



# DALLAS COUNTY TAX STATEMENT

ISSUE: LXVII

July—September 2025

## FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Welcome to Fall! I hope everyone was able to get out and enjoy some time at the State Fair of Texas this year! As we look forward to cooler days, we enter the Tax Office Peak Property Tax Season. Be on the lookout for your Tax Statements in the mailbox or your email inbox.

It's been an awesome quarter at the Tax Office. We onboarded and welcomed thirteen new team members as we staff up for peak season. We also had ten promotions this quarter. Congratulations on these promotions and welcome to our new staffers! The Oak Cliff Branch has an entirely new Management Team – **Iris Montemayor** and **Socorro Delgado**. We are excited to see them succeed at the Oak Cliff Branch. Check it out on page 3.

Congratulations to the July, August and September Employees of the Month! Read more about **Alexius Mitchell**, **Norma Bautista** and **Leslie Pintor** on page 5. These ladies really know how to treat our constituents right! Check out the RISE and On the Spot Winners from the Property Tax Division and the Motor Vehicle Division on page 6. Great job everyone.

It's always good to host a Regional TACA Meeting with our neighboring counties. Read about the awesome speakers we had this quarter on page 7. I was honored to speak at the Local TAAO chapter this quarter also. I really enjoy giving the Property Tax 101 presentation all over Dallas County. Teaching our constituents about the system is so important.... And remember, when you know.... Share..... each one teach one!

Congratulations to the Branch of the Quarter – Mesquite!!! Well deserved. It's so nice to read all the great comments that our constituents send in about our team. You know if someone takes the time to say something, then they were really impressed. Keep up the good work Tax Office Team. As always, it's an honor and a privilege to serve as your 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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# BIRTHDAYS

| JULY             |                      | AUGUST             |                      | SEPTEMBER         |                   |
|------------------|----------------------|--------------------|----------------------|-------------------|-------------------|
| Maria Alarcon    | Ivan Rodriguez       | Sydney Alcala      | Jejlan Mati          | Karen Cordova     | Lisa Corse        |
| Cristina Amaya   | Shelby Snow          | Danielle Alexander | Pahola Monreal       | Teresa Dawson     | Marco Dimas       |
| Karen Beechum    | Raquel Vazquez       | Eliza Brannon      | Mirna Rivera         | Madison Eatwell   | Omoshola Gafari   |
| Beatrice Brazil  | Genesis Delgado      | Erica Cervantes    | Rosa Romero          | Ricardo Garcia    | Brianna Gutierrez |
| Mark Castillo    | Mya Coss             | Teresa Cloninger   | Anita Scott          | Ellen Hays        | Nina Jackson      |
| Destiny Flores   | Guadalupe Velazquez  | Jessica Cordero    | Charles Taylor       | Bryan Lopez       | Sylvia Mata       |
| Erica Goodman    | Stephani Whittington | LaTara Daniels     | Elizabeth Tinsley    | Alexius Mitchell  | Tameia Mitchell   |
| Sharon Green     | Alaisha Bell         | LaConya Davis      | Jacqueline Velasquez | Devonne Monroe    | Gaby Morales      |
| Lupita Lazaro    | Gwen Coney           | Brianda Garcia     | Yajaira Zamudio      | Rosana Ordonio    | Perla Reboloso    |
| Nancy Malagon    |                      | Ana Gonzalez       | Turkesia Johnson     | Brittani Rossum   | Celia Salas       |
| Sabrina Mitchell |                      | Darren Horrell     | Leo Hernandez        | Wesley Sharp      | Lisa Thompson     |
| Lorena Perez     |                      | Monica Jones       | Lety Dominguez       | Esmeralda Santoyo | Alyssa Valdez     |
| Matthew Rodela   |                      | Ambra Kearney      |                      | Courtne Ware      |                   |
| Kim Rodman       |                      | Anthony Kellum     |                      |                   |                   |

