



TAX Statement

ISSUE: XXVI

APRIL - JUNE 2015

Mission Statement

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



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

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TAX ASSESSOR / COLLECTOR MESSAGE...

This has been an exciting and busy quarter for the Tax Office. I still feel like we're on top of the world from our first ever Employee Enrichment Day. Everyone had so much fun that they didn't even know they were learning at the same time! Oops, did I spill the beans on that one?!? We are already planning next year's 2nd Annual Employee Enrichment Day...more details to come. Take a look at the fantastic picture of everyone on page 9.

As we work through all the new legislative changes, we continue to help our citizens understand the Two Steps, One Sticker program. Check out how many new employees we've brought on to assist us with this huge task – page 4. Also, this quarter, our team has raised over \$2,000 for charities, just by wearing jeans on Wednesdays. Way to go!!

I'm so proud of this quarter's Employee of the Month recipients. **Rasheeda Horn**, **Toni Jones** and **Sam Chavez** do an awesome job assisting our citizens. Thank you for being stars in the Tax Office and for representing positive attitudes and great service for everyone! Check out more about **Rasheeda**, **Toni** and **Sam** and page 6.

Congratulations to our retiree's this quarter, **Wendy Fuqua**, **Chris Burns** and **Marsha Otterson**. With their departure, we are losing 75 years of Tax Office experience. They've each worked hard and deserve to enjoy a great retirement! See the honorees on page 8. Don't miss Around the Tax Office this month featuring the North Dallas Branch on page 5. They even wrote a poem.

I'm so proud to be the Dallas County Tax Assessor/Collector where I get the opportunity to work with so many amazing people. Our team is not only leading the County in Service, but we are setting an example for every Tax Office in the State of Texas. Keep up the good work!

- **John R. Ames, CTA**

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BIRTHDAYS

APRIL

Robin Porter	1
Ofelia Escalona	2
Wendy Baker	3
Donna Higbee	3
Sandra Bowie	4
Sam Cosby	4
Norma Jimenez	4
Myrtle Johnson	4
Rochelle Clayborn	5
Renisha Franklin	8
Wendy Hernandez-Alcala	14
Cheryl Patterson	16
Monica Martinez	17
Melanie Sanchez	18
Frank Garcia	22
Wilean Blair	25
Colby Sims	25
Maricela Garcia	28
Phyllis Jones	28

MAY

David Holster	3
Helen Washington	4
Chelsea Moore	5
Marsha Otterson	7
Cathy Reddick	13
Glenda Jesttes	14
Antoinetta Haynes	17
DeMarcus Kindles	18
Imarisha Garrett-Pace	20
Aurora Renteria	20
Jackie Wallace	23
Brenda Lopez	24
Beng Talley	28
Ciera Thomas	31

JUNE

Blanca Nieto	2
Sandra Lopez	3
Veronica Mata	4
Sandra Nichlos	4
Danielle Wright	9
Michelle Gonzalez	10
Cindy Rowan	12
Sharon Oehler	14
Patricia Avitia	16
Juanita Sanchez	17
Linda Beard	18
Amber Yeager	21
Ron Babineaux II	22
Connie Jones	22
Fetina Green	23
Kristen Smith	24
Ramona Lee	26
Yul Jones	30


HAPPY BIRTHDAY!


Life is an opportunity,
benefit from it.
Life is beauty, admire it.
Life is a dream, realize it.
Life is a challenge, meet it.
Life is a duty, complete it.
Life is a game, play it.
Life is a promise, fulfill it.
Life is sorrow, overcome it.
Life is a song, sing it.
- Mother Teresa

ANNIVERSARIES

APRIL

1 Year	8 Years
Mayra Cisneros	Deborah Bloomer
2 Years	Antoinetta Haynes
Sam Cosby	10 Years
Lety Dominguez	Carmen Yarborough
Tarsha LeSueur	14 Years
Jaleesa Odom	Sharon Oehler
Sergio Quintero	15 Years
Jennifer Richards	Gwen Bownds
3 Years	19 Years
Eric Garcia	Cathy Lattimer
Frank Garcia	Ramona Lee
Brittani Rossum	22 Years
4 Years	Diana Flowers
Diane Nguyen	

