From the desk of the Tax Assessor/Collector...

Spring has sprung! The flowers are blooming and the weather is beautiful. Take a moment and enjoy it before it gets blazing hot outside...remember this is Texas and it’s going to get hot, just how hot is the question!

The first three months of 2017 were busy, as expected, for the Tax Office. Take a look at all the activity on page 3, Quality Measures! We are also excited to celebrate the longevity of our staff on pages 2 & 5. Each additional year with the Tax Office brings a wealth of information and knowledge that is difficult to replace. Thanks for sticking with us!

Read about this Quarter’s Employees of the Month, Anthony Kellum, Linda Beard and Zataria Pirtle. They are each a great role model for how County Tax Office Employees should act and treat our citizens. I’m proud to see so many staff members being recognized this quarter by citizens for excellent service – check out who made the list on page 9.

The Customer Care Center did it again...another great Red Carpet Event. Unfortunately, I was out of town and couldn’t attend in person, but the pictures are awesome. CCC does a great job recognizing the efforts of their team! Keep up the great work ladies and gents!

As always, I’m bursting with pride to see how fantastic the Tax Office team has done this quarter. None of us do this job alone, teamwork is always required. I continue to be humbled to serve as your Tax Assessor/Collector.

- John R. Ames, CTA

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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.
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 the comfort of jeans while supporting great charitable causes. Funds are collected each month and donated to organizations recognized for serving the needs of others. Below is a list of the charities that the employees generous donations have benefitted this quarter:

January - Genesis Women’s Shelter: $792
February - Letot Girls Center: $826
March - Dallas CASA: $1,062

“Inhale, the future. Exhale, the past.”
QUALITY MEASURES

Below are the numbers for the Title, Registration and Property Tax transactions processed by the different Dallas County Tax Office branches:

<table>
<thead>
<tr>
<th></th>
<th>Vehicle Titles Processed</th>
<th>Registrations Processed</th>
<th>Property Tax Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jan</td>
<td>Feb</td>
<td>Mar</td>
</tr>
<tr>
<td>Duncanville</td>
<td>3,239</td>
<td>3,601</td>
<td>3,943</td>
</tr>
<tr>
<td>Garland</td>
<td>5,653</td>
<td>5,955</td>
<td>8,048</td>
</tr>
<tr>
<td>Grand Prairie</td>
<td>7,247</td>
<td>7,213</td>
<td>10,306</td>
</tr>
<tr>
<td>Mesquite</td>
<td>3,408</td>
<td>3,786</td>
<td>4,567</td>
</tr>
<tr>
<td>North Dallas</td>
<td>5,630</td>
<td>5,468</td>
<td>7,441</td>
</tr>
<tr>
<td>Oak Cliff</td>
<td>2,716</td>
<td>2,704</td>
<td>4,016</td>
</tr>
<tr>
<td>Richardson</td>
<td>3,633</td>
<td>4,061</td>
<td>5,592</td>
</tr>
<tr>
<td>George Allen</td>
<td>5,128</td>
<td>5,428</td>
<td>7,393</td>
</tr>
</tbody>
</table>

Below are the numbers for the Title, Registration and Property Tax transactions processed by the different Dallas County Tax Office branches:

- **eSTATEMENTS**: 1,375
- **SUBCONTRACTOR TRANSACTIONS**: 115,704
- **TITLES PROCESSED**: 184,631
- **CALLS ANSWERED**: 82,569
- **OVER THE COUNTER PROPERTY TAX PAYMENTS**: 48,660
- **WEB DEALER TRANSACTIONS**: 150,949
- **CHECKS PROCESSED BY THE REMITTANCE PROCESSING SYSTEM**: 307,229
- **REGISTRATIONS PROCESSED**: 554,631
- **SCOFFLAW REJECTIONS**: 5,097
NEW EMPLOYEES ON BOARD

