



DALLAS COUNTY

# TAX STATEMENT

ISSUE: XXXIX

July-September 2018

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



It's Fall y'all! Can you believe I just said that? I'm so excited about Fall... cooler weather... the State Fair... and property tax statements are mailed! Yes, that's right, the property tax statements have been mailed! Be on the lookout for your statement. Remember, if you have an escrow with your mortgage, we will send your lender the statement and you'll get an informational postcard. By sending out the postcard instead of an actual statement, we save the Dallas County citizens over \$44,000 in printing and mailing costs.

The beginning of Property Tax Season, known as the Property Tax New Year in the Tax Office, also signifies the wrap up of last year's collections. Once again the Tax Office has broken records with a current year collection percentage of 99.09%. Never in the history of Dallas County has property tax collections been so high! This is attributable to awesome teamwork! Thank you to All the Tax Office team members for helping to break records!

Check out personal recognitions on pages 5 & 6, we have a lot of special anniversaries being celebrated and some babies too! Sadly, we say goodbye to **David Gaytan** with the Tax Office IT and **Sandra Lester** with the Mesquite Branch as they both retired this quarter. Check out their parties on page 7. We're at it again, networking and educating! Thank you to **Commissioner Daniel** for inviting us to participate in her town hall meetings. **Ellen Hays** and **Norman Kasal** joined me at these events and they both did a great job!

Congratulations to **Christina Benedict**, **Amber White** and **Vanessa Rodriguez** for being selected as this quarter's employees of the month. Read about the awesome reasons why these ladies were selected on page 9. Do you know someone who is worthy? If so, check out how to nominate them on page 10. Also on page 10, we are now recognizing everyone who was nominated this past quarter. What an honor to be nominated by your peers for employee of the month.

Finally, congratulations to the North Dallas Branch for winning Branch of the Quarter. It takes the entire branch working together to win this awesome award. Keep up the great work North Dallas!

Enjoy Fall Y'all... I know I am. As always, it's an honor to serve as your Tax Assessor/Collector.

-John R. Ames, PCC, CTA



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

## Mission Statement

Provide Dallas County Citizens with Excellent Service using Innovate 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

### JULY

Evelyn Rivera	2	Kimberly Rodman	21
Karen Beechum	2	Sharon Green	21
Sonja Pollard	2	Norman Kasal	23
Gaylon Harris-Gowans	4	Raven Dossey	24
Erin Palmer	14	Viridiana Lopez	25
Karen Gaines	15	Rita Cathey-Akinlabi	29
Araceli Vazquez	20	Diana Vazquez	30
Erica Goodman	20	Dyvone Villa	31
Lorena Hernandez-Maldonado	20		

### AUGUST

Rosa Romero	6	Ana Gonzalez	20
Sonya Rivera	7	LaTara Daniels	20
Yvonne Sprague	8	Carlos Rincon	21
Leticia Dominguez	9	Charles Taylor	22
David Gaytan	10	Anita Scott	23
Keriann Pringle	10	Sandra Herring	23
Anthony Kellum	12	Priscilla Marceleno	24
Catina Diggs-Thibodeaux	14	Sydney Furgerson	25
Jose Chavez	15	Erica Cervantes	26
Alberto Garcia	20	Kendra Winn	29
		Teresa Cloninger	29

### SEPTEMBER

Nytosha Houston	1	Nina Jackson	14
Sheila Campbell	3	Devonne Monroe	16
Celia Salas	4	Melissa Matta	17
Cathy Lattimer	5	Gaby Morales	19
Delmy Ramirez	5	Maria Pineda	19
Jasmine Ibarra	5	Erica Mendez	20
Karen Cordova	5	Perla Reboloso-Camarillo	22
Aurora Parra	7	Wesley Sharp	22
Brittani Rossum	8	Osmar Lopez	23
Cynthia Herrera	10	Teresa Dawson	23
Deborah Langford	10	Gail Wortham	26
Draopadi Fermin-Mendez	14	Ellen Hays	26
		Sally Stephens	29



## SERVICE ANNIVERSARIES

### JULY

<b>1 year</b>
Andrews Daniel
Jino Rufino
Rhaevan Shields
<b>2 years</b>
Kathy Reed
Tiana Swanson
<b>3 years</b>
Marquise Jefferson
Sonya Rivera
<b>4 years</b>
Paul E. Hamilton
<b>11 years</b>
Kimberly Rodman
<b>15 years</b>
Amber White
<b>20 Years</b>
Gloria Garcia-Rivera

