



# TAX Statement

ISSUE: XXV

JANUARY - MARCH 2015

## Mission Statement

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



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

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### TAX ASSESSOR / COLLECTOR MESSAGE...

What a great quarter it has been in the Dallas County Tax Office. We wrapped up our busiest collection time for property taxes and entered our busiest time for motor vehicle registrations. Thank you to all hard working Representatives of the Tax Office for being great professionals and serving our citizens with a smile!

A major focus this quarter has been to educate the public about the State's new **Two Steps, One Sticker** program. Passed during the last legislative session, this new program combines a vehicle inspection sticker and registration sticker into one sticker. We have been working diligently to provide information about this program through press releases, press conferences, interviews and speaking with community groups. Visit our new website at [www.dallascounty.org/tax](http://www.dallascounty.org/tax) to learn more about how it works.

Congratulations to our employees of the month for this quarter, **Kristen Smith, Patricia Perez and Cheryl Smith**. Way to go ladies – keep up the great work!

Take a look at the fabulous pictures of this year's Customer Care Center Red Carpet Event on page 9. Great job to all our Customer Care Representatives and their leaders – we couldn't have done it without you!

Summer is upon us – get out your sunglasses and hats and enjoy the warm weather!

- *John R. Ames, CTA*

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# BIRTHDAYS

## JANUARY

Pam Gibson	1	Carmen Yarborough	14
Alice Oreste	1	Arnulfa Gutierrez	15
Mason Gonzalez	3	Ashley Delgado	15
Irma Mendez	3	Cici Garcia	17
Priscilla Cook	5	Diane Nguyen	20
Melissia Epperson	5	Noemi Vazquez	21
Dixie Sanders	5	Shermika Bennett	23
Ricardo Salas	7	Disha Wesley	24
Carla Sandoval	9	Sandra Lester	24
Betty Bruce	10	Eugene Clay	26
Carmen Sanchez	10	Veronica Alvarez	28
Laketricia Merrett	14	Lauren Carey	31

## FEBRUARY

Linda Rowell	3
Linda Levy	5
Chanet Rayford	8
Alvinia Barge	9
Jason Ortiz	9
Laura Mati	13
Nicole Sanders	13
Jacqueline Greiner	14
Amanda Andrews	16
Monica Atsu	19
Hassan Javaid	19
Bridget Hernandez	20
Yvonne Bunkley	21
Jaleesa Odom	21
Sherwana Milam	22
Ulysses Wright III	22
Ann Watson	28
Anita Roybal	29

## MARCH

Hubert Ross II	1
Ashli Bennett	4
Gwen Bownds	5
Elizabeth Alvarez	8
Amerika Diaz	9
Diana Guerrero	9
Maricruz Figueroa	11
Toni Jones	11
Wanda Harkless	12
Ema Ruiz	12
Sam Chavez	13
Barbara Davis	13
Delia Garcia	13
Stephen Gonzalez	18
Gabrielle Peters	19
Jennifer Richards	20
Rhonda Hadnot	22
Ron Williams	22
Elizabeth Nedd	24
Debra Davis	31

★ **HAPPY** ★  
**BIRTHDAY!**

# ANNIVERSARIES

## JANUARY

<b>1 Year</b>	<b>7 Years</b>
Karina Castaneda	Danielle Hall
Martha Martinez	Cynthia Herrera
Irene Hernandez	<b>8 Years</b>
Melissa Rodriguez	Nina Jackson
<b>2 Years</b>	<b>10 Years</b>
Tarsha LeSueur	Kristen Smith
<b>3 Years</b>	<b>14 Years</b>
Hubert Ross II	Alice Oreste
<b>4 Years</b>	<b>19 Years</b>
Keriann Pringle	Cathy Reddick
<b>6 Years</b>	
John R. Ames	
LaTara Daniels	
Ana Gonzalez	

