



DALLAS COUNTY TAX STATEMENT

ISSUE: LXVI

April—June 2025

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

The Tax Office has had an awesome quarter this Spring and we're ready to roll into those hot Summer days! We were excited to host our 8th Employee Enrichment Day this quarter and we had some great speakers. Check it out on page 5.

I'm continually impressed with the quality AND quantity of transactions processed by our team members. Did you know the Tax Office can serve over 5,000 customers in person across our seven public branches in just ONE DAY? Over a million transactions were processed this quarter. See which locations are the busiest on page 4.

Spring is always graduate season. We are honored to share some of our graduates on page 7. We also took a moment to observe the Easter Holiday and Juneteenth this quarter. Give us a reason to celebrate and have a potluck and we're all in!

We are excited and sad to see two of our team members retire this quarter. Read about **Priscilla Cook** and **Catthy Lattimer** on page 13. It's with immense pride that we recognize this quarter's Employee of the Months. **Ivan Rodriguez**, **Nancy Malagon** and **Wesley Sharp** earned high accolades in their nominations. Read all about them on page 10.

A special thank you to **Commissioner Daniel** for including the Tax Office in her Town Hall meetings. We always appreciate the opportunity to educate the residents of Dallas County on the Texas Property Tax System. Our team also hosted a TNT Workshop for our collection partners and spoke at the TACA Conference this quarter. Read about it on page 8 & 9.

It's an honor and a privilege to serve as your Dallas County Tax Assessor. Be safe and stay cool this summer!

~ **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.

Editor

Peggy McCormick
Peggy.McCormick@dallascounty.org

Publisher

Destiny Flores
Destiny.Flores@dallascounty.org

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		MAY		JUNE	
Christina Andries	Wilean Blair	Jaison Alappadan	Imarisha Garrett-Pace	Jaqueline Ortiz	Kah Lee
Joel Bowers	Sandra Bowie	Cazsa Clermont	Marquise Jefferson	Juanita Aguirre	Blanca Nieto
Rochelle Clayborn	Ofelia Clemente	Graciela Cruz	Brenda Lopez	Valeria Arrona	Angela Taylor
Jasmine Contreras	Reneisha Evans	Enrique Garcia	Iris Montemayor	Deborah Farley	Dani Wright
Sheridan Foster	Frank Garcia	Antoinetta Haynes	Wendolyn Phillips	Yul Jones	Corena Hosley
Maricela Garcia	Alicia Herod	Glenda Jesttes	Kathy Reed	Sandra Lopez	
Norma Jimenez	Phyllis Jones	Samantha Milan	Marybel Trevino	Lizbeth Pedraza	
Cornell Kennard	Yesenia Leon	Tara Peters	Yolanda Young	Amber White	
Guadalupe Martinez	Kiana Muntagin	Edgar Ramos		Rachael Rhynes	
Leslie Pintor	Robin Porter	Alex Rodriguez		Michelle Juarez	
Avril Ramirez	Ashley Richard	Louis Wright		Patricia Avitia	
Melanie Sanchez	Amanda Torres	Erica Berry		Blen Biro	
Maria Torres		Movita Crowder		Jacqueline Diaz	
Carolina Villafranco		Michelle Delacruz		Willie Johnson	

SERVICE ANNIVERSARIES

April

1 Year
Madison Eatwell
2 Years
Yamilet Longinos
Jessica Mata
Stephani Whittington
3 Years
Jessica Cordero
Movita Crowder
5 Years
Gunther Garces
7 Years
Derick Brown
12 Years
Tarsha LeSueur
Jennifer Richards
13 Years
Frank Garcia
Brittani Rossum
14 Years
Diane Nguyen
25 Years
Gwen Bownds

May

1 Year	8 Years
Mark Castill	Sondra Copling-Webb
GeanCarlo Roche	9 Years
Patricia Salas	Sydney Alcala
KeAndra Tyson	10 Years
Angelica Fuentes-Lopez	Vanessa Rodriguez
Leo Hernandez	Jessica Rubin
Jacqueline Ortiz	11 Years
Nathaniel Dixon Jr.	Carla Sandoval
2 Years	13 Years
Cristina Amaya	Sharon Green
Graciela Cruz	14 Years
LaConya Davis	Robin Porter
Sonia Eguia	15 Years
Jaquita Lofton	Margarita De Leon
Emeralda Santoyo	Jason Ortiz
7 Years	21 Years
Jacqueline Diaz	Amanda Andrews
Catalina Medina	

