



DALLAS COUNTY

# TAX STATEMENT

ISSUE: XXXVII

January – March 2018

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

It's springtime in Texas! The Tax Office is in full spring spirit as we transition from our busy property collection season to our busiest time of year for motor vehicle registration renewals and title transfers! Check out all the hard work that's been done this quarter on page 3– Quality Measures.

The Tax Office Cabinet members recognized our awesome teams this year with another employee appreciation celebration. We always look forward to spending quality time with our teams and recognizing all their hard work on National Employee Appreciation Day. Check out the festive pictures on page 6.

We are thrilled and saddened to celebrate the retirement of the longest tenured Tax Office employee, Wendy Baker. Wendy served the citizens of Dallas County for over 32 years, all within the Tax Office. Congratulations Wendy and enjoy your new lifestyle! The Customer Care Center held their annual Easter Egg Hunt again this year. They always go way out with amazing prizes and tons of eggs. Check out the Easter Egg Hunt and Wendy's retirement on page 8.

I'm so very proud of this quarter's employees of the month, Nickcole Jeffery, Cynthia Herrera and Evelyn Rivera. These ladies do an amazing job every day and are well deserving of this recognition. Read more about Nickcole, Cynthia and Evelyn on page 9. A big congratulations to the Duncanville Branch for winning Branch of the Quarter. It takes great teamwork to accomplish such a victory.

Enjoy the beautiful weather, for it will be HOT soon! As always, I am blessed to lead such an amazing team of Tax Office Professionals and I'm humbled to serve as your Dallas County Tax Assessor/Collector.

- John R. Ames, PCC, CTA



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

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## Mission Statement

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

### Editor

Paul E. Hamilton

[pehamilton@dallascounty.org](mailto:pehamilton@dallascounty.org)

### Publisher

Yesenia Leon

[yesenia.leon@dallascounty.org](mailto:yesenia.leon@dallascounty.org)

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# TAX STATEMENT

## BIRTHDAYS

### January

Pamela Gibson 1  
 Alice Oreste 1  
 Irma Mendez 3  
 Priscilla Cook 5  
 Melissia Epperson 5  
 Dixie Sanders 5  
 Kwabena Asamoah-Nkansah 7  
 Ricky Salas 7  
 Carla Sandoval 9  
 Carmen Sanchez 10  
 Laketricia Merrett 14  
 Carmen Yarborough 14  
 Ashley Delgado 15  
 Vanessa Rodriguez 15  
 Leonardo Romero 16  
 Sondra Copling-Webb 16  
 CiCi Garcia 17  
 David Cause 17  
 Diane Nguyen 20  
 Tiffany LaFargue 21



### February

Tiana Swanson 22  
 Shermika Bennett 23  
 Sandra Lester 24  
 Eugene Clay 24  
 Kayan Lewis 26  
 Lauren Carey 28  
 Mary Fuller 31  
 Alvinia Barge 9  
 Jason Ortiz 9  
 Laura Mati 13  
 Jacqueline Greiner 14  
 Amanda Andrews 16  
 Maria Martinez 16  
 Gerodd Calahan 16  
 Monica Atsu 19  
 Bridget Hernandez 20  
 Samantha Ramirez 20  
 Ryan Riggs 20  
 Yvonne Bunkley 21  
 Jaleesa Odom 21  
 Naimah Samad 21  
 Sherwana Milam 22  
 Cedrick Houston 24  
 Ann Watson 28  
 Anita Roybal 29

### MARCH

Hubert Ross II 1  
 Gwen Bownds 9  
 John Curry 13  
 Rhaevan Shields 14  
 Elizabeth Salazar 16  
 Diana Guerrero 16  
 Maricruz Figueroa 16  
 Alexandra Formiller 19  
 Charnique Graham 20  
 Toni Jones 20  
 Wanda Harkless 20  
 Ema Ruiz 21  
 Samuel Chavez 21  
 Barbara Davis 13  
 Delia Garcia 13  
 Jessica Rubin 15  
 Shannon Burchfield 16  
 Gabrielle Peters 19  
 Jennifer Richards 20  
 Rhonda Hadnot 22  
 Ron Williams 22  
 Andrews Daniel 23  
 Elizabeth Nedd 24  
 Cynthia Mendez 29  
 Debra Davis 31



## SERVICE ANNIVERSARIES

### JANUARY

**1 year**  
 Yanira Isaac  
 Araceli Vazquez  
 Willie Johnson  
**2 years**  
 Yesenia Leon  
 Samantha Ramirez  
**4 years**  
 Ellen Hays  
**6 years**  
 Hubert Ross II  
**7 years**  
 Keriann Pringle  
**9 years**  
 Ana Gonzalez  
 LaTara Daniels  
**10 years**  
 Cynthia Herrera  
**11 years**  
 Nina Jackson  
**13 years**  
 Kristen Smith  
**17 years**  
 Alice Oreste  
**22 years**  
 Cathy Reddick

