



DALLAS COUNTY

TAX STATEMENT

ISSUE: XXXIII

JANUARY - MARCH 2017

From the desk of the Tax Assessor/Collector...

Spring has sprung! The flowers are blooming and the weather is beautiful. Take a moment and enjoy it before it gets blazing hot outside...remember this is Texas and it's going to get hot, just how hot is the question!

The first three months of 2017 were busy, as expected, for the Tax Office. Take a look at all the activity on page 3, Quality Measures! We are also excited to celebrate the longevity of our staff on pages 2 & 5. Each additional year with the Tax Office brings a wealth of information and knowledge that is difficult to replace. Thanks for sticking with us!

Read about this Quarter's Employees of the Month, **Anthony Kellum, Linda Beard and Zataria Pirtle**. They are each a great role model for how County Tax Office Employees should act and treat our citizens. I'm proud to see so many staff members being recognized this quarter by citizens for excellent service – check out who made the list on page 9.

The Customer Care Center did it again...another great Red Carpet Event. Unfortunately, I was out of town and couldn't attend in person, but the pictures are awesome. CCC does a great job recognizing the efforts of their team! Keep up the great work ladies and gents!

As always, I'm bursting with pride to see how fantastic the Tax Office team has done this quarter. None of us do this job alone, teamwork is always required. I continue to be humbled to serve as your Tax Assessor/Collector.

- John R. Ames, CTA



Hon. John R. Ames, 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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BIRTHDAYS

JANUARY

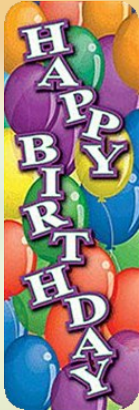
Pam Gibson	1	Vanessa Rodriguez	15
Alice Oreste	1	Leo Romero	16
Irma Mendez	3	Cici Garcia	17
Emily Carrillo	3	Diane Nguyen	20
Priscilla Cook	5	Noemi Vazquez	21
Melissia Epperson	5	Francisco Piedra	22
Dixie Sanders	5	Tiana Swanson	22
Ricky Salas	7	Tiffany Lafargue	22
Kwabena Asamoah-Nkansah	7	Shermika Bennett	23
Carla Sandoval	9	Sandra Lester	24
Carmen Sanchez	10	Disha Wesley	24
Laketricia Merrett	14	Eugene Clay	26
Carmen Yarborough	14	Lauren Carey	31
Ashley Delgado	15	Mary Fuller	31
Arnulfa Gutierrez	15		

FEBRUARY

Linda Rowell	3
Alvinia Barge	9
Jason Ortiz	9
Laura Mati	13
Jacqueline Greiner	14
Amanda Andrews	16
Monica Atsu	19
Bridget Hernandez	20
Samantha Ramirez	20
Yvonne Bunkley	21
Jaleesa Odom	21
Angela Medrano	21
Sherwana Milam	22
Bobbi Barnes	22
Brianna Benavides	26
Ann Watson	28
Anita Roybal	29

MARCH

Hubert Ross II	1	Delia Garcia	13
Gwen Bownds	5	Jessica Rubin	15
John Curry	5	Shannon Burchfield	16
Elizabeth Salazar	8	Gabrielle Peters	19
Diana Guerrero	9	Jennifer Richards	20
Maricruz Figueroa	11	Rhonda Hadnot	22
Alexandra Formiller	11	Ron Williams	22
Charnique Graham	11	Elizabeth Nedd	24
Toni Jones	11	Elizabeth Nedd	24
Wanda Harkless	12	Cynthia Reyna-Mendez	29
Ema Ruiz	12	Debra Davis	31
Demeka Williams	12		
Sam Chavez	13		
Barbara Davis	13		



SERVICE ANNIVERSARIES

JANUARY

1 year	8 years
Yesenia Leon	John R. Ames
Mayra Safouani	Ana Gonzalez
Samantha Ramirez	LaTara Daniels
3 years	9 years
Ellen Hays	Cynthia Herrera
Irene Hernandez	10 years
5 years	Nina Jackson
Hubert Ross II	12 years
6 years	Kristen Smith
Keriann Pringle	16 years
	Alice Oreste
	21 years
	Cathy Reddick

FEBRUARY

1 year	13 years
Andrea Houston	Cheryl Smith
Ada Sanchez	14 years
3 years	Carlos Rincon
Ashley Delgado	16 years
5 years	Cici Garcia
Curtanya Bailey	18 years
Gabrielle Peters	Eulane Hart
10 years	
David Gaytan	
Ema Ruiz	

