



# DALLAS COUNTY TAX STATEMENT

ISSUE: LXVIII

January—March 2026

## FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Spring has arrived and just like the seasons change, so does the Tax Office! We've successfully completed our peak Property Tax Collection season and moved right into the peak Motor Vehicle title and registration season. The Tax Office has amazing team members that are cross trained to handle all aspects of serving the residents of Dallas County! Keep up the great work Team!

It was bittersweet to celebrate Chief Deputy **Peggy McCormick's** retirement. After 40 years in the Property Tax Industry, she went out in style! Check out the pictures on page 10. We are honored to recognize our Employees of the Month this quarter; **Tarsha Oliver, Miracle Potts** and **Wendolyn Phillips**. Read about how awesome they are on page 7.

March is national Employee Appreciation Month and as always, we made sure the teams knew how much they mean to us. Check out the pictures on page 5. Thank you for all you do! Congratulations to North Dallas for winning Branch of the Quarter... see their smiles on page 9.

We were honored to participate in some community events and host a delegation from the Democratic Republic of Congo. That was a fun day with everything being translated from English to French and back again! Read more on pages 6 & 8.

I am honored and thankful to continue serving as your Tax Assessor. I'm so proud of the team we've assembled!

~ **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

January		February		March	
Abraham Alcala	Laketricia O.	Serafin Aguilar	Amanda Andrews	Gwen Bownds	Toni Collins
Julio Alonso	Alice Oreste	Richard Ayo	Bridget Bailey	John Curry	Socorro Delgado
Angel Araiza	Arsenia Paul	Donald Sivley	Yvonne Bunkley	Julissa Garcia	Delia Guajardo
Derick Brown	Lizeth Pineda	Angelica Fuentes-Lopez	Eva Gama Torres	Steven Hurdle	Elizabeth Nedd
Sondra Copling-Webb	Miracle Potts	Daisy Gamez	Gunther Garces	Stephani Ortiz Guzman	Morgan Pierson
Ashley Delgado	Jacqueline Ramirez	Jacqueline Greiner	Christian Leon	Jennifer Richards	Spencer Rivera
John Dunkerley	Vanessa Rodriguez	Jessica Mata	Laura Mati	Jessica Rubin	Ema Ruiz
CiCi Garcia	Ricky Salas	Angie Mossolle	Jason Ortiz	Patricia Salas	Balinda Zumbrun
Martha Guia	Carmen Sanchez	Patrick Pinson	Sam Ramirez	Aerial Stephenson	Ryan Keehn
Te'Amber Jobe	Carla Sandoval	LaQuita Spillman		Magaly Arzate	
Lauren Leiva	William Thompson				
Yamilet Longinos	Brandy Tsegai				
Irma Mendez	Tashawna Williams				
Diane Nguyen	Dixie Sanders				
Anabertha Avilez C.					



# SERVICE ANNIVERSARIES

January		February		March	
<b>1 Year</b>	<b>12 Years</b>	<b>1 Year</b>	<b>12 Years</b>	<b>1 Years</b>	<b>9 Years</b>
Matthew Rodela	Ellen Hays	Ambra Kearney	Ashley Delgado	Richard Ayo	Karen Cordova
<b>2 Years</b>	<b>17 Years</b>	Angie Mossolle	<b>14 Years</b>	Spencer Rivera	<b>10 Years</b>
Enrique Garcia	LaTara Daniels	<b>2 Years</b>	Tanya Bailey	Ryan Tinsley	Wesley Sharp
Noah Tijerina	Ana Gonzalez	Brianda Garcia	<b>19 Years</b>	<b>2 Years</b>	<b>11 Years</b>
<b>3 Years</b>	<b>19 Years</b>	Monica Jones	Ema Ruiz	Julissa Garcia	Alex Rodriguez
Beatrice Brazil	Nina Jackson	Leslie Pintor	<b>23 Years</b>	Pahola Monreal	<b>13 Years</b>
Amanda Torres	<b>25 Years</b>	<b>3 Years</b>	Amber White	<b>3 Years</b>	Ricky Salas
<b>7 Years</b>	<b>Alice Oreste</b>	Julio Alonso	<b>25 Years</b>	Valeria Arrona	Anthony Kellum
Balinda Zumbrun		Omoshola Gafari	<b>Cici Garcia</b>	Avril Ramirez	<b>14 Years</b>
<b>8 Years</b>		Ysabel Lopez		Laquita Spillman	Blanca Nieto
Blen Biru		Raquel Vazquez		Lisa Thompson	<b>16 Years</b>
Michelle Delacruz		<b>4 Years</b>		Dixie Sanders	Jessie Bigley
<b>9 Years</b>		Sylvia Mata		<b>4 Years</b>	<b>19 Years</b>
Willie Johnson Jr.		<b>6 Years</b>		Tere Escalera	Antoinetta Haynes
<b>10 Years</b>		Donald Sivley		<b>6 Years</b>	Maricela Garcia
Yesenia Leon		Jeremy O'Daniel		Socorro Delgado	<b>20 Years</b>
Sam Ramirez		<b>7 Years</b>		<b>7 Years</b>	Delia Guajardo
		TaBriae Riley		Cornell Kennard	<b>22 Years</b>
				Destiny Flores	Cheryl Smith

