



DALLAS COUNTY TAX STATEMENT

ISSUE: LVII

January—March 2023

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Flowers are blooming and the sun is shining... must be springtime in Texas! I hope this message finds you enjoying a beautiful spring season spending some time outside. The Tax Office has had a busy first quarter of 2023. Property Tax deadlines wrapped up with a bang this year.... or was it an ice storm? Yep, for the first time in my 28+ years in the property tax industry, tax offices across North Texas were closed due to the weather. I'm glad we were able to keep our teams and the public safe and off the icy roads. Nevertheless, collections continued, and payments were accepted and posted. Our teams did an amazing job serving the taxpayers during this extremely busy time.

Congratulations to this quarter's Employee of the Month winners; **Reneisha Evans, Elizabeth Nedd, and Catalina Medina**. These ladies do an amazing job and represent all of Dallas County with great pride. Read more about them on page 10. The Mesquite Tax Office is to be commended for winning the Branch of the Quarter for the 4th quarter of 2022. It takes the entire team working together to be successful. Way to go Mesquite!

I'm always impressed when a citizen takes the time to let us know about how their visit was to the Tax Office. I'm super impressed when they take the time to write the newspaper and tell them how great our team is. Read about what Constance Rudick and Ray Brinks had to say about the awesome service they received on page 11. Then, look at page 13 for all the great comments we get via email, phone and by our survey. Keep up the great work team!

It's always with sadness and excitement that we hold retirement receptions. We are sad to see our colleagues go, but excited that their journey has brought them to retirement. This quarter we celebrated Accounting Director **Sally Stephens** and Motor Vehicle Courier **Ron Williams** as they officially retired. Check out Sally and Ron and pages 5 and 6.

Enjoy this beautiful weather before summer begins. It's just around the corner. It's an honor and a blessing to work with such an awesome team serving the constituents of Dallas County. I'm humbled to serve as your Dallas County Tax Assessor/Collector.

~ John R. Ames, PCC, CTA



**Hon. John R. Ames,
PCC, CTA
Tax Assessor/Collector**

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MISSION STATEMENT

Provide Dallas County Citizens with Excellent Service using Innovative Technology to Ensure Quality Collections.

Editor

Peggy McCormick
Peggy.McCormick@dallascounty.org

Publisher

Destiny Flores
Destiny.Flores@dallascounty.org

The **DALLAS COUNTY TAX STATEMENT** is an official publication of the Dallas County Tax Office. Editorial Articles are accepted and considered for publication, but do not reflect the opinion of the editor, publisher or the Dallas County Tax Office.

BIRTHDAYS

January

Pam Gibson	Arni Gutierrez
Alice Oreste	Vanessa Rodriguez
Irma Mendez	Lizeth Pineda
Brandy Tsegai	Sondra Copling-Webb
Priscilla Cook	Cici Garcia
Melissia Epperson	Tashawna Williams
Kwabena Asamoah-Nkansah	Diane Nguyen
Derick Brown	William Thompson
Martha Guia	Jacqueline Ramirez
Ricardo Salas-Sanchez	Yamilet Longinos
Carla Sandoval	Kiabeth Romero
Carmen Sanchez	Esmeralda Medina
Te'Amber Jobe	Abraham Alcala
Ulisses Mata	Jayla Johnson
Sally Duran	Jose Alvarado
Laketricia Ogunlende	Arsenia Paul
Ashley Delgado	Lauren Leiva

February

Gunther Garces
Jaydon Cox-Spivery
Erika McEwan
Kayla Palacios
Alvinia Barge
Jason Ortiz
Donald Sivley
Laura Mati
Jacqueline Greiner
Javier Medina
Amanda Andrews
Patrick Pinson
Bridget Bailey
Samantha Ramirez
Yvonne Bunkley
Vanessa Vivas
Victoria Caldwell
Ann Watson

March

Hubert Ross II
Gwen Bownds
Octavio Rojo-Morales
Socorro Delgado
Delia Guajardo
Jennifer Richards
Ron Williams
Anastasia Paul
Balinda Zumbrun
John Curry
Toni Collins
Ema Ruiz
Jessica Rubin
Rhonda Hadnot
Elizabeth Nedd



