



DALLAS COUNTY TAX STATEMENT

ISSUE: LII

October—December 2021

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Happy New Year! I know many would argue with that statement, but if you're reading this, you're one of the lucky ones who've made it through another year in a global pandemic. None of us thought we'd still be dealing with COVID in 2022, but here we are. What does that mean for the Dallas County Tax Office? It means we keep on doing what we do best, serving the residents of Dallas County and providing local government revenues. I'm proud that our team has done an amazing job of adapting and making sure our service is just as stellar today as it was before COVID.

As usual, the last quarter of each year is very busy for the Tax Office. Yes, we mailed over 850,000 tax statements to property owners and we've already collected over 50% of the revenue. Remember, the Tax Office doesn't decide how much your taxes are, we're just the messengers.... and collectors, of course! Don't forget to pay your taxes by January 31st to avoid penalties and interest. You can easily pay online at www.dallascounty.org/tax.

We did it... we finally moved back to the Records Building in October. The building is gorgeous and we are grateful for everyone who had a part in the building renovation and the move back. Check out some pictures on page 5. We also moved into a new Oak Cliff Government Center in November. Take a look at the office and the ribbon cutting on page 9. Nothing like back-to-back moves this quarter, but our team rose to the challenge and got it done.

As always, this quarter we celebrated all our favorite things. Check out the Halloween costumes, milestone anniversaries and personal recognitions in this issue. One of our biggest celebrations are always our Employees of the Month. We are super proud of **Ofelia Clemente**, **Angel Mendoza** and **Patricia Avitia** for representing the Tax Office in an awesome manner. And.... Drum roll please..... our 2022 Tax Office Employee of the Year was..... **Rosa Romero**. Congratulations Rosa and keep up the great work! Read all about Rosa, Ofelia, Angel and Patricia on pages 8 and 13.

In closing, I pray that everyone reading this newsletter has a happy and healthy 2022. I am humbled and honored 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

October

Donnia Johnson	1
Cynthia Gonzales	2
Tina Garcia	4
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
Tabitha Gutierrez	18
Kianna Cade	21
Matthew Moyer	24
Alejandra Rocha	27
Dee Little	28
Brenda Vasquez	30
Yadira Zamarripa	31



November

Nicol McElroy	2
Liliana Valdez	3
Kelly Caraway	7
Alex Galan	8
Jessie Bigley	12
Margarita De Leon	16
Renee Merriman	18
Marilyn Hickman	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



December

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
Ebonee Kyles	18
Patricia Perez	21
Lisa Gomez	22
Larry Gray	23
Tatyana Brent	24
Charette Green	27
Sue Pesina	28
Deborah Bloomer	30
Janice Burson	31
Kelleye Dunn-Richardson	31

SERVICE ANNIVERSARIES

October

1 Year	10 Years
Araceli Meza	Imarisha Garret-Pace
Cynthia Gonzales	11 Years
Jaison Alappadan	Carmen Sanchez
2 Years	12 Years
Benjamin Throop	Cheryl Patterson
3 Years	14 Years
Arsenia Paul	Pam Gibson
4 Years	Yul Jones
Angel Mendoza	Brenda Lopez
Matthew Moyer	Celia Salas
5 Years	15 Years
Erin Palmer	Charette Green
Sue Pesina	16 Years
6 Years	Elizabeth Nedd
John Curry	18 Years
Alberto Garcia	Glenda Jesttes
Gaylon Gowans	22 Years
7 Years	Christina Benedict
Juanita Aguirre	
9 Years	
Teresa Cloninger	

November

1 Year	9 Years
Tamika Harris-Townsend	Dro Fermin-Mendez
Pegelbert Netter	10 Years
Octavio Rojo-Morales	Erica Goodman
2 Years	Ann Watson
Marco Dimas	11 Years
Gilberto Paredes Estrella	Ron Williams
Aulexus Williams	14 Years
3 Years	Antionette Collins
Vanessa Soto	20 Years
Yadira Zamarripa	Paulina Bustamante
5 Years	28 Years
Larry Gray	Rhonda Hadnot
6 Years	
Gerardo Blanco	
Wendolyn Phillips	
Margaret Ruiz	
Louis Wright	
Anakaren Arzola	

