



# DALLAS COUNTY TAX STATEMENT

ISSUE: LIII

January—March 2022

## FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Spring is in the air! It's that beautiful time of year when we have great weather and gorgeous flowers. Don't blink, the blistering summer will be here before we know it! This quarter the Tax Office has been busy wrapping up current property tax collections and serving our motor vehicle customers. Did you know we transfer more vehicle titles in the month of March than any other month? Why you ask....that's a great question. Some people say that when folks get their income tax returns back they use it as a down payment on a new, or new to them, car. But I think it's like spring cleaning, out with the old and in with the new....and if it's a convertible even better!

Congratulations to the **Oak Cliff Branch** for winning the 4<sup>th</sup> Quarter Branch of the Quarter Award. They are settling in nicely to the new Oak Cliff Government Center. Way to go Employees of the Month this quarter, **Juanita Aguirre** from Property Tax; **Yadira Zamarripa** from the Customer Care Call Center; and **Glenda Jesttes** from the Motor Vehicle Mesquite Branch. Read all about these awesome ladies on page 6.

We extend happy retirement wishes this quarter to **Dixie Sanders** from the Motor Vehicle Grand Prairie Branch and **Ramona Lee** from the Accounting Division. These ladies take over 40 years of Tax Office experience with them. Thank you for all the years of service and stay safe in your retirement adventures. Thank you to all our team members for being awesome! March 4<sup>th</sup> was **National Employee Appreciation** day but with so many locations to recognize, the Tax Office Cabinet Members visited Branches on the 3<sup>rd</sup>, to show our appreciation, and then recognized the Records Building Team on the 4<sup>th</sup>. We do nothing alone, right Commissioner Daniel? The Tax Office has some of the hardest working employees in all of Dallas County! Check out the pictures on page 9.

The Customer Care Call Center held their annual red carpet event this year recognizing their team. This year's theme was "**Wonder Women**"! Take a look at the event on page 10. Speaking of great employees – check out page 12 for our top producers during the December and January peak season rush! Way to go Team!

In the know....Special Assistant **Yesenia Leon** and I recently worked with Telemundo and NBC 5 to help spread the word about how to best title your vehicle, renew your registration and the new 30 day permit process. We especially noted where NOT to do business to keep your transactions legal.

Thank you to all the Dallas County Citizens who took a minute to recognize the service they were provided by the Tax Office. I really enjoy reading the positive comments about our team. Read them yourself on page 14.

As always, it's an honor, privilege and a pleasure to serve as your Dallas County Tax Assessor/Collector! Stay Safe my friends, 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

Pam Gibson	1	Sondra Copling-Webb	16
Alice Oreste	1	Cici Garcia	17
Irma Mendez	3	Tashawna Williams	18
Alexander Mendoza	3	Diane Nguyen	20
Priscilla Cook	5	William Thompson	20
Melissia Epperson	5	Tiana Swanson	22
Dixie Sanders	5	Jacqueline Ramirez	23
Kwabena Asamoah-Nkansah	7	Kiabeth Romero	24
Derick Brown	7	Abraham Alcala	26
Martha Guia	7	Jayla Johnson	28
Ricardo Salas Sanchez	7	Arsenia Paul	30
Carla Sandoval	9	Lauren Carey	31
Carmen Sanchez	10		
Sally Duran	13		
Ulisses Mata	13		
Laketricia Ogunlende	14		
Ashley Delgado	15		
Vanessa Rodriguez	15		



## February

Gunther Garces	2
Jaydon Cox-Spivery	5
Erika McEwan	7
Alvinia Barge	9
Jason Ortiz	9
Donald Sivley	11
Laura Mati	13
Jacqueline Greiner	14
Amanda Andrews	16
Delorian Carlyle	18
Monica Atsu	19
Bridget Bailey	20
Samantha Ramirez	20
Yvonne Bunkley	21
Victoria Caldwell	26
Ann Watson	28
Chazmin Lacy	28