MAY

1 Year	6 Years
Carla Sandoval	Morgan McDougal
2 Years	7 Years
Maricela Gomez	Connie Jones
Ana Rodriguez	11 Years
3 Years	Amanda Andrews
Jose Delgado	18 Years
Sharon Green	Janetta Wilson
Priscilla Marceleno	23 Years
4 Years	Beng Talley
Elizabeth Alvarez	30 Years
Robin Porter	Wendy Baker
5 Years	
Jason Ortiz	
Margarita De Leon	
Rita Cathey-Akinlabi	

JUNE

1 Year	7 Years
Maricruz Figueroa	Tina Garcia
Evelyn Rivera	Viridiana Lopez
Ron Babineaux II	8 Years
Hector Zambrano	Lauren Carey
2 Years	Patricia Perez
Bonnie Mola	9 Years
Domonique Veasley	Karla Yates
3 Years	10 Years
Monica Martinez	Gaby Morales
Leandra Rattler	20 Years
Renisha Franklin	Cindy Rowan
Meagan Gonzalez	26 Years
Sandra Lopez	Anita Roybal
6 Years	
Melanie Sanchez	





Congratulations!




QUALITY MEASURES

TOP PRODUCERS

The following branches are this quarter's top producers in these categories.

	APRIL		MAY		JUNE	
Vehicle Titles	Grand Prairie	9,892	Grand Prairie	8,154	Grand Prairie	8,912
Processed	North Dallas	7,461	North Dallas	6,687	North Dallas	7,892
	Garland	6,241	Garland	5,154	Richardson	5,845
Registrations	Grand Prairie	16,240	Grand Prairie	14,119	North Dallas	16,045
Processed	North Dallas	15,640	North Dallas	13,734	Grand Prairie	15,929
	Garland	14,902	Garland	12,739	Garland	14,050
Property Tax	Oak Cliff	1,017	Oak Cliff	747	Oak Cliff	702
Transactions	Mesquite	490	Mesquite	343	Mesquite	305
	Grand Prairie	381	Grand Prairie	342	Duncanville	284



SCOFFLAW REJECTIONS
1,849

eSTATEMENTS
1,444



OVER THE COUNTER
PROPERTY TAX
PAYMENTS
39,301



CALLS
ANSWERED
76,389

TITLES
PROCESSED
185,248

INCENTIVES

The following department employees have met and exceeded goals to obtain incentive pay!

JANUARY		FEBRUARY		MARCH	
Garland	100%	Garland	100%	Garland	100%
Mesquite	100%	North Dallas	92%	North Dallas	92%
Oak Cliff	90%	Mesquite	90%	Customer Care	88%
North Dallas	85%	Oak Cliff	90%	Oak Cliff	80%
Customer Care	81%	Duncanville	88%	Grand Prairie	80%
Grand Prairie	80%	Grand Prairie	80%	Richardson	80%
Richardson	80%	Richardson	80%	MV Public	75%
MV Public	75%	Customer Care	69%	Mesquite	70%
Duncanville	75%	MV Public	67%	Duncanville	50%
MV Operations	50%	MV Operations	67%	MV Operations	33%

**Published one quarter behind for audit verification.*

REGISTRATIONS
PROCESSED
544,227

CHECKS PROCESSED BY THE
REMITTANCE PROCESSING SYSTEM

181,342

NEW AT THE TAX OFFICE

NEW REPRESENTATIVES

Alexandra Formiller	Representative	Duncanville Tax Office
Aurora Renteria	Representative	Duncanville Tax Office
Brittinea Williams	Representative	Oak Cliff Tax Office
Brittany Rogers	Representative	Motor Vehicle Operations
Charnique Graham	Representative	Motor Vehicle Division
Chelsea Moore	Representative	Property Tax Division
Clarisa Valdez	Representative	Property Tax Division
Gail Wortham	Representative	Motor Vehicle Division
Jessica Rubin	Representative	Motor Vehicle Division
Karol Harlin	Representative	Motor Vehicle Division
Kendra Calloway	Representative	Richardson Tax Office
Lisa Obrien	Representative	North Dallas Tax Office
Lorena Rodriguez	Representative	Grand Prairie Tax Office
Maria Diaz	Representative	Richardson Tax Office
Marqus Shoels	Representative	North Dallas Tax Office
Nickcole Jeffery	Representative	Garland Tax Office
Sheila Campbell	Tax IT Director	Tax Office IT Division
Vanessa Cook	Representative	Grand Prairie Tax Office
Vanessa Rodriguez	Representative	Richardson Tax Office
Victoria Davis	Representative	Motor Vehicle Division
Virginia Flores Mendez	Representative	Property Tax Division