SERVICE ANNIVERSARIES

January

4 Years	16 Years
Balinda Zumbrun	Nina Jackson
5 Years	22 Years
Blen Biru	Alice Oreste
Michelle Delacruz	
6 Years	
Willie Johnson	
7 Years	
Yesenia Leon	
Samantha Ramirez	
9 Years	
Ellen Hays	
11 Years	
Hubert Ross II	
14 Years	
LaTara Daniels	
Ana Gonzalez	

February

1 Year
Sylvia Mata Rodriguez
3 Years
Jeremy O'Daniel
Donald Sivley
4 Years
Peggy McCormick
TaBriae Riley
Kiabeth Romero
10 Years
Teresa Cloninger
11 Years
Curtanya Bailey
16 Years
Ema Ruiz
20 Years
Amber White
22 Years
Cici Garcia

March

1 Year	8 Years
Tere Escalera	Alex Rodriguez
3 Years	10 years
Socorro Delgado	Anthony Kellum
4 Years	Ricky Salas
Destiny Flores	11 Years
Cornell Kennard	Blanca Nieto
6 Years	12 Years
Karen Cordova	Melissia Epperson
7 Years	Phyllis Jones
Aurora Parra	13 Years
Wesley Sharp	Jessie Bigley
16 Years	19 Years
Maricela Garcia	Cheryl Smith
Antoinetta Haynes	21 Years
17 Years	Donna Higbee
Delia Guajardo	

NEW EMPLOYEES ON BOARD

Charmaine Elmore	Full Time Representative	North Dallas
Kayla Palacios	Customer Care Representative	Customer Care Center
Moncel Brazil	Part Time Representative	Oak Cliff
Amanda Torres	Part Time Representative	Oak Cliff
Julio Alonso	Part Time Representative	Mesquite
Raquel Vazquez	Full Time Representative	Grand Prairie
Sandra Mejia	Full Time Representative	Garland
Omoshola Gafari	Full Time Representative	Grand Prairie
Ysabel Lopez	Customer Care Representative	Customer Care Center
Eunice Trigos	Full Time Representative	Grand Prairie



WELCOME!



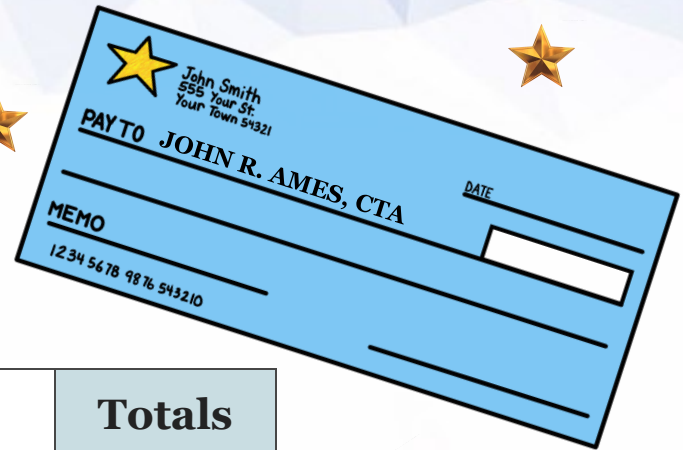
PROMOTIONS

Rosa Romero	Assistant Director	Accounting
Kiabeth Romero	Lead Representative	South Dallas
Alex Rodriguez	MV Assistant Trainer	MV Administration
Celia Salas	Motor Vehicle Specialist	Downtown
Javier Medina	Full Time Representative	Property Tax
Yadira Zamarripa	MV Trainer	MV Admin
Dee Little	Bank Recon Manager	Accounting
Abigail Duarte	Lead Representative	Oak Cliff
Antoinetta Haynes	Accounting Manager	Accounting
Darling Tellez	Accountant I	Accounting
Joanna Palacios	Accountant I	Accounting
Patricia Avitia	Data Processing Coordinator	PTAX—Data Processing
Toni Collins	Special Assistant to the TAC	Administration
Vanessa Soto	Lead Representative	Customer Care Center
Veronica Hartfield	Lead Representative	Property Tax
Brenda Lopez	Bank Recon Specialist	Accounting
Tameia Mitchell	Accounting Clerk	Accounting

QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	January	February	March	January	February	March	January	February	March
Downtown	4,626	4,185	5,797	5,968	5,962	9,110	2,828	915	701
Garland	6,524	6,986	8,805	10,260	10,330	14,344	5,344	872	452
Grand Prairie	4,369	4,898	6,505	7,915	8,331	10,933	4,725	887	451
Mesquite	3,249	3,700	4,656	6,952	6,971	8,700	4,585	1,099	561
North Dallas	4,953	5,342	6,796	8,800	8,672	11,333	4,123	509	342
Oak Cliff	3,729	4,030	4,766	6,500	6,871	8,366	5,895	1,289	861
South Dallas	4,046	3,785	5,311	8,179	7,637	10,248	3,898	935	680

BY THE NUMBERS...



1st Quarter 2023	Totals
OTC Property Tax Payments	40,898
Registrations Processed	516,563
Titles Processed	163,629
webDealer Transactions	142,244
Checks Processed by RPS	197,515
Customer Calls answered	54,743
Neighborhood Location Registration Transactions	144,166
Scofflaw Rejections	319



Congrats On These Milestones!

Woohoo!!!



Anita Scott
10 Years
Downtown Public Branch



Anthony Kellum
10 Years
Downtown Public Branch



SALLY STEPHENS' RETIREMENT

On January 19th, the Tax Office said goodbye to Director of Accounting Sally Stephens as she celebrated her retirement after 10 years of faithful service to the citizens and jurisdictions of Dallas County.

Sally was joined by her husband Dennis, and her extended family, as well as numerous co-workers from other County Departments and many other cities and school districts in Dallas County. She will be missed by her devoted Accounting team, but looks forward to life back in west Texas, closer to her children and grandchildren. We will wish Sally and Dennis the very best that life has to offer as she experiences her well-deserved retirement!



RON WILLIAMS' RETIREMENT

Happy Retirement to Ron Williams! On March 30th, the Operations team wished Ron Williams a fond farewell on his retirement after 13 years of service to Dallas County. Ron will be missed in the Tax Office, where every day he could be counted upon to make deliveries to each one of the 7 branches of the Tax Office. But we wish him nothing but the best as he enters this new and exciting phase of life! Thank you for your service Ron!



CONTINUING EDUCATION AT DCTO



In February, members of the Dallas County Tax Office Leadership team took classes for certification as Professional Deputy Assessor/Collectors, Certified Tax Office Professionals, or for Continuing Education. The classes included Budgeting, Personnel Management, Accounting, Open Records and Customer Service, and were taught by Tax Assessor/Collector, John R. Ames, and Chief Deputy Peggy McCormick.

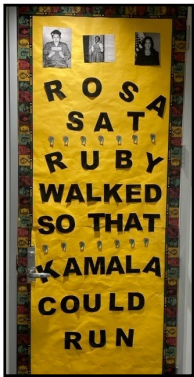
BLACK HISTORY MONTH

In February, the Accounting, MV Admin, and Taxpayer Relations teams organized an educational and informative display in honor of Black History Month. Displays included books, pictures and articles representing past historical and current figures of impact honoring and teaching about Black History Month.

Special thanks to Rochelle Clayborn & Dee Little for coordinating the display!



Tax Assessor Collector John R. Ames & members of the MV Admin, Taxpayer Relations, & Accounting teams.



