



DALLAS COUNTY TAX STATEMENT

ISSUE: LXV

January—March 2025

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Spring has finally arrived to North Texas... don't blink, the blistering Summer is just around the corner! The Tax Office has transitioned from our peak property tax collection season into our peak motor vehicle title and registration season. Did you know that more people purchase vehicles in March than any other month of the year? Subsequently, that means more annual registration sticker renewals occur in March too! Rumor is buyers use their income tax returns as a downpayment for a new vehicle. Are you looking to upgrade your current wheels?

Congratulations to the employees of the month for this quarter. We started the year in full force recognizing **Destiny Flores, Deborah Bloomer and Lupita Lazaro!** Read about these awesome team members on page 10. We also celebrated **Rhonda Hadnot's** retirement after 32 years with the Tax Office. It's bitter sweet to lose a team member who's been here that long. We are excited for Rhonda, and honestly, a little jealous!

This year we recognized our amazing team with Breakfast Tacos for National Employee Appreciation Day. It was our "Lets TACO 'bout how great you are!" theme. Check out the pictures of some of our amazing team members on page 9. We couldn't let February pass without recognizing Black History Month. The MV Admin Team display featured the contributions of black professionals in the film industry this year. I always learn something new during this month.

Take a minute and smell the roses before it get's too HOT! As always, I'm honored and humbled to serve along such great team members as your Dallas County Tax Assessor/Collector.

~ 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

Abraham Alcala	Kwabena Asamoah-Nkansah
Angel Araiza	Priscilla Cook
Derick Brown	Ashley Delgado
Sondra Copling-Webb	Cici Garcia
Melissia Epperson	Te'Amber Jobe
Martha Guia	Yamilet Longinos
Lauren Leiva	Eunice Nava
Irma Mendez	Laketricia Ogunlende
Diane Nguyen	Arsenia Paul
Alice Oreste	Jacqueline Ramirez
Lizeth Pineda	Ricky Salas-Sanchez
Vanessa Rodriguez	
Carmen Sanchez	
Julio Alonso	

February

Michael Diaz Calderon
Bridget Bailey
Yvonne Bunkley
Daisy Gamez
Jacqueline Greiner
Laura Mati
Patrick Pinson
Andrew Sierra
Julia Estrada
Angelica Fuentes-Lopez
Amanda Andrews
Alvinia Barge
Victoria Caldwell
Gunther Garces
Jessica Mata
Jason Ortiz
Sam Ramirez
LaQuita Spillman
Eva Gama Torres
Donald Sivley

March

Gwen Bownds
Toni Collins
John Curry
Socorro Delgado
Julissa Garcia
Delia Guajardo
Rhonda Hadnot
Steven Hurdle
Elizabeth Nedd
Jennifer Richards
Geancarlo Roche
Hubert Ross II
Jessica Rubin
Ema Ruiz
Patricia Salas
Aerial Stephenson
Balinda Zumbrun
Morgan Pierson
Magaly Arzate

SERVICE ANNIVERSARIES

January

1 Year	16 Years
Enrique Garcia	LaTara Daniels
Shelby Snow	Ana Gonzalez
Noah Tijerina	18 Years
2 Years	Nina Jackson
Beatrice Brazil	24 Years
Amanda Torres	Alice Oreste
6 Years	
Balinda Zumbrun	
7 Years	
Blen Biru	
Michelle Delacruz	
8 Years	
Willie Johnson	
9 Years	
Yesenia Leon	
11 Years	
Ellen Hays	
13 Years	
Hubert Ross II	

February

1 Year	11 Years
Brianda Garcia	Ashley Delgado
Monica Jones	13 Years
Leslie Pintor	Tanya Bailey
Marybel Trevino	18 Years
2 Years	Ema Ruiz
Omoshola Gafari	22 Years
Ysabel Lopez	Amber White
Raquel Vazquez	24 Years
3 Years	Cici Garcia
Sylvia Mata	
5 Years	
Jeremy O'Daniel	
Donald Sivley	
6 Years	
Peggy McCormick	
TaBriae Riley	

