



DALLAS COUNTY TAX STATEMENT

ISSUE: LXI

January—March 2024

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Birds are singing and flowers are blooming...spring is here! I hope your spring is starting with roses and sunshine every day. Spring wraps up Property Tax rush and starts the Motor Vehicle peak for the Tax Office. Did you know that more people buy new vehicles in March than any other month of the year? That means more title transfers and more registrations for our team. Check out all the numbers on page 4.

Congratulations to the employees of the month this quarter. Read about **Jacqueline Ramirez, Cornell Kennard, and Sondra Copling-Webb** on page 5. I'm always impressed with our team, but it's heart warming to read about these exceptional team members. Thank you, Jacqueline, Cornell, Sondra, and everyone in the Tax Office for your diligent service to our citizens.

It's an exciting and sad time when we celebrate a retirement. With over 20 years of service, we said goodbye to Asst. Motor Vehicle **Donna Higbee**. We are excited for Donna and grateful for her many years of service to Dallas County. Check out more on page 10.

We couldn't let this quarter go by without recognizing our amazing team for National Employee Appreciation Day! This year's theme was DONUTS! It's true.... You DONUT know how much we appreciate each of you! Check out the celebration on page 8 and dozens of great customer service comments on page 12.

The Records 3rd Floor Courtyard team did an excellent job showcasing black inventors in February for Black History Month. We embrace all cultures in the Tax Office and it's always cool to learn more about another culture. I was super impressed with their display.

Take a minute and enjoy the beautiful weather before it gets HOT! You know this is Texas and it will be getting hot soon. As always, I'm honored and 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.

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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

Esmeralda Medina	Abraham Alcala
Julio Alonso	Jose Alvarado
Kwabena Asamoah-Nkansah	Derick Brown
Priscilla Cook	Sondra Copling-Webb
Ashley Delgado	Melissia Epperson
Cici Garcia	Pam Gibson
Martha Guia	Te'Amber Jobe
Jayla Johnson	Lauren Leiva
Yamilet Longinos	Ulisses Mata
Irma Mendez	Diane Nguyen
Gina Nuncio	Laketricia Ogunlende
Alice Oreste	Arsenia Paul
Jacqueline Ramirez	Vanessa Rodriguez
Ricky Salas Sanchez	Carmen Sanchez
Carla Sandoval	William Thompson
Brandy Tsegai	Tashawna Williams
Hailey Thompson	Dixie Sanders
Lizeth Pineda	Eunice Nava
Melissa Moralez	Angel Araiza
James Moseley	

February

Amanda Andrews
Alvinia Barge
Victoria Caldwell
Daisy Gamez
Jacqueline Greiner
Laura Mati
Jason Ortiz
Sam Ramirez
Vanessa Vivas
Adriana Alonzo
Donald Sivley
Bridget Bailey
Yvonne Bunkley
Jaydon Cox-Spivery
Gunther Garces
Jessica Mata
Javier Medina
Patrick Pinson
LaQuita Spillman
Julia Estrada
Eva Gama Torres

March

Gwen Bownds
Toni Collins
John Curry
Socorro Delgado
Delia Guajardo
Rhonda Hadnot
Steven Hurdle
Elizabeth Nedd
Elizabeth Ponce
Jennifer Richards
Octavio Rojo-Morales
Hubert Ross II
Jessica Rubin
Ema Ruiz
Balinda Zumbrun
Ruben Carillo

SERVICE ANNIVERSARIES

January

1 Year
Beatrice Brazil
Amanda Torres
5 Years
Balinda Zumbrun
6 Years
Blen Biru
Michelle Delacruz
7 Years
Willie Johnson
8 Years
Yesenia Leon
Sam Ramirez
10 Years
Ellen Hays
12 Years
Hubert Ross II
15 Years
John R. Ames
LaTara Daniels
Ana Gonzalez
17 Years
Nina Jackson
23 Years
Alice Oreste

February

1 Year
Omoshola Gafari
Maria Lopez
Eunice Trigos
Raquel Vazquez
2 Years
Sylvia Mata
4 Years
Jeremy O'Daniel
Donald Sivley
5 Years
Peggy McCormick
Tabriae Riley
10 Years
Ashley Delgado
12 Years
Tanya Bailey
17 Years
Ema Ruiz
21 Years
Amber White
23 Years
Cici Garcia

