



DALLAS COUNTY TAX STATEMENT

ISSUE: LIX

July—September 2023

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Can you feel it? Fall finally arrived in Texas... and just in time too! The Tax Office has had a busy summer but we're ready to jump into fall and shift to property tax peak season. Statements are in the mail, more about the process on page 8.

Congratulations to so many of our team members this quarter. We have a lot of new team members and some great promotions to see on page 3. It's also great to celebrate personal recognitions like marriages and births... many more of those coming soon. A shout out to this quarter's Employee's of the Month, **Felicia Fernandez, Tatyana Brent, and Erica Mendez**. These ladies are amazing – read about them on page 6. Way to go **Mesquite Branch** for winning Branch of the Quarter!

I was so excited to host our 6th annual Employee Enrichment Day after a 3-year hiatus. Boo COVID for not letting us have this event. It was an awesome experience, and we are all **TOGETHER COMPLETE!** Thank you for everyone who helped plan it, our amazing speakers, and most of all, our amazing team. Next year's Enrichment Day will be in April and the planning has already started!

I know everyone is looking forward to the holidays. Please be safe, have a great time and enjoy the season. As always, it's an incredible honor and a privilege to serve as your Dallas County Tax Assessors/Collector.

~ **John R. Ames, PCC, CTA**



**Hon. John R. Ames,
PCC, 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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Publisher

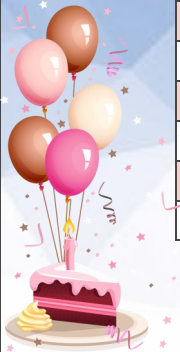
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BIRTHDAYS

July

Karen Beechum
Beatrice Brazel
Raquel Vazquez
Gwen Coney
Erica Goodman
Sharon Green
Kim Rodman
Stephani Whittington
Cristina Amaya
Raven Dossey
Viridiana Lopez
Ivan Rodriguez
Raivyn Mack
Nancy Malagon
Latrechia Baker
Destiny Flores
Dyvone Villa



August

Babhi McDonald	Ana Gonzalez
Yajaira Zamudio Benitez	Eunice Trigos
Rosa Romero	Jay Mati
Eliza Brannon	Charles Taylor
Monica Escalante	Anita Scott
Lety Dominguez	Sandra Herring
Darren Horrell	Sydney Alcala
Jessica Cordero	LaConya Davis
Anthony Kellum	Erica Cervantes
Mirna Rivera	Syed Ali
Danielle Alexander	Araceli Sifuentes
LaTara Daniels	Teresa Cloninger

September

Karen Cordova	Perla Marrero
Lisa Corse	Sylvia Mata
Teresa Dawson	Erica Mendez
Marco Dimas	Tameia Mitchell
Omoshola Gafari	Devonne Monroe
Juan Gracia	Brittani Rossum
Ellen Hays	Celia Salas
Nina Jackson	Wesley Sharp
Cathy Lattimer	Lisa Thompson
Bryan Lopez	Esmeralda Santoyo
Aurora Parra	

WooHoo!

Happy Birthday

SERVICE ANNIVERSARIES

July

1 Year
Jaime Anguiano
Jasmine Contreras
Syed Ali
3 Years
Bryan Lopez
William Thompson
4 Years
Ivan Rodriguez
Tashawna Williams
6 Years
Angela Taylor
7 Years
Kathy Reed
8 Years
Marquise Jefferson
16 Years
Kim Rodman

August

1 Year	7 Years
Eliza Brannon	Teresa Dawson
Deborah Farley	8 Years
Te'Amber Jobe	Karen Beechum
Adonis Jones	9 Years
Maria Lopez	Rochelle Clayborn
Jay Mati	11 Years
Alejandra Munguia	Anita Scott
Leslie Orozco	12 Years
Patrick Pinson	Priscilla Cook
2 Years	15 Years
Janice Burson	Patricia Avitia
Cazsa Clermont	16 Years
Veronica Hartfield	Marilyn Hickman
3 Years	18 Years
Abraham Alcala	Jacqueline Wallace
Felicia Fernandez	19 Years
4 Years	Sandra Bowie
Maya Glaspie	21 Years
5 Years	Ofelia Clemente
Darren Horrell	
6 Years	
Darling Tellez	

