



DALLAS COUNTY TAX STATEMENT

ISSUE: LXVIII

October—December 2025

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

We are excited for all the opportunities ahead of us at the Tax Office in 2026. But, before we do that, this issue is about the last quarter of 2025 and all the amazing things that are happening.

Help me in shouting **CONGRATULATIONS** to **Alex Rodriguez**, MV Trainer, who was not only the Tax Office November Employee of the month, but also the Tax Office Employee of the year AND the Dallas County Constituent Services Employee of the Year! We couldn't be more proud of Alex and the great job he does daily training our new hires to be prepared to provide excellent service to our customers! We also recognize October winner **Paula Guerrero** and December winner **Patricia Salas**. Way to go ladies! Read about all these awesome Tax Office Reps on pages 6 & 7.

Way to go on winning the Branch of the Quarter **North Dallas** Office! Keep up that awesome service with a smile. Take a minute and see all our awesome recognized team members who received On the Spot and GEM awards this quarter. See who they are and why they were recognized on pages 9 & 10. We are also excited to introduce you to the new South Dallas Branch Management Team, **Patricia Perez** and **Marquise Jefferson**. Read about them on page 4.

It is with mixed emotion that we announce Chief Deputy **Peggy McCormick's** retirement. We are sad to see her leave the team but excited for her new adventures. Peggy shares what it was like being the Chief Deputy on page 11. We also take this time to welcome newly appointed Chief Deputy **Christina Benedict**. We know she is ready to take on the challenge. Meet Christina on page 12.

Of course, this quarter wouldn't be what it was without our Halloween Pictures. You can see some of our costumes on page 14 and check out the awesome Pumpkin Decorating Contest pictures on page 15. Congratulations to our **Taxpayer Relations/Customer Care Center** for winning the grand prize again this year.

I am honored to serve as your Tax Assessor/Collector and want to remind everyone to continue to be kind as we navigate the world we live in today. Make sure those around you know how much you appreciate them because we are all **BETTER TOGETHER**.

~ 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	
Paulina Bustamante	Estreya Prieto	Anakaren Arzola	Peggy McCormick	Davette Rodgers	Sue Pesina
Gerardo Blanco	Cheryl Smith	Sarah Avila	Nicol McElroy	Vanessa Zamarripa	Ruth Pedraza
Lavaizja Cook	Brenda Vasquez	Tanya Bailey	Catalina Medina	Carolyn Griffin	Kelleye Dunn-Richardson
Tere Escalera	Zaya Williams	Christina Benedict	Teresa Moore	Lorie Phillips	
Tina Garcia	Rheaven Carter	Jessie Bigley	Jeremy O'Daniel	Donna Herd	
Laura Gordon	Edna Dorman	Margarita De Leon	TaBriae Riley	Osvaldo Arreola	
Paula Guerrero		Nathaniel Dixon Jr.	Deyanira Rodriguez	Roberto Guerra	
Norma Bautista		Sonia Eguia	Vanessa Soto	Keandra Tyson	
Dee Little		Jacqueline Espino	Noah Tijerina	Rebecca Dark	
Ivan Delgado		Maya Glaspie	Ornel McKoy	Felicia Fernandez	
Sally Mitchell		Marilyn Hickman	Damon Dozier	Patricia Perez	
Alejandra Munguia		Tarsha Oliver		Larry Gray	
Melissa Perez		Jaquita Lofton		Cindy Sorto	
Sean Peterson		Devany M. Ortiz		Charette Green	

NEW EMPLOYEES ON BOARD

Andrez Rivas	Part Time Rep	RPS
Carolyn Griffen	Part Time Rep	Property Tax
Christian Leon	Part Time Rep	Property Tax
Jasmine Molina	Part Time Rep	Mesquite
Damon Dozier	Part Time Rep	RPS
Anabertha Avilez Castaneda	Part Time Rep	North Dallas
Juanpablo Gonzalez	Part Time Rep	Property Tax
Vanessa Zamarripa	Full Time Rep	Downtown
Allison Riemer	Full Time Rep	Operations
Joseph Arthur	Part Time Rep	Garland
Jose Zuniga Jr.	Full Time Rep	Downtown
Oscar Moncada	Full Time Rep	Grand Prairie
Melinda Estrada	Full Time Rep	Property Tax
Amanda Montoya	Part Time Rep	Downtown