## FEBRUARY

<b>1 Year</b>	<b>7 Years</b>
Almira Rivera	Veronica Mata
Ryan Smith	<b>8 Years</b>
Ashley Delgado	Ema Ruiz
Hassan Javaid	<b>11 Years</b>
Marta Urbina	Cheryl Smith
<b>2 Years</b>	<b>12 Years</b>
Tempestt Shepard	Carlos Rincon
David Gaytan	<b>14 Years</b>
Rasheeda Horn	Cici Garcia
<b>3 Years</b>	<b>16 Years</b>
Tanya Bailey	Eulane Hart
Gabrielle Peters	<b>24 Years</b>
Reina Reyna	Wendy Fuqua
<b>6 Years</b>	
Raven Contreras	

## MARCH

<b>1 Year</b>	<b>6 Years</b>
Sam Chavez	Debra Davis
Stephen Gonzalez	<b>8 Years</b>
<b>2 Years</b>	Maricela Garcia
Ricardo Salas	<b>9 Years</b>
<b>3 Years</b>	Delia Garcia
Michelle Gonzalez	<b>13 Years</b>
DeMarcus Kindles	Donna Higbee
Blanca Nieto	<b>16 Years</b>
Nicole Sanders	Barbara Davis
<b>4 Years</b>	<b>18 Years</b>
Melissia Epperson	Deb Green
Phyllis Jones	
<b>5 Years</b>	
Jessie Waldron	

  
**Congratulations!**

# QUALITY MEASURES

## TOP PRODUCERS

The following branches are this quarter's top producers in these categories.

	JANUARY		FEBRUARY		MARCH	
<b>Vehicle Titles</b>	Grand Prairie	7,274	Grand Prairie	7,917	Grand Prairie	9,066
<b>Processed</b>	North Dallas	6,501	North Dallas	5,693	North Dallas	6,494
	Garland	5,215	Richardson	5,286	Garland	5,795
<b>Registrations</b>	North Dallas	13,737	North Dallas	13,369	Grand Prairie	17,580
<b>Processed</b>	Garland	13,200	Grand Prairie	13,039	North Dallas	16,664
	Grand Prairie	12,703	Garland	12,293	Garland	14,920
<b>Property Tax</b>	Oak Cliff	7,031	Oak Cliff	2,364	Oak Cliff	1,623
<b>Transactions</b>	Grand Prairie	5,019	Mesquite	1,187	Mesquite	737
	Mesquite	4,132	Grand Prairie	992	Grand Prairie	692



COUNTY OF DALLAS  
**SCOFFLAW REJECTIONS**  
**2,889**

**eSTATEMENTS**  
**1,012**



**OVER THE COUNTER  
 PROPERTY TAX  
 PAYMENTS**  
**78,155**



**CALLS  
 ANSWERED**  
**83,723**

TITLES  
 PROCESSED  
**164,892**

## INCENTIVES

The following department employees have met and exceeded goals to obtain incentive pay!

OCTOBER		NOVEMBER		DECEMBER	
Mesquite	100%	Customer Care	94%	Mesquite	90%
Richardson	90%	Mesquite	80%	Oak Cliff	90%
Customer Care	88%	Oak Cliff	80%	Garland	80%
Duncanville	88%	Garland	70%	North Dallas	77%
Garland	80%	North Dallas	62%	Customer Care	75%
Oak Cliff	70%	Richardson	60%	Duncanville	75%
North Dallas	69%	Grand Prairie	53%	Richardson	70%
MV Public	58%	MV Public	42%	MV Operations	67%
Grand Prairie	53%	Duncanville	38%	Grand Prairie	60%
MV Operations	33%	MV Operations	33%	MV Public	50%

**REGISTRATIONS  
 PROCESSED**  
**535,946**

**CHECKS PROCESSED BY THE  
 REMITTANCE PROCESSING SYSTEM**  
**329,859**

*\*Published one quarter behind for audit verification.*

# NEW AT THE TAX OFFICE

## NEW REPRESENTATIVES



Alejandra Alvarado	Office Support	Duncanville Tax Office
Feldon Warren	Assistance Director	Taxpayer Relations Division
Roslyn Henderson	Office Support	Grand Prairie Tax Office



## PROMOTIONS

Ashley Delgado	Representative	Mesquite Tax Office
Ashley Brooks	Representative	Duncanville Tax Office
Destiny Flores	Representative	Property Tax Division
Elda Rodriguez	Representative	Motor Vehicle Division
Francisco Pena-Perales	Representative	Grand Prairie Tax Office
Irene Hernandez	Representative	Motor Vehicle Operations
Jacqueline Greiner	Representative	Richardson Tax Office
Ron Williams	Tax Courier	Motor Vehicle Operations
Samuel Chavez	Representative	Motor Vehicle Operations