## March

Hubert Ross II	1
Balinda Zumbrun	4
Gwen Bownds	5
John Curry	5
Elizabeth Salazar	8
Octavio Rojo-Morales	8
Diana Guerrero	9
Antionette Collins	11
Charnique Dyson	11
Socorro Delgado	12
Wanda Harkless	12
Ema Ruiz	12
Delia Guajardo	13
Jessica Rubin	15
Gabrielle Peters	19
Jennifer Richards	20
Rhonda Hadnot	22
Ronnie Williams	22
Elizabeth Nedd	24
Anastasia Paul	26
Debra Davis	31

# SERVICE ANNIVERSARIES

## January

<b>3 Years</b>
Balinda Zumbrun
<b>4 Years</b>
Blen Biru
Kendra Winn
Michelle Delacruz
<b>5 Years</b>
Willie Johnson
<b>6 Years</b>
Yesenia Leon
Samantha Ramirez
<b>8 Years</b>
Ellen Hays
<b>10 Years</b>
Hubert Ross II
<b>13 Years</b>
Ana Gonzalez
LaTara Daniels
<b>15 Years</b>
Nina Jackson
<b>21 Years</b>
Alice Oreste

## February

<b>2 Years</b>	<b>19 Years</b>
Jeremy O'Daniel	Carlos Rincon
Donald Sivley	<b>21 Years</b>
<b>3 Years</b>	Cici Garcia
Peggy McCormick	
Tabraie Riley	
Kiabeth Romero	
<b>6 Years</b>	
Andrea Houston	
Ada Sanchez	
<b>8 Years</b>	
Ashley Delgado	
<b>10 Years</b>	
Curtanya Bailey	
Gabrielle Peters	
<b>15 Years</b>	
Ema Ruiz	
<b>18 Years</b>	
Cheryl Smith	



## March

<b>2 Years</b>	<b>12 Years</b>
Yulissa Amaro	Jessie Bigley
Socorro Delgado	<b>13 Years</b>
<b>3 Years</b>	Debra Davis
Destiny Flores	<b>15 Years</b>
Cornell Kennard	Maricela Garcia
<b>5 Years</b>	Antoinetta Haynes
Karen Cordova	<b>16 Years</b>
<b>6 Years</b>	Delia Guajardo
Aurora Parra	<b>20 Years</b>
Wesley Sharp	Donna Higbee
<b>7 Years</b>	<b>24 Years</b>
Alejandro Rodriguez	Melissia Epperson
<b>9 Years</b>	
Anthony Kellum	
Ricardo Salas Sanchez	
<b>10 Years</b>	
Blanca Nieto	
Michelle Gonzalez	
<b>11 Years</b>	
Phyllis Jones	

## NEW EMPLOYEES ON BOARD

Welcome

Sylvia Mata	Ful Time Rep	North Dallas
Akwasi Nti	Ful Time Rep	North Dallas
Katrina Brooks	Full Time Rep	Grand Prairie
Tere Escalera	Full Time Rep	South Dallas

## PROMOTIONS

Maria Pineda	Asst MV Trainer	MV Admin
Devonne Monroe	Data Processing Coordinator	PTAX
Veronica Gallegos	MV Specialist	Downtown
Jacqueline Diaz	Lead Representative	PTAX
Chazmin Lacy	Customer Care Representative	CCC
Aulexus Williams	Lead Representative	Downtown
Ivan Rodriguez	Lead representative	North Dallas

Congratulations!

## BRANCH OF THE QUARTER



## CONGRATULATIONS!

to the

**Oak Cliff Branch**

for winning the “Branch of the Quarter” Award for the 4th quarter (October —December). Winning this award truly demonstrates great teamwork. & commitment to excellence.



# QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	January	February	March	January	February	March	January	February	March
<b>Downtown</b>	3,875	4,110	5,921	6,259	5,121	8,268	2,117	635	631
<b>Garland</b>	5,863	6,731	9,220	8,724	10,090	14,555	4,908	424	342
<b>Grand Prairie</b>	5,047	5,070	6,936	7,140	7,670	11,551	4,908	424	525
<b>Mesquite</b>	3,247	3,667	5,373	5,937	7,094	10,767	4,082	608	502
<b>North Dallas</b>	4,926	5,399	7,218	7,606	8,191	11,871	3,466	333	306
<b>Oak Cliff</b>	3,762	4,187	6,406	5,895	6,304	10,547	4,693	790	776
<b>South Dallas</b>	3,696	3,829	5,105	6,499	6,804	10,391	3,169	626	582



## BY THE NUMBERS...

1st Quarter 2022	Totals
OTC Property Tax Payments	<b>33,492</b>
Registrations Processed	<b>479,896</b>
Titles Processed	<b>154,681</b>
webDealer Transactions	<b>134,724</b>
Checks Processed by RPS	<b>199,947</b>
Customer Calls answered	<b>56,538</b>
Neighborhood Location Registration Transactions	<b>133,061</b>
Scofflaw Rejections	<b>349</b>



# *Congratulations On These Milestones!*



**Donna Higbee**  
20 Years  
Motor V Admin



**Blanca Nieto**  
10 Years  
Property Tax



**Curtanya Bailey**  
10 Years  
Property Tax



**Erica Goodman**  
10 Years  
Data Processing



**Hubert Ross II**  
10 Years  
Operations



**Gabby Peters**  
10 Years  
Motor V Admin



**Gaylon Gowans**  
5 Years  
Operations

*Congrats!*



**Sue Pecina**  
5 Years  
Records branch

# EMPLOYEES OF THE MONTH

## JANUARY



*Juanita Aguirre  
Property Tax*

Juanita continues to meet and exceed all expectations as a Senior Representative in the Collections Department. Her positive attitude each day makes her easy to work with and she is a great team player. Even when it gets tough, she always has the best attitude. She handles a wide variety of daily duties, which include opening mail, working the online portal payments, answering emails and phone calls, and assisting Representatives with questions. Juanita consistently meets all established expectations and regularly goes beyond what is required of her. Recently, she was called upon to take over additional responsibilities due to staffing shortages and she eagerly took on the challenge of learning the new responsibilities without any complaints and with a great smile and willing spirit! Thank you! Juanita is flexible, dependable and does a great job with multitasking. She is a great asset to the Collections team. Not only does she find a way to get things done, but she also displays excellence while doing so. We are so proud to have Juanita on our team!

## FEBRUARY

Our new Lead/Trainer Yadira Zamarripa is a great candidate to be Employee of the Month because she always exhibits a friendly, positive and “can do” attitude. Whenever feedback is provided, she takes it as a learning opportunity to do better and quickly implements the suggestions. Yadira became the new lead/trainer in CCC in July, and she made excellent contributions. She quickly reviewed the training material and updated the information to be more up to date and precise. She did an excellent job of training the new hires, who all passed their final exams with flying colors! Some of the feedback the CCC representatives gave about Yadira: “Super Nice.”, “She’s sweet, kind and always professional”. “She is great with customers and amazing with coworkers. She was perfect for the Lead position. Doesn’t hesitate to give you pointers and help when you ask”. “Very nice and is a good trainer. She makes sure to get you the correct answer. She’s very funny!”. “Helpful, knowledgeable and makes sure you understand the material”. As a lead, Yadira takes escalated calls from citizens and makes sure to always sound professional while explaining the policies and procedures in a clear and understandable way. Yadira has been a great addition to the Leadership team in CCC!



