



DALLAS COUNTY TAX STATEMENT

ISSUE: LVIII

April—June 2023

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Hot, Hot, Hot! Yep, the weather and the Tax Office are Hot this quarter! We're excited to continue to onboard new team members each week. Check out who's new and who received promotions this quarter on page 3.

Congratulations to **Jasmine Rojas**, **Laketricia Ogunlende** and **Ivan Rodriguez** for being recognized as employees of the month this quarter. Each one of these team members brings awesome service to our citizens. I'm proud that they were nominated by their colleagues for this honor. Are you the next employee of the month? You could be... Do you know someone who deserves to be recognized? Read about our current winners on page 5 and how to nominate someone on page 12.

As always, it's never too late to learn! The Tax Office hosts several courses each year for our teams and our North Texas Region. This year we invited all our collection partners from the cities and schools to join us for a Tax Truth-N-Taxation Entity session. Thank you to **Laurie Mann** and **Edward Lopez** from Linebarger for always willing to be instructors! Chief Deputy **Peggy McCormick** and PTax Director **Christina Benedict** have also taught many courses this year. Our Asst. Division Directors and CCC Management also teach a *Customer Care* and *Attention to Details* class every month to all new hires and current staff. Learning is a lifelong accomplishment.... Never stop learning!

Ten years ago, we completed the Grand Prairie Government Center. That started a string of remodels and new builds for all the Tax Office Branches. I'm proud to have been part of working with County Facilities and **Commissioner Garcia** on making all our buildings safer, cleaner, and more efficient for our team and our customers. This quarter we broke ground on the Mesquite Government Center.... The last one to be renovated! By this time next year, we should be moved in! More to come!

Congratulations to **Debbie Jones** who retired in June. Debbie worked with our Accounting team. Read more about her retirement on page 8. We also congratulate **Amber White** and **Yesenia Leon** for graduating from the NACO and Dallas County Leadership Programs. These ladies put in a lot of hard work and time and we're proud of them. Way to go!

Be smart – stay out of the heat my friends. As always, it's an honor and privilege to work with such an amazing team and serve as your Tax Assessor.

~ John R. Ames, PCC, CTA



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

In This Issue

Birthdays & Anniversaries	2
New Employees & Promotions	3
By the Numbers	4
Employees of the Month	5
Debbie Jones' Retirement	8
Grad Season	11
Citizen Appreciation	14

MISSION STATEMENT

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

Editor

Peggy McCormick
Peggy.McCormick@dallascounty.org

Publisher

Destiny Flores
Destiny.Flores@dallascounty.org

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

April

Robin Porter	Yesenia Leon
Ofelia Clemente	Wilean Blair
Donna Higbee	ShiAmber Randle
Sandra Bowie	Maricela Garcia
Reneisha Evans	Phyllis Jones
Norma Jimenez	Avril Ramirez
Rochelle Clayborn	Abigail Duarte
Amanda Torres	Joel Bowers
Jasmine Contreras	Sheridan Foster
Ashley Richard	Cornell Kennard
Melanie Sanchez	Frank Garcia

May

Alex Rodriguez	Iris Montemayor
Debra Jones	Cazsa Clermont
Marquise Jefferson	Jasmine Rojas
Edgar Ramos	Kathy Reed
Joseph Hollman	Glenda Jesttes
Shadaria Oatman	Antoinetta Haynes
Samantha Milan	Movita Crowder
Imarisha Garrett-Pace	Jaison Alappadan
Jacqueline Wallace	Brenda Lopez
Michelle Delacruz	Christine Lair
Wendolyn Phillips	Louis Wright

June

Blen Biru
Blanca Nieto
Veronica Romo
Sandra Lopez
Sandra Nichols
Benrita Garcia
Cynthia Lule
Danielle Wright
Patricia Avitia
Juanita Aguirre
Willie Johnson
Amber White
Alyssa Garcia
Jackie Diaz
Deborah Farley
Leslie Orozco
Angela Taylor
Yul Jones
Valeria Martinez