## IN THE NEWS!



Reina Reyna from the Motor Vehicle Administration Department, was interviewed by Telemundo (Channel 39) on Tuesday, January 27, 2015, regarding the new **Two Steps One Sticker** Vehicle Inspection and Registration Program. Beginning March 1, 2015, Texas registered vehicles will no longer be issued an inspection sticker at the time of inspection. The registration sticker will serve as combined proof of inspection and registration. **Texans will still need to have their vehicles inspected.** Once inspected, you will receive a Vehicle Inspection Report (VIR) instead of a vehicle inspection sticker. As an example Reina was asked, “What happens if my inspection sticker expires this year but my registration sticker doesn’t expire until next year?” Reina responded “You will not need to inspect your vehicle until 90 days prior to the registration of your vehicle being expired.”

## CHARITIES

The Dallas County Tax Office has expanded its horizons for “Jean Wearing Wednesdays”! Funds are collected each month and donated to a special cause or charity selected by the Tax Office Cabinet members. This is a great way for the staff to enjoy wearing blue jeans while supporting a great cause. The following is a list of special causes or charities and the amount of funds raised for this quarter:

*January*

**North Texas Food Bank - \$718**

*February*

**ChildCareGroup Dallas - \$824**

*March*

**Dallas CASA - Child Abuse Awareness - \$804**



## AROUND THE TAX OFFICE... GRAND PRAIRIE BRANCH OFFICE

**T**he Grand Prairie Tax Office is located in the Grand Prairie Government Center at 106 W. Church Street, Grand Prairie, TX. The office has 1 manager, 1 assistant manager, 3 lead representatives, 14 representatives, and 2 part-time representatives.

**Manager - Cici Garcia** has been with the county 14 ½ years. She has managed the Grand Prairie office since moving into the new facility in May 2013. Prior to managing the Grand Prairie office, she managed the Duncanville office for 7 years.

**Assistant Manager - Fructuoso Garcia Jr.** has been with the County 1 ½ years. He enjoys working with the staff. He also enjoys the constant knowledge that he gains on a daily basis. He likes to solve challenging situations and transactions with the customers.

**Lead Representative - Ana Gonzalez** has been with the County 7 years. She was a Representative for 2 years and has been a Lead Representative for 5 years. She enjoys working with her coworkers in the Grand Prairie office.

**Lead Representative - Melanie Sanchez** has been with the County for 7 years and 9 months. She was a part-time Representative for 1 1/2 years, a Representative for 2 years, and has been a Lead Representative for 4 years. She enjoys making customers happy.

**Lead Representative - Delia Garcia** has been with the County for 9 years. She was a Representative for 7 years and has been a Lead Representative for 2 years. She enjoys having the opportunity to learn new things and providing assistance to others.

The hard-working Grand Prairie representatives are: Michelle Gonzalez, Tempestt Shepard, Rasheeda Horn, Cheryl Patterson, Priscilla Cook, Dixie Sanders, Imarisha Garrett-Pace, Francisco Perales, Norma Jimenez, Janetta Wilson, Lauren Carey, Carmen Sanchez, Meagan Gonzalez, and Priscilla Marceleno. The employees have a variety of skills and experience which they use to provide outstanding service. The longest tenured employee has been with the tax office for 18 years and the newest has been with the tax office for 4 months.

Customer service is provided over the phone, in person, by e-mail, and by fax. The office processes title transactions, registrations, and property tax payments for taxpayers. They are responsible for handling and processing customer transactions accurately and efficiently on a daily basis. Customer service is the number one priority in the office. They continually strive to improve their performance to provide friendly and efficient service to the citizens of Dallas County.