MARCH

1 year	6 years
Torenda Kimball	Melissia Epperson
Wesley Sharp	Phyllis Jones
Aurora Parra	7 years
2 years	Jessie Bigley
Diana Burkhalter	8 years
3 years	Debra Davis
Sam Chavez	10 years
4 years	Maricela Garcia
Anthony Kellum	Antoinetta Haynes
Ricardo Salas	11 years
5 years	Delia Garcia
Michelle Gonzalez	15 years
DeMarcus Kindles	Donna Higbee
Blanca Nieto	18 years
	Barbara Davis



CHARITIES

The Dallas County Tax Office has expanded its horizons for wearing jeans during weekdays by introducing "Jean Wearing Wednesdays"! It is a great way for the staff to enjoy the comfort of jeans while supporting great charitable causes. Funds are collected each month and donated to organizations recognized for serving the needs of others. Below is a list of the charities that the employees generous donations have benefitted this quarter:

January - Genesis Women's Shelter: **\$792**

February - Letot Girls Center: **\$826**

March - Dallas CASA: **\$1,062**



QUALITY MEASURES

Below are the numbers for the Title, Registration and Property Tax transactions processed by the different Dallas County Tax Office branches:

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	Jan	Feb	Mar	Jan	Feb	Mar	Jan	Feb	Mar
Duncanville	3,239	3,601	3,943	8,314	8,622	11,628	3,609	1,082	600
Garland	5,653	5,955	8,048	11,906	12,412	16,546	4,522	653	478
Grand Prairie	7,247	7,213	10,306	12,309	13,010	18,282	5,203	1,159	680
Mesquite	3,408	3,786	4,567	9,772	10,604	13,571	4,531	1,308	778
North Dallas	5,630	5,468	7,441	11,381	11,701	15,344	4,380	1,014	553
Oak Cliff	2,716	2,704	4,016	8,337	8,756	12,123	7,546	1,812	1,612
Richardson	3,633	4,061	5,592	6,948	7,379	9,707	2,326	376	202
George Allen	5,128	5,428	7,393	6,818	7,130	10,241	3,061	872	465

eSTATEMENTS
1,375

SUBCONTRACTOR
TRANSACTIONS
115,704

TITLES
PROCESSED
184,631

REGISTRATIONS
PROCESSED
554,631

CALLS
ANSWERED
82,569

OVER THE COUNTER
PROPERTY TAX
PAYMENTS
48,660

WEB DEALER
TRANSACTIONS
150,949

SCOFFLAW
REJECTIONS
5,097

CHECKS PROCESSED BY THE
REMITTANCE PROCESSING SYSTEM
307,229

NEW EMPLOYEES ON BOARD

Araceli Vazquez	Part Time Representative	Customer Care Center
Bryan Guzman	Part Time Representative	Customer Care Center
Eric Sanchez	Part Time Representative	Downtown Branch
Josue Rios-Lovo	Part Time Representative	Duncanville Branch
Karen Cordova	Full Time Representative	MV Special Operations
Keith Jacobs	Part Time Representative	North Dallas Branch
Maricela Cecena	Part Time Representative	Downtown Branch
Willie Johnson	Part Time Representative	Property Tax Division
Yanira Isaac	Part Time Representative	Garland Branch

The expert in anything was once a beginner.

IF YOU WANT TO BE SUCCESSFUL, IT'S JUST THIS SIMPLE. KNOW WHAT YOU ARE DOING. LOVE WHAT YOU ARE DOING. AND BELIEVE IN WHAT YOU ARE DOING.



EMPLOYEE PROMOTIONS

Blanca Nieto	Lead Representative	Property Tax Division
Carolyn Sue Pesina	Full Time Representative	MV Special Operations
Catina Diggs-Thibodeaux	Lead Representative	MV Administration
Cynthia Herrera	Assistant Manager	Downtown Branch
Diana Vazquez	Full Time Representative	North Dallas Branch
Dyvone Villa	Full Time Representative	Downtown Branch
Emily Carrillo	Full Time Representative	Customer Care Center
Erica Cervantes	Full Time Representative	Richardson Branch
Felicia Fernandez	Lead Representative	MV Special Operations
Jaferia Anderson	Full Time Representative	Property Tax Division
Kelleye Dunn-Richardson	Collections Manager	Property Tax Division
Margaret Ruiz	Lead Representative	Downtown Branch
Rita Cathey-Akinlabi	Branch Manager	Downtown Branch
Teresa Dawson	Full Time Representative	Customer Care Center

TRAINING...TRAINING



John R. Ames, Paul Hamilton and Norman Kasal taught course 101 & 102, Introduction to Property Tax Administration and Introduction to Property Tax Appraisal. Several students were present from multiple counties in Texas.