## July

| 1 Year                |
|-----------------------|
| Michael Diaz Calderon |
| Aerial Stephenson     |
| Tara Peters           |
| Laura Dana Gordon     |
| 2 Years               |
| Lavaizja Cook         |
| Jacqueline Espino     |
| Steven Hurdle         |
| 3 Years               |
| Jasmine Contreras     |
| 5 Years               |
| Bryan Lopez           |
| William Thompson      |
| 6 Years               |
| Tashawna Williams     |
| Angela Taylor         |
| Ivan Rodriguez        |
| 9 Years               |
| Kathy Reed            |
| 10 Years              |
| Marquise Jefferson    |
| 18 Years              |
| Kim Rodman            |

## August

| 1 Year                   | 6 Years           |
|--------------------------|-------------------|
| Kiana Muntagin           | Maya Glaspie      |
| 2 Years                  | 7 Years           |
| Christina Andries        | Darren Horrell    |
| Daisy Gamez              | 9 Years           |
| Paula Guerrero           | Teresa Dawson     |
| Yolanda Young            | 10 Years          |
| Genesis Delgado Espinoza | Karen Beechum     |
| Michelle Juarez          | 11 Years          |
| 3 Years                  | Rochelle Clayborn |
| Eliza Brannon            | 13 Years          |
| Deborah Farley           | Anita Scott       |
| Te'Amber Jobe            | 17 Years          |
| Jejlan Mati              | Patricia Avitia   |
| Alejandra Munguia        | 18 Years          |
| Patrick Pinson           | Marilyn Hickman   |
| 4 Years                  | 21 Years          |
| Cazsa Clermont           | Sandra Bowie      |
| Veronica Hartfield       | 23 Years          |
| 5 Years                  | Ofelia Clemente   |
| Abraham Alcala           |                   |
| Felicia Fernandez        |                   |

## SERVICE ANNIVERSARIES

### September

| 1 Year              | 12 Years                |
|---------------------|-------------------------|
| Guadalupe Velazquez | Kelleye Dunn-Richardson |
| Magaly Arzate       | Arni Gutierrez          |
| 2 Years             | Norma Jimenez           |
| Rosana Ordonio      | Laura Mati              |
| 4 Years             | 15 Years                |
| Nicol McElroy       | Davette Rodgers         |
| 5 Years             | 17 Years                |
| Brandy Tsegai       | Lorie Phillips          |
| 6 Years             | 19 Years                |
| Danielle Alexander  | Yvonne Bunkley          |
| 8 Years             | 20 Years                |
| Deyanira Rodriguez  | Rosa Romero             |
| 11 Years            | 23 Years                |
| Bridget Bailey      | Danielle Wright         |
| Wilean Blair        | 27 Years                |
| Jacqueline Greiner  | Laketricia Ogunlende    |
| Ashley Richard      |                         |

## NEW EMPLOYEES ON BOARD

|                       |               |                      |
|-----------------------|---------------|----------------------|
| Devany Martinez Ortiz | Full Time Rep | Property Tax         |
| Estreya Prieto        | Full Time Rep | Customer Care Center |
| Rheaven Carter        | Part Time Rep | Oak Cliff            |
| Melissa Raya          | Full Time Rep | Operations           |
| Amy Ruiz              | Part Time Rep | Oak Cliff            |
| Sarah Avila           | Full Time Rep | Downtown             |
| Serafin Aguilar       | Full Time Rep | Oak Cliff            |
| Stephani Ortiz Guzman | Full time Rep | Operations           |
| Eli Flores            | Tax Courier   | Operations           |
| Jiri Semrad           | Full Time Rep | Property Tax         |
| Leena Desai           | Part Time Rep | North Dallas         |
| Ruth Pedraza          | Part Time Rep | Operations           |
| Kandace Tucker        | Full Time Rep | South Dallas         |

