



DALLAS COUNTY TAX STATEMENT

ISSUE: LI

July—September 2021

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

It's been a busy quarter for the Tax Office.... so much going on and so much preparation for next quarter. Spoiler alert... pictures of the move back into the Records Building in the next newsletter!

Congratulations to our Employees of the Month this Quarter, **Kelleye Dunn-Richardson, Michelle Delacruz,** and **Yvonne Bunkley.** Read about these amazing ladies on page 6. I'm so proud that they represent the Tax Office.

It was exciting to be a part of the official grand opening and ribbon cutting for the South Dallas Government Center. I know what you're thinking.... Didn't we move into that building last November? Yes, we did, but the building was officially completed and celebrated this July. It is a beautiful facility and we are thankful that the Commissioner's Court saw the need to build a full service government center in Southern Dallas County. Take a look at some of the pictures on page 7.

Big shout out to the North Dallas Branch Team. They've been under construction for a long time and they did an amazing job serving our customers during it all. Who knew when you went to work in the Tax Office that you might work in a "Check-in" container in the parking lot! Keep up the Great work **Frank, Sherwanna** and the North Dallas Team! Check out their container on page 8.

Special appreciation to all the customers who took a minute this quarter to tell us about their experiences. The 'amazing customer service' we provide every day is recognized. Read all the comments on page 10.

As always, it's an honor to serve as your Dallas County Tax Assessor/Collector. I appreciate the efforts the Team puts forth every day.

~ **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

July

Karen Beechum	2
Evelyn Rivera	2
Gaylon Gowans	4
Tamika Harris-Townsend	12
Erin Palmer	14
Gwendolyn Coney	16
Erica Goodman	20
Sharon Green	21
Kimberly Rodman	21
Christina Castillo	24
Raven Dossey	24
Miriam Hernandez	25
Viridiana Lopez	25
Ivan Rodriguez	26
Nancy Malagon	27
Destiny Flores	28
Dyvone Villa	31

Rosa Romero	6
Matthew McVearry	6
Stephany Perez	7
Monica Escalante	8
Leticia Dominguez	9
Darren Horrell	11
Anthony Kellum	12
Catina Diggs-Thibodeaux	14
Elijah Mellish	15
Danielle Alexander	20
LaTara Daniels	20
Alberto Garcia	20
Ana Gonzalez	20
Carlos Rincon	21
Charles Taylor	22
Anita Scott	23
Sandra Herring	23
Yulissa Amaro	24
Sydney Alcalá	25

August

Erica Cervantes	26
Araceli Meza	28
Teresa Cloninger	29
Kendra Winn	29



September

Ania Silva Cantu	3
Celia Salas	4
Cathy Lattimer	5
Karen Cordova	5
Aurora Parra	7
Brittani Rossum	8
Alondra Romualdo	9
Gary Garcia	9
Cynthia Herrera	10
Marco Dimas	14
Dro Fermin-Mendez	14
Nina Jackson	14
Devonne Monroe	16
Maria "Gaby" Morales	19
Maria Pineda	19
Maria "Erica" Mendez	20
Perla Reboloso-Camarillo	22
Wesley Sharp	22
Pegelbert Netter	22
Teresa Dawson	23
Ellen Hays	26
Gail Wortham	26
Bryan Lopez	27
Sally Stephens	29

SERVICE ANNIVERSARIES

July

1 Year
Thomas Herring
Bryan Lopez
Alexander Mendoza
Alejandra Rocha
William Thompson
2 Years
Ivan Rodriguez
Tashawna Williams
4 Years
Rhaevan Shields
5 Years
Kathy Reed
Tiana Swanson
6 Years
Marquise Jefferson

August

1 Year	Abraham Alcalá
7 Years	Rochelle Clayborn
9 Years	Ernest Bates
10 Years	Felicia Fernandez
10 Years	Alex Galan
2 Years	Maya Glaspie
3 Years	Darren Horrell
4 Years	Diana Cannonier
5 Years	Maria Pineda
5 Years	Teresa Dawson
6 Years	Karen Beechum
7 Years	Monica Atsu
7 Years	Anita Scott
10 Years	Priscilla Cook
13 Years	Patricia Avitia
13 Years	Wanda Harkless
14 Years	Marilyn Hickman
15 Years	Dixie Sanders
16 Years	Jacqueline Wallace

September

1 Year	Diana Guerrero
1 Year	Ashley Richard
8 Years	Kelleye Dunn-Richardson
2 Years	Arnulfa Gutierrez
3 Years	Norma Jimenez
3 Years	Laura Mati
4 Years	Maria "Erica" Mendez
11 Years	Davette Rodgers
13 Years	Lorie Phillips
14 Years	Sherwana Milam
7 Years	Sandra Nichols
15 Years	Yvonne Bunkley
15 Years	Jacqueline Greiner

