revenue was remitted to the state in a timely manner.

Up to two late payments may be made within the state fiscal year if justification for the late payment(s) is provided with evidence demonstrating payment of interest and penalties.

Additional Information

Timely remittance of registration fees collected will be verified by the TxDMV using the Unpaid Remittances and Aging Report – Summary/Detail. This report is available in Cognos, and the county can verify their remittance with their local RSC.

B.4 Sales Tax Remittance (*Required*)

Background and Purpose

Motor vehicle sales and rental taxes, motor fuel taxes, and other taxes produce large revenue streams for the state. A tax is levied on all retail sales of motor vehicles bought out of state and in Texas and used on Texas public

highways by residents. State motor vehicle sales taxes are remitted to county tax assessor-collectors who remit them to the state on a schedule defined in the Tax Code (see below).

The county must remit the net revenue from motor vehicle sales and use taxes to the state in accordance with the following:

Frequency	Amount of sales tax collections in previous state fiscal year
Monthly (10th day of the month)	Less than \$2 million
Once each week	\$2 million to less than \$10 million
Daily	\$10 million or more

If the amount of net collections under Transportation Code, Chapter 502, and Tax Code, Chapter 152, is insufficient to cover the amount of those net collections authorized to be retained by a county as a percentage of the tax and penalties collected, the comptroller shall, at the request of the county tax assessor-collector, authorize the county to retain a portion of the tax and penalties collected to cover the deficiency.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a:

- certification stating motor vehicle sales tax and penalties were remitted on time, and
- report, letter, or certification from their county auditor stating taxes have been remitted to the comptroller in a timely manner based on the collection amount.

B.5 Charge Only Authorized Fees (Required)

Background and Purpose

Statewide consistency in title and registration fees ensures the motoring public is charged equitably, regardless of their county of residence. Also, the motoring public must be able to find statutory authority for the fee amounts assessed by the county tax assessor-collector’s office when performing work on behalf of the state.

The county tax assessor-collector is only authorized to collect and retain fees for services performed on behalf of the state pursuant to Texas Transportation Code, Chapters 501, 502, 504, 548, and 681. The county tax assessor-collector is expressly prohibited from charging additional fees for supplies provided by the state, for services performed on behalf of the state, or for services that facilitate the performance of services performed on behalf of the state, unless provided for in Texas statute or Administrative Code.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a certification stating only authorized title and registration fees are charged and collected.

B.6 Contact Information (Required)

Background and Purpose

When the county tax assessor-collector takes office, the TxDMV RSC manager will provide them with information related to the TxDMV. It is important for county tax assessor-collectors to provide the TxDMV with their contact information to post to the TxDMV website. The county tax assessor-collector’s direct email address must also be provided to be added to a TxDMV email directory and used by the department to communicate important

information directly to the county tax assessor-collector. The county tax assessor-collector's direct email is not posted to the department's website unless it is the same as the email address for use by the public.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a:

- direct email address for the county tax assessor-collector, and
- certification the information available on the department's website (www.TxDMV.gov/contact-us) for the county tax assessor-collector's office is accurate.

B.7 Interlocal Agreement (Required)

Background and Purpose

County tax assessor-collectors must enter into an Interlocal Agreement (rev. 07-2019) with the department. The interlocal agreement (contract) covers the expectations and responsibilities of both the county and the department related to the issuance of equipment and certain consumable supplies. The contract is important as it protects each party's interests since the counties act as agents for the department. The contract:

- references applicable statutes that define the relationship between the department and the counties,
- provides a means for counties to lease additional workstations if their current allocation does not meet their needs,
- incorporates the provisions of the County Equipment Guide, which serves as the official procedural manual related to equipment and certain consumables, and
- sets forth the Scope of Services (high-level obligations) of both the department and the counties.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a certification stating the county has entered into the Interlocal Agreement with the department and adheres to the expectations agreed upon in the agreement.

B.8 Fraud, Waste, and Abuse Policy (Required)

Background and Purpose

The purpose of a fraud, waste, and abuse policy is to establish the expectation that all employees are responsible for preventing, detecting, and reporting fraud, waste, and abuse. County tax assessor-collectors are responsible for preserving the public trust by properly using and protecting county and state resources.

A policy is intended to facilitate the prevention of fraud, waste, and abuse and, when necessary, stop continued fraud, waste, and abuse by any means within a county tax assessor-collector's authority. It is the duty of every employee to be vigilant in identifying and reporting suspected fraud, waste, and abuse in a timely manner to the appropriate supervisor whether the suspected activity concerns another employee or an individual who conducts business with or on behalf of the county.

Definitions

Fraud involves obtaining something of value through willful misrepresentation. Fraud includes a false representation by words, conduct, or omission that deceives or is intended to deceive another, so the individual will act upon the misrepresentation or omission to his or her legal detriment.

Waste is the misuse or loss of state resources through inefficient or ineffective practices or behaviors. Waste may result from mismanagement, inappropriate actions, and/or inadequate oversight.

Abuse is the misuse of authority or position that causes the loss or improper use of county or state resources.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a:

- copy of their county's policy related to fraud, waste, and abuse detection and prevention, and
- certification stating the policy has been in place for the duration of the state fiscal year.

Additional Information

A sample policy is provided in the Appendix, which may be adapted for county use.

B.9 Driver's Privacy Protection Act (DPPA) Non-disclosure Agreement *(Required)*

Background and Purpose

County tax assessor-collectors are responsible for educating county employees about the federal DPPA, the state Motor Vehicle Records Disclosure Act, and the state Public Information Act. Employees should be familiar with these privacy laws and have a clear understanding of the role the laws play in maintaining the integrity of Texas motor vehicle records.

The county should have a non-disclosure agreement. The agreement should contain a list of the required and permitted uses in the DPPA, and employees should certify they have read and understand them.

At a minimum, the agreement should also affirm the employee understands the following:

- No personal information contained in a motor vehicle record may be verified or released over the telephone. Verification or release of non-personal information is acceptable. In order to verify or release personal information to a qualifying individual, a written request and photo identification is required.
- Violations of the DPPA can result in civil and criminal penalties.
- The release or use of personal information from motor vehicle records for the purpose of distribution of surveys, marketing, or solicitations is strictly prohibited.
- Access to motor vehicle records is for official internal use only and may not be released or disclosed for any purpose.
- Every employee and county tax assessor-collector (or designee) should sign and date the document, and the document should be kept in each employee's personnel file.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a:

- copy of the county's non-disclosure agreement, and
- certification that each county employee with access to motor vehicle records has signed a non-disclosure agreement and the agreement is kept in each employee's personnel file.

Supporting Documentation

A draft non-disclosure agreement is included in the Appendix, which may be adapted for county use.

B.10 County Tax Assessor-Collector Website *(Required)*

Background and Purpose

A majority of the Texas population uses the Internet. Texans expect government offices to maintain a dedicated website that provides information that makes doing business easier and reduces the amount of customer questions.

A county tax assessor-collector should have a dedicated website that, at minimum, provides the following information:

1. Office location(s)
2. Address(es)
3. Hours of operation
4. Contact phone number(s) and email address

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide the web address (URL) to the dedicated county tax assessor-collector office website, which must contain the four items listed above.

Additional Information

A county tax assessor-collector may receive more information on how to obtain a county tax assessor-collector website through the Tax Assessor-Collector Association (TACA).

B.11 Compact with Citizens *(Required)*

Background and Purpose

A customer or citizen compact is an agreement made with the customers of an institution to provide services that follow a predetermined set of guiding principles. This compact defines the standards that customers should expect. A multitude of state agencies, including the TxDMV, have a compact with the citizens of Texas. The TxDMV's Compact with Texans supports the department's vision, mission, and goals of being customer-centric and providing premier customer service. Counties should have a similar compact with the citizens of their county.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a copy of their county's compact with their citizens.

Additional Information

The TxDMV's compact with Texans is included in the Appendix, which may be adapted for county use.

B.12 Training Commitment (*Required*)

Background and Purpose

Training promotes productivity, efficiency, and professionalism and enhances employees' abilities to better serve the motoring public. When employees are encouraged to complete training, some immediate benefits include lower error rates and improved customer satisfaction.

The purpose of training, as it relates to vehicle registration and titling in Texas, is to ensure employees have the necessary knowledge to complete transactions successfully. Training may also be used to enhance proficiency using software programs connected to a particular job/task or general customer service abilities.

Commitment to Training Statement

In my role as a county tax assessor-collector, training for me and my employees is a high priority. I will encourage my employees to participate in job specific training to the best of my ability. I will also ensure my employees have sufficient access and time to complete necessary training and webinars provided by the TxDMV.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a certification stating training for their office is a high priority, they encourage their employees to participate in job-specific training, and ensure their employees have sufficient access and time to complete necessary training and webinars provided by the TxDMV.

B.13 RTS and TxDMV eLearning User Access (*Required*)

Background and Purpose

County tax assessor-collectors should accurately maintain employee access to TxDMV applications. When turnover occurs, or job duties change, the user's access within the RTS application and eLearning system should be updated appropriately. Keeping this information current ensures employees are using the appropriate log-in credentials and only accessing applications relevant to their job duties. In addition, the department has a limited number of licenses available for accessing the eLearning system. Users who no longer need access should be removed, so new users can be added.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a certification stating:

- employee access to RTS and TxDMV eLearning is accurately maintained and that users are added and deleted in a timely manner,
- RTS users do not share RTS accounts, and
- RTS users complete the training required for their duties and are assigned appropriate RTS permissions.



Silver Level Criteria

Silver Level recognizes county tax assessor-collectors that satisfy the requirements for Bronze Level and are customer-centric and innovative. Applicants for Silver Level must comply with specific statutory and rule requirements and perform customer-centric business practices that meet or exceed expected levels of service. Silver represents the middle-tier recognition level.

Scoring

The scoring for these criteria are point based. Each criterion is worth one (1) point unless otherwise stated within the criteria. Counties must meet the ten (10) required criteria and any electives that amount to six (6) additional points to reach a total of 16 points.

Criteria / Achievement

S.1 Annual Inventory with No Discrepancies Found *(Required)*

Background and Purpose

Proper internal controls should be in place to secure and account for department inventory.

TxDMV field service representatives (FSRs) conduct an annual, on-site inventory of department issued plates and placards. During the inventory, expired and unexpired inventory is accounted for. The inventory allows the FSR to review internal county controls in handling this inventory and facilitates recommendations where weaknesses are identified. This ensures the county maintains strong controls over their daily operations involving department issued inventory and mitigates potential mishandling issues.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide the annual inventory review letter from an FSR that concludes “no discrepancies found” for the inventory conducted during the state fiscal year in which recognition is sought.

Exception

An office that receives a review that includes discrepancies can still receive credit for this category if the follow-up review shows the inventory items have been reconciled and accounted for. The reconciled discrepancies must be completed within the state fiscal year prior to applying.

Additional Information

A sample letter can be found in the Appendix.

S.2 Participation in GovDelivery by County *(Required)*

Background and Purpose

GovDelivery is the department’s communication system. Participating in GovDelivery ensures counties and stakeholders receive important updates concerning policy, procedure, and associated form changes, as well as ensuring customers receive up-to-date information. Staying current on important changes to policies and

procedures demonstrates a commitment to providing outstanding customer service and following department policies and procedures.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a certification that the county has at least one individual from each (if more than one location) county tax assessor-collector’s office subscribed to receive and disseminate information from the department to appropriate employees.

Additional Information

Instructions on how to subscribe to GovDelivery are provided in the Appendix.

S.3 Promote webDEALER (Elective)

Background and Purpose

Promoting the use of webDEALER by franchise and independent dealers and commercial fleet buyers (e.g., rental car companies) provides increased efficiency and promotes a customer centric business model. When local county tax assessor-collectors promote effective use of webDEALER within their county, increased customer service options become available for both webDEALER users and their customers.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a certification stating that the county had at least one (1) active entity utilizing webDEALER during six months of the state fiscal year and at least fifty (50) total title applications were submitted.

S.4 Promote webSUB (Elective)

Background and Purpose

Promoting the use of webSUB by local businesses and other public offices provides customers increased convenience by offering additional options for customers that need to renew their registration. Oftentimes, these businesses’ hours are more flexible and can better accommodate customers’ needs. The use of webSUB within a county decreases wait times for customers visiting the county tax office for other transactions. Counties should strive to provide convenient, efficient, and accessible options to customers.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a certification stating the county had at least one (1) subcontractor (non-county location) set up in webSUB and utilized the application at least six months of the state fiscal year.

S.5 Appropriate Use of Additional Collections (Required)

Background and Purpose

The Registration and Title System (RTS) accounts for all fees that should be charged and collected within the applicable RTS event for the transaction. However, RTS allows flexibility for collection of fees in Additional

Collections in limited circumstances. For auditing purposes, the use of Additional Collections to collect fees outside the applicable event must be justified, especially the use of Miscellaneous. Counties can view the fees collected through Additional Collections from the Additional Collections Report available in Cognos.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a:

- certification stating the county uses the Additional Collections event appropriately,
- copy of the Additional Collections Report for the state fiscal year,
- copy of the RTS receipt for each collection listed on the Additional Collections Report (except those specifically authorized, such as Mechanics Lien Admin Fee, pre-paid sales tax, or hot check fees), and
- justification for each collection (except those specifically authorized).

S.6 Mailed Registration Renewals Processing Monitoring *(Elective)*

Background and Purpose

The turnaround time to process registration renewals is essential to excellent customer service and satisfaction. Although law does not specify a set timeframe to process registration renewals mailed to a county office, counties should strive for efficiency and a quick output to meet customer needs. Counties should monitor and maintain records on the time it takes to handle mailed registration renewals in order to evaluate average processing time. Monitoring this information should result in improved county training and optimize business processes to decrease the average turnaround time.

Many vendors offer high-speed machines that quickly scan the renewal, insurance, and/or checks submitted by customers to cashier the payment and assist with processing. In addition, the TxDMV has provided equipment vendors the ability to connect their software to the webSUB application for faster processing of registration renewals. These processes may benefit a county office in expediting the mailed registration renewal process.

The county tax assessor-collector should implement a program or process to monitor and maintain records on turnaround time for mailed registration renewals.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a copy of the program or process (e.g., tracking spreadsheet) used to monitor and maintain the turnaround times for mailed registration renewals. The program or process, at minimum, must capture the date in which renewals were received, the date they were processed, and calculate the difference between those two dates to determine an average turnaround time.

S.7 Title Application Processing Monitoring *(Elective)*

Background and Purpose

The turnaround time to process title applications is important to customer service and satisfaction. Statute requires title applications to be processed in RTS within 72 hours of receipt. Counties should monitor and maintain records on the time it takes to process complete and accurate title applications, in order to evaluate average processing time. Monitoring this information should result in improved county training and optimize business processes to decrease the average turnaround time.

The county tax assessor-collector should implement a program or process to monitor and maintain records on turnaround time for title applications that are mailed or dropped off.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a copy of the program or process used to monitor and maintain the turnaround times for titles that are complete and accurate. The program or process, at minimum, must capture the date in which title applications were received, the date they were processed, and calculate the difference between those two dates to determine an average turnaround time.

S.8 Fraud, Waste, and Abuse Training Program *(Required)*

Background and Purpose

This criterion further expands on the county’s internal fraud, waste, and abuse prevention policy by requiring the development of an internal training program that substantiates its policy (B.8). The program serves as a means to ensure consistency in the county’s operations as it strives to prevent fraud, waste, and abuse.

A county must develop a training program covering their fraud, waste, and abuse prevention policy. Training should also include any additional measures the county is taking to detect and prevent fraud, waste, and abuse (e.g., a regular audit schedule).

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a copy of the county’s fraud, waste, and abuse prevention training material (e.g., a PowerPoint).

S.9 Funds Handling Procedures *(Required)*

Background and Purpose

County offices handle large amounts of title and registration funds on a daily basis. Documented monetary controls and procedures can prevent theft or misappropriation of these funds. Examples of monetary controls and procedures include the following:

- Funds are deposited in the bank on a daily basis.
- Reconciliations of bank deposits are completed in a timely manner and reviewed by employees other than the person who prepared the deposit.
- Bank statements are reviewed weekly or monthly for accuracy.
- Checks returned for insufficient funds are logged and tracked.
- Cash drawers are counted at the end of the business day by the employee responsible for the drawer and verified by another employee.
- Access to and control of the key for locked cash drawers is restricted based upon employee position.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a copy of the county’s funds handling procedures.

Additional Information

A sample funds handling standard operating procedure is located in the Appendix, which may be adapted for county use.

S.10 County Compliance Audits (*Required*)

Background and Purpose

Counties should conduct regular on-site audits of county and deputy locations (full service location, dealer deputy, limited service deputy) to confirm adherence to policies, ensure consistency in work quality, and monitor TxDMV inventory and equipment. Audits should be documented and formalized into a report. At a minimum, on-site audits should include:

- Examination of title transactions for conformance with state guidelines.
- Review of inventory handling and spot checks against RTS Inventory Report.
- Review of office security (e.g., employee oversight, funds handling, etc.).
- Auditing of TxDMV equipment and consumables (RTS workstations, printers, toner, and RTS-500 paper).