June

1 Year	11 Years
Cindy Sorto	Devonne Monroe
Morgan Pierson	13 Years
2 Years	Sandra Lopez
Julio Alonso	16 Years
Lisa Corse	Melanie Sanchez
Juan Gracia	17 Years
Alicia Herod	Tina Garcia
3 Years	18 Years
Latrece Baker	Lauren Leiva
5 Years	Patricia Perez
Samantha Milan	20 Years
6 Years	Gaby Morales
Reneisha Evans	35 Years
Martha Guia	<i>Alvinia Barge</i>
8 Years	
Robert Guerra	
9 Years	
Erica Cervantes	
Dee Little	

NEW EMPLOYEES ON BOARD

Melody Reid	Customer Care Representative	CCC
Ivan Luna Delgado	Part Time Representative	Operations
Lizbeth Gutierrez	Full Time Representative	Grand Prairie
Zaya Williams	Part Time Representative	Oak Cliff
Mya Coss	Part Time Representative	Downtown
Alyssa Valdez	Part Time Representative	Grand Prairie
Leticia Dominguez	Part Time Representative	Operations
Rachel Rhynes	Part Time Representative	Garland
Kristen Corona	Part Time Representative	CCC
Sabrina Mitchell	Customer Care Representative	CCC
John Dunkerley	Full Time Representative	North Dallas

Say
yes to
new
adven-
tures



PROMOTIONS

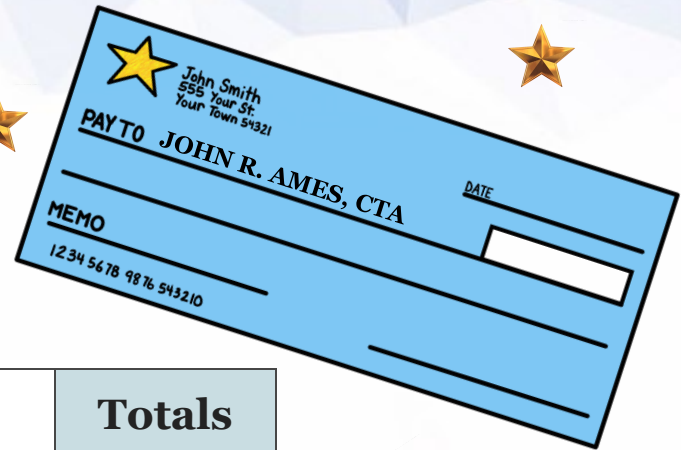
Laura Gordon	Part Time Representative	Operations
Matthew Rodela	Part Time Representative	Downtown
Derick Brown	Assistant Motor V Trainer	MV Admin
Jaqueline Ortiz	Part Time Representative	Mesquite
Aerial Stephenson	Senior Secretary	Accounting
Spencer Rivera	Part Time Representative	Grand Prairie
Nathaniel Dixon Jr.	Part Time Representative	Oak Cliff
Sheridan Foster	Senior Representative	Property Tax
Morgan Pierson	Part Time Representative	South Dallas



QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	April	May	June	April	May	June	April	May	June
Downtown	5,891	5,674	6,071	8,270	8,169	8,424	758	625	574
Garland	7,401	6,445	6,912	12,841	11,677	12,111	239	253	134
Grand Prairie	6,223	5,424	5,900	10,581	10,114	10,694	315	266	161
Mesquite	5,644	4,824	4,599	10,174	9,163	9,311	498	401	351
North Dallas	5,830	5,430	5,586	10,378	10,180	10,138	183	210	90
Oak Cliff	3,684	3,487	3,615	7,640	7,324	7,609	626	508	384
South Dallas	4,538	3,585	3,185	8,838	7,766	7,599	464	397	307

BY THE NUMBERS...



