



DALLAS COUNTY

# TAX STATEMENT

ISSUE: XLII

April-June 2019

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



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

What an exciting quarter in the Tax Office! We've had graduations, weddings, retirements and so much more! Check out all the personal recognitions on page 5. On top of all that, we hosted our 5<sup>th</sup> Employee Enrichment Day! It was awesome with speakers on Customer Service, Security, Ethics, Promoting and a countywide update from none other than **Commissioner John Wiley Price!** A special thank you to all our speakers who made the day exciting and informative! Check out some of the pictures on page 6.

Sadly, we say goodbye to two of our tenured members with the retirements of **Cathy Reddick** and **Anita Roybal**. We lose over 50 years of historical knowledge and experience with these two ladies, but wish them the best in their retirement years. They've worked hard for many years and now they can enjoy the fruits of their labor! Don't forget to come back and say 'Hi' every now and then ladies!

The Tax Office has been busy out in the community this quarter. We provided information presentations to citizens and partners at the District 1 town hall meetings this past quarter. Additionally, I was able to provide some historical information on the Records Building for a documentary that Dallas County has commissioned. It was great to see how far the building has come and how much further it has to go. I know those of us who worked in the building are excited to return soon. Check out both of these events on page 9.

Congratulations to our Employees of the month this quarter, **Yesenia Leon, Paulina Bustamante** and **Donnia Beasley**. These ladies do an awesome job and I was thrilled to see them being recognized by their peers. Read more about them on page 10. Congratulations to the Oak Cliff Branch for winning the 1<sup>st</sup> quarter Branch of the Quarter trophy! Life is so much better when your team works well together. Check out their awesome picture and other citizen recognitions on page 11.

Lastly, but certainly not least, we welcome **Peggy McCormick** to the Tax Office as the new Chief Deputy. After having worked with Peggy for over 20 years, it was awesome to invite her to join our team. She's jumped in with both feet, so if you haven't seen her yet, you will soon!

Summertime is here.... Stay cool and before you know it, we'll be settling into fall! As always, I'm humbled and honored to serve as your Dallas County Tax Assessor/Collector!

*-John R. Ames, PCC, CTA*

## Mission Statement

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

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## BIRTHDAYS

### APRIL

Robin Porter	1	Franklin Garcia	22
Ofelia Clemente	2	Manuel Escareno	23
Donna Higbee	3	Yesenia Leon	24
Norma Jimenez	4	Wilean Blair	25
Sandra Bowie	4	Diana Burkhalter	27
Rochelle Clayborn	5	Maricela Garcia	28
Nickcole Jeffery	13	Phyllis Jones	28
Ashley Richard	14		
Cornell Kennard	15		
Cheryl Patterson	16		
Melanie Sanchez	18		

### MAY

Andrea Houston	1	Aurora Renteria	20
Iris Montemayor	2	Imarisha Garrett-Pace	20
Chelsea Moore	5	Jacqueline Wallace	23
Shantavia Johnson	5	Brenda Lopez	24
Jasmine Rojas	6	Claudio Muentes	24
Marquise Jefferson	6	Angel Mendoza	25
Bryan Guzman	8	Michelle Delacruz	26
Kathy Reed	11	Wendolyn Phillips	29
Cathy Reddick	13	Ciera Thomas	31
Glenda Jesttes	14	Louis Wright	31
Antoinetta Haynes	17		
DeMarcus Kindles	18		

### JUNE

Blen Biru	1	Juanita Sanchez	17
Blanca Nieto	2	Linda Beard	18
Janie Mosley	3	Willie Johnson	20
Sandra Lopez	3	Amber White	21
Sandra Nichols	4	Veronica Gallegos	21
Stacy Linwood	5	Yolanda Castano-Pola	21
Danielle Wright	9	Jacqueline Salas	24
Michelle Gonzalez	10	Ramona Lee	26
Cynthia Rowan	12	Michelle Campos	28
Ashley Guevara	16	Yul Jones	30
Claudia Marin	16		
Patricia Avitia	16		