### FEBRUARY

**2 years**  
 Andrea Houston  
 Ada Sanchez  
**4 years**  
 Ashley Delgado  
**5 years**  
 David Gaytan  
**6 years**  
 Tanya Bailey  
 Gabrielle Peters  
**11 years**  
 Ema Ruiz  
**14 years**  
 Cheryl Smith  
**15 years**  
 Carlos Rincon  
**17 years**  
 CiCi Garcia  
**19 years**  
 Eulane Hart

### MARCH

**1 year**  
 Keith Jacobs  
 Bryan Guzman  
 Jose Chavez  
**2 years**  
 Aurora Parra  
 Wesley Sharp  
**3 years**  
 Diana Burkhalter  
**4 years**  
 Samuel Chavez  
**5 years**  
 Anthony Kellum  
 Ricky Salas  
**6 years**  
 Michelle Gonzalez  
 DeMarcus Kindles  
 Blanca Nieto  
**7 years**  
 Melissia Epperson  
 Phyllis Jones  
**8 years**  
 Jessie Bigley  
**9 years**  
 Debra Davis  
**11 years**  
 Maricela Garcia  
 Antoinetta Haynes  
**12 years**  
 Delia Garcia  
**16 years**  
 Donna Higbee  
**19 years**  
 Barbara Davis



## QUALITY MEASURES

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

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	Jan	Feb	Mar	Jan	Feb	Mar	Jan	Feb	Mar
<b>Duncanville</b>	3,142	2,777	3,862	7,994	7,254	11,424	4,122	711	586
<b>Garland</b>	5,154	4,551	6,318	11,629	10,333	14,990	4,614	679	450
<b>Grand Prairie</b>	7,284	7,411	10,107	12,487	12,021	17,658	5,255	845	640
<b>Mesquite</b>	3,637	3,631	4,749	9,533	9,619	13,157	4,747	1,088	813
<b>North Dallas</b>	6,717	5,990	8,216	12,191	10,831	16,077	4,609	626	425
<b>Oak Cliff</b>	3,094	2,944	3,976	8,601	8,516	11,630	7,273	1,859	1,340
<b>Richardson</b>	5,043	4,502	6,058	8,051	7,183	10,601	2,292	299	166
<b>George Allen</b>	4,601	3,456	5,357	6,328	4,717	7,666	2,405	471	406

eSTATEMENTS  
**2,198**

SUBCONTRACTOR  
TRANSACTIONS  
**125,093**

TITLES  
PROCESSED  
**181,836**

REGISTRATIONS  
PROCESSED  
**588,890**

CALLS  
ANSWERED  
**86,884**

OVER THE COUNTER  
PROPERTY TAX  
PAYMENTS  
**45,922**

WEB DEALER  
TRANSACTIONS  
**149,881**

SCOFFLAW  
REJECTIONS  
**3,758**

CHECKS PROCESSED BY THE  
REMITTANCE PROCESSING SYSTEM  
**280,635**

## NEW EMPLOYEES ON BOARD



Michelle Delacruz	Part Time Representative	Customer Care
Naimah Samad	Part Time Representative	North Dallas
Kendra Winn	Part Time Representative	George Allen
Blen Biru	Part Time Representative	North Dallas
Ashley Richard	Assistant Director	Accounting
Shaundra Allen	Part Time Representative	Customer Care



## EMPLOYEE PROMOTIONS

Yesenia Leon	Senior Secretary	Administration
Ramona Lee	Process Support Supervisor	Accounting
Angel Mendoza	Tax Office Representative	Property Tax

## WHERE FASHION MEETS CHARITY



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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. Here is a list of the charities that the employees generous donations have benefitted this quarter:

- January**  
*Genesis Women’s Shelter*  
\$1,021.00
- February**  
*Dallas CASA*  
\$706.00
- March**  
*Letot Girls Center*  
\$856.00

## PERSONAL RECOGNITIONS



The Admin Team participated in the Trinity River Levy 5k Run on Saturday, March 3rd. Pictured are Jason Ortiz, Amber White, Hannah Ames, John R. Ames, and Laura Mati.

Lynn Hayes a DJ that works at 105.7, went to our Duncanville Branch and had a wonderful experience. She gave them a shout out and said that the whole staff was very nice and helpful. Way to go Duncanville!!



Sharon Oehler welcomed her new grandson, Kai Cornelious Johnson, February 21, 2018. He weighed in at 7 pounds, 7 ounces.



Diana Burkhalter attended an 8th Annual Aids Walk that took place in South Dallas on March 24, it was hosted by the City of Dallas.



