



DALLAS COUNTY TAX STATEMENT

ISSUE: LV

July—September 2022

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Fall is finally here, and the weather is cooling off. We've been busy this summer in the Tax Office. I'm so proud of our teams working with staffing challenges and still assisting our customers. Check out all our new hires & promotions on pages 4 & 5.

Congratulations to the **North Dallas Branch** for winning Branch of the Quarter. This is the first time North Dallas has won the award since moving into their new offices a few years ago. Great job Team North Dallas! Congrats also goes to all our milestone employees who celebrated significant anniversaries with the Tax Office. See who they are on page 6.

Employees of the month, **Louis Wright, Sandra Bowie** and our **Accounting/RPS Team** deserve a huge recognition. Thank you for all you do and for being positive role models for your teams. Read more about them on page 7.

I was excited to participate in the official ribbon cutting for the Records Building in August. Next month we will celebrate our one-year anniversary in the renovated Records Building. Our team and the public are glad to be back!

There's a lot of other great information in this quarter's newsletter, take a minute and read about our amazing team and what they've been doing.

Yes, yes, yes.... Property Tax Statements were mailed in October, so that's technically next month's news.... But let me just say, encourage everyone to pay early and pay online to avoid state mandated penalties and interest charges.

Stay Safe everyone and enjoy the upcoming holiday season. It's an honor and a privilege 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

July

| |
|---------------------|
| Karen Beechum |
| Evelyn Rivera |
| Gwen Coney |
| Erica Goodman |
| Sharon Green |
| Kim Rodman |
| Raven Dossey |
| Christina Guatemala |
| Viridiana Lopez |
| Ivan Rodriguez |
| Rafael Segovia |
| Nancy Malagon |
| LatreCIA Baker |
| Destiny Flores |
| Dyvone Villa |

August

| | |
|-------------------------|------------------|
| Tianna Link | Ana Gonzalez |
| Rosa Romero | Carlos Rincon |
| Monica Escalante | Charles Taylor |
| Lety Dominguez | Anita Scott |
| Belinda Silva | Sandra Herring |
| Darren Horrell | Yulissa Amaro |
| Anthony Kellum | Sydney Alcalá |
| Jessica Cordero | Erica Cervantes |
| Catina Diggs-Thibodeaux | Syed Ali |
| Jazmone Murphy | Araceli Meza |
| Elijah Mellish | Teresa Cloninger |
| Danielle Alexander | |
| LaTara Daniels | |
| Alberto Garcia | |

September

| | |
|-------------------|----------------|
| Bianca Douglas | Perla Marrero |
| Celia Salas | Wesley Sharp |
| Karen Cordova | Peggy Netter |
| Cathy Lattimer | Teresa Dawson |
| Mary McDuff | Ellen Hays |
| Clint Paschall | Bryan Lopez |
| Aurora Parra | Sylvia Mata |
| Brittani Rossum | Sally Stephens |
| Marco Dimas | |
| Dro Fermin-Mendez | |
| Nina Jackson | |
| Tameia Mitchell | |
| Devonne Monroe | |
| Gaby Morales | |
| Maria Pineda | |
| Erica Mendez | |



SERVICE ANNIVERSARIES

July

| |
|--------------------|
| 2 Years |
| Thomas Herring |
| Bryan Lopez |
| William Thompson |
| 3 Years |
| Ivan Rodriguez |
| Tashawna Williams |
| 6 Years |
| Kathy Reed |
| Tiana Rudd |
| 7 Years |
| Marquise Jefferson |
| 15 Years |
| Kim Rodman |

August

| | |
|-------------------|--------------------|
| 1 Year | 8 Years |
| Janice Burson | Rochelle Clayborn |
| Cazsa Clermont | 10 Years |
| Rafael Segovia | Anita Scott |
| 2 Years | 11 Years |
| Abraham Alcalá | Priscilla Cook |
| Felicia Fernandez | 14 Years |
| 3 Years | Patricia Avitia |
| Maya Glaspie | 15 Years |
| 4 Years | Marilyn Hickman |
| Darren Horrell | 17 Years |
| 5 Years | Jacqueline Wallace |
| Maria Pineda | 18 Years |
| 6 Years | Sandra Bowie |
| Teresa Dawson | 20 Years |
| 7 Years | Ofelia Clemente |
| Karen Beechum | |

