



TAX Statement

ISSUE: XXX

APRIL - JUNE 2016

Mission Statement

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

TAX ASSESSOR / COLLECTOR MESSAGE...



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

What an awesome quarter it has been for the Tax Office. As you will read, we've been just as busy as ever and we held our 2nd Annual Employee Enrichment Day! Thank you to all the great speakers who shared their wisdom with us. Read more on Page 10. Congratulations to **Ms. Connie Jones** who retired from our Richardson Branch. You will be missed, but we hope you enjoy your retirement. I'm proud of the staff who have all been working so hard to earn their County Tax Office Professional (CTOP) and Professional County Collector (PCC) certifications. It takes dedication to go above and beyond to earn and to maintain these certifications. Check out all the newly certified on Page 11.

This quarter's Employee of the Month recipients are on Page 7. Great job **Fetina Green, Yvonne Bunkley** and **Hector Zambrano**. You all have worked hard and deserve this honor. Did you know that anyone in the Tax Office can nominate anyone else for employee of the month? Managers can nominate staff members. Staff can nominate managers. Or, staff can nominate their fellow coworkers. If you see someone consistently going above and beyond, please take the time to nominate them. We even take nominations from outside the Tax Office! Contact Gaby Morales in Taxpayer Relations and she can provide you with the forms and deadlines.

Check out the "Around the Tax Office...." article on the Richardson Branch on Page 5. They have over 45 years of combined experience serving the citizens of Dallas County. Keep up the great work Richardson Branch! Great job to all the staff who received citizen appreciation comments this quarter. We couldn't decide which comment was best to publish, so Disha published several. We love to hear how we constantly impress our constituents!!!

Summer is almost over, soon it will be back to school, and hopefully cooler weather. Enjoy the rest of the warm days. As always, I'm proud and humbled to serve as your Tax Assessor/Collector.

- John R. Ames, CTA

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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

APRIL

Robin Porter	1	Nickcole Jeffery	13
Ofelia Escalona	2	Wendy Hernandez-Alcala	14
Wendy Baker	3	Cheryl Patterson	16
Donna Higbee	3	Monica Martinez	17
Sandra Bowie	4	Melanie Sanchez	18
Samantha Cosby	4	Frank Garcia	22
Norma Jimenez	4	Torenda Kimball	23
Myrtle Johnson	4	Yesenia Leon	24
Kendra Calloway	5	Wilean Blair	25
Rochelle Clayborn	5	Bianka Richmond	27
Renisha Franklin	8	Maricela Garcia	28
Vanessa Cook	10	Phyllis Jones	28

MAY

Andrea Houston	1
Helen Washington	4
Chelsea Moore	5
Marquise Jefferson	6
Cathy Reddick	13
Glenda Jesttes	14
Antoinetta Haynes	17
DeMarcus Kindles	18
Imarisha Garrett-Pace	20
Aurora Renteria	20
Jacqueline Wallace	23
Brenda Lopez	24
Beng Talley	28
Wendolyn Phillips	29
Ciera Thomas	31
Louis Wright	31

JUNE

Blanca Nieto	2
Sandra Lopez	3
Sandra Nichols	4
Danielle Wright	9
Michelle Gonzalez	10
Zataria Pirtle	10
Cindy Rowan	12
Sharon Oehler	14
Patricia Avitia	16
Claudia Silva	16
Juanita Sanchez	17
Linda Beard	18
Amber White	21
Veronica Gallegos	21
Connie Jones	22
Ron Babineaux II	22
Fetina Green	23
Kristen Smith	24
Ramona Lee	26
Michelle Campos	28
Yul Jones	30



SERVICE ANNIVERSARIES

APRIL

<i>1 year</i>	<i>5 years</i>
Kendra Calloway	Diane Nguyen
<i>9 years</i>	
Nickcole Jeffery	Antoinetta Haynes
Chelsea Moore	Deborah Bloomer
<i>11 years</i>	
Marqus Shoels	
<i>2 years</i>	Carmen Yarborough
Delmy Flores	
<i>15 years</i>	
	Sharon Oehler
<i>3 years</i>	
Sergio Quintero	
<i>16 years</i>	
Tarsha LeSueur	Gwen Bownds
<i>20 years</i>	
Lety Dominguez	
<i>23 years</i>	
Jaleesa Odom	Ramona Lee
Jennifer Richards	Cathy Lattimer
<i>4 years</i>	
Frank Garcia	Diana Flowers
Eric Garcia	
Brittani Rossum	

