Busy, busy, busy! That’s how the Tax Office has been this quarter. Our team has processed over 1.2 million transactions and answered over 75,000 phone calls in the last three months. Check out the breakdown of those transactions on page 3! We also held our 3rd annual Employee Enrichment Day! Many have said it was the best ever! Thank you to the awesome speakers and organizers of the event. It truly is a team effort to put that event on and I know we all enjoy attending and learning that day! See the great picture on page 5 and read more about the day.

This quarter, we have two full pages of personal recognitions. Congratulations to all the 5, 10 and 25 year anniversary recognitions. A big congrats to all the pre-K, Kindergarten, High School, and College graduations as well! Babies, babies, babies, four to be exact! Check them out on page 7!

Check out our new page, 8, Community Corner. The Tax Office has been speaking at different events for years, now, we’re going to start sharing where we’ve been. Great job to the Directors and Managers that take the time to go visit all these wonderful events. Do you have a group that needs to hear from us? If so, contact Cici Garcia and she can get someone scheduled to speak!

Three Cheers for our Employees of the Month this quarter, Elizabeth Nedd, Gaby Morales and Michele Henderson! These ladies do an amazing job! Read about how special they are on page 9. As always, check to see if a citizen gave you a compliment this quarter on page 10! Finally, congratulations to the Oak Cliff Branch for winning Branch of the Quarter – keep up the great work.

Stay out of the heat, get your swimming in and start getting ready for school to start... fall is just around the corner. Keep up the great work Dallas County Tax Office, as always, I’m proud and humbled to serve as your Tax Assessor/Collector.

- John R. Ames, PCC, CTA
TAX STATEMENT

BIRTHDAYS

APRIL

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

MAY

Andrea Houston  1  Michele Henderson  17
Helen Washington  4  DeMarcus Kindles  18
Chelsea Moore  5  Imarisha Garrett-Pace  20
Marquis Jefferson  6  Aurora Renteria  20
Yanira Isaac  6  Jackie Wallace  23
Bryan Guzman  8  Brenda Lopez  24
Kathy Reed  11  Beng Talley  28
Cathy Reddick  13  Wendolyn Phillips  29
Glenda Jesttes  14  Ciera Thomas  31
Antoinette Haynes  17  Louis Wright  31

JUNE

Blanca Nieto  2  Juanita Sanchez  17
Sandra Lopez  3  Linda Beard  18
Sandra Nichols  4  Willie Johnson  20
Danielle Wright  9  Veronica Gallegos  21
Michelle Gonzalez  10  Amber White  21
Zataria Pirtle  10  Ron Babineaux II  22
Cindy Rowan  12  Kristen Smith  24
Sharon Oehler  14  Ramona Lee  26
Patricia Avitia  16  Michelle Campos  28
Claudia Silva  16  Yul Jones  30

SERVICE ANNIVERSARIES

APRIL

1 year
Dyvone Villa
Rick Garcia
Bianka Richmond
Veronica Gallegos

2 years
Kendra Calloway
Charnique Graham
Nickcole Jeffery
Chelsea Moore
Marquis Shoels

3 years
Delmy Flores
Tarsha LeSueur
Lety Dominguez
Jaleesha Odom
Jennifer Richards

5 years
Frank Garcia
Eric Garcia
Brittani Rossum
Diane Nguyen
Deborah Bloomer
Carmen Yarborough
Sharon Oehler
Gwen Bownds
Ramona Lee
Cathy Lattimer

10 years
Angelica Valladares
Sydney Furgerson
Karina Casillas
Aurora Renteria
Gail Wortham
Jessica Rubin
Alexandra Formiller
Vanessa Rodriguez
Carla Sandoval
Eugene Clay
Jose Delgado
Sharon Green
Priscilla Marceleno

16 years
Elizabeth Salazar
Robin Porter
Jason Ortiz
Margarita De Leon
Rita Cathey-Akinlabi
Morgan McDougal
Amanda Andrews
Janet Wilson
Beng Talley
Wendy Baker

JUNE

1 year
Erica Cervantes
Dee Little
Claudia Silva
Alejandra Munguia
Sheila Campbell

2 years
Ron Babineaux II
Maricruz Figueroa
Devonne Monroe
Evelyn Rivera
Ciera Thomas
Hector Zambrano
Myrtle Johnson

3 years
Sandra Lopez
Monica Martinez
Viridiana Lopez
Lauren Carey
Patricia Perez
Karla Yates
Cindy Rowan
Anita Roybal