## SERVICE ANNIVERSARIES

### APRIL

<b>1 year</b>	<b>6 years</b>
Claude Zeli	Jaleesa Odom
Derick Brown	Jennifer Richards
<b>2 years</b>	Leticia Dominguez
Jessica Rodriguez	Tarsha LeSueur
<b>3 years</b>	<b>7 years</b>
Dyvone Villa	Brittani Rossum
Veronica Gallegos	Franklin Garcia
<b>4 years</b>	<b>8 years</b>
Charnique Graham	Diane Nguyen
Chelsea Moore	<b>12 years</b>
Nickcole Jeffery	Deborah Bloomer
<b>5 years</b>	<b>19 years</b>
Delmy Ramirez	Gwen Bownds
	<b>23 years</b>
	Cathy Lattimer
	Ramona Lee

### MAY

<b>1 year</b>	<b>7 years</b>
Catalina Medina	Jose Delgado
Jacqueline Salas	Priscilla Marceleno
<b>2 years</b>	Sharon Green
Sondra Copling-Webb	<b>8 years</b>
Elizabeth Salazar	<b>3 years</b>
Robin Porter	Robyn Porter
<b>9 years</b>	<b>9 years</b>
Jason Ortiz	Margarita De Leon
Rita Cathey-Akinlabi	<b>10 years</b>
Morgan McDougal	<b>15 years</b>
Amanda Andrews	<b>22 years</b>
Janetta Wilson	

### JUNE

<b>1 year</b>	<b>7 years</b>
Roberto Guerra	Sandra Lopez
Sandra Herring	<b>10 years</b>
<b>2 years</b>	Melanie Sanchez
Raven Dossey	<b>11 years</b>
<b>3 years</b>	Tina Garcia
Alejandra Munguia	Viridiana Lopez
Claudia Marin	<b>12 years</b>
Dolores Little	Lauren Carey
Erica Cervantes	Patricia Perez
<b>4 years</b>	<b>14 years</b>
Sheila Campbell	Gaby Morales
<b>5 years</b>	<b>24 years</b>
Ciera Thomas	Cynthia Rowan
Devonne Monroe	<b>29 years</b>
Evelyn Rivera	Alvinia Barge
<b>6 years</b>	<b>30 years</b>
Bonnie Mola	Anita Roybal



## NEW EMPLOYEES ON BOARD

Christina Castillo	Full Time Representative	Richardson
Ashley Guevara	Part Time Representative	Customer Care
Alejandro Rodriguez	Full Time Representative	Richardson
Sandra Lester	Part Time Representative	Garland
Dabreya Cornelius	Part Time Representative	North Dallas
Dae'Jza Davis	Part Time Representative	Customer Care
Gloria Munguia	Full Time Representative	North Dallas
Reneisha Evans	Part Time Representative	Grand Prairie
Martha Brizuela	Full Time Representative	Richardson
Miriam Hernandez	Part Time Representative	Customer Care



## EMPLOYEE PROMOTIONS



Brenda Lopez	Tax Office Accounting Specialist	Accounting
Draopadi Fermin-Mendez	Tax Office Specialist	Special Operations
Manuel Escareno	Full Time Representative	Dealer Operations
Isabel Cervantes	Full Time Representative	North Dallas
Cornell Kennard	Full Time Representative	Garland
Yadira Zamarripa	Full Time Representative	Customer Care

## WHERE FASHION MEETS CHARITY



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“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.



