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**JANUARY 8, 2026**

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## **Office of City Secretary Vital Statistics Department Recognized for Excellence in Public Service**

*Vital Statistics Spotlight Award for outstanding service to the community.*

The City of McAllen proudly announces that its City Secretary Vital Statistics Department has received the 2025 Vital Statistics Spotlight Award from the Texas Department of State Health Services (DSHS) in the Local Registrars category.

The award recognizes exceptional contributions to Texas' vital statistics mission, honoring teams that demonstrate innovation, collaboration, and high standards of public service. Recipients are selected based on their commitment to professionalism, continuous improvement, and compassionate customer service.

This year's selection process was highly competitive, with more than 150 nominations reviewed statewide. Awardees were chosen through a peer-based, anonymous evaluation, highlighting the significance of the recognition. In the Local Registrars category, McAllen was among only three cities statewide to receive the award this year, along with San Antonio and San Marcos.

The City Secretary Vital Statistics Department was recognized for excellence in managing vital records, including birth and death registrations, and for upholding accuracy, integrity, and empathy while assisting families and the community, often during sensitive moments.

"This recognition from the Texas Department of State Health Services is a testament to the exceptional professionalism and dedication of our City Secretary - Vital Statistics Department," said City Manager Isaac J. Tawil. "Across Texas, vital statistics offices collectively process hundreds of thousands of applications each year and issue millions of certified records, an enormous responsibility that directly impacts families and individuals at critical moments in their lives. Our team in McAllen meets this demand with innovation, collaboration, and an unwavering commitment to accuracy and service. We are proud of their continued excellence and their role in ensuring our community receives reliable, timely, and compassionate service."

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The Vital Statistics Spotlight Award Guiding Statement emphasizes:

- Innovation: Developing new approaches in vital records management.
- Collaboration: Working effectively with others to achieve goals.
- Professionalism: Upholding high standards in all duties.
- Continuous Improvement: Constantly seeking ways to enhance services.
- Customer Service: Showing compassion and respect to families and the public.

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### **About the City of McAllen**

Founded in 1904 and incorporated in 1911, the City of McAllen has grown from a small agricultural community into one of the most vibrant and fastest-growing cities along the U.S.-Mexico border. Known as the “City of Palms,” McAllen serves as a hub for international trade, retail, tourism, and culture in the Rio Grande Valley. Today, the city employs more than 2,600 dedicated public servants across 41 departments, delivering essential services to a community of more than 150,000 residents. McAllen city leaders remain committed to transparent governance, fiscal responsibility, and enhancing quality of life through innovation, infrastructure, and community engagement. For more information, visit [www.mcallen.net](http://www.mcallen.net) and follow us on social media @cityofmcallen