



TAX Statement

ISSUE: XXIX

JANUARY - MARCH 2016

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...

The first quarter of the Tax Office is always exciting because in January we wrap up Property Tax's busiest season then dive into Motor Vehicle's busiest season in March. Our offices are busier than they've ever been with all the changes made to Registration Stickers the past few years. Thank you to our dedicated staff for being such valued professionals and serving our citizens with a smile! I know the lines have been long and the mail has been piled high, but we couldn't do it without each and every one of you!

This is the second phase of the "Two Steps, One Sticker" program and beginning March 1, 2016, every vehicle in Texas MUST have a valid inspection 90 days prior to the expiration of their registration sticker. The Tax Office continues to educate our citizens about this change in statewide procedure every day in all our offices. You can learn more about "Two Steps, One Sticker" at our website: www.dallascounty.org/tax.

Congratulations to the employee of the month winners this quarter: Amber White, Cynthia Herrera and Lorie Phillips. The Motor Vehicle Division swept the quarter for employee of the month winners! Keep up the great work ladies! Our Customer Care Center had another exquisite Red Carpet Event this year. Check it out on page 9.

As you will read on pages 5 & 6, our Downtown Public Branch has moved to its new "temporary" location at George Allen, while the Records Building is being renovated for the next 5 years. The rest of the Tax Office is busy getting ready for our move to the 26th floor of Renaissance Tower for our "temporary" stay during construction.

It's already getting warmer, so enjoy these cool spring days, as the blazing days of summer will be here before we know it! As always, I'm humbled and proud to serve as your Dallas County Tax Assessor/Collector.

- John R. Ames, CTA

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BIRTHDAYS

JANUARY

Pam Gibson	1	Vanessa Rodriguez	15
Alice Oreste	1	Leonardo Romero	16
Mason Gonzalez	3	Cici Garcia	17
Irma Mendez	3	Diane Nguyen	20
Priscilla Cook	5	Noemi Vazquez	21
Melissia Epperson	5	Francisco Piedra	22
Dixie Sanders	5	Shermika Bennett	23
Ricardo Salas	7	Sandra Lester	24
Carla Sandoval	9	Disha Wesley	24
Carmen Sanchez	10	Eugene Clay	26
Katrina Ross	12	Veronica Alvarez	28
Laketricia Merrett	14	Allyson Enriquez-Gonzales	28
Carmen Yarborough	14	Lauren Carey	31
Ashley Delgado	15	Mary Fuller	31
Arnulfa Gutierrez	15		

FEBRUARY

Lorena Rodriguez	2
Linda Rowell	3
Linda Levy	5
Alvinia Barge	9
Jason Ortiz	9
Laura Mati	13
Jacqueline Greiner	14
Amanda Andrews	16
Monica Atsu	19
Hassan Javaid	19
Bridget Hernandez	20
Yvonne Bunkley	21
Jaleesa Odom	21
Angela Medrano	21
Sherwana Milam	22
Ann Watson	28
Anita Roybal	29

MARCH

Hubert Ross II	1
Gwen Bownds	5
John Curry	5
Elizabeth Alvarez	8
Diana Guerrero	9
Maricruz Figueroa	11
Alexandra Formiller	11
Charnique Graham	11
Toni Jones	11
Wanda Harkless	12
Ema Ruiz	12
Sam Chavez	13
Barbara Davis	13
Delia Garcia	13
Dontranece Cullors	14
Bridget Thomas	14
Jessica Rubin	15
Gabby Peters	19
Jennifer Richards	20
Rhonda Hadnot	22
Ron Williams	22
Elizabeth Nedd	24
Cynthia Reyna-Mendez	29
Debra Davis	31



SERVICE ANNIVERSARIES

JANUARY

2 years
Irene Hernandez
4 years
Hubert Ross II
5 years
Keriann Pringle
7 years
John R. Ames
LaTara Daniels
Ana Gonzalez
9 years
Cynthia Herrera
Nina Jackson
11 years
Kristen Smith
15 years
Alice Oreste
20 years
Cathy Reddick

FEBRUARY

2 years	9 years
Ashley Delgado	Ema Ruiz
Hassan Javaid	12 years
3 years	Cheryl Smith
David Gaytan	13 years
Tempestt Shepard	Carlos Rincon
4 years	15 years
Tanya Bailey	Cici Garcia
Gabby Peters	17 years
7 years	Eulane Hart
Raven Contreras	