**Anthony Kellum— 5 years  
Oak Cliff**

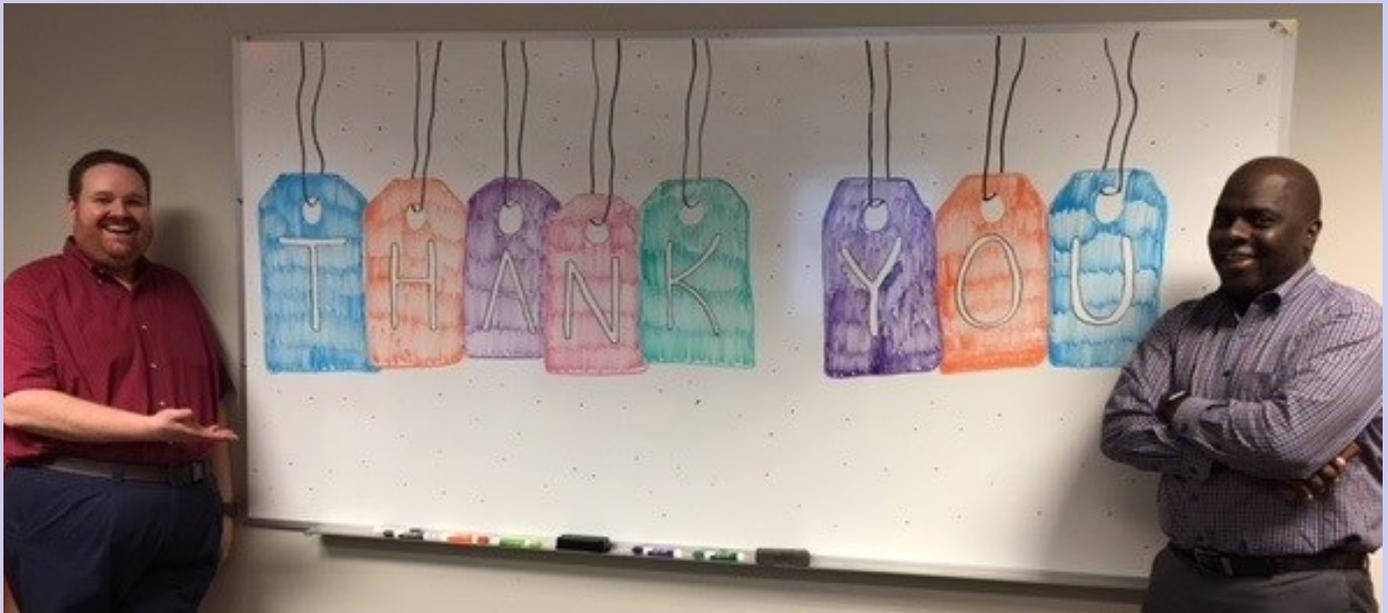


**Anita Scott- 5 years  
Dealer Ops**

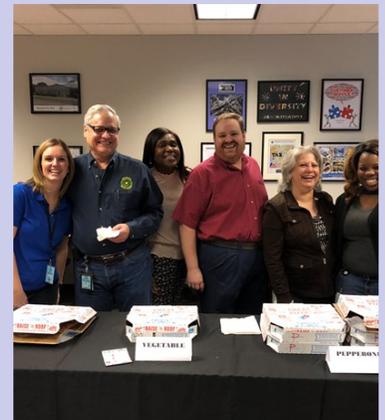


**Carlos Rincon— 15 years  
IT**

# EMPLOYEE APPRECIATION DAY



On March 1st and 2nd, the Tax Office celebrated its annual Employee Appreciation Day. The Administration Team hand delivered baskets full of goodies to each branch to show their gratitude for all their hard work. Pizza was served to everyone in RenTower.



## Community Events

### Read Across America



On March 2, 2018 John R. Ames, CiCi Garcia and Rita Cathey-Akinlabi participated in a “Read Across America” event at the Northside Library , Northside Elementary Business and Law Magnet Academy in DeSoto, Texas. They read a Dr. Seuss book to a classroom of students.

### West Dallas Community Forum



On February 20, 2018 John R. Ames along with Commissioner Elba Garcia attended a Tax Forum held at the Nash-Myrtle Davis Recreation Center in West Dallas. Attendees included CiCi Garcia, Zoraida Carrasco and Jose Delgado, from the Tax Office, Cheryl Jordan from DCAD, and representatives from Linebarger Goggan Blair & Sampson LLP. Mr. Ames explained what we provide when a taxpayer comes in to one of our locations. Zoraida and Jose answered specific questions pertaining to property tax and motor vehicle.

## 2018 Customer Care Center "Easter Egg Hunt"



CCC held their 2018 Easter Egg Hunt on March 30th. They had a total of 751 eggs, 583 of which stuffed with candy, 20 eggs had lottery tickets and 148 eggs were marked with numbers to win prizes. They started at 7:30 a.m. sharp. Within 5 minutes they were done. What an exciting bunch and what a great event!



