



DALLAS COUNTY TAX STATEMENT

ISSUE: XLVIII

October-December 2020

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Happy New Year! Good riddance 2020, welcome 2021! To say this year has been a challenge is an understatement. Historically the fourth quarter of the year is a busy time for the Tax Office, and this year was no exception, compounded by a global pandemic. I'm beyond proud of my team. Proud of their perseverance, ability to adjust and great attitude with our residents.

I'm excited for you to check out all the great things going on in the Tax Office. We didn't give up, we just adapted. We've hired a lot of new employees (page 3), said goodbye to some dedicated team members who retired (pages 8-11) and had a great quarter with everyone else. We will miss our retirees but we are excited for the new chapters in their lives. Retirement parties looked different this year, it wasn't a lot of cake and punch, but rather plaques and flowers... staying socially distanced and staying safe. We even presented our first "parking garage" retirement plaque (page 11) due to health concerns and the recent COVID surge.

We continued to celebrate our favorite things... Halloween, Birthdays & Anniversaries, births, marriages & personal triumphs, Employees of the Month, Christmas and obtaining professional designations. I'm proud to announce this year's Employee of the Year is Ms. **Lety Dominguez**. Read all about **Lety** on page 13.

Yes, we mailed over 850,000 tax statements and started collecting over \$6.5 billion in taxes... don't blame me, I'm just the messenger! ;) Did I mention in the middle of all that, we opened a new Government Center in South Dallas? Yes we did! It's a beautiful facility and long overdue (page 11).

Stay safe, stay healthy and here's to a great 2021! BTW, I'll be your Tax Assessor/Collector for four more years.... and I'm honored and humbled to represent you and lead the amazing team at the Dallas County Tax Office.

~ **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

October

November

December

Donnia Beasley	1
Tina Garcia	4
Janetta Wilson	6
Jose Delgado	8
Paulina Bustamante	10
Gilberto Paredes Estrella	11
Aulexus Williams	12
Margaret Ruiz	13
Gerardo Blanco	14
Cheryl Smith	14
Dianna Cannonier	15
Matthew Moyer	24
Alejandra Rocha	27
Dolores Little	28
Eulane Hart	29
Brenda Vasquez	30
Yadira Zamarripa	31

Liliana Valdez	3
Kelly Caraway	7
Alex Galan	8
Jessie Bigley	12
Margarita De Leon	16
Marilyn Hickman	18
Renee Calderon	18
Carla Stephens	18
Maya Glaspie	19
Jeremy O' Daniel	19
Deyanira Rodriguez	20
Christina Benedict	21
Curtanya Bailey	22
Tabriae Riley	24
Vanessa Soto	25
Peggy McCormick	28

Anakaren Arzola	28
Tarsha Lesueur	29
Catalina Medina	30
Angelica Valladares	30

Joanna Palacios	1
Gloria Munguia	2
Davette Rodgers	5
Bonnie Mola	8
Lorie Phillips	8
Ada Sanchez	9
Benjamin Throop	11
Roberto Guerra	14
Zoraida Carrazco	15
Felicia Fernandez	17
Patricia Perez	21
Larry Gray	23
Charette Green	27
Gloria Garcia-Rivera	28
Carolyn Pesina	28
Deborah Bloomer	30
Kelleye Dunn-Richardson	31



SERVICE ANNIVERSARIES

October

November

December

1 Year	9 Years
Valeria Aguirre	Imarisha Garrett-Pace
Benjamin Throop	10 Years
2 Years	Carmen Sanchez
Arsenia Paul	11 Years
3 Years	Cheryl Patterson
Kelly Caraway	13 Years
Angel Mendoza	Pamela Gibson
Iris Montemayor	Yul Jones
Matthew Moyer	Brenda Lopez
4 Years	Celia Salas
Erin Palmer	14 Years
Carolyn Pesina	Charette Green
5 Years	15 Years
John Curry	Elizabeth Nedd
Alberto Garcia	17 Years
Gaylon Gowans	Glenda Jesttes
6 Years	21 Years
Juanita Aguirre	Christina Benedict
8 Years	
Teresa Cloninger	

