



DALLAS COUNTY

# TAX STATEMENT

ISSUE: XLI

January-March 2019

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



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

Spring is here! It's nice to be moving from winter to spring in the Tax Office. This quarter we've been focused on employee recognition and appreciation. Check out the pictures on pages 6&7 as the Tax Office Cabinet members put on our plastic gloves and served the hard working Representatives of the Tax Office Team! Each Branch was provided with a basket of delicious goodies to enjoy at their location during their breaks and lunches! At RenTower, we hosted an Ice Cream Sundae Celebration and we served gallons of vanilla ice cream with all the toppings you could ever want! They even let me top of each sundae with a heaping dollop of whipped cream! Yum...no calories were spared.

Congratulations to **Sharon Oehler** who celebrated her retirement this quarter after 17& 1/2 years of service to the Citizens of Dallas County. Enjoy your time with family! Way to go **Karla Escamilla-Clark** who became a proud American Citizen this quarter! Check out the pictures of these events and other personal recognitions on page 5.

The Customer Care Center held its annual Red Carpet Awards event in February. In true Customer Care style, it was amazing and everyone was recognized for all their hard work throughout the year. Congratulations to everyone for a great event and an awesome year. Check out everyone's awards on page 8.

I'm proud of this quarter's Employees of the Month, **Zataria Pirtle, Rochelle Clayborn** and **Albert Garcia!** Read all about how awesome they are on page 9. Don't forget to send in your nomination for someone who does a great job! Page 10 has a FAQ on the Employee of the Month process. Congratulations to the North Dallas Tax Office for winning the Branch of the Quarter! Teamwork is imperative to be competitive and you've got it!

In closing, we bid farewell to former Chief Deputy **Paul Hamilton**, as he has taken a position with the new District Attorney. Thanks for five years of great work Paul, it's nice to know we still get to work with you and Dallas County gets to keep you! Welcome to new Chief Deputy **Peggy McCormick!** Peggy joins us with over 30 years of tax collection and operations experience. If you haven't met Peggy yet, no worries, you will soon... She's making the rounds!

Enjoy the spring flowers; summer is peeking around the corner! As always, it's an honor and I'm humbled to serve you 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.

### Inside this issue:

Quality Measures	4
Personal Recognitions	5
Employee Appreciation Day	6
Customer Care Red Carpet Awards	8
Employees of the Month	9
Citizen Appreciation	11

### Editor

Peggy McCormick

[peggy.mccormick@dallascounty.org](mailto:peggy.mccormick@dallascounty.org)

### Publisher

Yesenia Leon

[yesenia.leon@dallascounty.org](mailto:yesenia.leon@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

## JANUARY

Alice Oreste	1	Ashley Delgado	15
Pamela Gibson	1	Vanessa Rodriguez	15
Irma Mendez	3	Sondra Copling-Webb	16
Dixie Sanders	5	Cici Garcia	17
Melissia Epperson	5	Diane Nguyen	20
Priscilla Cook	5	Tiana Swanson	22
Diana Herrera	6	Tiffany LaFargue	22
Derick Brown	7	Shermika Bennett	23
Kwabena Asamoah-Nkansah	7	Duane Murphy	26
Ricardo Salas	7	Eugene Clay	26
Carla Sandoval	9	Bianca Rodriguez	29
Carmen Sanchez	10	Arsenia Paul	30
Laketricia Merrett	14	Lauren Carey	31
		Mary Fuller	31

## FEBRUARY

Erika McEwan	7
Adrian Rogers	9
Alvinia Barge	9
Jason Ortiz	9
Laura Mati	13
Jacqueline Greiner	14
Amanda Andrews	16
Monica Atsu	19
Bridget Hernandez	20
Samantha Ramirez	20
Jaleesa Odom	21
Yvonne Bunkley	21
Sherwana Milam	22
Ann Watson	28
Anita Roybal	29

## MARCH

Hubert Ross II	1	Barbara Davis	13
Balinda Zumbrun	4	Delia Guajardo	13
Gwen Bownds	5	Samuel Chavez	13
John Curry	5	Jessica Rubin	15
Rhaevan Shields	6	Shannon Burchfield	16
Elizabeth Salazar	8	Gabrielle Peters	19
James Cox	8	Jennifer Richards	20
Diana Guerrero	9	Charlotte Tomlinson	21
Antionette Collins	11	Rhonda Hadnot	22
Charnique Graham	11	Ron Williams	22
Ema Ruiz	12	Elizabeth Nedd	24
Wanda Harkless	12	Cynthia Reyna-Mendez	29
Yesenia Aguilar	12	Debra Davis	31



