



DALLAS COUNTY

TAX STATEMENT

ISSUE: XL

October-December 2018

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

Greet. Collect. Receipt. Repeat! Yep, it's time to pay the 2018 property taxes and we're busy assisting customers this quarter in the Tax Office. Don't forget to pay by January 31st to avoid penalties and interest. Remember, you can pay online to avoid the lines!

Congratulations to our Employees of the Month this quarter, **Diana Cannonier, Kim Rodman** and **Elizabeth Salazar!** Read all about these amazing ladies on page 11. Out of this year's 12 Employees of the Month, your Cabinet members selected **Cynthia Herrera** as the 2018 Tax Office Employee of the Year for the Tax Office and also representing us in the countywide selection of Employee of the Year for Dallas County Constituent Services. And... she WON!! Congratulations **Cynthia** for this amazing accomplishment. Thank you for being an awesome representative of the Tax Office. Check out **Cynthia's** picture with Commissioners Court on page 10. That makes two years in a row the Tax Office has won the countywide prize... But who's counting really?

In traditional Tax Office style, Halloween was celebrated this quarter. I'm always amazed at the awesome creativity of our team members when it comes to costumes and themes. Check out the contest winners on page 7. First Place: The Cave Women of Grand Prairie; **Priscilla Marceleno, Priscilla Cook, Michele Gonzalez** and **Ana Gonzalez**. Second Place: Inspector Gadget **Ricky Salas** in Property Tax. Third Place: Customer Care T-Rex **Delmy Ramirez**. Great job everyone!

Congratulations on the births this quarter, the 5k and 10k run accomplishments and service awards. Lastly, we say goodbye to everyone's friend **Norman Kasal!** **Norman** retired after 11 years with the Tax Office. Check out his party on page 8.

Thank you for all the hard work this quarter and always, Tax Office Team. I'm honored, blessed and humbled to serve as your Dallas County 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

OCTOBER

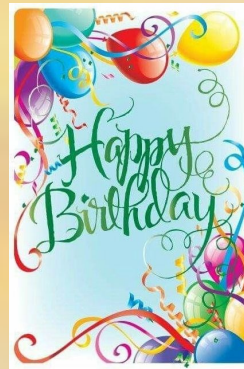
Donnia Beasley	1	Jessica Rodriguez	14
Melissa Rodriguez	2	Cheryl Smith	14
Tina Garcia	4	Dianna Cannonier	15
Janetta Wilson	6	Matthew Moyer	24
Rebekah Balderas	7	Patrick Crues	27
Jose Delgado	8	Dolores Little	28
Alejandra Munguia	10	Karla Escamilla-Clark	29
Paulina Bustamante	10	Eulane Hart	29
Margaret Ruiz	13	Brenda Vasquez	30
Gerardo Blanco	14		

NOVEMBER

Kelly Caraway	7	AnaKaren Arzola	28
Claude Zeli	8	Vickie Dykes	29
Morgan McDougal	9	Tarsha LeSueur	29
Jessie Bigley	12	Catalina Medina	30
Margarita De Leon	16	Angelica Valladares	30
Renee Calderon	18		
Marilyn Hickman	18		
Deyanira Rodriguez	20		
Christina Benedict	21		
Curtanya Bailey	22		

DECEMBER

Davette Rodgers	5	Patricia Perez	21
Bonnie Mola	8	Larry Gray	23
Lorie Phillips	8	Charette Green	27
Ada Sanchez	9	Gloria Garcia-Rivera	28
Yesenia Che	11	Paul E. Hamilton	28
Roberto Guerra	14	Sue Pesina	28
Keith Jacobs	14	Jino Rufino	29
Zoraida Carrazco	15	Ariel Roper	30
Raul Bedolla	16	Deborah Bloomer	30
Felicia Fernandez	17	Karina Casillas	30
Diana Ramires	18	Kelleye Dunn-Richardson	31
Frank Esparaza Jr.	21		



SERVICE ANNIVERSARIES

OCTOBER

1 year	4 years	12 years
Alexander Perez	Juanita Sanchez	Charette Green
Angel Mendoza	6 years	13 years
Iris Montemayor	Teresa Cloninger	Elizabeth Nedd
Kelly Caraway	7 years	15 years
Matthew Moyer	Imarisha Garrett-Pace	Glenda Jesttes
2 years	8 years	19 years
Sue Pesina	Carmen Sanchez	Christina Benedict
Erin Palmer	11 years	22 years
3 years	Brenda Lopez	Deborah Langford
Alberto Garcia	Celia Salas	28 years
Gaylon Harris-Gowans	Melissa Matta	Alvinia Barge
John Curry	Pamela Gibson	
Lorena Hernandez-Maldonado	Yul Jones	
Osmar Lopez		