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide:

- a copy of internal standard operating procedure outlining audit areas and how to conduct those audits,
- copies of audit reports demonstrating audits occurred for each of the four items listed above at each county and deputy location during the state fiscal year, and
- summary document describing the outcome of audits that occurred during the state fiscal year covering the four items listed above.

S.11 Law Enforcement Partnership (*Elective*)

Background and Purpose

County tax assessor-collector involvement with law enforcement at the local level is essential in order to respond to situations where title fraud or motor vehicle theft is suspected. Counties should work to develop relationships with law enforcement and ensure they have knowledge related to titling and registering motor vehicles. Law enforcement provides many services to county tax assessor-collectors, such as supporting insufficient funds activities and disabled placard seizures. However, it is equally important that the county tax assessor-collector provide services to local law enforcement.

Counties should establish policies and procedures for working with local law enforcement agencies. Key items that should be incorporated into this procedure include:

- Identification of law enforcement agencies and contact information.
- A list of key county tax office personnel available to assist law enforcement.
- Methods to educate law enforcement personnel about title and registration policies and procedures.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a:

- copy of policies and procedures for handling relationships with and assisting law enforcement,
- copy of training material provided or presented to local law enforcement, or
- letter from local law enforcement leadership attesting to, and providing examples of, the collaborative relationship between the local law enforcement agency and the county tax assessor-collector's office.

S.12 Customer Satisfaction Survey *(Required)*

Background and Purpose

The use of customer feedback allows a county to continuously improve operations, increase customer satisfaction, and provide a customer-friendly atmosphere. The use of customer surveys facilitates easier collection of the vital information used to understand, from the customer's perspective, when customer service efforts are successful or may need improvement or changes.

A customer satisfaction survey should evaluate a customer's satisfaction on a range of area of importance to the county tax assessor-collector. It is recommended the questions or categories can be rated on a 4 or 5-point scale. For example:

- 1 – Unsatisfactory
- 2 – Below Expectations
- 3 – Meets Expectations
- 4 – Above/Exceeds Expectations
- 5 - Excellent

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a:

- copy of their customer satisfaction survey with, at minimum, an Overall Satisfaction Rating option on a 4 or 5-point scale, and
- statement or evidence of where the customer can complete the survey (e.g., county tax assessor-collector's website, survey tablet, or survey drop box).

S.13 Substantive County Tax Assessor-Collector Website *(Required)*

Background and Purpose

This criterion further expands on providing customers with access to a county tax assessor-collector website (B.10). If a customer is unable to reach the county tax office by phone, or prefers to research their request, the county website should provide the elements necessary for the customer to retrieve the documents or information they need. The links and information on the website should be current and link to the correct information.

The county tax assessor-collector's website may include, but is not limited to, the following:

- County holidays and closures
- County news
- Frequently asked questions
- Link to the TxDMV website for forms (<https://www.txdmv.gov/forms>)

- Link to other TxDMV publications and tools available on the TxDMV website (e.g., For Our Troops, dealer complaints, consumer protection, disabled plates and placards, specialty license plates)
- Ability for customers to submit feedback/comments directly through the website
- Information or links to other stakeholders (e.g., MyPlates.com, TwoStepsOneSicker.com, local law enforcement)
- Acceptable payment methods and requirements
- Link to National Motor Vehicle Title Information System website (www.vehiclehistory.gov) or TxDMV's Title Check webpage (www.TxDmv.gov/title-check)
- Link to online vehicle registration renewals
- Link to online change of address
- Alternative methods for connecting with the county (e.g., links to social media)

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide the web address (URL) to the dedicated county tax assessor-collector office website demonstrating the website contains at least 8 of the 12 suggested items.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- A website containing at least 8 of the 12 suggested items is eligible for 1 point.
- A website containing at least 10 of the 12 suggested items is eligible for 2 points.
- A website containing all 12 of the suggested items is eligible for 3 points.

S.14 County Collaboration (*Elective*)

Background and Purpose

While each county faces different challenges, there are many common challenges. Collaboration encourages information sharing and assists counties in overcoming these challenges. This also promotes consistency in business practices.

Counties should attend regional and statewide meetings and conferences to ensure they are staying informed on the latest topics and can network and collaborate.

Requirements

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide evidence that county employees (*two of three required*):

- attended a regionally hosted meeting (a copy of a sign-in sheet or registration confirmation),
- attended at least one statewide county tax assessor-collector conference (registration confirmation), or
- hosted a meeting for counties to share concerns and resolve issues that affect the counties within their region (a copy of a sign-in sheet or meeting agenda reflecting the county as the host).

S.15 Public Outreach (*Elective*)

Background and Purpose

County tax assessor-collectors should strive to keep the motoring public informed of different aspects of motor vehicle services. Every community utilizes a variety of methods to disseminate information to its citizens. The county tax assessor-collector should take advantage of these methods to notify the public about available services, changes to existing services, upcoming rule changes, solicit feedback from the community, and provide general information.

Some examples of outreach activities include, but are not limited to, the following:

- Mailing of motor vehicle information
- Distributing fliers, posters, or brochures
- Connecting to the public via social media
- Press releases
- Talk radio and/or news interviews
- Participating in local events

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide evidence of at least two different outreach activities informing customers about motor vehicle services.

S.16 Customer Flow Management (*Elective*)

Background and Purpose

Ticketing devices and queuing systems act as a tool to manage and streamline customer flow and wait times, resulting in faster customer service. This enables office leadership to identify areas needing improvement. Offices can use simple sequentially numbered ticket dispensers or more sophisticated electronic queuing systems.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide evidence (e.g., a photograph, queuing system report) that at least one office utilizes a ticket dispenser with display, queuing system, or other systematic means to manage customer flow.

S.17 Non-English Customer Service (*Elective*)

Background and Purpose

Texas has become increasingly diverse. As populations continue to shift, and Texas becomes more linguistically diverse, the need to provide effective multilingual customer service increases across the state. Effective interpretation and translation services are key to serving the needs of linguistically diverse customers.

Counties should seek to employ individuals who are capable of communication with non-English speaking customers, constituting the largest non-English speaking population in their county, or have access to on-demand, professional translation services.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide:

- a certification that least one employee is capable of communicating with non-English speaking customers constituting the largest non-English speaking population in the county, or
- evidence of access to on-demand, professional translation services.

S.18 Alternative Business Hours (*Elective*)

Background and Purpose

Counties offering alternate office hours provide customers options for receiving service and demonstrate a commitment to the citizens they serve. Alternate hours should be clearly displayed on the exterior of the office, county website, and by any other appropriate means.

Standard office hours are those hours offered daily Monday through Friday. Typically, these are 8:00 A.M. to 5:00 P.M. Alternate hours include any deviation from the office's standard Monday through Friday hours and any hours open on a weekend. For example, the county's standard office hours are 8:00 A.M. to 5:00 P.M., but every Wednesday the hours are 7:00 A.M. to 4:00 P.M. Another example, the office is open every 2nd Saturday.

Alternate office hours include any one or more hours the office is open outside of the office's standard hours on a given day and any hours open on weekends. Alternate hours do not require being open more than nine hours per day.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide the office's standard hours and evidence the office offers alternate office hours at least twice a month.

S.19 Customer Service Workflow Efficiencies (*Elective*)

Background and Purpose

Counties should implement business practices that streamline customer service. Counties that streamline processes reduce wait times, customer inconvenience, and improve the overall customer experience. Examples include dedicated customer service windows or express lanes which can expedite services to specific customers, such as an information window/desk, dealer drop-off area, registration renewals only window, or a secure drop box.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide evidence or a description of the streamlined processes.

Scoring

This criterion has a maximum point eligibility of 2 points. Points are awarded as follows:

- One streamlined process is eligible for 1 point.
- Two or more streamlined processes is eligible for 2 points.

S.20 TxDMV Webinars Participation (*Required*)

Background and Purpose

Webinars are provided when policies and procedures change. These webinars are provided after the TxDMV sends out policy and procedure changes documented in Registration and Title Bulletins (RTBs) or when other important information is disseminated via GovDelivery.

The webinars serve as an opportunity for the TxDMV to explain changes and new requirements to counties as well as answer any questions county employees may have. County participation in these webinars ensures counties understand the changes and expectations set forth in the new policy or procedure. This communication between the TxDMV and the counties is crucial to aligning operating procedures within the counties.

The TxDMV offers more than one live webinar per topic to facilitate as much live interaction as possible. While participation in live webinars is preferable, these webinars are recorded and available on the TxDMV website if employees are unable to attend the live webinar. County employees should attend one of the live webinars or review recordings for each topic. For example, if over the course of the state fiscal year there were a total of ten webinars related to three RTBs, employees should have attended or listened to the recorded version of at least one of these webinars per RTB for a total of three webinars attended.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a certification on the *Performance Quality Recognition Program – Webinar Attendance* form stating at least one employee, other than the county tax assessor-collector, attended the live webinar or listened to the webinar recording for each topic provided during the state fiscal year.

Additional Information

The TxDMV verifies live participation from the report received directly from the webinar tool. In order to do this, county employees logged into a webinar must provide their county name and the first and last name of each individual participating in the chat/question feature *at the end of each webinar*.

The *Performance Quality Recognition Program – Webinar Attendance* form must be requested from the county's local TxDMV Regional Service Center. The form will reflect the attendance captured during the live webinars during the state fiscal year. A sample form is located in the Appendix.

S.21 Continuing Education (CE) Credits (*Required*)

Background and Purpose

Webinars are provided when policies and procedures change. These webinars are provided after the TxDMV sends out policy and procedure changes documented in Registration and Title Bulletins (RTBs) or when other important information is disseminated via GovDelivery.

The webinars serve as an opportunity for the TxDMV to explain changes and new requirements to counties and answer any questions county employees may have. County participation in these webinars ensures counties understand the changes and expectations set forth in the new policy or procedure. This communication between the TxDMV and the counties is crucial to aligning operating procedures within the counties.

Attending these webinars allows the county tax assessor-collector or their deputies to earn CE credit towards the continuing education credit program. Attendance by the county tax assessor-collector or the chief deputy creates a higher standard for their office, since these positions represent the county as a whole and encourage growth and development.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a:

- certification of their attendance on the *Performance Quality Recognition Program – Webinar Attendance* form, and
- copy of their or their chief deputy's Continuing Education Transcript reflecting attendance and credit claimed for all applicable TxDMV webinars during the state fiscal year.

Additional Information

The *Performance Quality Recognition Program – Webinar Attendance* form must be requested from the county's local TxDMV Regional Service Center. The form will reflect the attendance captured during the live webinars during the state fiscal year. A sample form is located in the Appendix.

Continuing Education Credits are claimed by reporting attendance at <https://www.txdmv.gov/tax-assessor-collectors/continuing-education-credit-hours>. Transcripts can be obtained from the Tax Assessor-Collector Association of Texas.

S.22 Training or Certification Programs (*Elective*)

Background and Purpose

Training promotes productivity, efficiency, professionalism, and enhances our abilities to better serve the motoring public. Training can result in lower error rates and improved customer satisfaction.

The purpose of training, as it relates to vehicle registration and titling in Texas, is to ensure employees possess the necessary knowledge to complete transactions successfully. Training or certification programs related to software, leadership, or management may also enhance proficiency in utilizing software programs connected to a particular job or task and customer service abilities.

Training may be developed by the county and delivered via cross-training between employees or on a county employee development day. Alternative options include participation in third-party programs that provide knowledge or skills that will benefit the public. If not mandatory, the training or certification programs should be an available option to all employees.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide:

- copies of the synopses, outlines, training materials, transcripts, and/or completion certificates which must reflect the date(s) of training, and
- a certification stating that training or certification programs are available options to all employees.

S.23 Information Technology (IT) Security Awareness (*Elective*)

Background and Purpose

Information technology (IT) security practices and training familiarize data users with information protection resources in accordance with appropriate statutes, regulations, rules, standards, guidelines, processes, and procedures. The TxDMV administers an annual mandatory *SANS Securing the Human* training for their employees to ensure employees properly safeguard the TxDMV network, passwords, system credentials, and personal identification information.

Counties should provide information on IT security practices to all employees with access to RTS or other TxDMV systems and/or participate in IT security training.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a copy of the:

- IT security practices information provided to employees, or
- training material (e.g., PowerPoint) or training transcripts/certificates for third-party provided training.

Scoring

This criterion has a maximum point eligibility of 2 points. Points are awarded as follows:

- Providing employees with IT security practices is eligible for 1 point, or
- Providing employees with IT security training is eligible for 2 points.



Gold Level Criteria

Gold Level recognizes county tax assessor-collectors that satisfy the requirements for Bronze and Silver Level and are performance-driven offices. Applicants must comply with specific statutory and rule requirements, perform customer-centric business practices that meet or exceed expected levels of service, and meet or exceed specific registration and titling performance goals. Gold represents the highest recognition level.

Scoring

The scoring for these criteria are point based. Each criterion is worth one (1) point unless otherwise stated within the criteria. Counties must have a total of 25 points to meet the Gold Level. Counties should select all that apply; however, the county must meet the 6 criteria that are required plus any of the electives needed to reach the required 25 point total.

Criteria / Achievement

G.1 On-site Review with No Concerns Finding *(Required)*

Background and Purpose

TxDMV Field Service Representatives (FSRs) conduct on-site reviews of county operations to verify security, accountability, and adherence to rules and laws. This review includes conducting spot checks of inventories, inspection of voided/deleted inventory, inspection of title application documentation, and review of fiduciary reports along with hot check and refund programs.

Weaknesses, deficiencies, or areas of improvement are identified and recommendations are provided to the county in order to mitigate any issues. A “No Concerns” finding indicates the county has adequate internal controls to minimize the risk of theft/fraud.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide an FSR review letter that concludes with a finding of “No Concerns” from the most recent review within the state fiscal year.

Exceptions

An office that receives a review finding of “Concerns/Recommendations” can still receive credit for this category if the follow-up review shows implementation of recommendations and the follow-up review report concludes “No Concerns.”

Additional Information

A county tax assessor-collector’s office that was subject to an investigative review due to theft or fraud during the fiscal year cannot apply for Gold Level recognition until the county tax assessor-collector receives a new review finding of “No Concerns.”

G.2 Participation in GovDelivery by Stakeholders *(Required)*

Background and Purpose

This criterion further expands on participating in the department's communication service, GovDelivery, by promoting utilization by stakeholders (S.2). Participating in GovDelivery ensures counties and stakeholders receive important updates concerning policy, procedure, and associated form changes. Additionally, customers receive up-to-date information. Staying current on important changes to policies and procedures demonstrates a commitment to providing outstanding customer service and following department policies and procedures.

Counties should ensure their stakeholders participate for the same reasons. Stakeholders include, but are not limited to, limited-service and full-service deputies, motor vehicle dealers, lienholders, metal recyclers and used auto parts recyclers, licensed vehicle storage facilities, and law enforcement.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide the name and email address of at least one county stakeholder signed up for GovDelivery.

Additional Information

Instructions on how to subscribe to GovDelivery are provided in the Appendix.

G.3 Utilizing webDEALER *(Elective)*

Background and Purpose

This criterion further expands on promoting the use of webDEALER by maximizing utilization (S.3). Promoting the use of webDEALER by franchise and independent dealers and commercial fleet buyers (e.g., rental car company) provides increased efficiency and promotes a customer-centric business model. When local county tax assessor-collectors promote the use of webDEALER within their county, wait times decrease because less resources are required to process a high volume of dealership transactions, thereby freeing employees to process regular customer transactions. Increasing efficiency in this process displays a customer-centric atmosphere by the county tax assessor-collector's office.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide:

- Monthly Titles Approved by County (obtain from a TxDMV Regional Service Center) for each of the 12 months of the state fiscal year,
- Vehicles Sold By Dealer Report (available in Cognos) run by transaction date for the state fiscal year, and
- a comparison of the fiscal year totals from the aforementioned reports.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- 40% of dealer transactions are processed through webDEALER is eligible for 1 point.
- 60% of dealer transactions are processed through webDEALER is eligible for 2 points.
- 80% of dealer transactions are processed through webDEALER is eligible for 3 points.

G.4 Utilizing webSUB for Additional Service Hours (*Elective*)

Background and Purpose

This criterion further expands on promoting the use of webSUB by maximizing customer availability (S.4). Counties with limited service deputies (subcontractors) should encourage these entities to offer registration renewal service hours outside of the county tax assessor-collector's standard hours to provide additional hours to customers. Offering alternate hours is an important part of creating and maintaining exceptional customer service. It demonstrates recognition of the varied lifestyles, commitments, and needs of the county tax assessor-collector's constituents.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide:

- the county tax assessor-collector's office hours, and
- the name and address of one or more subcontractors and their registration renewal service hours.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- One (1) subcontractor location with alternate hours from the county office is eligible for 1 point
- Three (3) subcontractor locations with alternate hours from the county office is eligible for 2 points.
- At least five (5) subcontractor locations with alternate hours from the county office is eligible for 3 points.

