



DALLAS COUNTY TAX STATEMENT

ISSUE: LVI

October—December 2022

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Happy New Year Dallas County! 2023 is going to be a great year.... I can feel it! It's been a busy quarter for the Tax Office. We started this quarter by providing over 850,000 tax statements to our citizens. If you received one, just consider this my annual love letter! Oh, and always remember, don't shoot the messenger... the Tax Office doesn't determine the amount of taxes you pay, we just collect and distribute the money! Learn more about the statement mailing process on page 13.

I'm super pleased to announce that **Glenda Jesttes** won the Dallas County Employee of the Year for Constituent Services! Way to go **Glenda**! I'm also proud of this quarter's Employee of the month winners. Read about **Donna Higbee, Deyanira Rodriguez, Anakaren Arzola** and **Glenda Jesttes** on pages 8 & 9.

As is our tradition, this quarter the Tax Office dressed up and showed off for Halloween. The costumes just keep getting better and better each year. We were super excited to see some other county departments also participated. Check out some of the costumes and the contest winners, **Gaby Morales, Laura Mati, Anthony Kellum** and the **North Dallas Team** on pages 5 & 6.

It's always a happy and sad occasion to see our team members retire. This quarter we had three retirements. Take a look at **Carlos Rincon, Debra Davis** and **Cheryl Patterson's** retirement celebrations on pages 12 & 13. Welcome and Congratulations to all our new and promoted team members on page 3.

Congratulations to the **North Dallas Branch** for winning the Branch of the Quarter – that's two quarters in a row now.... way to go!!! As always, we've been out and about in the Community – read about where we've been throughout the newsletter.

Finally, I was so impressed with this quarter's citizen comments on page 15. It's nice to see the public recognize all our hard-working team members. It takes a lot for someone to stop and let us know what a great experience they've had in the Tax Office. As always, I'm humbled and blessed to be working with such a great team!

~ **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

October

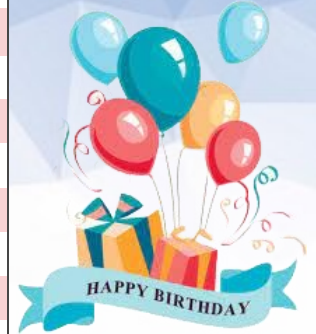
Donnia Johnson
Adonis Jones
Tere Escalera
Tina Garcia
Jose Delgado
Melissa Perez
Latrice Caldwell
Paulina Bustamante
Alejandra Munguia
Gilberto Paredes Estrella
Aulexus Williams
Gerardo Blanco
Raven Carroll
Cheryl Smith
Jamie McKechnie
Kianna Cade
Jaime Anguiano
Dee Little
Brenda Vasquez
Yadira Zamarripa

November

Anakaren Arzola
Curtanya Bailey
Christina Benedict
Jessie Bigley
Kelly Caraway
Margarita De Leon
Maya Glaspie
Marilyn Hickman
Tarsha LeSueur
Maria Lopez
Peggy McCormick
Nicol McElroy
Catalina Medina
Jeremy O'Daniel
Tabraie Riley
Deyanira Rodriguez
Vanessa Soto
Darling Tellez
Naisha Bennett
Patrick Isom

December

Jabriel Carson
Davette Rodgers
Veronica Hartfield
Felicia Fernandez
Patricia Perez
Larry Gray
Mary Crockhom
Sue Pesina
Deborah Bloomer
Juana De La Cruz
Jody Allen
Joanna Palacios
Lorie Phillips
Roberto Guerra
Ebonee Kyles
Lisa Gomez
Tatyana Brent
Charette Green
Maria Oballe
Janice Burson
Kelleye Dunn-Richardson



SERVICE ANNIVERSARIES

October

1 Year	8 Years	17 Years
Tatyana B.	Juanita A.	Elizabeth N.
Veronica R.	10 Years	19 Years
2 Years	Teresa C.	Glenda J.
Jaison A.	11 Years	23 Years
Araceli M.	Imarisha G.	Christina B.
4 Years	12 Years	
Arsenia P.	Carmen S.	
5 Years	15 Years	
Kelly C.	Yul J.	
Iris M.	Pam G.	
6 Years	Brenda L.	
Sue P.	Celia S.	
7 Years	16 Years	
John C.	Charette G.	
Alberto G.		