2nd Quarter 2025	Totals
OTC Property Tax Payments	7,498
Registrations Processed	614,369
Titles Processed	184,767
webDealer Transactions	189,233
Checks Processed by RPS	72,705
Customer Calls answered	59,743
Neighborhood Location Registration Transactions	150,897
Scofflaw Rejections	359





2025 Tax Office Enrichment Day

May 7, 2025 marked the 8th annual Enrichment Day for the Dallas County Tax Office! This year's theme was "TEAM"! The day included a full schedule of professional development and education. This year's keynote speaker was Assistant County Administrator, Lynn Richardson, followed by the Welcome message from Commissioner Andy Sommerman. County Administrator Darryl Martin gave an informative update on County programs and initiatives. One of the highlights of the day was Jan Hargrave's presentation "Actions Speak Louder than Words", followed by "Security Do's and Don'ts" presented by Chief Robert De Los Santos and Asst. Chief Zack Masri. The day included team-building activities, employee recognition, door prizes, great food and lots of fellowship! To end the day, the entire Tax Office assembled together to take our annual group photo. Thank you to everyone who worked so hard to make this event fun, educational and a success for everyone!



EASTER IN CCC



The Customer Care Center enjoyed hosting the Easter Bunny for the 4th time; the Call Center Team enjoyed a mini-egg hunt, great laughs and photo ops with their annual visitor.

JUNETEENTH

Although the County officially celebrated Juneteenth on June 19th, the Tax Office held their own celebration and recognition of this important date on June 18th, by wearing shirts that celebrated this National Holiday!





Congrats to Grad Tashawna Williams! Tashawna, Downtown Lead, graduated from DCCCD with her Associate's Degree in Business Management. We are so proud of you, Tashawna!



Congrats to Grad Kori Stewart, granddaughter of Operations Representative Edna Dorman, who graduated from Rowlett High School. Kori will attend UT Arlington to study Pediatric Nursing.



Congrats to Grad Steven Morales, son of TPR's Gaby Morales, for graduating with High Honors from WH Adamson High School—he will go on to study Fashion Design at El Centro.



Mesquite Asst. Manager Cheryl Smith is proud of her grandson Demond Blair! Demond is a 2025 graduate of Kaufman High School. Congrats Demond!



Danielle Wright (Operations) celebrated her son Donovan's 2025 graduation from Faith Family Academy Oak Cliff! In the fall Donovan plans to attend Prairie View A&M University. Congratulations Donovan!



CCC Asst. Manager Noemi Vasquez is proud of her daughter Emily Rose Vasquez! Emily Rose graduated in 2025 from Lassiter Early College HS with both her High School diploma and Associates degree. Well Done Emily Rose!



Congrats to mini-grad, Khalia Bella Jones! Granddaughter of Special Assistant Toni Collins, she recently graduated Kindergarten and is ready to hit 1st grade! Grandmom loves you, Sweet Girl!

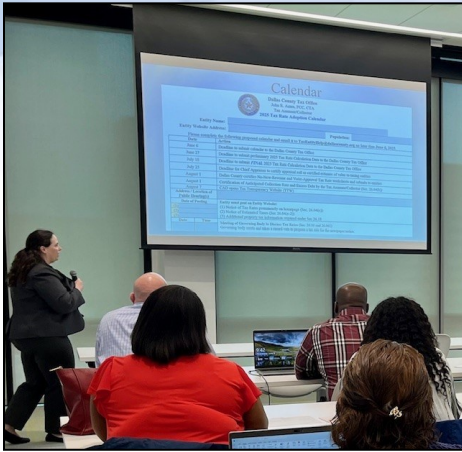


Congrats to mini-grad Raylin Bogden! Daughter to Ivan Rodriguez, Motor V Admin. Raylin recently graduated Pre-School from Cadence Academy. Way to go, Raylin!

TNT WORKSHOP



Tax Assessor/Collector John R. Ames, hosted a Tax Entity Truth-N-Taxation session on June 11, 2025 for area cities and school districts. Laurie Mann, Truth-N-Taxation Specialist with the Linebarger law firm was the special guest instructor and speaker, and she presented an overview of the tax rate adoption process to the full house. The discussion included the Tax Rate adoption process, required Notice and Hearings, and Tax Calendar deadlines.