PROMOTIONS

Ashley Brooks	Representative	Duncanville Tax Office
Juanita Sanchez	Representative	Property Tax Division
Kelleye Dunn-Richardson	Lead Representative	Property Tax Division
Kendra Calloway	Representative	Richardson Tax Office
Mariana Colunga	Representative	North Dallas Tax Office

CUSTOMER APPRECIATION



Patricia Avitia, from the Motor Vehicle Division, received a Tiff's Treats delivery from a customer to show their appreciation on her outstanding customer care. She graciously shared the sweet treats with her coworkers.



The Motor Vehicle Division Managers used the new, *free*, Dallas Streetcar for lunch.



CHARITIES

The Dallas County Tax Office has expanded its horizons for "Jean Wearing Wednesdays"! Funds are collected each month and donated to a special cause or charity selected by the Tax Office Cabinet members. This is a great way for the staff to enjoy wearing blue jeans while supporting a great cause. The following is a list of special causes or charities and the amount of funds raised for this quarter:

April

Metrocare Services - Autism \$1,002

May

Lupus Foundation of America \$584

June

Resource Center of Dallas - HIV Awareness \$765



AROUND THE TAX OFFICE... NORTH DALLAS BRANCH OFFICE

The North Dallas Branch is located at 10056 Marsh Lane in suite 160. Being one of the many offices in the building, they provide a variety of information to many Dallas County citizens. This requires the staff to be equipped with a wide range of knowledge. The staff consists of a branch manager, assistant manager, two lead representatives and fourteen representatives.

Donna Higbee, Branch Manager, has been employed with Dallas County for 13 years. She has also worked at the Garland Office, the Mesquite Office, and the Richardson Office. Prior to working for the County, she was employed with the City of Mesquite, which means her life's work has been dedicated to public service.

Veronica Mata, Assistant Manager, has been with Dallas County for 7 years. She brings a wide array of knowledge to the office and is instrumental in working with representatives to provide quality service to the customers. She has worked at the North Dallas Branch for all 7 years, so this is her home away from home.

Gloria Garcia-Rivera, Lead Representative, has been with Dallas County for almost 17 years. She works hard to assist representatives and run a smooth process to provide great customer service. Gloria has worked at the North Dallas

Branch, the Valley View Branch, the Irving Branch, the Richardson Branch, and the Mesquite Branch.

Omar Moreno, Lead Representative, has been with Dallas County for 4 years. He enjoys having the opportunity to learn new things while providing assistance to others. Omar began his career with the County as a representative and was promoted to the Lead Representative position in September 2013.

The additional hard working staff members are Yvonne Bunkley, Mariana Colunga, Samantha Cosby, Draopadi Fermin Mendez, Vanessa Kelly, Martha Martinez, Eric Mauricio, Devonnie Monroe, Lisa Obrien, Sergio Quintero, Almira Rivera, Elda Rodriguez, Marqus Shoels and Ciera Thomas. These representatives have a variety of skills and experience which they utilize to provide outstanding customer care. The longest tenured amongst these representatives is for 8 years and the two of our newest employees have been with the County for 2 months. In spite of the diverse work experience and the individuality of each staff member, the North Dallas Branch is a smooth running and high production office.

Ode to North Dallas

Smiles on faces,
Reps in their places
Waiting for the rush.
Excited people are racing in—
Faces all are blush.

Expert help, fast and knowledgeable,
Seasoned workers-most responsible.
Checks and credit, cash plus more
North Dallas staff can handle the floor.

With Veronica, Gloria, Omar too
Don't worry Donna we didn't forget you.
Helping our customers is number one,
Striving for excellence, we can't be out done.

Get them in and get them out,
That's what we're talkin 'bout!

Slow service and long lines,
Customers can live without.
We can help them all as fast as we can-
This we know a thing about.

Thank you for reading all about us---
We're the famous
North Dallas Bunch!