MARCH

1 year	6 years
Feldon Warren	Jessie Bigley
2 years	7 years
Sam Chavez	Debra Davis
3 years	9 years
Anthony Kellum	Maricela Garcia
Ricardo Salas	10 years
4 years	Delia Garcia
Michelle Gonzalez	14 years
DeMarcus Kindles	Donna Higbee
Blanca Nieto	17 years
5 years	Barbara Davis
Melissia Epperson	
Phyllis Jones	



QUALITY MEASURES

TOP PRODUCERS

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

	JANUARY	FEBRUARY	MARCH
Vehicle Titles Processed	Grand Prairie 7,091	Grand Prairie 9,137	Grand Prairie 11,645
	North Dallas 6,176	North Dallas 6,877	Garland 7,768
	Garland 5,525	Garland 6,387	North Dallas 7,761
Registrations Processed	North Dallas 14,985	Grand Prairie 17,202	Grand Prairie 19,428
	Grand Prairie 13,371	North Dallas 15,422	North Dallas 16,841
	Garland 12,869	Garland 15,134	Garland 16,713
Property Tax Transactions	Oak Cliff 6,855	Oak Cliff 2,864	Oak Cliff 1,341
	Grand Prairie 4,759	Grand Prairie 1,521	Grand Prairie 671
	Mesquite 4,234	Mesquite 1,417	Mesquite 664



OVER THE COUNTER
PROPERTY TAX
PAYMENTS
73,898



CALLS
ANSWERED
75,466

REGISTRATIONS
PROCESSED
578,992

INCENTIVES

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

OCTOBER		NOVEMBER		DECEMBER	
Garland	100%	Garland	90%	Duncanville	100%
Customer Care Center	69%	Customer Care Center	81%	Garland	100%
North Dallas	69%	Mesquite	70%	Customer Care Center	81%
Mesquite	60%	Oak Cliff	70%	Mesquite	80%
Oak Cliff	60%	North Dallas	54%	Oak Cliff	80%
MV Downtown	58%	Duncanville	50%	North Dallas	77%
Richardson	50%	MV Downtown	42%	Grand Prairie	60%
Grand Prairie	47%	Grand Prairie	40%	MV Downtown	33%
Duncanville	38%	MV Operations	33%	MV Operations	33%
MV Operations	33%	Richardson	20%	Richardson	30%

CHECKS PROCESSED BY THE
REMITTANCE PROCESSING SYSTEM

324,434

**Published one quarter behind for audit verification.*

EMPLOYEE UPDATES

NEW EMPLOYEES ON BOARD

Ada Sanchez	Part Time Representative	Downtown Branch
Alejandra Ramos	Full Time Representative	Richardson Branch
Andrea Houston	Part Time Representative	Oak Cliff Branch
Aurora Parra	Part Time Representative	North Dallas Branch
Mayra Safouani	Part Time Representative	North Dallas Branch
Olivia Lopez	Part Time Representative	Duncanville Branch
Samantha Ramirez	Part Time Representative	Garland Branch
Torenda Kimball	Part Time Representative	Downtown Branch
Wesley Sharp	Full Time Representative	Motor Vehicle Operations
Yesenia Leon	Part Time Representative	Oak Cliff Branch



EMPLOYEE PROMOTIONS

Alexandra Formiller	Full Time Representative	Grand Prairie Branch
Beng Talley	Branch Manager	Oak Cliff Branch
Brittani Hamilton	Full Time Representative	Motor Vehicle Operations
Carla Sandoval	Full Time Representative	Oak Cliff Branch
Catina Diggs-Thibodeaux	Full Time Representative	Motor Vehicle Operations
Charles Taylor	Full Time Representative	Motor Vehicle Operations
Delia Garcia	Assistant Branch Manager	Oak Cliff Branch
Dontranece Cullors	Full Time Representative	Richardson Branch
Francisco Pena-Perales	Lead Representative	Grand Prairie Branch
Gerardo Blanco	Full Time Representative	Motor Vehicle Operations
Jacqueline Greiner	Lead Representative	Richardson Branch
Karen Beechum	Full Time Representative	Downtown Branch
Karla Escamilla-Clark	Full Time Representative	North Dallas Branch
Lorena Hernandez Maldonado	Full Time Representative	Duncanville Branch
Margaret Ruiz	Full Time Representative	North Dallas Branch
Maria Ferrer	Full Time Representative	Customer Care Center
Marquise Jefferson	Full Time Representative	Mesquite Branch
Michelle Campos	Full Time Representative	Duncanville Branch
Osmar Lopez	Full Time Representative	Property Tax Division
Perla Reboloso	Full Time Representative	Downtown Branch
Tempestt Shepard	Lead Representative	Motor Vehicle Admin
Wendolyn Phillips	Full Time Representative	Garland Branch
Yesenia Che	Full Time Representative	Richardson Branch
Zataria Pirtle	Full Time Representative	Property Tax Division