**April**  
Autism Speaks  
\$998.00

**May**  
Lupus Foundation  
of America  
\$778.00

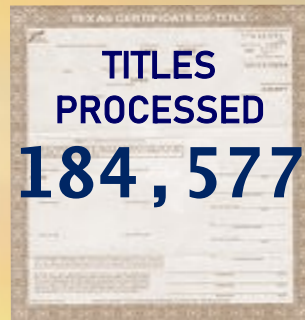
**June**  
Resource Center  
of Dallas  
\$792.00

## QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	April	May	June	April	May	June	April	May	June
<b>Duncanville</b>	4,520	3,947	3,397	9,845	9,397	8,760	387	425	226
<b>Garland</b>	6,258	5,752	6,047	13,346	11,578	12,107	288	280	142
<b>Grand Prairie</b>	7,284	7,237	7,405	14,348	13,684	12,924	391	365	197
<b>Mesquite</b>	4,572	4,119	4,239	11,675	10,736	10,360	565	339	247
<b>North Dallas</b>	7,895	7,799	7,246	14,729	14,066	12,822	299	280	146
<b>Oak Cliff</b>	4,384	4,288	3,759	11,171	10,407	9,455	1,053	874	579
<b>Richardson</b>	4,939	4,534	4,366	8,580	8,513	7,630	114	119	53
<b>George Allen</b>	5,386	5,002	4,538	7,098	6,748	6,140	206	158	115



eSTATEMENTS  
**586**



TITLES  
PROCESSED  
**184,577**

CALLS  
ANSWERED  
**73,433**



OVER THE COUNTER  
PROPERTY TAX  
PAYMENTS  
**7,666**

NEIGHBORHOOD  
LOCATIONS  
TRANSACTIONS  
**138,858**



WEB DEALER  
TRANSACTIONS  
**137,770**

SCOFFLAW  
REJECTIONS  
**3,044**



REGISTRATIONS  
PROCESSED  
**596,187**

CHECKS PROCESSED BY THE  
REMITTANCE PROCESSING SYSTEM  
**128,967**



PERSONAL RECOGNITIONS



**Delmy Ramirez**  
Customer Care– 5 years



**Melanie Sanchez**  
Grand Prairie– 10



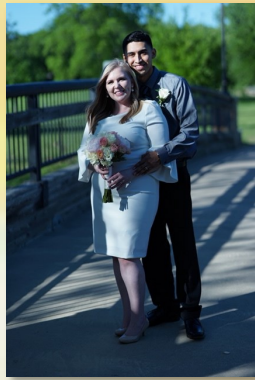
**Amanda Andrews**  
Garland– 15 years



**Anita Roybal**  
George Allen– 30 years



On November 24th, **Yul Jones** got married to Shamekia Wiggins. The wedding took place at a beautiful venue. The new-lweds enjoyed their honeymoon in Paris.



On April 26th, **Sydney Furgerson** married Andrew Alcala. The ceremony took place at Fritz Park. Congrats to the happy couple!



**Rita Cathey-Akinlabi** celebrated eleven years of marriage on May 24th. Congrats! Here's to many more!



**Yvonne Sprague** has received her County Tax Office Professional (CTOP) award. Congrats Yvonne!



In honor of Lupus Awareness Month the **North Dallas Tax Office** P.O.P. (put on purple) to show their support in fighting Lupus.

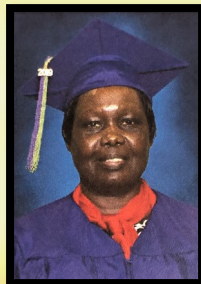
CLASS OF 2019



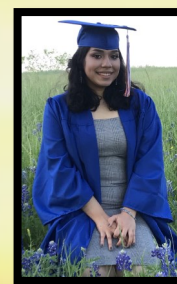
**Claudia Marin** from the Duncanville Branch has graduated and received her Bachelor's Degree from UNT Dallas. Congrats Claudia!!



