



# DALLAS COUNTY TAX STATEMENT

ISSUE: LIV

April—June 2022

## FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Summer is here and it's HOT in Dallas Texas! It's also HOT in the Tax Office! The Tax Office Team has been working in overdrive this year. We are seeing more vehicle title transactions than ever before. We are also very short staffed, so if you know anyone who would like to work at the Tax Office, have them visit [www.dallascounty.org/jobs](http://www.dallascounty.org/jobs).

We've been busy this quarter, but have accomplished so much. Congratulations to our Employees of the Month **John Curry**, **Catina Diggs-Thibodeaux** and **Diane Nguyen**. Read all about John, Catina and Diane on page 5. Assistant Accounting Director, **Ashley Richard**, just graduated from the Dallas County Leadership & Management Academy. Way to go Ashley and all your classmates. See more on page 7.

After moving back into the Records Building and getting settled, the Tax Office started hosting regional and community meetings with our partners. Check out a few of the events on pages 7 and 8. Read about how Assistant County Administrator **Charles Reed** received the TACA Legislative MVP award on page 8.

I'm very proud of our Branch Leads for attending our first ever Lead Training. Investing in our team's future and showing them how to climb the ladder of success is an investment in everyone's future. Check out the pictures on page 9. It's not too late to apply for a job in the Tax Office, we participated in the June 25<sup>th</sup> job fair in South Dallas and we'll be at the July 23<sup>rd</sup> job fair in Grand Prairie also. Our Taxpayer Relations team does a great job screening, interviewing and onboarding new Tax Office talent. Check out some of the pictures on page 9.

Graduations, babies and more! It was a busy quarter. Check out all the personal recognitions on pages 10 & 11. I'm especially proud of my graduate, Hannah! Congratulations to the **Garland Branch** for winning the Branch of the Quarter! Keep up the great work Team Garland and all the team members recognized by the public on page 13.

Please be safe this summer my friends! Stay cool and keep those masks on so we can celebrate this fall when the temperatures start dropping. It's always an honor and a privilege to serve as your Dallas County Tax Assessor.

~ **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

## April

Robin Porter	1
Ofelia Clemente	2
Donna Higbee	3
Sandra Bowie	4
Reneisha Evans	4
Norma Jimenez	4
Rochelle Clayborn	5
Abigail Duarte	7
Thomas Herring	7
Ashley Richard	14
Cornell Kennard	15
Cheryl Patterson	16
Melanie Sanchez	18
Frank Garcia	22
Yesenia Leon	24
Wilean Blair	25
Maricela Garcia	28
Phyllis Jones	28



## May

Alejandro Rodriguez	1
Iris Montemayor	2
Shantavia Johnson	5
Debra Jones	5
Cazsa Clermont	6
Marquise Jefferson	6
Jasmine Rojas	6
Kathy Reed	11
Glenda Jesttes	14
Antoinetta Haynes	17
Samantha Milan	18
Imarisha Garrett-Pace	20
Jaison Alappadan	20
Jacqueline Wallace	23
Brenda Lopez	24
Michelle Delacruz	26
Wendolyn Phillips	29
Louis Wright	31



## June

Blen Biru	1
Blanca Nieto	2
Veronica Romo	2
Sandra Lopez	3
Sandra Nichols	4
Stacy Linwood	5
Danielle Wright	9
Patricia Avitia	16
Ashley Guevara	16
Juanita Aguirre	17
Willie Johnson	20
Veronica Gallegos	21
Amber White	21
Alyssa Garcia	23
Jackie Diaz	24
Ernest Bates	25
Yul Jones	30

# SERVICE ANNIVERSARIES

## April

<b>1 Year</b>	<b>11 Years</b>
Jaydon Cox-Spivery	Diane Nguyen
Jayla Johnson	<b>15 Years</b>
<b>2 Years</b>	Deborah Bloomer
Gunther Garces	<b>22 Years</b>
<b>3 Years</b>	Gwen Bownds
Christina Guatemala	<b>26 Years</b>
Ashley Guevara	Cathy Lattimer
<b>4 Years</b>	
Derick Brown	
<b>6 Years</b>	
Veronica Gallegos	
Dyvone Villa	
<b>7 Years</b>	
Charnique Dyson	
<b>9 Years</b>	
Lety Dominguez	
Tarsha LeSueur	
<b>10 Years</b>	
Frank Garcia	
Brittani Rossum	

