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## County residents receive award-winning motor vehicle services *TxDMV recognizes five Texas counties for outstanding performance*

(AUSTIN, Texas – March 8, 2023) Employees in your county tax office may not have Olympic medals in their trophy cases, but through hard work and dedication, they provide gold, silver, and bronze-level service.

Five Texas counties earned Performance Quality Recognition Program awards from the Texas Department of Motor Vehicles (TxDMV) this year. The program recognizes tax assessor-collectors at three levels – gold, silver, and bronze – for outstanding performance and efficiency in processing title and registration transactions.

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 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.

This year's winners are:

**Gold recognition:**

- Tarrant County – Wendy Burgess, Tax Assessor-Collector

**Silver recognition:**

- Bexar County – Albert Uresti, Tax Assessor-Collector
- McLennan County – Randy H. Riggs, Tax Assessor-Collector

**Bronze recognition:**

- Brazoria County – Kristin R. Bulanek, Tax Assessor-Collector
- Karnes County – Tammy Braudaway, Tax Assessor-Collector

Recognized county tax assessor-collectors receive a letter and certificate from TxDMV, as well as an insignia which can be placed on the county's website and shared with the public and other stakeholders to acknowledge this achievement. Recipients also are listed on the TxDMV website.

Since the inception of the program in Fiscal Year 2017, there have been seven gold, seven silver, and 18 bronze recipients. The Performance Quality Recognition Program is a voluntary program available for all Texas county tax assessor collectors to apply.

**The Texas Department of Motor Vehicles** registers and titles motor vehicles, licenses motor vehicle dealers, credentials motor carriers, issues oversize/overweight permits, investigates complaints against dealers and motor carriers, and awards grants to law enforcement agencies to reduce vehicle burglaries and thefts. Learn more at [www.TxDMV.gov](http://www.TxDMV.gov). [Subscribe](#) to receive TxDMV news releases via email or text message.