



TAX Statement

ISSUE: XXXII

OCTOBER - DECEMBER 2016

Mission Statement

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

TAX ASSESSOR / COLLECTOR MESSAGE...



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

Wow, it's already time to pay your property taxes again! The Tax Office has been busy this quarter assisting thousands of citizens with their property tax payments and motor vehicle transactions. Since moving out of the Record's Building and opening our Downtown Branch in the George Allen Courts Building, we've been busy making sure everyone knows where to go! In the last three months, our Customer Care Center has answered almost 80,000 calls assisting our citizens. All this to say....yep, we're busy bees in the Tax Office!

I'd like to take a personal moment and say "Thank You" to all the supporters and voters who selected me to return to office as your Dallas County Tax Assessor/Collector. On November 8, I received almost 500,000 votes, an overwhelming 83.17% of all the votes cast in my race. I was sworn in to my third term on January 1, 2017. It is truly an honor to serve the citizens of Dallas County. I certainly couldn't do it without the amazing staff here at the Tax Office. Together, we accomplish great achievements!

As always, we had a little fun this year with our Halloween Costume contest. See the winners on Page 7. We also bid a fond farewell to four ladies who retired. We will miss seeing the smiling faces of **Diana Flowers, DJ Licon, Linda Levy and Kathy Heath**. Take a look at some of the retirement fun on Page 5. Congratulations go out to our Employee of the Months this quarter, **Ron Williams, Blanca Nieto and Diana Flowers**. Check out why they were nominated and selected on Page 6. And the 2016 Tax Office Employee of the Year is **RON WILLIAMS!** Well deserved Ron, well deserved! Way to go Oak Cliff Branch for once again winning the Branch of the Quarter! Keep up the great work!

2017 promises to be an awesome year. My challenge to each of you is to step out of your comfort zones and to try something new! As always, it's a pleasure to lead such an awesome team. I am humbled and proud to be your Dallas County Tax Assessor/Collector.

- *John R. Ames, CTA*

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Editor

Paul E. Hamilton

pehamilton@dallascounty.org

Publisher

Disha Wesley

disha.wesley@dallascounty.org

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BIRTHDAYS

OCTOBER

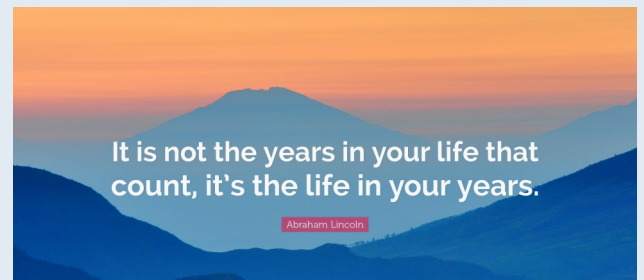
Donnia Beasley	1	Paulina Ramirez	10
Jacob Cortez	1	Alejandra Munguia	10
Irene Hernandez	1	Gerardo Blanco	14
Melissa Rodriguez	2	Cheryl Smith	14
Tina Garcia	4	Eric Garcia	26
Bob Wilson	4	Patrick Cichon	27
Anita Netkum	5	Dee Little	28
Janetta Wilson	6	Karla Escamilla-Clark	29
Jose Delgado	8	Eulane Hart	29
Chanel Williams	8	Brenda Vasquez	30

NOVEMBER

Sergio Quintero	7
Morgan McDougal	9
Jessie Bigley	12
Margarita De Leon	16
Marilyn Hickman	18
Christina Benedict	21
Curtanya Bailey	22
Anakaren Arzola	28
Vickie Dykes	29
Tarsha LeSueur	29
Angelica Valladares	30