MAY

<i>1 year</i>	<i>6 years</i>
Aurora Renteria	Jason Ortiz
Lorena Rodriguez	Margarita De Leon
Vanessa Cook	Rita Cathey-Akinlabi
<i>7 years</i>	
Gail Wortham	
Jessica Rubin	Morgan McDougal
<i>8 years</i>	
Alexandra Formiller	
Vanessa Rodriguez	Connie Jones
<i>2 years</i>	<i>12 years</i>
Carla Sandoval	Amanda Andrews
<i>19 years</i>	
Eugene Clay	
<i>4 years</i>	<i>24 years</i>
Jose Delgado	Janetta Wilson
<i>31 years</i>	
Sharon Green	Beng Talley
Priscilla Marceleno	
<i>5 years</i>	<i>31 years</i>
Elizabeth Alvarez	Wendy Baker
Robin Porter	

JUNE

<i>1 year</i>	<i>7 years</i>
Sheila Campbell	Melanie Sanchez
<i>2 years</i>	<i>8 years</i>
Ciera Thomas	Tina Garcia
Devonne Monroe	Viridiana Lopez
<i>9 years</i>	
Maricruz Figueroa	
Evelyn Rivera	Lauren Carey
Myrtle Johnson	Patricia Perez
<i>10 years</i>	
Ron Babineaux II	
Hector Zambrano	Karla Yates
<i>3 years</i>	<i>11 years</i>
Bonnie Mola	Gaby Morales
<i>4 years</i>	<i>21 years</i>
Monica Martinez	Cindy Rowan
<i>27 years</i>	
Leandra Rattler	
Sandra Lopez	Anita Roybal



QUALITY MEASURES

TOP PRODUCERS

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

	APRIL	MAY	JUNE
Vehicle Titles Processed	Grand Prairie 8,963	Grand Prairie 8,033	Grand Prairie 8,649
	Garland 6,952	Garland 6,600	Garland 7,282
	Downtown 6,836	North Dallas 6,495	North Dallas 6,888
Registrations Processed	Grand Prairie 14,913	Garland 14,977	Grand Prairie 15,753
	Garland 14,639	Grand Prairie 14,772	Garland 15,650
	North Dallas 13,968	North Dallas 13,658	North Dallas 14,695
Property Tax Transactions	Oak Cliff 851	Oak Cliff 701	Oak Cliff 565
	Mesquite 385	Duncanville 348	Mesquite 302
	Duncanville 329	Mesquite 304	Grand Prairie 229



INCENTIVES

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

JANUARY		FEBRUARY		MARCH	
Duncanville	100%	Garland	100%	Garland	90%
North Dallas	92%	Duncanville	88%	Oak Cliff	90%
Garland	90%	North Dallas	85%	North Dallas	85%
Oak Cliff	90%	Customer Care Center	81%	Grand Prairie	80%
Grand Prairie	73%	Oak Cliff	80%	Duncanville	75%
Mesquite	70%	Grand Prairie	73%	Customer Care Center	69%
Customer Care Center	69%	Mesquite	60%	Mesquite	60%
Downtown	67%	Richardson	40%	Downtown	50%
MV Operations	33%	Downtown	33%	Richardson	50%
Richardson	30%	MV Operations	33%	MV Operations	33%



CHECKS PROCESSED BY THE REMITTANCE PROCESSING SYSTEM

149,989

**Incentives are published a quarter behind for audit verification.*

EMPLOYEE UPDATES

NEW EMPLOYEES ON BOARD

Alejandra Munguia	Part Time Representative	North Dallas Branch
Angelica Valladares	Part Time Representative	Duncanville Branch
Bianka Richmond	Part Time Representative	Downtown Branch
Claudia Silva	Part Time Representative	Duncanville Branch
Diana Burkhalter	Customer Care Representative	Customer Care Center
Dolores "Dee" Little	Assistant Manager	Motor Vehicle Operations
Dyvone Villa	Part Time Representative	Downtown Branch
Erica Cervantes	Part Time Representative	Garland Branch
Karina Casillas	Full Time Representative	Duncanville Branch
Lisa Espinosa	Part Time Representative	Oak Cliff Branch
Rick Garcia	Part Time Representative	Grand Prairie Branch
Sydney Furgerson	Part Time Representative	Grand Prairie Branch
Veronica Gallegos	Part Time Representative	Mesquite Branch