*Yadira Zamarripa  
Customer Care*

## MARCH



*Glenda Jesttes  
Mesquite Tax Office*

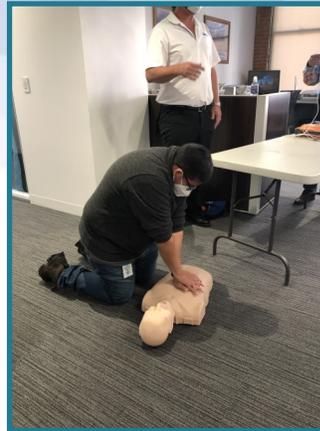
Glenda Jesttes has been a dedicated employee of the Tax Office for 19 years! She loves her job and it shows! Glenda comes to work every day with the intention to help each customer she serves. If she cannot help someone, she gives them detailed information on what they need to get it done. She shows true empathy when she is unable to help someone achieve their goal of getting whatever it is they came to do at the Tax Office. Glenda is extremely reliable, and in our office she is known as the Property Tax Queen. Glenda always remains calm, focused, and positive, while having a smile on her face. Her wonderful attitude exuberates through the entire office. She ensures that customers have the correct exemptions on file, even printing homestead or over 65 applications for them. She greets each customer with a unique welcome and does not let anyone walk away without ensuring that they are aware of any other property taxes due for other collectors. Almost all of her customers laughed or smiled at some point of their interaction with Glenda. She has the natural ability to make the customer feel special while effectively providing the service requested. Glenda is a leader in her own way, and she is always happy to help her fellow co-workers in any way. She is full of information and advice that she has gained through her years of experience. She takes the newcomers under her wing and lets them know she is there for them if they need help. She is the most kindhearted person that the Mesquite branch has the pleasure of working with!

# AED TRAINING



On January 11th, we had Chris Craig with Zoll Medical Corporation stop by our office and assist in teaching our office how to use the AED machines located in the Records Building.

Thank you to Jose Moreno for helping schedule this important training.



# PERSONAL RECOGNITIONS



Jason Ortiz of the Administration department welcomed his newest daughter, Owynn Ortiz, on the 17th of January.  
Congrats Jason!



Tarsha LeSueur, of the Property Tax department, welcomed her first granddaughter, Dasia, on the 13th of January.  
Congrats Tarsha!



Property Tax's 2022 PRIDE winners!  
(left to right: Assistant Director Amber White, winners: Aracely Meza, Ricky Salas, Joanna Palacios and, Director Christina Benedict)

# RETIREMENTS

## DIXIE SANDERS



**H**appy retirement to Dixie Sanders. On February 28th, Dixie celebrated her last day with her Grand Prairie Team after serving the Dallas County citizens for the past 15 years. She plans to take care of her mother and her fur babies during her well-deserved retirement.

Thank you Dixie!

HAPPY  
*retirement*

## RAMONA B. LEE

**O**n March 24th the Tax Office celebrated Ramona B. Lee's 26 years of faithful service to Dallas County's Tax Office and its citizens with a joyous retirement celebration! She was joined by both of her daughters, her three grandchildren, and her loving Accounting team, as well as numerous co-workers from many departments in Dallas County.

Ramona says she looks forward to more opportunities to play pool, go fishing, travel, and celebrate her BEST life.!



*We'll  
Miss You*

# EMPLOYEE APPRECIATION DAY

On March 3rd, Tax Assessor/Collector John R. Ames and our team of Directors visited our 7 branches to deliver loads of appreciation and treats!  
The following day, on March 4th, the 3rd Floor enjoyed cupcakes & snacks served by the Directors!  
**Thank you to every single member of our amazing Team!**