Top row (L-R): Cici García, Francisco Pena-Perales, Delia García, Lauren Carey, Norma Jimenez, Carmen Sanchez, Dixie Sanders, Priscilla Cook, Priscilla Marceleno, Michelle Gonzalez, Fructuoso García Jr., Melanie Sanchez

Bottom row (L-R): Ana Gonzalez, Cheryl Patterson, Rasheeda Horn, Imarisha Garrett-Pace, Tempestt Shepard, Janetta Wilson, Meagan Gonzalez

# EMPLOYEE OF THE MONTH

## JANUARY

**K**risten is one of those rare and exceptional employees that consistently provides excellent customer service to taxpayers and staff members. She can be relied on each and every day to complete her job duties and responsibilities. She exceeds office productivity requirements and does so with superior cash management adherence and accuracy. She consistently manages a balanced cash drawer. She is not only efficient but also punctual. She has great interpersonal skills and has established trusting relationship with many constituents that come into the office to do business. In summary, Kristen is everything that Dallas County could ask for in a front line public service representative.



Kristen Smith  
Garland Tax Office



Patricia Perez  
Duncanville Tax Office

## FEBRUARY

**P**atricia is an excellent Assistant Manager and a great role model to the staff at the Duncanville Tax Office. She is calm, courteous and respectful towards everyone. She is hands-on with staff and customers alike. Staff often finds comfort in knowing that she volunteers her assistance. They also like the fact that Patricia stays until a transaction is complete to make sure it went smoothly. Being a trainer previously for the Tax Office, she is very patient and informative. She has a creative mind and has been the recipient of several accolades for the Duncanville Tax Office. Patricia fosters a positive and supporting work environment. She is indeed a valued employee of the Tax Office.



## MARCH

**C**heryl Smith is recognized because she epitomizes every expectation of a County employee working in her capacity. She is an excellent employee, motivator and team player. She has been with the Tax Office for over 10 years. Over the past year, she has been at work every day, as scheduled, and used zero sick hours. She arrives every morning with a healthy and positive attitude ready to take on her responsibilities. As a Lead Representative, she does an outstanding job of motivating her peers to do a good job, and views the successes of her teammates as her own personal success, and vice versa. This quality is universally recognized and admired by everyone she works with. When someone is having a bad day, she not only recognizes it, but puts forth a concerted effort to encourage them and to lift them up to put their very best efforts. Her key traits are that she is a diligent hard worker that often puts the needs of others before her own.



Cheryl Smith  
Garland Tax Office

# PERSONAL RECOGNITIONS

- **Congratulations** to following employees for celebrating their *5th anniversary* with Dallas County.



**Wendy Hernandez - Alcalá**  
Accounting Department



**Jessie Waldron**  
Garland Tax Office



**Donnia Beasley**  
Property Tax Department



- **Congratulations** to *Kristen Smith* for celebrating her *10th anniversary* with Dallas County.



- **Congratulations** to *Zoraida Carrazco* from the Property Tax Division on the arrival of *Yazaira Yitzel Carrazco*, born on February 17, 2015, weighing 12 lb. 8 oz. and measuring 20 in. long.



- **Congratulations** to *Omar Moreno* from the North Dallas Tax Office on the arrival of *Jeremiah* born on February 17, 2015, weighing 8 lb. 4 oz.



- **Congratulations** to *Briana*, daughter of *Vickie Dykes* from the Motor Vehicle Administration, on her marriage with *Tracey Haley* on February 14, 2015.



- **Congratulations** to *Amerika Diaz* from the Downtown Motor Vehicle Branch and her fiancé *Jose Fernandez* on setting September 12, 2015 as their wedding day.



- **Congratulations** to *Olivia Green*, daughter of *Fetina Green* from the Downtown Motor Vehicle Branch, on her 3rd place award in the Oratorical Contest at her school on February 10, 2015. Also **Congratulations** to *Fetina's* brother, *Michael George*, on welcoming his new born son, *Michael Olson George II*, into this world on February 20, 2015.



- **John R. Ames** and MV Director **Jason Downing** recently had a Two Steps, One Sticker braining storming session with Tarrant County Tax Assessor **Ron Wright**; Tarrant County MV Director **Dorothy Starr**; Denton County Tax Assessor **Michelle French** and Denton County MV Director **Rachel Kelley**. Dallas, Tarrant & Denton County TACs meet regularly to discuss the best ways to work together in order to consistently assist all the citizens of North Texas.