DECEMBER

Krystle Curtis	4	Patricia Perez	21
Davette Rodgers	5	Larry Gray	23
Bonnie Mola	8	Karla Yates	26
Lorie Phillips	8	Charette Green	27
Ada Sanchez	9	Gloria Garcia-Rivera	28
Rachelle Dunham	10	Paul E. Hamilton	28
Yesenia Che	11	Sue Pesina	28
Mayra Safouani	12	Deborah Bloomer	30
DJ Licon	14	Karina Casillas	30
Zoraida Carrazco	15	Kelleye Dunn-Richardson	31
Felicia Fernandez	17	Keandra Wright	31
Diana Ramires	18	Darlene Beck	31



SERVICE ANNIVERSARIES

OCTOBER

<u>1 year</u>	<u>9 years</u>
Angela Medrano	Yul Jones
Gaylon Harris-Gowans	Melissa Matta
John Curry	Brenda Lopez
Lorena Hernandez-Maldonado	Celia Salas
Bob Wilson	Pam Gibson
Albert Garcia	<u>10 years</u>
Osmar Lopez	Charette Green
<u>2 years</u>	<u>11 years</u>
Juanita Sanchez	Elizabeth Nedd
Francisco Pena-Perales	<u>13 years</u>
<u>4 years</u>	<u>17 years</u>
Teresa Cloninger	Christina Benedict
Disha Wesley	<u>19 years</u>
<u>5 years</u>	<u>20 years</u>
Imarisha Garrett-Pace	Willie Mae Nobles
Sharon Houston	<u>26 years</u>
<u>6 years</u>	<u>26 years</u>
Carmen Sanchez	Alvinia Barge
<u>7 years</u>	
Cheryl Patterson	

NOVEMBER

<u>1 year</u>	<u>5 years</u>
Yesenia Che	Erica Goodman
Louis Wright	Ann Watson
<u>6 years</u>	<u>9 years</u>
Zataria Pirtle	Ron Williams
Margaret Ruiz	<u>9 years</u>
Wendolyn Phillips	Toni Jones
Gerardo Blanco	<u>10 years</u>
Mary Fuller	Vickie Dykes
<u>2 years</u>	<u>15 years</u>
Anakaren Arzola	Paulina Ramirez
Destiny Flores	<u>23 years</u>
<u>4 years</u>	
Shermika Bennett	Rhonda Hadnot
Marie Cota	
Dro Fermin-Mendez	

DECEMBER

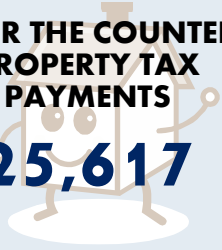
<u>1 year</u>
Francisco Piedra
Catina Diggs-Thibodeaux
Charles Taylor
Keandra Wright
Perla Reboloso
<u>2 years</u>
Brenda Vasquez
<u>4 years</u>
Sally Stephens
<u>6 years</u>
Linda Rowell
<u>7 years</u>
Wendy Hernandez-Alcala
Donnia Beasley
<u>8 years</u>
Felicia Fernandez
<u>9 years</u>
Noemi Vazquez
<u>11 years</u>
Irma Mendez
<u>15 years</u>
Nytosha Houston



QUALITY MEASURES

**OVER THE COUNTER
PROPERTY TAX
PAYMENTS**

25,617



**CALLS
ANSWERED**

79,474



eSTATEMENTS

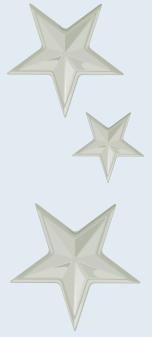
3,487



TOP PRODUCERS

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

	OCTOBER	NOVEMBER	DECEMBER
Vehicle Titles Processed	Grand Prairie 7,384	Grand Prairie 7,548	Grand Prairie 7,097
	North Dallas 6,321	North Dallas 6,177	North Dallas 5,890
	Garland 6,244	Garland 5,852	Garland 5,524
Registrations Processed	Grand Prairie 12,984	Grand Prairie 12,168	Grand Prairie 11,887
	Garland 12,625	North Dallas 11,318	Garland 11,352
	North Dallas 11,980	Garland 11,278	North Dallas 11,302
Property Tax Transactions	Oak Cliff 1,138	Oak Cliff 1,555	Oak Cliff 3,532
	Garland 633	Mesquite 948	Garland 2,517
	Mesquite 632	Grand Prairie 839	Grand Prairie 2,385



