



PERFORMANCE QUALITY RECOGNITION PROGRAM APPLICATION



Tax Assessor-Collector Name: _____

County: _____

Requested Certification 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 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

Jeremiah Kuntz, Director
Vehicle Titles and Registration Division

Date

Whitney Brewster, Executive Director
Texas Department of Motor Vehicles

Date

BRONZE LEVEL (12 POINTS NEEDED)

REQUIRED

<input type="checkbox"/>	B1	I certify that I have taken the official oath of office for the position of county tax assessor-collector.	
<input type="checkbox"/>	B2	I certify that county and state bonds for both the tax assessor-collector and all appointed deputies are maintained at required amounts. Copies of all applicable bond agreements have been provided.	
<input type="checkbox"/>	B3	I certify that registration fee revenue is remitted to the state in a timely manner. The TxDMV will verify timely remittance of registration fees using the Cognos report Unpaid Remittances and Aging Report – Summary/Detail.	
<input type="checkbox"/>	B4	I certify that motor vehicle-related sales and use tax revenue is remitted to the state in a timely manner. An accreditation report or letter from the county auditor has been provided.	
<input type="checkbox"/>	B5	I certify that only <u>authorized</u> title and registration fees are charged and collected. Use of the Additional Collections field in RTS must be justified and documented for each transaction. Compliance may be verified using a Cognos query of RTS funds collected.	
<input type="checkbox"/>	B6	I certify that all pertinent contact information, including email addresses, has been provided to the TxDMV.	
<input type="checkbox"/>	B7	I certify that my office maintains a fraud, waste, and abuse prevention <u>policy</u> . A copy of this policy has been provided.	
<input type="checkbox"/>	B8	I certify that all county employees who have access to motor vehicle records have signed a non-disclosure agreement that complies with state and federal laws. A copy of the non-disclosure agreement has been provided.	
<input type="checkbox"/>	B9	I certify that a county tax assessor-collector website is maintained that includes office locations, physical addresses, hours of operation, and phone numbers and/or email addresses. The website URL has been provided to the TxDMV for verification.	
<input type="checkbox"/>	B10	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.	
<input type="checkbox"/>	B11	I certify that training for myself 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 that my staff have sufficient access and time to complete necessary training and webinars provided by the TxDMV.	
<input type="checkbox"/>	B12	I certify that employee access to RTS and TxDMV eLearning is accurately maintained and that users are added and deleted in a timely manner.	
Total Bronze Points			

SILVER LEVEL (14 POINTS NEEDED – (AT LEAST 1 POINT FROM EACH OF THE 9 REQUIRED CRITERIA))

REQUIRED

<input type="checkbox"/>	S1	I certify that the annual inventory conducted by the TxDMV field service representative (FSR) in the last 12 months concluded with no discrepancies. An FSR's inventory clearance letter concluding with No Discrepancies Found issued within the last 12 months has been provided.	
<input type="checkbox"/>	S2	I certify that at least one tax assessor-collector employee subscribes to GovDelivery.	
		Employee Name:	
		Employee Email:	
<input type="checkbox"/>	S7	I certify that my office maintains a fraud, waste, and abuse prevention <u>program</u> , including written standard operating procedures (SOPs) and employee training. A copy of the written procedures and program has been provided.	
<input type="checkbox"/>	S8	I certify that my office documents and implements cash handling procedures designed to prevent theft and misappropriation of funds. A copy of our cash handling SOPs has been provided.	
<input type="checkbox"/>	S10	I certify that customers are given the opportunity to provide feedback through the use of a customer survey. The survey includes at a minimum an Overall Satisfaction Rating with five satisfaction level options (i.e., Excellent, Above Expectations, Meets Expectations, Below Expectations, and Unsatisfactory).	
<input type="checkbox"/>	S11	I certify that a county tax assessor-collector website is maintained that includes the requirements of B9 plus information and/or links that provide the customer with additional resources to fulfill his/her request, including county holidays and closures, county news, FAQs, link to the TxDMV website, ability for customers to submit feedback, information or links to other stakeholders, and accepted payment methods and requirements. The website URL has been provided to the TxDMV for verification.	
<input type="checkbox"/>	S18	I certify that at least one staff member (other than myself) attended at least one live county webinar (or listened to the webinar recording) during the previous state fiscal year.	
<input type="checkbox"/>	S19	I certify that the chief deputy attended at least one live county webinar (or listened to the webinar recording) during the previous fiscal year.	
<input type="checkbox"/>	S20	I certify that all county office and deputy locations with assigned TxDMV inventory or RTS equipment were inspected within the last 12 months to confirm adherence to all policies and procedures. Copies of the formal inspection reports for each location have been provided.	