Ray Chappell	Full Time Rep	Property Tax
Ryan Keehn	Part Time Rep	North Dallas
Donna Herd	Part Time Rep	North Dallas
Ariana Woodberry	Part Time Rep	Oak Cliff
Rebecca Dark	Part Time Rep	Oak Cliff
Silvia Lopez	Full Time Rep	Grand Prairie
Angel Taulton	Part Time Rep	Operations
Jaya Dixon	Part Time Rep	Property Tax
Micayah Peters	Part Time Rep	CCC
Bianca Zavala	Part Time Rep	CCC
Deryl Wingate	Part Time Rep	Property Tax
Yatiece Davis	Part Time Rep	Property Tax

SERVICE ANNIVERSARIES

October		November	December
1 Year	10 Years	1 Year	1 Year
Erica Berry	John Curry	Abigail Hernandez	Alaisha Bell
Brianna Gutierrez	11 Years	Lizbeth Pedraza	Ricardo Garcia
Omar Flores	Juanita Aguirre	Miracle Potts	Turkesia Johnson
2 Years	13 Years	Courtne Ware	3 Years
Angel Araiza	Teresa Cloninger	2 Years	Sally Mitchell
Eva Gama Torres	14 Years	Lorena Perez	Teresa Moore
Norma Bautista	Imarisha Garrett-Pace	Julia Estrada	Jackie Zamudio
Lupita Lazaro	15 Years	4 Years	Edgar Ramos
Alexius Mitchell	Carmen Sanchez	Melissa Perez	4 Years
Jacqueline Velasquez	18 Years	6 Years	Tameia Mitchell
Edna Dorman	Yul Jones	Marco Dimas	5 Years
3 Years	Brenda Lopez	7 Years	Nancy Malagon
Joel Bowers	Celia Salas	Vanessa Soto	Jacqueline Ramirez
Sheridan Foster	19 Years	9 Years	7 Years
Sean Peterson	Charrette Green	Larry Gray	Gwen Coney
Lizeth Pineda	20 Years	10 Years	10 Years
5 Years	Elizabeth Nedd	Anakaren Arzola	Charles Taylor
Jaison Alappadan	26 Years	Gerardo Blanco	Perla Reboloso
7 Years	Christina Benedict	Wendolyn Phillips	11 Years
Arsenia Paul		Louis Wright	Brenda Vasquez
8 Years		14 Years	18 Years
Iris Montemayor		Erica Goodman	Noemi Vazquez
9 Years		18 Years	20 Years
Sue Pesina		Toni Collins	Irma Mendez
		24 Years	
		Paulina Bustamante	

HAPPY

WORKIVERSARY

PROMOTIONS

Richard Ayo	Full Time Representative	Operations
Tarsha Oliver	Senior Representative	Property Tax
Brianda Garcia	Lead Representative	Oak Cliff
Angelica Fuentes-Lopez	Full Time Rep	Garland
Turkesia Johnson	Full Time Rep	CCC
Erica Cervantes	Lead Representative	Garland
Lety Dominguez	Motor Vehicle Coordinator	MV Admin
Pahola Monreal	Lead Representative	Grand Prairie
Christian Leon	Full Time Representative	Property Tax
Joel Bowers	Senior Representative	Property Tax
Brianna Gutierrez	Senior Representative	Property Tax
Christina Benedict	Chief Deputy	Admin
Amber White	Property Tax Director	Property Tax
Patricia Perez	Branch Manager	South Dallas
Marquise Jefferson	Assistant Branch Manager	South Dallas

