



DALLAS COUNTY TAX STATEMENT

ISSUE: XLV & XLVI **DOUBLE ISSUE** January—June 2020

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Wow! As you can see, this is a double issue of the *Dallas County Tax Statement*. The first double issue we've ever done in 12 years! No need to guess why..... COVID 19.

Our Team started the first quarter of the year off with a bang! As always, the Tax Office was busy, busy, busy in January with the property tax deadlines. Then COVID hit in March, and we jumped into survival mode! As the main revenue provider for the County and many of the cities and schools, we knew we had to come up with a plan to keep our teams safe, while still assisting our customers and collecting revenue. Luckily, we'd been planning for the past 12 years! Our COOP was in place and we had many of our programs already online for the public to use.

I want to send out a **HUGE THANK YOU** to the Tax Office Management Team that never stopped working. They kept things afloat in March and April until it was safe for the rest of the team to return. All of our team returned with gusto and jumped in to getting things done. Since that time, we've continued to make improvements that allow us serve our customers in multiple venues. Our new temporary motto is "Keeping it Fluid"! We never know what tomorrow brings, but we do know that we are prepared.

I'm very proud of everyone recognized in this newsletter. Our Customer Care Center ended the season with their Busy Bees luncheon and their PRAISE Awards Day. As you'll see on page 8, they did it with style! In March, we celebrated our team with our annual Employee Appreciation Days.... Pre-COVID Style! Check out the pics on pages 9 & 10. We continued to celebrate milestones on page 11 and we learned how to social distance on page 12. Check out the Employees of the Month on pages 13 and 14. Congratulations **Tiffany LaFargue, Lety Dominguez, Cheryl Smith, Frank Garcia, Gwen Bounds and Linda Beard**. You have truly been shining stars this last six months.

Lastly, we celebrate the life of former team member Morgan McDougal. Morgan always had a twinkle in her eye and was never shy about expressing herself. Like her father, Jimmy, she served the Dallas County Tax Office and citizens of Dallas County well. She is now without pain and walking hand and hand with her father. Blessings to her family and the team she left behind.

It is always an honor to serve as your Dallas County Tax Assessor. Please stay aware, stay safe, and we will survive this together.

- *John R. Ames, PCC, CTA*



**Hon. John R. Ames,
PCC, CTA
Tax Assessor/Collector**

In This Issue

| | |
|-------------------------------|-------|
| Birthdays & Anniversaries | 2 |
| New Employees & Promotions | 5 |
| Quality Measures | 6 |
| Out in the Community | 7 |
| Employee Appreciation Days | 9-10 |
| Working—Social Distance Style | 12 |
| Employees of the Month | 13-14 |
| Citizen Appreciation | 17 |
| In Remembrance—Morgan | 18 |

MISSION STATEMENT

Provide Dallas County Citizens with Excellent Service using Innovative Technology to Ensure Quality Collections.

Editor
Peggy McCormick
Peggy.McCormick@dallascounty.org

Publisher
Destiny Flores
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

January

| | | | |
|-------------------------|----|----------------------|----|
| Shahid Ayub | 1 | Sondra Coppling-Webb | 16 |
| Pamela Gibson | 1 | Cecilia Garcia | 17 |
| Alice Oreste | 1 | Tashawna Williams | 18 |
| Irma Mendez | 3 | Valeria Aguirre | 19 |
| Priscilla Cook | 5 | Diane Nguyen | 20 |
| Melissia Epperson | 5 | Tiffany LaFargue | 22 |
| Dixie Sanders | 5 | Tiana Swanson | 55 |
| Diana Herrera | 6 | Shermika Bennett | 23 |
| Kwabena Asamoah-Nkansah | 7 | Kiabeth Romero | 24 |
| Derick Brown | 7 | Sandra Lester | 24 |
| Martha Guia | 7 | Eugene Clay | 26 |
| Ricardo Salas | 7 | Arsenia Paul | 30 |
| Carla Sandoval | 9 | Lauren Carey | 31 |
| Carmen Sanchez | 10 | Mary Fuller | 31 |
| Vivian Williams | 13 | | |
| Laketricia Ogunlende | 14 | | |
| Ashley Delgado | 15 | | |
| Vanessa Rodriguez | 15 | | |