September

1 Year	11 Years
Joel Bowers	Teresa Cloninger
Sheridan Foster	12 Years
Esmeralda Medina	Imarisha Garrett-Pace
Sean Peterson	13 Years
Naisha Bennett	Carmen Sanchez
Lizeth Pineda	16 Years
2 Years	Pam Gibson
Tatyana Brent	Yul Jones
3 Years	Brenda Lopez
Jaison Alappadan	Celia Salas
Araceli Sifuentes	17 Years
5 Years	Charette Green
Arsenia Paul	18 Years
6 Years	Elizabeth Nedd
Kelly Caraway	20 Years
Iris Montemayor	Glenda Jesttes
7 Years	24 Years
Sue Pesina	Christina Benedict
8 Years	
John Curry	
9 Years	
Juanita Aguirre	

NEW EMPLOYEES ON BOARD

WELCOME!

WooHoo!

Jacqueline Espino	Part Time Rep	Garland
Keshawna Christopher	Part Time Rep	North Dallas
Ciara Darden	Customer Care Rep	CCC
Tracy Lindsay	Full Time Rep	Property Tax
Steven Hurdle	Full Time Rep	North Dallas
Lavaizja Cook	Full Time Rep	North Dallas
Miguel Mireles	Part Time Rep	Downtown
Paula Guerrero	Full Time Rep	North Dallas
Michelle Juarez	Part Time Rep	South Dallas
Ruben Carrillo	Part Time Rep	South Dallas
Evelyn Perez	Customer Care Rep	CCC
Vickie Daniels	Customer Care Rep	CCC
Genesis Delgado Espinoza	Part Time Rep	CCC
Christina Andries	Part Time Rep	Garland
Yolanda Young	Customer Care Rep	CCC
Tyra Cooks	Part Time Rep	CCC
Daisy Gamez	Full Time Rep	North Dallas
Adriana Alonzo	Part Time Rep	Garland
Jasmine Romero	Part Time Rep	North Dallas
Stacy Lopez	Full time Rep	Property Tax
Rosana Ordonio	Customer Care Rep	CCC



PROMOTIONS

Beatrice Brazil	Full Time Rep	Oak Cliff
Keshawna Christopher	Full Time Rep	North Dallas
Jacqueline Espino	Full Time Rep	Garland
Ivan Rodriguez	Senior Secretary	MV Admin
TaBriae Riley	Lead Rep	South Dallas
Blanca Nieto	Accountant	Accounting
Julio Alonso	Full Time Rep	Mesquite
Javier Medina	Lead Rep	Property Tax
Jose Alvarado	Full Time Rep	Downtown
Esmeralda Medina	Full Time Rep	RPS
Abraham Alcalá	Lead Rep	North Dallas



PERSONAL RECOGNITIONS



This September lead representative, Marquise Jefferson, tied the knot—congratulations Marquise! Many well wishes and blessings to you, your wife, and your marriage!



September also welcomed a new member to Accounting's very own Joanna Palacio's family; bringing a new joy to their world, Gianna says hello!

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:

Devonne Monroe
Deborah Bloomer
Yamilet Longinos

GEM Winners:

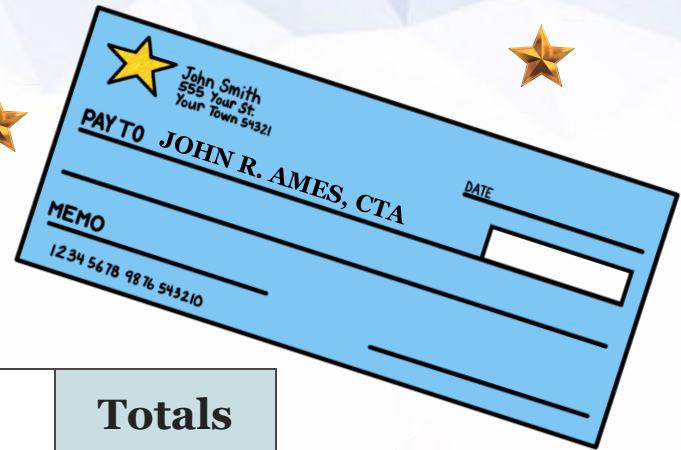
Kelleye Dunn-Richardson
Sondra Copling-Webb
Nancy Malagon
Ricky Salas



QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	July	August	Sept	July	August	Sept	July	August	Sept
Downtown	5,373	6,367	5,404	7,654	10,101	8,172	265	195	151
Garland	6,924	7,536	6,546	10,936	12,646	11,041	145	78	73
Grand Prairie	5,811	6,718	5,791	9,074	10,360	8,904	170	80	77
Mesquite	4,223	4,670	3,995	7,918	8,397	7,418	176	132	150
North Dallas	5,437	6,071	5,008	9,006	8,678	8,491	144	37	57
Oak Cliff	3,920	4,380	3,561	7,449	7,757	6,356	355	270	286
South Dallas	4,376	4,835	4,280	8,267	9,034	7,562	286	202	175

BY THE NUMBERS...



3rd Quarter 2023	Totals
OTC Property Tax Payments	4,618
Registrations Processed	615,398
Titles Processed	166,850
webDealer Transactions	190,370
Checks Processed by RPS	74,382
Customer Calls answered	41,323
Neighborhood Location Registration Transactions	153,743
Scofflaw Rejections	275



EMPLOYEES OF THE MONTH



*Felicia Fernandez
Downtown Branch*

One of the key reasons for nominating Felicia Fernandez from our Specialty Desk area is because she has been excellent at assisting and training new representatives to ensure everyone is working toward the same goal.... A Resolution! She is and has been a huge asset to the Branch. The Resolution desk works with dealers, financial institutions, and citizens to resolve some of the most complicated title issues that arise. When Felicia arrived, she immediately tackled the back log that existed, and her continued efforts, hard work and creative problem-solving skills have helped us to organize and bring the desk up to date. Felicia has also demonstrated a commitment to Dallas County values and mission by being willing to go the extra mile on a daily basis to help others. She has worked the multi-transaction board, assisted with mechanic liens, waited on customers as needed, and she is also willing to answer questions anytime. Her attitude toward providing specific details and unwavering support has been a true inspiration to her teammates. We cannot say enough how much Felicia deserves recognition for her achievements and her contributions to the organization. We believe she is truly a deserving candidate for the Employee of the Month and are confident that she will continue to make a positive impact in her role.

Tatyana exhibits excellent qualities which align with the Dallas County Tax Office's Mission Statement. Tatyana was asked to assist a new hire with on the job training. The training consisted of providing customer service at the front counter in the Records Building, and she set an example of a calm and professional demeanor while serving an influx of customers on a busy day. She demonstrated the ability to effectively communicate with the customers by listening to their needs while providing on the job training and maintaining steady workflow in order to complete the tasks in a timely manner. Tatyana remained with me as I waited on a very demanding customer and demonstrated the ability to remain calm, professional and focused. Her support resulted in my ability to meet all the customer's needs and deescalate a difficult situation. Additionally, she provided fun training methods to assist me on mastering basic job skills. We did timed drills on Tax Certificates while serving a live taxpayer. The drills were innovative, creative and a little fun besides the mundane on-the-job training. The subsequent workday, she suggested a goal of serving each customer within a ten minute turnaround regardless of the type of service being provided. This motivated me to challenge myself to reduce taxpayer service time. Tatyana is a model employee and we appreciate her problem solving, teamwork, excellent customer service, adaptability, effective communication and acceptance of others with diverse backgrounds.



*Tatyana Brent
Property Tax*



*Erica Mendez
Oak Cliff Branch*

Erica is an excellent Assistant Manager who contributes greatly to the success of the Oak Cliff Tax Office. Erica works diligently each day and goes above expectations for her team. She has proven to be dependable and devoted to her job. For example, Erica has maintained perfect attendance for the past three years with no unscheduled absences or tardies. That is amazing, commendable and a perfect example for her branch! As we are getting close to the Property Tax peak season, Erica has taken it upon herself to personally train new reps on the ACT software and give refreshers to our seasonal reps so each rep will be able to accept payments when needed. This is very beneficial to the branch since the Oak Cliff branch processes a high number of property tax transactions on average compared to the six other MV branches. The new reps appreciate how Erica is so thorough and gets right to the point while providing instructions on ACT. She will also wait on customers to help process property tax payments and assist dealers so the rest of the front line can focus on Motor Vehicle transactions during peak times and staff shortages. In addition, she is consistently managing Gala to ensure the Oak Cliff branch continues to have one of the shortest wait times for customers. While maintaining her professionalism, Erica makes everyone who works with her feel at ease and like a member of the family. She frequently brings up ideas and suggestions to better the branch. Erica is an awesome team player and has been a gem in the office in the Oak Cliff branch. For these reasons I am nominating Maria "Erica" Mendez for Employee of the Month.