November

1 Year	6 Years	15 Years
Abigail D.	Larry G.	Toni C.
Melissa P.	7 Years	21 Years
Sally D.	Anakaren A.	Paulina B.
Lisa G.	Gerardo B.	29 Years
Victoria C.	Wendolyn P.	Rhonda H.
2 Years	Louis W.	
Octavio R.	Catina T.	
Peggy N.	Perla M.	
3 Years	Charles T.	
Marco D.	10 Years	
Joanna P.	Dro M.	
Gilberto P.	11 Years	
Aulexus W.	Erica G.	
4 Years	Ann W.	
Vanessa S.	12 Years	
Yadira Z.	Ron W.	

December

1 Year	13 Years
Chazmin L.	Donnia J.
Tameia M.	15 Years
2 Years	Noemi V.
Nancy M.	17 Years
Jacqueline R.	Irma M.
4 Years	
Jasmine R.	
Gwen C.	
6 Years	
Kwabena A.	
8 Years	
Brenda V.	
10 Years	
Sally S.	

NEW EMPLOYEES ON BOARD

Naisha Bennett	Part Time Representative	Downtown
Jamie McKechnie	Part Time Representative	Property Tax
Sean Peterson	Full Time Representative	Downtown
Sheridan Foster	Full Time Representative	Property Tax
Maria Oballe	Part Time Representative	Downtown
Yamilet Longinos	Part Time Representative	Property Tax
Joel Bowers	Full Time Representative	Property Tax
Esmeralda Medina	Part Time Representative	Accounting
Lizeth Pineda	Part Time Representative	Mesquite
Javier Medina	Part Time Representative	Property Tax
Lakietha Kelly	Part Time Representative	Property Tax
Benrita Garcia	Part Time Representative	Property Tax
Ashwin Mathew	Part Time Representative	Accounting
Sally Mitchell	Part Time Representative	Property Tax
Teresa Moore	Full Time Representative	Grand Prairie
Mirna Rivera	Full Time Representative	Grand Prairie
Michelle McCarthy	Full Time Representative	Grand Prairie
Vanessa Vivas	Full Time Representative	Customer Care Center
Gabriella Haidek	Full Time Representative	North Dallas
Ana Watson	Full Time Representative	Grand Prairie
Christine Lair	Part Time Representative	Property Tax
Joshua Drake	Part Time Representative	North Dallas
Yajaira Benitez	Part Time Representative	Grand Prairie

WELCOME

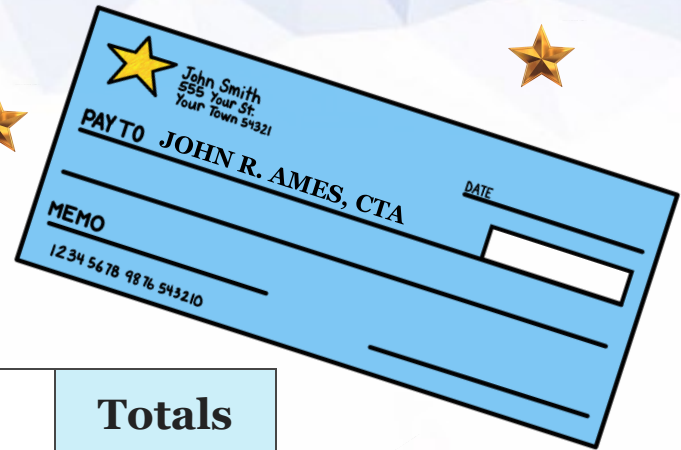
PROMOTIONS

Nancy Malagon	Lead Representative	Property Tax
Latrecia Baker	Full Time Representative	Oak Cliff
Jasmine Contreras	Full Time Representative	Customer Care Center
Jaime Anguiano	Full Time Representative	Operations
Gwen Coney	Full Time Representative	Operations
Maya Glaspie	Lead Representative	Operations
Jacqueline Greiner	Branch Manager	Mesquite
Cici Garcia	Taxpayer Relations Director	Taxpayer Relations
Ashley Richard	Accounting Director	Accounting
Yesenia Leon	Taxpayer Relations Assistant Director	Taxpayer Relations
Diane Nguyen	Data Processing Manager	PTAX-Data Processing

QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	October	November	Dec.	October	November	Dec.	October	November	Dec.
Downtown	4,745	4,562	4,416	6,545	6,523	5,519	425	468	1,116
Garland	6,795	6,595	5,874	11,592	10,323	10,011	734	918	2,530
Grand Prairie	5,677	5,168	4,896	9,280	8,300	8,151	542	888	2,016
Mesquite	4,164	3,398	3,554	7,804	7,188	6,897	598	1,016	2,095
North Dallas	4,947	4,829	4,906	8,577	7,797	8,392	364	510	2,324
Oak Cliff	4,541	4,208	4,394	7,799	6,884	7,084	812	1,175	2,233
South Dallas	4,873	4,381	4,315	8,457	7,760	8,036	643	785	1,864

BY THE NUMBERS...



4th Quarter 2022	Totals
OTC Property Tax Payments	23,256
Registrations Processed	555,370
Titles Processed	167,344
webDealer Transactions	125,440
Checks Processed by RPS	164,607
Customer Calls answered	61,810
Neighborhood Location Registration Transactions	131,018
Scofflaw Rejections	249
eStatements Sent	25,439



HALLOWEEN IN THE TAX OFFICE

The Tax Office held its annual Halloween Costume Contest this year and per usual—THE TAX OFFICE DELIVERED! The team enjoyed visiting every floor of the Records building and participating in reverse Trick 'R Treating. They had fun snapping quick shots with everyone who participated!



Visiting the County Clerk's office.



Visiting the RPS department & finding a Mommy Shark and Lady Gaga!



Finding more 'new employees' in CCC!



Feeling COLORful with Property Tax!



A Halloween selfie with Motor V Admin.



Stopping by to visit the Commissioners.



Finding Mr. & Mrs. Pac Man at the Treasurer's office!



2022

Costume Contest Winners!

1st Place

Gaby Morales as
TIFFANY VALENTINE



2nd Place

Laura Mati as
MALIFICENT



3rd Place TIE!

Anthony Kellum as **THE DOWNTOWN PIRATE**
& The North Dallas Team as **THE HIPPIES**



Congrats On These Milestones!



Darling Tellez
5 Years
Accounting—Finance



Celia Salas
15 Years
Oak Cliff



Sandra Nichols
15 Years
South Dallas



Noemi Vazquez
15 Years
Customer Care Center



Pam Gibson
15 Years
Downtown—Public



Yul Jones
15 Years
Downtown—Operations



Brenda Lopez
15 Years
Accounting—Finance

CONGRATS!



Dani Wright
20 Years
Downtown—Operations

EMPLOYEES OF THE MONTH

OCTOBER



*Donna Higbee
Motor V Admin*

Donna Higbee showed true leadership and demonstrated grace under fire, when the Motor Vehicle Director was absent for several weeks this summer. Keeping the Motor Vehicle Division running is a huge task as they comprise over 185 team members, and Donna has done an amazing job of “keeping the ship afloat” by herself. She managed unusual employee issues, a large volume of new hires for onboarding and training, and she juggled staffing shortages at multiple branches. She even went to branches to fill in when needed. She managed everything with an amazing attitude and a smile. No one heard her complain or grumble one time about anything. She truly cares about her teams and because she was on the front lines for many years before becoming the Assistant Director of the Motor Vehicle Division, she is highly respected for her knowledge and her work ethic by everyone who knows her. Donna has exceeded everyone’s expectations; solidified her place as a strong member of the leadership team and has earned the opportunity to be honored as the employee of the month. The Tax Office is fortunate to have Donna Higbee on our team!