February

| | |
|--------------------|----|
| Juana Marquez | 4 |
| Erika McEwan | 7 |
| Alvinia Barge | 9 |
| Jason Ortiz | 9 |
| Laura Mati | 13 |
| Jacqueline Greiner | 14 |
| Amanda Andrews | 16 |
| Monica Atsu | 19 |
| Bridget Hernandez | 20 |
| Samantha Ramirez | 20 |
| Yvonne Bunkley | 21 |
| Jaleesa Odom | 21 |
| Sherwana Milam | 22 |
| Florence Watson | 28 |

March

| | | | |
|---------------------|----|-----------------|----|
| Hubert Ross II | 1 | Rhonda Hadnot | 22 |
| Balinda Zumbrun | 4 | Ronnie Williams | 22 |
| John Curry | 5 | Elizabeth Nedd | 24 |
| Gwendelyn Bownds | 5 | Cynthia Mendez | 29 |
| Rhaevan Shields | 6 | Reyna | |
| Elizabeth Salazar | 8 | Debra Davis | 31 |
| Diana Guerrero | 9 | | |
| Toni Collins | 11 | | |
| Charnique Graham | 11 | | |
| Wanda Harkless | 12 | | |
| Ema Ruiz | 12 | | |
| Yesenia Aguilar | 12 | | |
| Barbara Davis | 13 | | |
| Delia Guajardo | 13 | | |
| Jessica Rubin | 15 | | |
| Shannon Burchfield | 16 | | |
| Gabrielle Peters | 19 | | |
| Jennifer Richards | 20 | | |
| Charlotte Tomlinson | 21 | | |



April

| | | | |
|-------------------|----|-----------------------|----|
| Robin Porter | 1 | Andrea Houston | 1 |
| Ofelia Clemente | 2 | Alejandro Rodriguez | 1 |
| Donna Higbee | 3 | Iris Montemayor | 2 |
| Sandra Bowie | 4 | Shantavia Johnson | 5 |
| Reneisha Evans | 4 | Debra Jones | 5 |
| Norma Jimenez | 4 | Chelsea Moore | 5 |
| Rochelle Clayborn | 5 | Marquise Jefferson | 6 |
| Naseem Kara | 5 | Jasmine Rojas | 6 |
| Ashley Richard | 14 | Bryan Guzman | 8 |
| Cornell Kennard | 15 | Kathy Reed | 11 |
| Cheryl Patterson | 16 | Glenda Jesttes | 14 |
| Melanie Sanchez | 18 | Antoinetta Haynes | 17 |
| Franklin Garcia | 22 | Imarisha Garrett-Pace | 20 |
| Dae'Jza Davis | 23 | Aurora Renteria | 20 |
| Wilean Blair | 25 | Jaison Alappadan | 20 |
| Diana Burkhalter | 27 | Jacqueline Wallace | 23 |
| Maricela Garcia | 28 | Brenda Lopez | 24 |
| Phyllis Jones | 28 | Angel Mendoza | 25 |
| | | Michelle DeLaCruz | 26 |

May

| | |
|-------------------|----|
| Wendolyn Phillips | 29 |
| Louis Wright | 31 |



June

| | | | |
|-------------------|----|-----------------|----|
| Blen Biru | 1 | Ramona Lee | 26 |
| Blanca Nieto | 2 | Michelle Campos | 28 |
| Sandra Lopez | 3 | Yul Jones | 30 |
| Janie Mosley | 3 | | |
| Sandra Nichols | 4 | | |
| Stacy Linwood | 5 | | |
| Danielle Wright | 9 | | |
| Michelle Gonzalez | 10 | | |
| Cynthia Rowan | 12 | | |
| Patricia Avitia | 16 | | |
| Ashley Guevara | 16 | | |
| Juanita Aguirre | 17 | | |
| Linda Beard | 18 | | |
| Willie Johnson | 20 | | |
| Andrea Goff | 20 | | |
| Veronica Gallegos | 21 | | |
| Amber White | 21 | | |
| Kennecia Williams | 21 | | |
| Jacqueline Salas | 24 | | |