ENRICHMENT DAY

On July 19, 2023, after a 3 year hiatus, the Tax Office held its sixth annual Employee Enrichment Day; this year's theme was **TOGETHER COMPLETE!** The event, held at the Grand Prairie Ruthe Jackson 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. After a welcome message from Commissioner Dr. Elba Garcia, keynote speaker Shaun Rabb, shared great insights and an inspirational and positive message. The teams were led in a Diversity & Inclusion session by Deana Herd. County Administrator Darryl Martin gave everyone an update on the County budget process. Taxpayer Relations Director Cici Garcia provided valuable information on TCDRS and the benefits it offers to our employees. One of the most popular sessions was the "Let's Get Moving!", led by Toni Collins and the "Tax Office Supremes". Assistant Chief Zack Mazri gave a detailed presentation on Active Shooter Training. Peggy McCormick, Ellen Hays and Christina Benedict gave a presentation on Special Inventory Tax and how it impacts local governments. The day was full of great activities, education, recognition, door prizes, good food, and fellowship! To conclude the day, the entire Tax Office assembled together 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 2024 has already begun...see you next year!

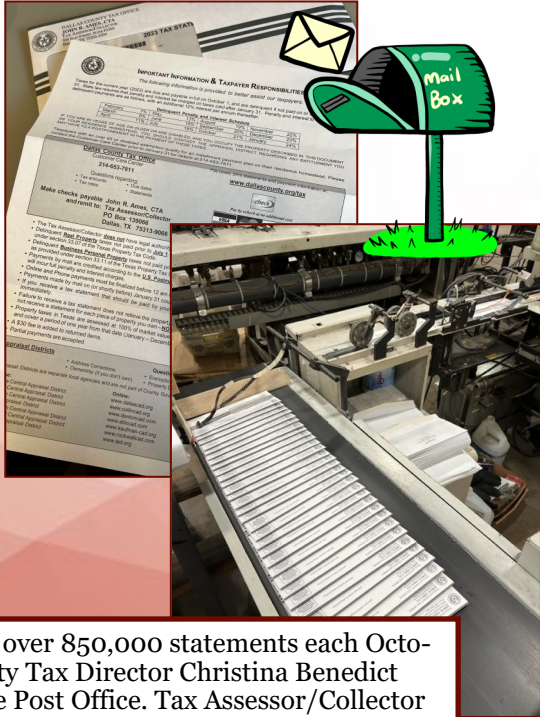


TEXAS ASSOCIATION OF ASSESSING OFFICERS ANNUAL CONFERENCE



In August, Chief Deputy Peggy McCormick, and Property Tax Director Christina Benedict, joined Robert Evans, Dallas CAD Business Personal Property Manager, and Edward Lopez, Partner with the Linebarger law firm to present at the 84th TAAO Conference in Grapevine. Their session, entitled “Special Inventory Tax: From the Appraisal District, to the Tax Office, to the Law Firm”, traced the history, functions and impact of SIT taxes paid by the automobile and heavy equipment dealers.

2023 TAX STATEMENTS



Getting Ready for October Statements! It takes a lot of preparation to send over 850,000 statements each October to Dallas County citizens. Chief Deputy Peggy McCormick, and Property Tax Director Christina Benedict perform Quality Control checks and verify statements before delivery to the Post Office. Tax Assessor/Collector John R. Ames and Print Mail Pro Manager Marietta Judge, reviewed the postcards mailed to property owners with Escrow Mortgage Accounts.

EMPLOYEE OF THE MONTH LUNCHEON



The Dallas County Tax Office recognizes Employees of the Month each month, and these individuals are also recognized by the Dallas County Commissioner's Court monthly. Full-time team members can be nominated by their co-workers or managers for going above and beyond – providing exceptional service, and for inspiring others to be the best public servants possible. In September, Tax Assessor/Collector John R. Ames and Chief Deputy Peggy McCormick, hosted a luncheon for the Jan-Aug 2023 winners of the Employee of the Month for the Tax Office! Congratulations to each of these individuals for their Exceptional Customer Service!

