

DALLAS COUNTY TAX STATEMENT

ISSUE: LX

October—December 2023

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Happy New Year Dallas County! 2024 has started in full throttle! We began the quarter by mailing property tax statements and the peak tax collection season was officially started. Remember, the deadline to pay property taxes is January 31, 2024! Avoid the lines and pay online at www.dallascounty.org/tax.

Oops, we did it again! The Tax Office won Constituents Services Employee of the Year for the second year in a row! Congratulations to **Laketricia Ogunlende!!!!** Read more about **Laketricia** on page 14. Congratulations to this quarter's Employees of the Month; **Danielle Alexander, Ricky Salas** and **Laura Mati**. Read about how awesome **Danielle, Ricky** and **Laura** are on page 13.

Halloween Costumes have been a Tax Office tradition for years. I think I can safely say we have more participation at Halloween than ANY other county department. This year was no different. The Costumes were creative and teams really came together to be united. Check out all the great costumes on page 6 and 7. Our Costume winners this year were..... drum roll..... First Place **Rochelle Clayborn**, Second Place **Anakaren Arzola**, and third place **Kwabena Asamoah-Nkansah**. Great job to everyone.

Halloween wasn't just about the costumes this year, we also brought back the pumpkin decorating contest. Each Division and/or Branch was provided with a foam pumpkin and turned loose with their creative ideas. The Pumpkins were on display at the Records Building where non-Tax Office employees and the general public voted. The Customer Care Center won with their Barbieland Pumpkin. Check out all the pumpkins on page 8.

We celebrated one retirement this quarter. Ms. **Sandra Nichols** retired after 17 years of service. Read about **Sandra** on page 4. As always, I'm super impressed by the citizens who take the time to write to us about the awesome service they received from our amazing team. Read those comments on page 17.

It's an honor and a blessing to serve alongside a wonderful team as your Dallas County Tax Assessor.

~ 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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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

October

Jaime Anguiano	Adonis Jones
Gerardo Blanco	Dee Little
Paulina Bustamante	Sally Mitchell
Kianna Cade	Alejandra Munguia
Latrice Caldwell	Gilberto Paredes Estrella
Lavaizja Cook	Melissa Perez
Vickie Daniels	Sean Peterson
Jose Delgado	Cheryl Smith
Tere Escalera	Brenda Vasquez
Tina Garcia	Yadira Zamarripa
Paula Guerrero	Donnia Johnson

November

Anakaren Arzola	TaBriae Riley
Christina Benedict	Vanessa Soto
Kelly Caraway	Naisha Bennett
Sonia Eguia	Tanya Bailey
Maya Glaspie	Jessie Bigley
Tarsha LeSueur	Margarita De Leon
Maria Lopez	Jacqueline Espina
Nicol McElroy	Marilyn Hickman
Teresa Moore	Jaquita Lofton
Deyanira Rodriguez	Peggy McCormick
Darling Tellez	Catalina Medina
Jeremy O'Daniel	

December

Deborah Bloomer
Tatyana Brent
Keshawna Christopher
Kelleye Dunn-Richardson
Felicia Fernandez
Larry Gray
Charette Green
Roberto Guerra
Veronica Hartfield
Maria Lopez
Joanna Palacios
Evelyn Perez
Patricia Perez
Sue Pesina
Lorie Phillips
Davette Rodgers
Mary Crockhom
Jasmine Romero

SERVICE ANNIVERSARIES

October

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

November

1 Year
Javier Medina
2 Years
Victoria Caldwell
Abigail Duarte
Melissa Perez
3 Years
Octavio Rojo-Morales
4 Years
Marco Dimas
Joanna Palacios
Gilberto Paredes-Estrella
5 Years
Vanessa Soto
Yadira Zamarripa
7 Years
Larry Gray
8 Years
Anakaren Arzola
Gerardo Blanco
Wendolyn Phillips
Louis Wright
12 Years
Erica Goodman
16 Years
Toni Collins
22 Years
Paulina Bustamante
30 Years
Rhonda Hadnot

