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## **Galveston County Tax Office *Driven to Serve***

Galveston and Montgomery County Tax Offices have earned the TxDMV Goal Performance Award for 2021, placing them in the top 1% of 254 Texas Counties. Only 5 counties have achieved Gold recognition since the program began.

The Texas Department of Motor Vehicles established the Performance Quality Recognition Program to recognize county tax assessor collectors that go above and beyond in complying with State laws and Agency rules and provide outstanding performance and efficiency in providing title and registration services.

There are three levels of performance – Bronze, Silver and Gold. In 2019 The Galveston County Tax Office (GCTO) achieved the Silver level. TxDMV just announced it has been awarded the Gold level for 2021. This voluntary, multi-level recognition program, includes criterion for Business Processes, Fraud Prevention, Customer Service and Training. Requirements for each level must be met in addition to those of the level applied for. Gold level recipients have demonstrated superior title and registration services and compliance with State laws as well as a commitment to preventing fraud, providing a high level of customer service and training employees through the adoption of policies and procedures.

Since inception, only 8% of 254 Texas Counties have achieved a performance level. They include:

<u>Achievement</u>	<u>Year</u>	<u>County</u>
Gold	2021	Galveston & Montgomery
	2020	Montgomery
	2019	Wichita
	2018	Bee & Williamson
Silver	2018	Galveston & Grimes
	2017	Andrews, Bee & Wichita
Bronze	2021	Bexar & Williamson
	2020	McLennan
	2019	Comal, Gonzales, Grayson, Midland & Mills
	2018	Austin, Madison & Waller
	2017	Archer, Eastland, Goliad, Irion & San Patricio

According to Tax Assessor Collector Cheryl E. Johnson, “This achievement is a reflection on the leadership and performance of the entire Operations team and could not have been achieved without the support of the Administration, Support Services and Accounting teams. Special recognition to our own Melissa Norris who performed the research, gathered and submitted the many documents and pushed all of us to complete the requirements necessary for this success. GCTO is indeed, *Driven to Serve.*”