# SERVICE ANNIVERSARIES

## JANUARY

<b>1 year</b>	<b>8 years</b>
Blen Biru	Keriann Pringle
Kendra Winn	<b>10 Years</b>
Michelle DeLaCruz	Ana Gonzalez
<b>2 years</b>	LaTara Daniels
Araceli Vazquez	<b>11 years</b>
Willie Johnson	Cynthia Herrera
Yanira Isaac	<b>12 years</b>
<b>3 years</b>	Nina Jackson
Samantha Ramirez	<b>18 years</b>
Yesenia Leon	Alice Oreste
<b>5 years</b>	<b>23 years</b>
Ellen Hays	Cathy Reddick
<b>7 Years</b>	
Hurbert Ross II	

## FEBRUARY

<b>3 years</b>
Ada Sanchez
Andrea Houston
<b>5 years</b>
Ashley Delgado
<b>7 years</b>
Curtanya Bailey
Gabrielle Peters
<b>12 Years</b>
Ema Ruiz
<b>15 years</b>
Cheryl Smith
<b>16 years</b>
Carlos Rincon
<b>18 years</b>
Cici Garcia
<b>20 years</b>
Eulane Hart

## MARCH

<b>2 years</b>	<b>8 years</b>
Bryan Guzman	Melissia Epperson
Jose Chavez	Phyllis Jones
Karen Cordova	<b>9 years</b>
Keith Jacobs	Jessie Bigley
<b>3 years</b>	<b>10 years</b>
Aurora Parra	Debra Davis
Wesley Sharp	<b>12 years</b>
<b>4 years</b>	Antoinetta Haynes
Diana Burkhalter	<b>13 years</b>
<b>5 years</b>	Delia Guajardo
Samuel Chavez	<b>17 years</b>
<b>6 years</b>	Donna Higbee
Anthony Kellum	<b>20 years</b>
Ricardo Salas	Barbara Davis
<b>7 years</b>	
Blanca Nieto	
DeMarcus Kindles	
Michelle Gonzalez	



## NEW EMPLOYEES ON BOARD

Vanessa Flores	Part Time Representative	Property Tax
Yesenia Aguilar	Part Time Representative	Richardson
Balinda Zumbrun	Full Time Representative	North Dallas
Yolanda Castano-Pola	Full Time Representative	Richardson
TaBriae Riley	Part Time Representative	North Dallas
Juana Marquez	Full Time Representative	Grand Prairie
Peggy McCormick	Chief Deputy	Administration
Kiabeth Romero	Part Time Representative	Grand Prairie
Cornell Kennard	Part Time Representative	Garland
Michael Williams	Part Time Representative	Richardson
Isabel Cervantes	Part Time Representative	George Allen
Norman Goode	Full Time Representative	Garland
Destiny Flores	Full Time Representative	Property Tax



## EMPLOYEE PROMOTIONS



Adrian Rogers	Full Time Representative	Duncanville
Yvonne Sprague	Property Tax Division Manager	Property Tax
Shantavia Johnson	Full Time Representative	Duncanville
James Cox	Full Time Representative	Garland
Cynthia Herrera	Special Assistant	Administration
Erin Palmer	Tax Office Courier	Special Operation
Leticia Dominguez	Tax Office Specialist	MV Administration
Curtanya Bailey	Tax Office Senior Representative	Property Tax
Phyllis Jones	Tax Office Senior Representative	Property Tax

## 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.



**January**  
Genesis Women’s Shelter  
\$998.00



**February**  
Letot Girls Center  
\$808.00



**March**  
Dallas CASA  
\$844.00

## QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	Jan	Feb	Mar	Jan	Feb	Mar	Jan	Feb	Mar
<b>Duncanville</b>	3,092	3,299	3,804	7,970	7,954	10,508	4,195	845	581
<b>Garland</b>	5,028	4,944	6,434	10,964	11,059	13,955	5,069	696	434
<b>Grand Prairie</b>	6,899	6,994	7,313	11,987	12,342	14,354	6,025	1,067	624
<b>Mesquite</b>	3,956	3,768	4,331	9,730	9,506	11,897	5,585	1,211	715
<b>North Dallas</b>	6,983	6,836	8,243	12,167	12,275	15,348	5,239	744	447
<b>Oak Cliff</b>	2,829	3,332	4,256	8,399	8,906	11,082	8,611	2,038	1,471
<b>Richardson</b>	4,084	4,235	4,709	7,402	7,341	8,791	2,642	1,047	186
<b>George Allen</b>	5,256	4,703	5,549	7,158	6,160	7,227	2,141	399	291