NOVEMBER



*Deyanira Rodriguez
Garland Office*

Deyanira is the Information Desk representative for the Garland Branch. During busy times at the Tax Office, she manages to fulfill all of the duties the Information Desk needs with minimal assistance and often while working alone. Being the first contact for most customers can be challenging at times. She is the first person they see when they arrive, and they may be confused or not understand exactly what they need. She does not complain and she is patient and answers their concerns and questions. Deyanira informs management of concerns in the lobby and monitors our multi-transaction board. She is one of our most valuable employees because only a selective few can be as efficient and organized as Deyanira. We appreciate her in the Garland Office!

DECEMBER



*Anakaren Arzola
Downtown—Public*

The Downtown Branch is proud to have Anakaren Arzola as the Employee of the Month! As a new Lead Representative in the Downtown branch, she has exhibited an outstanding job performance and she has really stepped into her role by being a very attentive and patient person. Anakaren is always willing to assist with anything and EVERYTHING she is asked of without hesitation. When we are short staffed, she helps with Property Tax payments so the front line reps can continue to assist with motor vehicle transactions. Anakaren will volunteer to assist in any way needed, whether with training, balancing, staying late so others can leave, or working on a Saturday. She is an example of what dedication looks like. She multitasks all her duties and she does so while exhibiting a very pleasant and friendly attitude. She strives to go above and beyond no matter what is asked of her. She takes great pride in her work by being a hard worker, responsible, and friendly. She works hard to motivate our team and they feel appreciated. We appreciate Anakaren and all she does for the Downtown Branch Team!

DALLAS COUNTY EMPLOYEE OF THE YEAR— CONSTITUENT SERVICES

The Dallas County Tax Office is proud to announce that Ms. Glenda Jesttes of the Mesquite Branch has been selected as the 2022 Dallas County Employee of the Year - Constituent Services! Glenda was first selected as the Dallas County Employee of the Month in March 2022, and then she was voted the Dallas County Tax Office Employee of the Year for 2022. She was then evaluated with all of the other Employee of the Year winners from other Departments in the Constituent Services areas, and was selected as the overall Employee of the Year, Constituent Services for Dallas County!

Congratulations Glenda on this high honor, and for representing the Tax Office faithfully and well for the past 19 years!



Glenda Jesttes being recognized by the Dallas County Commissioners Court on December 20, 2022, with Tax Assessor/Collector John R. Ames.

BRANCH OF THE QUARTER

CONGRATULATIONS!

to the

North Dallas 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.

Previous Branch of the Quarter Winners:

October—December	Oak Cliff
January—March	Garland
April—June	North Dallas



PERSONAL RECOGNITIONS



Oak Cliff Assistant Branch Manager Erica Mendez's two sons participated in Annual 2022 Karate Championships in October! Her son Alexander Mendez (left) placed 2nd for Kata and 3rd for Kumite at the 2022 Karate Traditional Championship.

Her son Maximus Mendez (right) placed 2nd & won \$100.00 in the 6-7 Year Old Age Division at the Karate-Do Shito-Kai USA Choda Group Competition.

Big congrats to these young gentlemen on their awards!



Pictured to the left,

Mr. Ames with Miss Autumn Menifee as she stopped by for a visit with the Tax Office! Autumn is the 3 month old daughter of Accounting Director Ashley Richard.

On October 12th—

We said farewell to Ms. Monica Atsu as she left the County's Tax Office after 10 years of service.

We all wish her well on her next adventure!



IN THE COMMUNITY



On October 27th, members of the Tax Office and Linebarger law firm joined Commissioner Dr. Teresa Daniel at the Road & Bridge 1 Community Resources Fair!