SERVICE ANNIVERSARIES

January

1 Year
Balinda Zumbrun
Yesenia Aguilar

2 Years
Blen Biru
Michelle De La Cruz
Kendra Winn

3 Years
Willie Johnson

4 Years
Samantha Ramirez

6 Years
Ellen Hays

8 Years
Hubert Ross II

9 Years
Keriann Pringle

11 Years
LaTara Daniels
Ana Gonzalez

12 Years
Cynthia Herrera

13 Years
Nina Jackson

19 Years
Alice Oreste

February

1 Year
Juana Marquez
Peggy McCormick
Tabraie Riley
Kiabeth Romero

4 Years
Andrea Houston
Ada Sanchez

6 Years
Ashley Delgado

8 Years
Curtanya Bailey
Gabrielle Peters

13 Years
Ema Ruiz

16 Years
Cheryl Smith

17 Years
Carlos Rincon

19 Years
Cecilia Garcia

21 Years
Eulane Hart

March

1 Year
Cornell Kennard

3 Years
Karen Cordova
Bryan Guzman

4 Years
Aurora Parra
Wesley Sharp

5 Years
Diana Burkhalter
Alejandro Rodriguez

7 Years
Anthony Kellum
Ricardo Salas

8 Years
Michelle Gonzalez
Blanca Nieto

9 Years
Melissia Epperson
Phyllis Jones

11 Years
Debra Davis

13 Years
Maricela Garcia
Antoinetta Haynes

14 Years
Delia Guajardo

18 Years
Donna Higbee

21 Years
Barbara Davis



Congrats!

April

1 Year
Christina Castillo
Dae'Jza Davis
Ashley Guevara
Gloria Munguia

2 Years
Derick Brown

4 Years
Veronica Gallegos
Dyvone Villa

5 Years
Charnique Graham
Chelsea Moore

7 Years
Leticia Dominguez
Tarsha LeSueur
Jaleesa Odom
Jennifer Richards

8 Years
Frank Garcia
Brittani Rossum

9 Years
Diane Nguyen

13 Years
Deborah Bloomer

20 Years
Gwendelyn Bownds

24 Years
Cathy Latimer
Ramona Lee

May

1 Year
Dabreya Cornelius

2 Years
Catalina Medina
Jacqueline Salas

3 Years
Sondra Coppling-Webb

4 Years
Sydney Alcala
Angelica Vallardes

5 Years
Aurora Renteria
Vanessa Rodriguez
Jessica Rubin
Audrey Wortham

6 Years
Eugene Clay
Carla Sandoval

8 Years
Jose Delgado
Sharon Green
Robin Porter
Elizabeth Salazar

10 Years
Rita Cathey-Akinlabi
Margarita De Leon
Jason Ortiz

16 Years
Amanda Andrews

23 Years
Janetta Wilson

June

1 Year
Reneisha Evans
Martha Guia
Miriam Hernandez

2 Years
Sandra Herring

3 Years
Raven Dossey
Roberto Guerra

4 Years
Erica Cervantes
Dee Little

5 Years
Sheila Campbell

6 Year
Devonne Monroe
Evelyn Rivera

7 Years
Debra Jones
Bonnie Mola

8 Years
Sandra Lopez

11 Years
Melanie Sanchez

12 Years
Viridiana Lopez
Tina Garcia

13 Years
Lauren Carey
Patricia Perez

15 Years
Maria Moales

25 Years
Cynthia Rowan

30 Years
Alvinia Barge

Congrats!

On reaching these milestones!



Ashley Delgado
Mesquite Branch
5 Years



Diana Burkhalter
Customer Care
5 Years



Alejandro Rodriguez
Garland branch
5 Years



Chelsea Moore
Property Tax
5 Years



Jacqueline Greiner
Mesquite Branch
5 Years



Juanita Aguirre
Property Tax
5 Years



Jessie Bigley
Garland branch
10 Years



Jason Ortiz
Administration
10 Years



Gwendelyn Bownds
Mesquite branch
20 Years

NEW EMPLOYEES ON BOARD

Welcome Aboard!



| | | |
|--------------------|----------------------------------|----------------|
| Donald Sivley | Part Time Representative | North Dallas |
| Yolanda Nava | Full Time Representative | Grand Prairie |
| Debra Jones | Full Time Representative | Accounting/RPS |
| Kennecia Williams | Part Time Representative | Property Tax |
| Yulissa Amaro | Part Time Representative | CCC |
| Liliana Valdez | Part Time Representative | North Dallas |
| Stephanie Huerta | Part Time Representative | Oak Cliff |
| Jeremy O'Daniel | Part Time Representative | North Dallas |
| Mavis Craig | Part Time Representative | George Allen |
| Gunther Garces | Tax Office Courier | Special Ops |
| Danielle Alexander | Tax Office Accounting Specialist | Accounting |
| Samantha Milan | Full Time Representative | North Dallas |
| Stephany Perez | Full Time Representative | North Dallas |