### AUGUST

<b>1 year</b>	Dianna Cannonier
<b>7 years</b>	Priscilla Cook
	Yvonne Sprague
<b>10 years</b>	Patricia Avitia
<b>2 years</b>	Wanda Harkless
	Chanel Williams
<b>11 years</b>	Marilyn Hickman
<b>12 years</b>	Patrick Crues
<b>3 years</b>	Teresa Dawson
<b>13 years</b>	Dixie Sanders
<b>4 years</b>	Karen Beechum
<b>14 years</b>	Jacqueline Wallace
<b>4 years</b>	Sandra Bowie
<b>16 years</b>	Rochelle Clayborn
<b>6 years</b>	Ofelia Clemente
<b>17 years</b>	Anita Scott
	Monica Atsu
	Zoraida Carrazco

### SEPTEMBER

<b>1 year</b>	Deyanira Rodriguez
<b>5 years</b>	Arnulfa Gutierrez
<b>12 years</b>	Yvonne Bunkley
	Kelleye Dunn-Richardson
<b>13 years</b>	Rosa Romero
<b>2 years</b>	Laura Mati
<b>16 years</b>	Maria Mendez
<b>3 years</b>	Melissa Rodriguez
<b>16 years</b>	Danielle Wright
<b>8 years</b>	Norma Jimenez
<b>20 years</b>	Karen Gaines
<b>8 years</b>	Davette Rodgers
	Laketricia Merrett
<b>4 years</b>	Linda Beard
<b>10 years</b>	Ashley Richard
<b>10 years</b>	Lorie Phillips
<b>11 years</b>	Bridget Hernandez
	Sandra Lester
<b>11 years</b>	Jacqueline Greiner
<b>11 years</b>	Norman Kasal
<b>11 years</b>	Sonja Pollard
<b>11 years</b>	Sandra Nichols
<b>11 years</b>	Wilean Blair
<b>11 years</b>	Sherwana Milam



## NEW EMPLOYEES ON BOARD

Jasmine Ibarra	Part Time Representative	North Dallas
Laura Llanas	Part Time Representative	Dealer Operations
Ariel Roper	Part Time Representative	George Allen
Darren Horrell	Part Time Representative	Property Tax
Monica Escalante	Part Time Representative	Customer Care
Shantavia Johnson	Part Time Representative	Grand Prairie
Stacy Linwood	Full Time Representative	Richardson
Erika McEwan	Part Time Representative	Garland
Charlotte Tomlinson	Part Time Representative	George Allen



## EMPLOYEE PROMOTIONS



Kelly Caraway	Full Time Representative	Mesquite
Kendra Winn	Full Time Representative	Special Operations
Sondra Copling-Webb	TAX DP Coordinator II	IT
Frank Esparza Jr.	Full Time Representative	North Dallas
Bianca Rodriguez	Full Time Representative	Customer Care
Catalina Medina	Full Time Representative	Richardson
Raul Bedolla	Full Time Representative	Richardson
Jaleesa Odom	Lead Representative	George Allen

## WHERE FASHION MEETS CHARITY



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The Dallas County Tax Office has expanded its 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. Here is a list of the charities that the employees generous donations have benefitted this quarter:

**July**  
Texas Scottish Rite Hospital  
\$574.00

**August**  
The Bridge  
\$912.00

**September**  
Dallas Children’s Advocacy  
Center  
\$768.00

## QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	Jul	Aug	Sept	Jul	Aug	Sept	Jul	Aug	Sept
<b>Duncanville</b>	3,430	3,903	3,352	8,738	9,482	7,365	309	146	183
<b>Garland</b>	5,313	5,708	4,923	11,986	12,730	9,979	192	101	74
<b>Grand Prairie</b>	8,477	9,318	7,342	14,024	15,138	11,273	252	150	115
<b>Mesquite</b>	4,231	4,505	4,267	10,838	11,361	9,022	314	181	163
<b>North Dallas</b>	7,754	8,526	6,725	13,904	14,578	11,267	216	110	96
<b>Oak Cliff</b>	4,080	4,524	3,628	9,572	10,305	7,917	640	510	435
<b>Richardson</b>	6,108	5,796	4,212	9,782	9,611	7,269	113	32	25
<b>George Allen</b>	5,244	5,491	4,305	7,328	7,498	5,784	172	126	94