December

1 Year	8 Years
Benrita Garcia	Perla Marrero
Christine Lair	Charles Taylor
Sally Mitchell	9 Years
Teresa Moore	Brenda Vasquez
Edgar Ramos	14 Years
Mirna Rivera	Donnia Johnson
Vanessa Vivas	16 Years
Yajaira Zamudio Benitez	Noemi Vazquez
2 Years	18 Years
Tameia Mitchell	Irma Mendez
3 Years	
Nancy Malagon	
Jacqueline Ramirez	
5 Years	
Gwen Coney	
7 Years	
Kwabena Asamoah-Nkansah	

NEW EMPLOYEES ON BOARD

Oswaldo Arreola	Part Time Rep	Property Tax
Angel Araiza	Part Time Rep	Property Tax
Alfredo Nunez	Part Time Rep	Property Tax
Mackenzie Hale	Part time Rep	Property Tax
James Moseley	Part Time Rep	North Dallas
Alexius Mitchell	Part Time Rep	RPS
Lupita Lazaro	Part Time Rep	RPS
Carolina Villafranco	Part Time Rep	Oak Cliff
Jacqueline Velasquez	Part Time Rep	Downtown
Norma Javier Bautista	Part Time Rep	Mesquite
Melissa Morales	Part Time Rep	South Dallas
Eva Gama Torres	Part Time Rep	Garland
Maria Torres	Customer Care Rep	CCC
Liseth Casas	Part Time Rep	Operations
Lorena Perez	Customer Care Rep	CCC
Maria Alarcon	Part Time Rep	Oak Cliff
Guadalupe Martinez	Full Time Rep	North Dallas
Edna Dorman	Part Time Rep	Operations
Julia Estrada	Part Time Rep	CCC
Emily Velasquez	Part Time Rep	Property Tax
Eunice Nava	Part Time Rep	Oak Cliff
Mary Cortes	Full Time Rep	North Dallas
Hailey Thompson	Part Time Rep	Downtown
Luisana Gamez	Customer Care Rep	CCC
Elizabeth Ponce	Full Time Rep	Grand Prairie
Tamara Smith	Part Time Rep	North Dallas

Say
Yes to
New
Adventures

PROMOTIONS

Tyra Cooks	Full Time Rep	CCC
Christina Andries	Full Time Rep	Garland
Miguel Mireles	Full Time Rep	Oak Cliff
Ebin Mathew	Full Time Rep	Garland
Naisha Bennett	Full Time Rep	Downtown
Benrita Garcia	Senior Rep	Property Tax
Angel Araiza	Full Time Rep	Property Tax
Liseth Casas	Full Time Rep	Operations



PINK OUT IN THE TAX OFFICE



Admin



Accounting & RPS



CCC & TPR

During October, the Tax Office participated in PINK OUT day on October 7th, in honor of Breast Cancer Awareness month.



Property Tax

Breast Cancer awareness month means a whole lot to our Property Tax department as they celebrate with Breast Cancer Champion *Phyllis Jones* and rejoice in her now 3 years of being CANCER FREE.

SANDRA NICHOLS RETIREMENT



After 17 years of faithful service, the South Dallas Branch of the Tax Office said goodbye to Ms. Sandra Nichols on December 12th! Sandra began her career in 2006 in the Oak Cliff branch, and has worked in Oak Cliff, Downtown and Duncanville, in addition to South Dallas. We thank Sandra for her many years of public service, and wish her well as she starts her retirement journey doing the crafts and sewing projects that she has waiting for her!



REGIONAL MEETING IN KAUFMAN



On Friday, October 20, 2023, 15 members of the Dallas County Tax Office attended a Regional meeting of Tax Assessor/Collectors in Kaufman, TX. Dallas County Tax Assessor/Collector John R. Ames was joined by Tax Assessor/Collectors from Collin, Hunt, Kaufman, Rockwall and Fannin counties to hear information presented by the Texas Department of Motor Vehicles, as well as presentations on managing stress and Legislative updates.