# PRESS CONFERENCES



Senator West held a press conference in Austin about the launch of the Two Steps, One Sticker program that eliminates the inspection sticker and puts everything into the vehicle registration sticker. As the President of the Tax Assessor-Collectors Association of Texas, Mr. Ames represented all 254 Tax Assessors by announcing that *“Texas Tax Offices are ready to begin Two Steps, One Sticker!”*



Dallas, Tarrant & Denton Counties partnered to hold a joint press conference with Senator West and TxDMV Executive Director Whitney Brewster at the Grand Prairie Government Center. Local media from the North Texas area were informed about the new Two Steps, One Sticker process that began on March 1, 2015.



# CUSTOMER CARE CENTER RED CARPET EVENT



(L-R) Lead Representatives:  
Noemi Vazquez, Melissia Epperson  
& Ofelia Escalona.  
Manager : Laketricia Merrett

The Red Carpet Event is a yearly event held by the Customer Care Center in February after the Property Tax season to honor their staff. This event also serves as a motivation and encouragement booster for the staff before starting their work day. The department is decorated in the Hollywood Awards Theme - red carpet included, of course! Each staff member walks the red carpet to receive their certificate, a trophy and a goody bag as a token of appreciation for all their hard work and dedication in serving the citizens of Dallas County. Also the staff members who received the top score in Perfect Attendance, Quality Monitoring and Availability received a special certificate and a trophy for their achievement. Lunch is provided, making the event truly extravagant for the ladies.



(L-R) John R. Ames - Tax Assessor/Collector, Tina Garcia & Laketricia Merrett. Tina was this years top award winner.

# CITIZEN APPRECIATION

The following Tax Office Employees and Departments have received Dallas County citizen's Appreciations this Quarter.

Alice Oreste	Delmy Flores	Jose Delgado	Richardson Tax Office
Almira Rivera	DeMarcus Kindles	Karen Gaines	Rita Cathey-Akinlabi
Amerika Diaz	Destiny Flores	Kathy Heath	Robin Porter
Anthony Kellum	Dixie Sanders	Kelleye Dunn-Richardson	Ron Babineaux II
Ashley Brooks	DJ Cavazos	Kim Preston	Samantha Cosby
Ashli Bennett	Donna Higbee	Kristin Miller	Sandra Lester
Barbara Davis	Donnia Beasley	Leandra Rattler	Sandra Lopez
Bonnie Mola	Downtown Prop Tax	Lety Dominguez	Sandra Nichols
Karla Yates	Duncanville Tax Office	Linda Levy	Shamineke Green
Carmen Yarborough	Eric Mauricio	Lorie Phillips	Sharon Oehler
Chanet Rayford	Erica Goodman	Maricruz Figueroa	Shermika Bennett
Cheryl Smith	Erica Mendez	Marie Cota	Sonja Pollard
Chrystal Thomas	Eulane Hart	Martha Martinez	Tanya Bailey
Cierra Thomas	Evelyn Rivera	Mayra Cisneros	Tarsha LeSueur
Connie Jones	Gabrielle Peters	Melissia Epperson	Tempestt Shepard
Connie Stinson	Garland Tax Office	Morgan McDougal	Tieraney Simpson
Danielle Hall	Garland Tax Office	Norman Kasal	Wilean Blair
Danielle Wright	George Moore	Paulina Ramirez	Yvonne Bunkley
DaVanta Green	Glenda Jesttes	Phyllis Jones	Yvonne Sprague
David Holster	Grand Prairie Tax Office	Rasheeda Horn	Zoraida Carrazco
Deb Langford	Hassan Javaid	Raven Contreras	
Deborah Bloomer	Jacqueline Greiner	Renisha Franklin	
Debra Davis	Jaleesa Odom	Rhonda Hadnot	



## *Just a note..*

I would like to share some thoughts regarding a recent visit I made to the Oak Cliff (S. Beckley) office to resolve a complex automobile title issue. Ms. Beng Sly did a great job helping me work thru the details and getting the title issue fixed, and she demonstrated incredible patience and professionalism - even when I didn't. She was consistently cheerful, a real delight to work with and really knows her job! Thank you for letting me share my experience and I hope you have the opportunity to pass on my appreciation to Ms. Sly.

~Tom Hamlin  
Dallas County Citizen