March

1 Year	10 Years
Julissa Garcia	Alex Rodriguez
Pahola Monreal	12 Years
Emily Y. De La Torre	Anthony Kellum
2 Years	Ricky Salas
Valeria Arrona	13 Years
Avril Ramirez	Blanca Nieto
LaQuita Spillman	14 Years
Lisa Thompson	Melissia Epperson
Dixie Sanders	Phyllis Jones
3 Years	15 Years
Tere Escalera	Jessie Bigley
5 Years	18 Years
Socorro Delgado	Maricela Garcia
6 Years	Antoinetta Haynes
Destiny Flores	19 Years
Cornell Kennard	Delia Guajardo
8 Years	21 Years
Karen Cordova	Cheryl Smith
9 Years	
Wesley Sharp	

NEW EMPLOYEES ON BOARD

Matthew Rodela	Part Time Rep	Downtown
Jaidon Blaton	Part Time Rep	Property Tax
Ambra Kearney	Full Time Rep	Property Tax
Angela Mossolle	Program Analyst	TPR
Elizabeth Tinsley	Full Time Rep	North Dallas
Spencer Rivera	Full Time Rep	Downtown
Richard Ayo	Full Time Rep	Operations
Cedric Love	Part Time Rep	North Dallas

**Say
yes to
new
adven-
tures**



PROMOTIONS

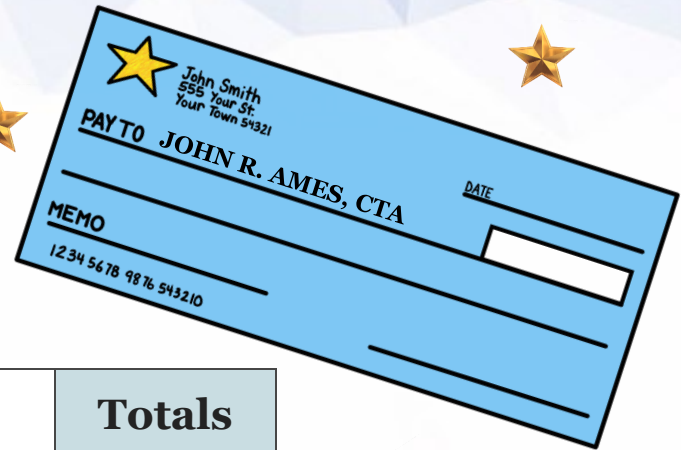
Miracle Potts	Full Time Rep	CCC
Perla Reboloso	Bank Recon Asst.	Accounting
Richard Garcia	Full Time Rep	Property Tax
Erica Berry	Senior Secretary	Accounting
Brianna Gutierrez	Full Time Rep	Property Tax
Omar Flores	Full Time Rep	Operations
Kianna Muntagin	Full Time Rep	Oak Cliff
LaMarcus Clausell	Full Time Rep	Grand Prairie
Griselda Flores	Full Time Rep	South Dallas
Guadalupe Martinez	Lead Rep	Oak Cliff
Noah Tijerina	Full Time Rep	Downtown
LaConya Davis	Lead Rep	Operations



QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	January	February	March	January	February	March	January	February	March
Downtown	4,251	4,234	4,230	5,424	6,602	6,335	3,839	1,076	831
Garland	5,572	5,874	6,864	10,982	10,765	12,128	6,659	583	397
Grand Prairie	5,102	5,751	6,257	9,451	10,005	10,759	5,554	638	362
Mesquite	3,406	4,331	4,349	7,779	8,695	9,283	6,390	1036	630
North Dallas	4,833	5,350	5,253	9,006	9,457	10,129	4,931	417	288
Oak Cliff	2,227	3,037	3,180	6,046	6,868	7,316	6,762	1142	742
South Dallas	3,218	3,909	4,101	7,128	7,896	8,860	4,841	879	597

BY THE NUMBERS. . .



1st Quarter 2025	Totals
OTC Property Tax Payments	45,884
Registrations Processed	561,357
Titles Processed	157,072
webDealer Transactions	156,086
Checks Processed by RPS	310,340
Customer Calls answered	59,255
Neighborhood Location Registration Transactions	135,667
Scofflaw Rejections	350



Who's on the Spot?