SERVICE ANNIVERSARIES

April

1 Year	11 Years
Jessica Cordero	Frank Garcia
Movita Crowder	Brittani Rossum
Alyssa Garcia	12 Years
2 Years	Diane Nguyen
Jaydon Cox-Spivery	16 Years
Jayla Johnson	Deborah Bloomer
3 Years	23 Years
Gunther Garces	Gwen Bownds
5 Years	27 Years
Derick Brown	Cathy Lattimer
7 Years	
Dyvone Villa	
10 Years	
Lety Dominguez	
Tarsha LeSueur	
Jennifer Richards	

May

1 Year	13 Years
Mary Crockhom	Margarita De Leon
5 Years	Jason Ortiz
Jackie Diaz	19 Years
Catalina Medina	Amanda Andrews
6 Years	
Sondra Copling-Webb	
7 Years	
Sydney Alcala	
8 Years	
Vanessa Rodriguez	
Jessica Rubin	
9 Years	
Carla Sandoval	
11 Years	
Jose Delgado	
Sharen Green	
12 Years	
Robin Porter	

June

1 Year	9 Years
Latrechia Baker	Devonne Monroe
Latrice Caldwell	10 Years
Juana De La Cruz	Debbie Jones
2 Years	11 Years
Kianna Cade	Sandra Lopez
Ulisses Mata	14 Years
3 Years	Melanie Sanchez
Samantha Milan	15 Years
4 Years	Tina Garcia
Reneisha Evans	Viridiana Lopez
Martha Guia	16 Years
5 Years	Lauren Leiva
Sandra Herring	Patricia Perez
6 Years	18 Years
Raven Dossey	Gaby Morales
Roberto Guerra	33 Years
7 Years	Alvinia Barge
Erica Cervantes	
Dee Little	

NEW EMPLOYEES ON BOARD

Yamilet Longinos	Full Time Rep	Property Tax
Jessica Mata	Part Time Rep	Oak Cliff
Kayejah Rogers	Senior Secretary	Accounting
Raivyn Mack	Full Time Rep	Downtown
Stephani Whittington	Full Time Rep	Grand Prairie
Gina Nuncio	Full Time Rep	MV Operations
Yulissa Gudino	Full Time Rep	CCC
Cristina Amaya	Full Time Rep	Grand Prairie
LaConya Davis	Full Time Rep	MV Operations
Sonia Eguia	Senior Rep	Property Tax
Esmeralda Santoyo	Part Time Rep	Grand Prairie
Ana Reyes	Part Time Rep	Oak Cliff
Graciela Cruz	Customer Care Rep	CCC
Jaquita Lofton	Full Time Rep	South Dallas
Cynthia Lule	Part Time Rep	North Dallas
Amanda Llama	Full Time Rep	North Dallas
Lisa Corse	Full Time Rep	Garland
Esteban Garza Jr.	Full Time Rep	Grand Prairie
Maria Lozano	Customer Care Rep	CCC
Alicia Herod	Part Time Rep	Oak Cliff
Richard Hohman	Part Time Rep	Downtown
Juan Gracia	Tax Office Courier	MV Operations

WELCOME!



PROMOTIONS

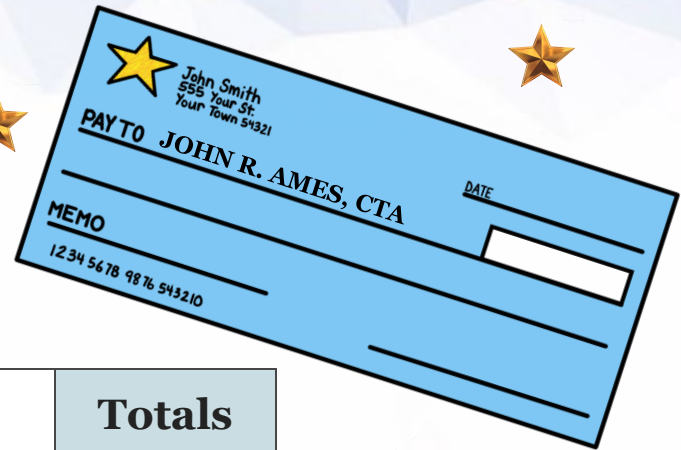
Benrita Garcia	Full Time Rep	Property Tax
Amanda Torres	Full Time Rep	Oak Cliff
Sally Mitchell	Full Time Rep	MV Operations
Lisa Thompson	Full Time Rep	Downtown
Wesley Sharp	Lead Rep	North Dallas
Anakaren Arzola	Assistant Branch Manager	Downtown



QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	April	May	June	April	May	June	April	May	June
Downtown	4,659	4,990	5,366	7,255	8,050	8,353	342	344	308
Garland	7,391	8,363	6,769	10,926	11,978	11,438	165	229	283
Grand Prairie	5,479	5,997	5,733	9,038	10,391	9,538	182	231	146
Mesquite	4,125	4,335	4,689	7,751	8,703	8,050	301	323	215
North Dallas	6,205	6,469	6,494	9,523	10,494	10,211	107	195	106
Oak Cliff	4,276	4,496	4,136	6,689	7,748	7,850	473	465	412
South Dallas	4,488	4,782	4,409	8,352	8,964	8,444	288	408	283

BY THE NUMBERS...



2nd Quarter 2023	Totals
OTC Property Tax Payments	6,436
Registrations Processed	568,730
Titles Processed	173,227
webDealer Transactions	142,805
Checks Processed by RPS	202,218
Customer Calls answered	47,702
Neighborhood Location Registration Transactions	144,120
Scofflaw Rejections	346



APRIL

EMPLOYEES OF THE MONTH



Jasmine Rojas
Customer Care Center

Jasmine Rojas is a fabulous employee, a huge asset to our department and is so deserving of this award and recognition. She willingly accepts and completes any additional tasks that are delegated to her. Jasmine makes a point to learn every new employee's name within the first few days of employment because she is often our "go to" person to assist with training of new hires. She allows them to sit with her and listen to her inbound calls (Spanish & English). Despite the large volume of customers that she assists, she consistently finds ways to help her fellow co-workers. She provides great detail about Property Tax and/or Motor Vehicle when answering customer questions. She consistently follows-through to ensure understanding, by not just the external customers, but by the other team members who might have to read her notes or follow up on requests. Thank you Jasmine!

MAY

Laketricia is a great manager who leads by example; and she is very deserving of this recognition! Laketricia is a leader who allows her team to learn and grow. Even though we like to keep our great team together in the Customer Care Center, Laketricia encourages our employees to apply for promotional positions when they are ready to take on new skills and challenges. As a result, several employees have grown within the County and have been promoted to other positions. Laketricia takes her job responsibilities very seriously. Even though there may not be enough time in the day to accomplish everything that needs to be done, she tries to find a way, and her team knows they can count on her. She is very detail oriented, especially when explaining the Policies & Procedures and Expectations to our new hires, and she will always answer their questions. During the employee's appraisal reviews, she welcomes suggestions/feedback for the betterment of the Customer Care Center.



Laketricia Ogunlende
Customer Care Center

JUNE



Ivan Rodriguez
North Dallas

Ivan has been a Lead Representative since February 2022 and he is going a GREAT job! He comes to work every day with a positive attitude and he models this for his team. He is highly adaptable and open to coaching and he works hard to complete every task in a timely manner. When he knows another lead will be out, he communicates with them beforehand to make sure their duties are completed as well as his duties. Ivan also models great customer service skills, he helps every customer in any way that he can and explains every process in detail for their understanding. Since he is also Spanish speaking, he is always happy to translate when needed. The North Dallas office would not run as efficiently without Ivan's efforts! Thank you Ivan!

TAX ENTITY TRAINING SESSIONS



Tax Assessor/Collector John R. Ames, hosted a Tax Entity Truth-N-Taxation session on May 25, 2023 for area cities and school districts. Laurie Mann, Truth-N-Taxation Specialist with the Linebarger law firm was the special guest speaker, and presented an overview of the tax rate adoption process to the full house, along with Accounting Director, Ashley Richard. Over 70 participants attended these informational meetings, with lunch provided by the Linebarger law firm. The discussion included the Tax Rate adoption process, required Notice and Hearings, and Tax Calendar deadlines.