DALLAS COUNTY TAX OFFICE  
JOHN R. AMES, CTA  
TAX ASSESSOR/COLLECTOR

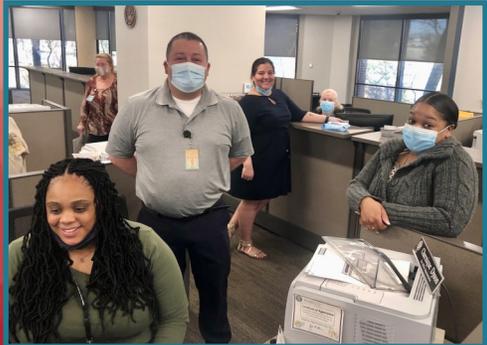
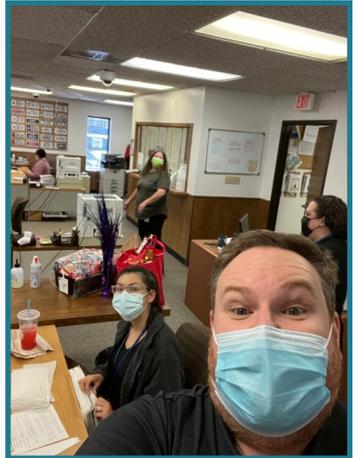
*Certificate of Appreciation*

A Tax Office is only as good as its employees, and employees like you make this Tax Office GREAT!

*Employee Appreciation Day 2022*

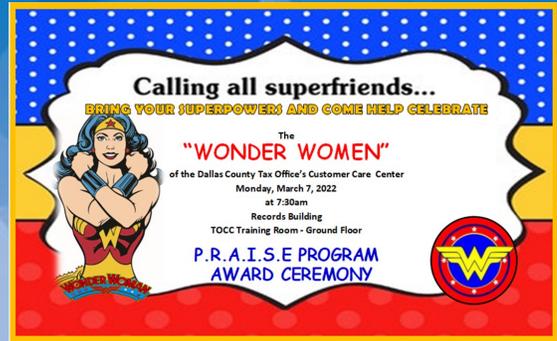
thank you!

*John R. Ames*



## CUSTOMER CARE “PRAISE” AWARDS

The Customer Care Center held their annual PRAISE awards on March 7th. This awards ceremony shines a light on their team members accomplishments throughout the year. This year’s celebration honored the “Wonder Women of CCC”!



## CUSTOMER CARE AND DETAILS MAKE A DIFFERENCE



The Tax Office offers a class that focuses on delivering excellent customer care, and while there was a break during COVID, we were happy to start these classes again in the beautiful new Records Building. Every team member will take this class annually with the goal of continually prioritizing the Tax Office Mission statement of “Providing Dallas County citizens with Excellent Service using Innovative Technology to Ensure Quality Collections.”



# TELEMUNDO INTERVIEW



On March 31st, Tax Assessor/Collector John R. Ames and Special Assistant Yesenia Leon were interviewed by Martha Minjarez of NBC/Univision in the lobby of the newly renovated Records Building. They provided information to help citizens better understand the essential services that the Tax Office offers.

## DID YOU KNOW?

By Applying for a

### **HOMESTEAD EXEMPTION**

You could lower your home's taxable value. A lower taxable value means you could pay less property taxes!

For more information visit:  
[www.dallascad.org](http://www.dallascad.org)



# BRANCH TOP PRODUCERS

December 31<sup>st</sup> and January 31<sup>st</sup> are two of the busiest days of the year in the Tax Office!

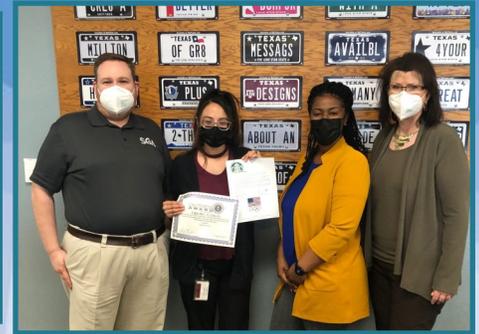
We are proud to recognize the representatives who were the “Top Producers” on these two busy days in each of our Branch offices for their hard work, extra effort and exceptional commitment to serve our customers! Our 7 branches served over 12,000 customers in person on December 31<sup>st</sup> and on January 31<sup>st</sup>, and we thank each of these individuals for stepping up and being so dedicated, swift, and accurate in their customer service!



