



# DALLAS COUNTY TAX STATEMENT

ISSUE: LXIV

October—December 2024

## FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Happy New Year Dallas County! We are excited to see what 2025 has in store. As always, this is one of our favorite times of the year. This is when we mail our Love Letters.... I mean Tax Statements. Check out the quality control process pictures on page 8. That's a lot of paper, envelopes and postage! Remember, pay by January 31 to avoid penalties. It's easy to pay online at [www.dallascounty.org/tax](http://www.dallascounty.org/tax).

Huge shout out to our Tax Office Employee of the year **Sondra Copling-Webb**. In fact, Sondra was also the Countywide Constituent Employee of the Year Co-Winner. For the first time in the program, the county had a tie, and Sondra shares the Constituent Employee of the year honor with **James Anderson** from Public Works. Read more about Sondra on page 11. Also, check out this quarter's employees of the month, **Alvinia Barge**, **Vanessa Rodriguez** and **Jasmine Contreras** on page 10. Congratulations and thank you for all your hard work!

Halloween was on point this year in the Tax Office as usual! Check out the creative costume winners, **Gaby Morales**, **Yesenia Leon**, **Anthony Kelum**, **Louis Wright**, **Tanya Bailey** and **Sheridan Foster**, on page 5.

We were proud to move into the New Dallas County Mesquite Government Center this quarter. Read about it and see the pictures on page 9. As always, it's very cool to see feedback from our customers using our Customer Comment Cards and now using Google! Read more on pages 13 & 14.

It continues to be an honor to serve as your Tax Assessor. I'm fortunate and blessed to have such an amazing 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.

### **Editor**

Peggy McCormick  
[Peggy.McCormick@dallascounty.org](mailto:Peggy.McCormick@dallascounty.org)

### **Publisher**

Destiny Flores  
[Destiny.Flores@dallascounty.org](mailto:Destiny.Flores@dallascounty.org)

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

|                       |
|-----------------------|
| Gerardo Blanco        |
| Paulina Bustamante    |
| Lavaizja Cook         |
| Jose Delgado          |
| Tere Escalera         |
| Tina Garcia           |
| Paula Guerrero        |
| Mackenzie Hale        |
| Norma Javier Bautista |
| Dee Little            |
| Sally Mitchell        |
| Alejandra Munguia     |
| Melissa Perez         |
| Sean Peterson         |
| Cheryl Smith          |
| Brenda Vasquez        |
| Gilberto Estrella     |
| Laura Danae Gordon    |
| Edna Dorman           |
| Griselda Flores       |

## November

|                     |
|---------------------|
| Anakaren Arzola     |
| Tanya Bailey        |
| Christina Benedict  |
| Naisha Bennett      |
| Jessie Bigley       |
| Margarita De Leon   |
| Sonia Eguia         |
| Jacqueline Espina   |
| Maya Glaspie        |
| Marilyn Hickman     |
| Tarsha LeSueur      |
| Jaquita Lofton      |
| Maria Lopez         |
| Peggy McCormick     |
| Nicol McElroy       |
| Catalina Medina     |
| Teresa Moore        |
| Jeremy O'Daniel     |
| TaBriae Riley       |
| Deyanira Rodriguez  |
| Vanessa Soto        |
| Darling Tellez      |
| Noah Tijerina       |
| LaMarcus Clausell   |
| Nathaniel Dixon Jr. |

## December

|                         |
|-------------------------|
| Justin Avant            |
| Deborah Bloomer         |
| Kelleye Dunn-Richardson |
| Felicia Fernandez       |
| Larry Gray              |
| Charette Green          |
| Robert Guerra           |
| Veronica Hartfield      |
| Maria Lopez             |
| Patricia Perez          |
| Sue Pesina              |
| Lorie Phillips          |
| Davette Rodgers         |
| Cindy Sorto             |
| KeAndra Tyson           |
| Jennifer Diaz           |
| Osvaldo Arreola         |