YOU'RE ON THE SPOT!



Ema Ruiz, Lead Representative from our Oak Cliff Office

Ema Ruiz was recognized with an On-The-Spot award for her extreme efforts to ensure that a customer's bond documents were retrieved before the customer left. A new Representative had processed a title transaction with a bond as evidence however, forgot to retain the bond documents. When Ema found out, she noted the vehicle type on the bar-code page and decided to try and track down that vehicle before it left the parking garage. By the time Ema exited the building, the car was already at the stop sign. She proceeded to flag down the vehicle and successfully retrieved the bond documents. Her extra efforts not only helped the customer by keeping them from making a second trip to the Tax Office, it also helped the new Representative to avoid a rejection.

PERSONAL RECOGNITIONS

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

Sondra Copling-Webb
Devonne Monroe
Justin Avant
Phyllis Jones
Joel Bowers



The Property Tax Division also had three GEM (Going the Extra Mile) Award winners which included:

Yamilet Longinos
Tarsha LeSueur
Deborah Bloomer

WOMEN'S FAIR





**Dallas County District 4
WOMEN'S EXPO**
Wednesday, March 26, 2025
9AM - 1PM
Oak Cliff Government Center
702 E. Jefferson Blvd, Dallas, TX 75203
RESOURCES FOR
Health, Education & Finances



DCHHS
Safe families, healthy lives
Parkland
Methodist
DALLAS MEDICAL CENTER
LBU
LIFE BEYOND US



Dr. Elba Garcia
DALLAS COUNTY
COMMISSIONER, DISTRICT 4

Assistant Property Tax Director Amber White and Assistant Taxpayer Relations Director Yesenia Leon were proud to represent the Tax Office at the Dallas County District 4 Women's Expo, held March 26th in the Oak Cliff Government Center! This fun event was hosted by Commissioner Elba Garcia and offered free information, resources, and activities celebrating women!

ASC ROCKS!



ASC and Tax Office Team Members as follows—
Top Row: Silvano Gomez & Hubert Ross
Bottom Row: (left to right) Jose Guzman, Cherise De Los Santos, Kim Rodman, and Daniel Munoz.



Special Thanks to the Automotive Service Center Team for making sure the new Tax Office box truck was equipped with all the necessary safety features to keep everyone safe. It was a pleasure working with ASC!

RHONDA HADNOT'S RETIREMENT



Ms. Rhonda Hadnot began her career with the Dallas County Tax Office on December 21, 1992, and celebrated her retirement on March 20, 2025! As a Motor Vehicle representative, she worked in the Mesquite, Richardson, Garland, North Dallas and Downtown branches, and ended her career in the Operations branch. After retirement she looks forward to traveling, volunteering and spending time with her family! Rhonda, thank you for 32 years of faithful service - We wish you well in your next adventure!



CELEBRATING BLACK HISTORY MONTH



Black History Month is always recognized in the Tax Office with educational displays, and this year we thank Rochelle Clayborne from the Motor Vehicle Admin team for putting together a display that showcased movies that were directed, acted in, and/or funded by prominent leaders in the African American community. Additionally, on February 19th, the Tax Office honored Black History month by wearing shirts or Black History colors.



TRAVIS & DENTON COUNTY VISIT



Honorable Dawn Waye & staff—visit the Dallas County Tax Office on February 25, 2025

The Dallas County Tax Office was pleased to host the Denton County Tax Office and the Travis County Tax Office recently.

The Honorable Denton County Tax Assessor-Collector Dawn Waye, and the Honorable Travis County Tax Assessor-Collector Celia Israel, who were both elected in November 2024, brought key members of their staff to visit the Dallas County Tax Office. They discussed best practices with Tax Assessor-Collector John R. Ames and Peggy McCormick, and toured the operations of the renovated Records Building and Tax Office.