## May

<b>4 Years</b>	<b>11 Years</b>
Jacqueline Diaz	Robin Porter
Catalina Medina	<b>12 Years</b>
<b>5 Years</b>	Margarita De Leon
Sondra Coppling-Webb	Jason Ortiz
<b>6 Years</b>	<b>18 Years</b>
Sydney Alcalá	Amanda Andrews
<b>7 Years</b>	
Vanessa Rodriguez	
Jessica Rubin	
<b>8 Years</b>	
Carla Sandoval	
<b>10 Years</b>	
Jose Delgado	
Sharon Green	



## June

<b>1 Year</b>	<b>10 Years</b>
Kianna Cade	Sandra Lopez
Ulisses Mata	<b>13 Years</b>
Gary Garcia	Melanie Sanchez
<b>2 Years</b>	<b>14 Years</b>
Samantha Milan	Tina Garcia
<b>3 Years</b>	Viridiana Lopez
Reneisha Evans	<b>15 Years</b>
Martha Guia	Lauren Leiva
<b>4 Years</b>	Patricia Perez
Sandra Herring	<b>17 Years</b>
<b>5 Years</b>	Gaby Morales
Raven Dossey	<b>32 Years</b>
<b>6 Years</b>	Alvinia Barge
Erica Cervantes	
Dee Little	
<b>8 Years</b>	
Devonne Monroe	
Evelyn Rivera	
<b>9 Years</b>	
Debbie Jones	

## NEW EMPLOYEES ON BOARD

Alyssa Garcia	Full Time Representative	Grand Prairie
Trezoria Marshall	Full Time Representative	North Dallas
Jessica Cordero	Part Time Representative	South Dallas
Movita Crowder	Full Time Representative	Downtown
Jazmone Murphy	Part Time Representative	South Dallas
Diane Hinojosa	Part Time Representative	Grand Prairie
Mary Crockhom	Part Time Representative	North Dallas
Belinda Silva	Part Time Representative	Oak Cliff
Jacqueline Knight-Prather	Part Time Representative	Mesquite
Veronica Hartfield	Full Time Representative	Property Tax
Latrice Caldwell	Full Time Representative	Customer Care Center
Darling Tellez	Full Time Representative	Accounting
Angela Taylor	Full Time Representative	Accounting
Latrechia Baker	Part Time Representative	Oak Cliff

## PROMOTIONS

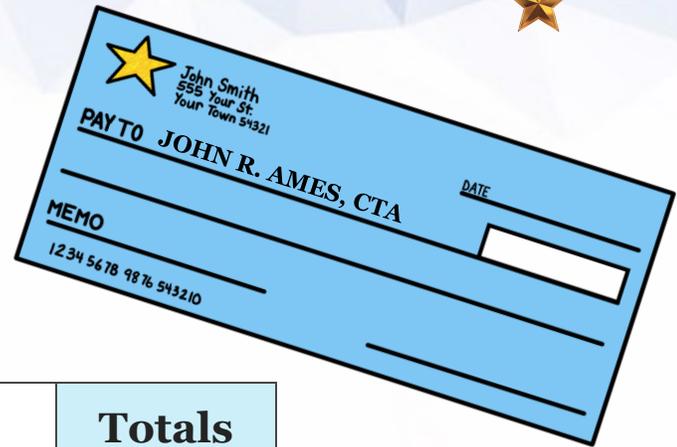
Victoria Caldwell	Lead Representative	Property Tax
Toni Collins	Assistant Branch Manager	North Dallas
Tameia Mitchell	Full Time Representative	Property Tax
Danielle Alexander	RPS Supervisor	Accounting
Anakaren Arzola	Full Time Representative	Downtown
Maya Glaspie	Full Time Representative	Downtown
Melissa Perez	Full Time Representative	North Dallas



# QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	April	May	June	April	May	June	April	May	June
<b>Downtown</b>	5,645	5,441	5,563	7,850	7,429	6,849	377	382	437
<b>Garland</b>	8,655	8,029	7,164	12,651	12,521	11,893	153	184	108
<b>Grand Prairie</b>	9,485	6,165	5,421	6,241	9,873	9,371	163	209	135
<b>Mesquite</b>	4,874	4,612	3,981	8,462	9,205	8,546	261	257	188
<b>North Dallas</b>	6,458	6,267	5,495	10,186	10,181	9,249	109	166	99
<b>Oak Cliff</b>	5,634	5,097	4,721	8,736	8,334	8,198	436	408	337
<b>South Dallas</b>	5,082	4,608	4,638	8,948	8,832	9,131	273	313	265