eSTATEMENTS  
**1,563**



TITLES  
PROCESSED  
**178,715**

CALLS  
ANSWERED  
**84,438**



OVER THE COUNTER  
PROPERTY TAX  
PAYMENTS  
**50,180**

NEIGHBORHOOD  
LOCATIONS  
TRANSACTIONS  
**127,832**



WEB DEALER  
TRANSACTIONS  
**141,147**

SCOFFLAW  
REJECTIONS  
**2,623**



REGISTRATIONS  
PROCESSED  
**587,868**

CHECKS PROCESSED BY THE  
REMITTANCE PROCESSING SYSTEM  
**271,344**



## PERSONAL RECOGNITIONS



**Erica Mendez**  
Duncanville-5 years



**Ellen Hays**  
MV Administration -5 years



**LaTara Daniels**  
MV Administration-10 years



**Ana Gonzalez**  
Grand Prairie-10 years



**Debra Davis**  
Customer Care-10 years



**Cheryl Smith**  
Garland-15 years



**Barbara Davis**  
Oak Cliff-20 years



**Eulane Hart**  
Downtown-20 years



**Karla Escamilla-Clark from Richardson is now a proud American citizen. Congrats Karla!!**



## SHARON OEHLER RETIREMENT



Sharon Oehler celebrated her retirement on February 5th. She was joined by her family on this special occasion. Sharon has faithfully worked with the Tax Office for 17 1/2 years. Enjoy your retirement, you will be truly missed!

# EMPLOYEE APPRECIATION DAY



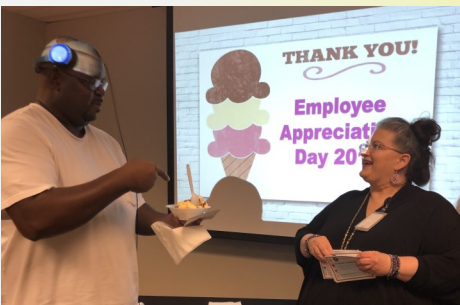
On March 7th and 8th, the Tax Office celebrated our annual Employee Appreciation Day. We celebrate this day with our staff to show how thankful we are for them and all that they do to make the Tax Office mission successful. Baskets of snacks and ice cream were delivered to each branch and each team member was personally thanked for their contributions. Our RenTower staff was treated to ice cream sundaes with all the fixings.



Once again we Thank You!



# EMPLOYEE APPRECIATION DAY



# CUSTOMER CARE RED CARPET AWARDS



**Customer Care held their annual Red Carpet Event on February 25th. The event is held every year in February to honor their staff for all their hard work and dedication they put into achieving top performance in a variety of categories. The ladies and gents are showered with goody bags, certificates and a great Italian meal from Olive Garden. They are welcomed to a room filled with Hollywood themed decorations including a red carpet! Each staff member walks the red carpet to receive their Certificate of Appreciation, while the paparazzi takes pictures and their achievements are announced. This event is truly a Day of Appreciation and Celebration for both the Customer Care Center and Taxpayer Relations!**





## EMPLOYEE OF THE MONTH: JANUARY

Working in the Roll Maintenance Department of the Property Tax Division, a substantial portion of Ms. Zataria Pirtle's job requires communicating in writing with Tax Office customers. Her writing skills are excellent, and her audits are always 100% correct. She communicates with taxpayers, explains their issues and rarely has to escalate taxpayers up the chain of command. If Zataria does not know the answer, she will ask until she finds it. She assists vast amounts of constituents in person, over the phone and through e-mail quickly and effectively. She is able to respond to many of the e-mails received daily without assistance and strives to produce more each day. Zataria has been learning other functions for the Roll Maintenance Department, and goes the extra mile to do a great job every day. She is an asset to the Dallas County Tax Office and especially the Roll Maintenance Department. Her smile and attitude are welcoming to both our citizens and our team members.



**Zataria Pirtle**  
Property Tax

## EMPLOYEE OF THE MONTH: FEBRUARY



**Rochelle Clayborn**  
Customer Care

Ms. Rochelle Clayborn is playfully known as “The Question Queen”. She was given that title by her Manager (Laketricia Merrett) because Rochelle wants to make sure she completely understands exactly what needs to be done: therefore, she will ask detailed, clarifying questions. She also thinks outside the box, some questions will make you go HMMM. Her tone of voice is always pleasant: professional and calm-no matter the temperament of the customer. Rochelle makes it her mission to have a “one and done” call resolution. She provides customers with everything that they may need to know about the transaction: thus never having a customer call back to obtain additional information that was missed. She handles her calls in such a professional manner that by the end of the call the customer is at ease and accepts her response as complete and final. She goes beyond the call of duty to ensure that she has addressed all the customers’ questions and at the end of each call— she asks one last question “Is there anything else I can assist you with today?” Rochelle has a great sense of humor that brightens up our office and is always welcomed. She is friendly, always willing to help and very respectful towards both internal and external customers. When we canvased her peers, this is what they have to say about her: “seizes the challenge given at hand, very optimistic, a team player, great friend, considerate, full of life, and smart. She can be trusted”. Finally, here are a few of the praises she has received from the citizens of Dallas County regarding the level of service she gives, “you should hire more people like her, her voice sounded as if she was very happy to help me, she showed interest in my call and was knowledgeable, helpful, professional with a positive attitude”.