Tiana Swanson  
Grand Prairie Office



Celia Salas  
Oak Cliff Office



Christina Castillo  
Garland Office



Alejandra Rocha  
Records Building



Glenda Jesttes  
Mesquite Office



Celia Salas & Iris Montemayor  
Oak Cliff Office



Elijah Mellish  
Grand Prairie Office



Erica Cervantes  
Garland Office



Sharon Green  
South Dallas Office



Bonnie Mola & Ivan Rodriguez  
North Dallas Office

# 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  
MADD
- February  
LETOT
- March  
CASA

## 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!**



*Ricardo Salas*

*Jessica Rubin*

*Erica Cervantes*

*Delia Guajardo*

*Paulina Bustamante*

*Diane Nguyen*



### 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 recognition from Dallas County citizens for their outstanding and dedicated customer service.**

Jasmine Rojas	Bianca Douglas	Miriam Hernandez	Veronica Romo	Vanessa Soto
Tarsha LeSueur	Andrea Houston	Ashley Guevara	Nancy Malagon	Brandy Tsegai
Deyanira Rodriguez	Erica Cervantes	Raven Dossey	Jayla Johnson	Liliana Valdez
Wilean Blair	Derik Brown	Ania Cantu	Shanathia Prater	Wesley Sharp
Benjamin Throop	Janice Burson	Ema Ruiz	Robin Porter	Kiabeth Romero
Hubert Ross II	Zoraida Carrazco	Carmen Sanchez	Sharon Green	Bonnie Mola

- ◆ I have said this before: John has a great team working with him! You two are awesome and hope everyone knows it! Thank you so much for the clarification on these accounts! Understanding the foreclosure process and ensuring all goes smoothly can be trying at times; we are so glad you guys know what you're doing!
- ◆ Sharon Green is a very respectful, helpful employee. She helped my mom who is hard of hearing and was very patient with her. She was 30 days past due on getting her registration. She was very helpful. Please let Sharon know, thanks!
- ◆ I haven't been treated this well at a Tax Office in while. Everyone was helpful and made my business affairs more streamlined.
- ◆ Bonnie Mola is a great representative for Dallas County.
- ◆ Benjamin Throop is a true professional and a great employee. He should get the highest possible accommodations allowed.
- ◆ Andrea Houston was very helpful! I would gladly come again.
- ◆ Thank you for all your patience and for all the help that was provided. She was a very big help in the process of the title transfer for a new business that in the process. Thank you for all the knowledge.
- ◆ I want to give a compliment for Ashley. She was very polite, helpful, patient, and she walked me through the internet process until I was finished with renewing my vehicle registration.
- ◆ She was outstanding and so very helpful. I truly appreciate her being helpful and courteous. Very helpful and sweet. Thanks to these staff members.
- ◆ Wilean Blair answered all my questions and was very kind and very helpful. She took time to explain to me. Thank you for having people who are very helpful in doing their job.
- ◆ Ross at the front desk was so kind and courteous. It was a breath of fresh air in a world that needs more spirits like him!!! Thank you!
- ◆ Nancy is a great person who is very dedicated to her job. Her professionalism and friendly customer service clearly shows and says much about her. Not only she is a very efficient worker but also does it with love for her job. Great to be around her.
- ◆ Very nice and helpful. I don't believe I ever had such a pleasurable experience at the Tax Office.
- ◆ Once again thank you so much. Zoraida Carrazco was Johnny on the spot and extremely helpful. I know I've said this before but can you teach the city of Dallas your system so they work as smoothly and as well oiled as you and all of your people?
- ◆ I was recently in the Tax Office at the North Dallas Government Center, and had a wonderful experience despite the number of customers at the location. Carmen Sanchez was pleasant, professional and was very helpful. I did thank her for the great service but thought that you should know that she had a great attitude during the entire transaction.