



DALLAS COUNTY TAX STATEMENT

ISSUE: XLVIII

January-March 2021

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

We've never looked forward to Spring so much as we do this year. Hopefully Spring 2021 brings healing, vaccinations and a little bit of normalcy back to our lives. During the last year, the Tax Office hasn't missed a beat. Deadlines were met, revenue was collected and our residents were served with a smile (behind a mask of course)! I'm very proud of the way our team has adapted to COVID and created processes that are safe for each other and the public we serve.

This quarter we celebrated our teams with our annual Employee Appreciation Days in March. Thank you to each and every one of our Team members. I know I embarrass you when I stop everything at a branch office and make an announcement about how awesome you are in front of a lobby fully of customers, but that's how proud I am of you! Check out pages 10 and 11 for more. Congratulations to **Kerriann Pringle** as she retired with 10 years of service to our citizens. You can see her celebration on page 5.

Customer Care held its annual P.R.A.I.S.E Ceremony this year... COVID style of course. Way to go CCC TEAM! Check it out on page 7. Congratulations to this quarter's Employees of the Month, **Cici Garcia, Rosa Romero** and **Karen Cordova**. Read about these awesome ladies on page 12. Check out what some of our citizens said about the awesome Tax Office Team on page 14. It's a true testimony to awesome service when someone takes the time to tell us how great their service was at the Tax Office.

Enjoy the pretty weather before it gets HOT! As always, I'm humbled and honored to be serving as your Dallas County Tax Assessor/Collector as I start my 4th four year term. Stay masked and stay safe!

~ **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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BIRTHDAYS

January

Shahid Ayub	1	Vanessa Rodriguez	15
Pamela Gibson	1	Sondra Copling-Webb	16
Alice Oreste	1	Cecilia Garcia	17
Irma Mendez	3	Tashawna Williams	18
Alexander Mendoza	3	Valeria Aguirre	19
Priscilla Cook	5	Diane Nguyen	20
Melissia Epperson	5	William Thompson	20
Dixie Sanders	5	Tiana Swanson	22
Kwabena Asamoah-Nkansah	7	Jacqueline Ramirez	23
Derick Brown	7	Shermika Bennett	23
Martha Guia	7	Kiabeth Romero	24
Ricardo Salas Sanchez	7	Eugene Clay	26
Carla Sandoval	9	Abraham Alcalá	26
Carmen Sanchez	10	Arsenia Paul	30
Vivian Williams	13	Lauren Carey	31
Laketricia Ogunlende	14		
Ashley Delgado	15		

February

Gunther Garces	2
Evelyn Gallow	5
Erika McEwan	7
Alvinia Barge	9
Jason Ortiz	9
Donald Sivley	11
Laura Mati	13
Jacqueline Greiner	14
Amanda Andrews	16
Monica Atsu	19
Bridget Hernandez	20
Yvonne Bunkley	21
Jaleesa Odom	21
Sherwana Milam	22
Florence Watson	28

March

Hubert Ross II	1
Balinda Zumbrun	4
Gwendolyn Bownds	5
John Curry	5
Rhaevan Shields	6
Elizabeth Salazar	8
Octavio Rojo-Morales	8
Diana Guerrero	9
Antoinette Collins	11
Charnique Graham	11
Juan Gonzalez	11
Yesenia Aguilar	12
Delia Guajardo	13
Jessica Rubin	15
Shannon Burchfield	16
Gabrielle Peters	19
Jennifer Richards	20
Charlotte Tomlinson	21
Ronnie Williams	22
Rhonda Hadnot	22
Elizabeth Nedd	24
Cynthia Reyna Mendez	29
Debra Davis	31

SERVICE ANNIVERSARIES

January

2 Years	10 Years
Yesenia Aguilar	Keriann Pringle
Balinda Zumbrun	12 Years
3 Years	Lalara Daniels
Blen Biru	Ana Gonzalez
Michelle Delacruz	13 Years
Kendra Winn	Cynthia Herrera
4 Years	14 Years
Willie Johnson	Nina Jackson
5 Years	20 Years
Samantha Ramirez	Alice Oreste
7 Years	
Ellen Hays	
9 Years	
Hubert Ross II	