**Ann Watson's** grandson Latron Perkins graduated from Lancaster High School. Ann is a proud grandmother!



**Alice Oreste** graduated from Richland College and received her Associates Degree. Way to go Alice!



**Michelle Gonzalez's** daughter Brianna graduated from James Bowie High School. Congrats Brianna!



**Paulina Bustamante's** daughter Silvia has graduated from Skyline High School. Way to go Silvia!

## ENRICHMENT DAY 2019



**Terry Miller**



**Commissioner  
John Wiley Price**



**Jose Munoz**



**Edward Lopez**



**Ellen Hays, Yvonne Sprague,  
Monica Atsu**



**Accounting Team**

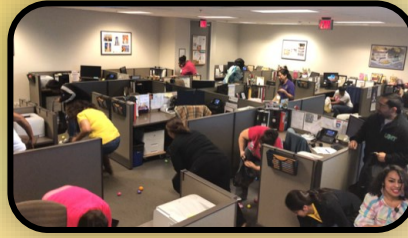


**Sheila Campbell, Peggy McCormick,  
John R. Ames**



On May 8, 2019, the Tax Office held its fifth annual Employee Enrichment Day. The event, held at the Richardson Civic Center, provided Tax Office staff with the unique opportunity to experience a full and rich day of professional growth and development. The day kicked off with Tax Assessor-Collector **John R. Ames** introducing each team. Keynote speaker **Terry Miller**, shared great information about how one can use the 7 Steps For Building A Jigsaw Puzzle towards their careers. **Commissioner John Wiley Price** explained his role in Dallas County. He furthered explained the huge role of the county budget process. Assistant Chief **Jose Munoz** gave a very detailed presentation about Civilian Response to an Active Shooter situation. He provided the audience with a key term, "Avoid-Deny-Defend (A.D.D)". Edward Lopez spoke about "Ethics" and its importance in our work life. The Accounting Team taught us how to puzzle together a check and the importance of each piece. **Mr. Ames, Peggy McCormick** and **Sheila Campbell** gave us an insight on how and what to do with puzzling personalities. **Monica Atsu, Ellen Hays** and **Yvonne Sprague** provided information on the Puzzle of Promoting. Their presentation gave a closer look at what each department within the Tax Office is looking for in their employees. The day was full of great activities, and we enjoyed a great lunch from Spring Creek BBQ! There were over 20 door prizes given including a Smart TV and a Fire Kindle Tablet. To conclude the day, the entire Tax Office assembled on the courtyard to take our annual and quite colorful group photo. Thanks to everyone that worked so hard to make this event a success for all. Planning for 2020 has already begun...see you next year!

## 2019 Customer Care Easter Egg Hunt



Customer Care held their annual Easter Egg Hunt on April 19th. This year they had a total of 706 eggs, which included 150 prize eggs, 30 lotto eggs, and 526 regular candy filled eggs. The egg hunt started at 7:30 a.m. sharp. Everyone who participated in the event had fun collecting the eggs. What an exciting event held by our Customer Care!

# Welcome Peggy!



We are pleased to announce **Peggy McCormick** as the new Dallas County Tax Office Chief Deputy. She was not born in Texas, but the first dirt her feet ever touched was from Texas! Her grandmother took her first plane trip to Boston, Ma, with a little jar of Texas dirt to rub on Peggy's feet, so that she could claim that she was a Texan! Ms. McCormick grew up all over the United States and lived in Cuba and Spain, before moving to Texas to finish High School. She is a proud graduate of the University of North Texas with a BBA in Marketing. She has also achieved the designation of RTA and CTA, and is working toward her PCC, CTOP and PDAC tax designations.

Peggy began her tax career at the Parker County Appraisal District and was Tax Assessor/Collector at Haltom City and Grand Prairie before joining the law firm of Linebarger Goggan Blair & Sampson, LLP. She served as the Operations Manager for the Linebarger Dallas Office, and worked with 100+ legal and collection staff serving 80+ jurisdictions in Dallas, Collin & Hunt counties before joining Dallas County Tax Office in February 2019.