September

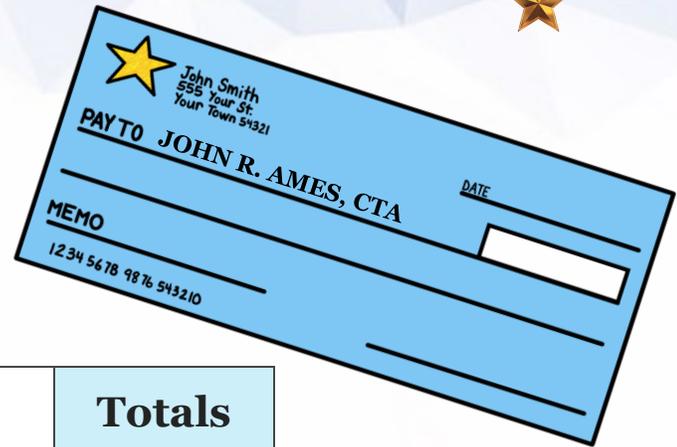
| | |
|--------------------|-------------------------|
| 1 Year | 9 Years |
| Bianca Douglas | Kelleye Dunn-Richardson |
| Ebonee Kyles | Arni Guitierrez |
| Nicol McElroy | Norma Jimenez |
| Anastasia Paul | Laura Mati |
| 2 Years | Erica Mendez |
| Brandy Tsegai | 12 Years |
| Elijah Mellish | Davette Rodgers |
| 3 Years | 15 Years |
| Danielle Alexander | Sandra Nichols |
| 4 Years | Lorie Phillips |
| Monica Escalante | 16 Years |
| Shantavia Johnson | Yvonne Bunkley |
| Stacy Linwood | 17 Years |
| Erika McEwan | Rosa Romero |
| 5 Years | 20 Years |
| Deyanira Rodriguez | Danielle Wright |
| 8 Years | 24 Years |
| Bridget Bailey | Laketricia Ogunlende |
| Wilean Blair | |
| Jacqueline Greiner | |
| Diana Guerrero | |
| Ashley Richard | |



QUALITY MEASURES

| | Vehicle Titles Processed | | | Registrations Processed | | | Property Tax Transactions | | |
|----------------------|--------------------------|--------|-------|-------------------------|--------|--------|---------------------------|--------|------|
| | July | August | Sept | July | August | Sept | July | August | Sept |
| Downtown | 4,721 | 5,003 | 5,854 | 5,936 | 7,246 | 7,491 | 305 | 287 | 244 |
| Garland | 7,398 | 8,427 | 7,286 | 7,398 | 12,542 | 11,703 | 91 | 52 | 51 |
| Grand Prairie | 6,420 | 6,166 | 6,426 | 9,683 | 10,054 | 9,542 | 120 | 95 | 59 |
| Mesquite | 5,555 | 5,266 | 5,103 | 8,385 | 9,575 | 8,299 | 143 | 124 | 131 |
| North Dallas | 6,264 | 6,183 | 5,281 | 9,699 | 8,929 | 8,432 | 104 | 45 | 49 |
| Oak Cliff | 5,580 | 6,377 | 5,218 | 8,342 | 9,633 | 8,659 | 305 | 270 | 220 |
| South Dallas | 5,333 | 6,477 | 5,561 | 8,630 | 10,160 | 9,499 | 226 | 179 | 170 |

BY THE NUMBERS. . .



| 3rd Quarter 2022 | Totals |
|--|----------------|
| OTC Property Tax Payments | 3,907 |
| Registrations Processed | 581,828 |
| Titles Processed | 190,037 |
| webDealer Transactions | 128,510 |
| Checks Processed by RPS | 88,923 |
| Customer Calls answered | 1,254 |
| Neighborhood Location Registration Transactions | 161,648 |
| Scofflaw Rejections | 226 |