5 years
Sandra Lindsey
Monica Martinez
8 years
Michelle Gallegos

9 years
Patricia Avitia

10 years
Wendy Baker

11 years
Cindy Rowan

12 years
Patricia Avitia

13 years
Wendy Baker

14 years
Patricia Avitia

15 years
Wendy Baker

16 years
Patricia Avitia

17 years
Wendy Baker

18 years
Patricia Avitia

19 years
Wendy Baker

20 years
Patricia Avitia

21 years
Wendy Baker

22 years
Patricia Avitia

23 years
Wendy Baker

24 years
Patricia Avitia

25 years
Wendy Baker

26 years
Patricia Avitia

27 years
Wendy Baker

28 years
Patricia Avitia

29 years
Wendy Baker

30 years
Patricia Avitia
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>
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</thead>
<tbody>
<tr>
<td></td>
<td>April</td>
<td>May</td>
<td>June</td>
</tr>
<tr>
<td>Duncanville</td>
<td>3,195</td>
<td>3,429</td>
<td>4,004</td>
</tr>
<tr>
<td>Garland</td>
<td>6,231</td>
<td>6,301</td>
<td>6,261</td>
</tr>
<tr>
<td>Grand Prairie</td>
<td>8,750</td>
<td>8,463</td>
<td>8,758</td>
</tr>
<tr>
<td>Mesquite</td>
<td>3,995</td>
<td>4,369</td>
<td>4,434</td>
</tr>
<tr>
<td>North Dallas</td>
<td>6,385</td>
<td>7,197</td>
<td>7,481</td>
</tr>
<tr>
<td>Oak Cliff</td>
<td>3,460</td>
<td>3,765</td>
<td>4,009</td>
</tr>
<tr>
<td>Richardson</td>
<td>5,119</td>
<td>5,443</td>
<td>5,125</td>
</tr>
<tr>
<td>George Allen</td>
<td>6,274</td>
<td>6,488</td>
<td>5,354</td>
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**New Employees on Board**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Branch/Department</th>
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<tbody>
<tr>
<td>Miki Kitamura</td>
<td>Part Time Representative</td>
<td>Oak Cliff Branch</td>
</tr>
<tr>
<td>Jessica Rodriguez</td>
<td>Part Time Representative</td>
<td>North Dallas Branch</td>
</tr>
<tr>
<td>Ashli Bennett</td>
<td>Part Time Representative</td>
<td>Garland Branch</td>
</tr>
<tr>
<td>Sondra Copling-Webb</td>
<td>Part Time Representative</td>
<td>Customer Care Center</td>
</tr>
<tr>
<td>Roberto Guerra</td>
<td>Part Time Representative</td>
<td>Customer Care Center</td>
</tr>
<tr>
<td>Raven Dossey</td>
<td>Part Time Representative</td>
<td>Customer Care Center</td>
</tr>
<tr>
<td>Cedrick Houston</td>
<td>Part Time Representative</td>
<td>Oak Cliff Branch</td>
</tr>
</tbody>
</table>

**Employee Promotions**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tiana Swanson</td>
<td>Full Time Representative</td>
<td>MV Dealer Operations</td>
</tr>
<tr>
<td>Elizabeth Salazar</td>
<td>Lead Representative</td>
<td>Property Tax Division</td>
</tr>
<tr>
<td>Veronica Gallegos</td>
<td>Full Time Representative</td>
<td>MV Special Operations</td>
</tr>
<tr>
<td>Tiffany Lafargue</td>
<td>Full Time Representative</td>
<td>Customer Care Center</td>
</tr>
<tr>
<td>Erin Palmer</td>
<td>Full Time Representative</td>
<td>North Dallas Branch</td>
</tr>
<tr>
<td>Dolores Little</td>
<td>Bank Reconciliation Specialist</td>
<td>Accounting Division</td>
</tr>
<tr>
<td>Kwabena Asamoah-Nkansah</td>
<td>Full Time Representative</td>
<td>Richardson Branch</td>
</tr>
<tr>
<td>Jessica Rodriguez</td>
<td>Full Time Representative</td>
<td>North Dallas Branch</td>
</tr>
<tr>
<td>Renee Calderon</td>
<td>Full Time Representative</td>
<td>Grand Prairie Branch</td>
</tr>
</tbody>
</table>

**Training...Training**

Paul E. Hamilton and Judith Guzman taught Course 7 - Property Tax Law. Several students were present from multiple counties in Texas.

**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 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:

- **April - Metrocare Services**: $786
- **May - Lupus Foundation of America**: $766
- **June - Resource Center of Dallas**: $722
On May 10, 2017, the Tax Office held its third annual Employee Enrichment Day. The event, held at the Richardson Civic Center, again was an opportunity for each member of the Tax Office Team to experience a full day of professional growth and development. From the very beginning of the day when Tax Assessor John R. Ames welcomed the 270 attendees, it was an exciting day of learning and enlightenment. County Administrator Darryl Martin updated the staff on the State of the County, while Constable Roy Williams, Jr., challenged all in attendance to be the very best at their respective job assignments. 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. Jose Moreno and Kelvin Alexander, from Dallas County Human Resources, kept the audience captivated with an array of different activities that also served as team building exercises. An awesome BBQ lunch was enjoyed by all. After over twenty five 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. Planning for 2018 has already begun...see you next year!
PERSONAL RECOGNITIONS

If not now then When? If not me Then Who?

