



# DALLAS COUNTY TAX STATEMENT

ISSUE: LXIII

July—September 2024

## FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

I know it's supposed to feel like fall, but I don't feel it yet! Maybe that's because we've had a HOT summer in the Tax Office! As summer draws to a close, and fall is ushered in, we begin our Property Tax Peak Collection Season. Tax Statements have been mailed and revenue is starting to arrive. Remember, don't blame the messengers... we're just doing our jobs!

Congratulations to our "On the Spot" recognitions; **Melissa Perez, Don Sivley, Steven Hurdle** and **Derick Brown**. Read about how they received this rare recognition on page 5. We also recognize this quarter's Employee of the Month winners; **Patricia Perez, Amanda Torres** and **Iris Montemayor**. Read about their impressive accomplishments on page 9. The Property Tax Division recognized **Tanya Bailey, Nancy Malagon** and **Sonia Eguia** with GEM (Going the Extra Mile) awards too! And it wouldn't be a Tax Office newsletter if we didn't recognize the Branch of the Quarter.... **Garland!**

The Tax Office has been out and about Dallas County and the State of Texas. Take a look at where we've been on pages 7 and 8. A big shout out to our Business Partner **Edward Lopez** who won the Wayne Pevito Award at the annual Ad Valorem Conference. I was honored to speak with Edward on how your Tax Office and Delinquent Collection Law Firm are here to help!

Finally, we love to read feedback from the public we serve. Take a look at the Google comments on page 12 and the Tax Office Survey/email comments on page 13. As always, it's 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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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

Maria Alarcon
Cristina Amaya
Latrecia Baker
Karen Beechum
Beatrice Brazil
Lisbeth Casas
Mark Castillo
Destiny Flores
Erica Goodman
Sharon Green
Lupita Lazaro
Raivyn Mack
Nancy Malagon
Lorena Perez
Kim Rodman
Ivan Rodriguez
Shelby Snow
Raquel Vazquez
Genesis Delgado Espinoza
Stephani Whittington
Gwen Coney

## August

Sydney Alcala
Danielle Alexander
Eliza Brannon
Erica Cervantes
Teresa Cloninger
Jessica Cordero
LaTara Daniels
LaConya Davis
Ana Gonzalez
Darren Horrell
Monica Jones
Anthony Kellum
Jejlan Mati
Pahola Monreal
Mirna Rivera
Rosa Romero
Anita Scott
Araceli Sifuentes
Charles Taylor
Jacqueline Velasquez
Yajaira Zamudio Benitez
Brianda Garcia
Leobardo Hernandez

## September

Karen Cordova	Sylvia Mata
Lisa Corse	Erica Mendez
Teresa Dawson	Alexius Mitchell
Marco Dimas	Tameia Mitchell
Madison Eatwell	Devonne Monroe
Omoshola Gafari	Gaby Morales
Tynesha Graves	Rosana Ordonio
Juan Gracia	Brittani Rossum
Ellen Hays	Celia Salas
Nina Jackson	Wesley Sharp
Cathy Lattimer	Lisa Thompson
Bryan Lopez	Esmeralda Santoyo
Perla Marrero	Daizy Potter

HAPPY  
BIRTHDAY

## SERVICE ANNIVERSARIES

## July

<b>1 Year</b>
Lavaizja Cook
Jacqueline Espino
Steven Hurdle
Miguel Mireles
<b>2 Years</b>
Jasmine Contreras
<b>4 Years</b>
Bryan Lopez
William Thompson
<b>5 Years</b>
Ivan Rodriguez
Tashawna Williams
<b>7 Years</b>
Angela Taylor
<b>8 Years</b>
Kathy Reed
<b>9 Years</b>
Marquise Jefferson
<b>17 Years</b>
Kim Rodman