February

1 Year	9 Years
Donald Sivley	Curtanya Bailey
Jeremy O'Daniel	Gabrielle Peters
2 Years	14 Years
Peggy McCormick	Ema Ruiz
Tabriae Riley	17 Years
Kiabeth Romero	Cheryl Smith
5 Years	18 Years
Andrea Houston	Carlos Rincon
Ada Sanchez	20 Years
7 Years	Cecilia Garcia
Ashley Delgado	

March

1 Year	9 Years
Liliana Valdez	Michelle Gonzalez
Yulissa Amaro	Blanca Nieto
Kennicia Williams	10 Years
2 Years	Phyllis Jones
Destiny Flores	11 Years
Cornell Kennard	Jessie Bigley
4 Years	12 Years
Karen Cordova	Debra Davis
Bryan Guzman	14 Years
5 Years	Maricela Garcia
Aurora Parra	Antoinetta Haynes
Wesley Sharp	15 Years
6 Years	Delia Guajardo
Alejandro Rodriguez	19 Years
8 Years	Donna Higbee
Anthony Kellum	

NEW EMPLOYEES ON BOARD



Stephanie Huerta	Part time Representative	Grand Prairie
Yvonne Sprague	Part Time Representative	Admin
Terrence Mitchell	Part Time Representative	Mesquite

PROMOTIONS

Willie Johnson	Full Time Representative	Oak Cliff
Bryan Lopez	Full Time Representative	Garland
Ernest Bates	Part Time Representative	Dealer Ops
Meza Araceli	Full Time Representative	Property Tax
Citlali Torres Ruiz	Full Time Representative	North Dallas
Larry Gray	Full Time Representative	Dealer Ops
Alejandra Rocha	Full Time Representative	Grand Prairie



Congratulations!

DEPUTIZATIONS



On January 4th, 2021 the Tax Office staff received their deputations from the Honorable John R. Ames, as he delivered the Oath of Office to Tax Office employees. Pictured above are some of the employees of the Tax Office taking their oaths.

QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	January	February	March	January	February	March	January	February	March
Garland	5,908	4,756	9,354	10,506	8,528	11,708	4,801	937	511
Grand Prairie	5,645	4,460	7,493	8,676	6,894	12,229	4,723	559	509
Mesquite	2,721	2,736	4,528	6,612	6,044	10,201	4,422	686	717
North Dallas	6,958	6,333	9,461	10,142	9,053	13,852	3,906	354	409
Oak Cliff	3,234	2,565	5,511	7,174	6,132	12,664	6,907	982	1,350
South Dallas	4,986	4024	6,042	8,547	6,721	11,708	3,012	527	550



BY THE NUMBERS...

1st Quarter 2021	Totals
OTC Property Tax Payments	35,862
Registrations Processed	576,742
Titles Processed	112,229
webDealer Transactions	48,146
Checks Processed by RPS	229,085
Customer Calls answered	64,050
Neighborhood Location Registration Transactions	122,835
Scofflaw Rejections	462

RETIREMENTS

KERIANN PRINGLE



On Friday January 15, 2021 the Dallas County Tax Office celebrated the retirement of Keriann Pringle. She started her employment with Dallas County in January of 2011 in the Property Tax division of the Dallas County Tax Office in the Records building, then moved to Ren Tower. She enjoys reading and anything involving her two children and seven grandchildren. After retirement she plans to spend time between her homes in Dallas and Tyler, and when Covid is under control she wants to travel and spend even more time with her grandchildren. Keriann you will be dearly missed and we wish you all the best in your retirement.