**eSTATEMENTS**  
**342**



**TITLES PROCESSED**  
**180,191**

**CALLS ANSWERED**  
**70,370**



**WEB DEALER TRANSACTIONS**  
**127,835**

**OVER THE COUNTER PROPERTY TAX PAYMENTS**  
**4,750**

**SUBCONTRACTOR TRANSACTIONS**  
**129,351**



**REGISTRATIONS PROCESSED**  
**557,907**



**CHECKS PROCESSED BY THE REMITTANCE PROCESSING SYSTEM**  
**119,416**



**SCOFFLAW REJECTIONS**  
**3,434**



PERSONAL RECOGNITIONS



**Teresa Cloninger– 5 years  
Oak Cliff Branch**



**Daropadi Fermin-Mendez– 5 years  
Mesquite Branch**



**Jennifer Richards– 5 years  
Accounting**



**Laura Mati– 5 years  
Administration**



**Bonnie Mola– 5 years  
Richardson Branch**



**Patricia Avitia– 10 years  
Grand Prairie Branch**



**Wanda Harkless– 10 years  
Dealer Operations**



**Lorie Phillips– 10 years  
Garland Branch**



**Amber White– 15 years  
Administration**



**Laketrícia Merrett– 20 years  
CCC/TPR**



**Karen Gaines– 20 years  
Property Tax**

## PERSONAL RECOGNITIONS



Cynthia Herrera's son, Adrian, ran a 5K in May. He won 1st place and ran it in 26 minutes beating the older kids, way to go!



Dyvone Villa welcomed her first child, Sebastian, on August 3rd. He weighed 9 lbs. and 4 ounces. Congratulations!



The Texas DMV announced that web-DEALER, the web-based application for submitting electronic title applications by dealers, hit a milestone in September. The **5,000,000th** webDEALER transaction was approved on September 25, 2018, by Dallas County for EAN Holdings, LLC (Enterprise Rent-A-Car).



Sue Pesina's granddaughter welcomed twins on August 1st. She had a boy and girl, Chloe Maria and Carlos Anthony. Welcome to the family!

## P.R.I.D.E



The Property Tax Department held their very first Personal Responsibility In Delivering Excellence (P.R.I.D.E) luncheon this quarter. What a perfect way to say "Thank You" and show appreciation to the staff for all of their hard work. The event was filled with a day full of fun activities, great food and prizes. The Tax Office would not be successful without the dedication and hard work provided by our employees. Way to go Property Tax on your successful, record breaking year.

## DAVID GAYTAN'S RETIREMENT



On August 23rd, we celebrated David Gaytan's retirement. David faithfully served Dallas County for 10 1/2 years. Way to go! He celebrated the day with friends and family, which included his wife Mary, daughter Theresa and son Madison. It was a day full of excitement as well as sad goodbyes from his team. Although we are happy for David and wish him the best on his new journey, he will be missed.

## SANDRA LESTER'S RETIREMENT



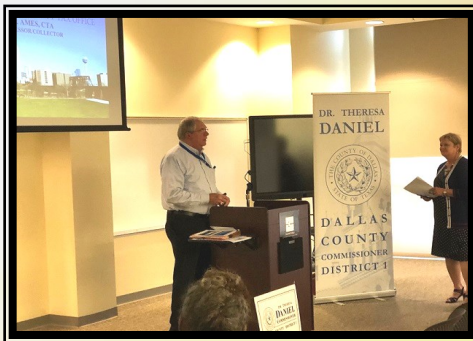
Sandra Lester has retired after 10 years of faithful service to the Tax Office. She was joined by her family and enjoyed a day full of celebration with her team. Sandra plans to take a short vacation, let retirement sink in, focus on new beginnings and enjoy life. In honor of her sunny disposition, the Mesquite Branch dressed in yellow for her retirement party! Sandra, enjoy your retirement! We wish you the best!

## El Paso County Tour

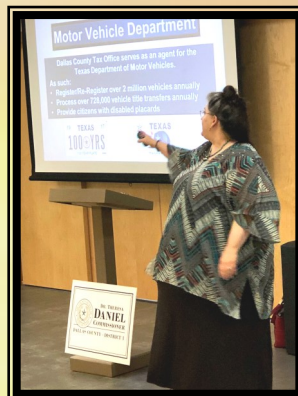


We were honored to host El Paso County Tax Assessor/Collector Ruben Gonzalez and his team for a tour and discussion on how to create efficiencies within the Tax Office. We were able to share a lot of our successes and also learn about how El Paso conducts business. Working Together to make Texas Better.... El Paso to Dallas!

## ROAD & BRIDGE #1



Norman Kasal



Ellen Hays



John R. Ames &  
Commissioner Daniel

The Tax Office had the privilege to attend three Town Hall Meetings organized by Commissioner Theresa Daniel and her team. These events provided the Tax Office an opportunity to speak with and educate citizens about Motor Vehicle operations, Property Tax collections and the conveniences of doing business online or at one of our eight branch offices, located around the county. John R. Ames, Norman Kasal and Ellen Hays represented the Tax Office.

Thank you for including the Tax Office in your Town Hall Meetings Commissioner Daniel!