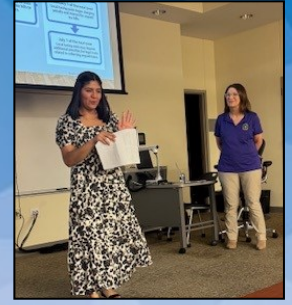


TACA 2025



June 2, 2025 - Tax Assessor/Collector John R. Ames and members of the Dallas County Tax Office attended the "Star Wars" themed annual Tax Assessor/Collectors Association conference. Chief Deputy Peggy McCormick moderated a panel of Directors, including Christina Benedict (Property Tax), Ellen Hays (Motor Vehicle), Ashley Richard (Accounting) and Cici Garcia (TPR) as they presented to the Conference. Their session was entitled "Dealing with Difficult Customers".

DISTRICT 1 TOWNHALLS

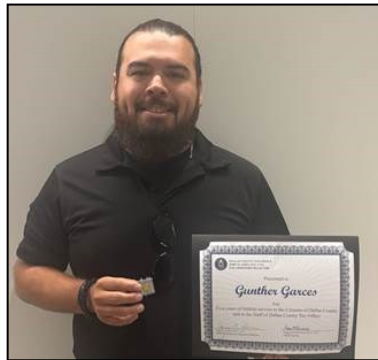


Tax Assessor/Collector John R. Ames was pleased to join Commissioner Theresa Daniel at each of the District 1 Townhalls that were presented in June. Mr. Ames was joined by members of his team as they provided an informative presentation on the "Texas Property Tax System". The event was attended by dozens of citizens who learned the basics of the Texas Property Tax system.

PERSONAL RECOGNITIONS



*Ivan Rodriguez
5 years—Motor V Admin*



*Gunther Garces
5 years—Operations*



*Juanita Aguirre
10 years—Property Tax*



*Alex Rodriguez
10 years—Motor V Admin*



*Jason Ortiz
15 years—Admin*



*Gaby Morales
20 years—TPR*



*Ms. Alvinia Barge
35 YEARS—Operations*

EMPLOYEES OF THE MONTH

APRIL



*Ivan Rodriguez
Motor V Admin*

Ivan Rodriguez was nominated for Employee of the Month due to his exceptional work ethic. He has embraced the position of MV Coordinator and has learned how to efficiently juggle the needs of 8 branches and multiple outside entities. We can count on Ivan to be prompt and responsive. He must coordinate multiple projects each day, and his communication skills, both with the public and with internal partners, is excellent. For example, he regularly monitors the queuing system to ensure the branches are properly staffed for their workloads, while monitoring the systems for outages and reporting any to the proper parties. Every project or task assigned to him has been completed promptly and efficiently. He consistently goes above and beyond by creating detailed spreadsheets to track and organize projects and actively seeking solutions for any challenges that arise. What's impressive is that he does this without needing reminders. Ivan's proactive approach in pursuing new and challenging opportunities within our division is truly inspiring and makes him an invaluable asset to our team. He has also quickly become a "go to" team member for many in other areas of the Tax Office, as they know Ivan is willing to assist, and can be counted on to follow through.

MAY

Nancy Malagon stands out for her unwavering commitment to exceeding expectations as a valued employee of the Dallas County Tax Office. As a Senior Representative in the Collections Department, she excels in customer service, consistently going the extra mile to assist taxpayers, colleagues and other departments. Nancy approaches even the most challenging customers with courtesy and professionalism. She showcases incredible patience, especially when interacting with seniors and Spanish-speaking taxpayers. She diligently answers all their questions, ensuring they leave satisfied with her service. Beyond her daily responsibilities, Nancy naturally assumes a leadership role in her manager's absence, always prioritizing the support of her team. She skillfully juggles her duties while stepping in to assist other departments when needed. Nancy's productivity and adaptability make her an invaluable asset. Her unwavering reliability and dedication exemplify what it means to be a true team player!