PRESS CONFERENCE AT THE SOUTH DALLAS GOVERNMENT CENTER



On Wednesday January 13, 2021 the Honorable John R. Ames, Tax Assessor/Collector, was joined by Commissioner John Wiley Price for a Press Conference that was held at the new South Dallas Government Center. They spoke about the announcement by Texas Governor Greg Abbott of the lifting of the temporary waiver of certain vehicle title and registration requirements as of April 14, 2021. Dallas County Tax Assessor/Collector John R. Ames explained the timeline and options for getting vehicle registration renewals while avoiding large crowds, long waits and potential law enforcement citations. To see if your vehicle can be registered online, visit www.dallascounty.org/tax.

RECORDS BUILDING RENOVATIONS



The Records Building renovations have preserved some of Dallas County's richest history. The Dallas County Records Complex is a patchwork of three buildings: The Old Criminal Courts Building, The Records Building and The Records Building Annex. As Dallas County grew, the buildings provided space for offices, jail cells, courtrooms and record storage. Preserving the buildings' history has been central to the project design and development.

Some interesting facts about the renovation include:

- 40,000 square feet of additional floor area is being reclaimed and added to the overall floor plan for the three buildings.
- Floors 4-7 were removed and replaced to align the three buildings, making access between the buildings easier, and to improve the overall function of the structure.
- The building's facade has been cleaned protected and is preserved so that its historic appearance remains.
- Over 900 tons of structural steel has been added to reinforce the building's structure.

Preservation highlights include:

- A paint investigation took place, during which eight layers of wall paint were scraped through to reveal the original paint color.
- Historical pictures were removed for safekeeping and will be returned.
- Components of a jail cell were preserved and can be reassembled so that visitors can experience standing in a historic jail cell.
- From doors and trim to the Complex's original white marble, all has been removed, renovated and preserved.

As Dallas County Administrator **Darryl Martin** said at the beginning of this massive project **"It's important to tell the story. Dallas County has a fascinating history. The challenge is to preserve as much as we can and not forget the past."**



CUSTOMER CARE'S PRAISE AWARDS



Teresa Dawson

On February 24th, the Customer Care Center held their annual PRAISE AWARDS ceremony, with a COVID friendly twist.

We are so proud of each of the dedicated team members, who were recognized with a Certificate and a thoughtful goody bag.

Each of these Customer Care Representatives met the highest customer care standards in order to be recognized in this annual program



Tina Garcia



Michelle De La Cruz



Jasmine Rojas



Yadira Zamarripa



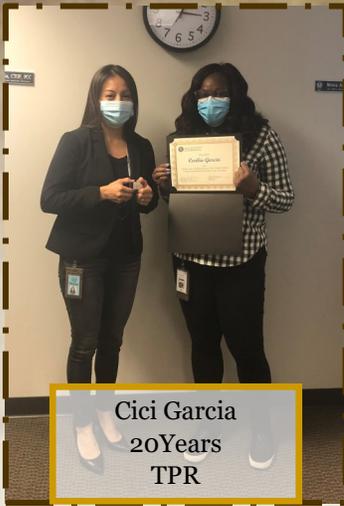
Elizabeth Nedd



Deborah Davis



Left to right: Ofelia Clemente (Lead), Laketricia Ogunlende (Manager), Noemi Vazquez (Assistant Manager), and Melissia Epperson (Lead).



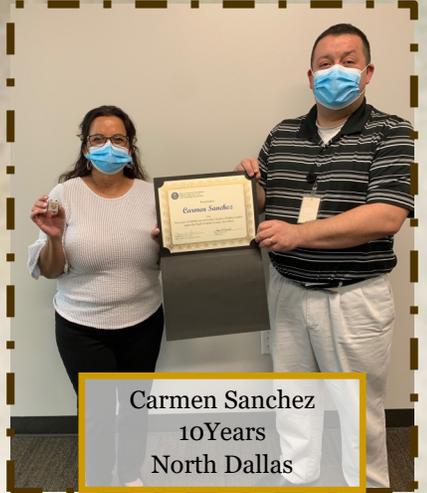
Cici Garcia
20Years
TPR



Alice Oreste
20Years
Dealer Ops



Delia Guajardo
15 Years
Grand Prairie



Carmen Sanchez
10Years
North Dallas

Congrats On These Milestones!