## August

<b>1 Year</b>	Christina Andries
	Tyra Cooks
	Daisy Gamez
	Paula Guerrero
	Yolanda Young
	Genesis Delgado Espinoza
	Michelle Juarez
	Ruben Carrillo
<b>2 Years</b>	Eliza Brannon
	Deborah Farley
	Te'Amber Jobe
	Maria Lopez
	Jejlan Mati
	Alejandra Munguia
	Patrick Pinson
<b>3 Years</b>	Cazsa Clermont
	Veronica Hartfield
<b>4 Years</b>	Abraham Alcala
	Felicia Fernandez
<b>5 Years</b>	Maya Glaspie
<b>6 Years</b>	Darren Horrell
<b>7 Years</b>	Darling Tellez
<b>8 Years</b>	Teresa Dawson
<b>9 Years</b>	Kare Beechum
<b>10 Years</b>	Rochelle Clayborn
<b>12 Years</b>	Anita Scott
<b>13 Years</b>	Priscilla Cook
<b>16 Years</b>	Patricia Avitia
<b>17 Years</b>	Marilyn Hickman
<b>20 Years</b>	Sandra Bowie
<b>22 Years</b>	Ofelia Clemente

## September

<b>1 Year</b>	Stacy Lopez
	Rosana Ordonio
<b>2 Years</b>	Jose Alvarado
<b>3 Years</b>	Nicol McElroy
<b>4 Years</b>	Brandy Tsegai
<b>5 Years</b>	Danielle Alexander
<b>7 Years</b>	Deyanira Rodriguez
<b>10 Years</b>	Bridget Bailey
	Wilean Blair
	Jacqueline Greiner
	Ashley Richard
<b>11 Years</b>	Kelleye Dunn-Richardson
	Arni Gutierrez
	Norma Jimenez
	Laura Mati
	Erica Mendez
<b>14 Years</b>	Davette Rodgers
<b>16 Years</b>	Lorie Phillips
<b>18 Years</b>	Yvonne Bunkley
<b>19 Years</b>	Rosa Romero
<b>22 Years</b>	Danielle Wright
<b>26 Years</b>	Laketricia Ogunlende

## NEW EMPLOYEES ON BOARD

Tara Peters	Full Time Rep	Grand Prairie
Laura Gordon	Part Time Rep	Garland
Aerial Stephenson	Part Time Rep	CCC
Christy Rico	Full Time Rep	Grand Prairie
Matthew Nitek-Becich	Part Time Rep	Operations
Isaac Manning	Part Time Rep	Operations
Kah Lee	Part Time Rep	South Dallas
Audaija Alexander	Full Time Rep	South Dallas
Kiana Muntagin	Part Time Rep	Oak Cliff
Guadalupe Velazquez	Part Time Rep	Downtown
Jennifer Diaz	Part Time Rep	North Dallas
Andrew Sierra	Full Time Rep	Grand Prairie
Maria Rodriguez	Part Time Rep	Oak Cliff
Griselda Flores	Part Time Rep	South Dallas
Magaly Arzate	Part Time Rep	South Dallas

**Say  
yes to  
new  
adven-  
tures**



## PROMOTIONS

Tynesha Graves	Full Time Rep	CCC
Brittani Rossum	Motor Vehicle Specialist	Motor V Admin
Lizeth Pineda	Full Time Rep	Mesquite
Jessica Rubin	Assistant Branch Manager	Operations
Ema Ruiz	Lead Rep	Oak Cliff
Cindy Sorto	Full Time Rep	North Dallas
Kah Lee	Full Time Rep	South Dallas
Emily Yanez Dela Torre	Full Time Rep	South Dallas
Tere Escalera	Lead Rep	South Dallas