December

1 Year	14 Years
Nancy Malagon	Noemi Vazquez
Jacqueline Ramirez	16 Years
Christopher Ramirez	Irma Mendez
3 Years	
Gwen Coney	
5 Years	
Kwabena Asamoah	
Renee Merriman	
6 Years	
Catina Diggs-Thibodeaux	
Charles Taylor	
Perla Reboloso	
7 years	
Brenda Vasquez	
9 Years	
Sally Stephens	
12 Years	
Donnia Johnson	

NEW EMPLOYEES ON BOARD

Tatyana Brent	Part Time Representative	Property Tax
Christine Lair	Part Time Representative	Property Tax
Veronica Romo	Customer Care Representative	CCC
Yesenia Leon	Special Assistant to the Tax Assessor/Collector	Administration
Laura Kelso	Part Time Representative	Property Tax
Jacqueline Holguin	Part Time Representative	Oak Cliff
Abigail Duarte	Part Time Representative	Oak Cliff
Lisa Gomez	Part Time Representative	Downtown
Sally Duran	Part Time Representative	Grand Prairie
Danita Crawford	Part Time Representative	Grand Prairie
Melissa Perez	Part Time Representative	Mesquite
Victoria Caldwell	Part Time Representative	Property Tax
Mary McDuff	Part Time Representative	North Dallas
Tameia Mitchell	Part Time Representative	Property Tax
Chazmin Lacy	Part Time Representative	Property Tax
Delorian Calyle	Part Time Representative	Mesquite
Mary Butler	Part Time Representative	Property Tax



PROMOTIONS

Joanna Palacios	Lead Representative	Property Tax
Araceli Meza	Lead Representative	Property Tax
Marco Dimas	Lead Representative	South Dallas
Nicol McElroy	Full Time Representative	Grand Prairie

Congratulations!

QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	October	November	December	October	November	December	October	November	December
Downtown	2,999	4,840	4,702	3,161	4,776	6,043	3,947	6,716	1,728
Garland	7,370	6,454	7,113	12,038	10,867	11,429	733	1,160	2,462
Grand Prairie	6,533	5,846	6,277	9,917	9,439	9,745	591	923	2,210
Mesquite	4,087	3,765	4,001	8,818	8,137	8,237	621	1,154	2,204
North Dallas	7,200	6,343	5,998	11,580	10,581	10,041	383	621	2,155
Oak Cliff	4,331	4,070	4,386	9,436	7,500	7,690	881	1,186	2,489
South Dallas	4,828	4,005	3,733	8,827	8,181	8,149	532	804	1,907



BY THE NUMBERS...

4th Quarter 2021	Totals
OTC Property Tax Payments	26,109
Registrations Processed	548,030
Titles Processed	153,039
webDealer Transactions	119,166
Checks Processed by RPS	192,238
Customer Calls answered	54,190
Neighborhood Location Registration Transactions	125,372
Scofflaw Rejections	240

WELCOME BACK TO 500 ELM!

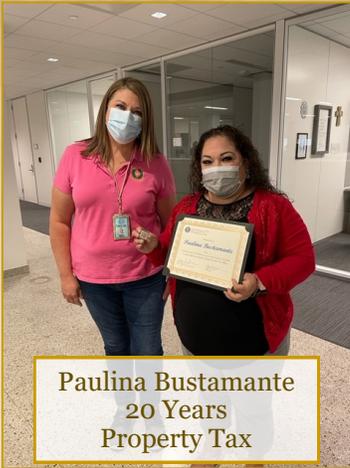
On October 8th 2021, the Tax Office left the 26th floor of the Renaissance Tower, home for some of the Tax Office team for the past 5 years, and moved back to the newly remodeled Records Building at 500 Elm! Team members from all divisions helped move 125 team members back to both the 1st and 3rd floors of the beautiful and historic Records Building, and we were ready to open to the public on Monday morning! Everyone chipped in to help unpack, plug in, and test as needed during our big move and we are so grateful and excited to be back!



WELCOME BACK



Congrats On These Milestones!