Left to Right: Motor Vehicle Coordinator Lety Dominguez, Assistant Downtown Branch manager Anakaren Arzola, Assistant North Dallas Branch manager Reneisha Evans, and Motor V Admin Senior Secretary Ivan Rodriguez



Dallas County Tax Assessor Collector, John R. Ames, joined by other Tax Assessor Collectors in Texas

Halloween in the Tax Office



Admin



Operations



Grand Prairie



Garland



Mesquite



Customer Care



North Dallas



2023 Costume Contest WINNERS!



1st Place

Rochelle Clayborn as
RANDY WATSON

2nd Place

Anakaren Arzola as
FIONA



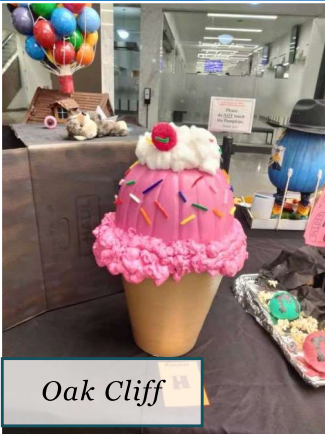
3rd Place

Kwabena Asamoah-Nkansah
as **SHREK**

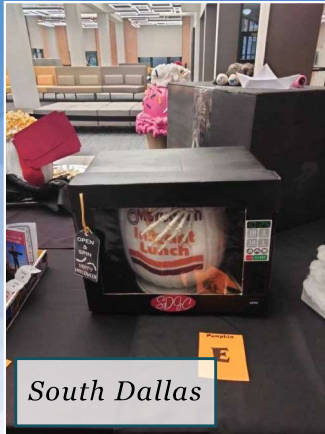


PUMPKIN CONTEST 2023

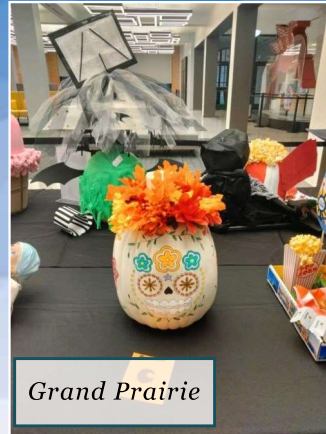
In October, customers could vote on their favorite pumpkin when the Tax Office held a pumpkin decorating contest! All of the entries were displayed in the main lobby of the Records Building and over 300 votes were cast—congratulations to CCC!



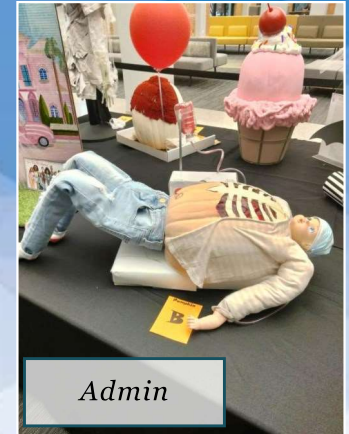
Oak Cliff



South Dallas



Grand Prairie



Admin



Accounting



MV Admin



Property Tax



Downtown



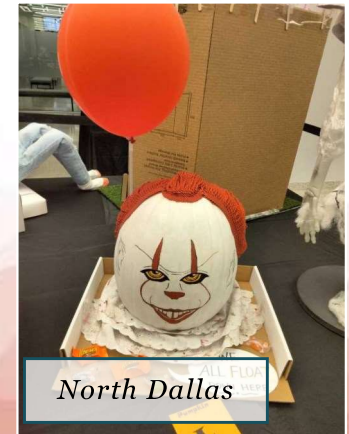
Garland



Operations



Mesquite



North Dallas



Winner Winner!
Customer Care Center
Barbieland

LEAD TRAINING!



In October, Lead Representatives from each of the Branch offices were provided a day of training with the Tax Assessor/Collector, Chief Deputy and Division Directors. The purpose of this training was to provide them with an overview of all areas of the Tax Office, offer training, and answer questions about specific topics, and reinforce and share with them our confidence in the future generation of our Leaders.

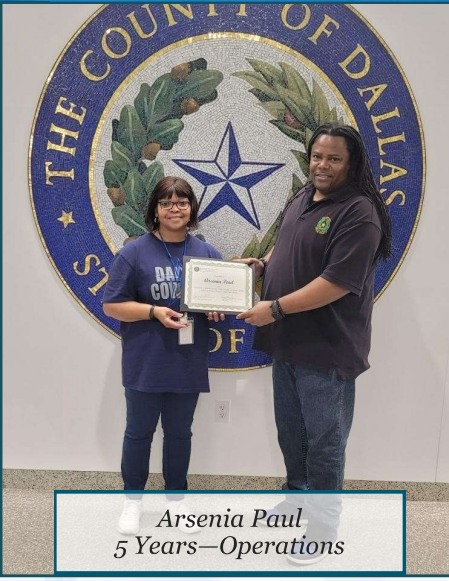


LEADERSHIP TRAINING!