Frank Garcia
North Dallas Branch

Jose Delgado
MV Special Operations

Sharon Green
Duncanville Tax Office

Lauren Carey
Grand Prairie Branch

Patricia Perez
Duncanville Branch

Antoinetta Haynes
Accounting Division

Deborah Bloomer
Property Tax Division

Congratulations! 
Rodrigo son of 
Diana Ramires 
of the Grand Prairie Branch, on graduat-
ing Pre-K.

Congratulations! 
Antonio Argu-
maniz, son of 
Kristi Smith of 
the Garland Branch, on graduating from 
Garland High School.

Antonio Argu-
maniz

Beng Talley
Grand Prairie Branch

Congratulations!俄felia 
Escala
ona of the Customer Care Center, on graduating from Rhema North Campus Institute with Theological and Ministerial Biblical Studies

Congratulations! Ariel 
(left) & Emmanuel (right) grandchildren of Ofelia Escalona of the Customer Care Center, on graduating Pre-K from Leader Bilingual Academy.

Congratulations! Ariel 
Escalona of the Customer Care Center, on graduating Pre-K from Leader Bilingual Academy.

Yasmine daughter of Anthony Kel-
lum of the Oak Cliff Branch, on graduating Pre-K from Crosby Elementary School.

Vickie Dykes of the MV Special Operations Department, on celebrating 30th wedding anniversary.

LaKeesia Thomas niece of Sherwanna Milam of the Richardson Branch, on graduating from the University of Houston with Bachelor's Degree.
Congratulations! Abby Smith, daughter of Cheryl Smith of the Garland Branch, on making the 2017-2018 JV Drill Team for Poteet High School.

Congratulations! Juana Marquez of the Grand Prairie Branch on arrival of her bundle of joy, Mario Octavio Marquez. He was born on May 22nd, weighing 9.11 pounds.

Congratulations! Michael Wright JR, son of Danielle Wright of the Special Operations Department, on making the National Honor Society from Faith Family Academy at Oak Cliff.

Congratulations! Erica Mendez of the Special Operations Department on arrival of her bundle of joy, Leilani Alice Barcenas. She was born on March 29th, weighing 7.6 pounds.

Congratulations! Gwen Bownds of the Oak Cliff Branch on arrival of her granddaughter, Addyson Grace. She was born on December 19th, weighing 7.7 pounds.

Congratulations! Nyotosha Houston of the Mesquite Branch on arrival of her grandson, Curttrick Josiah Alexander. He was born on February 24th, weighing 8.8 pounds.

Congratulations! Claudia, daughter of Mari-cela Garcia of the Oak Cliff Branch, on graduating from Adamson High School.

Congratulations! Hector Zambrano of the RPS Department, on graduating from El Centro College with an Associates Degree.

Congratulations! Leslie, daughter of Celia Salas of the Oak Cliff Branch, on graduating from Adamson High School.

Congratulations! Miles, brother of Morgan McDougal of the Property Tax Department, on graduating from Duncanville High School.
Dallas County Tax Office Staff continues to partner in Community Education events all around the county. The focus of these outreach efforts is to educate citizens regarding critical issues pertaining to Motor Vehicle Registrations as well as the Property Tax system. The events are interactive and citizens are afforded the opportunity to ask questions of the Tax Office Staff regarding areas of personal concern. Brochures, pamphlets and other materials are provided for easy reference. Recent events have included the following:

- Pemberton/Trinity Forest Neighborhood Association Event
- Providence Christian School Event
- Councilwoman Carolyn King Arnold hosted a Senior Adult Retreat at the Beckley Saner Recreation Center
- Arcadia Park Community Meeting
- AARP Group Meeting
EMPLOYEE OF THE MONTH: APRIL

Elizabeth Nedd, a soft spoken and kindhearted Tax Office Customer Care Center Representative, delivers phenomenal taxpayer support to Dallas County citizens. Her cheery and sunny disposition suits her well not only in being a very welcoming voice for Dallas County, but also for tackling the myriad of challenging questions and concerns raised by taxpayers. She is a standout employee that performs her job duties well. As she speaks with customers and co-workers her voice is welcoming and helpful. When faced with learning and coaching opportunities, she takes full responsibility for her actions and uses them as true opportunities for improvement. She provides accurate and complete information to avoid the need for her customers to call for follow-up. She is a pleasant and valued Tax Office employee that goes above and beyond to do a good job.