PROMOTIONS

| | | |
|--------------------------|--------------------------|---------------|
| Ivan Rodriguez | Full Time Representative | North Dallas |
| Carla Stephens | Full Time Representative | Duncanville |
| Dabreya Cornelius | Full Time Representative | North Dallas |
| Aulexus Williams | Full Time Representative | Special Ops |
| Jasmine Rojas | Full Time Representative | Garland |
| Ashley Guevara | Full Time Representative | Customer Care |
| Kennecia Williams | Full Time Representative | Property Tax |
| Johnny Degelia | Part Time Representative | Property Tax |
| Darren Horrell | Lead Representative | Property Tax |
| Valeria Aguirre | Full Time Representative | Property Tax |
| Perla Reboloso-Camarillo | Lead Representative | Property Tax |
| Dro Fermin-Mendez | Assistant Manager | Special Ops |
| Erica Goodman | Tax IT Coordinator | Tax IT |
| Devonne Monroe | Lead Representative | Tax IT |

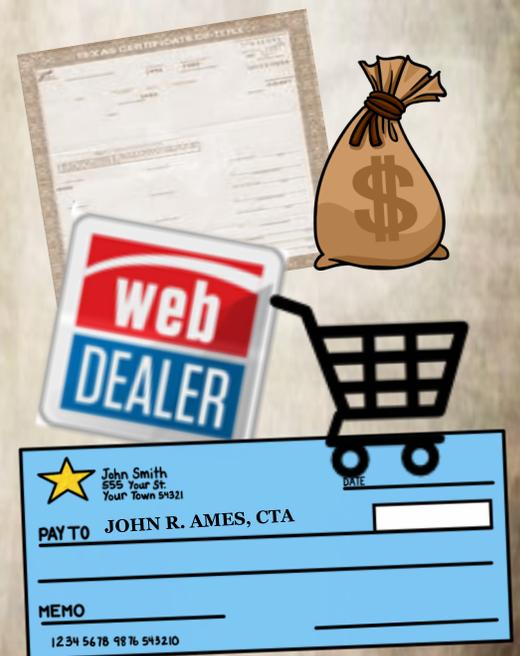


QUALITY MEASURES

| | Vehicle Titles Processed | | | Registrations Processed | | | Property Tax Transactions | | |
|--------------------|--------------------------|------------|-------------|-------------------------|------------|-------------|---------------------------|------------|-------------|
| | January | February | March | January | February | March | January | February | March |
| 1st Quarter | | | | | | | | | |
| Duncanville | 2,291 | 3,355 | 2,166 | 6,654 | 7,734 | 5,327 | 4,491 | 768 | 308 |
| Garland | 5,785 | 6,896 | 4,765 | 11,324 | 12,739 | 9,033 | 5,448 | 737 | 218 |
| George Allen | 4,851 | 4,605 | 3,736 | 6,473 | 5,627 | 4,428 | 1,852 | 435 | 152 |
| Grand Prairie | 7,155 | 6,550 | 5,073 | 12,804 | 12,160 | 8,950 | 6,144 | 1,043 | 325 |
| Mesquite | 3,966 | 3,709 | 3,232 | 9,905 | 9,299 | 7,416 | 5,694 | 1,136 | 433 |
| North Dallas | 8,462 | 7,971 | 5,696 | 14,440 | 13,342 | 9,347 | 6,144 | 652 | 224 |
| Oak Cliff | 3,467 | 3,515 | 2,608 | 8,727 | 8,561 | 6,557 | 8,550 | 1,908 | 861 |
| 2nd Quarter | April | May | June | April | May | June | April | May | June |
| Duncanville | 0 | 2,064 | 3,136 | 0 | 3,096 | 9,241 | 0 | 1 | 149 |
| Garland | 549 | 5,542 | 7,800 | 539 | 5,402 | 15,870 | 0 | 0 | 109 |
| George Allen | 0 | 1,201 | 4,372 | 0 | 4,083 | 6,043 | 0 | 0 | 70 |
| Grand Prairie | 994 | 5,417 | 7,211 | 1053 | 4,403 | 13,823 | 0 | 0 | 189 |
| Mesquite | 0 | 3,621 | 4,442 | 0 | 3,273 | 12,071 | 0 | 0 | 227 |
| North Dallas | 489 | 5,890 | 8,326 | 493 | 5,895 | 13,558 | 0 | 0 | 102 |
| Oak Cliff | 1027 | 2,831 | 4,015 | 782 | 3,474 | 11,893 | 0 | 0 | 500 |

