



DALLAS COUNTY TAX STATEMENT

ISSUE: L

April—June 2021

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

What a difference a year makes! I continue to be amazed by the awesome Tax Office Team who have survived the last year of the Pandemic and continue to provide first-rate service to our customers.

Summer is here and just because it's hot doesn't mean the work stops! Our branches and operations offices are busier than ever. Check out all the work that was processed this past quarter on page 4. What an honor it was to recognize three team members with 25 years of service to the Tax Office. Take a look at all the milestone anniversaries on page 5.

We celebrated 23 years of service and **Karen Gaines'** retirement this quarter. Wishing you the best Karen. Congratulations to Chief Deputy **Peggy McCormick**, Quality Assurance Coordinator **Jason Ortiz**, and Special Assistant **Cynthia Herrera** on earning their TACA Certifications this quarter. It's an honor to work with dedicated professionals like you.

With hard work comes reward....right! Check out the 'On the Spot Awards' on page 7 & 8. Thank you to these dedicated team members for your hard work. By this time next quarter, we'll be moved back in to the Record's Building! It's been almost 5 years to the day that we moved out! The Tax Office has been an early adopter of the OnBase scanning project. Thank you **Cici Garcia** for leading this project and to everyone who has worked so hard to digitize our records. Check out the progress on page 9.

The Customer Care Center did an awesome job celebrating Juneteenth this year. Check out the pictures and learn more about Juneteenth on page 12. Congratulations to the Employees of the Month this quarter, **Dolores 'Dee' Little**, **Celia Salas**, and **Erika McEwan**. Read about these remarkable ladies on page 13.

The heat of the summer is upon us. Stay cool, stay hydrated and stay safe. As always, it's an honor to serve 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

April

Robin Porter	1
Ofelia Clemente	2
Donna Higbee	3
Citlali Torres Ruiz	3
Sandra Bowie	4
Reneisha Evans	4
Norma Jimenez	4
Rochelle Clayborn	5
Thomas Herring	7
Ashley Richard	14
Cornell Kennard	15
Cheryl Patterson	16
Melanie Sanchez	18
Franklin Garcia	22
Brandy Tsegai	23
Wilean Blair	25
Maricela Garcia	28
Phyllis Jones	28

May

Andrea Houston	1
Alejandro Rodriguez	1
Iris Montemayor	2
Shantavia Johnson	5
Debra Jones	5
Chelsea Moore	5
Marquise Jefferson	6
Jasmine Rojas	6
Bryan Guzman	8
Kathy Reed	11
Christopher Williams	11
Glenda Jesttes	14
Zaria Brown	16
Antoinetta Haynes	17
Samantha Milan	18
Imarisha Garrett-Pace	20
Aurora Renteria	20
Jaison Alappadan	20
Jacqueline Wallace	23
Brenda Lopez	24

Angel Mendoza	25
Michelle De La Cruz	26
Wendolyn Phillips	29
Louis Wright	31



June

Blen Biru	1
Hesus Chaparro-Oramas	2
Blanca Nieto	2
Sandra Lopez	3
Sandra Nichols	4
Stacy Linwood	5
Danielle Wright	9
Michelle Gonzalez	10
Patricia Avitia	16
Ashley Guevara	16
Juanita Aguirre	17
Willie Johnson	20
Veronica Gallegos	21
Kennecia Williams	21
Jacqueline Salas	24
Ernest Bates	25
Hollis Stair	25
Ramona Lee	26
Michelle Campos	28
Yul Jones	30

SERVICE ANNIVERSARIES

April

1 Year	9 Years
Gunther Garces	Frank Garcia
2 Years	Brittani Rossum
Ashley Guevara	10 Years
Christina Castillo	Diane Nguyen
Gloria Munguia	14 Years
3 Years	Deborah Bloomer
Derick Brown	21 Years
5 Years	Gwendelyn Bownds
Veronica Gallegos	25 Years
Dyvone Villa	Cathy Lattimer
6 Years	Ramona Lee
Charnique Graham	
Chelsea Moore	
8 Years	
Lety Dominguez	
Tarsha LeSueur	
Jennifer Richards	