## BY THE NUMBERS. . .



2nd Quarter 2022	Totals
<b>OTC Property Tax Payments</b>	<b>5,798</b>
<b>Registrations Processed</b>	<b>592,312</b>
<b>Titles Processed</b>	<b>174,387</b>
<b>webDealer Transactions</b>	<b>145,029</b>
<b>Checks Processed by RPS</b>	<b>484,311</b>
<b>Customer Calls answered</b>	<b>56,958</b>
<b>Neighborhood Location Registration Transactions</b>	<b>122,086</b>
<b>Scofflaw Rejections</b>	<b>427</b>



# EMPLOYEES OF THE MONTH

## APRIL



*John Curry  
North Dallas*

The North Dallas leadership team has undergone a year of change and challenges, and Lead Representative John Curry has gone above and beyond in helping his team maintain a steady and consistent leadership presence. He has provided a calm demeanor and a stable continuity to both his team and customers. John is a reliable Lead Representative that his management team can count on. John always makes himself available when the representatives need help no matter what other tasks he is working on. He always has a positive attitude, even in stressful situations, and deals with each customer with patience. He also helps make his office team feel more like a family. John is a great example of what leadership should be, and the North Dallas office is proud to have him be the Employee of the Month!

## MAY



*Catina Diggs-Thibodeaux  
Motor Vehicle Administration*

Catina cares about each person in the Motor Vehicle Team, as well as our Customers. She works to ensure that all of their needs are met and that they receive timely answers to their issues. We appreciate Catina's genuine warmth, as it makes for a pleasant working environment and builds bridges with our colleagues and customers. When handling escalated customers, Catina patiently provides the necessary information clearly and concisely. She can also be trusted to maintain confidentiality and discretion with both words and her actions. Catina's communication, both spoken and written, are positive and cheerful, whether sending out the weekly mail count or when answering an internal or external customer's request. She can also be counted to pick up, log and distribute mail that needs to be worked when her assignments are completed and to turn in assignments on time and without reminders. We recently received a hand-written thank you note from a customer about Catina which stated, "Thank you so very much for your help. People like you make life a little easier."

## JUNE



*Diane Nguyen  
Data Processing*

Diane Nguyen is an excellent example of a quality employee. She arrives to work each day about an hour early – on her own accord and stays until the job is done. She is never late and always here! Diane frequently has to be reminded to take a vacation or schedule time off—she is a dedicated team member! Diane's team was recently realigned to another division within the Tax Office. Since this time, she has stepped up professionally and is doing an amazing job of helping lead her team. She is patient with the new Leadership team and has no problem explaining processes in full detail. She is very thorough when processing tasks and does a great job paying attention to detail. Diane is not afraid to speak up when she is unsure of a process and frequently asks questions to ensure her understanding. Diane's vast knowledge of the Property Tax system is evident in team meetings and appreciated by all. Overall, Diane is a hard working employee and dedicates her time at the office to making the Property Tax System the most accurate it can be. She and the work that she does are highly appreciated!

# Congrats On These Milestones!



Deborah Bloomer  
15 Years  
Property Tax



Sharon Green  
10 Years  
South Dallas branch



Frank Garcia  
10 Years  
North Dallas



Jose Delgado  
10 Years  
Downtown

## Employee of the Month FAQ

### **Q: Who 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 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 characteristics of an Employee of the Month?**

A—Anyone that you see providing excellent service, going above and beyond, or that inspires you to be a better employee.

# TAX OFFICE HAPPENINGS



Dallas County Tax Assessor/Collector John R. Ames and members of the Dallas County Tax Office, welcomed fellow Tax Assessor/Collectors from Irving ISD, Mesquite City/ISD, Richardson ISD, Garland City and Garland ISD to a meeting in the new Records Building on May 24<sup>th</sup>. Representatives from delinquent law firms also attended, and topics included property tax processes, best practices, and new legislation.

Commissioner Theresa Daniel hosted the Mesquite Leadership group at the new 7<sup>th</sup> floor meeting space in the recently renovated Records Building, and invited Tax Assessor/Collector John R. Ames to address Leadership Mesquite on May 18<sup>th</sup>. Mr. Ames gave the group an overview of the job duties and services that the Tax Office provides to the citizens of Dallas County.