BY THE NUMBERS. . .

| 2020 | Totals, 1st Qtr | Totals, 2nd Qtr |
|---|-----------------|-----------------|
| OTC Property Tax Payments | 45,572 | 1,417 |
| Registrations Processed | 143,587 | 115,184 |
| Titles Processed | 99,854 | 68,735 |
| webDealer Transactions | 131,802 | 39,229 |
| Checks Processed by RPS | 246,746 | 94,156 |
| Customer Calls answered | 71,094 | 47,099 |
| Neighborhood Location Registration Transactions | 256,370 | 86,519 |
| Scofflaw Rejections | 795 | 772 |



OUT IN THE COMMUNITY



DISTRICT 8 COMMUNITY LEADERSHIP COALITION MEETING

On February 8th, Tax Assessor John R. Ames, Chief Deputy Peggy McCormick, and members from the law firm of Lineberger Goggan Blair & Sampson, LLP, joined other Dallas County community organizations at a Community Leadership Coalition meeting. Mr. Ames' presentation included an overview of the functions of the Tax Office, and services provided by the Lineberger law firm.

TAAD CONFERENCE

Tax Assessor John R. Ames, was invited to open the Texas Association of Appraisal Districts annual conference held in Dallas on February 24th. He was joined in the opening ceremonies by the Honorable John Warren, Dallas County Clerk, as they welcomed Appraisal District members from across the State of Texas to Dallas for their 2020 conference.



CCC'S PEAK SEASON LUNCHEON



On January 31st, the Customer Care Center held a lunch for their representatives in celebration of all of the hard work and dedication they have constantly provided to the Tax Office during this peak season.

They have truly shown the office they are one great group of “Busy Bees”!

CCC'S PRAISE AWARDS



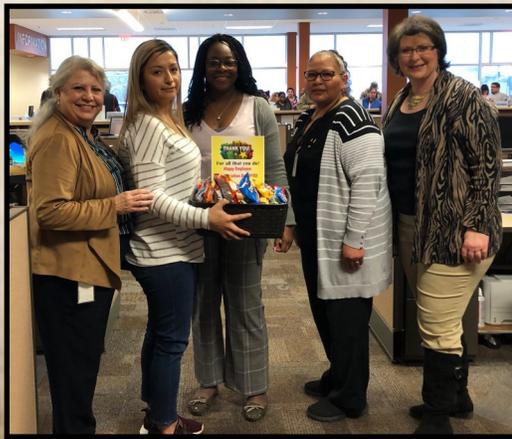
Customer Care held their annual Praise Event on March 2nd. This event recognizes team member's top performances and all of the hard work and dedication they show every day. The room was beautifully decorated with an Audrey Hepburn, Breakfast at Tiffany's theme and color coordinated decorations, food and goodie bags. Each staff member is recognized individually and received their Certificate of Appreciation, and a delicious luncheon was served. This event is truly a Day of Appreciation and Celebration for both the Customer Care Center and Taxpayer Relations!

EMPLOYEE APPRECIATION DAY, MARCH 5TH 2020!



March 5th, 2020
Dallas County Tax Office Leadership visited our 7 branch locations to deliver goodies and to say THANK YOU to our Teams.

“Let us be grateful for the people who make us smile, the people who make work fun, and the people we can count on to get the job done!”



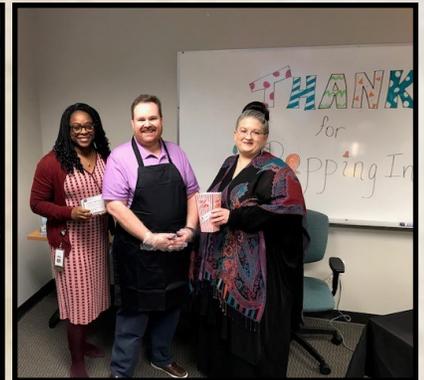
EMPLOYEE APPRECIATION DAY, MARCH 6TH, 2020!