AROUND THE TAX OFFICE... DOWNTOWN BRANCH OFFICE

The Downtown Branch has relocated to its new temporary offices in the George Allen Courthouse, located at 600 Commerce Street, Ste. B40. The new office is beautifully decorated with dark wood floors and a two-toned, blue/taupe color scheme. The spacious lobby is warm and inviting to serve the needs of our downtown customers. The Downtown MVD Public Division is the first department to officially move out of the County Records Building, as Dallas County prepares to completely vacate the building for a major renovation and overhaul.



The new Downtown Branch now operates like all other branch offices, responsible for both motor vehicle and property tax transactions. All of the special operations and processes, previously handled only at the Downtown Branch, remain at the Records Building for the time being, and will relocate to the new Renaissance Tower location, when it is completed and ready for occupancy this Summer. A new division, Special Operations, is planned that will include the specialty NMVTIS desk, Mechanic Liens, Resolution Desk (formerly known as the Rejection Desk), Specialty Plates, Internet, Subcontractor, Fleet, Express and PO Box mail. Dealer Operations, located alongside Special Operations, will continue to process WebDealer, ACH, Mail In Renewals, Exceptions and Return Letters. Training will continue to be facilitated through the new downtown branch. We are proud to open the new facilities, as well as to roll out more efficient operations to serve our customers

Fetina Green: *Branch Manager (15 years of service).* She has a 10 yr. old son and a 9 yr. old daughter, both of whom she absolutely adores. A few of her hobbies are traveling, spending time with family, and designing wreaths made from tulle. She is currently pursuing her BA degree in Organizational Management.

Jose Delgado: *Assistant Branch Manager (4 years of service).* He has been married for 9 ½ years. He has one son who will be six in April. He enjoys watching movies and vacationing with his family at the beach, preferably on the shores of South Padre.

Sharon Coleman: *Lead Representative (4 years of service).* She traded her beach life for cowboy boots when she relocated to Texas from Pensacola, Florida in 2008. Sharon enjoys reading, traveling, arts & crafts and is the one person you can count on to find the funny side of everyday life.

Elizabeth Alvarez: *Lead Representative (4 years of service).* She is the ultimate organizer. She enjoys spending time with her family, watching movies and listening to music.

Charnique Graham: *Representative (1 year of service).* She enjoys baking, shopping and teaching praise dance at her church. Her family includes Hailee (her baby sister) and Chloe (her pet Shih Tzu).

Perla Reboloso: *Representative (4 months of service).* She has one son and is a full-time student working on her BS degree in Accounting. Any free minute she has, you will find her typing a paper or reading a book to meet those college deadlines.

Wilean Blair: *Representative (1.5 years of service).* She has a son, a daughter and three grandchildren: 2 girls and 1 boy. She enjoys singing and spending time with family, walking, reading spiritual books, mentoring young girls and baking. Ask for her Strawberry cheesecake, as that is her specialty.

AROUND THE TAX OFFICE... CONTINUED

Marie Cota: *Representative (3 years of service).* She has a 15 year old son in his freshman year of high school. She enjoys spending time with her family and her church family. She loves animals, especially her own cats and dogs. She also likes to read fiction, as long as there are no sad endings! Anyone know how to sew or quilt? She's hoping to learn how. Another item on her bucket list is to experience the beauty of a Fall in New England.

Gail Wortham: *Representative (11 months of service).* She has 3 children and 8 grandchildren (including a set of twins). She enjoys hanging out with her family, especially her grandkids (when they let her), taking short trips, reading novels, and working in her garden. She's also very active in several auxiliaries at church.

Anita Roybal: *Representative (26 years of service).* She is the smiling face that welcomes our customers at the Information Booth. She has one son and two grandchildren. She enjoys scrapbooking, shopping and reading.

Ada Sanchez: *Representative (2 months of service).* She is the newest employee at the Downtown Branch. She's been married for one year and loves dogs and nature. Her favorite smells are suntan lotion and chlorinated pool water. She's happy to say she's a "Proud Christian."

Felicia Fernandez: *Representative (7 years of service).* She has been married for 16 years. She has a son and a daughter. She likes watching and reading anything that has supernatural or horror elements in it. If you need help when the zombies arrive, she's got your back. Quick . . . somebody check her purse for fangs.