Join Commissioner Dr. Theresa Daniel
for the
ROAD & BRIDGE 1

COMMUNITY RESOURCES FAIR!
OCTOBER 27th * 6 p.m. -8 p.m.
715 Rowlett Road, Garland 75043

Dallas County Health and Human Services
will be giving **COVID-19 vaccines and bivalent boosters PLUS get a \$25 Walmart gift card!**
Flu shots * HIV/STI testing

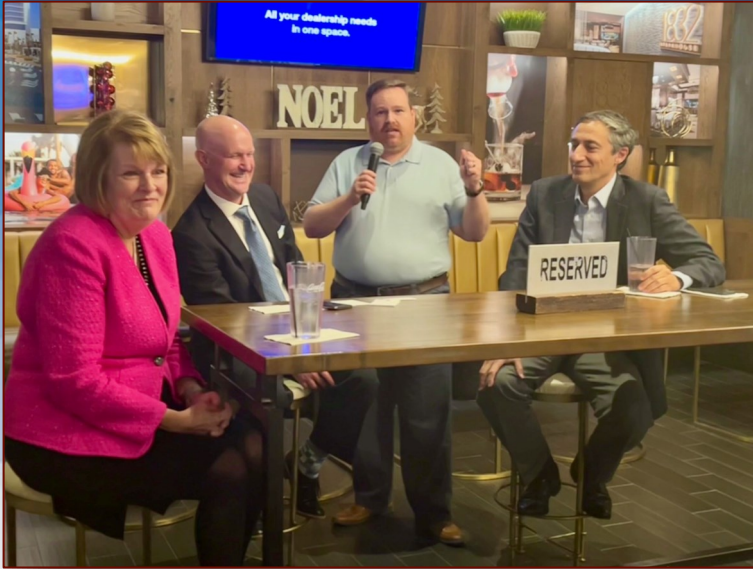
BUT WAIT, THERE'S MORE!

Parkland Blood Pressure & Glucose Screenings
Dallas County Constable Precinct 2
Dallas County Elections Voting Machine Demonstrations
Dallas County Emergency Housing, Rental, and Eviction Assistance
Dallas County Tax Office

Community Does IT! * Metrocare Services* Childrens Health *
Homeward Bound * Nexus * Texas Health/Maximus * The Senior Source
And MORE!

ALL SERVICES ARE FREE!

COMMUNITY EVENTS



Tax Assessor/Collector John R. Ames attended the Texas Independent Automobile Dealers Association reception on December 14th. Shown are Texas Representative Stephanie Klick, TIADA Executive Director Jeff Martin, John R. Ames, and Texas Representative Giovanni Capriglione.



LEADERSHIP TRAINING



On November 17th, Tax Office Leadership met for a day of training and professional development. Dallas County Homeland Security and Emergency Management presented information from Scott T. Forster, Chief of Emergency Services and James Pogue, Operations Section Chief. Sergeant Willie Ford with the City of Dallas Police Department also provided an Active Shooter Training and Emergency Preparedness presentation.



On November 10th, Tax Assessor/Collector John R. Ames spoke to the Dallas County Leadership Class where he explained about the Tax Office functions and responsibilities.



RETIREMENTS

We said goodbye to three of our valued team members recently, with a combined 47 years of service, knowledge, and memories here at the Tax Office.

CARLOS RINCON, DATA PROCESSING



November 17th, 2022

Mr. Carlos Rincon was joined by friends, family, and his fellow teammates as we celebrated his retirement after 20 years of faithful service to the Tax Office and the citizens of Dallas County. Carlos retired as the Data Processing Manager in the Property Tax Division, and we wish him well on his next adventures and thank him for his many contributions and willingness to share his Property Tax and system knowledge!



DEBRA DAVIS, CUSTOMER CARE CENTER



December 22nd, 2022

Ms. Debra Davis said farewell as we celebrated her 13 years of faithful service to the Tax Office and the Dallas County citizens. Debra has been a member of the Customer Care Team for her entire career at Dallas County and enjoyed assisting customers. We thank her and wish the best!

RETIREMENTS

CHERYL PATTERSON, GRAND PRAIRIE



December 22nd, 2022

Ms. Cheryl Patterson was celebrated at the Grand Prairie Tax Office as we wished her well on her next adventure. Ms. Cheryl gave the Tax Office 14 Years of faithful service to the Tax Office and the citizens of Dallas County. Her team will miss her smile and laugh and we thank her for all of the years of great service to our Grand Prairie Citizens!