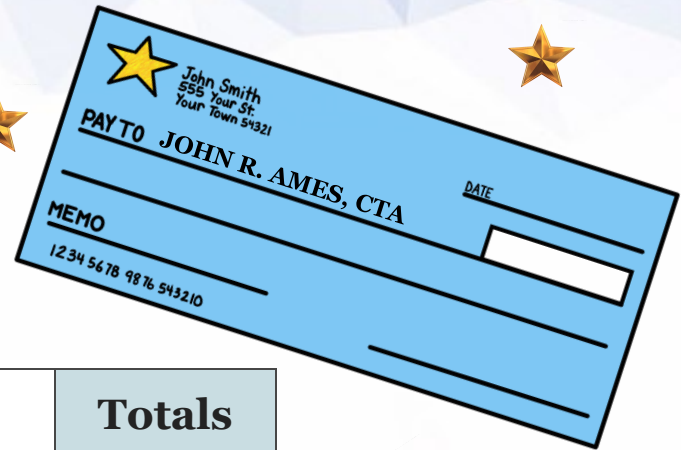




# QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	July	August	September	July	August	September	July	August	September
<b>Downtown</b>	5,838	5,911	5,404	7,474	8,935	8,172	256	210	151
<b>Garland</b>	12,672	6,632	6,546	6,478	11,946	11,041	169	67	73
<b>Grand Prairie</b>	10,760	6,121	5,791	6,228	10,078	8,904	159	105	77
<b>Mesquite</b>	4,543	5,108	3,995	8,873	9,008	7,418	332	212	150
<b>North Dallas</b>	6,225	6,377	5,008	10,710	10,605	8,491	149	73	57
<b>Oak Cliff</b>	3,325	3,798	3,561	7,404	7,362	6,356	377	322	286
<b>South Dallas</b>	3,895	4,086	4,280	8,302	7,946	7,562	306	222	175

## BY THE NUMBERS...



3rd Quarter 2024	Totals
<b>OTC Property Tax Payments</b>	5,002
<b>Registrations Processed</b>	573,540
<b>Titles Processed</b>	172,655
<b>webDealer Transactions</b>	155,431
<b>Checks Processed by RPS</b>	68,485
<b>Customer Calls answered</b>	51,210
<b>Neighborhood Location Registration Transactions</b>	153,289
<b>Scofflaw Rejections</b>	297



# *Who's on the Spot?*

## **YOU'RE ON THE SPOT!**

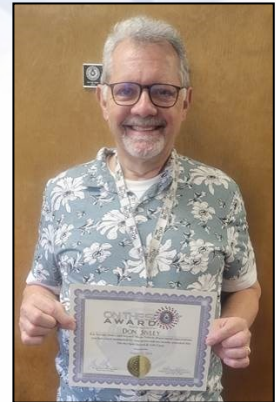


### ***Melissa Perez from our Mesquite Branch.***

Melissa was recognized with an On the Spot award for her exceptional service at the Handicap Desk, where she has shown extreme patience, empathy, and kindness to each elderly and disabled customer she has served. Recently, she provided outstanding service to an elderly male customer who was struggling to even stand at the counter to complete his transaction. Melissa was concerned that he would be able to return to his car safely, so she asked for permission to be away from her desk, then gently escorted him to his vehicle.

### ***Don Sivley from our Mesquite Branch.***

Don is a part time employee at our Mesquite branch who was awarded an On the Spot award for being his uplifting self—he lives in a joy bubble that grows bigger with each person he smiles at, interacts with, or provides exceptional service to, whether at the front counter, a back desk, and including every member of his team. He not only infuses the Mesquite branch with his goodness, he also models productivity, as he is consistently one of the Mesquite branch's top producers!



### ***Steven Hurdle from our North Dallas Branch.***

Steven is an August 2024 recipient of an On the Spot Award for a truly remarkable accomplishment! He maintained a 100% balancing average for his entire first year as an employee of the Tax Office! This is a great accomplishment for any employee, but it is especially impressive that he was able to do this in his first year. He was also observed offering outstanding service to both our disabled and our Spanish-speaking taxpayers, as he consistently took the time to listen, translate, and ensure that they understand how to complete successful transactions.

### ***Derick Brown from our Mesquite Branch.***

Derick was nominated for an On the Spot Award from a colleague at the Mesquite Branch for his extra respectful, kind, and knowledgeable assistance to a female customer who was trying to renew her parent's out-of-date registration with a durable power of attorney. This customer came in discouraged and left with a glow on her face, thanks to Derick's helpfulness in successfully resolving her transaction! Derick is known for his consistently helpful, cheerful and detailed service to our customers.