EMPLOYEE OF THE MONTH: MAY

Gaby is a cheerful and dependable member of the Taxpayer Relations Staff. She timely and very ably researches and responds to inquiries regarding employee relations matters. Whether it’s scheduling interviews for new candidates or assisting existing staff, she approaches her work with a cheerful and positive disposition. An invaluable Tax Office team member, she consistently reviews Kronos compliances, approved leave status, and access badge credentialing to assist Tax Office staff. She is often observed assisting in the coordination of the Customer Care and Details Make the Difference class preparations, facilitating the onboarding of new Tax Office staff, addressing inquiries from existing Tax Office staff, filling in by addressing excess mails, and the list goes on and on. Her dedication and commitment to her responsibilities is an example for all employees. In summary, Gaby is an awesome employee and she’s a great asset to the Tax Office.

EMPLOYEE OF THE MONTH: JUNE

Michele Henderson has a contagious positive personality and everyone gets along with her. When she was first hired (part time), we did not have a cubicle/equipment for her to use, but she did not let that stop her from making herself at home and being friendly. No task is too small for her and she does it with a smile on her face. She also has a knack for using good office humor to lighten up a stressful situation. She knows how to make you feel welcomed and cared about. Michele took the initiative to take her guidebooks home to study the material and quizzed herself on the information, She does not like being idle. She seeks out additional assignments when she has time. A few compliments received by her from the citizens include: kind, patient, nice, explained the process clearly and very knowledgeable about her job.
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>Name</th>
<th>Branch/Department</th>
<th>Name</th>
<th>Branch/Department</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albert Garcia</td>
<td>Duncanville Branch</td>
<td>Lorena Hernandez Mal</td>
<td>Robin Porter</td>
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<tr>
<td>Anita Roybal</td>
<td>Dyvonne Villa</td>
<td>Louis Wright</td>
<td>Rochelle Clayborn</td>
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<tr>
<td>Araceli Vazquez</td>
<td>Eric Garcia</td>
<td>Marquise Jefferson</td>
<td>Shannon Burchfield</td>
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<tr>
<td>Aurora Parra</td>
<td>Glenda Jesttes</td>
<td>Marquis Shoels</td>
<td>Sharon Green</td>
<td></td>
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<tr>
<td>Beng Talley</td>
<td>Grand Prairie Branch</td>
<td>Mesquite Branch</td>
<td>Sharon Houston</td>
<td></td>
</tr>
<tr>
<td>Bonnie Mola</td>
<td>Hubert Ross</td>
<td>Michele Henderson</td>
<td>Sharon Oehler</td>
<td></td>
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<tr>
<td>Brianna Benavides</td>
<td>Imanisha Garrett - Pace</td>
<td>Michelle Campos</td>
<td>Sue Pesina</td>
<td></td>
</tr>
<tr>
<td>Carmen Sanchez</td>
<td>Jacob Cortez</td>
<td>Michelle Gonzalez</td>
<td>Teresa Dawson</td>
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<tr>
<td>Chanel Williams</td>
<td>Jaferia Anderson</td>
<td>North Dallas Branch</td>
<td>Tiana Swanson</td>
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<tr>
<td>Charette Green</td>
<td>Janetta Wilson</td>
<td>Oak Cliff Branch</td>
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<tr>
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<td>Jessie Bigley</td>
<td>Ofelia Escalona</td>
<td>Vanessa Rodriguez</td>
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<tr>
<td>Claudia Silva</td>
<td>Josue Rios Lovo</td>
<td>Perla Rebollosio</td>
<td>Veronica Gallegos</td>
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<tr>
<td>Cynthia Herrera</td>
<td>Karina Casillas</td>
<td>Phyllis Jones</td>
<td>Yesenia Che</td>
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<tr>
<td>Delmy Flores</td>
<td>Karla Escamilla-Clark</td>
<td>Priscilla Cook</td>
<td>Yvonne Bunkley</td>
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<tr>
<td>Destiny Flores</td>
<td>Kendra Calloway</td>
<td>Property Tax Division</td>
<td>Zataria Pirtle</td>
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<tr>
<td>Diana Burkharter</td>
<td>Kristen Smith</td>
<td>Ricardo Salas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dixie Sanders</td>
<td>Lety Dominguez</td>
<td>Richardson Branch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dro Fermin</td>
<td>Linda Rowell</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Motor Vehicle: Branch of the Quarter Award**

**Congratulations** to the Oak Cliff Branch for winning the “Branch of the Quarter” award for the 1st quarter. Winning this award truly demonstrates great teamwork.

**“Alone we can do so little, together we can do so much.”** - Hellen Keller