PERSONAL RECOGNITIONS

5
years



Hubert Ross II
Duncanville Branch



Curtanya Bailey
Property Tax Division



Gabrielle Peters
Motor Vehicle Admin



Michelle Gonzalez
Grand Prairie Branch



DeMarcus Kindles
Mesquite Branch



Blanca Nieto
Property Tax Division

*If not now
then When?
If not me
Then Who?*

10
years



Nina Jackson
Garland Branch



Ema Ruiz
Oak Cliff Branch



Maricela Garcia
Oak Cliff Branch

15
years



Donna Higbee
Mesquite Branch

MOTOR VEHICLE: ON THE SPOT AWARD

Do you ever feel like people try to catch you doing something wrong? In the Motor Vehicle Division, we try to catch people doing something right. We ask our leadership and our staff members to be on the lookout for any of their colleagues who are going above and beyond to extend and provide exceptional SERVICE to our customers, as well as to each other. When so recognized, we reward them with our coveted "On the Spot Award". Our "On the Spot Award" recipients receive a colorful Certificate, a letter of acknowledgement and appreciation from the Director of Motor Vehicles, and a Walmart gift card to spend on anything they choose. Below are two employees receiving their awards:



Paul E. Hamilton, Chief Deputy, and Ellen Hays, Director of Motor Vehicle Division were in the Valentine's Day spirit by dressing in red!



Kristen Smith
Garland Branch



Karla Yates
Garland Branch



Did you know the Dallas County Tax Office has a Facebook page?



WHERE YOUR MONEY GOES

<p>REGISTRATION FEE Typical registration fee is \$51.75 Includes \$1 for registration DPS fee *Fee varies by vehicle weight.</p>	<p>INSPECTION FEE \$0 - \$30.75</p>	<p>PROCESSING & HANDLING FEE \$4.75</p>	<p>LOCAL FEES \$0-\$10 - Optional county fee for roads and bridges \$0-\$20 - Optional county fee for transportation Projects (applicable in limited counties) \$0-\$1.50 - Optional county fee for child safety</p>
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Did You Know?
It is required to annually register your vehicle in the county in which you reside in.

Do You Want Motor Vehicle and Property Tax Information?

Invite us to speak at your community event.
E-mail Cici Garcia at cici.garcia@dallascounty.org
or call 214-653-7074

Avoid Penalties!

Pay your taxes by January 31, 2017

PAY IN PERSON: At any of our Eight Tax Office Locations
Monday – Friday, 8:00 am to 4:30 pm

PAY ONLINE: At www.dallascounty.org/tax

PAY BY MAIL: At P. O. Box 139066, Dallas, TX 75313

Pay By Phone: English: 866-863-8323, Espanol: 866-361-1741

**Don't wait in line!
Pay Online!**

Make a Property Tax Payment at www.dallascounty.org/tax

Find us, Like us & Follow us!
Dallas County Tax Office
facebook

COMMUNITY EVENTS

On February 25th, a workshop was held for the public on Taxes and Home Ownerships. Hon. John R. Ames, Chief Deputy Paul E. Hamilton, Property Tax Director Norman Kasal and Taxpayer Relations Asst. Director Cici Garcia attended the workshop on behalf of the Tax Office. Cheryl Jordan from Dallas Central Appraisal District (DCAD) and Zachary Thompson and Anglinette Stratford from Heath and Human Services Department were also present. Topics regarding property taxes, appraisals and exemptions and reverse mortgage were presented and discussed. Any questions from the public were addressed as well.



“READ ACROSS AMERICA” DAY

On March 2nd, 2017, “Read Across America” Day was celebrated. Hon. John R. Ames and Cici Garcia, the Taxpayer Relations Asst. Director, went and read to the 5th graders at the Cockrell Hill Elementary in DeSoto, TX. Mr. Ames read from the book, The Lorax, to the delight of all.



EMPLOYEE OF THE MONTH: JANUARY

Anthony is a consistent and dependable manager of a busy Branch Office. He cheerfully delivers services to the public through a dedicated staff that respects and honors his leadership. His staff has described him as being dependable, trustworthy and, most importantly, helpful to them as they perform their daily job functions. He keeps the staff uplifted with positivity and joyfulness. He creates positive nicknames for each employee. He calls out each person's name every morning as he greets them to begin their work day. He has a way of bringing cheerfulness, excitement and a sense of happiness to any situation. Anthony's staff has noted that he always has a smile on his face, that he goes out of his way for the needs of the office and that he is an awesome teacher. He exhibits these characteristics while exercising due patience when things are not going as planned. He is an asset to the Tax Office.