## PROMOTIONS

|                         |                          |               |
|-------------------------|--------------------------|---------------|
| Ivan Luna Delgado       | Full Time Rep            | Grand Prairie |
| Zaya Williams           | Full Time Rep            | Oak Cliff     |
| Yajaira Zamudio Benitez | Full Time Rep            | Operations    |
| Eva Gama Torres         | Full Time Rep            | Mesquite      |
| Iris Montemayor         | Branch Manager           | Oak Cliff     |
| Jessie Bigley           | Assistant Branch Manager | Garland       |
| Charles Taylor          | Tax Courier              | Operations    |
| Socorro Delgado         | Assistant Branch Manager | Oak Cliff     |
| Ricardo Garcia          | Senior Rep               | Property Tax  |
| Rheaven Carter          | Full Time Rep            | Property Tax  |

Say  
yes to  
new  
adven-  
tures



## CONGRATULATIONS!

The Oak Cliff Branch of the Dallas County Tax Office is pleased to welcome two new members of the Tax Office Leadership team!

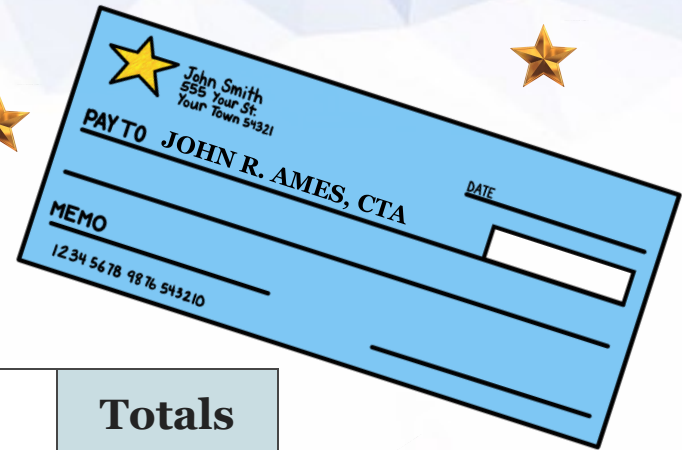
Pictured left to right are Assistant Branch Manager, **Socorro Delgado** and Branch Manager **Iris Montemayor**. These experienced Tax Office professionals bring a wealth of expertise to the Oak Cliff team. Ms. Montemayor has been with the Tax Office since 2018, and has worked in the Grand Prairie, Garland and Oak Cliff branches. Ms. Delgado has been with the Tax Office since 2021, and has worked in the North Dallas, Downtown and Oak Cliff branches. The Oak Cliff branch, located at 702 E. Jefferson Boulevard, Suite 1100, Dallas, TX 75203, was opened in Nov 2021.

*Iris and Socorro, congratulations on your new positions and we look forward to seeing your growth in these new opportunities!*

# QUALITY MEASURES

|                      | Vehicle Titles Processed |        |           | Registrations Processed |        |           | Property Tax Transactions |        |           |
|----------------------|--------------------------|--------|-----------|-------------------------|--------|-----------|---------------------------|--------|-----------|
|                      | July                     | August | September | July                    | August | September | July                      | August | September |
| <b>Downtown</b>      | 4,169                    | 6,233  | 6,413     | 7,567                   | 8,742  | 8,442     | 591                       | 581    | 709       |
| <b>Garland</b>       | 4,324                    | 5,912  | 5,844     | 10,119                  | 10,871 | 10,399    | 161                       | 82     | 63        |
| <b>Grand Prairie</b> | 3,824                    | 4,828  | 5,684     | 8,527                   | 8,502  | 8,935     | 180                       | 119    | 93        |
| <b>Mesquite</b>      | 3,646                    | 3,900  | 3,796     | 8,479                   | 7,890  | 7,432     | 335                       | 245    | 232       |
| <b>North Dallas</b>  | 4,392                    | 4,860  | 4,876     | 9,223                   | 8,692  | 8,680     | 161                       | 64     | 43        |
| <b>Oak Cliff</b>     | 2,990                    | 2,822  | 2,777     | 7,037                   | 5,995  | 5,534     | 422                       | 275    | 276       |
| <b>South Dallas</b>  | 2,929                    | 3,181  | 2,937     | 7,708                   | 7,197  | 6,299     | 371                       | 190    | 145       |