*Thank You to Each of these*  
*Exceptional Employees!*



# PERSONAL RECOGNITIONS

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

Ricky Salas  
Angel Araiza  
Tanya Bailey  
Nancy Malagon  
Mackenzie Hale  
Veronica Hartfield



**The Property Tax Division also had three GEM (Going the Extra Mile) Award winners which included:**

Tanya Bailey  
Nancy Malagon  
Sonia Eguia



## ***Congratulations, Lavaizja!***

Lavaizja Cook from our North Dallas Tax Office, graduated from Texas A&M on August 10th with a Business Administration degree.



## ***Employee of the Month Luncheon***

Pictured with Chief Deputy Peggy McCormick and Tax Assessor/Collector John R. Ames are this years past Employees of the Month.

***From left to right:*** Sondra Copling-Webb, Peggy McCormick, Jacqueline Ramirez, Ricky Salas, Danielle Alexander, Laura Mati, Tere Escalera, Cornell Kennard, Maria Lopez, Abraham Alcala, and John R. Ames.



## AD VALOREM CONFERENCE



At the 37<sup>th</sup> Legal Seminar on Ad Valorem Taxation, Tax Assessor/Collector John R. Ames and Linebarger Partner Edward Lopez, Jr. presented an informative session entitled ***"We're Here to Help": Working with Your Tax Assessor/Collection Attorney.***

***Congratulations to Edward Lopez, Jr.***

Mr. Lopez was also honored as the recipient of the **Wayne Peveto Award**, which is annually awarded to one individual recognized for their dedication to teaching and serving Texans in the field of ad valorem taxation.



Pictured to the left, Chief Deputy Peggy McCormick, Tax Assessor/Collector John R. Ames, Ed Lopez, Jr., Dallas Managing Partner Bridget Lopez, San Antonio Managing Partner Clif Douglas.



## NORTH TEXAS TAAO CHAPTER MEETING



NTTAAO PRESENTS

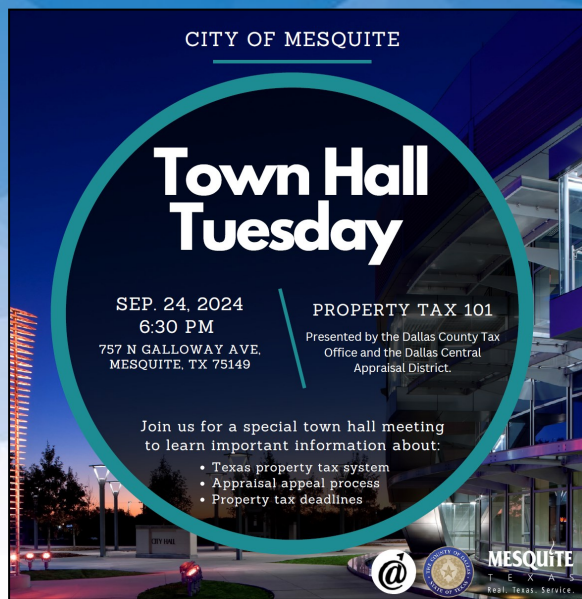
**DALLAS COUNTY  
COMMISSIONER  
ANDY  
SOMMERMAN**



On September 17, 2024, Property Tax Director Christina Benedict introduced Commissioner Andy Sommerman as the speaker for the North Texas Chapter of TAAO. Commissioner Sommerman spoke about some of the challenges and initiatives in Dallas County, and his hands on experience as a Dallas County Commissioner, and answered a variety of questions from the audience.



## MESQUITE TOWN HALL MEETING



On September 24, 2024, Tax Assessor/Collector John R. Ames and Dallas CAD Community Relations Officer Patricia Nixon hosted a Property Tax 101 presentation at the Mesquite Town Hall, where they provided important information regarding the Texas property tax system and property tax deadlines.