Pamela Gibson: *Representative (8 years of service).* She has 4 daughters, 1 son and the fortune of "Lucky 7" grandchildren. Even though she and her husband are empty nesters, they still have pets to baby. She's a movie buff and enjoys watching all of those forensic shows. So, if she traces you in chalk, don't worry.

Virginia Flores: *Representative (1 years of service).* She has been married for almost 7 years and has a 2 year old son. She is in charge of the dramatic plays at her church and is the one with the courage to pull off those DIY projects on Pinterest.



(left-right) Perla Reboloso, Anita Roybal, Pamela Gibson, Felicia Fernandez, Marie Cota, Elizabeth, Virginia Flores, Sharon Coleman Charnique Graham, Jose Delgado, Fetina Green, Wilean Blair
(not pictured: Gail Wortham & Ada Sanchez)



EMPLOYEE OF THE MONTH

JANUARY

Amber has been described by her staff as “The Best Manager Ever!” She consistently arrives at work early each day to make certain that her staff is adequately equipped and advised regarding any matters they might need to know to address business for the day. She is extremely thorough and leaves no business of the day undone. Amber is a great example to her staff of what it takes to be successful in your job performances. She exhibits nerves of steel, even when faced with challenging situations, perplexing issues and difficult customers. She is the consummate professional. She is thoughtful towards her staff and goes the extra mile to let them know how much their services are appreciated. She exhibits the ideal qualities of a successful leader!



Amber White
Garland Tax Office

FEBRUARY

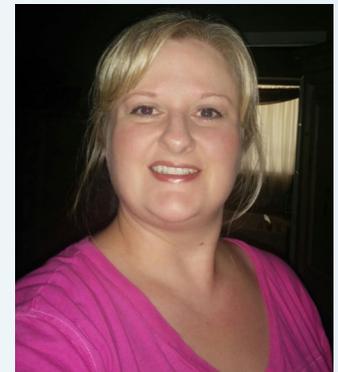
Cynthia faithfully and consistently meets and exceeds the expectations of her supervisors. On a regular basis, she has many tasks and projects in progress at any given time and she never delivers anything less than outstanding results - despite constantly being interrupted to help with concerns in the office or at the branches. She also has become one of our go-to subject matter experts for Microsoft Excel projects. She is able to modify or create spreadsheets in Excel that sometimes are complicated, yet she still completes them in a timely manner. In addition to all of her fabulous technical skills, she always maintains a warm and friendly attitude. Her team benefits every day from the grace and skills Cynthia possesses. She is a shining star!



Cynthia Herrera
Motor Vehicle Admin

MARCH

Lorie Phillips sets the bar for her coworkers to follow. As a recently promoted Lead Representative, she has the ability to quickly learn new assignments and to complete them with ease. She goes above and beyond what is required of her, on a daily basis, to ensure the front line representatives have everything they need to function efficiently. When recently called upon to work a couple of Saturdays to process back-logged mail, Lorie eagerly volunteered to work and was one of the top producers on each occasion. She provides encouragement to her team members and has a contagious smile. She is flexible, reliable, trustworthy and also great at multi-tasking. It is clear to see why she is such an asset to the Tax Office.



Lorie Phillips
Garland Tax Office



PERSONAL RECOGNITIONS

- Congratulations to the following employees for celebrating their **5th service anniversary**.



Melissia Epperson
Customer Care Center



Phyllis Jones
Mesquite Tax Office



- Congratulations to **Delia Garcia** of Oak Cliff Tax Office for celebrating her **10th service anniversary**.



- Congratulations to the following employees for celebrating their **15th service anniversary**.



Cici Garcia
Grand Prairie Tax Office



Alice Oreste
Motor Vehicle Operations

- Congratulations to **Cathy Reddick** from Motor Vehicle Operations for celebrating her **20th service anniversary**.



- On April 2, 2016, the Tax Office staff at the Richardson Branch participated in the Walk to End Lupus. It was held at the Lone Star Park. Below is the picture of the “*Lupus Fighters*.” From left to right - Kendra Calloway, Anakaren Arzola, Yesenia Che, Bonnie Mola, Sherwana Milam, Toni Jones and Jacqueline Greiner.



TAX OFFICE TIDBITS

CHARITIES

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

January:

Genesis Women’s Shelter - \$806



February:

Ronald McDonald House - \$820

March:

Dallas CASA - \$966

CONGRATULATIONS!