## Wendy Baker's Retirement



Wendy Baker Asst. Accounting Director, retired from the Dallas County Tax Office on February 28, 2018 after 32 1/2 years of faithful service. We will miss her! Our best to you, Wendy Baker, as you enjoy your retirement!



## EMPLOYEE OF THE MONTH: JANUARY

**N**ickcole Jeffery began her career with the Dallas County Tax Office as a part-time Representative in April 2015. She was quickly promoted to full time in September 2015. Nickcole is friendly, loves to laugh and does her best to provide quality customer service to everyone she encounters. Nickcole received 18 customer compliments during the last six months. Customers have said that Nickcole is courteous, friendly, helpful, compassionate, extremely knowledgeable and a professional. This type of service is what we look for in every representative. It is an honor to have her on our team!



**Nickcole Jeffery  
Garland**

## EMPLOYEE OF THE MONTH: FEBRUARY



**Cynthia Herrera  
George Allen**

**C**ynthia Herrera, Asst. Manager in the George Allen Branch, is consistently one of the best employees in the Tax Office. She is knowledgeable, dependable, humble, helpful, gracious, respectful and such a joy to work with in any capacity. Cynthia is often observed helping others in a clear, concise and direct manner. She is a master communicator and is able to work with, and alongside, the public as well as her peers in carrying out the daily business of the Tax Office. Cynthia's calm temperament and disposition is welcoming, and can be disarming in dealing with challenging situations. It is this type of quiet employee, who steadily does her job well, that could be easily overlooked. She is a true asset to the Tax Office, and to the motoring public.

## EMPLOYEE OF THE MONTH: MARCH

**E**velyn Rivera epitomizes the term "Team Player". She is organized and resourceful in providing exceptional service to customers. Her work ethic is beyond reproach. She is knowledgeable regarding the details of her responsibilities, and she never hesitates to provide timely and accurate information to customers. Evelyn helps to train and prepare new hires for the responsibilities ahead. In doing so, she is patient and meticulous as she teaches them not only the mechanics of the job, but also the dynamics of being a valuable resource to the people they will eventually serve. Evelyn has a great "can-do" spirit. When faced with a challenging customer, she pushes through politely and respectfully without breaking a sweat.



**Evelyn Rivera  
Customer Care**

## CITIZEN APPRECIATION

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

Alberto Garcia	Chanel Williams	Elizabeth Salazar	Karla Escamilla-Clark	Nina Jackson	Tarsha LeSueur
Alexandra Formiller	Cheryl Smith	Erica Mendez	Karen Gaines	Norma Jimenez	Tiffany Lafargue
Amanda Andrews	Sydney Ferguson	Erin Palmer	Kayan Lewis	North Dallas Branch	Tina Garcia
Anita Roybal	Cynthia Reyna-Mendez	Eulane Hart	Kelly Caraway	Patrick Crues	Vanessa Rodriguez
Andrews Daniel	Dariet McDuff	Frank Garcia	Kelleye Dunn-Richardson	Paulina Ramirez	Viridiana Lopez
Andrea Houston	Deborah Bloomer	Gail Wortham	Kim Rodman	Phyllis Jones	Wendolyn Phillips
Araceli Vazquez	Dehqwe Thomas	Garland Branch	Kristen Smith	Robin Porter	Wesley Sharp
Ashley Delgado	Delmy Ramirez	Grand Prairie Branch	Kwabena Asamoah-Nkansah	Rochelle Clayborn	Wilean Blair
Bianka Richmond	Destiny Flores	Hubert Ross II	Lorena Hernandez-Maldonado	Ricardo Salas	Willie Johnson
Bianca Rodriguez	Devonne Monroe	Jacqueline Greiner	Louis Wright	Sandra Bowie	Yul Jones
Blanca Nieto	Diana Burkhalter	Jacqueline Wallace	Maria Pineda	Samantha Ramirez	Yvonne Bunkley
Bonnie Mola	Dianna Cannonier	Janie Mosley	Margaret Ruiz	Sharon Oehler	Yvonne Sprague
Carmen Sanchez	Diana Vazquez	Jessie Bigley	Mesquite Branch	Sydney Furgerson	Zataria Pirtle
Cedrick Houston	Duncanville	Jessica Rubin	Michelle Gonzalez	Sharon Green	Zoraida Carrazco
Charette Green	Elizabeth Nedd	Juanita Sanchez	Nickcole Jeffery	Sonja Pollard	



## DUNCANVILLE WINS BRANCH OF THE QUARTER AWARD



**Congratulations** to the **Duncanville Branch** for winning the “Branch of the Quarter” award for the 4th quarter. Winning this award truly demonstrates great teamwork.



### 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.

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

A. Yes. A form is in your packet and can be provided by your manager. 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**