## BY THE NUMBERS...



| 3rd Quarter 2025                                       | Totals  |
|--------------------------------------------------------|---------|
| <b>OTC Property Tax Payments</b>                       | 5,164   |
| <b>Registrations Processed</b>                         | 553,986 |
| <b>Titles Processed</b>                                | 156,933 |
| <b>webDealer Transactions</b>                          | 157,309 |
| <b>Checks Processed by RPS</b>                         | 56,103  |
| <b>Customer Calls answered</b>                         | 58,776  |
| <b>Neighborhood Location Registration Transactions</b> | 142,624 |
| <b>Scofflaw Rejections</b>                             | 316     |



# EMPLOYEES OF THE MONTH

JULY



*Alexius Mitchell  
Garland Tax Office*

**Alexius Mitchell** is a treasure to the Garland Tax Office Branch. She is kind, patient and comes to work with a good attitude. When she begins her workday, she gets right to work and can be relied on to consistently call customers to her window for service. What I'm most proud of Alexius for is not only her customer service and attitude, that she has also increased her service times, accuracy and balancing, and has become one of the most efficient customer service representatives in Garland! Alexius is a strong member of our team and we are so proud of her! Also, for three months in a row, she has had zero outages for March, April and May. She truly has worked hard at meeting production goals, and providing great customer service!

AUGUST

**Norma Bautista** is one of our front-line representatives that keeps our office moving. She has been with the County for only a year and a half, yet you wouldn't know that. She conducts herself like a seasoned employee. When our office began processing webDealer, we knew we needed a representative that was fast, eager to learn and motivated to complete her tasks. There was no other choice but to have Norma be our webDealer processor. She took on the task with no hesitation. Norma is very versatile. She can do anything and everything we ask of her from processing vehicle registrations, title transfers, property tax transactions to webDealer. She completes these tasks with a smile on her face. She always has a great attitude. Norma is what you want in a representative, and we are so glad she is part of our Mesquite team!



*Norma Bautista  
Mesquite Tax Office*

SEPTEMBER



*Leslie Pintor  
Customer Care Center*

**Leslie Pintor** has a contagious positive personality. She is friendly and keeps CCC rolling with funny remarks. She has been with the Tax Office since April 2024, and her call quality monitoring scores are exceeding expectations. She was able to answer, research and resolve 7,679 skillset calls in Spanish and English within an average of 7 minutes. Here are a few of the kudos customers have stated about her level of service: "was just great, very helpful, very professional, empathetic, gave me the information I needed in really good detail, I appreciate the kindness and how pleasant she was, on a scale of 1-20 I give her a 20". She has allowed new hires to job shadow her while taking customer calls to learn how to quickly and professionally resolve customer inquiries. She provides these new hires her tips & techniques that she has learned to assist customers. These new hires have stated that, "she is very patient, very helpful, if I had question, I'm not scared to ask and she made me feel comfortable". Thank you Leslie for being such an excellent role model!

## PERSONAL RECOGNITIONS

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

Yamilet Longinos  
Angel Araiza  
Nancy Malagon  
Tanya Bailey  
Kwabena Asamoah-Nkansah



## ON THE SPOT AWARDS



Both **AnaKaren Arzola** and **Vanessa Rodriguez** recently received On-The-Spot awards for their recent customer service that was ABOVE AND BEYOND for rendering outstanding kindness to two elderly customers at the Downtown branch in July.

When an elderly couple finished their transaction, the wife's legs were too weak to walk out, even using her rolling walker. Vanessa Rodriguez was in the Downtown branch, as she had just located the county copies to resolve the couple's transaction. They both tried to secure a wheelchair from multiple locations. They finally located a wheelchair via the Marshall and noticed that the husband had his own struggles walking and did not have the strength to push his wife in the wheelchair and tote the walker. So, AnaKaren proceeded to wheel the wife out, while Vanessa supported the husband and the walker to the elevator.

The couple was confused about how to exit the building to the garage below, so both Ana and Vanessa escorted them all the way to the garage. The couple then forgot where they parked. Anakaren wheeled the wife, while Vanessa held the husband's arm and kept pushing the buttons on their car remote key until they successfully located the couple's vehicle.