March

1 Year
Valeria Martinez
LaQuita Spillman
Lisa Thompson
Avril Ramirez
Dixie Sanders
2 Years
Tere Escalera
4 Years
Socorro Delgado
5 Years
Destiny Flores
Cornell Kennard
7 Years
Karen Cordova
8 Years
Aurora Parra
Wesley Sharp
9 Years
Alex Rodriguez
11 Years
Anthony Kellum
Ricky Salas
12 Years
Blanca Nieto
13 Years
Melissia Epperson
Phyllis Jones
14 Years
Jessie Bigley
17 Years
Maricela Garcia
Antoinetta Haynes
18 Years
Delia Guajardo
20 Years
Cheryl Smith

NEW EMPLOYEES ON BOARD

Shelby Snow	Part Time Rep	Garland
Enrique Garcia	Part Time Rep	Downtown
Noah Tijerina	Part Time Rep	Downtown
Cynthia Herrera	Part Time Rep	Property Tax
Brianda Garcia	Part Time Rep	Downtown
Tynesha Graves	Part Time Rep	Downtown
Marybel Trevino	Part Time Rep	Garland
Leslie Pintor	Part Time Rep	CCC
Monica Jones	Part Time Rep	North Dallas
Julissa Garcia	Part Time Rep	North Dallas
Pahola Monreal	Part Time Rep	Oak Cliff
Kynneddy Robinson	Part Time Rep	North Dallas
Emily Yanez DeLa Torre	Part Time Rep	South Dallas

Say
yes to
new
adven-
tures

PROMOTIONS

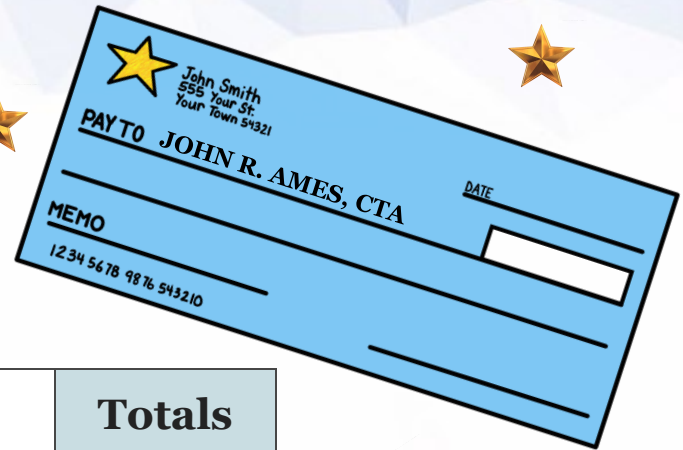
Valeria Martinez	Full Time Rep	South Dallas
Lupita Lazaro	RPS Rep	RPS
Julia Estrada	Full Time Rep	CCC
Eunice Nava	Full Time Rep	Oak Cliff
Alexius Mitchell	Full Time Rep	Garland
Jacqueline Velasquez	Full Time Rep	Downtown
Enrique Garcia	Full Time Rep	Downtown
Anthony Kellum	Motor Vehicle Assistant Director	Motor V Admin
Shelby Snow	Full Time Rep	Mesquite
Yajaira Zamudio Benitez	Full Time Rep	Operations
LaConya Davis	Full Time Rep	Operations



QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	January	February	March	January	February	March	January	February	March
Downtown	4,092	4,483	5,503	6,174	6,332	7,872	3,340	708	420
Garland	6,052	6,013	7,112	10,353	10,593	12,520	6,146	535	378
Grand Prairie	4,973	5,179	6,547	8,666	9,211	10,804	5,320	573	420
Mesquite	4,216	3,934	4,620	7,557	8,873	9,080	5,256	823	456
North Dallas	5,076	5,240	5,473	8,628	8,873	9,990	4,661	366	260
Oak Cliff	2,574	3,075	3,579	5,749	6,001	7,786	6,251	1,047	793
South Dallas	3,363	3,856	4,302	7,032	7,485	8,137	4,290	838	559

BY THE NUMBERS...