G.5 Mailed Registration Renewal Processing Time (*Elective*)

Background and Purpose

This criterion further expands on the county's mailed registration renewal monitoring program by utilizing the metrics gathered from the program to achieve turnaround time objectives (S.6). The turnaround time to process registration renewals is essential to excellent customer service and satisfaction. Although law does not specify a set timeframe to process registration renewals mailed to a county office, counties should strive for efficiency and a quick output to meet customer needs.

Requirement

In order to receive recognition for this criterion, the maximum allowed turnaround time in any given month may not exceed five (5) days. The county tax assessor-collector submitting the application must provide the mailed registration renewal turnaround times per month for the state fiscal year and the average for the year.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- An average annual mailed registration renewal turnaround time of not more than three (3) days is eligible for 1 point.
- An average annual mailed registration renewal turnaround time of not more than two (2) days is eligible for 2 points.
- An average annual mailed registration renewal turnaround time of not more than one (1) day is eligible for 3 points.

G.6 Title Application Processing Time *(Elective)*

Background and Purpose

This criterion further expands on the county's title application monitoring program by utilizing the metrics gathered from the program to achieve turnaround time objectives (S.7). The turnaround time to process title applications is important to customer service and satisfaction. Statute requires title applications to be processed into RTS within 72 hours of receipt.

Requirement

In order to receive recognition for this criterion, the maximum allowed turnaround time in any given month may not exceed five (5) days. The county tax assessor-collector submitting the application must provide the title application turnaround times per month for the state fiscal year and the average for the year.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- An average annual title application turnaround time of not more than three (3) days is eligible for 1 point.
- An average annual title application turnaround time of not more than two (2) days is eligible for 2 points.
- An average annual title application turnaround time of not more than one (1) day is eligible for 3 points.

G.7 Fraud, Waste, and Abuse Training Completion *(Required)*

Background and Purpose

This criterion further expands on the county's internal fraud, waste, and abuse training program that substantiates the county policy by measuring the reach of the training program (S.8). The training program should incorporate the guidelines developed in their standard operating procedures. Development of this training program offers the county an opportunity to provide guidance to its employees, along with an opportunity to address employee questions. It also serves as a means to ensure consistency in its operations as it strives to prevent fraud, waste, and abuse.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide:

- the frequency of all employee participation in training (e.g., annually), and
- a list containing the names of all employees and training completion date.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- 90% of all employees completed fraud, waste, and abuse training is eligible for 1 point.
- 95% of all employees completed fraud, waste, and abuse training is eligible for 2 points.
- 100% of all employees completed fraud, waste, and abuse training is eligible for 3 points.

G.8 Annual Anti-Fraud Awareness Campaign (*Elective*)

Background and Purpose

Fraud can (and does) happen in state and local government offices, so county tax assessor-collectors must develop plans to proactively fight fraud and promote anti-fraud programs. Creation of an annual anti-fraud campaign is an opportunity to offer recurring education and training to employees and stakeholders and sends a strong message that fraud prevention is a high priority in the county.

Ideas for fraud prevention activities can be easily found on the Internet. Counties should:

- designate an annual period of time (e.g., week, month, season) to focus on fraud prevention;
- include the public (customers), law enforcement, and full- and limited-service deputies in the program as appropriate;
- offer specialized training to employees on topics such as fraud detection, prevention, investigation, ethics in government, auditing, removal of license plates at time of sale, filing a VTN, etc.;
- invite guest speakers, such as TxDMV Field Service Representatives (FSRs) or law enforcement, to talk with employees and full- and limited-service deputies;
- reach out and inform the community by issuing press releases, posting signs in your office, or publicizing on your website and social media;
- provide information on Title Check or Motor Vehicle Crime Prevention Authority (MVCPA) campaigns; and
- participate in news/radio interviews for anti-fraud promotion.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide:

- a copy of the plan for the anti-fraud awareness campaign that occurred during the state fiscal year, and
- examples of the activities and outreach evidenced by meeting agendas, newspaper articles, attendance at the events, flyers, social media posts, or training presentations.

Additional Information

In order to receive recognition for this criterion, the county tax assessor-collector must demonstrate a robust anti-fraud awareness campaign. A singular item, such as a training session or signage, would not constitute a campaign. Several proactive anti-fraud awareness activities are required to satisfy this criterion for recognition.

G.9 Routine Law Enforcement Meetings (*Elective*)

Background and Purpose

This criterion further expands on establishing partnerships with local law enforcement by maintaining frequent contact (S.11). County tax assessor-collector involvement with law enforcement at the local level is essential in order to support to local law enforcement on motor vehicle title and registration policy and procedures and to respond to situations where title fraud or motor vehicle theft is suspected. Counties should develop relationships with law enforcement and ensure they have the knowledge related to titling and registering motor vehicles.

Counties should host meetings with law enforcement to share information and provide training on motor vehicle titling and registration at least annually.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide evidence of hosting a meeting(s) with law enforcement to share information and provide training on motor vehicle title and registration procedures in the form of a:

- sign-in sheet and agenda,
- copy of training material provided or presented, or
- letter from local law enforcement leadership attesting to participation in a meeting where training was provided by county tax assessor-collector employees and information was shared.

Scoring

This criterion has a maximum point eligibility of 2 points. Points are awarded as follows:

- One meeting hosted during the state fiscal year is eligible for 1 point.
- Two or more meetings hosted during the state fiscal year is eligible for 2 points.

G.10 Customer Satisfaction Survey Analysis (*Required*)

Background and Purpose

This criterion further expands on offering customers the opportunity to provide feedback on their level of satisfaction by analyzing the data (S.12). The analysis of customer feedback allows a county to continuously improve operations, increase customer satisfaction, and provide a consumer-friendly atmosphere. The use of customer surveys and feedback forms facilitates the easy collection of the vital information used to understand, from our customer's perspective, when customer service efforts are successful or need improvement.

Counties should develop a method to aggregate their customer satisfaction survey results to analyze satisfaction ratings over time or by location (if the county has more than one location).

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide evidence (e.g., a Excel data sheet) to demonstrate an aggregation of customer satisfaction ratings.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- 80% of surveys reflect an Overall Satisfaction of ***Meets Expectations*** or higher is eligible for 1 point.
- 85% of surveys reflect an Overall Satisfaction of ***Meets Expectations*** or higher is eligible for 2 points.
- 90% of surveys reflect an Overall Satisfaction of ***Meets Expectations*** or higher is eligible for 3 points.

G.11 County Website Analytics (*Elective*)

Background and Purpose

This criterion further expands on providing customers with access to a substantive county tax assessor-collector website, by analyzing customer interaction and impact (S.13). In addition to providing customers relevant information, websites should be adjusted based on customer behavior. Website analytic tools provide valuable

information about customer demographics and most frequently visited links. Analytics makes it easy to understand how your website users are engaging with your content, so you know what's working and what's not. Counties should utilize a website analytics tool to ensure the website is optimized for their constituents' use. An example of a free analytics tool is Google Analytics.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide print outs of dashboards or other reporting tools from the analytical software utilized on their website.

G.12 Contribute to County Collaboration *(Elective)*

Background and Purpose

This criterion further expands on encouraging county collaboration by being hands on in the collaboration with other counties (S.14). While each county faces different challenges, there are many common challenges. Collaboration encourages information sharing and assists counties in overcoming these challenges. This also promotes consistency in business practices. Offering to share information and provide training to peers is an important element to collaboration.

Requirements

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide:

- speaker evaluation forms (or a summary document) reflecting satisfaction with information presented by the county tax assessor-collector at a regionally hosted meeting or one of the statewide county tax assessor-collector conferences, or
- evidence the county tax assessor-collector contributed to the conference planning or served as a facilitator in one of the statewide county tax assessor-collector conferences.

G.13 Public Outreach Results *(Elective)*

Background and Purpose

This criterion further expands on public outreach efforts by measuring the results of the county's outreach activities (S.15). In order to gauge the success of the outreach activities, counties should track the progress of the topic discussed in the outreach before and after implementation. Benefits which can be tracked may include a reduction in phone calls, increase in social media followers, a decrease in title application rejections, an increase in specialty plate purchases, etc.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide statistical information or examples demonstrating the engagement had a positive result with the public.

G.14 Average Customer Wait Times *(Elective)*

Background and Purpose

This criterion expands on the use of queuing systems to manage customer wait time by gathering data on average wait times (S.16). Queuing systems provide an automated process to manage and streamline customer wait times and reduce lines in the lobby. The more sophisticated systems track wait times, allowing office leadership to identify areas that need improvement. Offices can use simple sequentially numbered ticket dispensers or more sophisticated electronic queuing systems.

Requirement

In order to receive recognition for this criterion, the average wait time in any given month may not exceed 40 minutes, and the county tax assessor-collector submitting the application must provide statistical reports demonstrating the average wait times per month for customers during the state fiscal year and the average for the year.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- Average wait time of 30 minutes or less for the state fiscal year is eligible for 1 point.
- Average wait time of 20 minutes or less for the state fiscal year is eligible for 2 points.
- Average wait time of 10 minutes or less for the state fiscal year is eligible for 3 points.

G.15 Non-English Customer Service Availability (*Elective*)

Background and Purpose

This criterion expands on providing non-English speaking customer service by ensuring maximum availability (S.17). Counties should seek to employ individuals who are capable of communication with non-English speaking customers, constituting the largest non-English speaking population in their county, or have access to on-demand, professional translation services. Ensuring these services are always available during normal business hours ensures optimal customer service for these customers.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide:

- a certification stating that bilingual employees capable of communicating with non-English speaking customers constituting the largest non-English speaking population in the county are available on-site 100% of the time in at least one location during normal business hours, or
- evidence of access to on-demand, professional translation services 100% of the time during normal business hours.

G.16 Alternative Business Hours Analytics (*Elective*)

Background and Purpose

This criterion expands on providing alternative business hours by measuring customer utilization (S.18). Offering alternate county business hours is an important part of creating and maintaining exceptional customer service. By offering extended office or drive-through hours, the county demonstrates recognition of the varied schedules of customers and ensures the office provides needed services outside of normal business hours.

Counties should track and measure the effectiveness of these types of efforts to ensure optimal utilization and to identify the most beneficial service times. If offered, morning, evening, and weekend hours should be tracked independently.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide the alternate county business hours schedule along with the number of customers served during those hours. If the county offers morning, evening, and/or weekend hours, each timeframe should be reported uniquely for a given period of time.

G.17 Alternative Customer Service Locations (*Elective*)

Background and Purpose

This criterion further expands on county alternative customer service practices by recognizing offices that provide unconventional locations, apart from established county tax offices, to complete registration services (S.19). Offering alternative locations provides another avenue for customers to complete their services. Examples include a drive-thru, a walk-up window, self-service kiosks, or mobile registration services. Others, as determined by the county, may be acceptable as well.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a document that describes the alternative customer service location, the office hours it observes, and a picture of the location.

G.18 TxDMV Webinars Participation Percentage (*Required*)

Background and Purpose

This criterion further expands on webinar participation by encouraging more participation (S.20). Webinars are provided when policy and procedures change. These webinars are provided after TxDMV sends out policy and procedure changes documented in Registration and Title Bulletins (RTBs) or when other important information is disseminated via GovDelivery.

The webinars serve as an opportunity for the TxDMV to explain the changes and new requirements to counties as well as answer any questions county employees may have. County participation in these webinars ensures counties understand the changes and expectations set forth in the new policy or procedure. This communication between the TxDMV and the counties is crucial to aligning operating procedures within the counties.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide a:

- certification on the *Performance Quality Recognition Program – Webinar Attendance* form of employee attendance of the live webinars for each topic provided during the state fiscal year, and
- separate certification of additional employee attendance not reflected on the *Performance Quality Recognition Program – Webinar Attendance* form, if applicable.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- At least three (3) or more employees participated in each webinar (any county with less than three (3) employees with 50% participation) is eligible for 1 point.
- At least three (5) or more employees participated in each webinar (any county with less than five (5) employees with 75% participation) is eligible for 2 points.
- At least eight (8) or more employees participated in each webinar (any county with less than eight (8) employees with 100% participation) is eligible for 3 points.

Additional Information

The TxDMV verifies live participation from the report received directly from the webinar tool. In order to do this, county employees logged into a webinar must provide their county name and the first and last name of each individual participating in the chat/question feature *at the end of each webinar*.

The *Performance Quality Recognition Program – Webinar Attendance* form must be requested from the county's local TxDMV Regional Service Center. The form will reflect the attendance captured during the live webinars during the state fiscal year. A sample form is located in the Appendix.

G.19 Tax Assessor-Collector Professional Training (*Required*)

Background and Purpose

Continued training and professional development for leaders promotes productivity, efficiency, professionalism, and enhances their abilities to better serve the motoring public.

The Tax Assessor-Collectors Association (TACA) Professional Designation Certification Programs are available to any paid active or associate member of TACA. There are several types of certifications offered to county tax assessor-collectors through TACA with varying requirements.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide evidence of having been awarded and/or maintaining a certification from the TACA Professional Designation Certification Programs for the state fiscal year.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- Receiving/maintaining the County Tax Office Professional (CTOP) is eligible for 1 point.
- Receiving/maintaining the Professional County Assessor-Collector (PCAC) is eligible for 3 points.

G.20 TxDMV eLearning Module Completion (*Elective*)

Background and Purpose

Training promotes productivity, efficiency, professionalism, and enhances our abilities to better serve the motoring public. When employees are encouraged to complete training, some immediate benefits include lower error rates and improved customer satisfaction.

The purpose of training, as it relates to vehicle registration and titling in Texas, is to ensure employees have the necessary knowledge to complete transactions successfully. The TxDMV has eLearning modules developed related directly to specific title and registration processes, use of the Registration and Title System, and fraud prevention to assist county personnel.

County tax assessor-collectors should strive to have employees complete all available eLearning modules, not just those required of their level of RTS access, to ensure employees are as knowledgeable as possible. For example, an RTS user may only require 30 eLearning modules for their level of RTS access, but should be encouraged to take all 51 modules.

All training should be reported to the department and verified by the department to ensure RTS transcript records are accurate.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide:

- the Cognos Training Transcript report for the county, and
- a spreadsheet summarizing the RTS usernames and count of total modules completed by each user.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- 80% of the county's RTS users have completed all available eLearning modules (not just those required of their RTS permissions) is eligible for 1 point.
- 90% of the county's RTS users have completed all available eLearning modules (not just those required of their RTS permissions) is eligible for 2 points.
- 100% of the county's RTS users have completed all available eLearning modules (not just those required of their RTS permissions) is eligible for 3 points.

G.21 IT Security Training Completion (*Elective*)

Background and Purpose

Information technology (IT) security training familiarizes data users with the need to protect information resources in accordance with appropriate statutes, regulations, rules, standards, guidelines, processes, and procedures. The TxDMV administers an annual mandatory *SANS Securing the Human* training program for all their employees to ensure employees properly safeguard network access, passwords, system credentials, and personal identification information. Counties should offer or participate in similar training through their internal IT department and/or through a third party.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must provide:

- a certification of the percentage of employees completing the IT security training, and
- evidence (e.g., certificate, transcript, sign-in sheet) of IT security training completion.

Scoring

This criterion has a maximum point eligibility of 3 points. Points are awarded as follows:

- 90% of all employees completed IT security training is eligible for 1 point.
- 95% of all employees completed IT security training is eligible for 2 points.
- 100% of all employees completed IT security training is eligible for 3 points.

G.22 Low NMVTIS Brand Error Rate (*Elective*)

Background and Purpose

County tax assessor-collectors are responsible for ensuring the citizens of Texas receive accurate title documentation. One tool used to ensure accurate information is captured in RTS is the National Motor Vehicle Title Information System (NMVTIS). NMVTIS error 910 is caused by brands, such as not actual mileage, flood damage, salvage, rebuilt, etc., not being carried forward to the Texas record at local county tax offices. Error 910 can occur when the brand is notated on out of state titles and/or records and is not added to the Texas record.

Missed brands from out of state records can lead to serious consequences for customers; therefore, it is imperative brands are accurately recorded on Texas motor vehicle records.

County tax assessor-collector should strive to ensure employees are appropriately reviewing surrendered title documents and capturing all applicable information, including brands, at the time the application is processed. This will help avoid unnecessary rejections and delays to the customer.

Requirement

In order to receive recognition for this criterion, the county tax assessor-collector submitting the application must demonstrate the county's total number of NMVTIS error 910 was 5% or less of the total number of NMVTIS errors and provide:

- the Cognos NMVTIS Inquiry Report reflecting all errors for the state fiscal year, and
- documentation (e.g., spreadsheet or statement) reflecting the total count of all NMVTIS errors, the total number of 910 errors, and what percentage of the total errors is represented by 910 errors.