## NEW EMPLOYEES ON BOARD

Carmen Martinez	Part Time Rep	Grand Prairie
Stephanie Banda	Full Time Rep	MV Operations
Jenarhia Simmons	Full Time Rep	Grand Prairie
Alondra Contreras	Full Time Rep	Garland
Kristen Flores	Full Time Rep	Garland
Tim Williams	Tax Office Courier	MV Operations



## PROMOTIONS

Patricia Avitia	Assistant Director	Property Tax
Alyssa Valdez	Full Time Rep	South Dallas
Marquise Jefferson	Assistant Branch Manager	South Dallas
Jessica Cordero	Branch Lead Rep	South Dallas
Oscar Moncada	Full Time Rep	Grand Prairie
Ruth Pedraza	Full Time Rep	MV Operations
Michelle Delacruz	Lead Rep	CCC
Erica Berry	Tax Office Accounting Rep	Accounting
Aerial Stephenson	Senior Secretary	Accounting
Micayah Peters	Full Time Rep	CCC
Bianca Zavala	Full Time Rep	CCC
Anabertha Avilez Castaneda	Full Time Rep	North Dallas
Ryan Keehn	Full Time Rep	Downtown
Deryl Wingate	Full Time Rep	Property Tax

*congrats  
on your promotion*

# QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	January	February	March	January	February	March	January	February	March
<b>Downtown</b>	4,974	5,516	6,171	7,533	8,704	8,727	3,372	1,201	930
<b>Garland</b>	4,705	6,008	6,748	8,606	11,290	12,787	5,838	1,052	377
<b>Grand Prairie</b>	3,604	4,546	5,313	7,131	9,333	10,500	4,913	729	385
<b>Mesquite</b>	2,754	3,503	3,914	6,293	8,541	9,894	5,939	1,162	736
<b>North Dallas</b>	3,923	4,648	4,956	8,172	10,080	10,971	4,139	501	275
<b>Oak Cliff</b>	2,293	1,129	3,075	4,798	6,645	8,586	6,111	1,264	791
<b>South Dallas</b>	2,449	3,231	3,690	5,785	7,469	8,896	4,185	1,035	576

# LOOK AT THOSE NUMBERS!

1st Quarter 2026	Totals
<b>OTC Property Tax Payments</b>	43,072
<b>Registrations Processed</b>	524,550
<b>Titles Processed</b>	144,231
<b>webDealer Transactions</b>	154,142
<b>Checks Processed by RPS</b>	272,567
<b>Customer Calls answered</b>	59,563
<b>Neighborhood Location Registration Transactions</b>	138,193
<b>Scofflaw Rejections</b>	483

# ON THE MONEY

The following Motor Vehicle employees achieved 100% Balancing from January 2025 – January 2026:

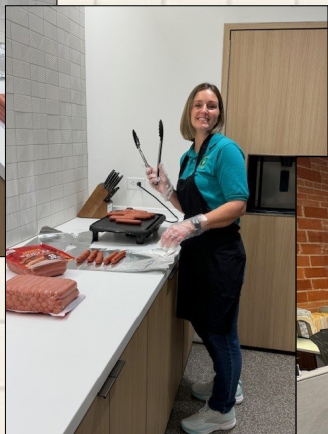
- |                         |              |
|-------------------------|--------------|
| 1. Brenda Vasquez       | Mesquite     |
| 2. Alejandra Munguia    | North Dallas |
| 3. Yvonne Bunkley       | North Dallas |
| 4. Jacqueline Espino    | Garland      |
| 5. Matthew Rodela       | Downtown     |
| 6. Jacqueline Velasquez | Downtown     |
| 7. Mya Coss             | Downtown     |
| 8. Steven Hurdle        | Downtown     |
| 9. Movita Crowder       | Downtown     |

This means for every day they were at work, they perfectly balanced their drawer, with zero errors and no paybacks.