1st Quarter 2024	Totals
OTC Property Tax Payments	14,181
Registrations Processed	541,200
Titles Processed	158,232
webDealer Transactions	157,171
Checks Processed by RPS	181,574
Customer Calls answered	55,776
Neighborhood Location Registration Transactions	136,111
Scofflaw Rejections	332



EMPLOYEES OF THE MONTH

JANUARY



Jacqueline Ramirez
Mesquite

Jacqueline Ramirez has been employed with the Tax Office for over three years. She is the nicest most kind-hearted person. Her work ethic is pristine. She gives each customer the best customer service time after time. She does this by greeting each and every customer that she encounters. She truly wants to help. If she cannot help the customer with what they need, she guides them to where they need to go or what they need to do. She takes her time to give the customer all options. Jacqueline has the best attitude. There is never a time that she has been anything but sweet and positive. I can truly say that she has never had a bad day. She holds her composure with difficult customers extremely well. She is a major asset to this office and is a top producer each month. She not only meets production, she exceeds it. Jacqueline uses her bilingual skills to help translate for co-workers and members of leadership when needed. She is a well-rounded employee that can excel at all aspects of the job. She works property tax peak season to help the office, while being able to balance at the end of the day. She can be counted on to assist with registrations and titles in a swift and efficient manner. All while maintaining excellent customer service. She is patient and productive while helping our handicap customers. She is willing to do anything to help the office without complaints. Jacqueline is the example of a stellar employee.

FEBRUARY



Cornell Kennard
Garland

Cornell comes in to work every day with a great positive attitude towards our customers and his co-workers. He treats everyone with respect and he is always willing to help when asked. Cornell has received several compliments by customers for his great attitude and attentiveness. For example, Cornell was recently complimented on his service by a customer who said "Nice service Cornell!! He was a very Professional gentleman." It is great to have Cornell as part of the Garland team and we appreciate how well he represents the Dallas County Tax Office! Thank you Cornell!

MARCH



Sondra Copling-Webb
Data Processing

Ms. Sondra is an excellent example of a quality employee. She chooses to come to work an hour early, every day, and frequently remains late until her tasks are finished. She is committed to the mission of her team, and is highly dependable and willing to help anyone. Processing the Dallas County Appraisal District data files, which includes almost a million accounts, is Ms. Sondra's primary duty. When processing DCAD supplements and other tasks, Ms. Sondra is extremely meticulous and pays close attention to details to ensure all the information is processed correctly. She is also a fantastic team player. She frequently provides assistance to the other members of her team by coaching them, moreover, she aids them with training when needed. Ms. Sondra is highly understanding and patient, and has no trouble going over procedures in great detail. Furthermore, she offers her team moral support and encouragement. "Today is a new day" or "We are going to make it work" are phrases you hear her express frequently. All things considered; Ms. Sondra is a diligent worker who puts in a lot of effort at the workplace to make sure all her tasks are completed and free of errors. She is a great asset and a valued member of the Dallas County Tax Office and the Data Processing team.

Congrats On These Milestones!



Balinda Zumbrun
5 Years—Garland



Derick Brown
5 Years—Mesquite



Peggy McCormick
5 Years—Admin



Destiny Flores
5 Years—Admin



Erica Mendez
10 Years—Oak Cliff



BRANCH OF THE QUARTER

CONGRATULATIONS!

to the
North Dallas Branch
for winning the “Branch of the Quarter” Award for the
3rd Fiscal Year Quarter (July—September).
Winning this award truly demonstrates great team-
work & commitment to excellence.



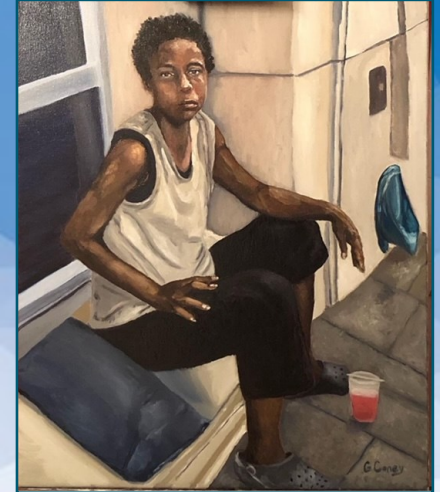
🏆 *Congrats!* 🏆 **AGAIN!!**



PERSONAL RECOGNITION



Gwen Coney, from our Operations Team, currently has an art piece displayed at the South Dallas Cultural Center. Her piece, *Homeless Woman*, will be on display from March 22nd through April 27th.



ACT Member Thuy Tai gave birth to a beautiful set of *TWIN GIRLS* back in January. Welcome Chloe Ling (left) & Avery Quynh! (right).



Operations Team Lead Carla Sandoval gave birth to a beautiful little *Leap Year Baby* this February. Welcome baby Ali-anna Nicole!



North Dallas representatives Yvonne Bunkley and Alejandra Munguia taking a quick picture together with their "On the Spot" Awards! Congrats ladies!