ELECTIVE

<input type="checkbox"/>	S3	I certify that my office promotes the use of webDEALER. My office has received webDEALER training from my designated TxDMV Regional Service Center (RSC). All dealerships (franchised and independent) in my county have been notified of webDEALER availability. My county has at least one dealership using webDEALER with at least ten total transactions per month. The TxDMV may verify participation with internal reports.	
<input type="checkbox"/>	S4	I certify that there is at least one subcontractor using webSUB for at least six months of the state fiscal year (September 1 to August 31). The TxDMV may verify participation with internal reports.	
<input type="checkbox"/>	S5	I certify that my office monitors, maintains, and strives to improve processing time for registration renewals submitted by mail. A copy of the internal policies and procedures used to monitor processing time has been provided.	
<input type="checkbox"/>	S6	I certify that my office monitors, maintains, and strives to improve processing time for title paperwork. A copy of the internal policies and procedures used to monitor processing time has been provided.	
<input type="checkbox"/>	S9	I certify that my office has established policies and procedures for working with law enforcement agents. A copy of policies and procedures for working with law enforcement entities has been provided.	

SILVER LEVEL (14 POINTS NEEDED – (AT LEAST 1 POINT FROM EACH OF THE 9 REQUIRED CRITERIA)

ELECTIVE (continued)

<input type="checkbox"/>	S12	I certify that my office partners with other counties to encourage information sharing. To meet this criterion, I certify that I regularly attend meetings hosted by the region AND one of the following:	
		<input type="checkbox"/>	(a) My office works with neighboring counties and has created at least one SOP related to customer service.
		<input type="checkbox"/>	(b) My office hosts meetings to promote county collaboration.
		Copies of regional meeting attendance plus either an SOP or documentation of a hosted meeting has been provided.	
<input type="checkbox"/>	S13	I certify that my office engages in public outreach activities targeted to county residents related to motor vehicle services. Evidence of outreach activities has been provided.	
<input type="checkbox"/>	S14	I certify that at least one tax assessor-collector office utilizes queuing equipment or similar equipment to manage customer wait time. Criterion will be verified during an office visit by an RSC employee or FSR.	
<input type="checkbox"/>	S15	I certify that my office employs at least one staff member who can effectively communicate in the language that constitutes the majority of the non-English speaking population in the county.	
<input type="checkbox"/>	S16	I certify that office hours outside the hours of 8:00 AM and 5:00 PM are offered at least twice per month. Proof of alternate office hours has been provided.	
<input type="checkbox"/>	S17	I certify that business practices designed to streamline customer services have been implemented (e.g., dedicated window for customer information, express lane for registration renewal transactions only, etc.). A description of the business practice(s) implemented has been provided.	
<input type="checkbox"/>	S21	I certify that county staff have completed relevant training and/or certification. 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 has been provided.	
<input type="checkbox"/>	S22	<input type="checkbox"/>	(a) I certify that county staff have been <i>informed</i> of IT security practices. (1 pt.)
		<input type="checkbox"/>	(b) I certify that county staff <i>participated</i> in IT security training. (2 pts.)
		Documentation of the information or training provided during the previous state fiscal year has been provided.	
			Total Silver Points

GOLD LEVEL (24 POINTS NEEDED – (AT LEAST 1 POINT FROM EACH OF THE 6 REQUIRED CRITERIA)