Exception

Transactions receiving a 910 error when the brand was not on the title will not be included in the percentage. If the calculation exceeds 5%, the county must provide an easily discernible spreadsheet showing the number of transactions the county was not at fault for the missing brands because the brand was not on the surrendered title (transactions to be excluded from the calculation). The county obtains this information by keeping track of the transactions that the county cannot resolve on their own with 910 errors and sends those to the department via a Special Handling envelope or under a Special Handling coversheet. The county must supply an additional calculation when factoring out the transactions resulting in errors at no fault of the county.

Additional Information

Excluded transactions will be verified against a report maintained by the NMVTIS Helpdesk, which shows how many brand letters were sent out for 910 errors when the brand was not on the title. Brand letters are only sent to title applicant's whose surrendered title does not reflect a brand that has been reported in NMVTIS.

PERFORMANCE QUALITY RECOGNITION PROGRAM APPLICATION

A PDF fillable version of the application is available at www.txdmv.gov/county-recognition.



PERFORMANCE QUALITY RECOGNITION PROGRAM APPLICATION



Tax Assessor-Collector Name: _____

County: _____

Requested Recognition Level: _____

I, _____, certify that I have read and understand the requirements of the Performance Quality Recognition Program and affirm that the _____ County Tax Assessor-Collector's office meets the requirements of the _____ recognition level. I further certify that the information provided herein is true and accurate to the best of my knowledge and that knowingly providing false or misleading information is a criminal offense.

Signature

Date

BRONZE LEVEL 13 POINTS NEEDED

REQUIRED			Pts.
<input type="checkbox"/>	B1	I certify that I have taken the official oath of office for the position of county tax assessor-collector. (1 pt.)	
<input type="checkbox"/>	B2	I certify that county and state bonds for both the county tax assessor-collector and all appointed deputies are maintained at required amounts. Copies of all applicable bond agreements have been provided. (1 pt.)	
<input type="checkbox"/>	B3	I certify that registration fee revenue is remitted to the state in a timely manner. (1 pt.)	
<input type="checkbox"/>	B4	I certify that motor vehicle-related sales and use tax revenue is remitted to the state in a timely manner. A report, letter, or certification from the county auditor has been provided. (1 pt.)	
<input type="checkbox"/>	B5	I certify that only <u>authorized</u> title and registration fees are charged and collected. (1 pt.)	
<input type="checkbox"/>	B6	I certify that the information available on the department's website for my office is accurate. (1 pt.) Tax assessor-collector's direct email:	
<input type="checkbox"/>	B7	I certify that the county has entered into the Interlocal Agreement with the TxDMV and adheres to the expectations agreed upon in the agreement. (1 pt.)	
<input type="checkbox"/>	B8	I certify that my office maintains a fraud, waste, and abuse policy, which has been in place for the duration of the state fiscal year. A copy of the policy has been provided. (1 pt.)	
<input type="checkbox"/>	B9	I certify that all county employees who have access to motor vehicle records have signed a non-disclosure agreement outlining state and federal laws, and the agreement is kept in the employee's personnel file. A copy of the non-disclosure agreement has been provided. (1 pt.)	
<input type="checkbox"/>	B10	I certify that a county tax assessor-collector website is maintained that includes office locations, physical addresses, hours of operation, and contact information. (1 pt.) Website URL:	
<input type="checkbox"/>	B11	I certify that my office maintains a customer compact that specifies the county's guiding principles and standards of service that county citizens can expect to receive. A copy of this compact has been provided. (1 pt.)	
<input type="checkbox"/>	B12	I certify that training for myself and my employees is a high priority. I encourage my employees to participate in job-specific training to the best of my ability. I will also ensure that my employees have sufficient access and time to complete necessary training and webinars provided by the TxDMV. (1 pt.)	
<input type="checkbox"/>	B13	I certify that employee access to RTS and TxDMV eLearning is accurately maintained, users are added and deleted in a timely manner, users do not share RTS accounts, and users complete the training required for their duties and are assigned appropriate RTS permissions. (1 pt.)	
Total Bronze Points			

SILVER LEVEL 16 POINTS NEEDED - (AT LEAST 1 POINT FROM EACH OF THE 10 REQUIRED CRITERIA)

REQUIRED		Pts.
<input type="checkbox"/>	S1 I certify that the annual inventory conducted by a TxDMV field service representative (FSR) during the state fiscal year in which recognition is sought concluded with no discrepancies. A copy of the FSR's inventory clearance letter has been provided. (1 pt.)	
<input type="checkbox"/>	S2 I certify that at least one county tax assessor-collector employee subscribes to GovDelivery at each of my offices. (1 pt.) Email(s):	
<input type="checkbox"/>	S5 I certify that my office utilizes the additional collections event appropriately. A copy of the additional collections report for the state fiscal year, RTS receipts for applicable additional collections, and a justification for applicable additional collections have been provided. (1 pt.)	
<input type="checkbox"/>	S8 I certify that my office maintains a fraud, waste, and abuse prevention training program. A copy of the training material has been provided. (1 pt.)	
<input type="checkbox"/>	S9 I certify that my office has a funds handling standard operating procedure (SOP) designed to prevent theft and misappropriation of funds. A copy of the funds handling SOP has been provided. (1 pt.)	
<input type="checkbox"/>	S10 I certify that all county office and deputy locations with assigned TxDMV inventory or RTS equipment were inspected during the state fiscal year to confirm adherence to all policies and procedures. A copy of the standard operating procedure outlining areas to be audited (and how to conduct those audits), the audit reports, and a summary document describing the outcome of audits during the state fiscal year have been provided. (1 pt.)	
<input type="checkbox"/>	S12 I certify that customers are given the opportunity to provide feedback on a customer satisfaction survey that includes, at a minimum, an Overall Satisfaction Rating on a 4 or 5-point scale. A copy of the survey and evidence of its location have been provided. (1 pt.)	
<input type="checkbox"/>	S13 I certify that a county tax assessor-collector website is maintained with substantive information and contains: <i>(select one)</i> Website URL: <input type="checkbox"/> at least 8 of the 12 suggested items. (1 pt.) <input type="checkbox"/> at least 10 of the 12 suggested items. (2 pts.) <input type="checkbox"/> all 12 of the suggested items. (3 pts.)	
<input type="checkbox"/>	S20 I certify that at least one employee (other than myself) attended at least one live county webinar (or listened to the webinar recording) for each topic during the previous state fiscal year. (1 pt.)	
<input type="checkbox"/>	S21 I certify that I or my chief deputy received continuing education credits for attending at least one live county webinar (or listening to the webinar recording) per topic during the previous fiscal year. A copy of my and/or my chief deputy's Continuing Education Transcript has been provided. (1 pt.)	

ELECTIVE		Pts.
<input type="checkbox"/>	S3 I certify that at least one entity utilized webDEALER during six months of the state fiscal year and at least fifty (50) title applications submitted were submitted through webDEALER to my county. (1 pt.)	
<input type="checkbox"/>	S4 I certify that at least one subcontractor utilized webSUB for at least six months of the state fiscal year. (1 pt.)	
<input type="checkbox"/>	S6 I certify that my office monitors, maintains, and strives to improve processing time for registration renewals submitted by mail. A copy of the internal program or process used to monitor processing time with the required elements has been provided. (1 pt.)	
<input type="checkbox"/>	S7 I certify that my office monitors, maintains, and strives to improve processing time for title applications. A copy of the internal program or process used to monitor processing time with the required elements has been provided. (1 pt.)	
<input type="checkbox"/>	S11 I certify that my office promotes a collaborative relationship with local law enforcement. Evidence of a collaborative relationship with law enforcement has been provided. (1 pt.)	

SILVER LEVEL 16 POINTS NEEDED – (AT LEAST 1 POINT FROM EACH OF THE 10 REQUIRED CRITERIA)

ELECTIVE (continued)

ELECTIVE (continued)		Pts.
<input type="checkbox"/>	S14	I certify that my office collaborates with other counties to encourage information sharing. To meet this criterion, I certify: <i>(select at least 2)</i> (1 pt.)
		<input type="checkbox"/> I, or my employees, attended a regionally hosted meeting (a copy of a sign-in sheet or registration confirmation has been provided).
		<input type="checkbox"/> I, or my employees, attended at least one statewide county tax assessor-collector conference (registration confirmation has been provided).
		<input type="checkbox"/> I hosted a meeting for counties to share concerns and resolve issues that affect the counties within my region (a copy of a sign-in sheet or meeting agenda reflecting my county as the host has been provided).
<input type="checkbox"/>	S15	I certify that my office engages in public outreach activities targeted to county residents related to motor vehicle services. Evidence of two different outreach activities has been provided. (1 pt.)
<input type="checkbox"/>	S16	I certify that at least one of my offices utilizes queuing equipment or similar equipment to manage customer flow. Evidence of such a system/equipment has been provided. (1 pt.)
<input type="checkbox"/>	S17	I certify that my office employs at least one employee who can effectively communicate in the language that constitutes the majority of the non-English speaking population in the county or have access to on-demand, professional translation services. If applicable, evidence of on-demand, professional transaction service access has been provided. (1 pt.)
<input type="checkbox"/>	S18	I certify that my office offers alternative office hours at least twice per month. My standard office hours and proof of alternate office hours have been provided. (1 pt.)
<input type="checkbox"/>	S19	I certify that I have implemented: <i>(select one)</i>
		<input type="checkbox"/> one business practice designed to streamline customer services (documentation has been provided). (1 pt.)
		<input type="checkbox"/> two or more business practices designed to streamline customer services (documentation has been provided). (2 pts.)
<input type="checkbox"/>	S22	I certify that training and/or certification programs are available options to all my employees. A list of all courses and certification programs including the course date, course synopsis or outline (if available), and evidence of course completion (certificate or transcript) for all courses attended during the previous state fiscal year have been provided. (1 pt.)
<input type="checkbox"/>	S23	I certify that during the state fiscal year: <i>(select one)</i>
		<input type="checkbox"/> employees have been <i>informed</i> of IT security practices (documentation has been provided). (1 pt.)
		<input type="checkbox"/> employees <i>participated</i> in IT security training (documentation has been provided). (2 pts.)
Total Silver Points		

GOLD LEVEL 25 POINTS NEEDED - (AT LEAST 1 POINT FROM EACH OF THE 6 REQUIRED CRITERIA)

REQUIRED		Pts.
<input type="checkbox"/>	G1 I certify that an on-site review conducted by the TxDMV field service representative (FSR) in the last 12 months concluded with no concerns. An FSR's finding letter concluding with No Concerns Found issued within the last 12 months has been provided. (1 pt.)	
<input type="checkbox"/>	G2 I certify that at least one county stakeholder subscribes to GovDelivery. (1 pt.) Stakeholder Name: Stakeholder Email:	
<input type="checkbox"/>	G7 I certify that fraud, waste, and abuse training has been provided to my employees, evidence of training completion has been provided, and has been completed by: <i>(select one)</i> Training Program Frequency (e.g., annual): <input type="checkbox"/> at least 90% of employees. (1 pt.) <input type="checkbox"/> at least 95% of employees. (2 pts.) <input type="checkbox"/> 100% of employees. (3 pts.)	
<input type="checkbox"/>	G10 I certify that <i>all</i> customer surveys have been submitted and reflect an Overall Satisfaction Rating of Meets Expectations or higher: <i>(select one)</i> <input type="checkbox"/> at least 80% of the time. (1 pt.) <input type="checkbox"/> at least 85% of the time. (2 pts.) <input type="checkbox"/> at least 90% of the time. (3 pts.)	
<input type="checkbox"/>	G18 I certify that I am providing a completed <i>Performance Quality Recognition Program - Webinar Attendance</i> form reflecting that all live county webinars (or webinar recordings) for each topic during the previous state fiscal year were attended (or reviewed) by at least: <i>(select one)</i> <input type="checkbox"/> three (3) employees (or county with less than three (3) employees - 50% participation). (1 pt.) <input type="checkbox"/> five (5) employees (or county with less than three (5) employees - 75% participation). (2 pts.) <input type="checkbox"/> eight (8) employees (or county with less than three (8) employees - 100% participation). (3 pts.)	
<input type="checkbox"/>	G19 I certify that I have been awarded, and am providing evidence for, the following professional certification from the Tax Assessor-Collectors Association of Texas: <i>(select one)</i> <input type="checkbox"/> County Tax Office Professional (CTOP) (1 pt.) <input type="checkbox"/> Professional County Assessor-Collector (PCAC) (3 pts.)	

ELECTIVE		Pts.
<input type="checkbox"/>	G3 I certify that the required webDEALER reports have been provided and demonstrate at least: <i>(select one)</i> Total Dealer Transactions: Total webDEALER Transactions: Percentage: % <input type="checkbox"/> 40% of annual dealer transactions in my county are processed through webDEALER. (1 pt.) <input type="checkbox"/> 60% of annual dealer transactions in my county are processed through webDEALER. (2 pts.) <input type="checkbox"/> 80% of annual dealer transactions in my county are processed through webDEALER. (3 pts.)	
<input type="checkbox"/>	G4 I certify that subcontractor names and registration renewal service hours have been provided and they demonstrate alternate hours from the county office hours are offered by at least: <i>(select one)</i> <input type="checkbox"/> one (1) subcontractor location. (1 pt.) <input type="checkbox"/> three (3) subcontractor locations. (2 pts.) <input type="checkbox"/> five (5) subcontractor locations. (3 pts.)	

GOLD LEVEL (25 POINTS NEEDED – (AT LEAST 1 POINT FROM EACH OF THE 6 REQUIRED CRITERIA))

ELECTIVE (continued)		Pts.
<input type="checkbox"/>	G5	I certify that my office did not exceed an average of five (5) days mailed registration renewal turnaround time during any given month of the state fiscal year, the turnaround times per month for the state fiscal year and the average for the year have been provided, and my office's average annual turnaround time was not more than: <i>(select one)</i>
		<input type="checkbox"/> three (3) days. (1 pt.)
		<input type="checkbox"/> two (2) days. (2 pts.)
		<input type="checkbox"/> one (1) day. (3 pts.)
<input type="checkbox"/>	G6	I certify that my office did not exceed an average of five (5) days title application turnaround time during any given month of the state fiscal year, the turnaround times per month for the state fiscal year and the average for the year have been provided, and my office's average annual turnaround time was not more than: <i>(select one)</i>
		<input type="checkbox"/> three (3) days. (1 pt.)
		<input type="checkbox"/> two (2) days. (2 pts.)
		<input type="checkbox"/> one (1) day. (3 pts.)
<input type="checkbox"/>	G8	I certify that my office has an established anti-fraud awareness campaign that includes employees, public outreach, law enforcement, and full and limited-service deputies. A copy of the campaign plan, along with examples of activities and outreach (i.e., meeting agenda, newspaper article, attendance log, etc.), have been provided. (1 pt.)
<input type="checkbox"/>	G9	I certify that my office has provided evidence of hosting: <i>(select one)</i>
		<input type="checkbox"/> two or more meetings with law enforcement during the state fiscal year. (2 pts.)
<input type="checkbox"/>	G11	I certify that my office utilizes website analytic software to monitor and analyze customer behavior. Printouts from the analytic software (e.g., dashboard, reports, etc.) have been provided. (1 pt.)
<input type="checkbox"/>	G12	I certify that I contribute to county collaboration. Speaker evaluation forms, evidence of conference planning, or evidence of serving as a facilitator at a conference have been provided. (1 pt.)
<input type="checkbox"/>	G13	I certify that public outreach activities targeted to county residents related to motor vehicle services had positive statistical effects, as demonstrated by relevant statistical data measured before and after the engagement (e.g., reduction in phone calls, increase in social media followers, etc.). A report showing the positive statistical effect(s) has been provided. (1 pt.)
<input type="checkbox"/>	G14	I certify that my office utilizes the analytical tools of its queuing system to monitor customer wait times and that the average wait time, during any given month of the state fiscal year, did not exceed 40 minutes, statistical reports demonstrating the average wait times per month for customers during the state fiscal year and the average for the year have been provided, and my office's average wait time was: <i>(select one)</i>
		<input type="checkbox"/> 30 minutes or less. (1 pt.)
		<input type="checkbox"/> 20 minutes or less. (2 pts.)
		<input type="checkbox"/> 10 minutes or less. (3 pts.)
<input type="checkbox"/>	G15	I certify that there is at least one employee on-site 100% of the time who can effectively communicate in the language that constitutes the largest non-English speaking population in the county or am providing evidence of access to on-demand, professional translation availability 100% of the time. (1 pt.)
<input type="checkbox"/>	G16	I certify that the number of customers served during any <i>alternate</i> office hours (outside 8:00 AM to 5:00 PM) is tracked. Office hours schedules, showing alternate office hours and the corresponding number of customers served during alternate office hours, has been provided. (1 pt.)
<input type="checkbox"/>	G17	I certify that my county offers alternate customer service locations and a picture of the alternate location, along with a description and observed office hours have been provided. (1 pt.)