Christina Benedict is sworn in as 1st Trustee in the North Texas Chapter of the TAAO (Tx Association of Assessing Officers), by Ken Nolan on January 23rd.

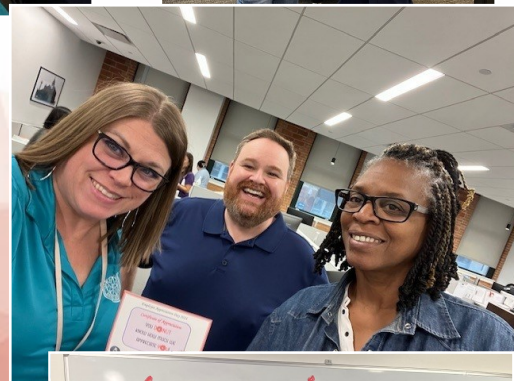
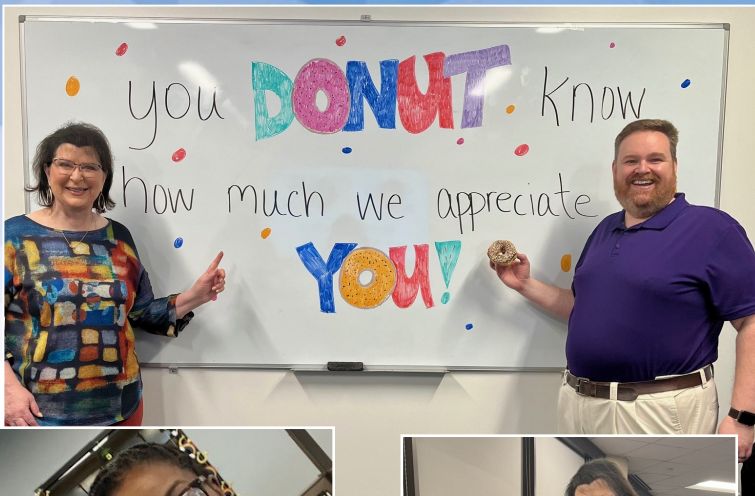
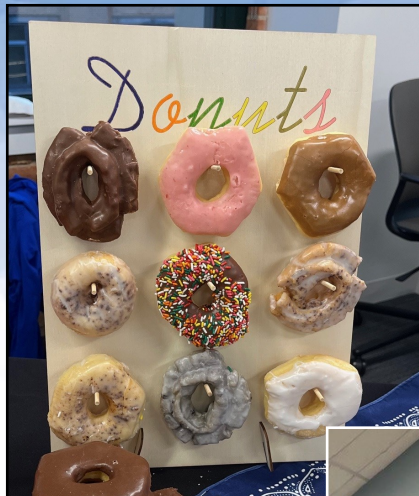


Property Tax RISE Program winners for January, left to right Devonne Monroe, Sandra Lopez, Tarsha LeSueur, & Benrita Garcia. (not pictured, Christine Lair)

Employee Appreciation Day

March 7th & 8th—Donuts, donuts, donuts!

Tax Assessor Collector John R. Ames and our Leadership team celebrated Employee Appreciation Day by visiting the branches and delivering cards, fruits, donuts, and SMILES! We certainly “DONUT” what we would do without our Amazing team!



Employee Appreciation Day 2024

Certificate of Appreciation

YOU DONUT
KNOW HOW MUCH WE
APPRECIATE YOU!



DALLAS COUNTY TAX OFFICE
JOHN R. AMES, CTA
TAX ASSESSOR/COLLECTOR

John R. Ames



February was Black History month and in true Tax Office form, our teams came together to introduce a Purple Out Day on February 16th.

BLACK HISTORY MONTH

IN THE TAX OFFICE



DONNA HIGBEE'S RETIREMENT

After 20 years with the Dallas County Tax Office, Donna Higbee celebrated her retirement while being surrounded by family, friends, and her loving coworkers. She plans on spending her freshly acquired free time by spending more time with her family and going on new adventures.

*Thank you, Donna.
We will miss you!*



OUT IN THE COMMUNITY

On March 21st, Dallas County Tax Assessor/Collector John R. Ames and Chief Appraiser Shane Docherty, spoke to the DeSoto community at a Special Town Hall meeting at the invitation of Councilwoman Crystal Chism. Their topic was “Property Taxes, 101”, and the event was attended by dozens of citizens who learned the basics of the property tax process in Texas.