NEW EMPLOYEES ON BOARD

Socorro Delgado	Part Time Rep	North Dallas
Mayra Dominguez	Part Time Rep	Grand Prairie
Alondra Romualdo	Part Time Rep	Grand Prairie
Rafael Segovia	Part Time Rep	Oak Cliff
Chansian Bankston	Part Time Rep	Grand Prairie
Cazsa Clermont	Part Time Rep	North Dallas
Janice Burson	Full Time Rep	Garland
Amber White	Assistant Director	Property Tax
Nadia Copeland	Part Time Rep	North Dallas
Anastasia Paul	Part Time Rep	Oak Cliff
Nicol McElroy	Part Time Rep	Special Ops
Bianca Douglas	Customer Care Rep	CCC
Ebonee Kyles	Customer Care Rep	CCC



Congratulations!

PROMOTIONS

Alex Galan	Full Time Rep	Oak Cliff
Nancy Malagon	Full Time Rep	Property Tax
Yadira Zamarripa	Lead Rep	CCC
Rochelle Clayborn	Motor V Specialist	MV Admin
Socorro Delgado	Full Time Rep	North Dallas
Jayla Johnson	Full Time Rep	Grand Prairie
Octavio Rojo-Morales	Part Time Rep	Mesquite
ShaNathia Prater	Full Time Rep	North Dallas
Cazsa Clermont	Full Time Rep	North Dallas



QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	July	August	Sept	July	August	Sept	July	August	Sept
Garland	8,286	8,189	7,870	13,646	13,348	12,584	90	68	43
Grand Prairie	7,909	8,092	7,652	12,144	12,288	11,272	171	105	71
Mesquite	4,741	4,903	4,392	9,609	10,219	9,538	194	168	134
North Dallas	8,805	7,285	7461	13,566	12,043	12,119	112	50	54
Oak Cliff	5,635	4,806	4,975	11,594	11,104	10,841	364	320	295
South Dallas	5,220	5,541	5,544	9,940	10,159	9,776	234	179	141



BY THE NUMBERS...

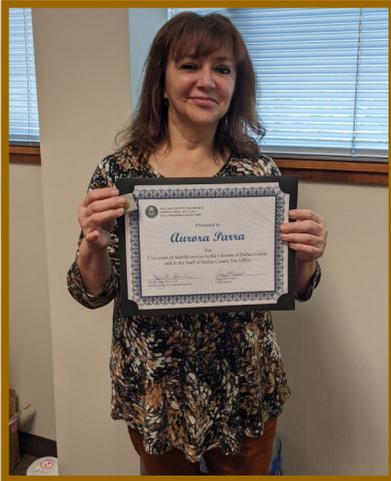
3rd Quarter 2021	Totals
OTC Property Tax Payments	11,446
Registrations Processed	587,156
Titles Processed	183,203
webDealer Transactions	147,799
Checks Processed by RPS	95,239
Customer Calls answered	57,566
Neighborhood Location Registration Transactions	141,289
Scofflaw Rejections	369

Congrats On These Milestones!

Congrats!



Zoraida Carrasco
20 Years
Property Tax



Aurora Parra
5 Years
Grand Prairie



Andrea Houston
5 Years
South Dallas



Angelica Vallardes
5 Years
Special Ops



Sydney Alcalá
5 Years
North Dallas



Dee Little
5 Years
Accounting

2ND QUARTER EMPLOYEES OF THE MONTH

JULY



*Kellee Dunn-Richardson
Property Tax*

Kellee recently handled a challenging customer. This customer called and visited our office a few times in recent weeks. Each time, he has been challenging with our staff, which led him to speak to upper management on at least one occasion. Kellee spoke with the customer on the phone, and as with previous visits, he presented a difficult customer service scenario. However, Kellee chose to rise above the situation, demonstrated a high level of self-control and consistently maintained a professional demeanor. She was able to help the customer move past his personal feelings so she could answer his questions and provide him with what he needed. She went out of her way to email him the information and had everything ready to process his transaction when he came in later that afternoon. Way to go Kellee for going the extra mile!

AUGUST



*Michelle Delacruz
Customer Care*

Michelle Delacruz has a contagious and positive personality. She gets along with everyone and always delivers excellent customer service! During the 2020 year she answered, researched, and resolved 10,391 calls (English and Spanish) with an average call time of 5 minutes and 44 seconds. She is a team player that assists with the training of our new hires. She does this by inviting them to sit and listen to her inbound calls, showing them tips on how to maneuver through the daily system applications and how to understand all of the information they process and present to the customer. Michelle has a kind heart; she likes to give the team little goodies throughout the year. Michelle always tries to do her best on call quality—this means that she is providing complete and accurate information in a professional manner. She stays engaged with her customers, and her tone of voice is always welcoming. We are proud to have Michelle on the Customer Care team!