GOLD LEVEL (25 POINTS NEEDED – (AT LEAST 1 POINT FROM EACH OF THE 6 REQUIRED CRITERIA))

ELECTIVE (continued)			Pts.
<input type="checkbox"/>	G20	I certify that the required COGNOS Training Transcript report and summary spreadsheet have been provided, and: <i>(select one)</i>	
		<input type="checkbox"/> at least 80% of the county's RTS users have completed all available eLearning modules. (1 pt.)	
		<input type="checkbox"/> at least 90% of the county's RTS users have completed all available eLearning modules. (2 pts.)	
		<input type="checkbox"/> 100% of the county's RTS users have completed all available eLearning modules. (3 pts.)	
<input type="checkbox"/>	G21	I certify that IT security training has been provided to my employees, evidence of IT security training completion has been provided, and has been completed by: <i>(select one)</i>	
		<input type="checkbox"/> at least 90% of employees. (1 pt.)	
		<input type="checkbox"/> at least 95% of employees. (2 pts.)	
		<input type="checkbox"/> 100% of employees. (3 pts.)	
<input type="checkbox"/>	G22	I certify that my county's NMVTIS Error 910 rate is less than or equal to 5% of the total number of county-caused NMVTIS errors. A COGNOS report showing the total number of 910 Errors in a year and a spreadsheet illustrating the number of error transactions excluded from the calculation, due to no fault of the county, have been provided. (1 pt.)	
Total Gold Points			

Support Material

Texas Administrative Code

TITLE 43	TRANSPORTATION
PART 10	TEXAS DEPARTMENT OF MOTOR VEHICLES
CHAPTER 217	VEHICLE TITLES AND REGISTRATION
SUBCHAPTER J	PERFORMANCE QUALITY RECOGNITION PROGRAM RULES

§217.201 Purpose and Scope

Transportation Code, §520.004, requires the department to establish standards for uniformity and service quality for counties. This subchapter prescribes the procedures and general criteria the department will use to establish and administer a voluntary program called the Performance Quality Recognition Program. The department will use the Performance Quality Recognition Program to recognize county tax assessor-collectors and their offices for outstanding performance and efficiency in processing title and registration transactions.

§217.202 Definitions

The following words and terms, when used in this subchapter, shall have the following meanings, unless the context clearly indicates otherwise.

- (1) Department--The Texas Department of Motor Vehicles.
- (2) Deputy--A person appointed to serve in an official government capacity to perform, under the provisions of Subchapter H of this chapter, designated motor vehicle titling, registration, and registration renewal services as a deputy assessor-collector. The term "deputy" does not include an employee of a county tax assessor-collector.
- (3) Office--The county tax assessor-collector office(s) for each county, including the office(s) of any deputy.

§217.203 Recognition Criteria

- (a) Levels of recognition. The department will establish criteria for multiple levels of recognition for performance.
- (b) Recognition criteria for minimum recognition level. The recognition criteria shall include, but are not limited to, factors that indicate whether the office:
 - (1) timely remits registration fee collections;
 - (2) timely remits motor vehicle sales tax and penalties;
 - (3) consistently applies statutes, rules, and policies governing motor vehicle transactions; and
 - (4) maintains bonds as required by statute or administrative rule.
- (c) Recognition criteria for a higher recognition level. In addition to the recognition criteria listed in subsection (b) of this section, the recognition criteria shall include, but are not limited to, factors that indicate whether the office:
 - (1) performs efficiently and with low error rates;
 - (2) processes transactions in a timely fashion;

- (3) has customer feedback programs; and
- (4) has fraud, waste, and abuse awareness and prevention programs.
- (d) Possible additional criteria for a higher recognition level. In addition to the recognition criteria listed in subsections (b) and (c) of this section, the department may include recognition criteria, such as the following, that indicate whether the office:
 - (1) implements cost-saving measures; and
 - (2) has customer feedback metrics to measure customer satisfaction.
- (e) Posting recognition criteria. The department shall post the recognition criteria on its website.

§217.204 Applications

- (a) Application deadline. If a county tax assessor-collector chooses to apply for a recognition level or to apply for a higher level of recognition under the Performance Quality Recognition Program, the county tax assessor-collector must submit an application to the department during any year of the county tax assessor-collector's term of office. The application must be received by the department or postmarked no later than October 31st.
- (b) Application from a successor county tax assessor-collector. A successor county tax assessor-collector is not eligible for a recognition level until after serving as the county tax assessor-collector during an entire state fiscal year, which is September 1st through August 31st.
- (c) Application for a higher level of recognition.
 - (1) If a county tax assessor-collector obtains a recognition level and chooses to apply for a higher level of recognition during the term of the existing recognition level, the county tax assessor-collector is not eligible to apply for a higher level until after serving as the county tax assessor-collector during an entire state fiscal year subsequent to the state fiscal year for which the existing recognition level was awarded.
 - (2) If the department demotes a county tax assessor-collector's recognition level, the county tax assessor-collector is not eligible to apply for a higher level of recognition until after serving as the county tax assessor-collector during an entire state fiscal year subsequent to the state fiscal year during which the existing recognition level was demoted.
- (d) Application for a recognition level after revocation of recognition level. If the department revokes a county tax assessor-collector's recognition level, the county tax assessor-collector is not eligible to apply for a recognition level until after serving as the county tax assessor-collector during an entire state fiscal year subsequent to the state fiscal year during which the recognition level was revoked.
- (e) Application form. The application must be submitted on a form prescribed by the department.
- (f) Signature on application. The county tax assessor-collector must sign the application.
- (g) Additional information, documentation, or clarification. At the department's discretion, the department may request additional information, documentation, or clarification from the county tax assessor-collector after the department receives an application. The department shall provide the county tax assessor-collector with a deadline to respond to the request.

§217.205 Department Decision to Award, Deny, Revoke, or Demote a Recognition Level

- (a) Award of recognition level. The department may award a recognition level based on the following for the time frame of September 1st through August 31st immediately preceding the application deadline:
 - (1) information and documents contained in the application;

- (2) any additional information, documentation, or clarification requested by the department; and
 - (3) information and documentation from department records.
- (b) Denial of recognition level. The department may deny an award of recognition if:
- (1) the application contains any incomplete or inaccurate information;
 - (2) the applicant fails to provide requested documents;
 - (3) the application contains incomplete documents;
 - (4) the application was not received by the department or postmarked by the department's deadline;
 - (5) the county tax assessor-collector who applied for recognition no longer holds the office of county tax assessor-collector;
 - (6) the county tax assessor-collector did not sign the application; or
 - (7) the department discovers information which shows the applicant does not comply with the criteria to receive a recognition level.
- (c) Revocation of recognition level or demotion of recognition level.
- (1) The department may revoke a recognition level if the department discovers information which shows the county tax assessor-collector no longer complies with the criteria for any recognition level.
 - (2) The department may demote a recognition level if the department discovers information which shows the county tax assessor-collector no longer complies with the criteria for the current recognition level, but still complies with the criteria for a recognition level. The recognition level will be demoted to the highest recognition level for which the county tax assessor-collector qualifies.
- (d) Notice of department decision to award, deny, revoke, or demote a recognition level. The department shall notify the county tax assessor-collector of the department's decision via email, facsimile transmission, or regular mail.
- (e) Deadline for department decision to award or to deny a recognition level. No later than 90 calendar days after receiving the application for recognition, the department shall send a written notice to the applicant stating:
- (1) the department's decision to award or to deny a recognition level; or
 - (2) there will be a delay in the department's decision.

§217.206 Term of Recognition Level

- (a) Expiration of recognition level. Except as provided in subsections (b), (c), (d), and (e) of this section, the recognition level expires on the later of the end of the county tax assessor-collector's term of office during which the recognition was awarded or the one-year anniversary of the start of their re-election term of office.
- (b) Demoted recognition level. If a recognition level is demoted during the term of a recognition level, the demoted recognition level expires on the later of the end of the county tax assessor-collector's term of office during which the recognition level was demoted or the one-year anniversary of the start of their re-election term of office, except as provided in subsections (c), (d), and (e) of this section. If a recognition level is demoted during the first year of the county tax assessor-collector's re-election term of office and the recognition level was awarded during the county tax assessor-collector's prior term of office, the demoted

recognition level expires on the one-year anniversary of the start of their re-election term of office, except as provided in subsections (c) and (e) of this section.

- (c) Revoked recognition level. A recognition level that is revoked will terminate on the effective date of the revocation.
- (d) Decision on application for a higher level of recognition. If a county tax assessor-collector chooses to apply for a higher level of recognition, the existing recognition level terminates once the department makes a decision on the application for a higher level of recognition.
- (e) County tax assessor-collector no longer holds office. The recognition level awarded to a county tax assessor-collector expires when the county tax assessor-collector no longer holds the office of county tax assessor-collector.

§217.207 Review Process

- (a) Request for review. A county tax assessor-collector may request the department to review its decision by submitting a written request for review as prescribed by the department:
 - (1) if an application for recognition is denied;
 - (2) if the county tax assessor-collector is not satisfied with the awarded level of recognition; or
 - (3) if a level of recognition is revoked or demoted.
- (b) Deadline for request for review. The written request for review must be received by the department or postmarked no later than 90 calendar days after the date listed in the department's notice to the county tax assessor-collector of the department's decision for which review is requested.
- (c) County tax assessor-collector's request for review. The department will not consider a request for review submitted by someone other than the county tax assessor-collector who signed the application for recognition or who obtained the recognition level at issue. The request must:
 - (1) specifically identify the basis for the county tax assessor-collector's disagreement with the department's decision; and
 - (2) include any evidence or legal authority that supports the request for review.
- (d) Deadline for department decision on request for review. The department shall make a decision on the written request for review no later than 90 calendar days after receiving the written request for review.
- (e) Notice of department decision on request for review. The department shall notify the county tax assessor-collector of the department's decision via email, facsimile transmission, or regular mail.

Recognition Overview Chart

	Policy	Programs and Procedures	Outcome Measures
	Bronze Level	Silver Level	Gold Level
Business Process	R B.1 Oath of Office	R S.1 Annual Inventory with No Discrepancies Found	R G.1 On-site Review with No Concerns Finding
	R B.2 Bonds	R S.2 Participation in GovDelivery by County	R G.2 Participation in GovDelivery by Stakeholders
	R B.3 Registration Fee Remittance	S.3 Promote webDEALER	G.3 Utilizing webDEALER
	R B.4 Sales Tax Remittance	S.4 Promote webSUB	G.4 Utilizing webSUB for Additional Service Hours
	R B.5 Charge Only Authorized Fees	R S.5 Appropriate Use of Additional Collections	G.5 Mailed Registration Renewal Processing Time
	R B.6 Contact Information	S.6 Mailed Registration Renewals Processing Monitoring	G.6 Title Application Processing Time
	R B.7 Interlocal Agreement	S.7 Title Application Processing Monitoring	
Fraud Prevention	R B.8 Fraud, Waste, and Abuse Policy	R S.8 Fraud, Waste, and Abuse Training Program	R G.7 Fraud, Waste, and Abuse Training Completion
	R B.9 Driver's Privacy Protection Act (DPPA) Non-disclosure Agreement	R S.9 Funds Handling Procedures	G.8 Annual Anti-Fraud Awareness Campaign
		R S.10 County Compliance Audits	G.9 Routine Law Enforcement Meetings
		S.11 Law Enforcement Partnership	
Customer Service	R B.10 County Tax Assessor-Collector Website	R S.12 Customer Satisfaction Survey	R G.10 Customer Satisfaction Survey Analysis
	R B.11 Compact with Citizens	R S.13 Substantive County Tax Assessor-Collector Website	G.11 County Website Analytics
		S.14 County Colloboration	G.12 Contribute to County Colloboration
		S.15 Public Outreach	G.13 Public Outreach Results
		S.16 Customer Flow Management	G.14 Average Customer Wait Times
		S.17 Non-English Customer Service	G.15 Non-English Customer Service Availability
		S.18 Alternative Business Hours	G.16 Alternative Business Hours Analytics
		S.19 Customer Service Workflow Efficiencies	G.17 Alternative Customer Service Locations
Training	R B.12 Training Commitment	R S.20 TxDMV Webinar Participation	R G.18 TxDMV Webinar Participation Percentage
	R B.13 RTS and TxDMV eLearning User Access	R S.21 Continuing Education (CE) Credits	R G.19 Tax Assessor-Collector Professional Training
		S.22 Training or Certification Programs	G.20 TxDMV eLearning Module Completion
		S.23 Information Technology (IT) Security Awareness	G.21 IT Security Training Completion
			G.22 Low NMVTIS Brand Error Rate

GovDelivery Sign-Up Instructions

Stay Connected to the Department of Motor Vehicles

The Texas Department of Motor Vehicles (TxDMV) has a new digital subscription service to keep you informed about agency news. Now you can receive TxDMV updates on the topic of your choice and by your preferred delivery method (email or text message).

To Subscribe

It's quick and easy to sign up. Just click on the envelope icon at the bottom of the TxDMV website.

Connect with Us

- Facebook
- Get Email Updates
- Twitter

Enter your email address or phone number and click "Submit".



Confirm your information and set a password (optional).

Primary Email Address
You must enter a primary email address. You will use this to access and update your subscriptions or modify your subscriber preferences.

*Email Address:

*Confirm Email Address:

Optional Password
Enter an optional password to add password protection to your subscriber preferences.

Password:

Confirm Password:

Submit Cancel

Success
test@TxDMV.gov has been successfully subscribed to Clips Distribution for Texas Department of Motor Vehicles.

[Subscriber Preferences](#)

Continue Close

From the Success page, click "Subscriber Preferences" and choose only the topics that interest you. (Note: some topics will ask what region of Texas you live in for location-specific updates.)

Click "Submit" to finalize your selections. You will also have the option to sign up to receive information from other state agencies.

Click "Finish" to leave the page or close the browser window.

Success
You have successfully subscribed to updates from Texas Department of Motor Vehicles. Confirmation of your preferences will be sent to . To make additional changes or to unsubscribe visit your [Subscriber Preferences](#) page.

Finish

You will receive an email or text message each time a notification concerning your selected topic is distributed. You will also be notified when changes to your subscriptions are made.

Stay Connected to the Department of Motor Vehicles

To Make Changes to your Subscriptions

You can manage your subscriptions and make changes anytime by clicking on the envelope icon at the bottom of your email notifications or the TxDMV website. Enter your email address or phone number and click "Submit" to update your information.

Click "Finish" to leave the page or close the browser window.

Subscriber Preferences

Subscriptions | Preferences | Questions

Subscriptions

You are subscribed to the following topics:

Topic	Check to Delete
Annual Reports	<input type="checkbox"/>
Clips Distribution	<input type="checkbox"/>
TxDMV Office Hours	<input type="checkbox"/>
Yearly Holiday Schedule	<input type="checkbox"/>

Success

You have successfully subscribed to updates from Texas Department of Motor Vehicles. Confirmation of your preferences will be sent to sandra.carey@txdmv.gov. To make additional changes or to unsubscribe visit your [Subscriber Preferences](#) page.

SAMPLE County Fraud, Waste, and Abuse Prevention Policy

Fraud, Waste, and Abuse

Purpose of Policy

To establish the expectation that all employees are responsible for preventing, detecting, and reporting fraud, waste, or abuse.

We at _____ County are responsible for preserving the special trust placed in us by our many customers and stakeholders to properly use and protect the state's resources.

It is the policy of _____ County to prevent fraud, waste, and abuse, and, when necessary, stop continued fraud, waste, and abuse by any means within our authority. It is the duty of every employee to be vigilant in identifying and reporting suspected fraud, waste, and abuse in a timely manner to the appropriate supervisor whether the suspected activity concerns another employee or an individual who conducts business with or on behalf of the agency.

Understanding, preventing, and stopping the waste or loss of the county and state resources is a central element of _____ County philosophy and is absolutely critical to our maintaining the public's trust and ensuring the continued success of this agency.

County employees who violate this policy may be subject to disciplinary action up to and including termination.

Definitions

Fraud involves obtaining something of value through willful misrepresentation. Fraud includes a false representation by words, conduct, or omission that deceives or is intended to deceive another, so the individual will act upon the misrepresentation or omission to his or her legal detriment.

Waste is the misuse or loss of state resources through inefficient or ineffective practices or behaviors. Waste may result from mismanagement, inappropriate actions, and/or inadequate oversight.

Abuse is the misuse of authority or position that causes the loss or misuse of state resources.

Reporting and Investigating Fraud, Waste, or Abuse

Employee Responsibilities

- Understand what constitutes fraud, waste, and abuse and the county policy and procedures on identifying, reporting, and stopping fraud, waste, and abuse.
- Immediately report all suspected fraud, waste, or abuse or conditions that could encourage fraud, waste, or abuse to your supervisor or division director.
- Cooperate in the investigation and disposition of cases of fraud, waste, and abuse.
- Do not discuss reports or investigations of suspected fraud, waste, or abuse with others except as authorized by your supervisor or division director.
- Employees may also contact the County Auditor's Office to report an incident by calling _____.