## EMPLOYEE OF THE MONTH: JULY

**C**hristina, Asst. Director of Motor Vehicles, has been with the Tax Office for over 17 years. Her knowledge of the department's operations is vast and wide. Although she holds the title of Assistant Director, she never views a task as too small. She is quick to assist at branches when needed and is always helpful when other divisions have questions. During the recent remodeled of the Garland Branch Office, Christina's knowledge, organizational skills and developed contacts played a vital role in the success of the project. Not only was she able to assist in the planning phase, but was also instrumental in the implementation of the technical phases to troubleshoot issues as they arose ensuring a timely completion of the project. Another valuable attribute is Christina's positive and productive relationships with other counties and partners. During a recent statewide conference, she was notably able to engage and network with senior officials from the Texas DMV, as with vendors and peers from other counties, in matters relating to her motor vehicle operations. For these reasons and many others Christina Benedict is recognized as Tax Office Employee of the Month for July.



**Christina Benedict**  
MV Assistant Director

## EMPLOYEE OF THE MONTH: AUGUST



**Amber White**  
Administration

**A**mber is an exemplary employee. Working with her, many have observed that she is focused, precise and all about the business. At the same time, Amber is cordial, cooperative and has a great sense of humor. A fast learner, Amber is always respectful of others no matter how challenging or tough the situation presented. She truly wears many hats as Special Assistant to the Tax Assessor/Collector. She regularly assists both internal and external customers and business partners. Amber has become somewhat of an IT technician and expert for the Tax Office where she regularly is called upon to deal with computers, security camera, digital signage, panic buttons and access door challenges. She is quick, to the point and works at 100 miles per hour regardless of the challenge before her. Amber is the consummate multi-tasker and does not like to be idle. With great success, she was able to coordinate the renovation of one the largest and busiest branch offices while at the same time preparing for the annual Tax Office Enrichment Day, a huge endeavor unto itself. It was vitally important to make sure that all personal computers, RTS workstations and cash drawers were operational. The project was completed timely and according to plan. In the relatively brief period that Amber has worked in her position, she has earned the respect of her peers as well as done. Amber has superior leadership skills and qualities, and a vast knowledge of Tax Office operations that uniquely equip her to progress through the ranks of the department. These are the performance and character traits that make Amber White Employee of the Month for August.

## EMPLOYEE OF THE MONTH: SEPTEMBER

**V**anessa daily performance epitomizes superior customer service! She comes to work every day with a smile, even when she is not feeling well. She consistently performs at a high level. She has had no NMVTIS errors, no rejections, no voids and she has had 100% accuracy in balancing for the past six months! Vanessa takes pride in her work and this is noticed every day. She always keeps her cool when dealing with an irate customer and is able to turn their negative experience into a positive one. She never complains. She is real team player and goes above and beyond to assist customers and her peers. She is sweet and thoughtful. She is definitely one of a kind and she is a great Representative of the Dallas County Tax Office.



**Vanessa Rodriguez**  
MV Administration

## HONORABLE MENTION NOMINEES

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 the 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!



Noemi Vazquez  
Cynthia Mendez  
Diana Nguyen  
Brenda Lopez  
Alberto Garcia  
Charles Taylor  
Nytosha Houston

### 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.

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.

Albert Garcia	Delmy Ramirez	Karla Escamilla-Clark	Sharon Green
AnaKaren Arzola	Diana Vazquez	Kayan Lewis	Sharon Oehler
Andrews Daniel	Dianna Cannonier	Lorena Hernandez-Maldonado	Sonja Pollard
Aurora Parra	Dixie Sanders	Louis Wright	Sonya Trevino
Bianka Richmond	Elizabeth Nedd	Michelle Campos	Tarsha LeSueur
Blen Biru	Erica Goodman	Michelle da la Cruz	Teresa Dawson
Bryan Guzman	Erin Palmer	Morgan McDougal	Tina Garcia
Carla Sandoval	Evelyn Rivera	Ofelia Clemente	Vanessa Rodriguez
Carmen Sanchez	Frank Garcia	Phyllis Jones	Vickie Dykes
Cedrick Houston	Gail Wortham	Pricilla Marceleno	Wilean Blair
Charnique Graham	Glenda Jesttes	Raul Bedolla	Willie Johnson
Charette Green	Irma Mendez	Rhaevan Shields	Yanira Isaac
Chelsea Moore	Jackie Wallace	Rochelle Clayborn	Yesenia Che
Claude Zeli	Jessie Bigley	Roberto Guerra	Yvonne Bunkley
Cynthia Herrera	Jino Rufino	Samantha Ramirez	
Debra Davis	John Curry	Sandra Bowie	



## CONGRATULATIONS

to the

### North Dallas Branch

for winning the “Branch of the Quarter” Award for the 2nd quarter (April-June). Winning this award truly demonstrates great teamwork.