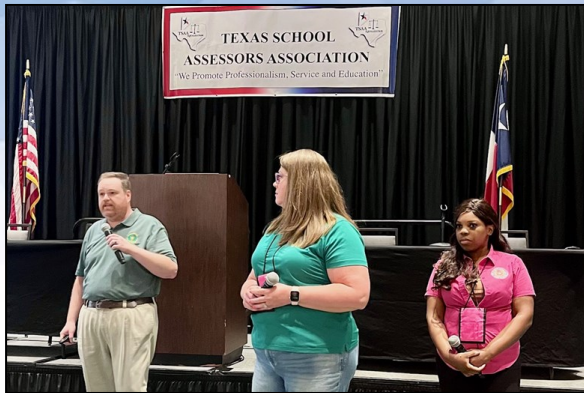


Honorable Celia Israel & staff visit the Dallas County Tax Office on March 17, 2025

Congrats On These Milestones!

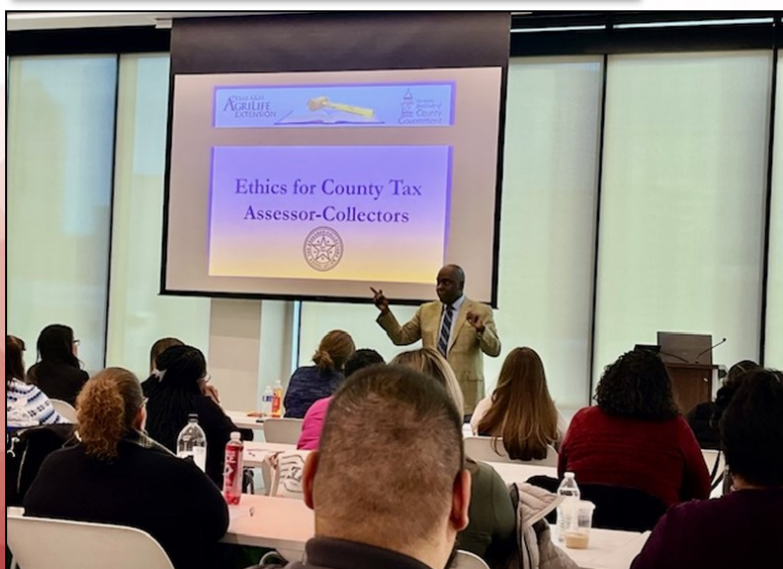


Chief Deputy Peggy McCormick was sworn in as a Board Trustee at the annual Texas School Assessors Association Conference in March. This educational conference trains School Tax Assessor's around the State in on-going tax issues. At the same conference, Tax Assessor/Collector John R. Ames, Property Tax Director Christina Benedict, and Accounting Director Ashley Richard gave a presentation entitled "Customer Service Best Practices".



Jacqueline Greiner, Mesquite Tax Office Manager, & Ashley Delgado, Mesquite Tax Office Lead, both celebrated 10 year anniversaries this quarter.

LEADERSHIP DAY

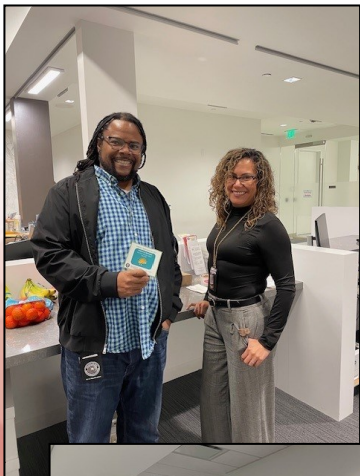


The Tax Office leadership team was honored to welcome Paul E. Hamilton, First Asst. District Attorney, to teach the "Ethics for County Tax Assessor/Collectors" course at the Leadership meeting in February. Every Tax Assessor and each Deputy must complete this ethics course as part of their hours of continuing education in order to maintain the highest level of professional designations.

2025 EMPLOYEE APPRECIATION DAY

The Tax Office celebrated YOU on two days – March 6th AND March 7th with a “Let’s TACO ‘bout how GREAT YOU ARE!” theme! Breakfast tacos, fruit, and juice were delivered and served to each of our branches and Divisions by our Directors. Thank you to each of our amazing employees for the job they do everyday

We Appreciate YOU!