## Ashley Richard graduates from 2<sup>nd</sup> Annual Dallas County Leadership & Management Academy!

The Dallas County Tax Office is proud to recognize Ashley Richard, Assistant Director of Accounting, for completing the 9 month **Leadership & Management Academy** program! This intensive leadership development program was designed to build leadership capacity within our organization, & all applicants are selected after being nominated by their Elected Official or Department Head. Ashley is the 2<sup>nd</sup> proud Tax Office graduate of this program & worked hard throughout the 9 months, all while carrying on her normal job duties & getting ready to welcome a new addition to her family this fall! We are proud of Ashley for this accomplishment!

Accounting Assistant Director, Ashley Richard

Dallas County Tax Assessor/Collector John R. Ames, Ashley Richard, & Dallas County Administrator Darryl Martin



# TAX OFFICE HAPPENINGS



**Dallas County Tax Assessor/Collector John R. Ames presented Dallas County Asst. Court Administrator Charles Reed with the 2021 TACA Legislative MVP Award on May 3, 2022.**

Charles Reed was extremely helpful to Texas Counties, especially County Tax Assessors, in the 87th Legislative Session and subsequent special sessions. Mr. Reed's activity in the Texas Capitol assisted TACA by informing Legislators, and staff, of issues and concerns with filed legislation. Past TACA President and Montgomery County Tax Assessor/Collector Tammy McRae worked directly with Mr. Reed on many issues involving Tax Assessors. Ms. McRae recognized Mr. Reed's efforts in her outgoing speech to the TACA membership and asked Mr. Ames to present this award at an appropriate time. During the presentation, Mr. Ames stated "Charles Reed is a champion for great legislation and a road block for bad legislation. His diligence in working on behalf of Dallas County supported all Texas Counties and County Tax Assessors during the multiple 87th sessions."

**John R. Ames, Dallas County Tax Assessor/Collector awarded the 2022 TACA Distinguished Service Award:**

Members of the Dallas County Tax Office attended the Tax Assessor-Collectors Association of Texas annual conference in Amarillo, where Tax Assessor/Collector John R. Ames was presented with the **TACA Distinguished Service Award**. Mr. Ames joins an prestigious group of only 22 honorees for this award, which recognizes and honors a county tax assessor-collector who has performed the most outstanding services for the TACA over the years. The nominations for this award come from the TACA Board of Directors, Committee Chairs, Co-Chairs and Vice-Chairs.



*Above: John R. Ames, Tax Assessor/Collector & Ronnie Keister, Lubbock County TAC.*



*To the left: Members of the Tax Office at the annual TACA Conference.*

# INVESTING IN OUR FUTURE

In May, 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 was to present them with an overview of all areas of the Tax Office, offer training and answer questions about specific topics, and reinforce and share with them our confidence in the future generation of our Leaders.



# DALLAS COUNTY IS HIRING!





## HIRING EVENT

June 25, 2022 Saturday  
9:00 AM — 12:00 PM

Dallas County Hiring Event  
8401 S. Polk St., Dallas, TX 75232

**Departments Hiring:**

- Tax Office
- Facilities Management
- County Clerk
- Juvenile Department
- Sheriff's Department
- *And Many More!*

SEE YOU THERE!

- ON-SITE INTERVIEWS WITH MANAGERS
- COMPUTERS AVAILABLE FOR APPLICANTS' USE TO APPLY ON-LINE
- WALK-INS WELCOME
- REGISTRATION AVAILABLE ON [EVENTBRITE.COM](https://www.eventbrite.com) (Not Required)



SCAN TO FIND OUT ABOUT ALL OF OUR OPENINGS

On June 25th, members of the Tax Office set out to help in recruiting new team members at the **Dallas County Job Fair**. The turnout was great and they were able to assist individuals complete applications and even have on the spot interviews! If you know anyone looking for employment, tell them to visit [www.dallascounty.org/jobs](http://www.dallascounty.org/jobs) !



# Grad Season



Congratulations to Rochelle Clayborn's son, Jamison, on graduating the 6th grade! Way to go Jamison!



Congratulations to Tarsha LeSueur's son, Tank, on graduating from the 8th grade! Way to go Tank!



Congratulations to Janice Burson's daughter Jocelynn on graduating from West Mesquite High School!

*Education is the passport to the future, for tomorrow belongs to those who prepare for it today. - Malcolm X*



Congratulations to Erica Cervantes' son Gabriel on graduating from North Mesquite High School!



Congratulations to Hannah Ames on graduating from Ovilla Christian School's dual credit program with her High School diploma & from Letourneau University with an Associate's Degree.