NEW EMPLOYEES ON BOARD

WELCOME!

| | | |
|----------------------------|--------------------------|---------------|
| Syed Ali | Part Time Representative | Garland |
| Jasmine Contreras | Part Time Representative | Customer Care |
| Tianna Link | Full Time Representative | Customer Care |
| Victoria Muniz | Full Time Representative | Downtown |
| Jaime Anguiano | Part Time Representative | Downtown |
| Jabriel Carson | Full Time Representative | Customer Care |
| Raven Carroll | Full Time Representative | Customer Care |
| Michaela Hall | Full Time Representative | Grand Prairie |
| Elizabeth Brannon | Full Time Representative | Grand Prairie |
| Jejlan Mati | Full Time Representative | Garland |
| Deborah Farley | Full Time Representative | Grand Prairie |
| Adonis Jones | Full Time Representative | Grand Prairie |
| Leslie Orozco | Full Time Representative | Grand Prairie |
| Juana De La Cruz | Full Time Representative | North Dallas |
| Patrick Pinson | Full Time Representative | North Dallas |
| Te'Amber Jobe | Part Time Representative | Garland |
| Jody Allen | Part Time Representative | Grand Prairie |
| Maria Lopez | Full Time Representative | North Dallas |
| Clinton Paschall | Full Time Representative | Grand Prairie |
| Alejandra Munguia | Full Time Representative | North Dallas |
| Joseph Hollmann | Full Time Representative | North Dallas |
| Naarah McKnight | Part Time Representative | Grand Prairie |
| Bahbi McDonald | Full Time Representative | Grand Prairie |
| Brittney Franklin-Anderson | Full Time Representative | North Dallas |
| Horacio Bryant | Full Time Representative | Downtown |
| Jose Alvarado | Full Time Representative | MV Operations |
| Lisbeth Hernandez | Part Time Representative | MV Operations |
| Candice Baca | Full Time Representative | North Dallas |
| Faisal Khan | Full Time Representative | North Dallas |



Tax Assessor/Collector John R. Ames and Chief Deputy Peggy McCormick welcome a class of new hire trainees to the Dallas County Tax Office for 4 weeks of extensive training before they are ready to serve the public.

PROMOTIONS

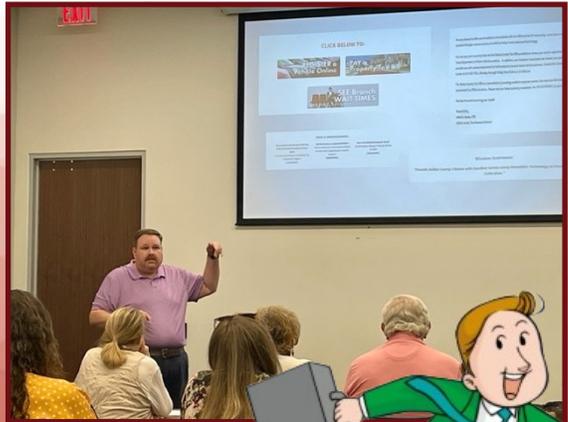
| | | |
|----------------------|--------------------------|---------------|
| Diane Hinojosa | Full Time Representative | Grand Prairie |
| Reneisha Evans | Lead Representative | North Dallas |
| Brandy Tsegai | Motor Vehicle Specialist | Downtown |
| Anakaren Arzola | Lead Representative | Downtown |
| Samantha Ramirez | Motor Vehicle Specialist | Downtown |
| Norma Jimenez | Lead Representative | Grand Prairie |
| Jessica Cordero | Full Time Representative | Downtown |
| Felicia Fernandez | Full Time Representative | Downtown |
| Jaison Alappadan | Full Time Representative | MV Operations |
| Darren Horrell | Roll Maintenance Manager | Property Tax |
| Octavio Rojo-Morales | Full Time Representative | North Dallas |



COMMUNITY INVOLVEMENT



Commissioner Dr. Elba Garcia hosted a Town Hall Meeting at the Oak Cliff Government Center on September 14, 2022. Tax Assessor/Collector John R. Ames presented an overview of the property tax system, along with representatives from the Dallas Central Appraisal District and Linebarger Goggan Blair & Sampson, LLP, to citizens of District 4.