EMPLOYEES OF THE MONTH

JANUARY



Destiny Flores
Tax Office Administration

Destiny was instrumental as part of the computer refresh this past year where almost 600 County and State devices were installed at seven locations. Destiny wears many hats as the Admin Senior Secretary in the Tax Office. She is always willing to assist employees with County IT issues and keeps everyone informed about upcoming changes in software and Broadcasts. She works closely with County IT to ensure the staff receives the best service possible to avoid interruptions with their daily work. Everyone gravitates to Destiny for assistance with computer issues because they know she will do everything possible to resolve it. She also places facility work orders for all the branches, answers the phone and prepares employee newsletters with stats and recognitions. We appreciate her dedication to making sure we are all in the know. Let's recognize her for her hard work!

FEBRUARY

Deborah is a prime example of a high-caliber Dallas County employee. She arrives early and is ready to work on time every day. She is often the building's first person from the Property Tax Division. Recently, she has quickly exceeded expectations by learning many new complex tasks. Deborah has become the Property Tax expert facilitating sheriff sales and bankruptcies. Her professionalism and patience were key factors during this transition. This was critical for coordinating vital information with necessary outside partners such as the collections law firm, the Dallas Central Appraisal District and the Sheriff's Department. She diligently researches all taxpayer inquiries to ensure they are well-educated and know how to maximize their potential benefits, such as exemptions and deferrals to lower their tax bills as much as possible! Deborah is a fantastic team player who will always help out when needed. She frequently trains new hires on various procedures and offers great encouragement along the way. Deborah's positive attitude and calm demeanor are crucial to the success for our Roll Maintenance team. Dallas County is fortunate to have this outstanding employee whose top priorities include a strong work ethic and providing world-class customer service! Deborah consistently demonstrates a calm demeanor and accepts any task given to her with professionalism and grace.



Deborah Bloomer
Property Tax

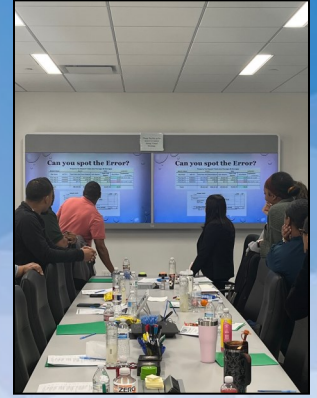
MARCH



Lupita Lazaro
Accounting, RPS

Lupita has been a key contributor to the remittance Processing System team this past year. She approached her training on the new RPS upgraded scanning equipment with great seriousness. By taking careful notes, she was able to understand how to operate the new equipment and complete the updated processes. She became the go-to person for testing and making adjustments with the new equipment. Additionally, she assisted her colleagues alongside the supervisor's backup to help them learn the system and succeed during peak periods. Lupita has also volunteered to come in early to manage the increased workload and has stayed past her shift to support the supervisor's backup ensuring that all banking needs were met. She always wears a smile and maintains a positive attitude in whatever job duties she is performing. Thank you Lupita!

LEAD TRAINING



In February, Lead Representatives from each of the Branch Offices were provided a day of training with the Tax Assessor/Collector, Chief Deputy and Division Directors. The purpose of this training is to provide them with information and an overview of all areas of the Tax Office, to answer questions about specific topics, and finally, to reinforce and share with them our confidence in them as the future generation of our Leaders.

BRANCH OF THE QUARTER

CONGRATULATIONS!

to the
North Dallas Branch
for winning the “Branch of the Quarter” Award for the
4th Fiscal Year Quarter (October—December).
Winning this award truly demonstrates great team-
work & commitment to excellence.



🏆 *Congrats!* 🏆

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 2025, the County Tax Office donated \$2,850 to local charities.

This quarter, the charities our donations were shared with were -
MADD North Texas, Youth180, and 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!



Sydney Alcala

Deborah Bloomer

Tashawna Williams

Melissia Epperson

Ivan Rodríguez



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.