Supervisor and Division Director Responsibilities

- Ensure all employees understand what constitutes fraud, waste, and abuse and the county's policy and procedures on identifying, reporting, and stopping fraud, waste, and abuse, including maintaining confidentiality of an investigation.
- Supervisors – immediately review any reported concerns of fraud, waste, or abuse and forward to the appropriate manager.
- Managers – Upon receipt, review the reported concern and forward as necessary to the appropriate county tax assessor-collector, chief deputy, and county attorney.
- Do not discuss reports or investigations of suspected fraud, waste, or abuse with others except as authorized by the county tax assessor-collector, chief deputy, or county attorney.

Retaliation

Employees are prohibited from retaliating against another employee for reporting in good faith concerns of fraud, waste, or abuse.

An employee may register a complaint with the *{insert appropriate person for reporting (Civil Rights Officer or Human Resources)}* if the employee believes he/she is being retaliated against for reporting a violation of law (Whistleblower Act) or for participating in an investigation, proceeding, hearing, or litigation related to cases of fraud, waste, or abuse.

SAMPLE Motor Vehicle Record Information Access Agreement

I _____ understand that no information (personal or non-personal) contained in a motor vehicle record may be released in response to a telephone inquiry by license plate number and that a written request is required to obtain information by license plate number.

I _____ understand that the federal Driver's Privacy Protection Act, or DPPA (18U.S.C.2721), and the Texas Motor Vehicle Records Disclosure Act (Transportation Code, Chapter 730) prohibit the release of personal information (license plate number, names, and addresses) contained in motor vehicle records except in certain situations. As a result, the release and use of ALL personal information contained in ALL motor vehicle records is restricted. Personal information may only be released upon receipt of a specific written request certifying that (1) the information is requested for one of the required or permitted uses provided by law, (2) the requester is a subject of the record, or (3) the requestor has "express written consent" from a subject of the record. All users who have access to this protected information must be aware of the restrictions and must ensure that the personal information is not released or disclosed improperly. Non-personal information (vehicle identification number, document number, title issuance date, etc.) may be released without restriction. As a reminder of the restrictions, an annotation that reads "RELEASE OF PERSONAL INFO RESTRICTED" is shown on all records.

I _____ understand that violations of the DPPA provisions can result in civil and criminal penalties as a result of falsifying statements to obtain information, using information obtained for an unlawful purpose, and knowingly obtaining, disclosing, or using personal information in violation of the provisions of the DPPA.

I _____ understand that, effective December 1, 2000, the release or use of personal information from motor vehicle records for the purpose of distribution of surveys, marketing, or solicitations is strictly prohibited.

I _____ understand that access to motor vehicle records is granted for official internal county use only and personal information (license plate numbers, names, or addresses) may not be released or disclosed for any other purpose. Any requests for disclosure of personal information contained in a motor vehicle record or information by license plate number will be referred to the TxDMV when appropriate. The TxDMV is prepared to assist in these matters and to accept such requests for information.

I _____ certify that I have read the above information regarding the restrictions on the use and disclosure of information from motor vehicle records and have been furnished a copy of the Required and Permitted Uses (as provided in the federal Driver's Privacy Protection Act).

Employee's Printed Name

District/Division/Office/Region

Employee's Signature

Date Signed

REQUIRED AND PERMITTED USES

(As provided in the federal Driver's Privacy Protection Act and state Motor Vehicle Records Disclosure Act)

REQUIRED USES

Personal information shall be disclosed for use in connection with matters of:

- (1) Motor vehicle or driver safety and theft,
- (2) Motor vehicle emissions,
- (3) Motor vehicle product alterations, recalls, or advisories,
- (4) Performance monitoring of motor vehicles and dealers by motor vehicle manufacturers,
- (5) Removal of non-owner records from the original owner records of motor vehicle manufacturers to carry out the purposes of the Automobile Information Disclosure Act, the Motor Vehicle Information and Cost Saving Act, the National Traffic and Motor Vehicle Safety Act of 1966, the Anti-Car Theft Act of 1992, and the Clean Air Act, and
- (6) Child support enforcement under Chapter 231, Family Code.

PERMISSIBLE USES

Personal information may only be disclosed upon written certification that the intended use is one of the following:

- (1) For use by any government agency, including any court or law enforcement agency, in carrying out its functions, or any private person or entity acting on behalf of a Federal, State, or local agency in carrying out its functions.
- (2) For use in connection with matters of:
 - a. motor vehicle or driver safety and theft,
 - b. motor vehicle emissions,
 - c. motor vehicle product alterations, recalls, or advisories,
 - d. performance monitoring of motor vehicles, motor vehicle parts, and dealers,
 - e. motor vehicle market research activities, including survey research, and
 - f. removal of non-owner records from the original owner records of motor vehicle manufacturers.
- (3) For use in the normal course of business by a legitimate business or an authorized agent of the business, but only:
 - a. To verify the accuracy of personal information submitted by the individual to the business or the agent of the business; and
 - b. If the information is not correct, to obtain the correct information, but only for the sole purposes of preventing fraud by, pursuing legal remedies, or recovering on a debt or security interest, against the individual.
- (4) For use in connection with any civil, criminal, administrative, or arbitral proceeding in any Federal, State, or local court or agency or before any self-regulatory body, including the service of process, investigation in anticipation of litigation, and the execution or enforcement of judgements and orders, or pursuant to an order of a Federal, State, or local court.
- (5) For use in research activities and for use in producing statistical reports, but only if the personal information is not published, redisclosed, or used to contact any individual.
- (6) For use by an insurer or insurance support organization, or by a self-insured entity (or an authorized agent of the entity) in connection with claims investigation activities, antifraud

activities, rating, or underwriting.

- (7) For use in providing notice to the owner of a towed or impounded vehicle.
- (8) For use by a licensed private investigative agency or licensed security service for any purpose permitted under this subsection.
- (9) For use by an employer or an agent or insurer of the employer to obtain and verify information relating to a holder of a commercial driver's license that is required under the 49 U.S.C. Chapter 313.
- (10) For use in connection with the operation of private toll transportation facilities.
- (11) For use by any requester, if the requester demonstrates they have obtained the written consent of the individual to whom the information pertains.
- (12) For any other use specifically authorized under the law of the State that holds the record, if such use is related to the operation of a motor vehicle or public safety.

SAMPLE Compact with Texans



Compact with Texans

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

TxDMV Vision

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

TxDMV Mission

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

TxDMV Goals

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

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

Customer Service Principles

Our customers can expect TxDMV to:

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

Providing Customer Feedback

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

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

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

Contacting us by Phone

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

Contacting us by Email

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

Contacting us by U.S. Mail

Send letters to us at the following address:

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

Please include:

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

Our Customer Service Liaison, Gerri Ries, may be reached by phone at 1-888-368-4689 or by email at Gerri.Ries@TxDMV.gov.

Completing Customer Satisfaction Survey

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

The survey is available at the following link: www.surveymonkey.com/s/TxDmvsurvey

Submitting a Customer Complaint

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

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

Additional Information

For additional information about TxDMV:

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

SAMPLE Inventory Review Letters

No Discrepancies Found



Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

Compliance and Investigations Division • 4000 Jackson Ave • Austin, Texas 78731.

January 1, 2021

The Honorable Bob B. Brown
Sample County Tax Assessor-Collector
123 Main Street, Suite 100
Anytown, Texas 77777

Dear Mr. Brown:

On January 1, 2021, the Compliance and Investigations Division conducted an inventory of accountable plates and placards along with a compliance review of the county's motor vehicle and titling services.

The inventory concluded with **no discrepancies** between our physical count and the RTS Inventory Inquiry Report. Copies of the report(s) were provided onsite.

The compliance review concluded with no concerns.

As always, our Division is here to provide continuous support. If you have any questions you may contact me at (512) 465-0000.

Sincerely,

Sally S. Smith

Sally S. Smith, Field Service Representative
CID Field Services Section

Discrepancies Found - Items Found



Compliance and Investigations Division • 4000 Jackson Ave • Austin, Texas 78731.

January 1, 2021

The Honorable Bob B. Brown
Sample County Tax Assessor-Collector
123 Main Street, Suite 100
Anytown, Texas 77777

Dear Mr. Brown:

On January 1, 2021, the Compliance and Investigations Division conducted an inventory of accountable plates and placards along with a compliance review of the county's motor vehicle and titling services.

There were initial discrepancies between our physical count and the RTS Inventory Inquiry Report. Any inventory overages were addressed onsite. A follow-up was conducted on any missing items within 5 business days. The inventory concluded with NO DISCREPANCIES. All items were resolved as indicated in the final status below.

Location	Item Description	Shortage / Overage	Found / Not Found	Final Status
Sample	Sample	100	Found	Sample

This letter is not clearance of any missing items not found. Continue looking for those items and let us know if you locate them at a later date.

The compliance review concluded with no concerns.

If you have any questions you may contact me at (512) 465-0000.

Sincerely,

Sally S. Smith, Field Service Representative
CID Field Services Section

Discrepancies Found - Items Found



Compliance and Investigations Division • 4000 Jackson Ave • Austin, Texas 78731.

January 1, 2021

The Honorable Bob B. Brown
Sample County Tax Assessor-Collector
123 Main Street, Suite 100
Anytown, Texas 77777

Dear Mr. Brown:

On January 1, 2021, the Compliance and Investigations Division conducted an inventory of accountable plates and placards along with a compliance review of the county's motor vehicle and titling services.

There were initial discrepancies between our physical count and the RTS Inventory Inquiry Report. Any inventory overages were addressed onsite. A follow-up was conducted on any missing items within 5 business days. The inventory concluded with NO DISCREPANCIES. All items were resolved as indicated in the final status below.

Location	Item Description	Shortage / Overage	Found / Not Found	Final Status
Sample	Sample	100	Found	Sample

This letter is not clearance of any missing items not found. Continue looking for those items and let us know if you locate them at a later date.

The compliance review concluded with no concerns.

If you have any questions you may contact me at (512) 465-0000.

Sincerely,

Sally S. Smith
Sally S. Smith, Field Service Representative
CID Field Services Section

Discrepancies Found - Items Found



Compliance and Investigations Division • 4000 Jackson Ave • Austin, Texas 78731.

January 1, 2021

The Honorable Bob B. Brown
Sample County Tax Assessor-Collector
123 Main Street, Suite 100
Anytown, Texas 77777

Dear Mr. Brown:

On January 2, 2021, the Compliance and Investigations Division conducted an inventory of accountable plates and placards. This visit concluded with discrepancies between our physical count and the RTS Inventory Inquiry Report and a letter sent to document the results.

On January 1, 2021, the Compliance and Investigations Division received notification from your office regarding located item(s). A follow-up was conducted and the updated status is listed below:

Location	Item Description	Shortage / Overage	Found / Not Found	Updated Status
Sample	Sample	100	Found	Sample

This letter serves as clearance of the items found, as indicated above, that were previously reported as missing. It is not clearance of any missing items not found. Please continue looking for those items and let us know if you locate them at a later date.

As always, our Division is here to provide continuous support. If you have any questions you may contact me at (512) 465-0000.

Sincerely,

Sally S. Smith, Field Service Representative
CID Field Services Section

Discrepancies Found - Items Not Found



Compliance and Investigations Division • 4000 Jackson Ave • Austin, Texas 78731.

January 1, 2021

The Honorable Bob B. Brown
Sample County Tax Assessor-Collector
123 Main Street, Suite 100
Anytown, Texas 77777

Dear Mr. Brown:

On January 1, 2021, the Compliance and Investigations Division conducted an inventory of accountable plates and placards along with a compliance review of the county's motor vehicle and titling services.

There were initial discrepancies between our physical count and the RTS Inventory Inquiry Report. Any inventory overages were addressed onsite. A follow-up was conducted on any missing items within 5 business days. The inventory concluded with DISCREPANCIES. Missing items were not located as indicated in the final status below. Please delete missing inventory items and forward a copy of the RTS Inventory Deleted Report to my attention.

Location	Item Description	Shortage / Overage	Found / Not Found	Final Status
Sample	Sample	100	Found	Sample

This letter is not clearance of any missing items not found. Continue looking for those items and let us know if you locate them at a later date.

The compliance review concluded with no concerns.

If you have any questions you may contact me at <Select phone number>.

Sincerely,

Sally S. Smith
Sally S. Smith, Field Service Representative
CID Field Services Section

SAMPLE Funds Handling Policies and Procedures

1 Policy—Funds Handling

1.1 Purpose

The purpose of this document is to establish uniform funds handling policies and procedures with respect to the handling, receiving, transporting, and depositing of cash. The proper control and safekeeping of cash assets will be accomplished by implementing the internal control activities outlined below.

1.2 Introduction

The county maintains a cashing function for the purpose of receiving funds for registration and titling. The following procedures outline the responsibility of county employees when handling funds. The county may accept cash, checks, cashier's checks, money orders, and debit/credit cards as forms of payment for goods and services. Cash has the same meaning of all the above, including checks, cashier's checks, and money orders for the purpose of this policy.

Historical practices shall not constitute justification for deviation from the following guidelines. The material contained in this document supersedes any previous policies and procedures regarding the handling of funds followed within the county. **The county tax assessor-collector reserves the right to make interpretations and exceptions to the policies contained in this document.**

1.3 Required Authorization to Collect Money

The county tax assessor-collector must give prior approval before undertaking any new funds handling activity, operation, or changes to current activities and operations.

1.4 Segregation of Duties

There must be a separation of duties between the person receiving cash and the person responsible for maintaining the accounting records.

Funds handling duties are to be divided into stages: receiving, reconciling, and depositing. Segregation of duties protects employees from inappropriate accusations, charges of mishandling funds, and minimizes the opportunity for an employee to misappropriate funds and avoid detection.

The following responsibilities should be distributed among personnel, so one person is not responsible for all duties:

- Opening mail
- Endorsing checks
- Preparing deposits
- Reconciling to RTS and IRP closeout reports

1.5 Safekeeping of Funds

The supervisor of employees handling funds must ensure each employee is briefed quarterly on the proper actions in the event of a robbery. The briefing shall specifically instruct that no employee is to take any action that could endanger anyone.

All cash must be protected immediately by using a cash drawer or safe until daily closeout and/or it is deposited. Offices must identify a secure area for processing and safeguarding funds (e.g., closeouts should not be conducted in view of the public/customers).

At the close of each business day, cash drawers should be locked and secured in the county's safe under dual control. If the safe cannot accommodate locked cash drawers, the county will secure the funds in locking bags within the safe.

Appropriate precautions must be taken when transporting funds. Managers or a tenured staff member (as assigned) will make deposits. Employees should make no intermittent stops while transporting funds, nor will they leave funds unattended during transport to and from the bank. Armored car service should be arranged when appropriate and approved.

Change requests from employee/cashier will be conducted under dual control as shown below.

Employee/cashier will enter the vault/safe along with a designated leadership employee (manager, supervisor, coordinator, or employee with authorized access). Change requests will be completed and both individuals will exit the vault/safe after confirming the vault/safe is secured.