Black History is American History

BRANCH OF THE QUARTER

CONGRATULATIONS!

to the

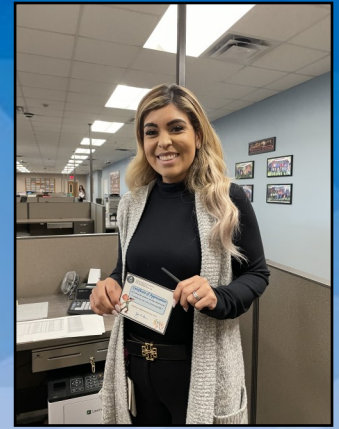
Mesquite Branch

for winning the “Branch of the Quarter” Award for the 4th Quarter (October–December).

Winning this award truly demonstrates great teamwork & commitment to excellence.



EMPLOYEE APPRECIATION DAY



On March 9th, Tax Assessor/Collector John R. Ames & our team of Directors visited our 7 branches to deliver sweet treats, cards, and loads of appreciation for their work & dedication! The following day, March 10th, the 3rd Floor enjoyed pizza served by the Directors.

Thank you to every single member of our Amazing Team!

OUT IN THE COMMUNITY

Throughout March and April, the Dallas County Tax Office and the Dallas Central Appraisal District partnered to offer Property Tax 101 Community Presentations throughout Dallas County! These presentations offered important information regarding property taxes; focusing on how the Texas Property Tax System works, how to efficiently protest value, and payment deadlines to avoid penalties. The presentations were led by Dallas County Tax Assessor/Collector, John R. Ames, and the Dallas CAD Director of Appraisal Services, Shane Docherty. A total of 11 presentations were made County wide!



Learn Important Information about the Texas Property Tax System including value protests and payment deadlines.



Presented by:

John R. Ames, Dallas County Tax Assessor
Shane Docherty, Director of Appraisal for DCAD



NT TAAO



Ken Nolan, Chief Appraiser of Dallas CAD, swears in the 2023 slate of officers for the NT TAAO on February 27th, 2023.



Texas Association of Assessing Officers

2023 BOARD MEMBERS

- Ibby Vasquez**
- Kenneth Campbell**
- Molly Vaughan**
- Christina Benedict**
- Karen Bishop**
- Kelleye Dunn-Richardson**

The Dallas County Tax Office is proud of Christina Benedict, Director of Property Tax, and Kelleye Dunn-Richardson, Refunds Manager, for being elected to serve as 2023 Board members of the North Texas TAAO Chapter! The local chapter of the Texas Association of Assessing Officers presents educational monthly meetings to members of area Tax Offices and the Appraisal District.
Congratulations Christina and Kelleye!!

EMPLOYEES OF THE MONTH

JANUARY



*Reneisha Evans
North Dallas Office*

Reneisha Evans goes above and beyond what is required everyday and has been an excellent addition to our leadership team! She has mastered her position as a Lead Representative and is always quick to help where necessary. If she sees another team member struggling or behind, she steps in without being asked. Reneisha has utilized her background as an educator and taken the initiative to train our newcomers, which sets them up for success. She has made them comfortable with learning and asking questions, and as a result they have been able to seamlessly fit in with our team and make real contributions. Reneisha's customer service skills have also been invaluable in assisting customers. She treats everyone with grace and respect, and models this behavior for her team. We are so glad to have Reneisha on our team!

FEBRUARY



*Elizabeth Nedd
Customer Care*

We are pleased to nominate Elizabeth Nedd for the Employee of the Month! She is a fabulous employee, a huge asset to our department and is so deserving of this award and recognition. Let me tell you a little about her: I have known and worked with her for over 18 years and have always found her dependable, efficient, and unfailingly punctual. In fact, I have never worked with a person who gives as much attention to detail as she does. Her customer service skills are exemplary. She is one of the friendliest people I know, and she always arrives with a smile on her face and a happy greeting for her co-workers. Elizabeth also has an ability to communicate effectively with all of her co-workers, customers and any level of management. She consistently finds ways to help her co-workers and her willingness to assist others is commendable, no matter if it is Property Tax or Motor Vehicle. She consistently follows-through to ensure understanding for everyone involved. During 2022, she had perfect attendance and earned a 90.47% out of 100% on her call quality for the year.