May

2 Years	9 Years
Dabreya Cornelius	Jose Delgado
3 Years	Sharon Green
Catalina Medina	10 Years
Jacqueline Salas	Elizabeth Salazar
4 Years	Robin Porter
Sondra Copling-Webb	11 Years
5 Years	Jason Ortiz
Angelica Valladares	Margarita De Leon
Sydney Alcala	17 Years
6 Years	Amanda Andrews
Audrey Wortham	
Aurora Renteria	
Jessica Rubin	
Vanessa Rodriguez	
7 Years	
Carla Sandoval	
Eugene Clay	

June

1 Year	Evelyn Rivera
Ania Silva Cantu	8 Years
Samantha Milan	Bonnie Mola
Stephany Perez	Debbie Jones
2 Years	9 Years
Martha Guia	Sandra Lopez
Miriam Hernandez	12 Years
Reneisha Evans	Melanie Sanchez
3 Years	13 Years
Sandra Herring	Tina Garcia
4 Years	Viridiana Lopez
Raven Dossey	14 Years
Roberto Guerra	Lauren Carey
5 Years	Patricia Perez
Erica Cervantes	16 Years
Dee Little	Maria 'Gaby' Morales
7 Years	31 Years
Devonne Monroe	Alvinia Barge

NEW EMPLOYEES ON BOARD

Enrique Garcia	Part Time Representative	Grand Prairie
Jaydon Cox-Spivery	Part Time Representative	South Dallas
Jayla Johnson	Part Time Representative	Grand Prairie
William Adkins	Part Time Representative	North Dallas
Julian Trujillo	Part Time Representative	Oak Cliff
VerJuana Jones	Part Time Representative	CCC
Dominique Pryor	Part Time Representative	Dealer Ops
Lian Thang	Part Time Representative	North Dallas
Kianna Cade	Part Time Representative	South Dallas
Gary Garcia	Part Time Representative	Garland
Ulisses Mata	Part Time Representative	Mesquite
ShaNathia Prater	Part Time Representative	Special Ops



Congratulations!

PROMOTIONS

D'Andrea Shaw	Lead Representative	Grand Prairie
William Adkins	Full Time Representative	North Dallas
Michelle Gonzalez	Lead Representative	Grand Prairie
Tamika Harris-Townsend	Full Time Representative	Grand Prairie
Jacqueline Ramirez	Full Time Representative	Mesquite



QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	April	May	June	April	May	June	April	May	June
Garland	8,638	9,206	8,465	14,320	13,872	14,837	187	160	115
Grand Prairie	7,909	8,066	7,611	12,481	11,232	12,470	218	169	156
Mesquite	5,146	4,197	4,616	10,795	8,610	10,296	357	291	270
North Dallas	9,609	9,693	8,295	14,928	12,542	13,526	134	139	116
Oak Cliff	5,810	5,420	5,676	12,311	10,439	12,786	702	547	471
South Dallas	5,755	6,142	5,924	10,667	10,034	10,813	299	240	224



BY THE NUMBERS...

2nd Quarter 2021	Totals
OTC Property Tax Payments	17,988
Registrations Processed	411,583
Titles Processed	194,483
webDealer Transactions	153,295
Checks Processed by RPS	107,243
Customer Calls answered	62,335
Neighborhood Location Registration Transactions	115,429
Scofflaw Rejections	428

Congrats On These Milestones!