## TIADA CONFERENCE



### TIADA Conference – July 2024

*Jason Ortiz and Amanda Andrews – Quality Assurance Coordinators, Dallas County Tax Office*

A new Texas law will require all dealers to process vehicle titles and registrations through the TxDMV webDealer system by July 2025. Quality Assurance Coordinators, Jason Ortiz and Amanda Andrews presented a webDealer 101 session to hundreds of Texas Independent Automobile Dealers at their annual Conference in July, to introduce how the system works from the perspective of the dealer and from the Tax Office.





## EMPLOYEES OF THE MONTH

JULY



Patricia Perez  
South Dallas

Patricia is an employee who shows up to do her job exceptionally well every day. She has a “hit-the-ground-running” work style, takes her job seriously and holds herself to high expectations. She also provides a calm and reliable presence in her leadership role in South Dallas. She shares her Motor Vehicle knowledge with all who ask, but will prompt team members to look at all of the motor vehicle information first and then come with all the questions in one trip to avoid longer delays for the customer. She takes initiative and consistently performs tasks that support the team and the office at every level. Thank you Patricia for your contributions to our success!

AUGUST

Amanda has only been with the Tax Office for a little over a year, and she quickly met and exceeded employee expectations! Amanda is consistently ready to serve customers when the office opens and she provides quality and consistent customer service. She pays attention to each customer to provide them with accurate information. She has been recognized as one of the Top Titles and Top Producers for the last 3 months. She was even counted on to be one of our designated Property Tax representatives during peak Property Tax season. Amanda’s bilingual skills are a great attribute here in the Oak Cliff branch, since a high percentage of the customers are Spanish speakers. She is willing to do anything to help the office and always with a great attitude. It is great to have Amanda as part of the Oak Cliff team!



Amanda Torres  
Oak Cliff

SEPTEMBER



Iris Montemayor  
Garland

As the Assistant Manager of the busy Garland Branch, Iris is recognized as the September Employee of the Month for always demonstrating a positive helpful attitude towards all employees in the branch! She is always willing to go “Above and Beyond” in order to keep the office running smoothly and efficiently. Iris will pitch in to do whatever needs to be done, and will help her team, and she is one of the reasons that Garland is consistently one of the top producing branches in the Tax Office. Iris makes sure everyone stays in the know and will always reach out to get information, and then go the extra mile to make sure the customer receives the best service possible. Thank you Iris!



# Congrats On These Milestones!



Tabriac Riley  
5 Years—South Dallas



Martha Guia  
5 Years—Garland



Rochelle Clayborn  
10 Years—Motor V Admin



LaTara Daniels  
15 Years—Garland



Sandra Bowie  
20 Years—Oak Cliff

Congratulations!

## BRANCH OF THE QUARTER

### CONGRATULATIONS!

to the  
**Garland Branch**  
for winning the “Branch of the Quarter” Award for the  
2nd Fiscal Year Quarter (April—May).  
Winning this award truly demonstrates great team-  
work & commitment to excellence.



Congrats!





## 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:

In 2024, the County Tax Office donated \$7,650 to local charities.

This quarter, the charities our donations were shared with were - Warrior Dog Foundation, The Bridge, and Union Gospel Mission Dallas.

**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!**



*Melissia Epperson    Guadalupe Martinez    Victoria Caldwell*

*Vanessa Soto*

*Jejlan Mati*

*Vanessa Rodríguez*



## 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.





# Hey Google

## *Tell Me About the Tax Office...*



**Pepo Martinez**

24 reviews • 0 photos



6 days ago

NEW

Excellent service professional friendly staff from the door to the desks fast and easy access you guys rock!

← Reply



**Noel Juarez**

3 reviews • 37 photos



a day ago

NEW

Excellent 🤖 ...



**J Flo**

12 reviews • 11 photos



4 days ago

NEW

They have a pretty good system set in place so that you can be seen as quick as possible. wait time for me was about 10 minutes for my car registration. They were professional with their customer service.