1 Year	Louis Wright
Shahid Ayub	Anakaren Arzola
Marco Dimas	6 Years
Joanna Palacios	Shermika Bennett
D'andrea Shaw	8 Years
Carla Stephens	Draopadi Fermin-Mendez
Aulexus Williams	9 Years
Vivian Williams	Erica Goodman
2 Years	Florence Watson
Shantavia Johnson	10 Years
Vanessa Soto	Ronnie Williams
Yadira Zamarripa	13 Years
4 Years	Antionette Collins
Larry Gray	19 Years
5 Years	Paulina Bustamante
Gerardo Blanco	27 Years
Wendolyn Phillips	Rhonda Hadnot
Margaret Ruiz	

2 Years	Gwendolyn Coney
Jasmine Rojas	4 Years
4 Years	Kwabena Asamoah-Nkansah
Shannon Burchfield	5 Years
Renee Calderon	Catina Diggs-Thibodeaux
Tiffany Lafargue	6 Years
5 Years	Brenda Vasquez
6 Years	11 Years
11 Years	Donnia Beasley
13 Years	Noemi Vazquez
15 Years	Irma Mendez

NEW EMPLOYEES ON BOARD



Araceli Meza	Part Time Representative	Property Tax
Cynthia Gonzales	Part Time Representative	Property Tax
Jaison Alappadan	Part Time Representative	Property Tax
Adam Bernal	Part Time Representative	Property Tax
Tarnisha Braxton-Foster	Part Time Representative	Duncanville
Betelehem Mengesha	Part Time Representative	CCC
Shetocca Smith	Part Time Representative	CCC
Esmeralda Cuellar	Part Time Representative	CCC
Lukeacia Forte	Part Time Representative	CCC
Sebastian Ortiz Marban	Part Time Representative	Property Tax
Peggy Netter	Part Time Representative	South Dallas
Patsy Chandler	Part Time Representative	South Dallas
Linus Spiller-Craft	Part Time Representative	North Dallas
Matthew McVeary	Part Time Representative	North Dallas
Evelyn Gallow	Part Time Representative	Oak Cliff
Hollis Stair	Part Time Representative	North Dallas
Octavio Morales	Part Time Representative	Mesquite
Tamika Harris-Townsend	Part Time Representative	Garland
Andrea Chavez	Part Time Representative	Mesquite
Michael Davis	Part Time Representative	Grand Prairie
John Mbawe	Part Time Representative	Property Tax
Gabriella Glover	Part Time Representative	Property Tax
Joseph Flores	Part Time Representative	Property Tax
Nancy Malagon	Part Time Representative	Property Tax
Jacqueline Ramirez	Part Time Representative	Special Ops
Juan Gonzalez	Part Time Representative	Oak Cliff

PROMOTIONS

Yul Jones	Branch Manager	Mesquite
Jacqueline Greiner	Assistant Branch Manager	Mesquite
Erica Mendez	Assistant Branch Manager	Oak Cliff
Wanda Harkless	Branch Manager	Dealer Ops
Leticia Dominguez	Tax Office MV Coordinator	MV Admin
Maria Pineda	Full Time Representative	Oak Cliff
Ashley Delgado	Lead Representative	Mesquite
Marquise Jefferson	Lead Representative	South Dallas
Jessie Bigley	Lead Representative	Garland
Brenda Vasquez	Full Time Representative	Mesquite
Abraham Alcalá	Full Time Representative	Garland
Kwabena Asamoah- Nkansah	Lead Representative	Oak Cliff
Jasmine Rojas	Customer Service Representative	CCC



Congratulations!

QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	October	November	December	October	November	December	October	November	December
Garland	7,101	6,129	6,116	11,925	10,594	10,976	429	870	2,428
George Allen	4,766	987	0	5,650	1,173	0	92	38	0
Grand Prairie	6,979	6,129	5,981	10,527	8,514	9,185	399	712	1,816
Mesquite	4,837	3,618	3,918	9,456	7,904	7,935	615	940	2,121
North Dallas	9,433	7,082	8,238	12,524	10,013	11,212	255	458	1,962
Oak Cliff	3,901	3,437	3,784	8,824	7,862	8,880	720	1,335	2,808
South Dallas	3,935	3,584	4,663	7,812	6,482	7,906	350	439	1,292



BY THE NUMBERS...

4th Quarter 2020	Totals
OTC Property Tax Payments	19,659
Registrations Processed	629,421
Titles Processed	156,460
webDealer Transactions	43,446
Checks Processed by RPS	210,799
Customer Calls answered	58,710
Neighborhood Location Registration Transactions	111,328
Scofflaw Rejections	283
eStatements emailed	20,252

FLU SHOTS



It's Flu Season! On October 8, 2020 the Dallas County Tax Office employees received their Flu shots from the staff of the Dallas County Clinic. The Tax Office Representatives received their shots COVID style.... Socially distanced and had their temperatures taken prior to receiving their shot. The Tax Office would like to say thank you to the nurses who came out and made sure that we are going to stay safe this Flu season.



8 Ways to Protect Yourself from Cold and Flu

- Get a flu shot annually
- Wash your hands often throughout the day
- Get 7-8 hours of sleep nightly
- Practice daily meditation
- Exercise regularly
- Spend time outdoors every day
- Eat lots of brightly colored veggies and fruit daily (ROYGBIV)
- Manage stress in healthy ways

Strategies for Staying Well



BOSS'S DAY 2020

HAPPY BOSS'S DAY



Thank You!

On Friday October 16th, the Divisions in the Tax Office celebrated Bosses Day. CCC/TPR celebrated by having some "Pizza" and saying thank you to their Leadership. The Administration Team presented Mr. Ames and Ms. McCormick with appreciation gifts also.

Thank you to all the Leadership teams for all you do for the employees of the Dallas County Tax Office.

HALLOWEEN COSTUME CONTEST



1st Place
Leticia Dominguez
as Slash

2nd Place
Kendra Winn
as an old man



3rd Place
Balinda Zumbrun
as a lion

HALLOWEEN COSTUME CONTEST



Property Tax



Mesquite



Garland

Although social distancing made Halloween celebrations a little different this year, we all had fun dressing up and celebrating each other!



North Dallas



Administration



Accounting

THE 2020 TAX SEASON BEGINS!

It's that time of year again everyone! 2020 Property Tax statements have officially hit the streets. Every year Tax IT, Accounting/RPS Team, and our ACT software teams work hard to make sure that the statements get out in a timely manner and even with Covid, this year is no exception. E-statements were delivered on October 2nd, and over 850,000 tax statements were in the mail by October 26th.

Way to stay calm, work under pressure, and get the job done!



Tax Assessor/Collector John R. Ames & Director of Accounting Sally Stephens along with members of the Accounting Division perform Quality control for 2020 Tax Statements.

RETIREMENTS

JANETTA WILSON



On Tuesday October 6, 2020 the Dallas County Tax Office celebrated the retirement of Janetta Wilson. She began her employment on 5/27/1997 as a Part Time Representative she was promoted to a Clerk I on 8/16/1997 and was promoted to a Clerk II on 11/11/2006. She has officially celebrated 23 years of service to the citizens of Dallas County in our Grand Prairie branch. After retirement she plans to spend more time with her family and church group. The Dallas County Tax Office salutes Janetta Wilson and we wish her all the best in her retirement!