EMPLOYEE PROMOTIONS

Anakaren Arzola	Full Time Representative	Richardson Branch
Brittani Rossum	Full Time Representative	Motor Vehicle Operations
Samantha Ramirez	Full Time Representative	Downtown Branch
Yesenia Leon	Full Time Representative	Downtown Branch

CHARITIES

The Dallas County Tax Office has expanded the 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 your generous donations have benefitted this quarter:



April:

Metrocare Services Autism - \$792

May:

Lupus Foundation of America - \$528

June:

HIV Awareness (HHS) - \$866



AROUND THE TAX OFFICE... RICHARDSON TAX OFFICE

The Richardson Branch is renowned for treating customers professionally and respectfully. They provide exceptional Customer Service with warm and smiling faces. You will often find Branch Manager Frank Garcia and his team "Walking the Line" in order to ensure that customers' paperwork are in order to facilitate quick and efficient handling once they reach the counter. The Richardson Branch consists of the following Shining Stars:



Top (L-R): Anakaren, Kim, Bonnie, Connie, Hassan, Vanessa, Dontranece, Torenda, Alejandra & Kendra
Bottom (L-R): Mayra, Jacqueline, Sherwana, Frank, Toni & Yesenia

Frank Garcia: *Branch Manager* (4 years of service) Prior to joining the Richardson team, Frank was Branch Manager at both Mesquite and Oak Cliff. Frank has a reputation for creating a family-oriented environment in his offices. His own family consists of an 8 year old daughter, a 6 year old son and the love of his life, who he has been married to for 10 years. Frank coaches his daughter's soccer team and volunteers at church.

Sherwana Milam: *Assistant Branch Manager* (8.5 years of service) Sherwana became a lead Representative in 2013 and promoted to Assistant Branch Manager in 2015. She is a movie-aholic and loves to spend time with her family. Sherwana has three sons ages 28, 26 (her Navy Sailor), and 24. She also has a grandson, age 6. Sherwana has been the Secretary for her church for 11 yrs. and dreams of a vacation where all her family can be there together.

Toni Jones: *Lead Representative* (8.5 yrs. of service) Toni has worked at Downtown, Garland, North Dallas, Oak Cliff and the "old" Valley View Office. If you see a flash of leather go by, that may be Toni on her motorcycle. She has three sons, two grandsons and soon-to-be, one granddaughter (due in August 2016). Her dream is to vacation in Panama, Central America and eventually retire there.

Jacqueline Greiner: *Lead Representative* (2 yrs. of service) Jacqueline worked at North Dallas, prior to Richardson. Jacqueline has a 9 yr. old daughter, a Rat Terrier named Kane, and two guinea pigs named Curtis and Bandit. She loves to read suspense, thriller, and horror novels. Her dream vacation is a very long cruise that would take her to Hawaii, Thailand, Haiti and Jamaica--any place that has pretty blue water. Her biggest accomplishment was when she graduated college and became an RRT (Registered Respiratory Therapist).

Connie Jones: *Representative* (8 yrs. of service) Connie began her service at the Richardson Branch, and officially retired on June 30, 2016. Connie enjoys reading, cooking, and spending time with her family. She has been married for 44 years and has two daughters and five grandchildren. Her dream vacation is to go to Hawaii.

Kim Preston: *Representative* (4.5 yrs. of service) Prior to working at the Richardson Branch, Kim was at the Downtown Branch. She has one daughter and two grandsons. Her dream vacation is to feel the cool ocean breeze on a tropical island.

AROUND THE TAX OFFICE... CONTINUED

Bonnie Mola: *Representative* (3 yrs. of service) Bonnie was born and raised in Miami and lived in the Dominican Republic before moving to Texas. Prior to the Tax Office, she worked as a legal assistant for over 20 years. Her hobbies are roller skating and bowling. Bonnie has three sons ages 17, 16 and 14. Bonnie's dream vacation is to sip coffee on a terrace in Italy.

Hassan Javaid: *Representative* (2.5 yrs. of service) Hassan has worked at both the North Dallas and Garland Branches, prior to Richardson. He enjoys camping, fishing, kayaking, jet skiing and watching movies. Hassan is one of three kids. His older brother is a dentist and his youngest brother is a Business Analyst. His father is a cardiologist in Dubai. One of Hassan's biggest accomplishments is when he completed his Bachelors in Business from UTD. He hopes to one day vacation in Bora Bora, Corsica, Iceland, and Switzerland.