NOVEMBER

2 years	7 years
Larry Gray	Erica Goodman
3 years	Florence Watson
AnaKaren Arzola	8 years
Gerardo Blanco	Ronnie Williams
Louis Wright	11 years
Margaret Ruiz	Antionette Collins
Mary Fuller	12 years
Wendolyn Phillips	Vickie Dykes
Yesenia Che	17 years
Zataria Pirtle	Paulina Bustamante
4 years	25 years
Shermika Bennett	Rhonda Hadnot
6 years	
Draopadi Fermin-Mendez	

DECEMBER

1 year	9 years
Bianca Rodriguez	Donnia Beasley
2 years	10 years
Kwabena Asamoah-Nkansah	Felicia Fernandez
Renee Calderon	11 years
Shannon Burchfield	Noemi Vazquez
Tiffany LaFargue	13 years
3 years	Irma Mendez
Catina Diggs-Thibodeaux	17 years
Perla Reboloso Camarillo	Nytosha Houston
4 years	
Brenda Vasquez	
6 years	
Sally Stephens	



NEW EMPLOYEES ON BOARD



Kevin Ryan Valek	Part Time Representative	Property Tax
Andrews Daniel	Part Time Representative	Property Tax
Diana Herrera	Part Time Representative	Customer Care
Arsenia Paul	Part Time Representative	Accounting
Adrian Rogers	Part Time Representative	North Dallas
Gabrielle Isaac	Part Time Representative	Customer Care
Ana Segovia	Part Time Representative	Property Tax
Lamont Carr	Part Time Representative	Property Tax
Steven Barrera	Part Time Representative	Richardson
James Cox	Part Time Representative	Property Tax
Yadira Zamarripa	Part Time Representative	Customer Care
Matthew Castillo	Part Time Representative	Property Tax
Christopher Cocanougher	Part Time Representative	Property Tax
Duane Murphy	Part Time Representative	Property Tax
Manuel Escareno	Part Time Representative	Grand Prairie
Gwendolyn Coney	Part Time Representative	Accounting
Jasmine Rojas	Part Time Representative	Oak Cliff
Claudio Muentes	Part Time Representative	Special Operation
Nakevia Booker	Part Time Representative	Garland

EMPLOYEE PROMOTIONS

Michelle Delacruz	Full Time Representative	Customer Care
Rhaevan Shields	Full Time Representative	Oak Cliff
Arsenia Paul	Full Time Representative	Special Operations
Jacqueline Salas	Full Time Representative	Property Tax
Darren Horrell	Full Time Representative	Property Tax
Erika McEwan	Full Time Representative	North Dallas
Davette Rodgers	Assistant Branch Manager	Richardson
Claude Zeli	Tax Office Accounting Specialist	Accounting
Jaleesa Odom	Lead Representative	George Allen
Diana Herrera	Full Time Representative	Customer Care
Jino Rufino	Lead Representative	Richardson
Iris Montemayor	Lead Representative	Oak Cliff

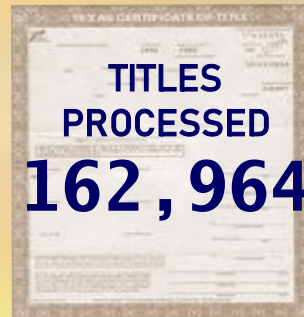


QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec
Duncanville	3,577	3,032	3,094	8,393	7,629	7,474	492	698	1,953
Garland	5,164	4,856	4,300	11,306	10,613	9,802	789	862	2,263
Grand Prairie	8,195	7,087	6,903	13,018	11,951	11,246	754	928	1,304
Mesquite	4,682	3,700	3,952	10,413	8,982	8,722	703	911	1,369
North Dallas	7,646	6,591	5,990	13,116	11,579	10,783	421	608	2,381
Oak Cliff	3,561	3,095	2,723	8,922	7,964	7,382	597	1,319	3,129
Richardson	5,001	4,524	4,149	8,501	7,557	6,990	201	307	1,078
George Allen	4,962	3,992	3,986	6,538	5,595	5,439	137	243	951