Say
yes to
new
adventures

MEET THE SOUTH DALLAS MANAGEMENT TEAM



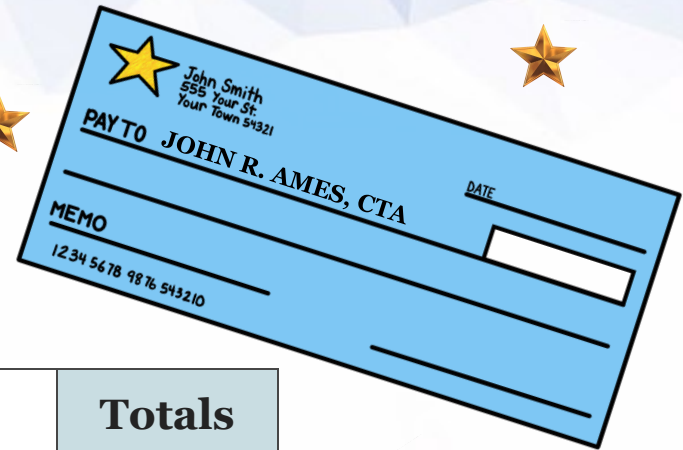
The South Dallas Branch of the Dallas County Tax office is pleased to welcome two new members to the Tax Office Leadership team!

Pictured left to right are Branch Manager, **Patricia Perez**, and Assistant Branch Manager, **Marquise Jefferson**. Ms. Perez has been with the Tax Office since 2007 and has been at the South Dallas location (formerly Duncanville) since 2013. Prior to that, she also worked at the Irving and Downtown locations. Mr. Jefferson has been with the Tax Office since 2015 and joined the South Dallas team in 2020. Prior to working in South Dallas, he worked at the Mesquite Branch. The South Dallas Branch, located at 8301 S. Polk St, St 1000, Dallas, TX 75232, opened in November 2020.

QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	October	November	December	October	November	December	October	November	December
Downtown	7,345	5,146	6,474	9,411	6,798	8,720	663	736	1,433
Garland	6,311	5,156	5,947	11,281	9,215	11,157	781	1,076	2,909
Grand Prairie	5,216	3,705	4,731	9,327	6,739	9,106	713	873	2,282
Mesquite	4,268	3,465	3,450	8,954	7,191	8,464	582	1,026	2,753
North Dallas	5,128	4,277	4,828	9,643	8,162	10,357	402	622	2,123
Oak Cliff	3,310	2,776	2,893	6,850	5,991	6,716	872	1,285	2,770
South Dallas	3,190	2,730	3,028	7,436	5,973	7,058	628	799	2,044

BY THE NUMBERS. . .



4th Quarter 2025	Totals
OTC Property Tax Payments	27,058
Registrations Processed	559,170
Titles Processed	157,909
webDealer Transactions	128,954
Checks Processed by RPS	127,043
Customer Calls answered	63,503
Neighborhood Location Registration Transactions	135,852
Scofflaw Rejections	339



EMPLOYEES OF THE MONTH

OCTOBER



Paula Guerrero
North Dallas Tax Office

Paula Guerrero has always been a model employee and deserves a nomination every month! To say her work this past month was exceptional is an understatement! With webDealer being a new process, she took the initiative to learn the system and did an amazing job of both becoming knowledgeable and then passing on her knowledge to help her fellow co-workers. She jumped at the opportunity to come to work early and stay after the doors closed to help Dallas County out due to webDealer back logs. She is always helpful in translating for any representative that is in need and always does it with a smile on her face. Throughout the day, she is our go to representative. Whether it's webDealer or helping the front line with RTS or helping a customer with a property tax payment here and there, she is an all-star team member for the North Dallas Branch Office. We would not be the office we are today without her and we are all grateful for her contributions to the team!

NOVEMBER



Alex Rodriguez
Motor V Admin

Alex Rodriguez is an outstanding member of the MV Admin team and is greatly appreciated by his teammates. He brings a steady patience and warm personality every day that strengthens his ability as a trainer and that he shares with his team, helping make workdays bright and enjoyable. His attitude and demeanor endear him to not just his MV Admin team but to all of the trainees that go through our program. Our training reviews consistently praise the work he does to ensure trainees are properly taught our procedures; with many explicitly thanking the additional effort he puts in to bring everyone up to speed by teaching one on one for those who may be struggling. We are grateful to have a teammate like Alex! He never hesitates to assist anyone who needs help. With the recent legislative changes/updates, Alex has also stepped up to ensure everyone has been trained on webDealer, visiting and training at our branch offices and taking time to answer every question that comes up. He is quick to follow up if there is anything he is unsure of. We are fortunate to have such a dedicated individual like Alex on our team.