In addition to spending time with her family, Peggy enjoys volunteering, and has been a CASA (Court Appointed Special Advocate) for a precious 4 year old that is in the foster care system. She enjoys a variety of activities, and is an avid Texas Rangers fan, bowls with Friendship West bowling league, and is a Gold Life master bridge player. Although new to the biking world, her goal is to bike a 50 mile race!

Most of all, Peggy wants everyone to know how excited and happy she is to join the amazing team that is the Dallas County Tax Office!

## RETIREMENTS

## Cathy Reddick



On June 20th, we celebrated **Cathy Reddick's** retirement. Cathy has faithfully served Dallas County for 24 years. She celebrated with her family which included both of her sons, Taylor and Andrew, and her brothers, as well as her best friend, who she considers a sister. It was a day full of excitement as well as sad goodbyes from her team. Cathy you will be missed, we wish you the best and enjoy retirement!

## Anita Roybal



**Anita Roybal** has retired after 30 years of faithful service to the Tax Office. We celebrated her retirement on June 20th, she was joined by her family and close friends. She enjoyed a day full of celebration with her team and family. Anita plans to enjoy retirement to the fullest. Enjoy retirement Anita, you will be missed and we wish you the best!



## COMMUNITY CORNER

## TOWN HALL MEETING



Thank you **Commissioner Theresa Daniel** for inviting the Tax Office to be a part of your annual Town Hall Meetings. Members of the Tax Office Management Team participated in four town hall meetings. Those attending and speaking on behalf of the Tax Office were Tax Assessor/Collector **John R. Ames**, Chief Deputy **Peggy McCormick**, Taxpayer Relations Director **Monica Atsu**, Asst. Taxpayer Relations Director **Cici Garcia**, Property Tax Director **Yvonne Sprague**, Asst. Property Tax Director **Amber White**, MV Director **Ellen Hays** and Asst. MV Director **Christina Benedict**. They all did an awesome job presenting information about the Tax Office and how we serve our citizens.

## RECORDS RENOVATION



Tax Assessor/Collector **John R. Ames** recently participated in a documentary of the Dallas County Records Building where he described the variety of services the Tax Office performed in the Records Building prior to the renovation. He was able to tell about the two giant safes that were walled in during previous renovations because they were too big to get out of the building. Rumor is, those safes might still be there when we return! He also described where each function, Property Tax Collections and Motor Vehicle Services, occurred in the building and where they will be upon our return to the Records Building.

## EMPLOYEE OF THE MONTH: APRIL

**Y**esenia Leon is an exemplary employee. Not only does she arrive to work early every single morning, but also she has also accrued zero tardies and maintains perfect attendance. Her timesheet in Kronos has recently been used as an example for the model employee. In addition, Yesenia arrives to work each day dressed for success with a servant's attitude. This is an essential quality to have in the Administration Division and does not go unnoticed. Yesenia's pleasant and friendly can-do attitude has earned her the respect of her peers. In the time she has been with the Administration Division, she has developed several close internal relationships that aid her in getting the job done. Recently, two of the six Administration employees were out of the office. Yesenia did an excellent job taking on additional tasks and solving problems as they arose, all while assisting the new Chief Deputy become settled in her position. Yesenia proves to be a team player and never complains. Recently, an unfortunate event occurred in one of our private employee restrooms. Without hesitation, and without going into specifics, Yesenia saved the day. There is no task too small or large that she is not willing to tackle. For all these reasons, Yesenia has earned this employee of the month nomination.