Kendra Calloway: *Representative* (1 yr. of service) Kendra enjoys spending time with family, reading, going to concerts, music festivals and traveling. Kendra moved from Atlanta, GA (home of the best football team ever—Go Dogs!). She has been married for 7 years and has two beautiful kids: Her son is 4 yrs. old and her daughter is 5 months old. She has a Bachelor of Science in Biology from Florida A&M University. Her dream vacation is to visit Ibiza.

Vanessa Rodriguez: *Representative* (1 yr. of service) Vanessa enjoys reading, Arts & Crafts, and going to the movies. She has three treasured brothers and a mother who lives in Mexico that Vanessa plans to visit in July. Vanessa's goal is to obtain a Bachelor's Degree in Education and a minor in Psychology. Her dream vacation is to stroll the cobblestone streets of Greece.

Dontranece Cullors: *Representative* (10 months of service) Dontranece started at the Downtown location, and transferred to Richardson in January 2016. Her hobby is spending time with her goddaughter. She has a loving, supportive family, for whom she is very grateful. Her dream vacation is to one day walk barefoot on a Jamaican beach.

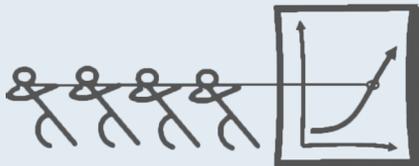
Yesenia Che: *Representative* (7 months of service) Yesenia started at the Downtown office prior to joining the Richardson team. She enjoys hanging out with family and friends, loves to travel and with her spare time she loves to watch movies and play volleyball. Yesenia is also the eldest sister to a younger brother and sister.

Anakaren Arzola: *Representative* (7 months of service) Anakaren's hobbies are watching and playing soccer, playing the violin and doing Arts & Crafts. Anakaren has a younger sister who is more like a best friend. She enjoys traveling with family and friends and learning different cultures.

Mayra Safouani: *Representative* (6 months of service) Mayra worked Downtown and in North Dallas prior to joining the Richardson team. She enjoys cooking, visiting museums and traveling. Mayra's parents are from Mexico and her husband is from Morocco. Mayra has a Bachelor of Science degree from UTA. Her dream Vacation is to visit Europe, Hawaii, and Morocco.

Alejandra Ramos: *Representative* (4 months of service) Alejandra has previous experience with Bexar County (San Antonio) and her hobbies include spending time with family and watching sports, mainly soccer. She is a proud mother of two amazing kids, a 14 year old daughter who wants to become a teacher and a very talented 11 year old son who plays competitive baseball. Alejandra hopes to travel to Italy, France, and Costa Rica.

Torenda Kimball: *Representative* (3 months of service) Torenda's hobbies are cooking, reading, and drawing. She has been married for two years and plans to one day tour France.



*Unity is strength.
When there is teamwork and collaboration,
wonderful things can be achieved.
- Mattie Stepanek*

EMPLOYEE OF THE MONTH

APRIL

Fetina Green, a 15-year employee, is a phenomenal representative of Dallas County and the Tax Office. She is friendly, poised, professional and considerate towards all with whom she interacts. Fetina can always be depended upon to lend a helping hand, and to perform her job responsibilities accurately and thoroughly, without need for undue oversight. She is unselfish in her working relationships and often encourages the positive development of others around her. As a Branch Manager in the central business district, responsible for timely and accurately addressing the needs of an often-busy customer base, Fetina does a fantastic job. She possesses all of the good characteristics attendant to being a standout Branch Manager.



Fetina Green
Downtown Tax Office

MAY



Yvonne Bunkley
North Dallas Tax Office

Yvonne Bunkley is an exemplary employee because of her dependability, people skills and dedication. She is one of the first ones to arrive at work and she rides two buses! She will gather the necessary supplies before her shift begins. Her people skills are unsurpassed in North Dallas. I have seen her make calm the most irate and disgruntled customers, and have them walk out of our building with smiles on their faces. Her genuine affection for the North Dallas Tax Office is a pleasure for the new employees to see. When new procedures are implemented, she is one of the first ones to embrace them. She deserves the title of Employee of the Month because she is such a pleasure to work with, and a most valuable asset to the Dallas County Tax Office.