RITA CATHEY-AKINLABI



On October 16, 2020, the Dallas County Tax Office celebrated the retirement of Rita Cathey-Akinlabi. She began her employment on May 24, 2010 as the Collections Manager in Property Tax and was promoted to the Branch Manager in George Allen on February 4, 2017. She has officially celebrated 10 years of service to the Citizens of Dallas County. After retirement, she plans to spend more time with her family, travel, and volunteer. Rita, you were such a pleasure to work with and we will miss you! We wish you all the best in this next phase of life!

EULANE HART



On Friday October 30, 2020, the George Allen branch of the Dallas County Tax Office celebrated the retirement of Eulane Hart. She began her employment on February 22, 1999 as a MV Representative. She has worked in the following locations: Downtown Records, Downtown Ren Tower, and George Allen. She also worked in the Dallas County Sheriff's Department – Probation Section, and has officially celebrated 21 years of service to the citizens of Dallas County. Eulane enjoys reading and singing in her church choir, and after retirement, she plans to travel and spend more time with family and her husband, Monty. Eulane, we wish you the very best and you will be truly missed!

LINDA BEARD



One of our most beloved and respected Branch Managers retired on Friday, October 30th, 2020. Linda Beard began her employment on September 20, 2010, as the Branch Manager for the Valley View Branch which closed the following day! Not missing a beat, Linda went on to manage the Irving Branch and later came downtown and managed the Operations Department in Renaissance Tower. Linda has officially celebrated 10 years of service to the citizens of Dallas County, and is officially retired! She plans to rest and relax for the rest of this year, and then plans on doing some home projects and travel once the pandemic is over. She wants to volunteer at a women's shelter as well as continue her mission work in her church, community, and abroad. Linda, we will miss you, but know you will live life to the fullest! Best wishes to you and your family!

BARBARA DAVIS



The Oak Cliff office lost one of their most tenured and respected team members when Barbara Davis retired effective October 30th, 2020. Barbara began her employment on January 26, 1999, as a MV Representative in the Downtown location and one month later she moved to the Oak Cliff Office and has been there ever since! Barbara officially celebrated 21 years of service to the citizens of Dallas County. After retirement, she hopes to travel and enjoy time with her family and friends. Barbara, enjoy your new adventures and have fun making new memories to share with your family. We will miss you and wish you the very best!

YVONNE SPRAGUE



The Property Tax Division will greatly miss Director, Yvonne Sprague, who retired after 14 years with Dallas County. Yvonne began her Dallas County career working in the Juvenile Department in July of 2005 then in 2008 she moved to the Treasurers Office, and in 2011 moved to the Property Tax Division of the Tax Office as the Assistant Director. In 2018, she became the Director of the Property Tax Division. Yvonne was known for her excellent customer service skills; she could resolve the most complex tax issues, always while communicating in a caring and compassionate manner to staff and citizens. Always showing a calm and professional demeanor, Yvonne was definitely a “go to” person; since she was also a subject matter expert on the tax office software, Property Tax Code, and internal processes. We will miss Yvonne, but are excited for her to begin her new adventures in retirement! We wish her the very best and thank her for the contributions she has made to Dallas County!

SOUTH DALLAS GOVERNMENT CENTER OPENS



On November 9th, 2020, the South Dallas Government Center officially opened its doors to the public. The SDGC replaced the Duncanville Tax Office and is located in southern Dallas County just north of Interstate 20 on South Polk Street. Tax Assessor/Collector John R. Ames was joined by Commissioner John Wiley Price, Constable Tracey Gully from Precinct 1, Accounting Manager Rosa Romero, and Kevin Shepherd from Chase Bank for the opening of this beautiful new facility, ready to serve the citizens of South Dallas.

PERSONAL RECOGNITIONS



Aulexus Williams welcomed Brave Leonidas Henderson on 10/24/20



Congratulations to Donnia Beasley on her marriage to George Johnson on Oct 24th. Mr. & Mrs. Johnson we wish you all the best for your upcoming journey.



The North Dallas Team presented Flowers to Elena Maria Montano from our Facilities Dept., for her hard work and dedication to keeping our facilities clean and sanitized.