Top row left to right: Hassan Javaid, Yvonne Bunkley, Veronica Mata, Mariana Colunga, Sergio Quintero, Ciera Thomas, Draopadi Fermin-Mendez, Vanessa Kelly, Devonnie Monroe
Bottom row left to right: Marqus Shoels, Donna Higbee, Almira Rivera, Samantha Cosby, Gloria Garcia Rivera, Martha Martinez, Lisa Obrien, Eric Mauricio, Omar Moreno (not pictured: Elda Rodriguez)

EMPLOYEE OF THE MONTH

APRIL

Rasheeda is an excellent Motor Vehicle Representative. Her work is of high level energy and urgency which sets a great example for her co-workers. Her cash handling skills are great. She does not mind a challenge and does an exceptional job at any assigned task. While working at the information booth for two months, she consistently walked the line in the lobby and assisted customers. She did a very good job of informing customers of what documents were needed to complete their transaction before getting in line. She can multi-task while providing great customer service. She uses her time wisely, which is the reason she is one of the highest producers with a minimum amount of errors.



Rasheeda Horn
Grand Prairie Office



Toni Jones
Richardson Office

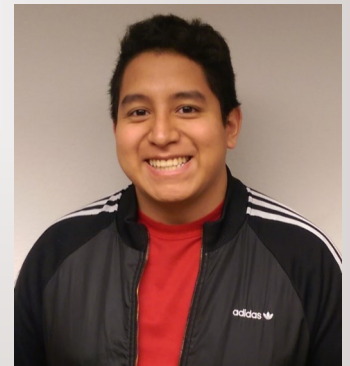
MAY

Toni has been with the Dallas County for seven and a half years. During this time, Toni excelled in providing great customer service and she consistently has met and exceeded all production goals and standards set for her. What people remember most about their encounters with Toni is her helpful spirit, infectious smile and sparkling personality. They might come in with a frown, but if Toni assists them, they usually leave with a smile. Her caring attitude helps her achieve happy customers. Toni gets a lot of compliments about her great customer service and has even received a Certificate of Appreciation from one of her customers. She is loved and respected by her coworkers. She is a star!



JUNE

Since starting with the Motor Vehicle Operations Branch, Sam has been enthusiastic and eager to learn everything he can about the department. Even though this is a completely new experience for him, he has been nothing less than exceptional. When he has completed his assigned tasks, he is found seeking new things to learn. Besides mastering the inventory knowledge, Sam has also been instrumental in making sure the inventory reports are 100% accurate from all the branches; a task normally assigned to those with a lot more experience than Sam. This is just another example of how Sam constantly goes above and beyond his duty to produce excellent work. Sam has a great potential of growing within Dallas County because of his willingness to acquire more knowledge. He is definitely an asset to the Operations Branch!



Samuel "Sam" Chavez
Motor Vehicle Operations

PERSONAL RECOGNITIONS

- Congratulations to the following employees for celebrating their **5th anniversary** with the Dallas County.



Jason Ortiz
Motor Vehicle Division



Margarita De Leon
Motor Vehicle Operations



Rita Cathey-Akinlabi
Property Tax Division



- Congratulations to **Carmen Yarborough** of the Mesquite Tax Office for celebrating her **10th anniversary** with the Dallas County.



- Congratulations to **Gwen Bowns** of the Oak Cliff Tax Office for celebrating her **15th anniversary** with the Dallas County.



- Congratulations to **Wendy Baker** of the Accounting Department for celebrating her **30th anniversary** with the Dallas County.



- Congratulations to **Tarsha LeSueur** of the Property Tax Division and her husband on celebrating their 22nd marriage anniversary on May 28th. Blessings for many more!



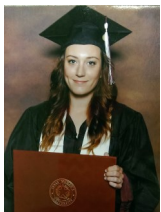
- Congratulations to Alonzo Lee, son of **Donnia Beasley** of the Property Tax Division, on being inducted into the National Honor Society. He is a junior at Duncanville High School.



- Congratulations to Oneel Chauhan, brother of **Disha Wesley** of Administration, on graduating High School with Honors. He will be attending the College of Staten Island and majoring in Computer Science.



- Congratulations to Matthew Hernandez, great nephew of Deb Green of the Richardson Tax Office. He will be in the Kayaking competition in the Special Olympics World Games beginning July 5th, in Los Angeles, California.