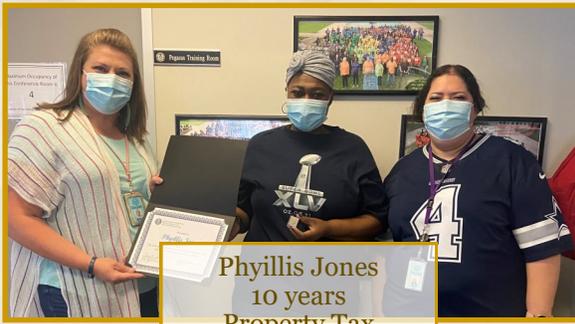
Ramona Lee
25 Years
RPS



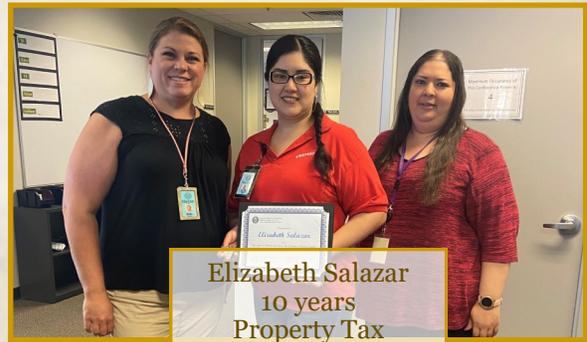
Cathy Lattimer
25 years
Special Operations



Melissia Epperson
25 Years
Customer Care Center



Phyllis Jones
10 years
Property Tax



Elizabeth Salazar
10 years
Property Tax



Robin Porter
10 years
South Dallas



Diane Nguyen
10 years
Data Processing



Samantha Ramirez
5 years
Special Operations



RETIREMENTS

KAREN GAINES



On May 3, 2021, the Property Tax Division of the Dallas County Tax Office celebrated the retirement of Karen Gaines, after almost 23 years of service to the citizens of Dallas County. She began her employment on July 14, 1998, with the Motor Vehicle Division, and transferred to the Property Tax Division on January 25, 1999. After retirement, Karen plans to help her children with their businesses and watch her grandson play football for West Texas A&M. Karen, we wish you the best in this next chapter of your life!

CERTIFICATIONS



Ms. Peggy McCormick and her three newly acquired certificates. Peggy has achieved the designations of Professional County Collector, County Tax Office Professional, and Professional Deputy Assessor-Collector.



Mr. Jason Ortiz and Ms. Cynthia Herrera, with their newly attained certifications. They have both achieved the designation of Professional County Tax Collector (PCC).

On the Spot Awards

On April 14th, 2021, the Dallas County Tax Office served 4,582 customers in person at our six branch locations, as the Governor's temporary waiver of Vehicle Title & Registration requirements ended! Since January 1, 2021, the Dallas County Tax Office is proud to have safely served over 415,000 citizens in person at one of our six branch locations.

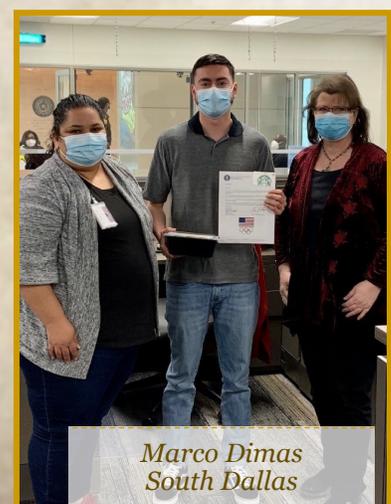
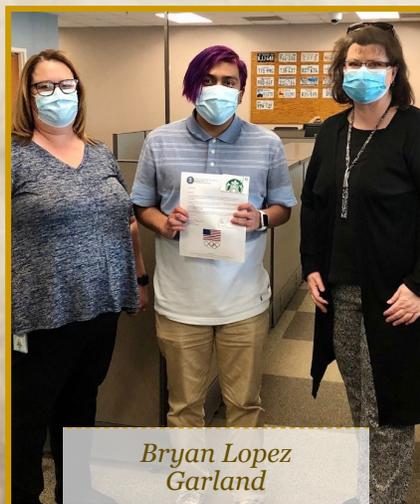
The following MV team members were recognized with "On the Spot Awards" for their exceptional commitment to promptly and accurately serving customers; as each of them served more than 90 customers on Wednesday, April 14th. Each of these individuals should be very proud of their performance and contribution to the success of their Tax Office branch!

Congratulations To:

BRANCH	NAME	Transactions
Mesquite	Viridiana Lopez	94
Mesquite	Michelle Campos	126
Mesquite	Brittani Rossum	90
Mesquite	Kelly Caraway	98
Garland	Bryan Lopez	92
Oak Cliff	Maria Pineda	99
Oak Cliff	Iris Montemayor	102
South Dallas	Marco Dimas	120



Great Job!