1.6 Guidelines in the Event of a Robbery

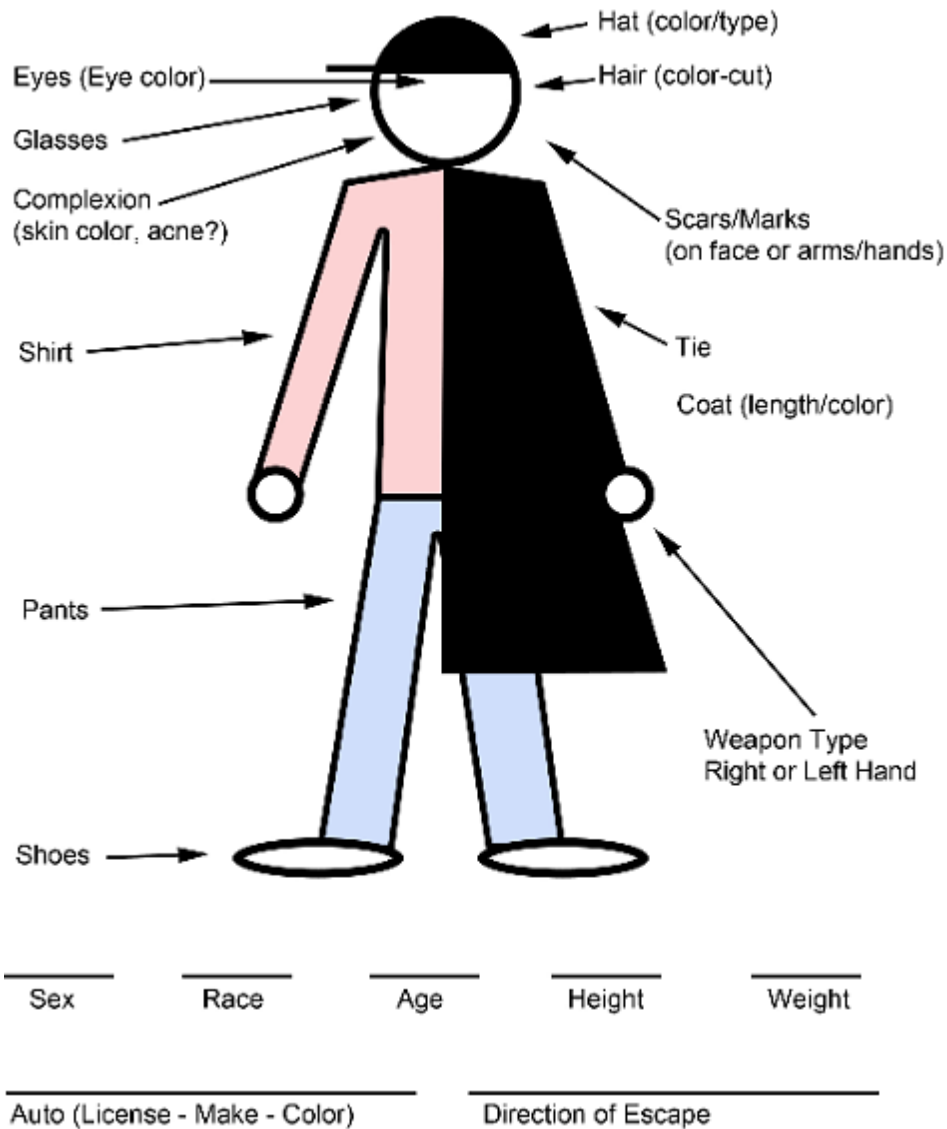
The following guidelines are provided to ensure staff safety and avoid unnecessary risks:

- Cooperate with the robber.
- Avoid any confrontation and facilitate a rapid departure.
- Stay as calm as possible.
- Take no risks.
- Try not to panic or show any signs of anger or confusion.
- Make a mental note of any descriptive features or distinguishing marks on the robber, such as clothing, hair color, eye color, scars, tattoos, etc.
- Do not touch anything in areas the robbers occupied and note specific objects touched by the robber.
- Try to note the robber's vehicle color, make, and direction of travel.
- Offices with security alarms should trip the alarm as soon as it is safe.
- Dial 911 as soon as it is safe.
- The robbery should not be discussed with anyone until the police arrive.
- The victim should, above all else, remain calm and try to remember the details of what occurred and write them down once it is safe to do so. Use the form provided to aid in recalling details.

1.7 Be Alert, Be Observant

BE ALERT, BE OBSERVANT!!!

Features you can remember regarding the physical characteristics of suspicious persons or assailants can greatly assist law enforcement in their apprehension.



CONTACT LOCAL POLICE AS QUICKLY AS POSSIBLE AFTER DEPARTURE OF SUSPECT(S)

Phone Emergency: 911

1.8 Safes

Cash shall be stored in a vault/safe when not in use or in a register, locked drawer, or locked box. The vault/safe should be opened under dual control when the vault/safe room is open. Cash in unlocked drawers or boxes should never be left unattended. Keys should not be left in cash drawers when the window is unattended (e.g., during breaks and lunch). Access to safe combinations should be limited to certain personnel.

All safe combinations should be changed before the end of the day when authorized individuals end employment or are no longer authorized to have access to funds. If extenuating circumstances do not permit a change within this time frame, the county tax assessor-collector should be notified immediately. Safe combinations should be memorized and not shared with anyone who is not authorized to have access. The safe should remain locked at all times when not in use.

The chief deputy should be provided all safe combinations for emergencies.

2 Control Concepts

2.1 Receiving Cash and Checks/Money Orders

- All checks/money orders should be made payable to the county tax assessor-collector.
- All checks should immediately be restrictively endorsed "For Deposit Only" following receipt from customers.
- The numeric amount of the check must agree with the written amount.
- Checks must have a current date (no postdated checks).
- Checks must have the payor's name pre-printed.
- Checks from out-of-state and out-of-state financial institutions are acceptable.
- Business checks with an electronic signature are acceptable.
- No temporary checks (no exceptions).

2.2 Receipt of Cash/Checks

All title and registration-related transactions should be recorded in RTS and a receipt issued to the customer. Cash must be kept in a safe or a secure place (e.g., cash drawer) until closeout. To maintain accountability over cash/checks and transactions, clerks should be assigned a specific cash drawer for the day and only operate out of their assigned workstations. Logging out of the workstation when stepping away and not sharing passwords or RTS login credentials is important to maintain accountability.

Clerks should scrutinize \$100.00 bills and larger denominations for possible counterfeits. The clerk should also be trained on detecting counterfeits such as use of black light to spot security threads or use of a bank note counter. Counterfeit currency should be given to the manager on duty for proper processing.

1. When receiving a check, be sure to use the cross pattern on the front and note the following:
 - Driver license number
 - Date of birth
 - Reference number (i.e., plate number, etc.)
 - Last six (6) digits of the VIN
2. Each check should be endorsed immediately upon receipt from the customer.
3. Open the mail in a central location. Do not open it in a cubicle or other closed space unless a second person is assisting/observing.
4. Rejected mail-in transactions should be entered in to the mail log.

3 Requirements for Deposits

3.1 Timely Deposit Requirements

It is county policy that all funds be deposited at the earliest possible time after receipt. The county should make every effort to deposit collected funds by the appropriate timeframe.

3.2 Deposit Routes and Times

Deposits should be taken to the bank by 2:00 p.m. or by close of the banking business day (this will vary from bank to bank). The time the deposits are taken to the bank should change daily to prevent the criminal element from detecting a pattern. Multiple routes to the bank should be utilized to prevent a pattern.

3.3 Startup/Fund Change

Each employee/cashier shall have a sufficient amount as determined by the county tax assessor-collector for startup funds to perform cashiering functions.

The county shall maintain a fund for the purpose of making change. The amount of such funds shall be determined by the county tax assessor-collector. Under no circumstances should an employee make change using personal funds. All purses, wallets, backpacks, briefcases, and other similar items should be stored in drawers or maintained out-of-sight while working.

It is the employee's responsibility to accurately and timely process incoming funds for respective services. At the end of each day or cashiering session, employees will balance their cash drawers by taking the cash drawer and paper work to the designated manager/supervisor. The designated manager/supervisor will summarize his/her daily activity and verify the count in accordance with timely deposit requirements. A deposit will then be prepared and funds deposited in the bank the following morning by the manager or designated opening manager.

4 Office Procedure

4.1 Daily Processes

1. At the beginning of each day, a supervisor/senior staff member should provide each clerk with a till and verify the clerk counted his/her till. The clerk shall report any variance to the manager on duty immediately.
2. A receipt must be issued for each transaction.
3. All registration and title-related funds received should be cashiered through RTS.

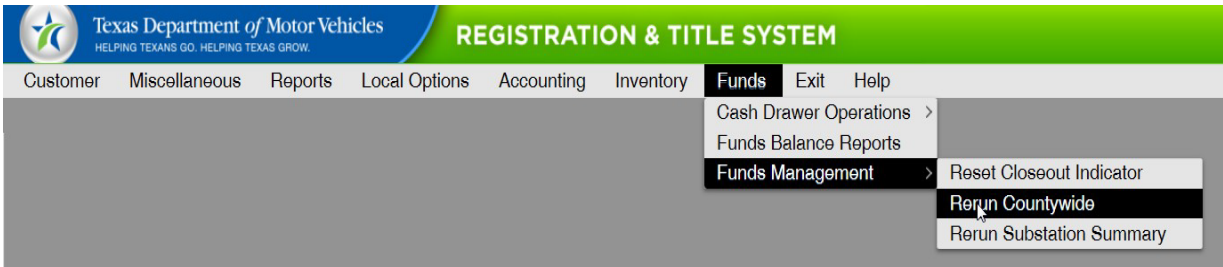
4.2 Procedures for Money Report

Always have two designated employees to process the money report. The employees who process the money report and prepare the deposit should not be the same employees that close the night before. Print the appropriate reports from:

- Voided Transaction Report(RTS.ADM.003)
- Fee Type Funds(RTS.FIN.013)
- Delete Inventory History(RTS.INV.002)
- Funds Remittance Report (RTS.FUN.002)

4.3 Reports from Registration and Title System

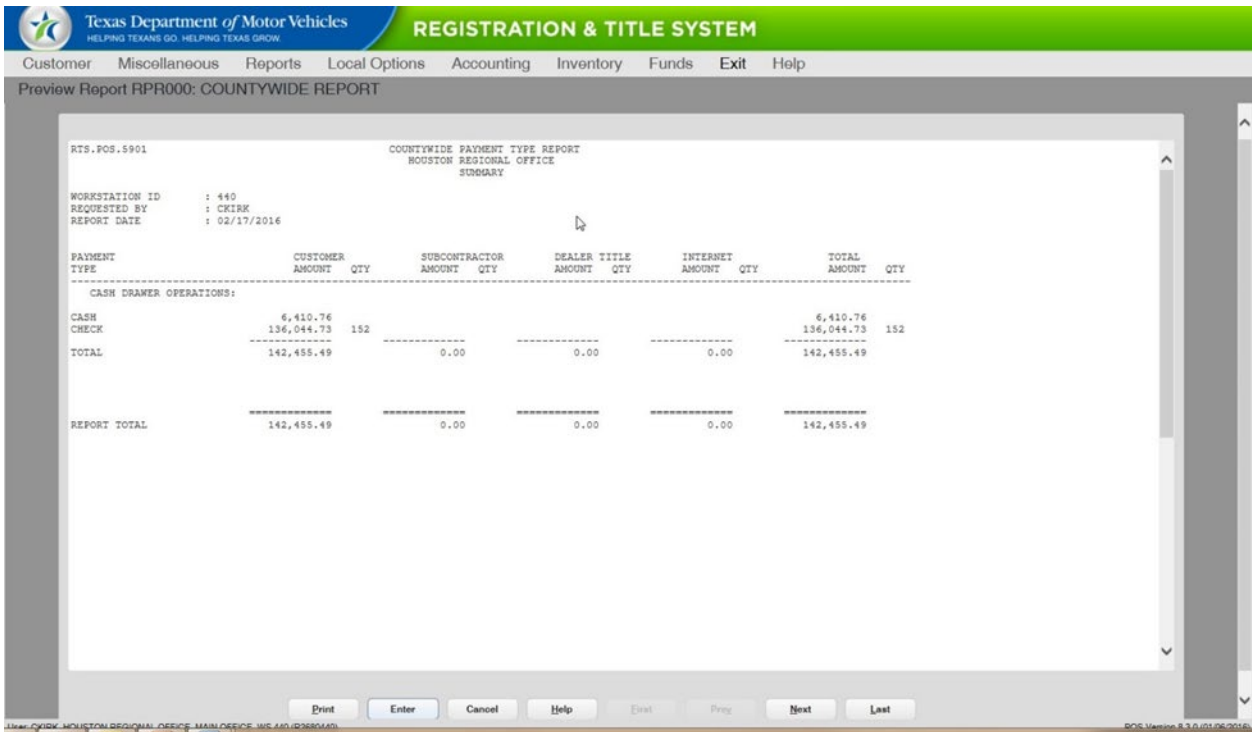
1. Open RTS, and go to Funds> Funds Management> Rerun Countywide.



2. Enter the previous day's date.



3. Select "Print."



4. Select "All" and "Enter."



5. The following reports will print:

- Report 5901 (Countywide Payment Type Report)

Texas Department of Motor Vehicles

RTS.POS.5901

COUNTYWISE PAYMENT TYPE REPORT
HOUSTON REGIONAL OFFICE
SUMMARY

WORKSTATION ID : 100
REQUESTED BY : CAYERS
REPORT DATE : 06/10/2015

PAYMENT TYPE	CUSTOMER AMOUNT	QTY	SUBCONTRACTOR AMOUNT	QTY	DEALER TITLE AMOUNT	QTY	INTERNET AMOUNT	QTY	TOTAL AMOUNT	QTY
CASH DRAWER OPERATIONS:										
CASH	9,596.48								9,596.48	
CHECK	28,089.00	111							28,089.00	111
TOTAL	37,685.48		0.00		0.00		0.00		37,685.48	
REPORT TOTAL	37,685.48		0.00		0.00		0.00		37,685.48	

- Report 5902(Countywide Fees Report)

Texas Department of Motor Vehicles

RTS.POS.5902

COUNTYWISE FEES REPORT
HOUSTON REGIONAL OFFICE
SUMMARY

WORKSTATION ID : 100
REQUESTED BY : CAYERS
REPORT DATE : 06/10/2015

DESCRIPTION	CUSTOMER AMOUNT	QTY	SUBCONTRACTOR AMOUNT	QTY	DEALER TITLE AMOUNT	QTY	INTERNET AMOUNT	QTY	TOTAL AMOUNT	QTY
REGHL OFFICE										
144 HOUR PERMIT REGION	100.00	2							100.00	2
30-DAY PERMIT REGION	150.00	6							150.00	6
IRP FEES OS REGION	19,795.58	33							19,795.58	33
ASSIGNED NUMBERS REGION	2.00	1							2.00	1
BONDED TITLE FEE REGION	585.00	39							585.00	39
CAB CARD REGION	86.00	44							86.00	44
CCO MAIL REJECT REGION	8.00	4							8.00	4
CCO REGION MAIL IN	16.00	8							16.00	8
CCO REGION MAIL IN NO CHARGE		8								8
CERTIFICATIONS REGION	1.00	3							1.00	3
CERTIFIED COPY ORIG REGION	1,555.25	286							1,555.25	286
DUPLICATE RECEIPT REGION	4.00	2							4.00	2
INQUIRY REGION	6.90	3							6.90	3
TITLE HISTORY REGION	17.25	5							17.25	5
VEH CERTIFICATION FEE REGION	2.00	2							2.00	2
TOTAL REGHL OFFICE:	22,328.98		0.00		0.00		0.00		22,328.98	
PASS THRU MONIES										
IRP FEES TX REGION	15,356.50	29							15,356.50	29
TOTAL PASS THRU MONIES:	15,356.50		0.00		0.00		0.00		15,356.50	
REPORT TOTAL	37,685.48		0.00		0.00		0.00		37,685.48	

➤ Report 5903 (Countywide Inventory Report)



Texas Department of Motor Vehicles

RTS.POS.5903

COUNTYWIDE INVENTORY REPORT
HOUSTON REGIONAL OFFICE
SUMMARY

WORKSTATION ID : 100
REQUESTED BY : CAYERS
REPORT DATE : 06/10/2015

ITEM DESCRIPTION	ITEM YEAR	QUANTITY SOLD	QUANTITY VOIDED	QUANTITY REUSED	QUANTITY REPRINTED
144-HOUR PERMIT		2			
30 DAY PERMIT		6			
ASSIGNED TR TRAILERS		1			
CERTIFIED COPY ORIG TITLE		304	2		

4.4 Bank Deposit/Money Report

The daily deposit should be prepared under the dual control of the manager/supervisor/coordinator along with an assigned lead worker. The assigned lead worker should differ from the lead worker who closed the preceding business day. **Dual control is a control procedure whereby the active involvement of two people is required to complete a specified process.**

1. Collect all reports from Main Server 0100 that have been printed and separate according to report numbers.
2. Verify all checks and cash with the Countywide Payment Type Report (RTS.POS.5901) under dual control.
3. Verify central fund drawer under dual control.
4. Prepare bank cash (change) order under dual control.
5. Prepare deposit slip and simply list coins, cash, and check total under dual control (copies of checks not required).
6. After deposit is completed (under dual control), balance the Batch Inventory Action Report (BIAR) (RTS.ADM.003) with deletions, voids, and reissued inventory.
7. Account for all deleted and voided items.
8. Overages and shortages must be explained (see Section 9 on Overages/Shortage). Managers shall maintain a log of overages and shortages, including the amount and specific reason and person responsible for the variance. Logs shall be retained for review by the chief deputy and county tax assessor-collector. Further training should be enforced if frequency or variances are considered excessive.
9. The chief deputy should perform periodic, unannounced cash reconciliations.

5 Armored Car Service Procedures

This section only pertains to a county with contracted armored car service. The county will prepare its bank deposit based on the previous day's report. Deposits should be ready for pickup by the designated time.

5.1 Preparing Deposit Bag

Deposit(s) will be secured in a deposit bag. Clear plastic bags should not be used.

1. Complete the armored carrier security bag with the following:
 - Bills amount
 - Coins amount
 - Checks amount
 - Name of agency (county)
 - Account number (this is your bank account number)
 - Location number (county number and location)
 - Financial institution name (XX Bank)
2. Before sealing the bag:
 - attach the white and yellow copies of the deposit slip to the checks and enclose in the check portion of the deposit bag,
 - write the bag number on the deposit slip,
 - attach the calculator tape to the cash and enclose in the cash portion of the deposit bag,
 - Attach the pink copy of the deposit slip to the daily report and verify it is signed by the person who verifies deposits, and
 - file with the reports (Section7).