**Yesenia Leon**  
Administration

## EMPLOYEE OF THE MONTH: MAY



**Paulina Bustamante**  
Property Tax

**F**or the 2018/2019 tax season, **Paulina Bustamante**, Senior Representative, assumed full responsibility for all mail sorting, exception mail research and processing and all returned mail (bad address and forwarding address processing). Under Paulina's leadership, the eight Reps and Paulina worked independently to meet, and often exceeds, mail processing production goals. Paulina coordinated the activities of the eight Reps; often adjusting the days/hours each would work to maintain the most productive schedule day by day. She provided individual and group training sessions, including preparing a reference manual job aids/procedures. She provided direct oversight of each member of this team and counseling regarding production standards and Property Tax Division polices and procedures, as needed. In addition, Paulina proactively planned for all mail processing needs and quickly resolved any unforeseen issues. She never failed to keep her Manager and Director informed on both status of mail and any staffing/employee and/or processing issues. Despite this heavy volume, and with vary few exceptions, all mail was processed the same day it was received, including exception mail that required additional research before the payment could be applied. Paulina proved her ability to lead a team to a high level of performance in a short amount of time. Under her leadership, the mail team played a significant role in a successful property tax season.

## EMPLOYEE OF THE MONTH: JUNE

**D**onna Beasley is an excellent team leader and is highly respected by all her team members. This has been achieved by supporting her team closely while still enabling them to work independently. Despite the overwhelming amount of work that everyone has to do, Donnia consistently finds ways to help her peers and educate them on Property Tax laws and procedures on the ACT collection system. She follows through to ensure everyone understands not only how but why. She quickly responds to requests that require additional information by other divisions within the Tax Office and other County departments and is thorough in ensuring all loose ends are completed. Her knowledge of special inventory tax; beer, wine and liquor collections, roll maintenance and a portion of the refunds process is impeccable! She successfully initiated the communication with her peers to come to work early and respond to the high volume of emails pouring in from Taxpayers during peak season. Even though Donnia does not have the designation of "manager": in her job title, she has proven herself a great leader. Donnia has so much knowledge to offer.



**Donnia Beasley**  
Property Tax

## CITIZEN APPRECIATION

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

Adrian Rogers	Erin Palmer	Ricardo Salas
Albert Garcia	Frank Garcia	Robin Porter
Andrea Houston	Gloria Garcia-Rivera	Sandra Bowie
AnaKaren Arzola	Gail Wortham	Sandra Herring
Araceli Vazquez	I'marisha Garrett-Pace	Sandra Nichols
Ariel Roper	Jackie Wallace	Shantavia Johnson
Blen Biru	Jaleesa Odom	Sherwana Milam
Brittani Rossum	Janie Mosley	Ciera Thomas
Catalina Medina	Jessica Rubin	Tabriae Riley
Dae'Jza Davis	Juanita Sanchez	Tiana Swanson
Davette Rodgers	Karla Escamilla-Clark	Veronica Gallegos
Debra Davis	Lorena Hernandez-Maldonado	Wesley Sharp
Delmy Ramirez	Lorie Phillips	Wilean Blair
Deyanira Rodriguez	Louis Wright	Willie Johnson
Diana Burkhalter	Maricela Garcia	Yesenia Aguilar
Diana Vazquez	Michelle Delacruz	Yvonne Bunkley
Dixie Sanders	Monica Escalante	Yvonne Sprague
Elizabeth Nedd	Phyllis Jones	Zataria Pirtle
Ema Ruiz	Priscilla Marceleno	
Erica Cervantes	Priscilla Cook	

### Citizens Comments:

- ◆ Staff is outstanding helpful and gave me exceptional customer services with utmost satisfaction. Excellent services!
- ◆ Great Service, Great manners, Great attitude.
- ◆ Super fast service and very nice people.
- ◆ I am extremely impressed with the service here at this office. As a R.N I've been to multiple locations to help my patients, and this office is WOW! Everyone seems to work hard and quick! It's nice to have been in and out and to see how fast the line moved! Thanks to all the staff at this location.
- ◆ I always receive excellent service from the Downtown Dallas County Tax Office. Fast, efficient, courteous folks. If only the rest of our Government operated so well! Cheers!



## CONGRATULATIONS

to the

### Oak Cliff Branch

for winning the "Branch of the Quarter" Award for the 1st quarter (January-March). Winning this award truly demonstrates great teamwork.