# EMPLOYEE APPRECIATION DAY



At the beginning of March, the Tax Office cabinet members celebrated the amazing Tax Office staff; we brought the party with carnival treats this year.



**THANK YOU**

*For all that you do!*

# CELEBRATING BLACK HISTORY MONTH



Black History Month is always recognized in the Tax Office with educational displays; this year the Black History display and the theme was “Dance Celebration” which showcased dances such as “Juba”, “Ballet”, and ‘Hip Hop”. Thank you, Rochelle Clayborn from the Motor Vehicle Admin team, for putting together a display that showcased such educational and inspiring history.



# DEMOCRATIC REPUBLIC OF CONGO VISIT



On March 23, 2026, the Tax Office hosted a delegation from the Democratic Republic of the Congo, who were looking at different methods of electronic payment collection. We shared information on what the Tax Office has done over the years to encourage electronic payments and create collection efficiencies. We were honored to share ideas with public servants from across the globe because we are better together!

## EMPLOYEES OF THE MONTH

### JANUARY



*Tarsha Oliver  
Property Tax*

**Tarsha** has been doing an outstanding job stepping into her new role! Since her recent promotion, she's handled her responsibilities with confidence, organization and a positive attitude. Even with the high volume of property tax payments coming in, Tarsha keeps everything running smoothly and ensures her team stays informed and on track. While the Collections team has been short-staffed, Tarsha has gone above and beyond by taking on additional Lead duties and learning new tasks, proving her dedication and flexibility. Beyond her work performance, she has been a positive influence on team morale, encouraging new staff to participate in team exercises and fostering a supportive and engaged work environment. Her leadership, dedication and teamwork truly stand out. Keep up the amazing work Tarsha! You truly deserve this recognition!

### FEBRUARY



*Miracle Potts  
Customer Care*

**Miracle** embodies what it means to care – both for our customers and for her team. Miracle approaches every interaction with patience, kindness and genuine empathy, making people feel heard and valued. She consistently takes the time to explain what is going on in a clear and thoughtful way. She never rushes and always makes sure customers fully understand and feel comfortable. Her dedication to providing excellent service does not go unnoticed. Beyond her work with customers, Miracle is an incredible team player. She is always willing to step in, offer help or share her knowledge with others, no matter how busy she is. Her positive attitude, reliability and willingness to support those around her make a real difference in our daily work environment. Miracle shows up every day with professionalism and heart and her presence strengthens our team and the experience we provide.

### MARCH



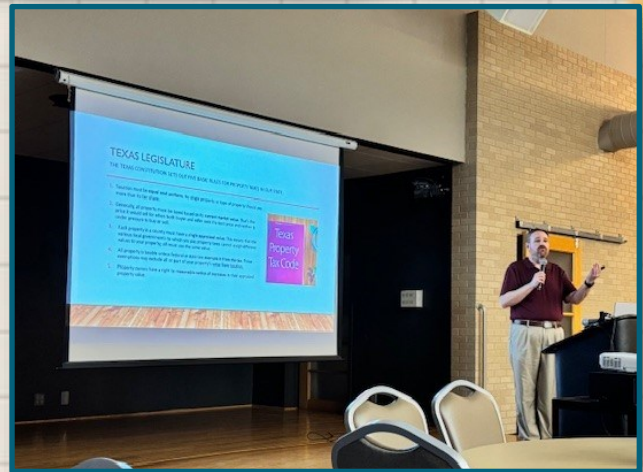
*Wendolyn Phillips  
Garland Tax Office*

**Wendolyn** comes to work every day with a positive attitude, regardless of what she may be dealing with outside of work. She is always willing to lend a helping hand and consistently provides outstanding service to our customers. During peak season, Wendolyn was an absolute blessing to have working on Property Tax for our office. She willingly assists customers who need help looking up properties and does an excellent job explaining the steps and resources available to apply for exemptions. Her patience and clear communication make the customer feel comfortable and confident coming to her for assistance. Wendolyn is able to balance working in both Property Tax and Motor Vehicle during times when wait times can be longer than average, all while maintaining her composure and positive attitude with every customer she encounters. This truly shows her dedication and love for what she does. Walking into the Tax Office and being greeted by a friendly face with such a positive attitude makes a meaningful difference in our customers experience. Wendolyn consistently embodies these qualities and is very deserving of this recognition.