John R. Ames, a man always on the go!



Congrats On These Milestones!



Ofelia Clemente
20 Years
Customer Care



Marilyn Hickman
15 Years
Downtown-Records



Patricia Perez
15 Years
South Dallas



Raven Dossey
5 Years
Garland



Angela Taylor
5 Years
Accounting, Finance

Congrats!

BRANCH OF THE QUARTER



CONGRATULATIONS!

to the
North Dallas Branch
for winning the "Branch of the Quarter"
Award for the 3rd quarter (April – June).
Winning this award truly demonstrates great
teamwork & commitment to excellence.



EMPLOYEES OF THE MONTH

JULY



*Louis Wright
Property Tax*

Louis’s dependability and resourcefulness is shown throughout his daily routine. He is always willing to go the extra mile to help with special tasks and always asks if there is anything else he can help with. It is always a joy working with Louis! He always displays a positive attitude, has a smile on his face, and brings joy to his peers. Our team can always count on Louis to step in when someone is out, whether it is stepping to the front line to assist a customer or answering the phone to help with a difficult question. His willingness to re-arrange his schedule to assist our team is always greatly appreciated. Louis deserves the title Employee of the Month because he is always a pleasure to work with; not only is he a team player, but a valuable asset to the Collections Team of the Property Tax Division of the Tax Office!

AUGUST

Sandra Bowie is a fabulous employee, a huge asset to our department and is so deserving of this recognition. Sandra’s customer service skills are exemplary. She is one of the friendliest people we know and arrives with a positive and happy attitude each day ready to serve. Sandra can be counted on to assist her coworkers and management when asked. She has the ability to communicate effectively with all of her coworkers from the management level on down. Sandra is also a team player, she relocates to any position within the office without complaint. Last month, Sandra was our assigned Information Representative. When the office became crowded, we would call her to help assist on the front line which she did with no hesitation. She is willing to fill in anywhere we need when we are short handed. Sandra is one of our tenured employees here in Oak Cliff and she consistently provides great Customer Service! We would like to applaud her for her outstanding efforts and ability to keep working towards her goals..... Retirement!



*Sandra Bowie
Oak Cliff Office*

SEPTEMBER



Accounting/RPS Team

2022 has been a very eventful year for the small but mighty Accounting/RPS Team. The RPS (Remittance Processing System) Team had to deal with the absence and subsequent retirement of their long-time supervisor, during the height of “peak season”. Supported by the rest of the Accounting team, they stepped up to fill this important slot and did the job so well that the impact of the missing key member of the Team, although felt, was not devastating to the Division. The “peak season was well organized and completed with little to no impact to the Tax Office. In January, the Accounting team undertook a major banking project that involved the entire Tax Office. During the 6 months of creating, organizing, training and implementing the process, every member of Accounting trained or “held down the fort” while the project was completed. The management team worked countless hours to assure the project was implemented with the least amount of impact to the Branches and Dallas County customers, while making sure their own daily duties were kept up; and in the true team spirit, the RPS team stepped up to support the Accounting team in any aspect they could during this process. This Team may be small, but we are strong and mighty!

ON THE SPOT!

The Tax Office Motor Vehicle Division is proud to share these wonderful On the Spot Awards that were presented to team members this quarter! On the Spot Awards help us shine a light on fellow teammates and their acts of kindness, exemplary work ethic, and all around amazing work!



Lorie Phillips

Lorie was presented with her On the Spot Award this quarter for assisting our Property Tax Team by bringing their attention to a Deferral process that needed to be reviewed. Thank you Lorie!