Shannon Burchfield welcomed her new granddaughter Ani Elizabeth Simmons on 9/27/20



Congrats to the talented Matthew Moyer! Matthew was one of only 23 designers from the USA selected to create Christmas-themed pieces for a "Haul out the Holly" livestream Palooza. All of the completed designs were donated and virtually auctioned off to raise more than \$5,000 for Toys for Tots!



Gaby Morales welcomed Gianna on 12/23/2020

PROFESSIONAL DESIGNATIONS ACHEIVED



Congratulations to Rosa Romero (Accounting), Cynthia Herrera (Tax Administration) and Patricia Avitia (Property Tax) on receiving their certifications as County Tax Office Professionals (CTOP). Rosa and Sondra Copling-Webb also received a certification as a Professional County Collector (PCC). We are so proud of these talented team members for achieving these professional designations!

Congrats On reaching these milestones!



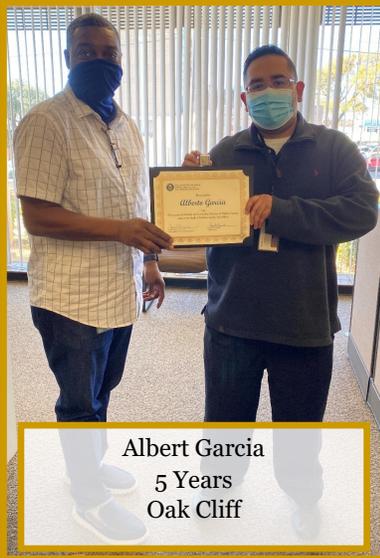
Elizabeth Nedd
15 years
CCC



John Curry
5 Years
North Dallas



Louis Wright
5 Years
Property Tax



Albert Garcia
5 Years
Oak Cliff

Congrats!



EMPLOYEE OF THE YEAR

*Lety Dominguez
MV Admin*

Lety joined the Motor Vehicle Division after working in the Tax Office Customer Care Center. Since joining the MV Admin Team, she has displayed the willingness and ability to take ownership of tasks that need to be done, oftentimes without even being asked. She understands the “big picture” vision of what MV Admin is, and what they do to support the branches, and she owns her role on the team by consistently going beyond to provide support. Lety has been given the role of subject matter expert in the queuing system, Nemo-Q. During our North Dallas move, she was asked to spend several days at a time in North Dallas to monitor the Nemo-Q installation and the activity of other groups doing work in our area. She did not hesitate to accept the task and did an amazing job while she was there. Lety demonstrates amazing organizational skills, which has been so helpful with bigger tasks. She was the “keeper” of the title work surrendered to our office by a defunct dealership for processing. This involved logging each transaction, distributing the work to and collecting the work from, Special Operations and ensuring all the necessary copies were made to be submitted to the State Comptroller’s office. This process was unique and time sensitive and Lety stayed on top of it while still handling her other daily assigned tasks. Lety has established herself as a critical member of the MV Admin team and the Dallas County Tax Office.

Lety was selected as the February 2020 Employee of the month prior to COVID-19 causing a major revamp of how the Tax Office interacts with the public. Since that time, Lety has done an amazing job assisting Tax Office Leadership with implementing new social distancing guidelines, specialized handling of documents, and new dealer operations. Lety did not hesitate to jump back in to working at a different location when needed and/or assist in tasks that she would not normally be involved with, and always assisted with a smile and helpful attitude. It is team members like Lety who have enabled the Tax Office to continue to provide essential services to our residents during a world pandemic.