# DUNCANVILLE TOWNHALL



**Hon. John R. Ames** and **Patricia Nixon** from the Dallas Central Appraisal District participated in the City of Duncanville's Town Hall Presentation on February 10, 2026. They talked with citizens about how the Texas property tax system works, how to file exemptions on their property, and the importance of homeowner involvement in the tax process. We appreciate the partnership we have with our taxing entities and being provided with an opportunity to educate taxpayers on the tax system.



# PERSONAL RECOGNITIONS

**This Quarter's RISE (Recognizing and Inspiring Successful Employees) winners for the Property Tax Division drawing included:**

- Ricky Salas
- Paulina Bustamante
- Melinda Estrada
- Sonia Eguia
- Yamilet Longinos

**The Property Tax Division also had one GEM (Going the Extra Mile) Award winner**

Tarsha Oliver



# Congrats on these Milestones!



**Cici Garcia**  
25 years, TPR



**Rosa Romero**  
20 years, Accounting



**Delia Guajardo**  
20 years, Grand Prairie



**Alice Oreste**  
25 years, Operations



The Tax Office's Property Tax Division welcomed **Patricia "Patty" Avitia** into the role of Assistant Director; we are excited for Patty and proud of her accomplishment!

## BRANCH OF THE QUARTER

### CONGRATULATIONS!

to the  
**North Dallas Branch**  
for winning the "Branch of the Quarter" Award. Winning this award truly demonstrates great teamwork & commitment to excellence.

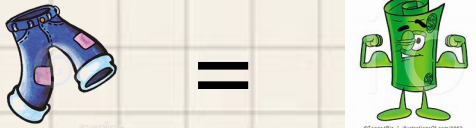


# CHIEF DEPUTY PEGGY MCCORMICK'S RETIREMENT

On February 26<sup>th</sup>, the Tax Office celebrated the retirement of Chief Deputy **Peggy McCormick**. Multiple friends, family, and business partners came to wish her well as she embarks on her next big adventure. Peggy served as the Tax Office Chief Deputy for seven years and officially retired on March 6, 2026 with over 40 years in the Texas Property Tax Industry Congratulations, Peggy!



## 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 **just the 1st quarter**, the County Tax Office donated **\$3,000** to local charities.

This quarter, the charities our donations were shared with were -  
MADD, Youth180, & Dallas CASA

**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!*

*Joel Bowers*

*Ricky Salas*



## 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 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.**

Dixie Sanders	Jacqueline Greiner	Jasmine Molina	Brenda Vasquez	Spencer Rivera
Norma Jimenez	Balinda Zumbrun	Cornell Kennard	Bianca Zavala	Ivan Luna Delgado
Sharon Green	Yolanda Young	Yamilet Longinos	Magaly Arzate	Omoshola Gafari
North Dallas Tax Office	Madison Eatwell	Wendolyn Phillips	Cazsa Clermont	Robin Porter
Jejlan Mati	Sandra Bowie	Ariana Woodberry	Lauren Leiva	Socorro Delgado

- ◇ The Grand Prairie Tax Office works very efficiently. Everyone was very polite and our rep Madison was so kind and informative.
- ◇ Young Ms. Spencer went beyond her duty to help me with my problem!
- ◇ Yolanda provided excellent customer service!
- ◇ Cazsa is an amazing person. Very responsive and responsible and very professional
- ◇ Jejlan is a very patient person who carries a beautiful smile and attitude.
- ◇ My visits to the office managed by Mr. Garcia are always quick, efficient, error-free, and pleasant. The office is clean and organized. The staff is welcoming and helpful. Thank you!
- ◇ Bianca was ever so patient and ever so kind in educating me on how the taxes work.
- ◇ Great service every time we have needed to stop by this location! We have visited several location over the years and this location has been doing an excellent job!!
- ◇ Sharon Green was amazing, accurate, fast, and friendly. Made the whole process super easy
- ◇ Mr. Cornell is awesome! He's friendly and kind. God bless you sir.
- ◇ Balinda made a dreaded experience pleasant. Thank you so much!
- ◇ Yamilet did an excellent job helping me to split my Property Taxes in installments (+65 years old). She was professional, knowledgeable, and courteous. It was a great experience to interact with Yamilet today.
- ◇ Ariana was both professional and service oriented. I am a 100% disabled vet. Grumpy, not easy to work with. I left with a smile. This is the best office to come into.
- ◇ Upon arrival, Ms. Dixie was patient, kind and professional during a busy office day. Her friendliness and smile made my day. I appreciate the clear and transparent communication throughout the entire process. Excellent customer service!
- ◇ Excellent customer service! Very respectful and professional. Went above and beyond for me to help.