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Branch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Araceli Vazquez</td>
<td>Part Time Representative</td>
<td>Customer Care Center</td>
</tr>
<tr>
<td>Bryan Guzman</td>
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<tr>
<td>Eric Sanchez</td>
<td>Part Time Representative</td>
<td>Downtown Branch</td>
</tr>
<tr>
<td>Josue Rios-Lovo</td>
<td>Part Time Representative</td>
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<td>Karen Cordova</td>
<td>Full Time Representative</td>
<td>MV Special Operations</td>
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<td>Keith Jacobs</td>
<td>Part Time Representative</td>
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<tr>
<td>Maricela Cecena</td>
<td>Part Time Representative</td>
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<tr>
<td>Willie Johnson</td>
<td>Part Time Representative</td>
<td>Property Tax Division</td>
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<tr>
<td>Yanira Isaac</td>
<td>Part Time Representative</td>
<td>Garland Branch</td>
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EMPLOYEE PROMOTIONS

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Blanca Nieto</td>
<td>Lead Representative</td>
<td>Property Tax Division</td>
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<td>Carolyn Sue Pesina</td>
<td>Full Time Representative</td>
<td>MV Special Operations</td>
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<tr>
<td>Catina Diggs-Thibodeaux</td>
<td>Lead Representative</td>
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<tr>
<td>Cynthia Herrera</td>
<td>Assistant Manager</td>
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<tr>
<td>Diana Vazquez</td>
<td>Full Time Representative</td>
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<td>Dyvone Villa</td>
<td>Full Time Representative</td>
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<tr>
<td>Emily Carrillo</td>
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<tr>
<td>Erica Cervantes</td>
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<td>Richardson Branch</td>
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<td>Felicia Fernandez</td>
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<tr>
<td>Jaferia Anderson</td>
<td>Full Time Representative</td>
<td>Property Tax Division</td>
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<tr>
<td>Kelleye Dunn-Richardson</td>
<td>Collections Manager</td>
<td>Property Tax Division</td>
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<tr>
<td>Margaret Ruiz</td>
<td>Lead Representative</td>
<td>Downtown Branch</td>
</tr>
<tr>
<td>Rita Cathey-Akinlabi</td>
<td>Branch Manager</td>
<td>Downtown Branch</td>
</tr>
<tr>
<td>Teresa Dawson</td>
<td>Full Time Representative</td>
<td>Customer Care Center</td>
</tr>
</tbody>
</table>

IF YOU WANT TO BE SUCCESSFUL, IT’S JUST THIS SIMPLE. KNOW WHAT YOU ARE DOING. LOVE WHAT YOU ARE DOING. AND BELIEVE IN WHAT YOU ARE DOING.

Will Rogers

TRAINING...TRAINING

John R. Ames, Paul Hamilton and Norman Kasal taught course 101 & 102, Introduction to Property Tax Administration and Introduction to Property Tax Appraisal. Several students were present from multiple counties in Texas.
Do you ever feel like people try to catch you doing something wrong? In the Motor Vehicle Division, we try to catch people doing something right. We ask our leadership and our staff members to be on the lookout for any of their colleagues who are going above and beyond to extend and provide exceptional SERVICE to our customers, as well as to each other. When so recognized, we reward them with our coveted “On the Spot Award”. Our “On the Spot Award” recipients receive a colorful Certificate, a letter of acknowledgement and appreciation from the Director of Motor Vehicles, and a Walmart gift card to spend on anything they choose. Below are two employees receiving their awards:

**PERSONAL RECOGNITIONS**

**Motor Vehicle: On the Spot Award**

Paul E. Hamilton, Chief Deputy, and Ellen Hays, Director of Motor Vehicle Division were in the Valentine’s Day spirit by dressing in red!
Did you know the Dallas County Tax Office has a Facebook page?

Where Your Money Goes

Texas Taxes

Registration Fee $5

Did You Know?
It is required to annually register your vehicle in the county in which you reside in.

Do You Want Motor Vehicle and Property Tax Information?

Invite us to speak at your community event.
E-mail Ciel Garcia at cegarcia@dallascounty.org or call 214-653-7074

Avoid Penalties!