Ashley Delgado

Ashley was presented with her On the Spot Award this quarter, to recognize her hard work and ability to handle escalated customer situation with grace and ease. Thank you for helping not only your team but also assisting our customers with their transaction.



Cornell Kennard

Cornell was presented with an On the Spot award this quarter for his team spirit and commitment. Cornell offered to postpone one of his vacation days to come in to the office and help his fellow teammates at the Garland office when they were extremely short staffed. Thank you for your dedication Cornell!



Abigail Duarte

Abigail spotted a cat peeking out one of the drainage pipes of the Records Building, trying to hide from the sun and the heat. She took it upon herself and came extra early the next day with a cage and supplies to rescue the cat. She was not able to get the cat that morning but was determined to not give up. During her break time, she was finally able to get the cat safely in the cage. Luckily for the cat, she was rescued right before the thunderstorms passed by, which would've washed the cat out of her hiding place.

A big THANK YOU to ALL of our Motor Vehicle Division team members for their continued hard work and commitment to provide exemplary customer service to our Dallas County residents.

RECORDS BUILDING RIBBON CUTTING



August 1, 2022
County officials, including Honorable Ames, Honorable Warren, and Honorable Medrano, as well as County Judge and Commissioners, participated in the official Ribbon-cutting ceremony for the recently renovated Records Building. This historic building was dedicated after a 5 year renovation effort that was led by Commissioner Dr. Elba Garcia, and which preserves much of the important history of Dallas County.



PROPERTY TAX PRIDE CELEBRATION

PRIDE = *Personal Responsibility In Delivering Excellence!*

The Property Tax Division takes their **PRIDE** mission seriously, & in preparation for the upcoming 2022 Tax Collection Season, and to celebrate the team's success during the past year, a fun-filled celebration was held August 16th! Jenga, Hula Hoops, and a Potato Race were among the competitions held, and everyone enjoyed the Hawaiian theme at the Annual PRIDE Ceremony!



Oh Baby Baby!



Dyvone Villa of our Customer Care Center, gave birth to the newest addition to her family, Julian, on July 6th.



Thuy Tai of our ACT Group, gave birth to her first child, Hunter, on July 8th.



Maria Pineda, Assistant Motor V Trainer, gave birth to the newest addition to her family, Mia, on August 18th.



Ashley Richards, Assistant Accounting Director, gave birth to the newest addition of her family, Autumn, on September 24th.

A huge congratulations to these mom's and the mom's recognized in our previous newsletter. The Tax Office sends all of their BEST wishes to you and your tiny babes.



TACA DALLAS REGIONAL MEETING

Dallas County Tax Assessor, John R. Ames, hosted a TACA Regional Meeting on September 15, 2022. The meeting was held in the Dallas County Records building on the 7th floor. Over 50 people attended representing five of the seven counties in the region, plus a bonus county! Representatives from Collin, Dallas, Hunt, Kaufman and Rockwall Counties attended the meeting. Ellis County also attended the meeting upon special invitation from Mr. Ames.

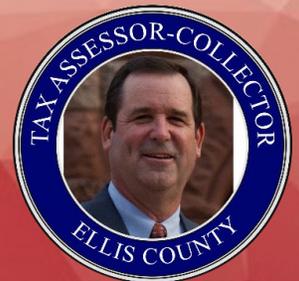
Morning sessions included a DMV Update from DMV Fort Worth Regional Manager **Steve Sanchez**; All you ever wanted to know about NMVITS presented by DMV Waco Regional Manager **Sarah Balderas**; Post Pandemic War-rant Collections presented by Linebarger Attorney **Sherrel Knighton** and Dallas County Sherriff Deputy **Billy House**; and Bankruptcy, Where are we now? presented by Linebarger Attorney **Lisa Large Evans** and Paralegal **Sean French**.

The Linebarger Law Firm hosted a delicious lunch including chocolate cake! After lunch the Dallas County Tax Office Assistant Division Directors presented two courses: Customer Care by Taxpayer Relations Asst. Director **Cici Garcia** and MV Assistant Director **Donna Higbee**, and Attention to Details by Accounting Assistant Director **Ashley Richard** and Property Tax Assistant Director **Amber White**. A full day of activities yielded 6.5 CEs for attendees.