March 6th, 2020

Renaissance Tower Tax Office Team Members got things poppin' with the 2020 Employee Appreciation Day Celebration! The theme was popcorn & slushies! Team members were served popcorn, personalized with their own flavors, along with a slushie of their choosing. Everyone had the opportunity to sit and visit and catch up with each other for a few minutes. A good time was had by ALL!

Thank you to every single one of our Renaissance Tower team members for all of their hard work!



PERSONAL RECOGNITIONS



The “On the Spot” award goes to Anthony Kellum, Branch Manager of the Oak Cliff Office! Thank you Anthony!



The winners of the 2020 Spring Cleaning Day, Property Tax Division

Darren Horrell, Chelsea Moore, Kelleye Dunn-Richardson, & Angel Mendoza



Congratulations to RPS Supervisor, Ramona B. Lee for winning the Regional 2020 Singles 8-Ball Classic! Ramona’s love of playing pool started when she represented Dallas County in the Corporate Challenge in 2014, at the invitation of County Judge Clay Jenkins, and she has been playing in tournaments ever since then. Ramona is qualified to compete in the World Championship Singles finals in Las Vegas, NV, later this year. Good luck Ramona!



On February 2nd—Erin Palmer gave birth to the newest addition of her family, Greyson King Henderson. 7lbs 2 oz and 20 in”.



On June 3rd—Kim Rodman welcomed her newest grandson to her family, Edward Manning III, 7lbs 8oz.



On June 27th—Carla Sandoval welcomed the newest addition to her family. Her son Marcos Cano weighed 7.5 lbs & was 20 in”.

WORKING—SOCIAL DISTANCE STYLE



Our teams work to serve our citizens, while practicing new social distancing procedures!

SAFETY FIRST!
PERSONAL PROTECTIVE EQUIPMENT
ALL AROUND



(Left) Tax Assessor John R. Ames discusses proper protocols for social distancing and personal protective equipment in the workplace.

(Below) Mr. Ames and Assistant Chief Jose Munoz met with the security team assisting at each of the branch locations. The security teams are essential to assist with directing customer traffic and maintaining safe social distances for our citizens.

- ◇ **C. Johnson** (Dallas County Marshall). C.J. walks the line before we get here and makes announcements to make sure people are not mistakenly in line for a driver's license or the courts and asks if they need an application for a title transfer. He also lets them know they need to wear a mask before they come in the building. In addition, when any of us walks the line outside, he walks along with us, even though he doesn't have to do that, which we appreciate.
- ◇ **Adorian Robinson** (Private Company Guard). Adorian mainly manages the doors. He is very helpful as well. He walks the line outside to ensure there is not a disabled person waiting and asks if anybody needs an application for a title transfer.
- ◇ **Erika Summers** (Private Company Guard) Erika is great. She is all over the place watching the lines. She ensures people inside the lobby are following the social distancing and guides them where they need to exit. She is also helpful during our dealer drop off process.



1ST QUARTER EMPLOYEES OF THE MONTH

JANUARY



*Tiffany LaFargue
Customer Care*

Tiffany LaFargue is a great candidate for the Employee of the Month because of her GREAT work ethic. She is all about the business, and does whatever it takes to get the job done. Since our division opens promptly at 8:00am, she is normally the second person to arrive at work (by 7:15am), signing in to all her daily applications, so that by 7:59am she is ready to take care of our customers. When we distribute “Test Your Knowledge” quizzes, she normally wins most of them because she is the first person to provide the complete and accurate answer to the questions all, while she is on the phone providing excellent service to the citizens. Tiffany is able to multitask effectively, and that is the reason we playfully have named her “Quick Draw McGraw”. Each month her goal is to answer, research, and resolve customer’s concerns within our division’s metric of 4 minutes and every month she has the lowest call handle time. Her overall average call handle time from year to date is an outstanding 2 minutes and 41 seconds, which ranks her in first place. When we monitor calls for quality control, her average call quality is 4.42 based on a ranking from 1 to 5, with 5 being outstanding. She is quiet and keeps to herself; however, when you get to know her, you find out that she is a very funny and friendly person. We love working with her and wish we could clone her!