On the Spot Awards

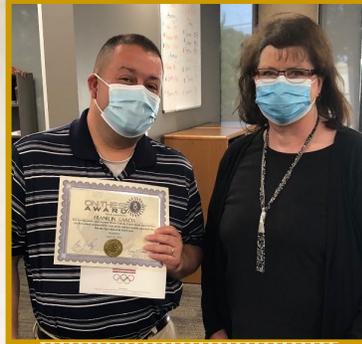
March 2021 - Glenda Jesstes: Mesquite Branch – Going the Extra Mile for a Hearing Impaired Customer

April 2021 - Frank Garcia: North Dallas Branch – Professionalism & Outstanding Service on 4/14/21

May 2021 - Marquise Jefferson: SDGC – Teamwork for giving up a vacation day to help out another branch



*Glenda Jesstes
Mesquite*



*Frank Garcia
North Dallas*



*Marquise Jefferson
South Dallas*

MONTGOMERY COUNTY VISITS THE OFFICE

The Dallas County Tax Office hosted members of the Montgomery County Tax Office for two days in late June 2021. Montgomery County Accounting and Quality Assurance Team members collaborated with the Dallas County team to learn about digitizing records, increasing efficiency in Accounting Operations and Fraud Awareness Training. Additionally, Dallas County shared its comprehensive Dealer and Title Runner Permit Program.



Pictured Above – L-R: Jason Ortiz, DCTO Quality Assurance Coordinator & Erica Bane, MOCO Quality Assurance Coordinator



Pictured Above – L-R:

Christina Benedict, DCTO Property Tax Director; Jason Ortiz, DCTO Quality Assurance Coordinator; Amanda Andrews, DCTO Quality Assurance Coordinator; John R. Ames, DCTO Tax Assessor; Erica Bane, MOCO Quality Assurance Coordinator; Edlecia Arias, MOCO Asst. Accounting Supervisor; Amy Crowson, MOCO Accounting Supervisor; Sally Stephens, DCTO Accounting Director; Peggy McCormick, DCTO Chief Deputy; Ashley Richard, DCTO Asst. Accounting Director & Donna Higbee, DCTO Asst. Motor Vehicle Director



Pictured to the Left – L-R: Edlecia Arias, MOCO Asst. Accounting Supervisor; Amy Crowson, MOCO Accounting Supervisor; Sally Stephens, DCTO Accounting Director & Ashley Richard, DCTO Asst. Accounting Director

ONBASE UPDATE!

Taxpayer Relations Asst. Director, Cici Garcia, is the Tax Office OnBase Coordinator working with County IT and each Tax Office Division to identify and establish new OnBase modules. The first OnBase project the Tax Office tackled was our Human Resource Records. With over 290 full-time, part-time and seasonal employees, this task was crucial to reducing paper in our office. Over 1,000 files were scanned. Thirteen (13) five drawer file cabinets full of HR files were scanned, indexed and available for our management team to access in the OnBase system.



The Tax Office Accounting Team scanned and indexed over 35 boxes of records and over 5 full file cabinets. These documents included daily reconciling documents, monthly reports, and Truth-in-Taxation calculations. Asst. Accounting Director, Ashley Richard, and Seasonal Team member, Gwen Coney, proudly show off the empty boxes. Gwen took over the Accounting Conference Room during COVID and indexed all the scanned files in OnBase.

Estimated documents scanned = 1.5 million



PERSONAL RECOGNITIONS



On April 23rd, Raven Dossey from our Garland branch, gave birth to her son, Wyatt Ellis Dossey, who weighed 8lbs 8oz. Welcome to the world Wyatt!



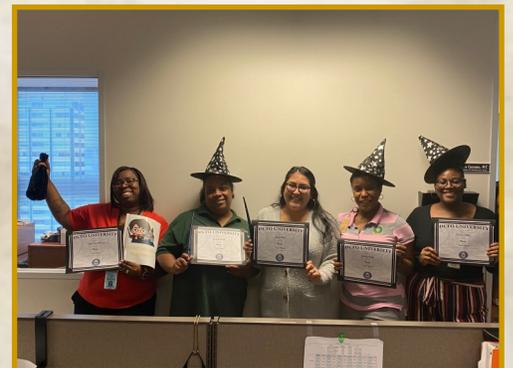
On May 18th, Charles Taylor, from our Special Ops department, proposed to his girlfriend— Congratulations to the newly engaged couple!