4TH QUARTER EMPLOYEES OF THE MONTH

OCTOBER



*Brenda Lopez
Accounting*

Brenda's primary duties increased this year to include the Truth-In-Taxation process. With the passage of SB2 and all the new rules and changes, Brenda was asked to quickly learn and assist with the new processes. Although there was little time to prepare or train for the new duties she jumped right in; learning the new system and completing all of the data entry. She set up the worksheets and updated the files as the information was returned, taking notes and asking solid questions afterward. When it was time to calculate tax rates, Brenda mastered the new process quickly and accurately. She demonstrated the ability to work accurately under pressure and with tight deadlines as she entered tax rates for over 80 jurisdictions. She quickly became the subject matter expert when it was time to enter data in the new transparency websites. She also worked closely with County IT to ensure the Tax Office adhered to legislative mandates. Brenda did an amazing job with this new process while keeping up with her normal job duties. Brenda's attention to detail, calm demeanor, and organizational skills make her a valued member of Accounting/Finance Team and worthy to be Employee of the Month!

NOVEMBER



*Juanita Aguirre
Property Tax*

Juanita is a great asset to the Tax Office Property Tax Collections Team! She is a great team player and does not mind helping others. When she notices a task needs to be done or someone else needs assistance, it usual for her to say, "I got it" or "I will do it". Juanita takes charge in encouraging her team members to complete the department's projects all while projecting energy and a great attitude. She has a great personality and regardless of the situation, she managers to maintain a smile on her face. Juanita makes new employees feel welcome and part of the team. She does a great job training new hires; she is patient and caring while explaining new methods and procedures. She handles customer concerns promptly and effectively. She is excellent in providing responsive follow-up service. When dealing with a difficult customer, she remains calm and professional which helps deescalate the situation. Thank you Juanita for being such a great team member. We are so glad you are Employee of the Month!

DECEMBER



*Irma Mendez
Special Ops*

Irma Mendez is an excellent example of consistently providing great customer service! She is helpful not only to her customers, but she is also helpful to her co-workers. Even on the most trying days, she walks the second mile to assist others. Her work ethic is outstanding! There is rarely a moment that she is idle. She takes the time with each customer to ensure the transaction is processed correctly the first time. She lives day to day with kindness and positivity. Even when she must repeat the same message to many customers every day, she never sounds frustrated or irritated. She greets the Ren Tower customers with a smile and pleasant greeting and sets the tone for the front line team. Irma is a great employee and a great person to work with! We appreciate you Irma and think you very much deserve to be named Employee of the Month!

CHRISTMAS 2020



Covid couldn't stop our Christmas spirit in Ren Tower this year!
 Pictured are some of the Christmas décor from the Christmas Season.

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	Ania Cantu
Irma Mendez	Dixie Sanders
D'Andrea Shaw	Alexander Mendoza
Dae'Jza Davis	Christina Castillo
Dyvone Villa	Emma Ruiz
Rochelle Clayborn	Wilean Blair
Stacy Linwood	Brittani Rossum
Tiana Swanson	Vivian Williams
Margaret Ruiz	Reinesha Evans
Blen Biru	Willie Johnson

- ◇ She was pleasant, polite, professional, and most helpful. My visit could not have been more pleasant.
- ◇ She was very helpful and solved my complex issues and went the extra mile. She resolved everything in an amazing fashion, was super kind and friendly the whole time.
- ◇ She was very helpful and pleasant, and she did a great job assisting me.
- ◇ You have wonderful people working for you. Don't have enough words to let you know. You never want to lose her. She was polite, kind, helpful... I am extremely grateful!
- ◇ She was just a delight; patient and sweet, and I just wanted to adopt her.
- ◇ She went above and beyond to make sure I understood the process and her customer service was "awesome sauce!"
- ◇ Very good service. We were in and out quickly. Personable and friendly group.
- ◇ Pleasant, knowledgeable, courteous, & timely!
- ◇ This was the most courtesy I have encountered during these trying times, COVID.



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.



October
Mankind
\$750.00

November
Cancer Support
Community
\$750.00

December
North Texas Food
Bank
\$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!

Dianna Cannonier Dae’Jza Davis Joanna Palacios

Great Job!

Employee of the Month FAQ

Q. Who 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 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 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.

Employee of the Month