FEBRUARY



*Leticia 'Lety' Dominguez
Motor Vehicle Admin*

Lety joined the Motor Vehicle Division after working in the Tax Office Customer Care Center. Since joining our team, she has displayed the willingness and ability to take ownership of tasks that need to be done, oftentimes without even being asked. She understands the “big picture” vision of what MV Admin is and what we do to support the branches and she owns her role on the team by consistently going beyond to provide support. Lety has been given the role of subject matter expert in the queuing system, Nemo-Q. During our North Dallas move, she was asked to spend several days at a time in North Dallas to monitor the Nemo-Q installation and the activity of other groups doing work in our area. Lety demonstrates amazing organizational skills, which has been so helpful with bigger tasks. She was the “keeper” of the title work surrendered to our office by a defunct dealership for processing. This process was unique and time sensitive and Lety stayed on top of it while still handling her other daily assigned tasks. Lety has established herself as a critical member of the MV Admin team and the Dallas County Tax Office.

MARCH



*Cheryl Smith
Garland, Assistant Manager*

Cheryl is very dependable and one of the first to arrive at the branch every morning. She has a morning routine, which includes opening the front doors so customers can come into the foyer and are not left to stand out in the cold and rain while waiting for the branch to open. She is often called upon to assist with customers who have difficult transactions or are upset. She works hard to find a solution while being polite and friendly. She was very helpful to employees who came from Richardson and North Dallas and provided training on the Nemo Q system during the recent merger of the three branches. She went out of her way to make everyone feel welcomed and a part of the Garland Team. She did an exceptional job of showing the new employees their way around the office and introducing everyone to each other. She is very observant of the staff and customers. If she sees something that needs to be addressed, she will report it to the Branch Manager or personally speak with the individual. She is an asset to the Dallas County Tax Office and a pleasure to work with.

2ND QUARTER EMPLOYEES OF THE MONTH

APRIL



*Frank Garcia
Manager, North Dallas*

Frank exhibits world-class customer service! As the manager of the North Dallas branch, Frank Garcia leads one of the busiest Tax Office locations by example. His supervisor skills are superb and he is always happy to coach his staff and answer questions. He is great with his employees and customers. He is knowingly courteous, helpful, and friendly. Even his corrective criticism is positive and well received. His employees and customers all love him. We often talk about providing exemplary customer service, but its not every day that its shown in such a positive way. Frank deserves to be recognized as the employee of the month., and he is a true asset to the Tax Office!

MAY



*Gwen Bowns
Lead, Mesquite*

During this pandemic, Gwen has been exceptional. Gwen was one of the first to volunteer to work from home for webDealer. Gwen takes pride in her work and did a great job every day. She was worried about the mental state of her team so she made heartwarming cards for everyone in the office saying that we will get through this together and be better for it. Gwen has a can do attitude every day, is always positive and it permeates throughout the office. When everyone doubted that the Mesquite office could win Branch of the Quarter, Gwen was right there with solutions to work towards the goal of winning Branch of the Quarter and we won it for two quarters in a row soon after! She is a pleasure to work around and her teamwork is great to behold.

JUNE



*Linda Beard
Manager, Dealer Operations*

While Linda always does an amazing job as the Branch Manager for Dealer Operations, she went and beyond the call of duty as part of our “C-19 Crew”. During the weeks in which we were adjusting existing processes and creating new ones so we could continue processing webDealer work, Linda was a spectacular example of creativity, flexibility, and dedication. She never got tired of being asked “what do you think about this?” or “would it work if we did it this way?” She would stop what she was doing, take a tiny nugget of an idea and flesh it out to a process that would best serve our dealers. No ideas were off limits and she frequently thought outside the box to make a request happen. Regardless of how many times it happened, Linda never complained about the constant gear shifting. And as if all this wasn’t challenging enough, she came in very early each day and stayed late with each day so we would get everything prepped to do it all again the next morning. Linda’s dedication to the Tax Office, her team and the dealers of Dallas County went far above what was expected of her. She is an outstanding member of our team and we are grateful for all the hard work she has done and continues to do each day.

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.

For the month of March, the Dallas County Tax Office’s employees were able to donate \$20.00 if they wished to wear jeans for the whole month of March to support our charitable efforts, and the Tax Office raised \$2,200.00 in \$20 donations alone.

January
Genesis Women’s Shelter
\$900.00

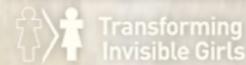
February
Letot Girl’s Center
\$782.00

March
CASA for Children
\$750.00

April
Autism Speaks
\$750.00

May
Lupus Foundation of America
\$750.00

June
HIV Awareness, HHS
\$750.00



EMPLOYEE OF THE MONTH HONORABLE MENTIONS

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

Jacqueline Greiner

Karen Cordova

Debra Davis

GreatJob!