REQUIRED

<input type="checkbox"/>	G1	I certify that the annual inventory conducted by the TxDMV field service representative (FSR) in the last 12 months concluded with no concerns. An FSR's inventory clearance letter concluding with No Concerns Found issued within the last 12 months has been provided.
<input type="checkbox"/>	G2	I certify that at least one tax assessor-collector stakeholder (full service deputy, limited service deputy, or dealer) subscribes to GovDelivery. Stakeholder Name: Stakeholder Email:
<input type="checkbox"/>	G7	I certify that at least 90% of my employees have completed fraud, waste, and abuse prevention program (FWAP) training. A copy of the training material and a report showing the total number of employees and the number of employees who completed the training have been provided. <input type="checkbox"/> (a) At least 90% of employees completed FWAP training. (1 pt.) <input type="checkbox"/> (b) At least 95% of employees completed FWAP training. (2 pts.) <input type="checkbox"/> (c) 100% of employees completed FWAP training. (3 pts.)
<input type="checkbox"/>	G10	I certify that at least 80% of <i>all</i> submitted customer surveys have an Overall Satisfaction Rating of Meets Expectations or higher. A copy of an internal report that tracks customer survey ratings has been provided. <input type="checkbox"/> (a) At least 80% of submitted surveys are rated Meets Expectations or higher. (1 pt.) <input type="checkbox"/> (b) At least 85% of submitted surveys are rated Meets Expectations or higher. (2 pts.) <input type="checkbox"/> (c) At least 90% of submitted surveys are rated Meets Expectations or higher. (3 pts.)
<input type="checkbox"/>	G18	I certify that at least one staff member (other than myself) attended <i>all</i> county webinars during the previous state fiscal year. <input type="checkbox"/> (a) One (1) staff member (1 pt.) <input type="checkbox"/> (b) Three (3) staff members (2 pts.) <input type="checkbox"/> (c) Five (5) staff members (3 pts.)
<input type="checkbox"/>	G19	I certify that I have been awarded a professional certification from the Tax Assessor-Collectors Association of Texas. <input type="checkbox"/> (a) County Tax Office Professional (CTOP) (1 pt.) <input type="checkbox"/> (b) Professional County Assessor-Collector (PCAC) (3 pts.)

ELECTIVE

<input type="checkbox"/>	G3	I certify that at least 40% of annual dealer transactions in my county are processed through webDEALER. The webDEALER report showing my county's annual total of dealer transactions processed through webDEALER plus the COGNOS report Vehicles Sold by Dealer (showing annual total of dealer transactions within the county) have been provided. <input type="checkbox"/> (a) At least 40% of dealer transactions are processed through webDEALER. (1 pt.) <input type="checkbox"/> (b) At least 40% of dealer transactions are processed through webDEALER. (2 pts.) <input type="checkbox"/> (c) At least 80% of dealer transactions are processed through webDEALER. (3 pts.)
<input type="checkbox"/>	G4	I certify that the county has at least one subcontractor who offers office hours outside county office hours. Subcontractor names and office hour schedules have been provided. <input type="checkbox"/> (a) One subcontractor location with alternate hours from the county office (1 pt.) <input type="checkbox"/> (b) Three subcontractor locations with alternate hours from the county office (2 pts.) <input type="checkbox"/> (c) Five or more subcontractor locations with alternate hours from the county office (3 pts.)