HAPPY  
BIRTHDAY

# SERVICE ANNIVERSARIES

## October

| <b>1 Year</b>         | <b>9 Years</b>       |
|-----------------------|----------------------|
| Mackenzie Hale        | John Curry           |
| <b>2 Years</b>        | <b>10 Years</b>      |
| Norma Javier Bautista | Juanita Aguirre      |
| <b>3 Years</b>        | <b>12 Years</b>      |
| Lupita Lazaro         | Teresa Cloninger     |
| <b>4 Years</b>        | <b>13 Years</b>      |
| Alexius Mitchell      | Imarisha Garret-Pace |
| <b>5 Years</b>        | <b>14 Years</b>      |
| Jacqueline Velasquez  | Carmen Sanchez       |
| <b>6 Years</b>        | <b>17 Years</b>      |
| Eva Gamez Torres      | Yul Jones            |
| <b>7 Years</b>        | <b>18 Years</b>      |
| Carolina Villafranco  | Brenda Lopez         |
| <b>8 Years</b>        | <b>19 Years</b>      |
| Edna Dorman           | Celia Salas          |
| <b>9 Years</b>        | <b>21 Years</b>      |
| Naisha Bennett        | Charette Green       |
| <b>10 Years</b>       | <b>25 Years</b>      |
| Joel Bowers           | Elizabeth Nedd       |
| <b>11 Years</b>       | <b>29 Years</b>      |
| Sheridan Foster       | Glenda Jesttes       |
| <b>12 Years</b>       | <b>33 Years</b>      |
| Sean Peterson         | Christina Benedict   |
| <b>13 Years</b>       | <b>37 Years</b>      |
| Lizeth Pineda         |                      |
| <b>14 Years</b>       | <b>41 Years</b>      |
| Jaison Alappadan      |                      |
| <b>15 Years</b>       | <b>45 Years</b>      |
| Arsenia Paul          |                      |
| <b>16 Years</b>       | <b>49 Years</b>      |
| Iris Montemayor       |                      |
| <b>17 Years</b>       | <b>53 Years</b>      |
| Sue Pesina            |                      |

## November

| <b>1 Year</b>      | <b>9 Years</b>     |
|--------------------|--------------------|
| Maria Alarcon      | Louis Wright       |
| <b>2 Years</b>     | <b>10 Years</b>    |
| Lisbeth Casas      | Wendolyn Phillips  |
| <b>3 Years</b>     | <b>11 Years</b>    |
| Guadalupe Martinez | Gerardo Blanca     |
| <b>4 Years</b>     | <b>12 Years</b>    |
| Lorena Perez       | Anakaren Arzola    |
| <b>5 Years</b>     | <b>13 Years</b>    |
| Maria Torres       | Erica Goodman      |
| <b>6 Years</b>     | <b>14 Years</b>    |
| Julia Estrada      | Toni Collins       |
| <b>7 Years</b>     | <b>15 Years</b>    |
| Victoria Caldwell  | Paulina Bustamante |
| <b>8 Years</b>     | <b>16 Years</b>    |
| Abigail Duarte     | Rhonda Hadnot      |
| <b>9 Years</b>     | <b>17 Years</b>    |
| Melissa Perez      |                    |
| <b>10 Years</b>    | <b>18 Years</b>    |
| Marco Dimas        |                    |
| <b>11 Years</b>    | <b>19 Years</b>    |
| Gilberto Estrella  |                    |
| <b>12 Years</b>    | <b>20 Years</b>    |
| Vanessa Soto       |                    |
| <b>13 Years</b>    | <b>21 Years</b>    |
| Larry Gray         |                    |