PROPERTY TAXES, 101 THURSDAY MARCH 21 6PM

SPECIAL TOWN HALL MEETING

PRESENTED BY SHANE DOCHERTY DCAD Chief Appraiser and HON. JOHN R. AMES Dallas County Tax Assessor

HOSTED BY CRYSTAL CHISM DE SOTO CITY COUNCIL - PLACE 5

Join us for a Special Town Hall Meeting to learn important information about:

- Texas Property Tax System
- Appraisal Appeal Process
- Property Tax Deadlines

901 N. Pleasant Run Rd. DeSoto, TX 75115



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:

In 2024, the County Tax Office donated \$2,550 to local charities.

This quarter, the charities our donations were shared with were -

MADD North Texas, Youth180, & CASA.

WAY TO GO DCTO!



EMPLOYEE OF THE MONTH HONORABLE MENTIONS

We recognize the hard work and dedication of the many employees, nominated for Employee of the Month over 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!***



Jessica Rubin

Maria Y. Lopez

Rochelle Clayborn

Abigail Duarte

Phyllis A. Jones

Tarsha LeSueur



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

CITIZEN APPRECIATION

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

Tarsha LeSueur	Garland Tax Office	Eliza Brannon	Brenda Vasquez	Oak Cliff Tax Office
Aurora Parra	Melissia Epperson	Luisana Gamez	Robin Porter	Michelle Delacruz
Raivyn Mack	Tere Escalera	Jacqueline Greiner	Tina Garcia	Derrick Brown
Wilean Blair	Jacqueline Ramirez	Yolanda Young	Reneisha Evans	Jayla Johnson
Patricia Perez	Sean Peterson	Melissa Morales	Irma Mendez	Nancy Malagon

- ◇ Melissia just helped me with my taxes and did a wonderful job communicating what I need to do, how I need to do it and explaining what the problem was. She explained everything and I just want to give her kudos! She gave me everything I need.
- ◇ I am a City of Dallas resident and this was the first time I had to pay taxes and I have called other offices but no one was as patient with me as your office. Lucy stayed on the phone as she walked me through how to pay on your website, she was just wonderful.
- ◇ Many, many thanks to my customer service rep. Sean - his friendly, kindness and knowledge got me in and out of the tax office, he went above and beyond with assisting me with my payment and advice for other locations (Tax Offices).
- ◇ Nancy was very kind and helpful. She helped Stacy Lopez with questions I had. They worked very well together and explained to me where I could easily understand the process.
- ◇ Tarsha was professional, informative and responsive. She represents the very epitome of a fine Texan and handled my issues with grace and thoroughness. She is excellent in every way. I feel lucky to have met and worked with her.
- ◇ Garland has changed for the best - from the time I entered to the short time it took for me to finish, my experience was completely excellent. Security, employees, cleanliness of the building, and even the bathroom was awesomely excellent.
- ◇ Great experience with Jacqueline. Very helpful in all aspects by providing very useful info. She went above and beyond. Thank you Jacqueline!
- ◇ Raivyn was wonderful, professional, kind and patient. She made my experience a very nice one.
- ◇ Eliza she is an excellent worker, she is an asset to DCTO!
- ◇ To whom it may concern, Ms. Brenda was the best CR I have encountered in the last 20 years. Ms. Brenda was so helpful with the process of changing my cars over. Once again Ms. Brenda is great. You need more like her.
- ◇ I would like to say "thank you" to Ms. Wilean Blair for helping us with kindness and respect even though we asked two questions. She led with a smile on her face which made us relax, comfortable and feel at ease.
- ◇ Ms. Jacqueline the manager, kudos. Derrick & Ms. Blair went over and beyond.
- ◇ I was actually dreading having to visit a government office. This was the most pleasant experience and you have restored my faith. The facility is clean, the greeters are knowledgeable and I could not have been more impressed. Thank you!
- ◇ Reneisha went out of her way to help me getting a temp tag while the vehicle transfer was pending on the system. Moreover, she accommodated me the following day without waiting in line. Excellent customer service and she answered all the questions I had. Thank you!!!
- ◇ Tere is the fastest, sweetest, most helpful station worker! Robin at the info booth is also one of the nicest, most pleasant people here.
- ◇ Aurora was extremely patient and professional. She is truly an asset to Dallas County and the citizens of Dallas County!
- ◇ Michelle was extremely knowledgeable, courteous and professional assisting me with this process.
- ◇ Ms. Robin is a joy! She is very knowledgeable, helpful, and an all out angel. We are beyond blessed to have her to help.