DECEMBER



Patty Salas
Customer Care Center

Patricia Salas, aka Patty, has a positive personality, gets along with everyone and delivers excellent customer service. No task is too small or too big, she will do it with joy in her heart. Patty is the type of employee that will do anything it takes to get the job done quickly and accurately. She is a quick learner, and she always ensures she provides complete and accurate information to our customers. Last year, she answered, researched and resolved 13,828 calls (Spanish and English)! She is a team player who assists with the training of our new hires via job shadowing. She invites new hires to sit and listen to her inbound calls, shows them tips on how to maneuver through the daily applications/systems, and how to respond to customer inquiries. She has a kind heart; and always shows initiative to help fellow co-workers that need assistance with calls. Patty does a great job conveying information in a professional manner, she stays engaged with her customers, and her tone of voice is always welcoming. She does such a great job, her calls are used as example calls during the Tax Office's Customer Care and Details Make the Difference Course.

2025 EMPLOYEE OF THE YEAR RECEPTION



From left to right:

John R. Ames, Alex Rodriguez, Leslie Pintor, Patty Salas, Nancy Malagon, Paula Guerrero, Lupita Lazaro, Destiny Flores, Wesley Sharp, County Judge Clay Jenkins, and County Administrator Darryl Martin.

On December 16, 2025, Dallas County honored all Employees of the Month. Tax Office EOMs are pictured to the left with Clay Jenkins, Dallas County Judge, John R. Ames, Tax Assessor/Collector, & Darryl Martin, Dallas County Administrator.

We are SO proud of this outstanding group of employees!

TAX OFFICE & CONSTITUENT SERVICES EMPLOYEE THE YEAR!



*Alex Rodriguez
Motor V Admin*

On December 16, 2025, the Dallas County Commissioner's Court recognized the Employees of the Year for Dallas County. Candidates are chosen from the Employees of the Month in various categories, and the selections are made by an outside and independent committee.

The Dallas County Tax Office is proud to announce that Alex Rodriguez, Motor Vehicle Trainer, was selected as the **Dallas County Employee of the Year – Constituent Services!** It is truly an honor to receive this prestigious award, and Alex really deserves this recognition. You can read more about Alex on page 6, as he was the November Employee of the Month!

Congratulations Alex!

PERSONAL RECOGNITIONS



Louis Wright
10 years, Property Tax



John Curry
10 years, North Dallas



Carmen Sanchez
15 years, North Dallas

Congrats



Elizabeth Nedd
20 years, CCC

BRANCH OF THE QUARTER

CONGRATULATIONS!

to the

North Dallas Branch

for winning the "Branch of the Quarter" Award.

Winning this award truly demonstrates great teamwork & commitment to excellence.



🏆 *Congrats!* 🏆

PERSONAL RECOGNITIONS

This Quarter's RISE (Recognizing and Inspiring Successful Employees) winners for the Property Tax Division drawing included: Erica Goodman, Devany Martinez, Rheaven Carter, Tanya Bailey, LaQuita Spillman.

The Property Tax Division also had three GEM (Going the Extra Mile) Award winners which included: Kellee Dunn-Richardson, Louis Wright, Diane Nguyen.