## December

| <b>1 Year</b>           |
|-------------------------|
| Eunice Nava             |
| <b>2 Years</b>          |
| Sally Mitchell          |
| <b>3 Years</b>          |
| Teresa Moore            |
| <b>4 Years</b>          |
| Edgar Ramos             |
| <b>5 Years</b>          |
| Mirna Rivera            |
| <b>6 Years</b>          |
| Yajaira Zamudio Benitez |
| <b>7 Years</b>          |
| Tameia Mitchell         |
| <b>8 Years</b>          |
| Nancy Malagon           |
| <b>9 Years</b>          |
| Jacqueline Ramirez      |
| <b>10 Years</b>         |
| Gwen Coney              |
| <b>11 Years</b>         |
| Kwabena Asamoah-Nkansah |
| <b>12 Years</b>         |
| Perla Marrero           |
| <b>13 Years</b>         |
| Charles Taylor          |
| <b>14 Years</b>         |
| Brenda Vasquez          |
| <b>15 Years</b>         |
| Noemi Vazquez           |
| <b>16 Years</b>         |
| Irma Mendez             |

## NEW EMPLOYEES ON BOARD

|                    |                          |               |
|--------------------|--------------------------|---------------|
| LaMarcus Clausell  | Part Time Representative | Grand Prairie |
| Erica Berry        | Seasonal Representative  | Accounting    |
| Brianna Gutierrez  | Seasonal Representative  | Accounting    |
| Omar Flores        | Seasonal Representative  | Property Tax  |
| Christine Lair     | Seasonal Representative  | Property Tax  |
| Justin Avant       | Full Time Representative | Property Tax  |
| Lizbeth Pedraza    | Full Time Representative | CCC           |
| Miracle Potts      | Part Time Representative | CCC           |
| Courtne Ware       | Part Time Representative | South Dallas  |
| Abigail Hernandez  | Full Time Representative | CCC           |
| Alaisha Hall       | Part Time Representative | Mesquite      |
| Turkesia Johnson   | Part Time Representative | CCC           |
| Patricia Ehresmann | Seasonal Representative  | Property Tax  |
| Ricardo Garcia     | Seasonal Representative  | Property Tax  |
| Kassie Foster      | Seasonal Representative  | Property Tax  |

Say  
yes to  
new  
adven-  
tures



## PROMOTIONS

|                       |                                 |              |
|-----------------------|---------------------------------|--------------|
| LaQuita Spillman      | Lead Representative             | Property Tax |
| Michael Diaz Calderon | Full Time Representative        | North Dallas |
| Avril Ramirez         | Full Time Representative        | CCC          |
| Alex Rodriguez        | Motor Vehicle Trainer           | MV Admin     |
| Aerial Stephenson     | Full Time Representative        | CCC          |
| Steven Hurdle         | Motor Vehicle Assistant Trainer | MV Admin     |
| Brianda Garcia        | Full Time Representative        | Downtown     |
| Geancarlo Roche       | Full Time Representative        | North Dallas |
| Mackenzie Hale        | Lead Representative             | Property Tax |
| Brenda Lopez          | Accountant                      | Accounting   |