**SCOFFLAW
REJECTIONS**
2,842



**REGISTRATIONS
PROCESSED**

530,576



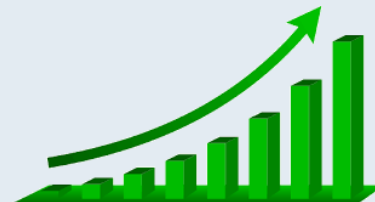
**TITLES
PROCESSED**

166,943



**CHECKS PROCESSED BY THE
REMITTANCE PROCESSING SYSTEM**

252,254



EMPLOYEE UPDATES

NEW EMPLOYEES ON BOARD

Angela Wilson	Part Time Representative	Property Tax Division
Annie Arredondo	Part Time Representative	Accounting - RPS
Bobbie Barnes	Part Time Representative	Property Tax Division
Carolyn Sue Pesina	Part Time Representative	Downtown Branch
Darlene Beck	Part Time Admin Assistant	Administration
Emily Carrillo	Part Time Representative	Customer Care Center
Erin Palmer	Part Time Representative	Downtown Branch
Jaferia Anderson	Part Time Representative	Property Tax Division
Jaileen Rodriguez	Part Time Representative	Oak Cliff Branch
Jazmin Alonzo	Part Time Representative	Richardson Branch
Juana Marquez	Part Time Representative	Grand Prairie Branch
Kwabena Prince Asamoah-Nkansah	Part Time Representative	Richardson Branch
Larry Gray	Part Time Representative	Property Tax Division
Rene Calderon	Part Time Representative	Property Tax Division
Shannon Burchfield	Branch Manager	Richardson Branch
Tiffany Lafargue	Part Time Representative	Customer Care Center



EMPLOYEE PROMOTIONS

Bianka Richmond	Full Time Representative	Duncanville Branch
Diana Ramires	Full Time Representative	Grand Prairie Branch
Gaylon Harris-Gowans	Full Time Representative	Moto Vehicle Dealer
Jose Delgado	Branch Manager	Moto Vehicle Special
Michele Henderson	Customer Care Representative	Customer Care Center

CHARITIES

The Dallas County Tax Office has expanded the 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 your generous donations have benefitted this quarter:

October:

National Adoption Month (CASA) - \$707



November:

The Family Place - \$768



December:

North Texas Food Bank - \$794

RETIREMENTS

DIANA FLOWERS



After 23 years of faithful service with the Dallas County Tax Office, Diana decided to take a permanent vacation. She is planning on spending more time with her grandkids!



Diana's family



DJ's family

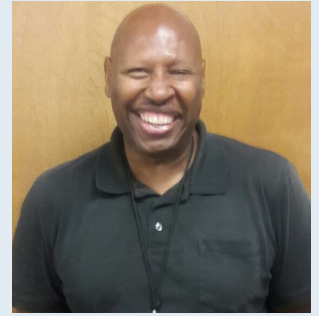


DEBRA "DJ" LICON

EMPLOYEE OF THE MONTH

OCTOBER

Ron exemplifies the very ideals of a Tax Office Employee of the Month. He is an exceptional employee. Not only does he glow with good will to his fellow colleagues and leaders, he is constantly ready to help in any capacity needed. He does not waste time to determine whose responsibility it is to get a job done. Instead, when he sees a need, he just jumps right in and completes it, without any hesitation or prompting from management. The Tax Office staff are his customers. He makes sure that each department is served to the last detail. In additions to his outstanding customer service, he is able to see efficiencies and is willing to share information to help others grow. Ron is a treasure and the Tax Office is grateful to have him on its team!