**Popz Lavadenz**

1 review • 0 photos



1 week ago

NEW

Wonderful experience in and out the staff was very kind especially Don huge thanks to him thank you again guys terrific job keep it up

← Reply



**D Dukes**

8 reviews • 0 photos



7 days ago

NEW

I am a car guy, have owned 168 vehicles in 34 years with many classic/antiques. So, I know tax offices real well. The North Dallas location at 6820 LBJ Freeway ste.1300 Dallas, Texas is the most sufficient, well run, most polite customer service than any I have ever seen. I can go to this location (close to my work) and be in and out fast. The reps are all very nice and act like they enjoy going to work, even on there busiest days. The



**Nelly Corbitt**

21 reviews • 1 photo



2 days ago

I had the best customer service experience with Darren Horrell! I came in with a question about my property taxes, and he went above and beyond to help me. He was incredibly patient, going through every single document with me and making sure I fully understood everything. Darren's knowledge and thoroughness really made a difference, and I truly appreciate his help. If anyone is looking for someone knowledgeable who can really assist them, I highly recommend Darren. Thank you so much for all your help!



**Scott Johnson**

16 reviews • 3 photos



5 days ago

NEW

I went to get new license plates. The attendants at the door logged me in and gave me my ticket number. I'd barely sat down before I was directed to a window. I don't think I was there for more than 15minutes total. The person at the window was courteous and knowledgeable. Great service!



**John Bradley**

Local Guide • 101 reviews • 149 photos



6 days ago

NEW

Fantastic effort by all employees. We were met at the door very quickly, and we got our registration and title transferred in about 10 minutes 😊



# CITIZEN APPRECIATION

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

Rosana Ordonio	Mirna Rivera	Karen Cordova	Tyra Cooks	Noah Trujillo
Carmen Sanchez	Melissa Perez	Sue Pesina	Cazsa Clermont	Jasmine Contreras
Tarsha LeSueur	Tina Garcia	Sandra Bowie	Wilean Blair	Yamilet Longinos
Alexius Mitchell	Ema Ruiz	Yolanda Young	Sharon Green	Martha Guia
Robin Porter	Jaydon Cox-Spivery	Dixie Sanders	Samantha Milan	Teresa Moore

- ◇ Samantha provided outstanding service, she was very friendly and professional.
- ◇ Jaydon did an outstanding excellent job.
- ◇ Ms. Robin is always pleasant and helpful. I have had several occasions to interact with her. She always makes me feel welcome and that she is happy to serve. I feel happy to be served by her. She is a jewel.
- ◇ Came in without an appointment on July 11, 2024. Had 6 transfers of cars and trailers due to father in law's death. Everyone was very patient and explained what needed to be done. The staff worked well together. So much respect shown to us as these were transactions that took a lot of time.
- ◇ Ms. Sharon was the best. Helped me with everything I knew nothing about.
- ◇ Carmen is SUPER AMAZING, but y'all already know this.
- ◇ Karen greeted me at the door with a smile. She helped me to figure out what I needed to do and offered several alternatives. She even talked to my brother on the phone explaining what he needed to do. We need more people like this in today's world.
- ◇ Julio did an exemplary job. He is a true asset to tax service operations. True professional.
- ◇ Melissa's customer service was simply outstanding. She took the time to explain what was needed on my applications. I am a senior citizen and this was a very pleasant experience. She should be commended for her professional work performance.
- ◇ Dixie was exceptionally kind, patient, and helpful to me. She gave information on things that hadn't occurred to me to ask. I truly appreciate her knowledge, patience, kindness, and assistance. The world needs more people like her.
- ◇ Alexius was so nice and kept me informed. Made my visit easy. Thank you so much!
- ◇ Teresa was very kind and helpful to me. She tried several ways to help me. Then she was thoughtful enough to check with another person and came up with a way to meet my need. I truly appreciate her kindness, help, patience and success.
- ◇ Mirna was enthusiastic and helpful. This was my first time at this location. Even when I pressed for additional questions for follow-up appointments, she was very patient and helpful again. Thank you!
- ◇ I just want to give props to Rosana. She was very helpful and had a beautiful attitude!