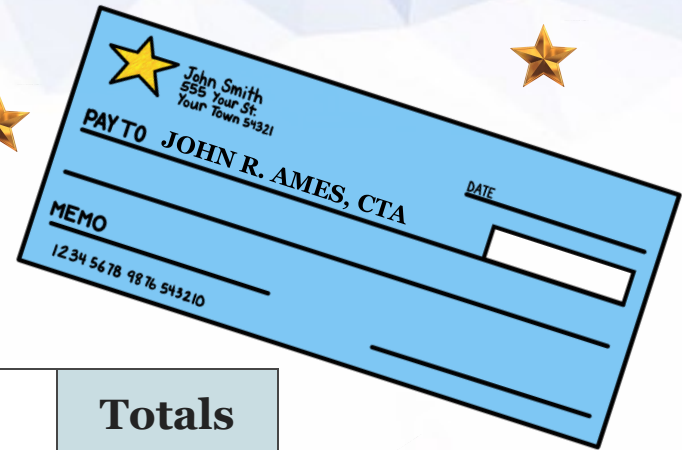




# QUALITY MEASURES

|                      | Vehicle Titles Processed |          |          | Registrations Processed |          |          | Property Tax Transactions |          |          |
|----------------------|--------------------------|----------|----------|-------------------------|----------|----------|---------------------------|----------|----------|
|                      | October                  | November | December | October                 | November | December | October                   | November | December |
| <b>Downtown</b>      | 5,132                    | 4,466    | 4,094    | 7,307                   | 6,865    | 5,513    | 417                       | 531      | 1,052    |
| <b>Garland</b>       | 6,508                    | 5,726    | 4,957    | 10,780                  | 9,718    | 9,162    | 741                       | 1,102    | 2,594    |
| <b>Grand Prairie</b> | 5,938                    | 4,594    | 4,929    | 9,358                   | 8,464    | 8,553    | 509                       | 1,040    | 2,072    |
| <b>Mesquite</b>      | 4,200                    | 4,289    | 3,652    | 7,946                   | 7,499    | 7,444    | 594                       | 1,044    | 2,188    |
| <b>North Dallas</b>  | 5,216                    | 4,531    | 4,553    | 9,002                   | 7,485    | 8,264    | 331                       | 706      | 2,048    |
| <b>Oak Cliff</b>     | 3,364                    | 2,967    | 2,775    | 6,494                   | 5,744    | 6,004    | 774                       | 1,278    | 2,206    |
| <b>South Dallas</b>  | 4,487                    | 3,928    | 3,732    | 8,048                   | 7,428    | 6,908    | 490                       | 918      | 1,962    |

## BY THE NUMBERS...



| 4th Quarter 2024                                       | Totals  |
|--|---------|
| <b>OTC Property Tax Payments</b>                       | 25,530  |
| <b>Registrations Processed</b>                         | 514,051 |
| <b>Titles Processed</b>                                | 155,272 |
| <b>webDealer Transactions</b>                          | 143,601 |
| <b>Checks Processed by RPS</b>                         | 142,339 |
| <b>Customer Calls answered</b>                         | 54,395  |
| <b>Neighborhood Location Registration Transactions</b> | 122,830 |
| <b>Scofflaw Rejections</b>                             | 304     |



# 2024 Costume Contest Winners!



## 1st Place

**Gaby Morales & Yesenia Leon**

**Bride of Frankenstein  
& Frankenstein**

## 2nd Place

**Anthony Kellum**

**Nightmare Before Christmas**



## 3rd Place

**Louis Wright, Tanya Bailey & Sheridan Foster**

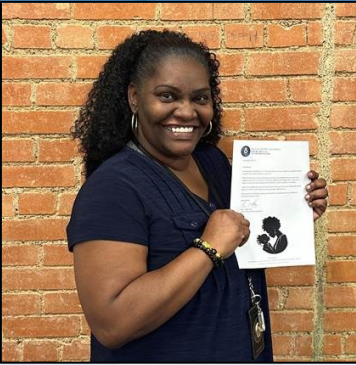
**Richard Williams & his  
Daughters; Serena and Venus**





# *Who's on the Spot?*

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



### ***Marilyn Hickman from our Downtown Branch.***

Recently, there was a customer at our Downtown Branch who was the mother of a young child. While the mother was at the window being served, her child wandered off, got lost and started screaming and crying. Marilyn went out to the lobby, helped the child navigate back to a seat near his mother and Marilyn kept the child occupied until the mother was able to complete her transaction. Marilyn tapped into her nurturing instincts to help the quiet return to the lobby and provide safety and comfort for this child of one of our customers. Well done, Marilyn!

## **PERSONAL RECOGNITIONS**



Congratulations to Operations Department Lead, Maya Glaspie, on the arrival of her baby boy, Kylo. Born August 8th.



Congratulations to Oak Cliff Tax Office representative, Maria Alarcon, on the arrival of her baby boy, Anthony. Born October 21st.



Tax Office MV Operations Representative, Gwen Coney, with her painting at the State Fair of Texas; her painting won an honorable mention and was displayed at the fair this year—way to go Gwen!