Congratulations to Laura Mati's daughter, Jaylan, & son, Adrian, on graduating from UTD! Jaylan received her Bachelor's degree & Adrian his Master's.

**Congratulations to all graduates of 2022.  
Cheers to a new school year and new adventures!**

# PERSONAL RECOGNITIONS



Congratulations to Destiny Flores' younger brother on finally tying the knot with his High School sweetheart on June 18th. Congrats to the newlyweds!



This quarter's Property Tax PRIDE winners. From left to right: Director Christina Benedict, Nancy Malagon, Yul Jones, Aracely Meza, and Assistant Director Amber White.



We celebrated Thuy Tai of our ACT group in anticipation of her first born due later this summer. We look forward to seeing them soon!

*Oh Baby!*



Congratulations to Grand Prairie Branch Manager, Delia Guajardo, on the newest addition to her family—her newest GREAT grandbaby, Ms. Brylee!



A belated congratulations to Grand Prairie Tax Office Lead Representative, Marco Dimas, on the arrival of his daughter Catalina Sol.



On June 6th Jessie Bigley of our Garland Tax Office gave birth to her son Duece Marquis. Welcome Duece and Congrats Jessie!



Congratulations to MV Coordinator, Lety Dominguez and her family on the newest addition to her family, Mr. Benito, who arrived on June 12th!

## WHERE FASHION MEETS CHARITY

International  
**DYSLEXIA**  
Association®



“*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:

*Autism Speaks, International Dyslexia Association, and Legacy Cares.*

Together, the Tax Office raised **\$2,250** in total from April through June!



## 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!**



*Delia Guajardo*

*Frank Garcia*

*Paulina Bustamante*

*Erica Cervantes*

*Jessica Rubin*

*Darren Horrell*

*Laura Mati*

*Ricky Salas*

## BRANCH OF THE QUARTER



## CONGRATULATIONS!

to the

**Garland Branch**

for winning the “Branch of the Quarter” Award for the 2nd quarter (January – March).

Winning this award truly demonstrates great teamwork. & commitment to excellence.



**Congratulations!**



# CITIZEN APPRECIATION

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

Robin Porter	Hubert Ross II	Cornell Kennard	Nina Jackson	Nancy Malagon
Frank Garcia	Tina Garcia	Willie Johnson	Chazmin Lacy	Dyvone Villa
Ebonee Kyles	Brenda Vasquez	Bianca Douglas	Irma Mendez	Yulissa Amaro
Charnique Dyson	Wendolyn Phillips	Samantha Ramirez	Michelle Delacruz	Andrea Houston
Debra Davis	Kelly Caraway	Yadira Zamarripa	Tatyana Brent	Sally Duran

- ◆ Robin Porter offered the greatest service for me over the past 15 years or so! We need more people like her.
- ◆ Great employee & she is wonderful with all her customers. Courtesy is extended to all and very patient.
- ◆ Sally Duran does her job well—even if you need help with translating, she is patient and takes her time.
- ◆ Mr. Cornell Kennard provides professional, courteous, and superior service!
- ◆ Thank you Ms. Wendolyn, you are the DIFFERENCE! My day was brighter because of you!
- ◆ Once I entered, the guards showed me where to go and how to get my ticket number. I only waited 10 minutes when I was called - Raven Dossey at window 5 was so awesome. All in all a very great job! Makes you feel at ease.
- ◆ Brenda gave excellent service. She does her job well!
- ◆ Kelly was very helpful and friendly. Had a great experience!
- ◆ Good work Tatyana!
- ◆ I was positively impressed with how kind, helpful, & gracious all of the staff that assisted me were. They certainly reflect well on your office!
- ◆ Special thank you to Mr. Frank Garcia for the great help he provided me. Very professional, kind, and very understanding of a difficult situation. Thank you.
- ◆ Charnique was extremely courteous and helpful! She walked me through the process and had an amazing attitude!
- ◆ Mr. Willie Johnson was very helpful and kind. You have a great person working here. Thank you for having Mr. Johnson on your team.
- ◆ I'm new to Texas and registering my car for the first time and Ross was extremely helpful & talked me through the process with ease! Thank you for making a tiring process so painless. :)
- ◆ Nancy is a very efficient worker she goes above and beyond her line of duty. She shows courtesy to the customer and friendly service. Thank you for the job you do! We certainly appreciate you.
- ◆ Ms. Nina Jackson really went above and beyond to help me today. She was very nice and understanding, excellent service with a beautiful smile!