Each year in November, Dallas Tax Office Leadership comes together for a day of learning. The day was filled with updates on the newest technology, learning opportunities, operations and management techniques. The Taxpayer Relations team taught a fun HR session using a skill-based ball toss game, while the knowledge game of Property Tax Jeopardy was very competitive!

Congrats On These Milestones!



Arsenia Paul
5 Years—Operations



Catalina Medina
5 Years—Garland



Michelle Delacruz
5 Years—Customer Care



Darren Horrell
5 Years-Property Tax



Jackie Diaz
5 Years—Property Tax



Norma Jimenez
10 Years—Grand Prairie



Ricky Salas
10 years—Property Tax



Kelleye Dunn-Richardson
10 Years—Property Tax



Lorie Phillips
15 Years—Garland

Congrats On These Milestones!



Sandra Lopez
15 Years—Property Tax



Glenda Jesttes
20 Years—Mesquite



Laketricia Ogunlende
25 Years—Customer Care



Rhonda Hadnot
30 Years—Operations



BRANCH OF THE QUARTER

CONGRATULATIONS!

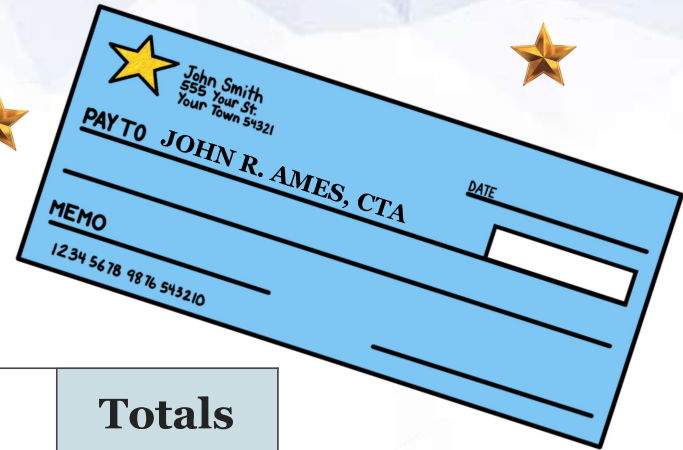
to the
North Dallas Branch
for winning the “Branch of the Quarter” Award for the
3rd Fiscal Year Quarter (July—September).
Winning this award truly demonstrates great team-
work & commitment to excellence.



QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	October	November	December	October	November	December	October	November	December
Downtown	5,132	4,466	4,094	7,307	6,865	5,513	417	531	1,052
Garland	6,508	5,726	4,957	10,780	9,718	9,162	741	1,102	2,594
Grand Prairie	5,938	4,594	4,929	9,358	8,464	8,553	509	1,040	2,072
Mesquite	4,200	4,289	3,652	7,946	7,499	7,444	594	1,044	2,188
North Dallas	5,216	4,531	4,553	9,002	7,485	8,264	331	706	2,048
Oak Cliff	3,364	2,967	2,775	6,494	5,744	6,004	774	1,278	2,206
South Dallas	4,487	3,928	3,732	804	7,428	6,908	490	814	1,962

BY THE NUMBERS...



4th Quarter 2023	Totals
OTC Property Tax Payments	24,156
Registrations Processed	519,597
Titles Processed	149,705
webDealer Transactions	144,528
Checks Processed by RPS	149,362
Customer Calls answered	40,604
Neighborhood Location Registration Transactions	136,353
Scofflaw Rejections	311



EMPLOYEES OF THE MONTH

OCTOBER



*Danielle Alexander
Accounting, RPS*

Danielle is a very dependable Supervisor of the Remittance Processing System (RPS) operations. She has led the RPS team in a positive and efficient direction through her professionalism and positive attitude and her upbeat personality and energy are always appreciated! She is focused and excels in performing duties to the highest possible standards. Danielle can identify potential issues quickly by paying attention to every detail and makes an effort to find new techniques that will improve the daily processes in RPS. She is always ready to complete assignments no matter how much work is involved. Danielle ensures the equipment functions properly and holds the vendors accountable to maintenance and support agreements. She has worked through a variety of issues and challenges since her promotion including both equipment, network, and personnel, and has quickly learned how to best resolve each type of problem, in order to stay on schedule and meet all deadlines. She has worked closely with Dallas County IT and vendors to ensure the Tax Office was given exceptional customer service and operated under a sense of urgency. Her constant, "We got this" approach has aided success in meeting all deadlines and goals.