5.2 Complete Armored Deposit Log

The following information should be completed in the armored deposit log book:

- Bag number
- Amount of deposit
- Place sticker to armored carrier deposit bag under “total amount”
- Log book will be signed by the armored car service employee

5.3 Delivery to Bank

The deposit(s) will be delivered to the bank the following day before 2:00 p.m. An example of the delivery is as follows:

- Deposit is picked up on Monday.
- Deposit is delivered to the bank on Tuesday.
- Bank deposits money into account on Wednesday.
- Bank faxes the deposit slip to the county.
- The county will use these to reconcile the deposits and be audit compliant.

5.4 Office Change Order

Change orders should be done under dual control and must be submitted in person.

6 Remitting Funds

Once the deposit slip is received from the bank, verify the bank validation on the deposit slip matches the Countywide Fees Report (RTS.POS.5902). If this amount is correct, submit funds to Austin.

Texas Department of Motor Vehicles

RTS.POS.5902

150
COUNTYWIDE FEES REPORT
ABILENE REGIONAL OFFICE
SUMMARY

WORKSTATION ID : 100
REQUESTED BY : SYSTEM
REPORT DATE : 04/07/2011

DESCRIPTION	CUSTOMER AMOUNT	QTY	SUBCONTRACTOR AMOUNT	QTY	DEALER TITLE AMOUNT	QTY	INTERNET AMOUNT	QTY	TOTAL AMOUNT	QTY
REGNL OFFICE										
144 HOUR PERMIT REGION	150.00	3							150.00	3
IRP FEES OS REGION	1,582.99	1							1,582.99	1
ASSIGNED NUMBERS REGION	2.00	1							2.00	1
CAB CARD REGION	8.00	4							8.00	4
CERTIFIED COPY ORIG REGION	107.40	49							107.40	49
OVERAGE REGION	36.50	19							36.50	19
VEHICLE INQUIRY REGION	2.30	1							2.30	1
VEHICLE TRANS NOTIF. REGION		2								2
TOTAL REGNL OFFICE:	1,889.19		0.00		0.00		0.00		1,889.19	
PASS THRU MONIES										
IRP FEES TX REGION	2,395.61	1							2,395.61	1
TOTAL PASS THRU MONIES:	2,395.61		0.00		0.00		0.00		2,395.61	
REPORT TOTAL	4,284.80		0.00		0.00		0.00		4,284.80	

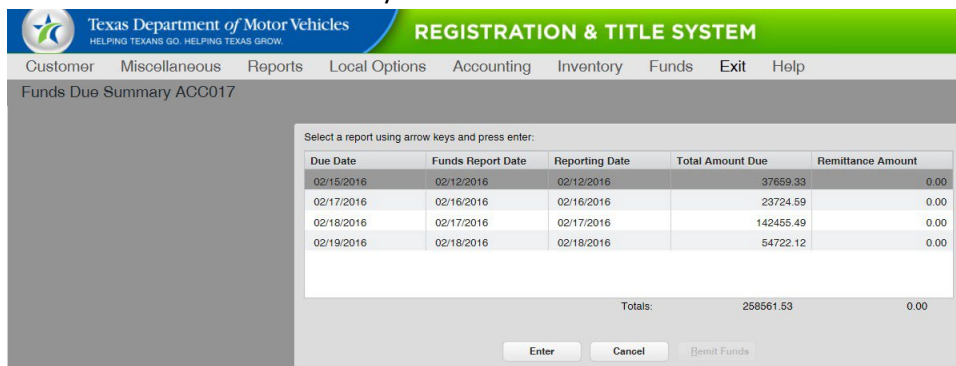
04/08/2011 09:36 NTX T00047 D R540740134
 Acct# *****0679 CC 0005932 T1r 00104
 Less Cash \$0.00
 Total Deposit To CHK \$4,284.80
 Credit Pending Posts on 04/08/2011

6.1 Remit Funds in RTS

1. Go to RTS. Select Accounting> County Funds Remittance.



2. Select the correct amount and enter "Pay in Full."



3. Remit Funds. When asked "if you are sure," choose "Yes."
4. Print Funds Remittance Verification Report before exiting the screen.

7 File Reports

The county will maintain the following work products on file:

- Deposit slip
- Countywide
 - Fee Report (5902)
 - Inventory Report (5903)
 - Payment Report (5901)

- Inventory Inquiry Report (3031)
- Funds
 - Verification Report (2311)
 - Remittance Report (2604)
 - Summary (4603)
 - Transactions (4602)
- Voided Transaction Report (5152)
- Fees Report (5241)
- Batch Inventory Action Report (9901)
- Payment Report for each workstation (5213)
- Transaction Reconciliation Report for each workstation (5231) if applicable

8 Daily Closeout Process

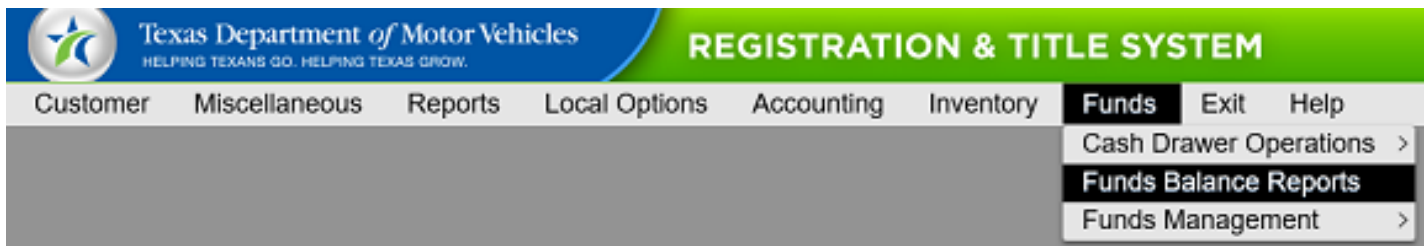
The manager will establish the appropriate time and order for closing the cash drawers and the designated closer. The designated closer will verify the central fund drawer amount under dual control with the manager on duty or a staff member designated by the leadership team (this is an exception and should be utilized in emergencies).

8.1 End of Day Reports

Each employee or the manager on duty should close out his/her RTS workstation and generate the following reports:

- Payment Report (RTS.POS.5211)
- Fees Report (RTS.POS.5241)
- Inventory Summary Report (RTS.POS.5221)
- Transaction Reconciliation Report (RTS.POS.5231)

1. Go to Funds> Funds Balance Reports.



2. Select "Cash Drawer." A cash drawer is designated to one employee and will not be shared at a workstation.

The screenshot shows a 'Select Entity' dialog box. It contains the following elements:

- Select Entity:** A group of radio buttons with 'Cash Drawer' selected and highlighted by a red box. Other options are 'Employee' and 'Substation'.
- Show Source of Money:** A checkbox that is currently unchecked.
- Primary Split by:** A group of radio buttons with 'None' selected. Other options are 'Cash Drawer' and 'Employee'.
- Buttons:** 'Enter', 'Cancel', and 'Help' buttons are located at the bottom of the dialog.

3. Select "Since Last Closeout" and "Select All Reports," and uncheck "Display Report(s) before Printing."

Cash Drawer:		
Id	Last Closeout	Last Current Status
440	02/18/2016 18:21:44	02/18/2016 18:21:44

Select Range:

Last Closeout
 Since Last Current Status
 Since Last Closeout

Specify Date Range

Select Reports: Select All Reports

- PAYMENT REPORT
- TRANSACTION RECONCILIATION REPORT
- FEES REPORT
- INVENTORY DETAIL REPORT

Display Report(s) before Printing

Enter Cancel Help

4. Select "Enter," and reports will print.

Select Report:

- PAYMENT REPORT
- TRANSACTION RECONCILIATION REPORT
- FEES REPORT
- INVENTORY DETAIL REPORT
- INVENTORY SUMMARY REPORT

Cash Drawer	Report Status
440	No Transactions

Enter

5. Upon closeout, employee will take his/her cash drawer and reports to the designated closer/supervisor.
6. Cashier/supervisor will balance the cash drawer under dual control, verifying cash and checks against the Payment Report (RTS.POS.5211).

9 Overage/Shortage

Any overages/shortages must be processed in the respective RTS workstation and then reprint reports. (The Transaction Reconciliation Report should be used to assist in errors.)

The following steps should be followed when shortages occur:

1. All overages/shortages are reported to the manager on duty or designated staff member weekly.
2. Any overages/shortages of \$5.00 or more in cash require an Overage/Shortage form to be completed. Make two copies of the form. One copy is sent to the manager on duty and the other copy is kept in the employee's/cashier's personnel file.
3. Any overage/shortage of \$10.00 or more needs to be reported immediately.

- Any shortage of \$100.00 or more will require steps 1, 2, and 3 be completed and, if criminal activity is suspected and approved by the chief deputy, contact the local police department to have a police report completed.

Count remaining cash in cash drawer to validate startup amount for the next workday. Cashier/employee will confirm under dual control with the manager on duty that the next day startup funds are correct. The cash drawer will be secured with a locking lid and returned to the safe/vault. If the safe/vault cannot accommodate a secured cash drawer, the funds will be secured in a locking bag and returned to the safe/vault.

10 Close Office

Upon reconciling all employees' cash drawers, generate the following final RTS closeout reports from Batch Server:

- Close Workstation (RTS.POS.5213)
- Statistics Report (RTS.POS.5201)
- Office Inventory (RTS.POS.3031)

- Go to Funds > Cash Drawer Operations>Close Out for the Day.



- Select "All Cash Drawers" then "Enter."
- Secure all inventories, funds, and cash drawers in a secure area or safe.

11 Document Retention

The Daily Money Report shall be maintained for fiscal year end (FE) plus three (3) years. At the end of the FE plus three-year period, the county shall destroy the reports by one of the below methods:

- Shredding the reports
- Other means available

Sample Webinar Participation Form



2020 Performance Quality Recognition Program – Webinar Participation



Vehicle Titles and Registration Division

Information
<p>The form is used by Regional Service Center managers to provide documentation to county tax assessor-collectors on staff participation in department webinars related to policies and procedures. This form is used as supporting documentation for the following criteria (as applicable):</p> <ul style="list-style-type: none"> S.19 TxDMV Webinar Participation (<i>Silver requirement</i>) S.20 Continuing Education (CE) Credits (<i>Silver requirement</i>) G.18 TxDMV Webinar Participation Percentage (<i>Gold requirement</i>)

Review Information	
County Name	Date of Review
Reviewed by (Regional Service Center Manager)	Regional Service Center

Attendance/Status Report – Completed by Regional Service Center Manager					
Titles of Webinars	Date(s)	County attended Live Webinar?	Attendance by staff other than the tax assessor? (S.19)	Attendance by tax assessor or chief deputy? (S.20)	Number of attending staff? (G.18)
Webinars for RTB #009-19 and RTB #010-19	Dec. 10, 2019	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Training Program to Access the Registration and Title System (RTS)	Dec. 12, 2019	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Webinars for RTB #011-19	Dec. 17, 2019	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
RTB #002-20	Jan. 14, 2020	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Specialty License Plate Application Assembly Procedures	Feb. 11, 2020	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Webinar for RTB #003-20	Feb. 25, 2020	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Webinars for RTB #004-20, RTB #005-20, and RTB #006-20	Mar. 4, 2020	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Monetary Implications of Utilizing County Closure Functionality	Apr. 24, 2020 Apr. 27, 2020	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Webinars for RTB #010-20	Jun. 16, 2020	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	

RSC Manager Certification		
I certify the information provided above is accurate based on webinar attendance reports.		
Signature of Regional Service Center Manager	Printed Name (Same as Signature)	Date

Tax Assessor-Collector Certification		
Mark all that apply:		
<input type="checkbox"/> I certify (S.19): <ul style="list-style-type: none"> the attendance of live webinars by staff other than myself as reflected above is accurate; and staff, other than myself, reviewed all recorded webinars that were not attended live (where "No" is marked). 		
<input type="checkbox"/> I certify (S.20): <ul style="list-style-type: none"> the attendance of live webinars by myself (or my chief deputy, if applicable) as reflected above is accurate; I (or my chief deputy, if applicable) reviewed all recorded webinars that were not attended live (where "No" is marked); and all attendance whether attended live or by review of the recording has been reported for Continuing Education (CE) credits. 		
<input type="checkbox"/> I certify (G.18): <ul style="list-style-type: none"> the number of attendees of live webinars as reflected above is accurate; and additional attendees, if any, of webinars (live or recorded) are attached and accurate. 		
Signature of County Tax Assessor-Collector	Printed Name (Same as Signature)	Date

SAMPLE Speaker Evaluation/Survey

Speaker Evaluation Form

Speaker: _____

Topic: _____

On a scale of 1 to 5 (circle), rate each presentation for each of the following:

1. The presentation was well organized.
strongly disagree 1 2 3 4 5 strongly agree
2. The presentation followed a logical progression
strongly disagree 1 2 3 4 5 strongly agree
3. The speaker exhibited knowledge of content in presentation
strongly disagree 1 2 3 4 5 strongly agree
4. Speaker presented adequate, accurate background information
strongly disagree 1 2 3 4 5 strongly agree
5. The speaker utilized technology appropriately for the presentation
strongly disagree 1 2 3 4 5 strongly agree
6. The speakers spoke clearly and were easy to understand.
strongly disagree 1 2 3 4 5 strongly agree
7. The speaker appropriately involved the audience.
strongly disagree 1 2 3 4 5 strongly agree
8. Audience questions were answered satisfactorily.
strongly disagree 1 2 3 4 5 strongly agree
9. The presentation met my expectations.
strongly disagree 1 2 3 4 5 strongly agree
10. I would recommend this speaker to others.
strongly disagree 1 2 3 4 5 strongly agree

What do you think was best about the presentation?

What changes would have made the presentation more effective?

SAMPLE Information Security Awareness Practices

What is Confidential and Sensitive Data?

Confidential information is information that is excepted from disclosure requirements under the provisions of applicable state or federal law (i.e., the Texas Public Information Act - PII, PHI, IRS data, financial data, PCI, and education data).

- **Personally identifiable information** is information that can be used to distinguish or trace an individual's identity, such as his/her name, social security number, biometric records, etc., alone or when combined with other personal or identifying information that is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.

Sensitive information is the loss, misuse, or unauthorized access to or modification that could adversely affect the interest of the state or the conduct of state programs or the privacy to which individuals are entitled under 5 U.S.C., Section 552a (the Privacy Act), but that has not been specifically authorized under criteria established by a state or federal statute.

Examples of sensitive information include network diagrams, risk assessments, vulnerability scans, criminal history, driving record, and vehicle title and registration.

How malware "gets in"

Clicked in...

- Clicking on links in emails or files

Brought in...

- Personal thumb drives moving from home to work
- CDs/DVDs from unknown sources

Surfed in...

- Ads in websites, even reputable sites, are notorious for having malware
- Visiting sites that are sent to you in emails
- Add-ons for Facebook, MySpace, etc. can often be infected

Strong and Effective Passwords

Creating a strong password:

- Use BOTH upper and lowercase letters.
- Place numbers and punctuation marks randomly in your password.
- Make your password long and complex, so it is hard to crack. Between 8 to 20 characters long is recommended.
- Use one or more of these special characters: ! @ # \$ % * () - + = , < > : : " ' `
- To help you easily remember your password, consider using a phrase or a song title as a password. For example, "Somewhere Over the Rainbow" becomes "Sw0tR8nBO" or "Smells Like Teen Spirit" becomes "sMll10nspT."
- Make your password easy to type quickly. This will make it harder for someone looking over your shoulder to steal it.

Protecting your password:

- Create different passwords for different accounts, do not use your work credentials password on your personal email account.
- Never enable the “save password” option. Pre-saved passwords just make it easier for an attacker to access your accounts.
- Never walk away from your workstation without logging off or “locking” it.
- Never share or post your passwords. You are responsible for actions performed with your account credentials.
- Do not use sample passwords given on websites or presentations.

Social Engineering – Hacking People

Common Methods	Common Vectors
<ul style="list-style-type: none">• Impersonation/“Pulling Rank”• Conformity• Helplessness• Surveys• Tailgating• Shoulder Surfing/Eavesdropping• “Free” Stuff	<ul style="list-style-type: none">• Telephone Calls• Phishing/Spear Phishing Emails• Website “Traps”• Human Nature<ul style="list-style-type: none">○ Wanting to be helpful○ Everyone loves “free” stuff

What can I do?

- Be careful what you click on and open.
- Know what confidential/sensitive information you work with.
- Practice good password habits. Do not save or share your passwords.
- Be aware of your surroundings and ask questions of unknown callers/persons.
- Remember that “free” is not usually free.
- Report lost or stolen IT resources/data as soon as possible.
- Secure confidential/sensitive information sent outside the agency.
- Dispose of confidential/sensitive hard copies securely or shred them.