- Congratulations to Staci Eudy, daughter of **Linda Levy** of the Property Tax Division, on graduating from Texas Woman's University with a Bachelor's of General Studies in Business and Sociology. She also made the Chancellor's List. Staci accomplished this while working full-time with the Dallas County Auditor's Office in Payroll division and attending school part-time.



- Congratulations to Danielle Nicole Guzman, daughter of Gloria Garcia-Rivera of the North Dallas Office, on graduating from John Hancock College Prep High School.

RETIREMENTS



Wendy Fuqua, Director of the Tax IT Dept., retired from the Dallas County Tax Office after 24 years of faithful service. Congratulations!!



Chris Burns, manager of the Litigation, Roll Maintenance and Bankruptcy in Property Tax Division, retired from the Dallas County Tax Office after 31.5 years of faithful service. Congratulations!!



Marsha Otterson, assistant branch manager of the Richardson Tax Office, retired from the Dallas County Tax Office after 19.5 years of faithful service. Congratulations!!

EMPLOYEE ENRICHMENT DAY



On May 20th, the Dallas County Tax Office hosted its first annual Employee Enrichment Day at the Richardson Civic Center. It was an opportunity for all employees to come together for a day of professional growth and learning, and also a day of personal fun. The program featured a motivational speaker, several interpersonal exercises and activities, a presentation on diversity and inclusion in the workplace, and updates from our Tax Assessor as well as County Administration. A BBQ lunch was provided for all the employees. Throughout the day, lots of door prizes were awarded, and a good time was had by all.

CITIZEN APPRECIATION

The following Tax Office Employees and Departments have received Dallas County citizen's Appreciation this Quarter.

Alejandra Alvarado	Draopadi Fermin-Mendez	Kendra Calloway	Renisha Franklin
Almira Rivera	Duncanville Tax Office	Leandra Rattler	Richardson Tax Office
Amber Yeager	Elizabeth Nedd	Linda Levy	Rita Cathey - Akinlabi
Amerika Diaz	Eric Garcia	Mariana Colunga	Robin Porter
Antoinetta Haynes	Eric Mauricio	Maricruz Figueroa	Rochelle Clayborn
Ashley Delgado	Erica Goodman	Marie Cota	Ron Babineaux II
Ashli Bennett	Eulane Hart	Marilyn Hicks	Ryan Smith
Beng Talley	Evelyn Rivera	Martha Martinez	Sandra Bowie
Bridget Hernandez	Fetina Green	Mason Gonzalez	Sandra Lester
Brittani Rossum	Francisco Pena-Perales	Melissa Rodriguez	Sergio Quintero
Carmen Yarborough	Garland Tax Office	Mesquite Tax Office	Sharon Coleman-Rankin
Cathy Reddick	Glenda Jesttes	Michelle Gonzalez	Sharon Green
Charette Green	Gloria Garcia-Rivera	Monica Martinez	Sherwana Milam
Chelsea Moore	Grand Prairie Tax Office	Morgan McDougal	Sonia Carrizal
Cheryl Patterson	Gwen Bownds	Nicole Sanders	Sonja Pollard
Clarisa Valdez	Jackie Wallace	Nina Jackson	Tempestt Shepard
Danielle Hall	Jacqueline Greiner	North Dallas Tax Office	Tina Garcia
Danyelle Spillman	Jaleesa Odom	Nytosha Houston	Ulysses Wright III
Deb Langford	Janetta Wilson	Pam Gibson	Vanessa Kelly
Deborah Bloomer	Jason Ortiz	Patricia Avitia	Veronica Alvarez
Debra Davis	Jessie Waldron	Phyllis Jones	Veronica Mata
Delmy Flores	Jose Delgado	Priscilla Cook	Vickie Dykes
DeMarcus Kindles	Juanita Sanchez	Priscilla Marceleno	Viridiana Lopez
Destiny Flores	Kathy Heath	Property Tax Division	
Domonique Veasley	Kelleye Dunn - Richardson	Raven Contreras	

Just a quote...

Honorable John R. Ames received an email containing the below quote along with a comment stating "This quote reminds me of the Dallas County Tax Office":

"Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning, and focused effort." - Paul J. Meyer