NOVEMBER



*Ricky Salas
Property Tax*

Ricky is an outstanding and vital member of the Property Tax team. It is evident that he is passionate about the work that he does and cares deeply for the citizens we serve. As one of the more tenured employees of the department, Ricky has a vast knowledge of most processes and is quick to assist his peers when needed. For example, the Data Processing team was tasked with testing a change to our system regarding deferrals (a postponement of taxes available to citizens 65 or that are disabled). During this testing, the team had questions that were difficult to answer. Ricky was able to apply his knowledge of these processes and aide the team in overcoming this hurdle. In addition, for the second year in a row, Ricky took on the challenge to be the Certified Script Specialist. This was a challenging role in which he was charged with ensuring all accounts with special circumstances calculated correctly in the property tax collection system, prior to sending out a tax statement. Ricky's careful review of each account is appreciated. Due to recent legislation, the calculations required on property tax accounts has become more difficult and challenging to understand. However, Ricky quickly grasped the changes and provided his entire team with individual training. He has quickly become one of the subject matter experts in this area. Lastly, Ricky was one of the first recipients of the Property Tax G.E.M. (Going the Extra Mile) awards for his dedication to help the team. Ricky sets the bar for others to follow and is greatly appreciated by his peers and Leadership.

DECEMBER



*Laura Mati
Administration*

Ms. Laura Mati is to be recognized for her incredible work ethic and dedication to her job. Mostly, everyone knows that she is the "go-to" woman for almost everything, but what a lot of people don't know is that Laura is even more admirable for the amount of work she puts into her daily duties. If she is not taught or trained on a new process or system, she takes it upon herself to learn everything she can on her own. She will take the initiative to call different people in different offices just to get tips and tricks on anything she has a question on, and they are always willing to help her with this because she has put the time and energy into paving a way for amazing inter-department relationships. She has made such an impression on everyone in the Tax Office because she is consistently nice, helpful, and professional! Her diligence in ensuring her work is done correctly the first time is unwavering, she brings the best energy into the office, always being able to laugh and is the best DJ in the office. She often doesn't get enough recognition for the supplies she orders, conference reservations she organizes, or the events she helps plan, sets up and cleans up. The pep talks she gives are very comforting. Sure, someone else could do her job, but no one could ever do it the way Laura Mati does. She is AWESOME!

EMPLOYEE OF THE YEAR—CONSTITUENT SERVICES

The Dallas County Tax Office is proud to announce that Ms. Laketricia Ogunlende, Manager of the Customer Care Center has been selected as the 2023 Dallas County Employee of the Year - Constituent Services! Laketricia was first selected as the Dallas County Employee of the Month in May 2023, and then she was voted the Dallas County Tax Office Employee of the Year for 2023. She was then evaluated with all of the other Employee of the Year winners from other Departments in the Constituent Services areas, and was selected as the overall Employee of the Year, Constituent Services for Dallas County! Congratulations Laketricia on this high honor, and for representing the Tax Office faithfully and well for the past 25 years!



EMPLOYEE OF THE MONTH RECOGNITION





Come Celebrate
OUR FIVE-STAR WORKFORCE



Dallas County Employee Recognition Reception

FOR ALL 2023 EMPLOYEE OF THE MONTH WINNERS
TUESDAY, DECEMBER 19, 2023 - 8:00 A.M.
 DALLAS COUNTY RECORDS BUILDING
 7TH FLOOR EXCELLENCE CONFERENCE ROOM

Dallas County Employee of the Year Announcement

TUESDAY, DECEMBER 19, 2023 -9:00 A.M.
 DALLAS COUNTY RECORDS BUILDING
 COMMISSIONERS COURTROOM
 2ND FLOOR

All 2023 Monthly winners were honored with a breakfast reception and Commissioner’s Court presentation on December 19th. Laketricia was joined by the other Tax Office Employee of the Month winners at this breakfast. Pictured from left to right are: Laketricia Ogunlende, Ivan Rodriguez, Elizabeth Nedd, Danielle Alexander, Reneisha Evans, Tashawna Williams, Erica Mendez, & Ricky Salas.