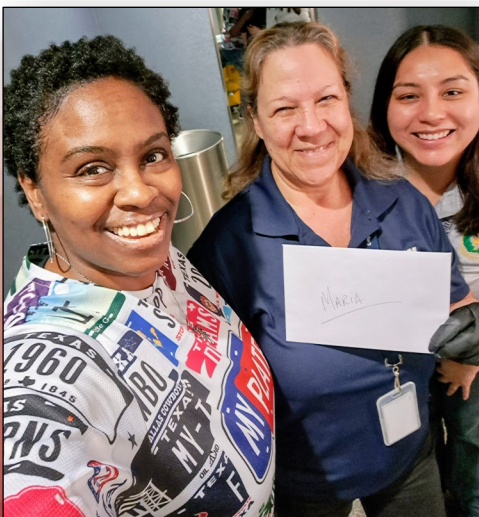


RISE Winners



GEM Award Winners

STARS AROUND THE OFFICE



In the spirit of the holidays, Motor Vehicle Specialist, **Rochelle Clayborn**, and Motor Vehicle Senior Secretary, **Vanessa Rodriguez**, gifted UBM employee, **Ms. Maria**, with a thank you card and sweet treat for the amazing job she does every day in the Records Building. Ms. Maria consistently has a smile and greeting for everyone she sees, and these ladies wanted her to know that her friendliness and attention to detail in her job does not go unnoticed. Thank you, Rochelle and Vanessa, for recognizing the hard work of others, and thank you, Ms. Maria, for all that you do to keep our building beautiful!



On the Spot Awards!



Sean Peterson received for an On-The-Spot award at the Mesquite Branch for creating a spreadsheet that helped the branch keep track of currency, now that pennies are no longer made and their supply is quickly dwindling.

The Mesquite branch receives a large amount of cash during peak Property Tax season. Branch Leadership was trying to determine the most effective way to complete the new deposit slips accurately and to account for the penny discrepancy. They believed that an excel spreadsheet would be their best option.

They explained to Sean what they needed and within 15 minutes, he created a spreadsheet for them to keep track of Mesquite's currency. His spreadsheet has made this deposit slip change a breeze. They are able to now complete it as they go and they no longer have to worry about as many human errors. This spreadsheet has also been piloted at the Garland branch and is under consideration to be used at all branch offices.

Wendolyn Phillips recently received an On-The-Spot award for her recent outstanding customer service that was at a "wow" level:

Wendolyn was serving an elderly veteran customer who was new to Texas with several vehicles and requests. Despite his unhappiness regarding all of the fees in Texas, and our rules and requirements, she maintained professionalism and politeness the entire transaction. She went out of her way to ensure that he was informed correctly and that he left without being upset. The customer even apologized to Wendolyn, before leaving, insisting that he wasn't upset with her, just upset with dealing with the ordeal. It took an hour and 18 minutes to complete this transaction, yet she kept a positive and professional demeanor the entire time. Wendolyn's patience with this customer, as well as her ability to maintain a calm composure and provide detailed information highlighted her performance as an outstanding example of providing "wow" service for Dallas County Tax Office. **Well done, Wendolyn!**



Jacqueline Ramirez recently received for an On-The-Spot award for her customer service that was above and beyond by demonstrating exceptional attentiveness, professionalism, and initiative while assisting an elderly customer. Her actions reflected the highest standards of customer service and workplace awareness.

On the morning of December 11, 2025, a disabled gentleman entered the Mesquite office and appeared to be struggling as he made his way inside. He paused at the front desk in the lobby to regain his breath. His condition was monitored to ensure he did not require immediate assistance. The customer then proceeded toward the secondary exit doors, which are typically used for individuals *completing* their transactions. As he reached the inside of those doors, a security guard attempted to redirect him back through the lobby to enter through the main entrance on the opposite side of the office.

At that moment, Representative Jacqueline Ramirez intervened appropriately. She approached the customer, gained his attention, and invited him to come inside to be seated so that staff could assist him promptly. Her proactive response prevented further difficulty for the customer and ensured that he received timely support.

Jacqueline's quick action and situational awareness directly improved the customer's experience and upheld the office's commitment to ensuring accessibility and respectful service. Her conduct exemplifies professionalism and compassion, making her highly deserving of this recognition.

SHE'S OFF TO RETIRE!



Peggy McCormick,

Chief Deputy for the Dallas County Tax office for the past 7 years announced her retirement in the fall of 2025. This brings her career with the Dallas County Tax Office to a close but opens the Door of Adventure for Peggy.

(Q) Peggy, before becoming Mr. Ames' Chief Deputy, you were working with Linebarger, the law firm that we work closely with; what made you seek a change in career?