Dallas County Commissioner **John Wiley Price**, one of the longest serving County Commissioners in the State of Texas with over 37 years in office and over 45 years working in Dallas County, stopped by to share a few words of wisdom with the attendees and thank them for the work they do in their respective counties.



A huge THANK YOU to all the speakers who participated and the team who worked diligently to make the day a success, **Yesenia Leon, Laura Mati, Destiny Flores, and Alma Correa-Holmes**. Also thank you to the Tax Assessors who were in attendance, **John R. Ames, Randy Wineinger, Teressa Floyd, Kim Sweet and Richard Rozier**.



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:
The Dallas County Tax Office has donated \$6,750 to this year’s monthly charities.
This quarter, the charities our donations were shared with were -
The SPCA
The Bridge
Union Gospel Mission Dallas
WAY TO GO DCTO!



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!**



Deyanira Rodriguez
Nancy Malagon

Amanda Andrews
Joanna Palacios



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.

| | | | | |
|-------------------|-----------------|-------------------|------------------|--------------------|
| Bianca Douglas | Elizabeth Nedd | Melissia Epperson | Rafael Segovia | Jasmine Rojas |
| Irma Mendez | Movita Crowder | Anita Scott | Nina Jackson | Raven Dossey |
| Wendolyn Phillips | Erica Cervantes | Cornell Kennard | William Thompson | Jacqueline Ramirez |
| Donald Sivley | Wilean Blair | Bridget Bailey | Carmen Sanchez | Cazsa Clermont |
| Robin Porter | Movita Crowder | Reneisha Evans | Alyssa Garcia | Tiana Rudd |

- ◆ Ms. **Tiana Rudd** was so knowledgeable, informative, professional, & kind. I appreciate her great service.
- ◆ Ms. **Robin Porter** was very professional, upbeat, and informative. She didn't assist me, but I got to watch her in action. She was AWESOME!
- ◆ The customer service at the **South Dallas** branch is excellent and very fast service. I highly recommend this service.
- ◆ **Cazsa** is a true professional! She told me exactly what I required and that the office was closed on Wednesday. She also provided a phone number for me to ensure all actions were complete. When I returned 48 hours later, my visit was smooth as glass. Toni is a great supervisor and the security guards are super.
- ◆ Both the person in the info booth at the **North Dallas** branch and the person who assisted me with my title transfer were great and were efficient and made the process easy & pleasant.
- ◆ **Carmen** was very friendly and helped me solve a problem from the start.
- ◆ **Reneisha Evans** was amazing! She made my experience quick and easy. She was training another young lady who was also amazing. Everyone I came into contact with was kind and approachable.
- ◆ I would like to compliment Ms. **Carmen Sanchez** for her courtesy and exemplary customer service. I was very pleased with my visit today.
- ◆ Ms. **Wilean Blair** was more polite & helpful than anyone we have ever dealt with!
- ◆ **Jacqueline** was awesome! Waiting is such a long tedious process but having Jacqueline serve me was great. She's fast, sweet, and kind! Keep her please!
- ◆ I wanted to give my appreciation for the help I received from **Bridget Bailey & Donald Sivley**. Bridget went out of her way to help me. I had a wonderful visit and could not be happier!!
- ◆ I came to do a Handicap placard, **Alyssa Garcia** has done an outstanding job taking care of me! Her customer service is outstanding, I give her a 10/10!
- ◆ Ms. **Nina Jackson** is super nice with a great smile. Very pleasant through this experience. Please make sure to acknowledge what an awesome person she is.
- ◆ Excellent location, excellent people, excellent customer service, and excellent clearness of business.
- ◆ **Irma** was very patient and made sure everything was correct with my paperwork - 5 stars!
- ◆ **Movita** went above and beyond helpful! She is amazing, please promote her!
- ◆ Great customer service!