*Nancy Malagon
Property Tax*

JUNE



*Wesley Sharp
North Dallas*

Wesley Sharp excels at fostering a positive atmosphere among staff, always ready to lend a helping hand to his colleagues whenever they need support. His patience is remarkable and he takes the time to coach them, ensuring they feel confident in their roles. Wesley's constant smile is not only uplifting, but also infectious and brightens the day for everyone around him. In his role as the person in charge of express mail in the North Dallas Branch, Wesley demonstrates exceptional organizational skills. He meticulously keeps track of incoming mail and ensures that all deadlines are met with precision. What truly sets him apart is his commitment to providing outstanding customer service. He consistently goes the extra mile by reaching out to customers to explain the process in great detail, which alleviates any concerns they may have when they arrive at the Tax Office. Management has received numerous compliments from customers praising Wesley for his attentive care, especially regarding the paperwork they need and advising them on visiting hours when the office is less busy. A particularly noteworthy instance of his dedication was when Wesley took the initiative to assist a customer by personally helping them install new license plates and stickers on their vehicle. His dedication to service and support consistently exemplifies the values we strive for on our workplace and truly makes him worthy of this recognition.

PERSONAL RECOGNITIONS

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

Devonne Monroe
Ricky Salas
Deborah Bloomer
Tanya Bailey
Sonia Eguia

A Going the Extra Mile (GEM) Award was also presented to:
LaQuita Spillman



BRANCH TOP PRODUCERS!



North Dallas
Paula Guerrero



Garland
Shae Corse



Grand Prairie
Cristina Amaya

The Tax Office would like to recognize the hard work of the top representative in each branch for one of the busiest days of the year – January 31, 2025. This is the last day to pay property taxes without a penalty, and thousands of citizens visited the branches in person to pay their taxes on Friday, 1/31/2025. These individuals processed more property tax transactions than anyone else in their branch, and were recognized for their hard work, accuracy, and diligence with a certificate and a small gift. Congratulations to each of these dedicated team members!



Downtown
Movita Crowder



Mesquite
Jackie Ramirez



South Dallas
Valeria Arrona

ON THE SPOT AWARD



Ms. Angelica Fuentes-Lopez was nominated for an On-The-Spot award by her Leadership team who noticed her exceptional customer service for an elderly customer who recently visited the Garland branch.

This particular customer was on oxygen and while he was at the front counter, he identified that he was feeling dizzy and Ms. Fuentes-Lopez quickly stepped into action. She called out for assistance, but before help could arrive, the customer started to fall. Ms. Fuentes-Lopez reached across the counter and caught him in her hands to keep him from falling to the floor, which was not only an extreme effort, it likely kept him from injury, had he slid all the way down.

What a great example of heartfelt customer service!



BRANCH OF THE QUARTER

CONGRATULATIONS!

to the
Garland Branch
for winning the “Branch of the Quarter” Award for the
1st Fiscal Year Quarter (January—March).
Winning this award truly demonstrates great team-
work & commitment to excellence.



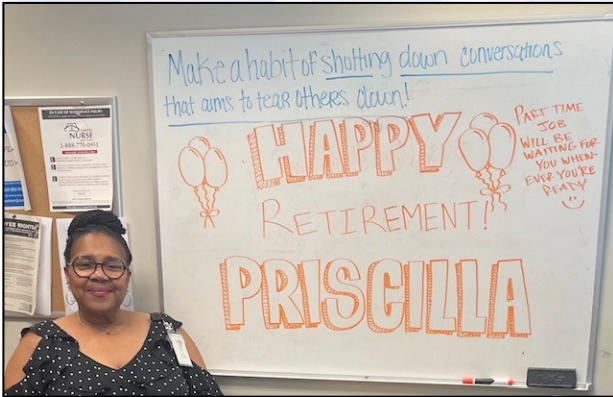
RETIREMENTS!

Ms. Priscilla Cook



Ms. Priscilla Cook retired after 14 years of faithful service to the Dallas County Tax Office. She started her journey at the Tax Office in December of 2010 as a Part Time Representative and became a Full time Representative by August 2011. She worked at the Downtown, Duncanville, and Grand Prairie Tax Office Branch. On top of her time with the Tax Office, Ms. Cook also spent 27 years working for the Federal Reserve Bank. During her retirement, Ms. Cook plans to spend time with her family and travel.