Coming to the Dallas County Tax Office wasn't really a career change for me. I actually started my career as a Tax Assessor/Collector, and for 14 years, I collected taxes for the cities of Grand Prairie and Haltom City and also Parker County. I have always loved serving the public and working as a part of a government team, so when the opportunity came to join the amazing team at Dallas County, I didn't pass it up! Working with the team that John R. Ames had created at the Dallas County Tax Office has been a highlight of my career.

(Q) You have been a part of the Tax Office Admin team for the past seven years – how has this environment differed from your previous one's?

Two thoughts come to mind – First, the best part of the job for me is that everything I get to do is with the goal of supporting, coaching, and providing excellent customer service to our customers, our staff, and the County. It is one

of the most positive and helpful environments that I have ever been a part of. I will truly miss seeing my co-workers every day.

Secondly, our team delivers the highest quality of services to millions of customers every year! As the 2nd largest county in Texas, the volume of customers serviced and transactions processed is far, far higher than the average Tax Office. We are challenged every day to create processes that are efficient as well as being accurate. Dallas County is truly a leader in the industry, and I am so thankful to have been a part of our initiatives.

(Q) Normally, retirement marks a chapter in life that means traveling, lazy days, and more rest than you may have gotten when working; what is something you are looking forward to during your retirement?

I grew up traveling the world as a part of a military family and have missed being able to travel as much as I wanted while I work. That is first on my list. I am also excited about getting better at my bridge game, golf game, art projects, and gardening. I expect to be volunteering in some capacity and hopefully learning some new skills – I will be busy!

(Q) Since you did start with LGBS and worked with the DCTO for some time now, what is a moment in your career that is memorable to you? A moment that you shared with the family that you cultivated with your time here that brings a warm smile to your face whenever you think about it.

I am really proud of the relationships I have built with other tax offices, appraisal districts, law firms, software companies, and professional organizations. I introduced my team to these groups and encouraged them to participate by joining, speaking, and serving. They have far exceeded my expectations, and I am so proud of them!

(Q) Is there anything you hope to see the DCTO achieve in the future? A goal you'd love to see us achieve.

I am fully confident that the DCTO will continue to be the leader in the tax collection world. Mr. Ames has created a fabulous team that will continue moving forward as laws and legislative changes are enacted. Tax collections, and auto registration and titling processes are much more detailed and challenging than it was when I first started in the industry. The team I leave behind is the future of Dallas County and they are definitely up to the challenge!



MEET THE NEW CHIEF DEPUTY



Christina Benedict,

Ms. Christina Benedict started her time with the DCTO in 1999, making her one of our most seasoned employees with 26 years now with the County. From clerk to management to now being a Chief Deputy, Ms. Christina has worn many hats.



(Q) Christina, when you started at the county, did you know you wanted to be the Chief Deputy one day?

To be honest, I didn't even know what the Chief Deputy was when I started. I was only 21 and was just happy to have a Monday-Friday job with benefits. I didn't become interested in the Chief Deputy position until I was in MV Admin and really learned how the Tax Office operated.

(Q) Do you remember how it felt to know that you were being considered for this position? Is the job itself as intimidating as it seems?

I know what an important role this is, and I was very honored that I was on the list for consideration. There are certain aspects that I know will be challenging, which is exciting. However, I also feel that all the roles that I have had over the years have provided me with an overall understanding of the Tax Office that will be beneficial for this position.

(Q) A lot has changed in the world outside of the Tax Office since 1999, what are some major changes/upgrades that happened as the years have passed? Anything that you would say really surprised you?

So much has changed! When I started, we did not have county computers in the offices and no email addresses. The branches communicated with Downtown via phone and fax. Every desk had a typewriter that was still used for certain documents. The only computers we had were RTS machines, and the printers were dot matrix printers that used carbon copy paper for the customer receipt, state copy, and county copy. Registration stickers were in a book and you had to use a hole punch to punch out the month of expiration. 30-day permits were cardboard and we had to color the expiration date on with a black marks-a-lot (we called it arts and craft time) every time we had a technology upgrade, we were surprised and happy to be advancing!