MARCH



*Catalina Medina
Garland Tax Office*

Catalina does a great job as a Lead Representative in the Garland Tax Office, and we are very fortunate to have her on our team! She is very patient with both customers and with her team, and is always willing to assist with translating for customers. She expresses kindness even when she may be having a stressful or busy day; she still smiles and has a positive attitude! This makes the rest of her team know that she will help them, and it is very encouraging for everyone. It's always a pleasure to work with Catalina. She has a lovely personality. Catalina is full of professional warmth. She consistently provides excellent customer service not only for the customers but for the employees as well. Garland is proud to nominate Catalina Medina as Employee of the Month!

EXTRA, EXTRA! READ ALL ABOUT IT!

This quarter, the North Dallas branch was recognized by the Dallas Morning News **TWICE!**
Way to go Team ND! Thank you for providing great customer service!

The Dallas Morning News

Saturday, February 18, 2023

THREE CHEERS

Dallas tax office — Re: “Officials feud over tax office closures amid staffing woes — Shortages have offices shutting once a week to catch up on work,” Jan. 25 Metro & Business story. I would like to commend Dallas Tax Assessor-Collector John Ames and the tax office for the courteous and efficient way the office is run. Due to the unreliability of the mail, I find it better to visit the local branch office less than two miles from my house. Even though the office is closed one day a week due to staffing problems as stated in this story, I have always found the employees there to be helpful and professional and the wait times very short. This office should be praised, not vilified, for its professionalism and relations with its customers.

Constance Rudick, North Dallas

2 Dallas tax office — To update my handicap placard, I recently visited the Dallas tax office at LBJ Freeway and Hillcrest Road. I was surprised with the efficiency of this office.

As I entered, a security guard handed me a slip of paper with a number. As I was about to turn around, a number was called over the PA. The guard said to look at my number — it was mine. Mary was the clerk at window 17. I gave her my old placard and my driver's license for identification. She immediately processed the update request and produced the new placard.

After a few minutes at the office, I had the new placard and was on my way home. I was so impressed by the efficiency of the system and the handling of my request. Everyone seemed quite caring.

As I remember past government office experiences, the processing of this update request was very well done. Thanks to all involved.

Ray Brinks, North Dallas

PERSONAL RECOGNITIONS



Property Tax Refunds Manager Kelleye Dunn-Richardson and Property Tax Assistant Director Amber White with Richard Rawlings, guest speaker and owner of Gas Monkey Garage & star of **Fast 'N Loud** at the NT TAAO February meeting



In February, Jason Ortiz, Quality Assurance Coordinator, participated in a 72 hour non-stop cross state marathon called *Sea to Sea* in Florida.

The *Sea to Sea Expedition Race* across Florida is an adventure racing event that takes participants on a multi-day journey from the Gulf of Mexico to the Atlantic Ocean. It is considered the toughest race in America! The race covers a distance of over 300 miles and includes a variety of challenging activities, such as trekking, mountain biking, paddling, and orienteering. The race took Jason and his team through swamps, forests, beaches, and urban areas.

Congrats to **Just Wing It** on completing this tough race!



WHERE FASHION MEETS CHARITY



=



“Jean Wearing Wednesdays” is a great way for the Tax Office teams to enjoy the comfort of jeans while supporting charitable causes. Funds collected each month are donated to organizations recognized for serving the needs of others. Here is a list of the charities that benefitted this quarter from our employees’ generous donations.

TO DATE:
The Dallas County Tax Office has donated \$2,250 to this year’s monthly charities.
This quarter, the charities our donations were shared with were -
*MADD, North Texas
Letot Girls Center
Dallas CASA*
WAY TO GO DCTO!



EMPLOYEE OF THE MONTH HONORABLE MENTIONS

In an effort to recognize the hard work and dedication of our many employees, we have added a new section to the “*Tax Statement*” to honor our Employee of the Month nominees for the past quarter. These individuals have been recognized by their peers for going above and beyond the daily call of duty. We appreciate all that you do and your efforts do not go unnoticed. **Keep up the great work!**



Wesley Sharp

Abraham Alcala

Jessie Bigley

Mesquite Tax Office

TaBriae Riley

Davette Rodgers



EMPLOYEE OF THE MONTH FAQ

Q: Whom can I nominate for Employee of the Month?

