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Go for the gold!

TxDMV recognizes seven Texas counties for outstanding performance

(AUSTIN, Texas – July 17, 2019) What do Michael Phelps, Carl Lewis and the 1980 U.S. Olympic hockey team have in common with Williamson and Bee counties? The gold!

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

“Texans expect and deserve exceptional and efficient customer service,” said TxDMV Executive Director Whitney Brewster. “This well-earned achievement is something counties and their residents should be proud of.”

The program recognizes tax assessor-collectors at three levels – gold, silver and bronze – for outstanding performance and efficiency in processing title and registration transactions.

Gold recognition:

- Bee County – Linda G. Bridge, Tax Assessor-Collector
- Williamson County – Larry Gaddes, Tax Assessor-Collector

Silver recognition:

- Galveston County – Cheryl E. Johnson, Tax Assessor-Collector
- Grimes County – Mary Ann Waters, Tax Assessor-Collector

Bronze recognition:

- Austin County – Kim Rinn, Tax Assessor-Collector
- Madison County – Karen M. Lane, Tax Assessor-Collector
- Waller County – Ellen Contreras Shelburne, Tax Assessor-Collector

This recognition focuses on a variety of items based on industry best practices, including:

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

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





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The Texas Department of Motor Vehicles (TxDMV) registers and titles motor vehicles, licenses motor vehicle dealers, credentials motor carriers, issues oversize/overweight permits, investigates complaints against dealers and motor carriers, and awards grants to law enforcement agencies to reduce vehicle burglaries and thefts. Learn more at www.TxDMV.gov.