Ronnie "Ron" Williams
Motor Vehicle Special Operations

NOVEMBER

Blanca Nieto assists all of the managers including the director and the assistant director in the Property Tax Division. She has been trained in each sub-department to the extent that she is capable of filling in during vacations and vacancies. She trains CCC and branch staff - refresher and new hire classes in Property Tax payments receipting and ACT reporting and balancing procedures. Blanca is the source person when other Tax Office personnel have general property tax questions or special requests. Blanca maintains a Property Tax Calendar ensuring deadlines and responsibilities to other departments are met. She prepares training materials and job aids for classes taught internally and externally. Her well rounded knowledge is a valuable asset to the department!



Blanca Nieto
Property Tax Division

DECEMBER

Diana has been with the Tax Office since 1993 and will soon be retiring after 23 years of diligent service. She is a Lead Representative in our Special Operations area, where processes constantly change to fit new laws and to adapt to the TxDMV changes, which requires vast knowledge, flexibility and strong communication skills. Her communication skills are another area of strength, as Diana takes time daily to update management changes, needs and fluctuations within the department. Ms. Flowers is also a very hard worker who is determined to quickly and completely answer taxpayers' questions, even if that means eating lunch late or staying late. When she retires, she will be a difficult employee to replace, as her "old school" work ethics, combined with her knowledge and understanding of how the Tax Office operates has taken 23 years to marinate to this level of perfection.



Diana Flowers
Motor Vehicle Special Operations



DALLAS COUNTY TAX OFFICE HALLOWEEN COSTUME CONTEST 2016

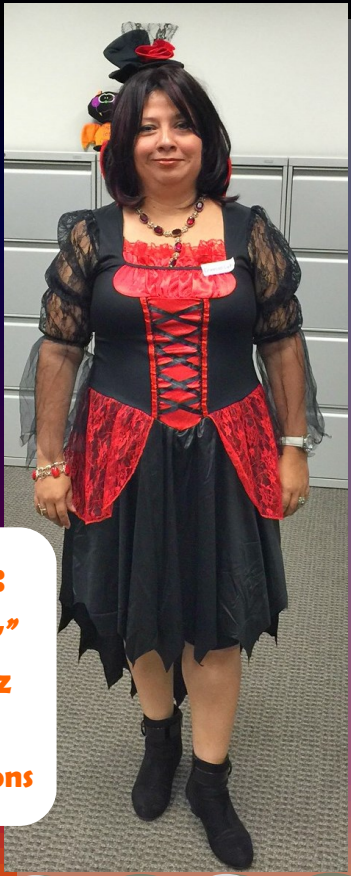
And the winners are...



1st place:
"Scarecrow"
Laura Mati
Administration



2nd place:
"The Great Gatsby"
Customer Care Center
Team



3rd place:
"Crimson Lady"
Irma Mendez
Motor Vehicle
Special Operations



PERSONAL RECOGNITIONS

Congratulations to the following employees for celebrating their service anniversaries.

5
years



Sharon Houston
Downtown Branch



Imarisha Garrett-Pace
Grand Prairie Branch



Erica Goodman
Property Tax Division

10
years



Charette Green
Duncanville Branch

15
years



Nytosha Houston
Mesquite Branch



Paulina Ramirez
Property Tax Division

20
years



Deb Langford
Motor Vehicle Dealer Operations

“Motivation is what gets you started. Habit is what keeps you going.” – Jim Rohn

Congratulations to *Linda Levy* from the Property Tax Division on her retirement after 10 years of faithful service with Dallas County.

Also, Happy Retirement to *Kathy Heath* from the Customer Care Center on her retirement after 15 years of diligent service with Dallas County.