ANNUAL PROPERTY TAX STATEMENTS MAILED IN OCTOBER



As of October 3rd, 2022 Property Tax Statements are in the mail! Over 850,000 statements were mailed to Dallas County citizens in October, but not before undergoing quality control checks. Tax Assessor/Collector John R. Ames, Chief Deputy Peggy McCormick, and Property Tax Director Christina Benedict verify statements before delivery to the Post Office.



DON'T FORGET!

Pay your property taxes on or before January 31st to avoid penalties and interest.

WHERE FASHION MEETS CHARITY



=



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

TO DATE:
The Dallas County Tax Office has donated \$6,750 to this year’s monthly charities.
This quarter, the charities our donations were shared with were -
Mankind
Cancer Support Community
North Texas Food Bank
WAY TO GO DCTO!



EMPLOYEE OF THE MONTH HONORABLE MENTIONS

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



Joanna Palacios

Reneisha Evans

Amanda Andrews

Nancy Malagon

Thomas Herring

Wesley Sharp



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.

Chazmin Lacy	TeAmber Jobe	Willie Johnson	Paulina Bustamante	Alex Rodriguez
Maria Oballe	Blen Biru	Donnia Johnson	Robin Porter	Bahbi McDonald
Bianca Douglas	Anastasia Paul	Karen Cordova	Brandy Tsegai	Tina Garcia
Alyssa Gallegos	Jabriel Carson	Raven Dossey	Wesley Sharp	Peggy Netter
Tarsha LeSueur	Carmen Sanchez	Abraham Alcala	Ema Ruiz	Gilberto Paredes

- ◇ Thank you, Donnia. You were big help. Three Gold Stars & Two Red Hearts for you. I was all over the Dallas County Website for several days. About the only thing I didn't do was put the curser on my Account Number. I'm glad you returned my email and you had a contact number. I thank you for being patient with me and guiding me through the online payment option. Thanks to you I was able to pay my Property Tax online. Have a Merry Christmas and the best to you in this Holiday Season.
- ◇ Alyssa was very polite and made the experience quick and pleasant. I appreciate her help and making the process easy to understand. Thank you.
- ◇ Chazmin deserves a raise & promotion effective immediately. A steak dinner, night out on the town. She's fantastic!
- ◇ Bianca was so sweet on the phone. She has a good personality - she is going to go a long way. She was very pleasant, well trained, quick to respond and helpful.
- ◇ Gilberto was the most friendliest patient County worker ever! He really made my day!
- ◇ TeAmber was very helpful and professional. Her patience was needed because I was frantic. She helped me to calm down and complete my renewal. Best person of my day!
- ◇ Mr. Willie helped and blessed me so dearly, a very good worker
- ◇ I want to thank Paulina for helping with the translation and your willingness to help me and talk to the title company. I really appreciated everything you have done for me today. They should hire more people like you!
- ◇ Brandy was an absolute delight to work with. She was quick to answer or return calls, she was clear in her communication and very knowledgeable. I very much appreciated her patience with all my questions. Thank you Brandy!
- ◇ Alex was such a nice guy and fast, will definitely come back to this location.
- ◇ This was the best experience I've ever had with the Tax Office. Blen was excellent, courteous and knowledgeable. Overall very helpful!
- ◇ Bahbi went above and beyond! She made a frustrating process easier. She followed through and made the situation less stressful.
- ◇ Karen was professional and courteous and she made my day at the Tax Office. Very pleasant - there are still some people around that know how to give great customer service.
- ◇ Wesley was very polite, fast, and professional.
- ◇ Tarsha spent more than one hour assisting a customer with property tax payments, for multiple properties. The customer did not have any statements, was paying cash, and was making one payment at a time. Tarsha didn't rush the customer and remained patient even though it was far past 4:30pm. The taxpayer acknowledged that he was unprepared and was keeping Tarsha late, and he also complimented Tarsha on her excellent customer service. He stated she was patient and answered all his questions.