Paulina Bustamante
20 Years
Property Tax



Charette Green
15 Years
Operations



Dixie Sanders
15 Years
Grand Prairie



Imarisha Garrett
10 Years
Grand Prairie



Yvonne Bunkley
15 Years
North Dallas



Priscilla Cook
10 Years
Grand Prairie



Ada Sanchez
5 Years
Grand Prairie

Congrats!



2021 HALLOWEEN COSTUME CONTEST WINNERS



1st Place, "Miss Maude"
Kendra Winn
Downtown Branch



2nd Place, "S'Mores"
Frank Garcia
North Dallas Branch



3rd Place, "Mona Lisa"
Leticia Dominguez
Motor Vehicle Admin



HALLOWEEN IN THE TAX OFFICE



Administration & Downtown Teams



Downtown Team



Grand Prairie Team



North Dallas Team



Garland Team



Customer Care & Laura Mati



Admin, Accounting, MV Admin, and Taxpayer Relations teams



Accounting Team



4TH QUARTER EMPLOYEES OF THE MONTH

OCTOBER



*Ofelia Clemente
Property Tax*

Mrs. Ofelia Clemente has a contagious, positive attitude! She has a way of enlightening her customers to the point of full understanding on the listener's part. She often gives her first-hand experience to guarantee that they understand, and is very sincere on the phone when she takes escalated calls from citizens. She addresses customer concerns with heartfelt empathy. As our Property Tax trainer, we love the fact that she stimulates the minds of our new hires so that they are able to answer, research and resolve over 80% of the frequently asked Property Tax questions. The quality of her training is excellent and her trainees have stated, "I like how, instead of her just reading from the book, she gave us examples, kept it entertaining, knew when to switch up learning styles, welcomed questions, gave thorough and helpful answers for everything, and made sure everyone in the class understood each section before moving on to the next topic". Ofelia has a can do attitude; if she encounters a rude customer, she pushes through and continues to be respectful and polite - she makes sure that she goes above and beyond to satisfy the customer.

NOVEMBER



*Angel Mendoza
Property Tax*

Angel Mendoza demonstrated a very high level of teamwork helping the Tax Office Administration and Accounting Divisions during the Records Building and Oak Cliff Government Center moves. Normally he works in the Property Tax division but in October he spent several days with Administration at the Records Building to help get everything ready. He installed computers, helped with testing equipment and moved items as needed. He graciously and willingly did anything that was asked of him. He was then asked to go to the new Oak Cliff Branch office to help Accounting install credit card machines. He spent the day under desks plugging in equipment and helping with testing. Each time Angel was asked to assist with something, his response was always enthusiastically YES! He also remained very flexible with his schedule and was willing to leave to assist at a moment's notice. His willingness to be a great team player in any way was greatly needed and deeply appreciated.

DECEMBER

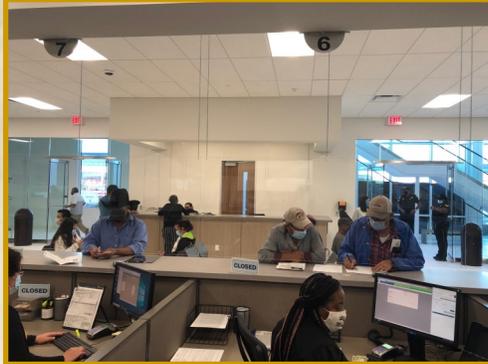


*Patricia Avitia
Property Tax*

Patricia Avitia played a vital role in helping the new Downtown staff during our move to the Records Building. She did it simply because she saw a need, not because she was asked to do so. Using her experience as a former Branch Manager, she volunteered to help set up their cashier cage area to make the space more efficient and friendly. She also helped the staff with Property Tax questions and helped newer employees navigate the ACT system. During the first few days of being in Records, Patty made several trips downstairs to help answer questions and resolve issues and she did all of this while still managing the Collections Department during the monthly SIT collection deadline. She showed compassion for her fellow Tax Office employees, as well as our customers, and demonstrated a high level of teamwork. While she consistently has outstanding performance, she went above and beyond to help the Tax Office be successful!

OAK CLIFF MOVE & RIBBON CUTTING

On November 1st, the Oak Cliff Tax Office opened at the new location at 702 East Jefferson Blvd! The Oak Cliff Tax Office team, lead by Branch Manager Anthony Kellum, work quickly and efficiently in their new offices, and have already served almost 20,000 customers since opening their doors!