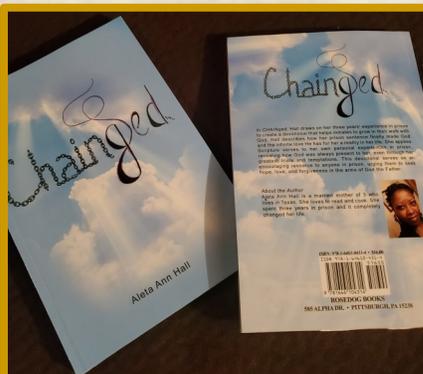
On May 21st, Yesenia Aguilar of our Garland branch tied the knot. Congratulations to the newlyweds!



On May 28th, Christina Castillo of our Garland branch, tied the knot! Congrats to the newlyweds!



Pictured above are the Property Tax department's newest "Refund Wizards"! Congratulations to Kelleye, Shermika, Araceli, Curtanya, and Kennecia.



Shout Out to Ms. Phyllis Jones' sister, who recently had her first book published in June of 2021, *Chainged*. Phyllis expresses her extreme pride in her sister's accomplishments and wishes her tons of prosperity.



Christina Benedict shares with the Tax Office, a photo of her family celebrating her Father's retirement from the Plano Fire Department after 37 years of service

PERSONAL RECOGNITIONS



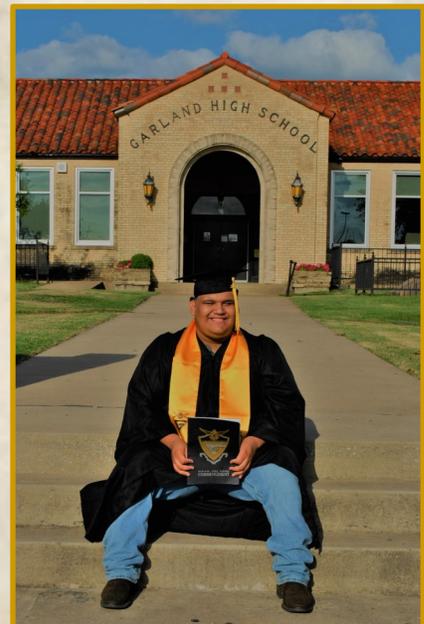
*Areya Crosby,
granddaughter of Ms. Ann Watson, of our
Special Ops department -
Graduated from Lancaster High School this
year and is looking forward to starting her
learning career at Langston University.
She is on her way to becoming a Labor and
delivery nurse.
Congratulations Areya!*



*Kathija C. Ogunlende, daughter of
CCC's Laketricia Ogunlende, graduated
at the top 20% of her class at Naaman
Forest High School & is looking forward
to begin her Doctorate journey in Audi-
ology at University of Texas at Dallas.
Congratulations Kathija!*



*Pablo Miguel Lara, son of Mrs. Paulina
Bustamante,
of our Property Tax Division;
Is a proud graduate of Pegasus Charter
High School.
Congratulations Pablo!*



*Deyanira Rodriguez's son, of our Gar-
land branch, Michael Castillo, shows off
his smile and his diploma, as a recent
Garland high school graduate.
Congratulations Michael!*

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

JUNETEENTH IN THE TAX OFFICE

JUNETEENTH *Freedom Day*



The holiday was first celebrated in Texas, where on that date in 1865, in the aftermath of the Civil War, enslaved people were declared free under the terms of the 1862 Emancipation Proclamation and is commemorated on June 19th each year.

TPR/CCC celebrated Juneteenth with food, treats, and lots of spirit! A big THANK YOU to Rochelle and Dyvone who created a Juneteenth FUN FACT game. Everyone had the chance to learn more about this important day while winning fun prizes.