Karen Beechum
5 Years
Dealer Ops



Vanessa Rodriguez
5 Years
MV Admin



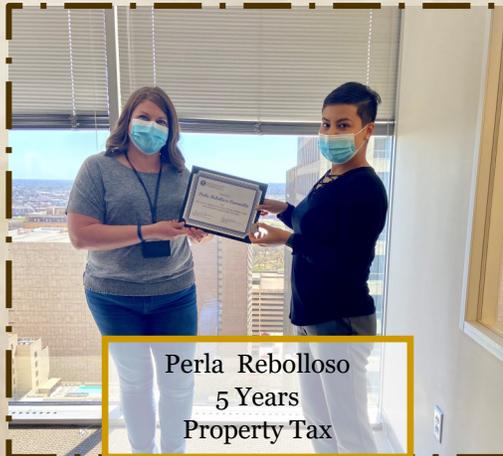
Cynthia Mendez
5 Years
MV Admin



Margaret Ruiz
5 Years
North Dallas



Wesley Sharp
5 Years
North Dallas



Perla Reboloso
5 Years
Property Tax



Michelle Campos
5 Years
Mesquite

Congrats On These Milestones!



Wendolyn Phillips
5 Years
Garland



Charles Taylor
5 Years
Special Ops



Catina Diggs-Thibodeaux
5 Years
MV Admin

PERSONAL RECOGNITIONS

Charnique Graham, of our North Dallas office, welcomed the newest addition to her family, Charlie Jhene Dyson, on 3/25/2021.



Lorrie Phillips, of our Garland office, welcomed her granddaughter, Bexley Rae Phillips, on 2/23/2021.



On the very last day to pay Property Taxes, all of our branches handled the rush of taxpayers with ease and grace. But, we did have one taxpayer remaining at 4:30! Welcome to the Oak Cliff Tax Office Mr. Bernie Sanders!

Don't forget!
You can submit your own personal recognitions to Destiny by emailing photos and information on your newest achievements, graduations, or births to Destiny.Flores@dallascounty.org

EMPLOYEE APPRECIATION DAY



On March 4th, Tax Assessor/Collector, John R. Ames & Chief Deputy, Peggy McCormick celebrated Employee Appreciation Day by delivering baskets and bags of goodies and fruits to each branch, and thanking every team member for their contribution to our success!



EMPLOYEE APPRECIATION DAY



Admin



RenTower Lobby

On March 5th, Mr. Ames & Ms. McCormick celebrated Employee Appreciation Day at RenTower, by delivering baskets of fruit and bags of goodies to every department on the 26th floor.



MV Admin



CCC/TPR



Property Tax



Special Ops



Dealer Ops

Thank you to all of our Dallas County Tax Office team members! You're the BEST!!

1ST QUARTER EMPLOYEES OF THE MONTH

JANUARY



*Cecilia Garcia
TPR/CCC*

Cici Garcia is an exemplary employee for the Dallas County Tax Office. Cici is known for her focus, follow-through, dedication and willingness to give 100% every day at work. Additionally, over the holiday season she supported the Tax Assessor/Collector and Chief Deputy in dealing with multiple Covid related HR questions and issues while dealing with staff shortages and absences. She is always available to help anyone in the Tax Office, and answer any inquiry they might have. Cici is highly dependable and has a positive attitude at all times. She works in a timely and efficient manner. No matter how busy she is, she always makes sure to finish any project and goes the extra mile to meet deadlines, even working nights and weekends to accurately complete payroll. She prioritizes her job and makes sure to do her best to help everyone even if it is an issue which is not her direct responsibility. She also makes sure every new Dallas County employee feels welcomed and comfortable during the on-boarding process. Cici is an asset to the Dallas County Tax Office and a pleasure to work with.