CONTINUING EDUCATION IN THE TAX OFFICE



In May, Linebarger Partner Edward Lopez Jr. and Chief Deputy Peggy McCormick taught a three-day Property Tax Law course to members of the Dallas County Tax Office and the Linebarger law firm. Team members learned about the various aspects of Texas Property Tax Law, while working towards their professional certification or earning continuing education credits.

Congrats On These Milestones!



Blen Biru
5 Years
North Dallas Tax Office



Rob Guerra
5 Years
Operations



Lety Dominguez
10 Years
Motor Vehicle Admin



Tarsha LeSueur
10 Years
Property Tax, Collections



Tina Garcia
15 Years
Customer Care Center



BRANCH OF THE QUARTER

CONGRATULATIONS!

to the
Garland Branch
for winning the “Branch of the Quarter” Award for the
1st Quarter (January—March).
Winning this award truly demonstrates great team-
work & commitment to excellence.



DEBBIE JONES' RETIREMENT



On June 27, 2023, the Accounting team of the Dallas County Tax Office celebrated the retirement of Debbie Jones, after 10 years of faithful service to the citizens of Dallas County. Debbie began her employment in 2013 in the Elections Department, and in 2020, she transferred to Tax Office Accounting (RPS). Debbie plans to do more traveling, fishing, and zip-lining after she retires, and of course, spending time with her family! While we will miss your bright smile Debbie, we wish you the very best in this next chapter of your life!

MESQUITE GROUNDBREAKING



Left to right: Cheryl Smith, Mesquite Assistant Branch Manager, John R. Ames, Tax Assessor/Collector, Toni Collins, Special Assistant, & Jacqueline Greiner, Mesquite Branch Manager.

The Mesquite Government Center celebrated its Groundbreaking Ceremony on May 22, 2023, with a ceremony attended by Dallas County officials and honored guests, including Dallas County Tax Assessor/Collector, John R. Ames. The newest Tax Office will be just a few minutes away from the old location. This convenient one-stop government center will be the newest site of the Tax Office, as well as many other County offices, and is expected to open in the Spring of 2024!

PROFESSIONAL RECOGNITIONS

Amber White



The Dallas County Tax Office congratulates Assistant Director of Property Tax, Amber White, who has successfully completed the 12-week NACo High-Performance Leadership program! This inaugural program was completed by 25 leaders in Dallas County and provided best practices in various areas of County leadership. Amber and her fellow graduates were recognized by the Dallas County Commissioner's Court on May 2nd.



Yesenia Leon



The Tax Office is proud to recognize Assistant Director of Taxpayer Relations, Yesenia Leon, for successfully completing the Leadership Management Academy! The Dallas County Leadership & Management Academy is a nine-month program designed to build the next generation of leaders in Dallas County. The program teaches these talented individuals how to become an effective leader while providing an understanding how Dallas County operates, and allows them to build relationships that will benefit both them and the County in the future.

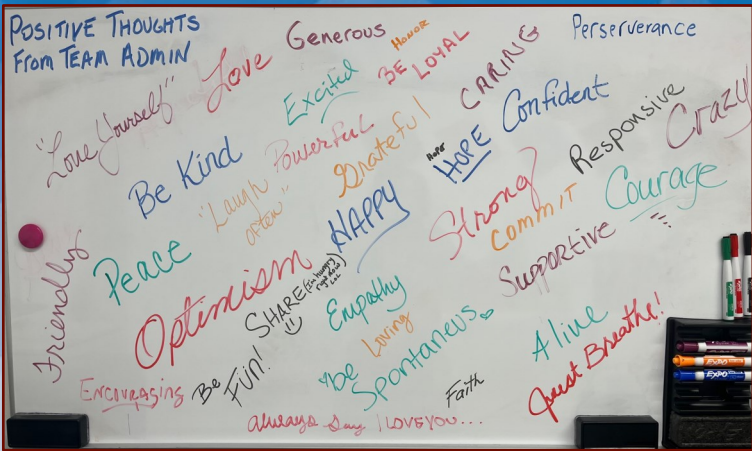
Congratulations Yesenia – We are So Proud of YOU!