eSTATEMENTS
1,406



CALLS ANSWERED
70,356



WEB DEALER TRANSACTIONS
122,046

OVER THE COUNTER PROPERTY TAX PAYMENTS
25,361

NEIGHBORHOOD LOCATIONS TRANSACTIONS
106,874



SCOFFLAW REJECTIONS
13,335



REGISTRATIONS PROCESSED
505,962



CHECKS PROCESSED BY THE REMITTANCE PROCESSING SYSTEM
219,599



PERSONAL RECOGNITIONS



**Ricardo Salas 5 years
Property Tax**



**Jaleesa Odom 5 years
George Allen**



**Norma Jimenez 5 years
Grand Prairie**



**Morgan McDougal 5 years
Property Tax**



**Kelleye Dunn-Richardson 5 years
Property Tax**



**Felicia Fernandez 10 years
Special Operations**



**Glenda Jesttes 15 years
Mesquite**



**Rhonda Hadnot 25 years
Dealer Operations**



Cheryl Smith, Bridgett Hernandez and Jessie Bigley braved the cold weather and ran in the BMW 5K race on December 8. Way to go ladies!!



Jason Ortiz also participated in the BMW 10K race on December 8. Kudos to him for braving the cold!

PERSONAL RECOGNITIONS

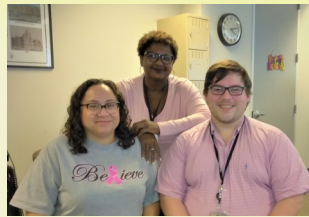
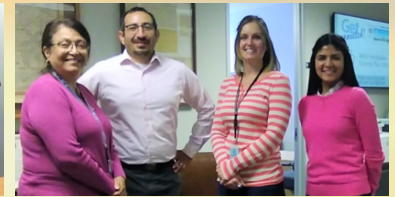


Kendra Winn has welcomed her 1st baby, Ruby Eliana. She was born on December 4th, weighing 9 lbs. 7 ounces. Congrats on your new bundle of joy.



Melissa Rodriguez welcomed her second child, first boy Leo Luis on October 16th.

PINK OUT 2018



On October 25th, the Tax Office participated in their very own **PINK OUT** Day. The Tax Office showcased in their best pink attire to highlight the importance of Breast Cancer Awareness.

HALLOWEEN 2018



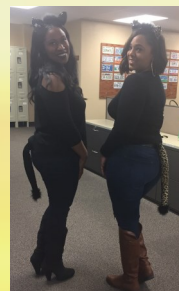
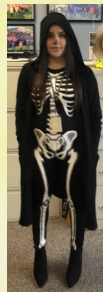
1st Place:
The Cave Women
Priscilla Marceleno, Priscilla Cook, Michelle Gonzalez and Ana Gonzalez
Grand Prairie



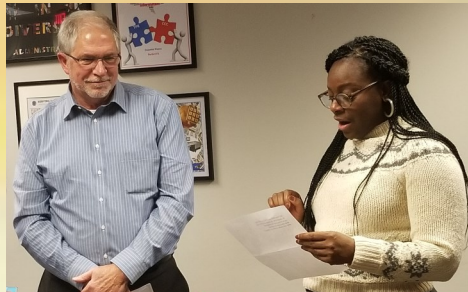
2nd Place:
Inspector Gadget
Ricardo Salas
Property Tax



3rd Place:
T Rex
Delmy Ramirez
Customer Care



NORMAN KASAL'S RETIREMENT



On December 12th, the Tax Office honored Norman Kasal upon his retirement. Norman has served in the Tax Office for 11 years in various capacities. He has been a huge asset to the Property Tax Division, and will be missed. Best wishes to Norman and his entire family on his retirement.

DFW TACA Regional Meeting



The Dallas and Fort Worth Regions of TACA meet together three times a year. Dallas County hosted the latest meeting on December 14, 2018, in Garland at the newly remodeled Road and Bridge 1 events center. The program was an all-day presentation including a wonderful lunch sponsored by Linebarger. Sessions included MV Basic Sales Tax 101, MV Advanced Sales Tax, a session on aging population and how it affects the tax base in Texas, from Over-65 exemptions to tax deferrals. There were sixty attendees from eight counties – Dallas, Ellis, Collin, Denton, Fannin, Rockwall, Kaufman and Far West Dallas! Okay, it was Tarrant County, they were there also. It was a great day and Dallas County enjoyed hosting the meeting.

Community Outreach-Enfoque 39



On December 14th, TPR Asst. Director Cici Garcia and Property Tax Manager Zoraida Carrasco appeared on local television station Telemundo 39. Topics of discussion were the importance of paying property taxes timely and the various methods of payments accepted. They further discussed the key differences between ad valorem property taxes and income taxes, critical deadlines to pay taxes and the process to address property valuations at the appraisal districts.

Community Outreach-Concord Church



John R. Ames, along with Cheryl Jordan (DCAD) and Edward Lopez (LGBS) recently participated in a Property Tax Workshop at Concord Church. They each shared invaluable information with an eager audience.