Anthony Kellum
Oak Cliff Branch



Linda Beard
MV Special Operations

EMPLOYEE OF THE MONTH: FEBRUARY

Linda exemplifies what one would expect from an Employee of the Month. She can be relied upon not only to get the job done, but to always do it to the best of her ability and beyond expectations. She displays a positive attitude each day and demonstrates the very essence of working for the good of the team, always mindful of the "big picture" of serving Dallas County citizens efficiently and competently. Linda manages close to double the amount of employees that her fellow branch managers supervise and has never once complained. Dallas County is truly fortunate to have a person such as Linda that is not only very skilled in what she does, but also one that demonstrates such pleasant attitude in performing her job duties. If the Tax Office had more employees like her, the sky would be the limit. It is a pleasure to work alongside Linda!

EMPLOYEE OF THE MONTH: MARCH


Zataria is recognized for her constant demonstration of the Nordstrom-style Customer Service. During the recent peak Property Tax collection season, when the lobby was filled to capacity, which is every seat in the waiting area is occupied, Zataria went above and beyond to provide exceptional service to Dallas County taxpayers. She makes each customer feel as if they are the only ones there, while also letting each waiting customer know that she would be with them as quickly as possible. She routinely takes her time to make sure each customer's needs are fulfilled before they leave the office. Zataria not only has a wealth of knowledge regarding Property Tax, but she also knows and understands what other departments throughout Dallas County handle, which she uses to correctly direct the customers. Hats off to her for always demonstrating the Nordstrom Experience at Dallas County.



Zataria Pirtle
Property Tax Division

CITIZEN APPRECIATION

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

Ada Sanchez	Delia Garcia	Hubert Ross	Margaret Ruiz	Shermika Bennett
Alexandra Formiller	Delmy Flores	Irma Mendez	Maricruz Figueroa	Sonja Pollard
Anakaren Arzola	DeMarcus Kindles	Jacqueline Greiner	Marqus Shoels	Teresa Cloninger
Anita Roybal	Destiny Flores	Jacqueline Wallace	Mayra Ramirez	Teresa Dawson
Ashley Delgado	Dianna Vazquez	Jessica Rubin	Michele Henderson	Tiana Swanson
Aurora Parra	Dixie Sanders	Jose Delgado	Michelle Gonzalez	Torenda Kimball
Beng Talley	Duncanville Tax Office	Juanita Sanchez	Nina Jackson	Vanessa Rodriguez
Bonnie Mola	Elizabeth Salazar	Karen Gaines	Norma Jimenez	Veronica Gallegos
Bridget Hernandez	Emily Carrillo	Karina Casillas	Norman Kasal	Wendolyn Phillips
Carmen Sanchez	Eric Garcia	Kelleye Dunn-Richardson	North Dallas Tax Office	Wesley Sharp
Charette Green	Erica Cervantes	Kimberly Rodman	Patrick Cichon	Yesenia Che
Charles Taylor	Erin Palmer	Kristen Smith	Perla Reboloso	Yvonne Bunkley
Cheryl Patterson	Eulane Hart	Laketrícia Merrett	Phyllis Jones	Zataria Pirtle
Customer Care Center	Frank Garcia	Leonardo Romero	Rita Cathey-Akinlabi	Zoraida Carrazco
Cynthia Mendez	Gail Wortham	Linda Beard	Robin Porter	
Deborah Bloomer	Garland Tax Office	Linda Rowell	Rochelle Clayborn	
Debra Davis	Grand Prairie Tax Office	Lorie Philips	Sandra Lester	

EMPLOYEE APPRECIATION DAY



On February 22, 2017, the Tax Office cabinet members hosted an Employee Appreciation Day for staff at the Renaissance Tower location. The Directors artfully and personally decorated each cupcake in-house adding that special touch to bring a smile to each employee's face. A selection of beverages were also served. A great time was had by all.



“Alone we can do so little, together we can do so much.” ~ Hellen Keller

CUSTOMER CARE RED CARPET EVENT



This yearly event is held by the Customer Care Center in February after the Property Tax season is over to honor the hard work and diligence of their staff. The department is beautifully decorated in the Hollywood Awards Theme - red carpet included, of course! While the paparazzi takes pictures, each staff member walks the red carpet to receive their certificate, a trophy and a goody bag as a token of appreciation for their service towards the Dallas County citizens. The staff members with the top score in Perfect Attendance, Quality Monitoring, Availability and Calls Answered receives special certificates and larger trophies for their accomplishment. This year a special recognition was included for the departmental "Trainers". The trainers allow new hired employees to listen to their in-bound calls, provide helpful hints on how to maneuver through the different applications/systems and answer customers questions, review the guidebooks/training material, etc. over a period of 6 weeks. The Customer Care Center and the Taxpayer Relations management served a fancy Italian feast from Olive Garden for lunch, making this event truly a Day of Appreciation and Celebration for all the ladies and gentlemen of The Fabulous Customer Care Center!