This past November, members of the Leadership Team attended the annual VG Young Conference where Assistant Taxpayer Relations Director, Yesenia Leon, and Property Tax Collection Manager, Juanita Aguirre, were presented with their professional Tax Office certifications; Ms. Leon was awarded her CTOP certification and Mrs. Aguirre with her PCC.

***Way to go ladies!***



## PERSONAL RECOGNITIONS

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

Stacy Lopez  
Kwabena Asamoah-Nkansah  
Joel Bowers  
Ricardo Salas  
Sonia Eguia

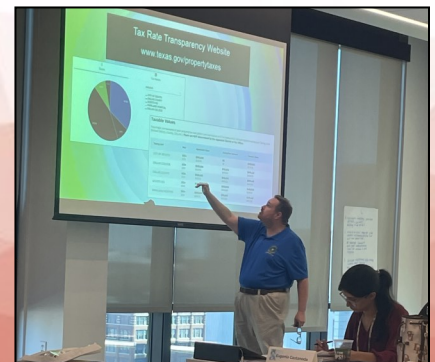
**The Property Tax Division also had three GEM (Going the Extra Mile) Award winners which included:**

Diane Nguyen  
Osvaldo Arreola



The Tax Office Celebrated their Annual PINK OUT DAY on October 15th, in honor of Breast Cancer Awareness.

## COUNTY LEADERSHIP



Tax Assessor/Collector, John R. Ames spoke about the duties and importance of the Tax Office at the Countywide Leadership Program. The attendees had a lot of great questions about the Tax Office!



## TAX STATEMENT SEASON IS HERE!



### **Print Mail Pro**

Tax Assessor/Collector, John R. Ames, Property Tax Director Christina Benedict, and Chief Deputy Peggy McCormick stopped by Print Mail pro in October to perform quality control on statements that were mailed out.



## *Congrats On These Milestones!*



Arni Gutierrez  
10 Years—Operations

*Congratulations!*



Ashley Richard  
10 Years—Accounting





# NEW MESQUITE GOVERNMENT CENTER!

On Thursday October 17, 2024, the OLD Mesquite Branch Tax Office helped its last customer and closed its doors forever. The team assembled on Friday, October 18, packed and moved from the old Branch to the NEW Dallas County Mesquite Government Center. On Monday, October 21, 2024, the Mesquite Team assisted its first customer at the new location. The Mesquite Government Center was the last renovation/new construction for the seven public Tax Office Branch locations. The space is over twice the size as the previous location. Dallas County held the Official Ribbon Cutting/Grand Opening Ceremony for the Mesquite Government Center on Friday, November 15, 2024.





# EMPLOYEES OF THE MONTH

## OCTOBER



*Alvinia Barge  
Operations*

**A**lvinia is a true model of dedication and consistency as a Dallas County employee – she is the longest serving team member of the Dallas County Tax Office, having almost 35 years of experience!! Everyone who knows her remarks that it is always a pleasure dealing with Alvinia. She is always in the best of moods and her positivity shines over the phone. The majority of her customer interaction is with the 90+ neighborhood locations that offer vehicle registrations on behalf of the Tax Office, and when she is absent, which is rare, her presence is not only missed, but her day-to-day duties are felt throughout the County. She oversees third party registrations at grocery stores and whenever there is a problem her customers know they can call Alvinia and she will always have a solution to the problem. While most only deal with her over the phone, she is just as pleasant and positive in the office! At times this job can be difficult, but when you work with people like Alvinia, you will always have a smile on your face after speaking with her.

## NOVEMBER



*Vanessa Rodriguez  
Motor V Admin*

**V**anessa fully encapsulates what MV Admin is all about. She comes into the office with a positive and friendly attitude, sharing it with the rest of her team. She will respond to customer and branch questions not only with accurate information, but with the same friendly attitude as well. Vanessa frequently goes above and beyond in her responses to Spanish-speaking customers, ensuring they are fully informed by anticipating questions before they are even asked, leaving her customers more comfortable in processing their transactions before they ever step in the office. She also exemplifies mastery in her ability to deal with escalated and upset customers, deescalating and resolving their issue. Vanessa is also eager to help our team, assisting with reports, e-mails and providing her knowledge without being asked or told; she just steps in when she sees phones ringing or when her team is pulled to perform other tasks. Her support and encouragement with this team has been invaluable as we navigated a transition period while short a team member. She has stepped into her new role as Senior Secretary with ease, being able to work her new tasks while training the newest team member on her previous duties without skipping a beat. Vanessa is an amazing asset to our team, displaying pride in her work and is a joy to work with.