PERSONAL RECOGNITION



Motor Vehicle trainer Yadira Zamarripa welcomed her son, Adriel Zamarripa on October 18th.



The Property Tax's RISE and GEM winners for this quarter: RISE winners included (left) Sheridan Foster, Jackie Diaz, & Donnia Johnson—GEM winners included (middle and right) Joel Bowers, Paulina Bustamante, & Erica Goodman.

OUT IN THE COMMUNITY

YOU ARE INVITED TO ATTEND
Commissioner Dr. Theresa Daniel's
ROAD & BRIDGE 1
COMMUNITY RESOURCE FAIR

Join us for an evening of information and resources provided by local organizations and businesses!

There will be **FREE ADMISSION**, activities for all ages, giveaways and entertainment.

Parkland will be there to schedule Appointments for Free Mammograms



GOING GREEN
 Dallas County is going GREEN with Electric County Vehicles. Come check them out!

FREE FLU SHOTS!
 Dallas County HHS is giving out Free Flu Shots

THURSDAY, OCT 26, 2023 6:00PM-8:00PM

715 ROWLETT RD, GARLAND, TX 75043

For more information, please contact tzeggabrhan.kidane@dallascounty.org or latoya.jenkins@dallascounty.org



Assistant Property Tax Director, Amber White, was joined by Motor Vehicle Senior Secretary Ivan Rodriguez, and client liaison Yolanda Lara from the Linebarger Law firm, at the 2nd annual Community Resource Fair organized by Commissioner Theresa Daniel.

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:

In 2023, County Tax Office donated \$9,000 to local charities.

This quarter, the charities our donations were shared with were -

ManKind, RMHC of Greater North Texas, & the North Texas Food Bank

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!**



The Operations Team

Jennifer Richards

Juanita Aguirre

Wesley Sharp

Jessica Cordero

Gunther Garces

Cathy Lattimer

Jessica Rubin

Jacqueline Ramirez

Cornell Kennard



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

CITIZEN APPRECIATION

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

Tarsha LeSueur	Brandy Tsegai	Cazsa Clermont	Wilean Blair	Benrita Garcia
Blen Biru	Abigail Duarte	Alejandra Munguia	Jessica Rubin	Wesley Sharp
Ofelia Clemente	Tyra Cooks	Alyssa Gallegos	Michelle Delacruz	Vickie Daniels
Sharon Green	Latrice Caldwell	Irma Mendez	Tere Escalera	Deborah Farley
Javier Medina	Octavio Rojas	Cornell Kennard	Jasmine Contreras	Martha Guia

- ◇ Deborah was very patient and knowledgeable of this process. Since this was my 1st time, she made it so easy. Very pleasant.
- ◇ Very well organized. A pleasant experience overall. Sharon was very knowledgeable, friendly, and supportive.
- ◇ Tere was professional, pleasant, nice - great job. Thank you.
- ◇ Everyone was awesome! It was a very difficult & emotional event, everyone was very sensitive to my circumstances.
- ◇ Martha saved me! She knew so much and helped in a big way. She noticed the small work, so she stopped me from leaving and saved me money and time. What she did was small for her, but big for me!
- ◇ Alyssa was the best. Consider payment for all employees that are multi-lingual. Thank you.
- ◇ Yay Wilean! My husband and I were here to have his nephew's car changed into his name. There was a lot of paperwork and info to deal with and Wilean simplified the process greatly!! She is the greatest!
- ◇ Thank you for taking good care of a senior citizen and for being so helpful and kind. 5 stars, Cazsa!
- ◇ Benrita was very pleasant and went out of the her way to help me.
- ◇ IRMA IS AMAZING!
- ◇ Javier Medina is a friendly staff who took the time to do an excellent job. Thank you Javier!
- ◇ She is such a great employee!! Abigail always does an excellent job. The last two times she has helped me ad she is very organized, efficient, and patient. I wish all clerks were as nice as Abbie. I always leave with a smile on my face after she has helped me.
- ◇ Ofelia helped me out a lot, made me feel good, patient, kind and I was glad you have employees like her to talk to. She is so sweet.
- ◇ Vickie was very patient and answered all of my questions.