JUNE

Hector Zambrano routinely exhibits resourcefulness and dependability by stepping up and stepping in to whatever task is assigned to him. Recently, he graciously assumed full responsibility for reprogramming all of the Tax Office's point of sale (credit card) terminals, a task entrusted to only a few Tax Office personnel. When it was time to replace all of the terminals, Hector took the challenge of tracking all of the new equipment and assisted in cataloguing the assignments to each branch. He was on the installation team when the new terminals were installed at each branch. He worked quickly, always mindful of the waiting customers, and with the least disruption to daily operations. Hector very ably receives, processes and distributes vast amounts of mail daily to facilitate efficient operations throughout the Tax Office. Hector is a shining star in the Accounting Department!



Hector Zambrano
Accounting Department



PERSONAL RECOGNITIONS

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



Diane Nguyen
Tax Office IT



Robin Porter
Duncanville Tax Office



Elizabeth Alvarez
Downtown Tax Office

- Congratulations to the following employees for celebrating their **10th service anniversary**.



Irma Mendez
Motor Vehicle Operations

Karla Yates
Garland Tax Office
*Not Pictured

- Congratulations to **Sharon Oehler** from the Mesquite Tax Office for celebrating her **15th service anniversary**.



- Congratulations to the following employees for celebrating their **20th service anniversary**.



Cathy Lattimer
Motor Vehicle Operations



Ramona Lee
Accounting/RPS Department

- Congratulations to **Sharon Coleman-Rankin** from the Downtown Tax Office on tying the knot on May 20, 2016 and becoming Mrs. Clemmie Houston.



- Congratulations to Yolanda Anderson, granddaughter of **Willie Mae Nobles** from the Property Tax Department, on tying the knot with Chris Anderson on April 9, 2016.



- Congratulations to Olivia, daughter of **Fetina Green** from the Downtown Branch, on successfully completing this year's ballet recital.



PERSONAL RECOGNITIONS



CONGRATULATIONS to the following **2016** Graduates!

◆ *Anakaren Arzola* of the Richardson Branch graduated from El Centro Community College with an Associate's Degree in Science.



◆ Lupita, daughter of *Gaby Morales* from Taxpayer Relations Department, graduated from Pegasus School of Liberal Arts and Sciences. She will be attending El Centro Community College for Culinary Arts Degree.

◆ Adrian, son of *Laura Mati* from Administration Department, graduated from North Garland High School. He will be attending University of Texas at Dallas.



◆ S. Wyatt, son of *Wendy Baker* from Accounting Department graduated from Midlothian High School. He will be attending Texas State Technical School in Waco, TX.

◆ Alexandra, daughter of *Anthony Kellum* from Mesquite Branch, graduated from North Forney High School. She will be attending Prairie View A & M University.



◆ Alonzo Lee, son of *Donnia Beasley* from Property Tax Department, graduated from Duncanville High School. He will be attending University of Houston.

◆ Autumn, daughter of *Kellee Dunn-Richardson* from Property Tax Department, graduated from South Oak Cliff High School. She will be attending Sam Houston State University.



◆ Gabriel, son of *Wendy Hernandez-Alcala* from Accounting Department, graduated from Kindergarten at Waterford Oaks Elementary School.

◆ Claire, daughter of *Christina Benedict* from Motor Vehicle Department, graduated from Kindergarten at Life School Cedar Hill.



*Only as high as I reach can I grow
Only as far as I seek can I go
Only as deep as I look can I see
Only as much as I dream can I be
- Karen Ravn*

2016 EMPLOYEE ENRICHMENT DAY



One May 11, 2016, the Tax Office held its second annual Employee Enrichment Day. Like last year, the event held at the Richardson Civic Center, was an occasion where each member of the Tax Office Team was treated to a full day of professional growth and development. From the very beginning of the day when Tax Assessor John R. Ames welcomed the 244 attendees, it was an exciting day of learning and enlightenment. County Administrator Darryl Martin updated the staff on the State of the County, while District Judge Tonya Parker challenged all in attendance to be the very best at their respective job assignments. Her message: Do what you love. Love what you do. Or, do it like you love it. Kudos to Judge Parker as we all heard and embraced her message of providing the very best service to our taxpaying public. Updates from our business partners and associates reminded us that we operate daily in an ever-changing environment of rules, regulations and protocols that we must stay abreast of. Chief DeGroot enlightened us all regarding the security concerns of the environment in which we conduct our business, and how to de-escalate challenging situations. We were provided invaluable information from TCDRS and Nationwide about the benefits of successful retirement planning. An awesome BBQ lunch was enjoyed by all. We ended the day with an awesome presentation on generational understanding and cooperation that will help all of us better understand and value our coworkers. After over forty door prizes were distributed, we assembled on the lawn for our colorful staff photo. Thanks to everyone that worked so hard to make this event a success for all. See ya there for the next gathering in 2017!