Hey Google



Jay Rocha

Local Guide • 51 reviews • 40 photos



Yesterday

NEW

Super busy but quick



B Cool

147 reviews • 36 photos



3 days ago

NEW

Wow. So no appts apparently. You show up wait in a line and they give you a ticket once they open at 8am. Go to window. I was literally in line at 7:50am on a Tuesday and was out at 8:10am! Efficient. Love this place. Monica was awesome.



Juanita Reddix

Local Guide • 34 reviews • 0 photos



4 days ago

Didn't wait more than a hour, very fast service.



Desaray Johnson

5 reviews • 0 photos



15 hours ago

A few weeks ago, I returned to this building for the first time in five years. It seems they have changed associates because I was greeted with a smile and assisted by a woman named Naisha with my registration issue. She was very professional and polite, maintaining her composure even when I arrived with a slight attitude. Thank you, Naisha, for your professionalism and patience.



Josue Garcia

7 reviews • 0 photos



2 days ago

I love this new place, personnel is very helpful and you get in and out very quick, the place is new and have been there a couple of time with the same perfect response and positive attitude.

CITIZEN APPRECIATION

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

Melissia Epperson	Edgar Ramos	Nicol McElroy	Yolanda Young	Avril Ramirez
Cazsa Clermont	Noah Trevino	Emily Yanez De La Torre	Christina Torres	Jessica Mata
Don Sivley	Wilean Blair	Jacqueline Ramirez	Magaly Arzate	Robin Porter
Leslie Pintor	Sharon Green	Teresa Dawson	Sara Cruz	Jaquita Lofton
Morgan Pierson	Tina Garcia	Genesis Espinoza	Veronica Hartfield	Abigail Hernandez

- ◇ Sharon was efficient, professional and knowledgeable. This was my second visit on this issue and I was given wrong paperwork. She was still able to review and rule out the wrong paperwork and got me out within 10 minutes. She needs a raise and you need to hire more like her!
- ◇ Emily is an absolute star! She worked several of our City's renewals with speed, accuracy and professionalism. She explained to me the new registration facts with compassion and patience. I make the trip from Irving, TX because the South Dallas location is awesome, fast and friendly! Kudos!
- ◇ Melissia was so polite - she is a sweetheart. She did a wonderful job helping me. She took the time and listened. She is an asset to your company!
- ◇ I want to appreciate how Avril conducted herself. She was patient, understanding, got to the point, listened to my issues... she was outstanding!
- ◇ Leslie was just great and very helpful; and I needed to let someone know of her professionalism.
- ◇ Magaly is excellent, superb, highly knowledgeable
- ◇ Excellent customer service. Polite, helpful in so many ways and best of all, got the job done with some help from his supervisors.
- ◇ Veronica assisted us with our property tax billing and payment options. Veronica is very knowledgeable and polite.
- ◇ Edgar offered exceptional customer service. He was super courteous, respectful and enthused about his job. He was very helpful and pleasant. Speedy and efficient to boot. My experience was memorable because of Edgar's persona.
- ◇ Ms. Nicol was patient with me and informative.
- ◇ Ms. Jacqueline was very great and greeted me with a smile and was very nice and respectful! Made every thing fast and great! Very knowledgeable and knows what she is doing! Got me in and out, please keep her, she's great!
- ◇ Please keep Ms. Morgan - I was very pleased with her outstanding customer service and professional help.
- ◇ Due to the needs of my job, I come to this tax office everyday. I understand the reps process hundreds of transactions daily. Thank you Cazsa for being kind, nice, professional and also making suggestions for my future transactions and explaining the changes to me that helps mee do things better for me and the other reps in the future.
- ◇ Jessica was amazing. She was patient with me and made sure I got what I needed. She was very good at communicating the proper instructions I needed to take to get my tag renewed.
- ◇ I just want to say that this tax office is very well equipped with professional and very courteous employees. They attend the people so quick and professional. I want to applaud Ms. Porter and Lofton for a job well done in helping me and answering all my questions. we need more people like Ms. Lofton and Ms. Porter. Thank you.
- ◇ Don was amazing! He was the most friendly and helpful employee I have worked with and I am 62 years old!