FEBRUARY



*Rosa Romero
Accounting*

Aside from her numerous daily duties as the Accounting Manager, Rosa Romero has become the subject matter expert (SME) in installing and troubleshooting Point of Sale (POS) terminals. She has developed an inventory process that identifies each POS terminal in the Tax Office and the working status of each one. She skillfully manages major installations by organizing meetings between the Tax Office and the vendor prior to branch moves. In recent months, Rosa assured the terminals would be ready for the North Dallas and South Dallas Government Center branch moves by ordering, inspecting and inventorying the equipment well in advance of the moves. Before each branch move, she was on site installing and testing the equipment. She voluntarily spent long days, late nights and Saturdays working with Dallas County IT, the vendor and the owner of the equipment to assure the branches had working terminals at each station. She made several trips out to the branches during the first few weeks of opening to troubleshoot terminal issues. She continues to explore new methods to create efficiencies with the equipment, including reprogramming the terminals when necessary. Rosa can be trusted to accomplish the best possible results in any assigned task without direct oversight. Her calm demeanor, positive attitude and infectious laugh aid in assuring the Accounting Team and anyone that works with Rosa, that they can depend on her to get things done.

MARCH



*Karen Cordova
Mesquite Tax Office*

Karen is being nominated for her outstanding performance. She totally rocked during the Property Tax season. We were super busy & Karen never missed a beat. She helped any & every customer with a smile (yes we knew she was smiling even with her mask on—you can see it in her eyes) and a bright positive attitude! Property Tax season can be very hectic but Karen stayed cool, calm, and collected. She had little to no issues balancing even though she was handling an abundance of cash on a daily basis. Karen is a team player and she never seems to mind helping her fellow coworkers; for example there are times that she is helping a Motor Vehicle customer while her neighbor is handling a Property Tax Customer, and Karen is able to easily transition from one transaction to the next. Karen always arrives to work in plenty of time to get her day started. She has a very positive “can do” attitude towards every customer in need. Karen is an asset here in the Mesquite Tax Office Branch and we truly appreciate all her hard work during these difficult times.

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
\$750.00

February
\$750.00

March
\$750.00

EMPLOYEE OF THE MONTH HONORABLE MENTIONS

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!**

Kellee Dunn-Richardson

Jessica Rubin

Hubert Ross

Celia Salas

Bryan Guzman

Melanie Sanchez

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: Employee should have no disciplinary actions(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.

CITIZEN APPRECIATION

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

Shannon Burchfield	Tiffany Lafargue
Laketricia Ogunlende	Tina Garcia
Elizabeth Nedd	Yulissa Amaro
Michelle De La Cruz	Rochelle Clayborn
Esmeralda Cuellar	Irma Mendez
Yadira Zamarripa	Tarsha LeSueur
Teresa Dawson	Louis Wright
Miriam Hernandez	Samantha Ramirez
Ashley Guevara	Dyvone Villa

- ◇ She was excellent, has a beautiful calming phone voice, very professional and very helpful. Great Job!
- ◇ They were just superb, helpful, professional, kind and they are just two excellent employees.
- ◇ She is such an asset to the Tax Office, sweet, bright, cheery, and answered all of my questions efficiently.
- ◇ She was very helpful and explained everything very clearly to me, she was very professional, kind, I just wanted to let someone know how great she was.
- ◇ We should have her instruct employees on how to talk on the phone, she answered all my questions and was professional. At 98 years old and have to do everything by phone, I am grateful that the Tax Office has someone to answer calls from within the office and not from home even though we are in a pandemic.
- ◇ She has a great attitude...impeccable. She answered all my questions. She is top drawer. You need more agents like her!
- ◇ She is a great person who always treats customers with respect and professionalism.
- ◇ Thank you for your quick response to my email. You and your team are awesome and doing great a great job on behalf of Dallas County residents. Keep up the good work.

Great Job!