Pay your taxes by January 31, 2017

Pay in Person: At any of our Eight Tax Office Locations
Mon-Fri 8:00 am to 4:30 pm

Pay Online: At www.dallascounty.org/tax

Pay by Mail: At P.O. Box 239068, Dallas, TX 75239

Pay by Phone: English: 866-853-9323, Spanish: 866-361-1741

Find us, Like us & Follow us!
Dallas County Tax Office
On March 2nd, 2017, “Read Across America” Day was celebrated. Hon. John R. Ames, Chief Deputy Paul E. Hamilton, Property Tax Director Norman Kasal and Taxpayer Relations Asst. Director Cici Garcia attended the workshop on behalf of the Tax Office. Cheryl Jordan from Dallas Central Appraisal District (DCAD) and Zachary Thompson and Anglinette Stratford from Heath and Human Services Department were also present. Topics regarding property taxes, appraisals and exemptions and reverse mortgage were presented and discussed. Any questions from the public were addressed as well.

“Read Across America” Day

On March 2nd, 2017, “Read Across America” Day was celebrated. Hon. John R. Ames and Cici Garcia, the Taxpayer Relations Asst. Director, went and read to the 5th graders at the Cockrell Hill Elementary in DeSoto, TX. Mr. Ames read from the book, The Lorax, to the delight of all.
**Employee of the Month: January**

Anthony is a consistent and dependable manager of a busy Branch Office. He cheerfully delivers services to the public through a dedicated staff that respects and honors his leadership. His staff has described him as being dependable, trustworthy and, most importantly, helpful to them as they perform their daily job functions. He keeps the staff uplifted with positivity and joyfulness. He creates positive nicknames for each employee. He calls out each person’s name every morning as he greets them to begin their work day. He has a way of bringing cheerfulness, excitement and a sense of happiness to any situation. Anthony’s staff has noted that he always has a smile on his face, that he goes out of his way for the needs of the office and that he is an awesome teacher. He exhibits these characteristics while exercising due patience when things are not going as planned. He is an asset to the Tax Office.

**Employee of the Month: February**

Linda exemplifies what one would expect from an Employee of the Month. She can be relied upon not only to get the job done, but to always do it to the best of her ability and beyond expectations. She displays a positive attitude each day and demonstrates the very essence of working for the good of the team, always mindful of the “big picture” of serving Dallas County citizens efficiently and competently. Linda manages close to double the amount of employees that her fellow branch managers supervise and has never once complained. Dallas County is truly fortunate to have a person such as Linda that is not only very skilled in what she does, but also one that demonstrates such pleasant attitude in performing her job duties. If the Tax Office had more employees like her, the sky would be the limit. It is a pleasure to work alongside Linda!

**Employee of the Month: March**

Zataria is recognized for her constant demonstration of the Nordstrom-style Customer Service. During the recent peak Property Tax collection season, when the lobby was filled to capacity, which is every seat in the waiting area is occupied, Zataria went above and beyond to provide exceptional service to Dallas County taxpayers. She makes each customer feel as if they are the only ones there, while also letting each waiting customer know that she would be with them as quickly as possible. She routinely takes her time to make sure each customer’s needs are fulfilled before they leave the office. Zataria not only has a wealth of knowledge regarding Property Tax, but she also knows and understands what other departments throughout Dallas County handle, which she uses to correctly direct the customers. Hats off to her for always demonstrating the Nordstrom Experience at Dallas County.
The following Tax Office employees and departments have received recognitions from Dallas County citizens for their outstanding and dedicated customer service.