Employee of the Month FAQ

Q. Who can I nominate for employee of the month?

A. Any full-time employee who has completed their probationary period. (Note: Employee should have no disciplinary action(s) during the 12 months prior to date of nomination.)

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

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

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

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

Q. What is a characteristic of an EOM?

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

Employee of the Month



CONGRATULATIONS!

to the

Mesquite Branch

for winning the “Branch of the Quarter” Award for the 1st quarter (January—March). Winning this award truly demonstrates great teamwork. & commitment to excellence.

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 | Rochelle Clayborn | Melissia Epperson | Michelle De La Cruz |
| Tina Garcia | Vanessa Soto | Miriam Hernandez | Angel Mendoza |
| Robin Porter | Patricia Perez | Diana Ramires | Cindy Rowan |
| Tiana Swanson | Michelle Gonzalez | Janie Mosley | Lauren Carey |
| Dixie Sanders | Cheryl Patterson | Priscilla Cook | Janetta Wilson |
| Renee Calderon | Janie Mosley | Erika McEwan | Wilean Blair |
| Sandra Lester | Yul Jones | Ashley Delgado | Marquise Jefferson |
| David Duran | Benjamin Throop | Catalina Medina | Vivian Williams |
| Gilberto Estrella | Debra Davis | Dabreya Cornelius | Shahid Ayub |
| Gail Wortham | Willie Johnson | Jackie Wallace | Andrea Houston |
| Anthony Kellum | Sandra Bowie | Jaleesa Odom | Alberto Garcia |

- ◇ If I was still in business, I would steal her away from you. She was wonderful, detailed, and helpful. What a fine representative of your organization she is!
- ◇ I want to give her Kudos. She did an excellent job, answered all my questions & didn't make me feel like I was asking too many questions.
- ◇ She has exceptional people skills and she is very good at her job. It can be late in the evening or early morning, she always has a smile and is very helpful!
- ◇ Excellent employee; took her time explaining title issues to me. Was not rushing me! Very helpful.
- ◇ She was a wonderful young lady. Very helpful. An asset to the Tax Office. Thank you.
- ◇ Very grateful! A pleasant experience! I tend to procrastinate handling Property Taxes because of long lines & frustration—BUT NOT TODAY!

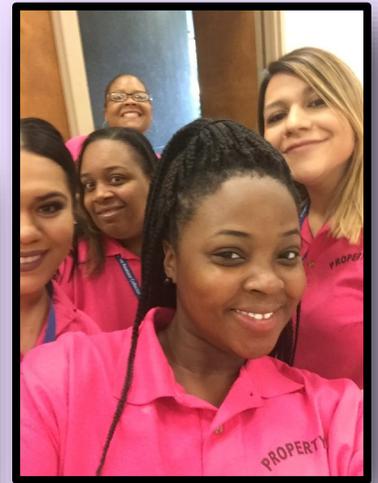
Thank You!



In Loving Memory

Morgan Kathleen McDougal

November 11, 1990—May 30, 2020



It is with great sadness that the Tax Office shares the loss of one of our own. Morgan Kathleen McDougal was called to heaven on May 30, 2020 at the age of 29. Morgan was a key member of the Property Tax Division for over 10 years. She followed in her late father's, Jimmy McDougal former Manager of the Property Tax Division, footsteps by providing service to the Citizens of Dallas County. She began as a part-time representative while attending the Art Institute of Dallas where she earned her degree in Applied Science in Baking and Pastry in 2013 before becoming full time. Morgan continued pursuing her passion by starting her own business called *Morgan's Sweets* and catered events like the annual DFW Tougaloo College Alumni Christmas party. She was a caring, thoughtful and loving individual who would often surprise her team with sweet treats. Morgan was the life of any of our team's celebrations; often being the force in making them happen. Morgan will be deeply missed, however her amazing spirit will remain in the hearts of us who knew and loved her. Morgan showed tremendous strength, resilience and remained positive throughout her battle with cancer. Her dreams and ambitions will forever live through those who loved her dearly, but now her soul may rest with her Savior.

"I have fought the good fight, I have finished the race, I have kept the faith." II Timothy 4:7