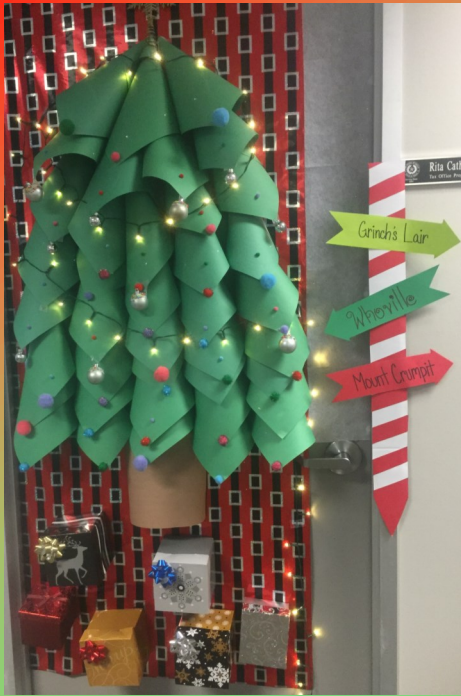


Ronnie “Ron” Williams
Motor Vehicle Special Operations



Congratulations to the *Oak Cliff Branch* for winning the “Branch of the Quarter” award for the 3rd quarter of year 2016. Winning this award truly demonstrates great teamwork.

TAX OFFICE TIDBIT



The Property Tax Division organized their very first Christmas Cubicle Decorating Contest. Cubicles were decorated beautifully with Christmas themed decorations. The Resolutions Department won the contest with their Who Vile themed decorations. Congratulations to all the members for a very creative display!



Congratulations

Erin Rinehart, daughter of Norman Kasal - Director of Property Tax Division, has been selected as the City Manager for the City of Carrollton. She officially took the seat in January. Norm is a very proud dad!



Juanita & Félix Aguirre
Est. - November 26, 2016



Juanita works in the
Property Tax
Division!



"Kind words can be short and easy to speak, but their echoes are truly endless."

~ Mother Teresa

CITIZEN APPRECIATION

The following Tax Office Employees and Departments have received recognition from Dallas County citizens.

Andrea Houston	Downtown Branch	Laketricia Merrett	Richardson Tax Office
Aurora Parra	Dro Fermin-Mendez	Lauren Carey	Rochelle Clayborn
Barbara Davis	Elizabeth Nedd	Lety Dominguez	Samantha Ramirez
Blanca Nieto	Elizabeth Salazar	Linda Rowell	Sandra Bowie
Bonnie Mola	Eric Garcia	Lorena Hernandez-Maldonado	Sandra Lester
Carla Sandoval	Eulane Hart	Lorie Phillips	Sandra Lopez
Carmen Sanchez	Garland Tax Office	Mariana Lewis	Shermika Bennett
Chanel Williams	Jacob Cortez	Maricruz Figueroa	Sherwana Milam
Charette Green	Jacqueline Greiner	Mesquite Tax Office	Sue Pesina
Charnique Graham	Jessica Rubin	Michele Henderson	Sydney Furgerson
Cheryl Smith	John Curry	Norman Kasal	Teresa Cloninger
Cynthia Mendez	John R. Ames	North Dallas Tax Office	Tiana Swanson
Deborah Bloomer	Juanita Sanchez	Patrick Cichon	Toni Jones
Debra Davis	Karina Casillas	Perla Reboloso	Torenda Kimball
Delmy Flores	Karla Yates	Phyllis Jones	Vanessa Cook
Diana Burkhalter	Kendra Calloway	Priscilla Cook	Viridiana Lopez
Diana Flowers	Kendra Winn	Priscilla Marceleno	Zataria Pirtle
Donna Higbee	Kim Preston	Property Tax Division	



“I would like to render a “real” compliment for Mr. Ames and all that work in the office. You do an exceptional job, in my opinion. I have business dealing in a lot of states, in a lot of places and have to deal with government many times, but your office is by far head and shoulders above everything else I deal with. I want to give compliments to all and to Mr. Ames personally for the great job that’s being done. You all have saved me significant time on numerous occasions because you are so together and so efficient and that doesn’t happen easily. So for the hard work you do to make it happen I certainly wanted to take the time to convey the compliments.”

~ Dr. Fred Mireck
Dallas County Citizen