On December 14, 2021, the official Oak Cliff Ribbon cutting ceremony was held with Commissioner Elba Garcia and County Administrator Darryl Martin providing opening remarks. Tax Assessor/Collector John R. Ames, and other elected State and County officials were proud to cut the ribbon marking the official opening of the newest Dallas County public building.

ON THE SPOT AWARDS



Patricia Avitia
Helping the Downtown Branch with PTAX the first week of their re-opening.



LaTara Daniels
Helped lead and train the team, the first week, when we re-opened the Downtown Branch.



John Curry
Helped train and support the team, the first week, when we re-opened the Downtown Branch.



Angel Mendoza
Helped anywhere needed during Renaissance Tower to Records move.



Kim Rodman
Helped organize and coordinate during the move from Ren Tower to Records move.



Vanessa Rodriguez
Excellent Customer service.

PERSONAL RECOGNITIONS



October Breast Cancer Awareness Month took on a whole new meaning for the Property Tax Division this year. On October 7, 2021, Property Tax celebrated employee Phyllis Jones, who completed her final chemo treatment! The group wore pink in support of Phyllis and her journey to overcome cancer. Of all the parties we have had during our five years at Renaissance Tower, this was by far the best one! Congratulations, Phyllis!



Phyllis Jones
Property Tax

PERSONAL RECOGNITIONS



Cici Garcia's daughter, Vanessa, participated and placed 1st in the international Jiu-Jitsu Con for kids in November in Las Vegas.

Way to go Vanessa!



Jason Ortiz participated in his 2nd Iron Man marathon in Cozumel; he completed 3 different events in one day; 2 mile swim, 100k bike ride & 26 mile run!
Way to go Jason!



Congratulations to Darren Horrell of our Property Tax Division for recently tying the knot with his new bride in December!
Best wishes to the happy couple!



The Admin Division celebrated Ms. Cynthia Herrera with a luncheon in November. We are thankful for all the years she gave to the Tax Office and wish her the best on her next adventure.

We will miss you Cynthia!



Congratulations to Sydney Alcalá & her husband on becoming first time homeowners in November!



PERSONAL RECOGNITIONS

SWEET BABY BOY



Grand Prairie's Tiana Swanson gave birth to her son Eli on October 13th
Congrats Tiana!



Property Tax's Joanna Palacios gave birth to her son Isaac Jr. on October 23rd.
Congrats Joanna!



Motor Vehicle Admin's Vanessa Rodriguez gave birth to her son Mario Jr. on December 23rd.
Congrats Vanessa!



BOSS' DAY



Mr. Ames & Ms. McCormick were celebrated by their team on October 15th.



Christina Benedict, Property Tax Director, & Amber White Assistant Property Tax Director, pictured with their gifts.

GREAT MINDS



THINK ALIKE

John R. Ames, Tax Assessor/Collector & Monica Atsu, Director of Taxpayer Relations
Dress for Success

EMPLOYEE OF THE YEAR—ROSA ROMERO



Left to right: Accounting Director Sally Stephens, Tax Assessor/Collector John R. Ames, and Accounting Manager Rosa Romero.

Rosa Romero, Accounting Manager, was named Tax Office Employee of the Year for 2021! In addition to her numerous daily duties, Rosa has become the Subject Matter Expert in installing and troubleshooting point of sale (POS) terminals. She developed an inventory process that identifies each POS terminal in the Tax Office and the working status of each one. She skillfully manages major installations for the branch moves, and in recent months, Rosa ensured the terminals would be ready for the Records Building, North Dallas, South Dallas and Oak Cliff Government Center branch moves. She spent time on-site prior to each move, installing and testing the equipment, and volunteered when necessary to work evenings, weekends and long days to coordinate with Dallas County IT, the vendor and owner of the equipment. She continues to explore new methods of creating efficiencies, ensuring a seamless revenue process for the Tax Office.

Rosa can be trusted to accomplish the best possible results in any assigned task, and her calm demeanor, positive attitude and infectious laugh are just some of the qualities that make her a valued team member we are proud to have represent the Tax Office as Employee of the Year!