PERSONAL RECOGNITIONS



In April, Assistant Property Tax Director Amber White, recruited members of the Records Building Team to join in the Dallas Skyline Marathon. The marathon boasted 3,200 participants and was enjoyed by all. What a great team experience!



Chloe



Claire



Caitlin

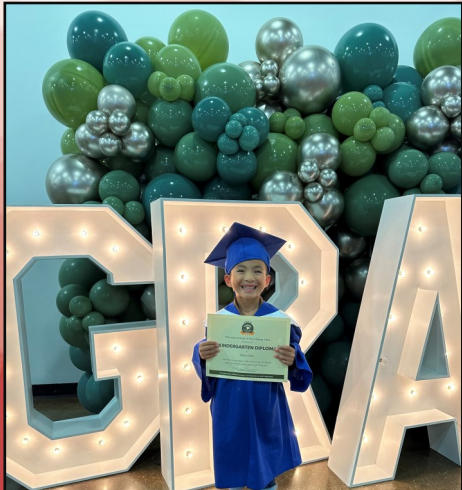
Property Tax Director Christina Benedict's 3 daughters participated in the Ellis County Livestock Show—Ms. Chloe placed 2nd in her class. Way to go girls! What a great experience!



Congratulations to Ms. Vanessa Garcia, daughter of Cici Garcia, for placing 3rd in the World Jiu-Jitsu Competition that was held in Long Beach, California!



The Grand Prairie Team celebrated the 10 year anniversary of their building's Grand Opening—Happy Anniversary Team GP, Cheers to many more!



Orion Ortiz, son of Jason Ortiz, Quality Assurance Coordinator graduated Pre-K—Good Luck Orion!

Grad Season



Eliana Zamarripa, daughter of Motor V Trainer Yadira Zamarripa, graduated from Kindergarten this past May, Congrats Eliana!



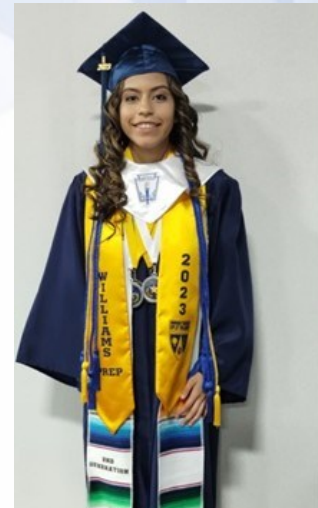
Adrian Sanchez, son of Collections Manager Juanita Aguirre, graduated from W.H. Adamson High School this past May, Congrats Adrian!



D'Angelo A. Nedd, son of Elizabeth Nedd, graduated from Hebron High School this May, Congrats D'Angelo!



Gregory Christopher Garcia, son of Maricela Garcia, graduated from W.H. Adamson High School this past May, Congrats Gregory!



Valerie Gonzalez, granddaughter to Ofelia Clemente, graduated from Uplift Williams High school this passed May, Congrats Valerie!



Anna Klein, Blanca Nieto's sister, graduated from Ole Miss with a Bachelor's in Biochemistry, a Bachelor's in Sociology, & a minor in Spanish. Congrats Anna!



Congratulations to Christopher Bloomer, husband to Deborah Bloomer, on graduating from the Dallas College Law Enforcement Academy!



Kenna McCormick, niece of Chief Deputy Peggy McCormick, graduated from OSU with her degree in Music Education. Congrats Kenna!

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:
The Dallas County Tax Office has donated \$2,250 to this year’s monthly charities.
This quarter, the charities our donations were shared with were -
Autism Speaks
Faith Presbyterian Hospice
Legacy Cares
WAY TO GO DCTO!



EMPLOYEE OF THE MONTH HONORABLE MENTIONS

In an effort to recognize the hard work and dedication of our many employees, we have added a new section to the “*Tax Statement*” to honor our Employee of the Month nominees for 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!**



Wesley Sharp

Jessica Rubin

TaBriae Riley

Davette Rodgers

Mesquite Tax Office

Nancy Malagon



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 beyond, or that inspires you to be a better employee.