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 the employees generous donations have benefitted this quarter:

October
Susan G. Komen
\$778.00

November
SPCA of Texas
\$523.00

December
North Texas Food Bank
\$740.00

*Congratulations Cynthia Herrera
Dallas County Tax Office
2018 Employee of the Year*



*Dallas County
2018 Employee of the Year
Constituent Services*

EMPLOYEE OF THE MONTH: October



**Dianna Cannonier
North Dallas Branch**

In the year Dianna has worked here, she has always been dependable, efficient, and consistently punctual. She is often at her desk preparing for the day before she is able to clock in. She is able to move effortlessly between the front line and the dealer board. She is always willing to help with other tasks around the office. She has a positive attitude towards work responsibilities, co-workers and serves as a role model for peers. For example, she stays above office gossip and stays within the guidelines of her employee expectations. She was producing more than 40 titles well before she was required to do so and is rarely ever out of balance in RTS– Registration and Title System. Dianna projects a warm, cheerful attitude towards our customers. She has been able to resolve conflicts and handle other difficult situations with noteworthy patience. She loves people, works hard and always tries to lift the spirits of those around her. These characteristics represent what Dallas County stands for.

EMPLOYEE OF THE MONTH: November

Kim Rodman was recently transferred from the Property Tax Division to the Motor Vehicle Division. Kim welcomed the change and has done an exceptional job in her new position. Upon taking her new role, she identified that there were some organization and space challenges at both our Panoramic Warehouse and RenTower storage areas. This was no small task. These areas are now safer for our employees, free of clutter and surplus, clean and very well organized. Although Kim is new to the division, her level of professionalism has not changed. She is well liked by her team and gets the job done. Kim has been a great addition to the Motor Vehicle Team!



**Kimberly "Kim" Rodman
Special Operations**

EMPLOYEE OF THE MONTH: December



**Elizabeth Salazar
Property Tax**

Elizabeth currently works in the Roll Maintenance area of the Property Tax Division. Elizabeth excels and exceeds the expectations of her managers. She has proven to be a quick study. She has really mastered the calculations processes as well as the supplemental processes of the seven appraisal districts with whom she works. She has accurately and reliably reviewed, calculated and updated vital account information in record time. Elizabeth is determined in her job performances and challenges herself daily to be better. She is eager to learn new information and she readily jumps in to assist with training new team members. When she identifies areas where there can be improvement, she freely brings them to the attention of her manager and makes clear that her goal is to do what is most accurate and efficient to the benefit of the department and the taxpayers impacted by her actions. When you need her assistance, she is always ready and available to help. Elizabeth is great at explaining detailed processes in simplified ways. She is a tremendous asset to the Dallas County Tax Office, and particularly to the Property Tax Roll Maintenance Team.

EMPLOYEE OF THE MONTH 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 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!



Maricela Garcia
Cathy Reddick
Wilean Blair

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.

Alberto Garcia	Jino Rufino	Rochelle Clayborn
AnaKaren Arzola	Juanita Sanchez	Sandra Herring
Araceli Vazquez	Karen Gaines	Shannon Burchfield
Bianca Rodriguez	Kelly Caraway	Shantavia Johnson
Bonnie Mola	Kwabena Asmoah-Nkansah	Sharon Green
Carmen Sanchez	Leticia Dominguez	Sharon Oehler
Charette Green	Lorena Hernandez-Maldonado	Teresa Dawson
Chelsea Moore	Louis Wright	Tiffany LaFargue
Cheryl Patterson	Melissia Epperson	Tina Garcia
Claudia Marin	Michelle DeLaCruz	Viridiana Lopez
Debra Davis	Nytosha Houston	Wendolyn Phillips
DeMarcus Kindles	Ofelia Clemente	Wesly Sharp
Diana Burkhalter	Priscila Cook	Wilean Blair
Diana M. Herrera	Phyllis Jones	Willie Johnson
Evelyn Rivera	Priscilla Marceleno	Zataria Pirtle
Jacqueline Salas	Rhaevan Shields	Zoraida Carrazco
Janetta Wilson	Robin Porter	

Citizens Comments

- Fastest, professional, friendliest service ever! I have been here three times, great customer service!
- First time at your location very impressed how fast and efficient you guys run your shift. Keep up the good work, you guys rock!
- Your staff went above and beyond helping get my paperwork straightened out. Excellent attitude and awesome customer service!



CONGRATULATIONS

to the

North Dallas Branch

for winning the “Branch of the Quarter” Award for the 3rd quarter (July-September). Winning this award truly demonstrates great teamwork.