2ND QUARTER EMPLOYEES OF THE MONTH

APRIL



*Dolores "Dee" Little
RPS*

Dolores, better known as "Dee", is a hard-working, humble and dedicated employee who takes her work very seriously. Dee is the Bank Reconciliation Specialist for the Accounting Department. She handles over 20 bank accounts daily and balances them to the penny. Dee is responsible for ensuring that all funds that are deposited are debited into the Tax Office accounts correctly. She is also responsible for reconciling daily, weekly, and monthly reports promptly and resolving banking issues. She is always dependable, efficient and unfailingly punctual. In fact, it is hard to find a person who gives as much attention to detail as she does. With all her work responsibilities, Dee is always willing to help her co-workers if needed. Dee also projects a warm and cheerful attitude to the people around her. Her bubbly personality is contagious. She loves people, works hard and always tried to lift the spirits of those around her.

MAY



*Celia Salas
Oak Cliff*

Celia is a model representative for Dallas County and a great example for her co-workers. She did an outstanding job during our Property Tax season and if it were possible to clone her, we would! She is a dedicated employee and always reports to work on time. Her production and accuracy levels are always above expectations and she is very consistent and reliable. As an example of her dedication, during the month of January, she processed 3,092 transactions for a total of \$3, 825, 293 and was able to serve these customers accurately and efficiently. She continuously goes above and beyond to assist our office and is ready to work upon her arrival each day. We applaud her determination to always strive for excellence!

JUNE



*Erika McEwan
Garland*

Erika McEwan is being nominated for Employee of the Month because of her dedication to providing good customer service. Erika is always the first employee to call a customer at the start of the day. On our busy days, she has been observed returning early from lunch just to be a helping hand. She does it all, whether it is assisting handicap which requires patience, property tax that requires multitasking, or titles that require close attention, and always without a complaint. She has made strides to communicate in Spanish to our customers that have difficulty with English although she is self-taught. She gives each customer she is assisting the same level of respect and understanding. She speaks in the same polite tone, stays firm, but is always kind. Erika an expert in detecting errors or inconsistencies that most employees of her tenure may not, when she does make errors, she sincerely does what she can to ensure it does not reoccur. You can't ever tell when Erika is not having a good day. She comes in to work and gives her best with a positive attitude and upbeat personality. We are glad to have her be a part of the Garland Team!

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.



April
Metrocare Services
\$750.00



May
Lupus Foundation of America
\$750.00



June
Resource Center of Dallas
\$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!**

Michelle DeLaCruz Dyvone Villa LaTara Daniels

Chelsea Moore Erica Cervantes Destiny Flores

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.

Toni Collins	Phyllis Jones
Emma Ruiz	Willie Johnson
Michelle Gonzalez	Robin Porter
Peggy Netter	Andrea Houston
Sandra Herring	Tarsha LeSueur
Bryan Guzman	Irma Mendez
Louis Wright	Wilean Blair
Brittani Rossum	Kelly Caraway
Nina Jackson	Wendolyn Phillips
Erika McEwan	Rochelle Clayborn
Dyvone Villa	Jasmine Rojas
Michelle DeLaCruz	Yadira Zamarripa
Tina Garcia	Debra Davis
Miriam Hernandez	Ashley Guevara
Yulissa Amaro	

- ◆ Very good service, thank you.
- ◆ She was "WORLD CLASS".
- ◆ She went above and beyond my expectations. Cleared up questions and offered up additional information to help me after. Proud of Garland and its amazing employees!
- ◆ She was amazing! Took good care of me and made a great impression.
- ◆ Just great customer service, all the way around.
- ◆ The young lady at the info booth was so kind and gracious as she gave me detailed information on the application form. She highlighted each of the numbers on the form to be filled out and explained all of the questions I asked. She was excellent! Indeed a blessing.
- ◆ She was very helpful and thank you for making my day better!
- ◆ She was very kind and pleasant to work with.
- ◆ She is the greatest EVER!
- ◆ Extremely helpful, great customer service, an asset to this department!
- ◆ He is very helpful and listens to what is needed. Thank you!
- ◆ She is an excellent person who shows professionalism and friendly service. She goes out and beyond to help the customer while giving assurance and attention to the matter. Thank you and keep up the good work!