GOLD LEVEL (24 POINTS NEEDED – (AT LEAST 1 POINT FROM EACH OF THE 6 REQUIRED CRITERIA))

ELECTIVE (continued)

<input type="checkbox"/>	G5	I certify that the average processing time during the previous state fiscal year for registration renewals submitted by mail is less than or equal to three days and that the average for any given month during the previous state fiscal year did not exceed five days. A county-maintained report showing the processing times by month along with the annual average during the previous state fiscal year for registration renewals submitted by mail has been provided.	
		<input type="checkbox"/>	(a) Three (3) days (1 pt.)
		<input type="checkbox"/>	(b) Two (2) days (2 pts.)
		<input type="checkbox"/>	(c) One (1) day (3 pts.)
<input type="checkbox"/>	G6	I certify that the average processing time during the previous state fiscal year for title paperwork input into RTS is less than or equal to three days and that the average for any given month during the previous state fiscal year did not exceed five days.	
		<input type="checkbox"/>	(a) Three (3) days (1 pt.)
		<input type="checkbox"/>	(b) Two (2) days (2 pts.)
		<input type="checkbox"/>	(c) One (1) day (3 pts.)
<input type="checkbox"/>	G8	I certify that my office has an established anti-fraud promotional period or event that includes employees, public outreach, law enforcement and deputies. A copy of the overall plan along with materials or documentation from the anti-fraud event (i.e., meeting agenda, newspaper article, attendance log, etc.) have been provided.	
<input type="checkbox"/>	G9	I certify that my office hosts meetings with law enforcement at least once per year. Meeting agendas and lists of attendees have been provided.	
		<input type="checkbox"/>	(a) Meetings held once per year (1 pt.)
		<input type="checkbox"/>	(b) Meetings held two or more times per year (2 pts.)
<input type="checkbox"/>	G11	I certify that my office utilizes website analytic software to monitor and analyze customer behavior. Print outs from the analytic software (e.g., dashboard, reports, etc.) have been provided.	
<input type="checkbox"/>	G12	I certify that my office partners with other counties to encourage information sharing. These partnerships have resulted in either:	
		<input type="checkbox"/>	(a) The adoption by another county within the state of a standard operating procedure (SOP) currently in place in my office, OR
		<input type="checkbox"/>	(b) Satisfactory feedback from county partnership meeting attendees (e.g., speaker evaluation forms, meeting surveys, etc.).
		A statement from the county that adopted the standard operating procedure or a summary of speaker evaluations or meeting surveys has been provided.	
<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.	
<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 is 45 minutes or less. Evidence of the analytical tool used to track average wait times and the type of service rendered has been provided.	
		<input type="checkbox"/>	(a) Average wait time 45 minutes or less (1 pt.)
		<input type="checkbox"/>	(b) Average wait time 35 minutes or less (2 pts.)
		<input type="checkbox"/>	(c) Average wait time 25 minutes or less (3 pts.)
<input type="checkbox"/>	G15	I certify that there is at least one staff member on-site 100% of the time who can effectively communicate in the language that constitutes the majority of the non-English speaking population in the county. An explanation of how this criterion is satisfied has been provided.	

GOLD LEVEL (24 POINTS NEEDED – (AT LEAST 1 POINT FROM EACH OF THE 6 REQUIRED CRITERIA))

ELECTIVE (continued)

<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 have been provided.	
<input type="checkbox"/>	G17	<p>I certify that my county offers alternate customer service options for registration services that include <u>at least one of the following</u>:</p> <ul style="list-style-type: none"> • Drive-through or walk-up window, • Self-service kiosk, • Mobile registration services, • Drop box, • Other customer service options that satisfy the criterion. <p>A picture of the alternate location along with a description, location and observed office hours have been provided.</p>	
<input type="checkbox"/>	G20	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.	
<input type="checkbox"/>	G21	I certify that all staff with access to the TxDMV’s eLearning system have completed all available training modules with a passing score during the state fiscal year. A report from the eLearning system showing employee access and the County Group Report showing that each employee successfully completed all modules have been provided.	
<input type="checkbox"/>	G22	I certify that at least 80% of county staff with access to TxDMV applications completed the <i>SANS Securing the Human</i> IT security training during the state fiscal year. Proof of staff completion of IT security training has been provided.	
		<input type="checkbox"/> (a) At least 80% of staff members completed the training. (1 pt.)	
		<input type="checkbox"/> (b) At least 90% of staff members completed the training. (2 pts.)	
		<input type="checkbox"/> (c) 100% of staff members completed the training. (3 pts.)	
Total Gold Points			