## DECEMBER



*Jasmine Contreras  
Customer Care Center*

**J**asmine “JC” Contreras has a great work ethic which is truly admirable and worthy of recognition. While training new Representatives, JC exemplifies kindness, patience and professionalism. She is to be applauded for taking the time to explain in detail why a customer needed X, Y, and Z. Not once does she yield to overwhelming calls or questions from both callers or trainees, and she has A LOT! JC’s tone is always soft and with a smile on the phone and off. She is also accountable, responsible and simply excellent. Jasmine is the “Model Agent” for any department. We are pleased to have her as a member of our team. Way-to-go Jasmine (JC)!



## TAX OFFICE & CONSTITUENT SERVICES EMPLOYEE THE YEAR!



*Sondra Copling-Webb  
Data Processing*

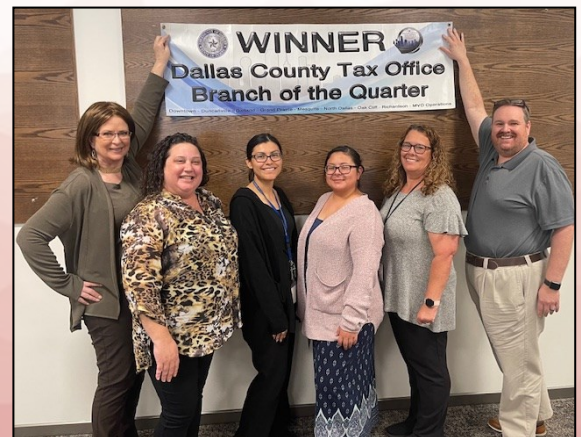
**M**s. Sondra is an excellent example of a quality employee. She chooses to come to work an hour early, every day, and frequently remains late until her tasks are finished. She is committed to the mission of her team, and is highly dependable and willing to help anyone. Processing the Dallas Central Appraisal District data files, which includes almost a million accounts, is Ms. Sondra's primary duty. When processing DCAD supplements and other tasks, Ms. Sondra is extremely meticulous and pays close attention to details to ensure all the information is processed correctly. She is also a fantastic team player. She frequently provides assistance to the other members of her team by coaching them, moreover, she aids them with training when needed. Ms. Sondra is highly understanding and patient, and has no trouble going over procedures in great detail. Furthermore, she offers her team moral support and encouragement. "Today is a new day" or "We are going to make it work" are phrases you hear her express frequently. All things considered; Ms. Sondra is a diligent worker who puts in a lot of effort at the workplace to make sure all her tasks are completed and free of errors. She is a great asset and a valued member of the Dallas County Tax Office and the Data Processing team.



## 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 team-  
work & 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.

### TO DATE:

In 2024, the County Tax Office donated \$10,200 to local charities.

This quarter, the charities our donations were shared with were -  
We Defy Foundation, RMCH of North Texas, and North Texas Food Bank.

**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!**

*Wesley Sharp*

*Melissia Epperson*

*Victoria Caldwell*

*Jeřlan Mati*

## EMPLOYEE OF THE MONTH FAQ

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

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

(Note: Employees should have no corrective action(s) during the 12 months prior to date of nomination)

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

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

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

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

### **Q: What are some characteristics of an EOM?**

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



# Hey Google



**Roxzane**

Local Guide • 363 reviews • 2203 photos



★★★★★ 1 week ago **NEW**

Didn't know they moved until yesterday when I went to the old location, this location is only like 8 minutes from the old one. It's huge, nice and clean and alot more ppl working to get ppl out of there faster.