Pictured, Left to Right: Elizabeth Nedd, Tatyana Brent, TAC John R. Ames, Laketricia Ogunlende, Reneisha Evans, Ivan Rodriguez, Cataline Medina, Anakaren Arzola, Felicia Fernandez, & Chief Deputy Peggy McCormick.

CONTINUING EDUCATION CLASS



In September, Chief Deputy Peggy McCormick and Property Tax Director Christina Benedict taught a four-day course on Property Tax Assessment and Collections to tax office professionals in North Texas who are working towards their professional certification or earning continuing education credits.



Congrats On These Milestones!



Sondra Copling-Webb
5 Years
Property Tax



Kelly Carraway
5 Years
Mesquite Tax Office



Laura Mati
10 Years
Administration



Patricia Avitia
15 Years
Property Tax



Amber White
20 Years
Property Tax

BRANCH OF THE QUARTER

CONGRATULATIONS!

to the
Mesquite Branch
for winning the “Branch of the Quarter” Award for the
3rd Fiscal Year Quarter (April—June).
Winning this award truly demonstrates great team-
work & commitment to excellence.



Congrats!



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 \$6,750 to this year’s monthly charities.
This quarter, the charities our donations were shared with were -
SPCA
The Bridge
Union Gospel Mission Dallas
WAY TO GO DCTO!



EMPLOYEE OF THE MONTH HONORABLE MENTIONS

We recognize the hard work and dedication of the many employees, nominated for Employee of the Month over 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!**



Jessica Cordero

Juana De La Cruz

Melissia Epperson

The Operations Team

Juanita Aguirre

Cathy Lattimer

Gunther Garces



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 the Taxpayer Relations email box at TPR@dallascounty.org

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.

CITIZEN APPRECIATION

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

Sandra Bowie	Lisa Corse	Benrita Garcia	Ema Ruiz	Anita Scott
Ana Reyes	Sean Peterson	Anastasia Paul	Tarsha LeSueur	Tashawna Williams
Richard Hollman	Latrechia Baker	Ebin Mathew	Deborah Farley	Cornell Kennard
Jessica Rubin	South Dallas Branch	TeAmber Jobe	Adonis Jones	Omoshola Gafari
Derick Brown	Jacqueline Greiner	Brenda Vasquez	Martha Guia	Janice Burson

- ◇ Martha gave awesome and quick service! She was the best ever!
- ◇ Derick was awesome! He provided great service and was very professional. Thank you Derick!
- ◇ Brenda and Jacqueline provided excellent service and were super friendly! They had me smiling all day!
- ◇ The South Dallas office was immaculate! Very nice atmosphere!
- ◇ Deborah has excellent customer service! She was very professional and respectful! Thank you Deborah!
- ◇ My personal experience was excellent from the moment I arrived at this office. The guards are very attentive and I immediately went to the information area and, really, my respects to Ms. Lisa Gomez. I want to publicly congratulate her for her attention, patience, and information. After I handed over my ticket, I went to the rep's area, Ana Reyes, and again, my respects to this young lady. She is a public servant with a lot of humility; thank you for the service you provide us and the wait I can say was 15 minutes at the most. I left super satisfied.
- ◇ Special kudos to Anastasia on her patience, knowledge and her best attitude was amazing! Strange to send a thank you note for paying taxes I know! It is really a thanks for the Oak Cliff location and all the people that work there. I have gone to the "big Dallas" location and sat for 2 hours! I was finished within 30 minutes in Oak Cliff. Really the best people!
- ◇ I was in and out in under 10 minutes, great service!
- ◇ This was the quickest I have ever been waited on at the Tax Office. Staff was super friendly, professional, and helpful!
- ◇ Your office's services are fast and efficient—thank you!
- ◇ I'm the supervisor at a Driver License in TX. Ebin was professional as I sat back and watched the service he provided. He was productive using his time wisely. He called the next customer when it was time for payment, which helped with gap time. Good job Ebin!
- ◇ Nice service Cornell!! He was a very professional gentleman.
- ◇ Lisa was amazing! She made my visit easy!
- ◇ Awesome and quick service—the best ever! Thank you Martha!
- ◇ Benrita and Tarsha have EXCELLENT customer service—thank you ladies!
- ◇ Benrita was very friendly and attentive, I enjoyed my visit!