Just as Ana and Vanessa thought their good deed was completed, the husband started driving the wrong way in the garage . . . Vanessa & Ana both waved their arms and motioned for him to drive the correct direction, then our two Tax Office angels continued to direct the couple, until they safely exited the garage. Whew! Now THAT is amazing follow-through from two ladies with caring hearts as big as Texas.

## TACA Regional Meeting Dallas North & South Regions

**Dallas County** hosted a TACA Regional meeting for the Dallas North and South Regions on September 12, 2025. In 2025, the DMV split the Dallas Region into a Dallas North and Dallas South Region when they built an additional Regional Service Center in Southern Dallas County. Rockwall County TAC, **Kim Sweet**, had historically been the regional coordinator and continues that role for the Dallas North Region. Dallas County TAC, **John R. Ames**, accepted the role as regional coordinator for the Dallas South Region.

With the split of the region, DMV also realigned counties and added four additional counties to the original seven counties in the region. The Dallas North Region now consists of Collin, Fannin, Grayson, Hunt and Rockwall Counties. The Dallas South Region now consists of Dallas, Ellis, Henderson, Kaufman, Navarro and Van Zandt Counties.

A full day of sessions were held beginning with a County Meet and Greet to find out more about each other and welcome the four new counties. Over 65 attendees from nine of the eleven counties were present (and one meeting crasher from the Fort Worth Region ). Also present were DMV staff and members from the Linebarger team. The morning was dedicated to Motor Vehicle Topics. DMV RSC Managers, **Fetina Green** (South) and **Anjelica McNett** (North) gave a wonderful update on how the two new regions will work together to support all eleven counties. We were honored to have DMV Deputy Executive Director **Roland Luna** who spoke about the implementation of HB 718 and what all was involved.

A delicious lunch was sponsored by the Linebarger Law Firm and attendees had an opportunity to network and meet new friends. The afternoon was dedicated to Property Tax sessions. Attorney **Alison Wylie** presented a very informative session on Minerals and how they are best collected. Dallas County Chief Deputy **Peggy McCormick** spoke about Transparency Websites, Taxpayer Impact Statements and general mailings. To wrap up the day, Attorney **Lisa Evans**, along with her colleagues **Camille Stecker** and **John Turner**, gave a very insightful session on Bankruptcy.

All the speakers of the day were extremely knowledgeable and passionate about their topics, and everyone learned from the sessions. Attendees earned a total of 4.25 CE's for the full day.



L-R: Fetina Green, DMV Dallas South RSC Manager; John R. Ames, Dallas TAC; Amber Sutherland, Fannin TAC; Kim Sweet, Rockwall TAC; Roland Luna, DMV Deputy Executive Director; Anjelica McNett, DMV Dallas North RSC Manager; Scott Grigg, Collin TAC; Bruce Stidham, Grayson TAC; Mike Dowd, Navarro TAC; Peggy Goodall, Henderson TAC; Dawn Waye, Denton TAC; & Richard Rozier, Ellis TAC

# NORTH TEXAS CHAPTER OF TEXAS ASSOCIATION OF ASSESSING OFFICERS



**Tax Assessor/Collector John R. Ames** recently spoke at the North Texas TAAO meeting held each month in Dallas. Mr. Ames partnered with **Patricia Nixon** and they spoke about the town hall meetings that they provide across Dallas County. These meetings are held to educate the public on Property Tax issues. Ms. Nixon is the Dallas Central Appraisal District Director of Community Engagement. Mr. Ames and Ms. Nixon regularly host the Property Tax 101 session at the request of Cities and Community Groups.



## Google Says...

★★★★★ 1 week ago

My company recently purchased all new fleet vehicles. Cornell was absolutely wonderful to work with on getting all the titles transferred.

★★★★★ 1 week ago **NEW**

I went to pick up my speciality license plates. I thought I was Going to be there all day because the parking lot was full, and it was very crowded, but I got my number at the kiosk And was seeing within 30 minutes of getting there. Staff was very prompt and professional.

