



## Media Release

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**FOR IMMEDIATE RELEASE**

### *City of Temple City Secretary's Office Recognized for Excellence in Vital Registration*

**(TEMPLE, TX – December 14, 2018)**

The City of Temple City Secretary's Office has been recognized by the Texas Department of State Health Services for their excellence in Vital Registration. The Vital Statistics Unit presented the Five Star Service award at their annual conference this month.



The Five Star Service award acknowledges vital statistics partners

who understand the importance of vital statistics and its impact on the citizens of Texas. This award honors partners who go above and beyond the duties of birth and death registration by attending trainings and keeping up with the latest legislation and trends.

Over a 12-month period, the City Secretary's office staff must meet the following criteria:

- (1) Attend training offered by the State;
- (2) A Self-Assessment Survey (completed and submitted to State for review);
- (3) Security of records and process; and
- (4) Customer service
  - a. with 98% of all birth records processed from the State within one business day;
  - b. average no more than 12-days for all death registrations to the State for filing

Lacy Borgeson, City of Temple City Secretary says "I am beyond proud of the City Secretary's office. This office strives to be the best at what it has to offer to both the internal and external customers, and this recognition by the State is proof of that."

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