SEPTEMBER



*Yvonne Bunkley
North Dallas Tax Office*

Yvonne is a positive presence in the North Dallas Branch office and uplifts everyone she meets. Her sense of humor is great at easing any tension in the office. When we get a new employee, she is very welcoming and reassuring. New employees sometimes stress over the mistakes they make and she is very good at giving them pointers and reassuring them that she has been through the same thing and she is still here; therefore, they will make it too. She is constantly thinking about what is best for the office. When we have a Saturday workday, Yvonne volunteers to work. Even after giving 110% all week, she musters up the energy to come in on a work Saturday. She is flexible, going back and forth between mail and public, as she knows it is best for the office. It can be chaotic, but she knows she must focus on whatever task she is assigned to do because it is what the office needs. She helps keep morale in the office up by making sure everyone gets their birthday celebrated. We think Yvonne is irreplaceable and deserving of the recognition for employee of the month!

SOUTH DALLAS GRAND OPENING

The South Dallas Government Center celebrated its Grand Opening on July 29, 2021, with a ribbon cutting and dedication ceremony attended by Dallas County officials and honored guests, including Dallas County Commissioner John Wiley Price, and Dallas County Tax Assessor/Collector, John R. Ames. The newest Tax Office is located at 8301 South Polk Street, Dallas 75232. This one-stop government center is the site of the Tax Office, as well as many other County offices, and has been beautifully decorated with artwork celebrating Dallas and local leaders. We welcome you to the new South Dallas Tax Office!



PERSONAL RECOGNITIONS



Gwen Coney celebrated the arrival of her new granddaughter, Arielle Hope. Congratulation Gwen!



Sherwanna Milam celebrated the arrival of her newest granddaughter, Teylah La-Nette Ladunn Milam. Congrats Sherwanna!



NORTH DALLAS CONSTRUCTION COMPLETE



The North Dallas Government Center said “Goodbye” to their construction site, check-in trailer, and the temporary re-routing of customers around the building as the on-going construction has been almost completed! For most of 2021, the North Dallas Government Center has been undergoing renovations in the main lobby area. While the area was a construction site, the amazing North Dallas Tax Office team, led by Branch Manager Frank Garcia, never missed a beat, and continued to assist customers and dealers, and to go the extra mile every day! We appreciate the dedicated team at our North Dallas Government Center, and they will welcome you with a smile to their beautiful new facility!

BRANCH OF THE QUARTER



CONGRATULATIONS!

to the

Mesquite Branch

for winning the “Branch of the Quarter” Award for the 2nd quarter (April—June). Winning this award truly demonstrates great teamwork. & commitment to excellence.

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.



July
The SPCA
\$750.00

August
The Bridge
\$750.00

September
Union Gospel
Mission 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!**

Jennifer Richards

Ofelia Clemente

Aulexus Williams

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.

Jacqueline Wallace	Patricia Jackson	Ema Ruiz	Willie Johnson	Deyanira Rodriguez
Donald Spivery	Wesley Sharp	Cornell Kennard	Sharon Green	Peggy Netter
Wilean Blair	Robin Porter	Kwabena Asamoah-Nkansah	Kelly Caraway	Martha Guia
Andrea Houston	Juan Rodriguez	Stacy Linwood	Gloria Munguia	Kendra Winn
Jacqueline Salas	Elizabeth Nedd	Rochelle Clayborn	Irma Mendez	Bryan Guzman
Vanessa Rodriguez	Ashley Guevara	Dyvone Villa	Debra Davis	Tina Garcia

GREAT JOB

- ◇ Absolutely amazing customer service from your staff. They were very helpful, knowledgeable, and professional. I am very glad to see them be big supporters of military as well. I am an active duty member.
- ◇ I requested renewal invoices for our wine & liquor store in order to pay. They responded very efficiently (within 1 day) of both requests; this being the second one. They exemplify the level of customer service that ought to be the standard with all offices/jurisdictions, especially during this time. Thank you and their assistance has been greatly appreciated.
- ◇ The new facility is very nice and the flow of people through the areas seems much more efficient and smoother.
- ◇ Thank you very much for staffing professional, courteous, and knowledgeable personnel. They were amazing & friendly! They made a stressful situation very pleasant.
- ◇ They did an outstanding job helping through an extremely complex scenario (bought a car out of state) to register and title a new car. They were professional, kind, helpful, and FAST!! Please recognize them and give them a raise!
- ◇ I am very happy with the service provided today. This is my first time visiting a branch and was taken care of very well. I've been to other offices and they do not treat the same but here, that is not the case.
- ◇ I wanted to take the time to give you some positive feedback. Everyone, from the security guards to the front desk people, to the person helping me with my title were delightful. I even had to redo my form, but she explained what I needed to change and promptly served me.
- ◇ Your staff is exceptional, efficient, friendly, polite, and just wonderful. California needs to take a lesson from y'all.

Thank
You!