★★★★★ 4 days ago **NEW**

I came here to replace both my plates and windshield sticker. This was the nicest and fastest service EVER. I was only here 20 minutes and that included my filling out my form. This place deserves the praise it's been receiving. Thank you to the two lady's that helped me out today!

★★★★★ 4 days ago **NEW**

Esmeralda was a HUGE help!!' So thankful for her she was extremely patient and very helpful. She made this trip a quick and easy breeze. I will hope to work with her. Thank you every time.

## PERSONAL RECOGNITIONS



*Bill Thompson  
5 years, Garland*



*Jeremy O'Daniel  
5 years, North Dallas*



*Samantha Milan  
5 years, South Dallas*



*Vanessa Rodriguez  
10 years, MV Admin*



*Jessie Bigley  
15 years, Garland*



*Margarita De Leon  
15 years, South Dallas*

*Congrats*

## BRANCH OF THE QUARTER

### CONGRATULATIONS!

to the  
**Mesquite Branch**  
for winning the "Branch of the Quarter" Award for the  
3rd Fiscal Year Quarter (July—September).  
Winning this award truly demonstrates great teamwork  
& 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 **2025**, the County Tax Office donated **\$8,550** to local charities.

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

**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!***

*Tameia Mitchell*

*Angela Taylor*

*Joel Bowers*

*Yoland Young*

*Patty Salas*

*Jaqueline Ramirez*

*Rob Guerra*

*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.**

|                |                 |                   |                |                |
|----------------|-----------------|-------------------|----------------|----------------|
| Tina Garcia    | Te'Amber Jobe   | Jasmine Contreras | Karen Cordova  | Movita Crowder |
| Tara Peters    | Cornell Kennard | Omoshola Gafari   | Cazsa Clermont | Anita Scott    |
| Jaquita Lofton | Elizabeth Nedd  | Avril Ramirez     | Ryan Tinsley   | Jejlan Mati    |
| Sandra Bowie   | Moncel Brazil   | Mya Coss          | Don Sivley     | Pahola Monreal |
| Reneisha Evans | Patrick Pinson  | Kianna Cade       | Deborah Farley | Robin Porter   |

- ◇ Tina was courteous, very professional, patient, informative, pleasant and such a joy to speak with.
- ◇ Elizabeth Nedd assisted me over the phone and she did an excellent job.
- ◇ JC was so nice, so professional, so courteous, and so helpful.
- ◇ Avril was amazing, nice, helpful, provided clear information and deserves a Dr. Pepper or a sweet tea!
- ◇ Thank you, Movita and thank you Anita for your outstanding service.
- ◇ Mya is the one who serviced us today; very nice, humble, kind, and professional.
- ◇ Te'Amber was a bright spot in our morning, She greeted us with a smile on her face and it was very early when we came in. She was very knowledgeable and polite and got us in and out quickly! She's so sweet!
- ◇ Unbelievably great customer service. Cornell was fantastic, you guys are doing it right!
- ◇ Don was amazing! He was so awesome! He was knowledgeable, kind, and extremely helpful. I had never had to transfer a title before and he actually saved me time, money, and further headache in the process.
- ◇ Jejlan was patient and kind. Directed me to emissions tester across the street too. 11/10 service! AND I was still done within 45 minutes on a Wednesday!
- ◇ Tara was friendly and just plain awesome. She was very kind and helpful.
- ◇ Omoshola treated with me patience. Answered all my questions and she made the process easy for me.
- ◇ This place is amazing! Everyone and the system was so efficient! Reneisha and Patrick were amazing. So patient, so kind, knowledgeable and helpful. I just moved from Virginia and they sorted out a complicated issue brilliantly, THANK YOU! They are KEEPERS and LEADERS! They deserve to be in the newsletter.
- ◇ Pahola made the process quick, and explained that very well. I specifically came to this location because of the standard of excellence. Great facility and hard working and trained staff.
- ◇ Karen was very helpful and explained everything she is very knowledgeable kind, caring. I came 2 days in a row and she helped both times. She is a gift to have at the front when having to come to a stressful place. Thank you.