Congratulations to the following employees for successfully completing the County Tax Office Professional (CTOP) and/or Professional County Collector (PCC) course from Tax Assessor Collector Association (TACA) Certification Program:

- ◆ Paul E. Hamilton - *Chief Deputy*
- ◆ Normal Kasal - *Director of Property Tax*
- ◆ Wendy Baker - *Assistant Director of Accounting*
- ◆ Fetina Green - *Downtown Branch Manager*
- ◆ Linda Beard - *MV Operations Manager*
- ◆ Amber Grisham - *Duncanville Branch Manager*
- ◆ Amber White - *Garland Branch Manager*
- ◆ Cici Garcia - *Grand Prairie Branch Manager*
- ◆ Anthony Kellum - *Mesquite Branch Manager*
- ◆ Donna Higbee - *North Dallas Branch Manager*
- ◆ Frank Garcia - *Richardson Branch Manager*



CUSTOMER CARE CENTER RED CARPET EVENT



Lety Dominguez



Rochelle Clayborn



Robin Porter



Elizabeth Nedđ



DJ Licon



Kathy Heath



Maria Ferrer



Mayra Cisneros



Laketricia Merrett, Melissa Epperson,
Ofelia Escalona, Noemi Vazquez



Evelyn Rivera



Sonja Pollard



Tina Garcia



Louis Wright

The Red Carpet Event is a yearly event held by the Customer Care Center in February, after the Property Tax season, to honor, encourage and motivate their staff. The department is decorated in the Hollywood Awards Theme - red carpet included and each staff member walks it 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. Lunch is also provided, making the event truly extravagant.



CITIZEN APPRECIATION

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

Albert Garcia	DJ Licon	Kathy Heath	Raven Dossey
Amber White	Donnia Beasley	Kelleye Dunn-Richardson	Renisha Franklin
Anita Roybal	Downtown Branch	Kim Preston	Ricardo Salas
Ashley Brooks	Draopadi Fermin-Mendez	Kim Rodman	Richard Heinrich
Ashley Delgado	Duncanville Tax Office	Kristen Smith	Rita Cathey-Akinlabi
Blanca Nieto	Eric Garcia	Leonardo Romero	Robin Porter
Carla Sandoval	Erica Goodman	Lorie Phillips	Rochelle Clayborn
Carmen Yarborough	Eulane Hart	Louis Wright	Samantha Cosby
Catina Diggs - Thibodeaux	Evelyn Rivera	Margaret Ruiz	Sandra Bowie
Charette Green	Felicia Fernandez	Maricruz Figueroa	Sandra Nichols
Chelsea Moore	Fetina Green	Mayra Cisneros	Sharon Coleman-Rankin
Cheryl Smith	Francisco Piedra	Melanie Sanchez	Shermika Bennett
Cici Garcia	Frank Garcia	Mesquite Tax Office	Sherwana Milam
Ciera Thomas	Frank Pena Perales	Michelle Campos	Sonja Pollard
Cindy Rowan	Gabby Peters	Monica Martinez	Tarsha LeSueur
Connie Jones	Garland Tax Office	Morgan McDougal	Teresa Cloninger
Cynthia Reyna Mendez	Glenda Jesttes	Nina Jackson	Tina Garcia
Davette Rodgers	Hassan Javaid	North Dallas Tax Office	Vickie Dykes
Deborah Bloomer	Jacqueline Wallace	Nytosha Houston	Viridiana Lopez
Debra Davis	Jessica Rubin	Oak Cliff Tax Office	Wilean Blair
DeMarcus Kindles	Jessie Bigley	Paulina Ramirez	Zataria Pirtle
Destiny Flores	Juanita Sanchez	Phyllis Jones	
Dixie Sanders	Karen Gaines	Property Tax Division	

WHY ENGLISH IS SO HARD?

We'll begin with a box, and the plural is boxes,
 But the plural of ox becomes oxen, not oxes.
 One fowl is a goose, but two are called geese,
 Yet the plural of moose should never be meese.
 You may find a lone mouse or a nest full of mice,
 Yet the plural of house is houses, not hice.
 If the plural of man is always called men,
 Why shouldn't the plural of pan be called pen?
 If I speak of my foot and show you my feet.
 And I give you a boot, would a pair be called beet?

If one is a tooth and a whole set are teeth,
 Why shouldn't the plural of booth be called beeth?
 Then one may be that, and three would be those,
 Yet hat in the plural would never be hose,
 And the plural of cat is cats, not cose.
 We speak of a brother and also of brethren,
 But though we say mother, we never say methren.
 Then the masculine pronouns are he, his and him,
 But imagine the feminine: she, shis and shim!