<table>
<thead>
<tr>
<th>Ada Sanchez</th>
<th>Delia Garcia</th>
<th>Hubert Ross</th>
<th>Margaret Ruiz</th>
<th>Shermika Bennett</th>
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<tbody>
<tr>
<td>Alexandra Formiller</td>
<td>Delmy Flores</td>
<td>Irma Mendez</td>
<td>Maricruz Figueroa</td>
<td>Sonja Pollard</td>
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<tr>
<td>Anakaren Arzola</td>
<td>DeMarcus Kindles</td>
<td>Jacqueline Greiner</td>
<td>Marquus Shoels</td>
<td>Teresa Cloninger</td>
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<td>Anita Roybal</td>
<td>Destiny Flores</td>
<td>Jacqueline Wallace</td>
<td>Mayra Ramirez</td>
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<tr>
<td>Ashley Delgado</td>
<td>Dianna Vazquez</td>
<td>Jessica Rubin</td>
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<td>Aurora Parra</td>
<td>Dixie Sanders</td>
<td>Jose Delgado</td>
<td>Michelle Gonzalez</td>
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<td>Beng Talley</td>
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<td>Juanita Sanchez</td>
<td>Nina Jackson</td>
<td>Vanessa Rodriguez</td>
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<td>Bonnie Mola</td>
<td>Elizabeth Salazar</td>
<td>Karen Gaines</td>
<td>Norma Jimenez</td>
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<td>Bridget Hernandez</td>
<td>Emily Carrillo</td>
<td>Karina Casillas</td>
<td>Norman Kasal</td>
<td>Wendylyn Phillips</td>
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<td>Kelleye Dunn-Richardson</td>
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<td>Charette Green</td>
<td>Erica Cervantes</td>
<td>Kimberly Rodman</td>
<td>Patrick Cichon</td>
<td>Yesenia Che</td>
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<tr>
<td>Charles Taylor</td>
<td>Erin Palmer</td>
<td>Kristen Smith</td>
<td>Perla Reboloso</td>
<td>Yvonne Bunkley</td>
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<td>Cheryl Patterson</td>
<td>Eulane Hart</td>
<td>Laketricia Merrett</td>
<td>Phyllis Jones</td>
<td>Zataria Pirtle</td>
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<td>Frank Garcia</td>
<td>Leonardo Romero</td>
<td>Rita Cathey-Akinlabi</td>
<td>Zoraida Carrazco</td>
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<tr>
<td>Cynthia Mendez</td>
<td>Gail Wortham</td>
<td>Linda Beard</td>
<td>Robin Porter</td>
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<tr>
<td>Deborah Bloomer</td>
<td>Garland Tax Office</td>
<td>Linda Rowell</td>
<td>Rochelle Clayborn</td>
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<tr>
<td>Debra Davis</td>
<td>Grand Prairie Tax Office</td>
<td>Lorie Philips</td>
<td>Sandra Lester</td>
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</tbody>
</table>

EMPLOYEE APPRECIATION DAY

On February 22, 2017, the Tax Office cabinet members hosted an Employee Appreciation Day for staff at the Renaissance Tower location. The Directors artfully and personally decorated each cupcake in-house adding that special touch to bring a smile to each employee’s face. A selection of beverages were also served. A great time was had by all.

“Alone we can do so little, together we can do so much.” ~ Hellen Keller
CUSTOMER CARE RED CARPET EVENT

This yearly event is held by the Customer Care Center in February after the Property Tax season is over to honor the hard work and diligence of their staff. The department is beautifully decorated in the Hollywood Awards Theme - red carpet included, of course! While the paparazzi takes pictures, each staff member walks the red carpet to receive their certificate, a trophy and a goody bag as a token of appreciation for their service towards the Dallas County citizens. The staff members with the top score in Perfect Attendance, Quality Monitoring, Availability and Calls Answered receives special certificates and larger trophies for their accomplishment. This year a special recognition was included for the departmental “Trainers”. The trainers allow new hired employees to listen to their inbound calls, provide helpful hints on how to maneuver through the different applications/systems and answer customers questions, review the guidebooks/training material, etc. over a period of 6 weeks. The Customer Care Center and the Taxpayer Relations management served a fancy Italian feast from Olive Garden for lunch, making this event truly a Day of Appreciation and Celebration for all the ladies and gentlemen of The Fabulous Customer Care Center!