A—Any full-time employee who has completed their probationary period.
(Note: Employees should have no corrective action(s) during the 12 months prior to date of nomination)

Q: Do I have to be a supervisor to nominate someone?

A—No. Anyone can submit a nomination for any employee in any Division.

Q: Is there a form and to whom should I send the nomination?

A—Yes. A form can be provided by your supervisor. All nominations should be submitted directly to Gaby. (Maria A. Morales)

Q: What are some characteristics of an EOM?

A—Anyone that you see providing exceptional service, going above and beyond, or that inspires you to be a better employee.

CITIZEN APPRECIATION

The following Tax Office employees and branches have received recognitions from Dallas County citizens for their outstanding and dedicated customer service.

Anastasia Paul	Patricia Avitia	Robin Porter	Don Sivley	Karen Cordova
Carmen Sanchez	Cheryl Smith	Abraham Alcala	Monica Escalante	Ivan Rodriguez
Ebonee Kyles	Raven Dossey	Willie Johnson	Michelle Delacruz	Balinda Zumbrun
Teresa Moore	Socorro Delgado	Juana De La Cruz	Brenda Vasquez	Glenda Jesttes
Kianna Cade	Sandra Herring	Wesley Sharp	Alejandra Munguia	Nina Jackson

- ◇ Robin Porter is very professional in her attitude & response to questions. Her cheerful attitude & demeanor, watching her work with people was amazing... Very valuable employee!
- ◇ Raven Dossey was awesome! I came in to obtain a Disabled vet tag and to update handicap placards. I own five cars. Raven patiently explained how many tags and placards I was entitled to. She made the process very easy.
- ◇ The Garland Tax Office had GREAT service from the start! Security guards were super friendly and helpful. Staff person courteous and efficient!
- ◇ I am my mom's caregiver and I left her at home to pick up my car's tags. Cheryl Smith helped me get my tags without waiting so that I could return home to continue to care for my mom. She was extremely considerate and kind and a very helpful person. Thank you Cheryl!
- ◇ Karen Cordova at the info booth was awesome and has the best customer service ever. She got me what I needed help with. A previous rep wasn't able to help, but I went back to Karen and she was able to get me straightened away. I wish everybody was like her.
- ◇ Don Sivley was very professional and pleasant, thank you Don!
- ◇ Abraham Alcala does an excellent job - excellent customer service!
- ◇ I called not knowing how to renew the registration on my vehicle but Monica Escalante walked me step by step on what I needed to do; she guided me to the right direction and now I know what to do.
- ◇ Ebonee Kyles was so sweet, kind, patient, and I appreciated her assistance.
- ◇ Ms. Patricia Avitia was very professional and willing to work with us all the way and NEVER made any excuses or gave me the same answer other people gave me "The systems were compromise and nothing can be done at this time." I don't want to sound like other people that only complain and never give good feedback, Ms. Avitia is very professional, and it shows she loves her job and understands how to serve the constituents the right way!
- ◇ Ivan Rodriguez is an excellent representative of the county that makes government work for citizens like me. We reviewed the contract options for a payout since I am over 65. He helped me set up my payment using 2 credit cards. When we finished he gave me a printout with a number to call to confirm I will receive the contract to sign and return to the county.
- ◇ I was in your office yesterday for a few hours. My situation was a little complicated and I wanted to email to let you know how HELPFUL, kind, competent and joyful Carmen Sanchez was. I could not have had a better experience with her and I wanted to make sure someone knew that! Thank you so much!
- ◇ Kudos to the Oak Cliff Office. Everyone was very helpful and friendly. It was nice to see that out in the open - it's as if everyone was cherry picked.
- ◇ Anastasia Paul is the best. After spending hours and being given the runaround, Anastasia was kind, courteous, and thoughtful. A joy to work with and she made the process seamless!