Judge Tonya Parker



Darryl Martin
County Administrator



Chief Robert DeGroot

TAX OFFICE TIDBITS

RETIREMENT

Congratulations to **Connie Jones** on her retirement from the Dallas County Tax Office after 8 years of excellent and dedicated service.



Connie with the management team



Connie receiving the retirement plaque from the Chief Deputy, Paul E. Hamilton.



Connie with her family



CONGRATULATIONS!

Congratulations to the following Shining Stars on their successful completion of the County Tax Office Professional (CTOP), Professional County Collector (PCC) and Professional County Assessor-Collector (PCAC) certification programs as prescribed by the Tax Assessor Collector Association (TACA).



Christina Benedict
CTOP



Rita Cathey-Akinlabi
PCC



Wendy Baker
CTOP



Monica Atsu
PCC, CTOP



David Gaytan
PCC



Paul E. Hamilton
PCC, CTOP



Zoraida Carrasco
PCC



Eugene Clay
PCC



Krystle Curtis
PCC



John R. Ames
PCAC, CTOP



LaTara Daniels
CTOP

CITIZEN APPRECIATION

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

Albert Garcia	DeMarcus Kindles	Jose Delgado	Property Tax Division
Alejandra Ramos	Diana Flowers	Kathy Heath	Richardson Branch
Amanda Andrews	Dixie Sanders	Kelleye Dunn-Richardson	Rochelle Clayborn
Amber White	Donna Higbee	Kendra Calloway	Sandra Bowie
Anakaren Arzola	Donnia Beasley	Laketricia Merrett	Sandra Lester
Anita Roybal	Downtown Branch	Leonardo Romero	Sharon Green
Ashley Brooks	Dro Fermin-Mendez	Linda Rowell	Sharon Houston
Ashley Delgado	Duncanville Branch	Lorie Philips	Sherwana Milam
Beng Talley	Elda Rodriguez	Louis Wright	Sonja Pollard
Bonnie Mola	Elizabeth Nedd	Maricruz Figueroa	Tarsha LeSueur
Charette Green	Ema Ruiz	Marqus Shoels	Teresa Cloninger
Chelsea Moore	Eric Garcia	Mesquite Branch	Toni Jones
Cierra Thomas	Eulane Hart	Michelle Campos	Torenda Kimball
Connie Jones	Evelyn Rivera	Nickole Jeffery	Vanessa Rodriguez
Customer Care Center	Frank Garcia	Nina Jackson	Viridiana Lopez
Cynthia Reyna Mendez	Gail Wortham	Noemi Vazquez	Wendolyn Phillips
D. J. Licon	Garland Branch	North Dallas Branch	Yesenia Che
Debra Davis	Gwen Bownds	Oak Cliff Branch	Zataria Pirtle
Delia Garcia	Hubert Ross	Ofelia Escalona	
Delmy Flores	Jacob Cortez	Phyllis Jones	

For: Garland Branch

"It was Good Friday so the line was packed with adults and children who were out of school. Every staff member was pleasant, professional, patient, courteous, efficient and made the line move swift and the wait tolerable. They were amazing!"

From: Kimberly Davis

For: Oak Cliff Branch

"Entire staff works well under pressure. Each time I came in to handle business in this office everyone has been excellent. Welcoming and knowledgeable as well as patient."

From: Tini Toni



For: North Dallas Branch & Customer Care Center

"I am writing today to compliment The Dallas County Tax Office and employees out of the Tax Office on Marsh Lane in Dallas on a job well done. Over the past two days I have had excellent customer service from several employees. Yesterday, Wednesday, June 8, 2016, I and someone I was transferring a car to had to call the Tax Office on several occasions to ask questions we both had. Every time we called our questions were answered and each employee who answered the telephone was very professional and polite."

From: Kristine Primrose

For: Mesquite Branch

"All were funny, engaging, informative. Went over and beyond to keep us customers stress level down. Awesome Job!"

From: Stephanie T.

For: Richardson Branch

"Thank God for having good honest workers. I have been in the hospital for 3 operations. Thank you for helping me and may God bless!"

From: F. Garcia