BRANCH OF THE QUARTER



CONGRATULATIONS!

to the

Garland Branch

for winning the “Branch of the Quarter” Award for the 3rd quarter (July—September). Winning this award truly demonstrates great teamwork. & commitment to excellence.

WHERE FASHION MEETS CHARITY



=



“Jean Wearing Wednesdays” is a great way for the Tax Office teams to enjoy the comfort of jeans while supporting charitable causes. Funds collected each month are donated to organizations recognized for serving the needs of others. Here is a list of the charities that benefitted this quarter from our employees’ generous donations.



October
Mankind
\$750



November
Cancer Support
Community
\$750



December
North Texas Food
Bank
\$750

EMPLOYEE OF THE MONTH HONORABLE MENTIONS

In an effort to recognize the hard work and dedication of our many employees, we have added a new section to the “Tax Statement” to honor our Employee of the Month nominees for the past quarter. These individuals have been recognized by their peers for going above and beyond the daily call of duty. We appreciate all that you do and your efforts do not go unnoticed. **Keep up the great work!**

Jennifer Richards

Aulexus Williams

EMPLOYEE OF THE MONTH FAQ

Q: Whom can I nominate for Employee of the Month?

A – Any full-time employee who has completed their probationary period.

(Note: Employee should have no disciplinary actions(s) during the 12 months prior to date of nomination)

Q: Do I have to be a supervisor to nominate someone?

A – No. Anyone can submit a nomination for any employee in any Division.

Q: Is there a form and to whom should I send the nomination?

A – Yes. A form can be provided by your supervisor. All nominations should be submitted directly to Gaby (Maria A. Morales).

Q: What is a characteristic of an EOM?

A – Anyone that you see providing exceptional service, going above and beyond, or that inspires you to be a better employee.

CITIZEN APPRECIATION

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

Monica Escalante	Ashley Guevara	Teresa Dawson	Yulissa Amaro	Bianca Douglas
Abraham Alcala	Christina Castillo	Erika McEwan	Alex Rodriguez	Janice Burson
Dixie Sanders	Debra Davis	Robin Porter	Wilean Blair	Brittani Rossum
Ania Cantu	Carmen Sanchez	John Curry	Frank Garcia	Julian Trujillo
Sharon Green	Alex Galan	Raven Dossey	Kathy Reed	TaBriae Riley
Louis Wright	Irma Mendez	Anita Scott	Dyvone Villa	Ebonee Kyles

- ◇ “Mr. Ames, I went by the Oak Cliff Government Center earlier today to pick up my vehicle tags. Your office looks amazing and the entire operation at the Tax Office was working like a Swiss watch.”
- ◇ I was there this morning waiting to get my wife’s car registration renewed and was assisted by Ms. Anita Scott. Now, I had been waiting in the office for several minutes and had watched Ms. Scott successfully assist several patrons before me and was already impressed by her expediency. She was warm, pleasant and thorough in her processing of my paperwork. I must admit in my many years of renewing my car registration, this was by far the quickest, easiest, and most pleasant experience I have had and much credit is due to Ms. Anita Scott.
- ◇ Debra is a lovely lady, does a phenomenal job, answered all of my questions and deserves to be recognized
- ◇ She provided more information than he knew was available. No language problem and the call was answered within 10 seconds.
- ◇ She was just amazing, she totally brightened my day. She answered questions that my own dealership could not answer. She’s helpful, nice, and knows what she’s talking about. She totally changed my mood for the rest of the day!
- ◇ Much faster wait time than expected.
- ◇ Erika was an outstanding blessing to me! She helped me every step of the way and went over and beyond what any person has done to help me at the DMV! I will come here and refer people to come here only because of her! Thank you for hiring her!
- ◇ Abraham is super kind and helpful! Thank you!
- ◇ Please consider this young lady as employee of the month.
- ◇ I felt so special today. I had all my questions answered and even more questions that I did not know I needed answers to. I hope all staff can learn from Ms. Wilean Blair - a great civil servant.
- ◇ This place is phenomenal! The staff is extremely helpful. The office is run in a very fast, efficient, and courteous manner. Brittani was AMAZING!

GREAT JOB