**Wilmer Rodriguez**

Local Guide • 19 reviews • 19 photos

★★★★★ 18 hours ago

(Translated by Google) The experience was very good and they helped me resolve several mishaps in my process, especially Miss Alejandra.

(Original)

La experiencia fue muy buena y me ayudaron a resolver varios percance en mi tramite en especial la Señorita Alejandra.



**mateen ahmad**

Local Guide • 13 reviews • 0 photos

★★★★★ 1 hour ago **NEW**

It was a great experience today at this office ,  
I went to get a replacement sticker for my car ,  
The lady at the reception guided me really well and I was in and out with less then 30 minutes .



**Hayley Hamilton**

3 reviews • 0 photos

★★★★★ 4 days ago **NEW**

Front desk personnel was very helpful with answering questions and has a great personality!

[↩ Reply](#)



**Evan Heckmann**

7 reviews • 0 photos

★★★★★ 3 days ago **NEW**

Great office space. Clean and bright. Workers are friendly and super helpful.



**Yasmin Noriz**

5 reviews • 0 photos



★★★★★ 7 days ago **NEW**

Nice people in and out fast.. came across a awesome lady Ms Moncel she answered every doubt and questions I had very nice very helpful then I was help by Carolina, she was a nice young lady. I loved the way I was treated Will come back and recommend.

# CITIZEN APPRECIATION

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

|                |                        |                   |                   |                   |
|----------------|------------------------|-------------------|-------------------|-------------------|
| Tyra Cooks     | Martha Guia            | Jasmine Contreras | Cazsa Clermont    | Daisy Gamez       |
| Reneisha Evans | Rosana Ordonio         | Moncel Brazil     | Esmeralda Santoyo | Raivyn Mack       |
| Ricky Salas    | Don Sivley             | Julia Estrada     | Marybel Trevino   | Wilean Blair      |
| Sandra Bowie   | Emily Yanez Dela Torre | Sharon Green      | Irma Mendez       | Michelle Delacruz |
| Lizeth Pineda  | Enrique Garcia         | Jejlan Mati       | Julissa Garcia    | Dixie Sanders     |

- ◇ I wanted to give a compliment to JC - she was very nice and super helpful!
- ◇ Thank you to Irma for providing the BEST government service in 38 years in Dallas! Wait time was great, I remember waiting hours for plates. DMV needs your help!
- ◇ Tyra Cooks answered all of my questions, was very helpful and so nice!
- ◇ Michelle was so helpful, answered all of her questions and deserves kudos for her customer service.
- ◇ Cazsa was outstanding; I am genuinely impressed. Thank you!!
- ◇ Ms. Moncel is always sweet and pleasant; every time I encounter her. She is very helpful and informative.
- ◇ I just wanted to let somebody know that Julia was outstanding and took care of me, she was awesome!
- ◇ Don was very friendly and knows what he is doing. Always has a smile
- ◇ Raivyn was a delight. She cares about providing great customer care. Especially to seniors. I recognize how she provided me details and instructions. She serves with passion. Raivyn showed her great attitude and swiftness in my transaction, she made me glad. i came in today. Thank you for having her.
- ◇ Ricky was awesome! The people here in the Downtown office are professional and helpful!
- ◇ Ms. Dixie is always a joy! I was in need of a form that I had forgotten at my office. Ms. Dixie went out of her way to download the form and print extras for me! She saved my day and I am truly blessed that she did!
- ◇ Wilean was excellent with her customer service. I was very stressed and she put me at ease. I thank her sooo much!
- ◇ Julissa made this such a nice experience getting my car registration. The people I came in contact with were all very helpful.
- ◇ I watched Robin for 20 minutes and she is one of the most professional and helpful people I've ever observed; very knowledgeable and helpful on all things going on in the office, and this is not the first time seeing her in action. She is a very valuable person.
- ◇ Lizeth is very helpful and told me everything that I needed to do - thank you.
- ◇ Love the kiosks! Super efficient and professional staff. Very impressive!