(Q) Between your first entry level position and your current role, as Chief Deputy, has there been a position that has taught you more about yourself as an employee/person, and enabled you to be ready for the new role as Chief Deputy?

I would say that my time as MV Assistant Director was the most impactful. I had just come out of a difficult time professionally, and my confidence in myself was shaken. The process of learning that role helped me to learn who I wanted to be as a leader and how to trust my knowledge and experience. I owe a lot of the growth I experienced during that time to the person who was the MV Director. He wasn't here very long, but he gave me the space I needed to learn (and sometimes fail – which is a necessary evil in the growth process) on my own and empowered me to do my job.

(Q) As the Chief Deputy, what is a goal you hope to help the Dallas County Tax Office achieve?

As you know, the Tax Office is already a well-oiled machine. But, we can always do better! My focus in every leadership position I have been in is to support the team by working to ensure everyone is treated fairly and to find ways to create efficiency with the team's tasks, to increase the overall success of the Department. I'm excited to continue this with the Tax Office as a whole.

WHERE FASHION MEETS CHARITY



=



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

TO DATE:

In **2025**, the County Tax Office donated **\$11,400** to local charities.

This quarter, the charities our donations were shared with were -

We Defy Foundation, RMHC of Greater North Texas, & North Texas Food Bank.

WAY TO GO DCTO!



Ronald McDonald House®
Dallas



North Texas
Food Bank™

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!

Omoshola Gafari

LaTara Daniels

Jacqueline Ramirez

Noah Tijerina

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.

HALLOWEEN



2025 PUMPKIN DECORATING CONTEST



The 2025 Tax Office Pumpkin Contest winners were the Customer Care Center with their memorable “*Finding Nemo*” display.

Congratulations CCC!



CITIZEN APPRECIATION

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

Tara Peters	Ivan Luna Delgado	Jaquita Lofton	Estreya Prieto	Amanda Torres
Alicia Herod	Iris Montemayor	Karen Cordova	Sharon Green	Cornell Kennard
Miracle Potts	Maricela Garcia	Balinda Zumbrun	Avril Ramirez	Monica Jones
Wilean Blair	Cindy Sorto	Geancarlo Roche	Yolanda Young	Lizbeth Pedraza
Julie Estrada	Sylvia Mata	South Dallas Tax Office	Ysabel Lopez	Patty Salas

- ◇ I have either worked for or in the Tax Office since 1976. I represent 4 major companies in my business. The South Dallas Office is very efficient in their work ethic and attitude when it comes to the citizens of this County.
- ◇ Marybel made this a much more pleasant experience; she was very professional, friendly and patient!
- ◇ I had to get a new title and Ivan made the process so easy! He was awesome.
- ◇ Wilean went WAY ABOVE AND BEYOND several times to help me get several forms filled out correctly. She showed great patience throughout the whole process.
- ◇ Monica is the BEST! You are so lucky to have her.
- ◇ Amanda needs a raise! She is GREAT with customers!
- ◇ This is the second time I had to visit the Garland Tax Office and I was helped by Balinda but everyone is super nice! Nice to see my tax dollars hiring kind people.
- ◇ Ms. Green was very professional and helped us with the process. She was very patient, kind, and caring of others. 10+ stars!
- ◇ Ms. Lofton is very professional!
- ◇ Maricela is very nice and understanding. She has a great personality and is extremely respectful!
- ◇ Cindy's service, as always, was fast and excellent!
- ◇ I wanted to take the time the shout out Tara for her amazing customer service! She made me feel so comfortable and taken care of. She gave me plenty of information and direction the whole time, a very valuable worker indeed. THANK YOU, TARA!
- ◇ Mr. Cornell has went above and beyond and provided awesome customer service! Best in and out in 30 years, under 10 minutes!
- ◇ Alicia was very helpful and friendly! Thank you so much and God Bless!
- ◇ Karen was very helpful and explained everything; she is very knowledgeable kind, caring. I came 2 days in a row and she helped both times. She is a gift to have at the front when having to come to a stressful place. Thank you. Geancarlo was great to work with and he has a great attitude. He is a great ambassador for the Tax Office!