## EMPLOYEE OF THE MONTH: MARCH

Mr. Albert Garcia is the employee of the month because of his contagious, positive attitude and availability. In the Customer Care Division, he is known for starting our day by saying, “8 o’clock, it’s time to rock”. This little thoughtful phrase makes a big impact on our team to get us motivated and get the day started. He is a gentleman with a kind heart and goes out of his way to remember birthdays by bringing ice cream for everyone, and on Valentine’s Day by bringing a little sweet token of appreciation. He is very sincere on the phone when he is addressing customer concerns-his voice conveys that he is doing all he can to help them out. Albert displays a friendly bit of competitiveness when it comes to CCC Division metrics, he strives to be the top performer for the Handle Time and Call Quality-his goal is to be the best! Albert has a “can do” attitude, if he encounters a rude customer, he pushes through and continues to be respectful and polite without his tone or demeanor being negatively impacted. When quality monitoring’s are performed, his scores range from Exceeding Expectations (4+) to Outstanding (5). Albert has a great spirit about himself which spreads to everyone he meets and he is worthy of the title of “Employee of the Month”!

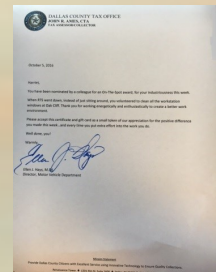


**Alberto “Albert” Garcia**  
Customer Care

## MOTOR VEHICLE DEPARTMENT: ON THE SPOT AWARD

The Motor Vehicle Division, recognizes their staff with an “On the Spot Award”. This recognition is awarded to any staff member who has gone “above and beyond” to provide exceptional SERVICE to our customers, as well as to each other. The Motor Vehicle Leadership Team and staff members are on the lookout for any of their colleagues who performed these “Exceptional Services”. The recipients receive a Certificate, a gift card, and a letter thanking them for their superb service rendered. The following are individuals who have received an “On the Spot Award”.

Amanda Andrews
Linda Beard
Cheryl Smith
Patricia Avitia
Delia Guajardo
Ana Gonzalez
Imarisha Garrett-Pace
Ada Sanchez



### Employee of the Month FAQ

Q. Who can I nominate for employee of the month?

A. Any full-time employee who has completed their probationary period. (Note: Employee should have no disciplinary 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 is a characteristic of an EOM?

A. Anyone that you see providing exceptional service, going above and beyond, or that inspires you to be a better employee.

Employee of the Month

## CITIZEN APPRECIATION

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

Anita Roybal	Donnia Beasley	Kathy Reed	Robin Porter
Adrian Rogers	Dyvone Villa	Lorie Phillips	Samuel Chavez
AnaKaren Arzola	Ema Ruiz	Louis Wright	Sandra Herring
Bonnie Mola	Erika McEwan	Manuel Escareno	Sandra Nichols
Brittani Rossum	Erica Mendez	Maria Pineda	Shannon Burchfield
Carla Sandoval	Evelyn Rivera	Margaret Ruiz	Sharon Green
Catalina Medina	Iris Montemayor	Melanie Sanchez	Tarsha LeSueur
Cheryl Patterson	Irma Mendez	Melissia Epperson	Teresa Cloninger
Ciera Thomas	Jacqueline Salas	Michelle Campos	Tiffany LaFargue
Claudia Marin	Jackie Wallace	Michelle DeLaCruz	Tonya Bailey
Davette Rodgers	Janie Mosley	Monica Escalante	Wesley Sharp
Deborah Bloomer	Jasmine Ibarra	Patricia Perez	Wilean Blair
Debra Davis	Jasmine Rojas	Phyllis A. Jones	Willie Johnson
Delmy Ramirez	Jessica Rodriguez	Priscilla Marceleno	Zoraida Carrazco
DeMarcus Kindles	John Curry	Renee Calderon	
Derick Brown	Karen Gaines	Ricardo Salas	
Diana Burkhalter	Karla Escamilla-Clark	Rita Cathey-Akinlabi	
Dixie Sanders	Keith Jacobs	Rochelle Clayborn	

### Citizens Comments:

- ◆ Staff is fantastic, very satisfied. Thank you for making my experience pleasant!
- ◆ Could not have asked for a better experience. We have lived here a long time and my husband usually has to come here to take care of things. We love the location and especially the competence, kindness and patience of the cohesive staff. Well run, well trained staff!
- ◆ Very efficient, timely, convenient experience. Great Work!
- ◆ Quick service, very knowledgeable, warm and friendly! Y'all don't hear this enough! Thanks for being awesome.



## CONGRATULATIONS

to the

### North Dallas Branch

for winning the “Branch of the Quarter”

Award for the 1st quarter (October-

December). Winning this award truly

demonstrates great teamwork.