Enjoy your next adventure!



Ms. Cathy Lattimer

Animal print lover Cathy L. Lattimer retired from the Dallas County Tax Office after 29 faithful years of service. She began her employment with the Dallas County Tax Office on January 1st of 1996 as a Part Time Representative. She was promoted to a Full Time Representative in April 1996. Cathy plans to enjoy her retirement days shopping, planning trips with her 3 children and 6 grandchildren and do projects around her house.

We will miss you, Cathy!



WHERE FASHION MEETS CHARITY



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"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 \$5,700 to local charities.

This quarter, the charities our donations were shared with were - Hope Supply Co., Faith Presbyterian Hospice, and Camp Esperanza.

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!



Leslie Pintor
Joel Bowers
Tameia Mitchell

Sydney Alcalá
Yolanda Young
Robert Guerra

Melissia Epperson
Angela Taylor
Gerardo Blanco



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.



CITIZEN APPRECIATION

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

Wilean Blair	Lizeth Pineda	Sylvia Mata	Kianna Cade	Karen Cordova
Steven Hurdle	Sean Peterson	Aerial Stephenson	Moncel Brazil	Jejlan Mati
Grand Prairie Tax Office	Avril Ramirez	Michelle Delacruz	Turkesia Johnson	Noah Tijerina
Angel Araiza	Rosana Ordonio	Anita Scott	Courtnie Ware	Abigail Hernandez
Leslie Pintor	Shae Corse	Balinda Zumbrun	Yolanda Young	Jasmine Contreras

- ◇ Wilean did an excellent job! God sent her to me today; she was so knowledgeable, professional, and nice! I couldn't have done it without her. She walked me thru everything. She made it so easy! Thank you, Wilean!
- ◇ Lizeth was great!!
- ◇ Shae was so nice and helpful. I always have a positive experience with her.
- ◇ Ms. Courtney was beyond kind and patient with me. I had 4 titles to transfer but failed to complete the applications. She was not rude as she could have been, instead she helped me fill them out. I greatly appreciate it.
- ◇ Sylvia provided exceptionally outstanding customer service. My form had a problem. She was kind, professional, knowledgeable and proficient in explaining and all interaction - wonderful person to represent the Tax Office.
- ◇ Tax Office Rep Karen was absolutely wonderful! Amazing patience and full of knowledge about everything I needed. I recommend any customers/citizen go to her if they're looking for incredible customer service! I hope she's here when its time for me to come back.
- ◇ Kianna was super professional very good attitude with a smile
- ◇ Steven was great! He made a frustrating experience cool.
- ◇ Moncel was super professional and had a very good attitude with a smile.
- ◇ Sean made the experience fast and painless. Answered all questions concisely, great employee!
- ◇ Anita Scott was a joy to interact with; not only to me but also with others in my line.
- ◇ JC was the epitome of customer service. Very professional, helpful and awesome! Her voice was so sweet and very relaxing
- ◇ Avril was exceptional, professional, knowledgeable, helpful, and went above and beyond!
- ◇ This is an amazing office. Everyone was so helpful and professional. If only every Dallas County Tax Office could be this efficient. THANKS GRAND PRAIRIE.
- ◇ Noah was fantastic! We had a complicated issue and he was kind, helpful, and patient!!
- ◇ Angel was a breath of fresh air. I was having a bad day but he greeted me with a big smile and was knowledgeable very professional and I felt that someone needed to know I really appreciated his help.
- ◇ How wonderful Aerial was to me, she is a beautiful spirit. She was thorough, patient, took me step by step and reassured me I did it the correct way. She is amazing!
- ◇ Balinda is a huge Asset, the most cordial and knowledgeable Rep.
- ◇ I was stunned. From the minute I entered the building I was treated professionally and courteously. I signed in at 3:24 and by 3:35 I was served! Jejlan was also so helpful and pleasant and was done by 3:45. Your system for managing the waiting is impeccable.