PERSONAL RECOGNITIONS

The Property Tax Division recognizes their team each quarter through the RISE Program. Their quarterly RISE drawing in April and the winners are below. The PTax Team also added something new to the program this year and awarded GEM (Going the Extra Mile) awards. GEM award winners are recognized & given a gift certificate.

RISE Winners:

Blanca Nieto
Ricardo Salas
Tatyana Brent

GEM Winners:

Javier Medina
Jackie Diaz



RISE
Recognizing & Inspiring Successful Employees

BRANCH APPRECIATION

NORTH DALLAS

★★★★★ 5 days ago **NEW**

Great service, really fast and assistance everything excellent, thank you !

★★★★★ a day ago **NEW**

Fast professional and very easy!
I renewed my Registration Sticker in minutes.
These people deserve 5 stars!!!!

SOUTH DALLAS

★★★★★ Yesterday

Great staff

★★★★★ 2 days ago

This place is always busy but I think they do a great job for all the business they do...

OAK CLIFF

★★★★★ 29 minutes ago **NEW**

Beautiful building and it was very clean and well-kept. The staff were all very friendly and easy to work with so you'd be crazy to go anywhere else. I had to have an auto title changed so I arrived at 8:45 on a Thursday morning and was done by 9:11!



DOWNTOWN

★★★★★ 13 hours ago **NEW**

there's a parking garage and meters nearby. you do have to enter through the plaza. I waited no more than 5 minutes and John was very helpful. Go get yourself some more bougie pens John, you deserve them. Took me 10 minutes to get my car registered and I came in pretty late. Thanks y'all !

↩ Reply 👍 Like

CITIZEN APPRECIATION

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

Brandy Tsegai	Juana De La Cruz	Cazsa Clermont	Veronica Romo	Jayla Johnson
Tanya Bailey	Jasmine Contreras	Brenda Vasquez	Yamilet Longinos	Reneisha Evans
Te'Amber Jobe	Don Sivley	Ema Ruiz	Peggy Netter	Sandra Bowie
Sharon Green	Anastasia Paul	Celia Salas	LaQuita Spillman	Jaydon Cox-Spivery
Kianna Cade	Raquel Vasquez	Caprice Allen	Robin Porter	Maricela Garcia

- ◇ Veronica was nice, helpful, very detailed and has a great personality!
- ◇ Jasmine needs a raise. She was wonderfully kind to me. She was kind and patient in explaining everything. She helped so much, I just really appreciate it. She went above and beyond.
- ◇ Great Job Tanya & Yamilet!
- ◇ During my visit to your Downtown location, Ms. Brandy at the permit desk was very courteous, professional, and polite. She is also very knowledgeable and a great asset your department.
- ◇ Celia provided excellent service and was professional and ready to help at each step in the process. There was an error in September on my transaction and she went out of her way to make the correction and to obtain a letter so that I didn't have to pay a large fee. I am appreciative of her service. Thank you Celia!
- ◇ Te'Amber was great! Very helpful and she took very good care of me. I left HAPPY!
- ◇ Raquel was extremely helpful and kept looking for the best resolution to my situation. This is the best experience I've had at a Tax Office. Thank you!
- ◇ Jayla was very knowledgeable about information and documents needed for a title transfer & registration. She was very patient with all the questions we had. So glad she was the one to help us out—very kind!
- ◇ Don was AMAZING and very friendly. I am very appreciative of his assistance today.
- ◇ Brenda assisted us promptly and with professionalism. She was really kind.
- ◇ Cazsa was wonderful and provided EXCELLENT service.
- ◇ Juana made this visit a positive experience. She was super helpful and patient with my questions. Thank you Juana!
- ◇ Reneisha was very helpful on my visit to your office. She guided me to the right areas and did it all with a smile!
- ◇ Caprice was a very helpful assistant to me in getting my deceased brother's title switched to my name. She was very helpful and organized in all of her instructions and is a quality employee. She should be rewarded.
- ◇ I have lived in many places in my 70+ years, this was the most efficient Tax Office experience ever—it is much appreciated!
- ◇ Maricela was professional and knowledgeable. She went above and beyond to assist us with the title and plate process. Maricela is an asset to your team. It was an overall pleasant experience.
- ◇ Kianna was the BEST!!