



Dallas County

TAX STATEMENT

ISSUE: XXXVIII

APRIL-JUNE 2018

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



It's HOT! Not only outside, but in the Tax Office!!! It's been a great quarter. Congratulations to all our promoted team members and welcome to the new team members! Check out who they are on page 3. Hundreds of thousands of transactions have been processed and dollars collected this quarter. Check out all the activity on page 4. Congratulations to the 2018 graduates, I know there are many more than was submitted for this newsletter. Not only have those high school and college students been working hard towards graduation, but their parents deserve a round of applause for the support they've provided...financially and emotionally.

Enrichment day 2018 was AMAZING!!! I think it gets better every year. This year was packed with great speakers, wonderful learning sessions and plenty of fun. Check out the pictures and read about the day on pages 6-8. The Tax Office continues to meet the needs of our citizens through community involvement. Check out some of our latest outings on page 9. Congratulations to the Directors and Managers who have earned their CTOP, PCC and PDAC Certifications. I know a lot of time and hard work went into obtaining that knowledge. Check out those team members getting their certifications on page 5.

Way to go Employees of the Month **Osmar "Oz" Lopez, Raven Dossey** and **Jessie Bigley**. You are each great examples of dedicated Tax Office team members. Thank you for all you do and congratulations for the recognition from your peers. Sadly, we said goodbye to retirees **Beng Talley, Carmen Yarborough** and **Helen Washington**. Collectively, they served the Dallas County Tax Office for over 48 years. Enjoy your retirement ladies! Congratulations to Duncanville for winning the Branch of the Quarter! What a great accomplishment and recognition for all your hard work.

Stay cool outside, because it will remain HOT in the Tax Office as we continue to serve the citizens of Dallas County with the Awesome Tax Office Team. As always, I'm proud and humbled to serve as your Tax Assessor/Collector!

- John R. Ames, PCC, CTA



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

Mission Statement

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

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BIRTHDAYS

April

Robin Porter 1 Cheryl Patterson 16
 Ofelia Clemente 2 Melanie Sanchez 18
 Donna Higbee 3 Franklin Garcia 22
 Myrtle Johnson 4 Yesenia Leon 24
 Norma Jimenez 4 Wilean Blair 25
 Sandra Bowie 4 Bianka Richmond 27
 Rochelle Clayborn 5 Diana Burkhalter 27
 Stephen Sibley 9 Maricela Garcia 28
 Nickcole Jeffery 13 Phyllis Jones 28
 Ashley Richard 14
 Wendy Hernandez 14
 -Alcala

May

Andrea Houston 1 DeMarcus Kindles 18
 Iris Montemayor 2 Aurora Renteria 20
 Helen Washington 4 Imarisha Garrett-Pace 20
 Chelsea Moore 5 Jacqueline Wallace 23
 Marquise Jefferson 6 Brenda Lopez 24
 Yanira Isaac 6 Angel Mendoza 25
 Bryan Guzman 8 Michelle Delacruz 26
 Kathy Reed 11 Wendolyn Phillips 29
 Cathy Reddick 13 Ciera Thomas 31
 Glenda Jesttes 14 Louis Wright 31
 Antoinetta Haynes 17

June

Blen Biru 1 Patricia Avitia 16
 Blanca Nieto 2 Juanita Sanchez 17
 Janie Mosley 3 Linda Beard 18
 Sandra Lopez 3 Willie Johnson 20
 Sandra Nichols 4 Amber White 21
 Danielle Wright 9 Veronica Gallegos 21
 Michelle Gonzalez 10 Ronald Babineaux II 22
 Zataria Pirtle 10 Kristen Smith 24
 Cynthia Rowan 12 Ramona Lee 26
 Sharon Oehler 14 Michelle Campos 28
 Claudia Marin 16 Yul Jones 30



SERVICE ANNIVERSARIES

April

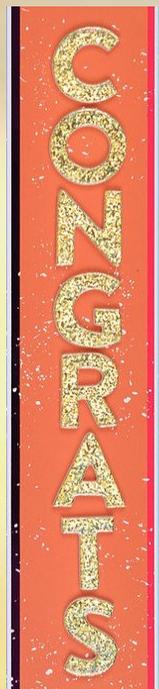
1 year
 Jessica Rodriguez
2 years
 Bianka Richmond
 Dyvone Villa
 Veronica Gallegos
3 years
 Charnique Graham
 Chelsea Moore
 Nickcole Jeffery
4 years
 Delmy Ramirez
5 years
 Jaleesa Odum
 Jennifer Richards
 Leticia Dominguez
 Tarsha LeSueur
6 years
 Brittani Rossum
 Eric Garcia
 Franklin Garcia
 Diane Nguyen
11 years
 Deborah Bloomer
13 years
 Carmen Yarborough
17 years
 Sharon Oehler
18 years
 Gwendelyn Bownds
22 years
 Cathy Lattimer
 Ramona Lee

May

1 year
 Sondra Copling-Webb
2 years
 Angelica Valladares
 Karina Casillas
 Sydney Furgerson
3 years
 Alexandra Formiller
 Audrey Wortham
 Aurora Renteria
 Jessica Rubin
 Vanessa Rodriguez
4 years
 Carla Sandoval
 Eugene Clay
6 years
 Jose Delgado
 Priscilla Marceleno
 Sharon Green
 Elizabeth Salazar
 Robin Porter
8 years
 Jason Ortiz
 Margarita De Leon
 Rita Cathey-Akinlabi
9 years
 Morgan McDougal
14 years
 Amanda Andrews
21 years
 Janetta Wilson

June

1 year
 Cedrick Houston
 Raven Dossey
 Roberto Guerra
2 years
 Alejandra Munguia
 Claudia Marin
 Dolores Little
3 years
 Sheila Campbell
4 years
 Ciera Thomas
 Devonnie Monroe
 Evelyn Rivera
 Maricruz Figueroa
 Ronald Babineaux II
5 years
 Bonnie Mola
6 years
 Sandra Lopez
9 years
 Melanie Sanchez
10 years
 Viridiana Lopez
11 years
 Lauren Carey
 Patricia Perez
13 years
 Gaby Morales
23 years
 Cynthia Rowan
29 years
 Anita Roybal



NEW EMPLOYEES ON BOARD

Claude Zeli	Part Time Representative	Grand Prairie
Derick Brown	Part Time Representative	George Allen
Raul Bedolla	Part Time Representative	North Dallas
Catalina Medina	Part Time Representative	North Dallas
Frank Esparza Jr.	Part Time Representative	Dealer Operations
Jacqueline Salas	Part Time Representative	Oak Cliff
Rosa Romero	Accounting Supervisor	Accounting
Sandra Herring	Part Time Representative	Duncanville

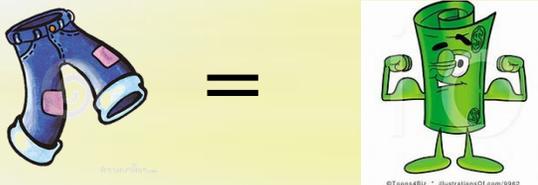


EMPLOYEE PROMOTIONS

Carla Sandoval	Lead Representative	George Allen
Blen Biru	Full Time Representative	North Dallas
Rebekah Balderas	Full Time Representative	Dealer Operations
Larry Gray	Part Time Representative	Special Operations
Roberto Guerra	Full Time Representative	Dealer Operations
Patricia Avitia	Branch Office Manager	Grand Prairie



WHERE FASHION MEETS CHARITY



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:

April
Autism Speaks
\$ 786.00

May
Lupus Foundation of America
\$ 730.00

June
Resource Center of Dallas
(HIV Awareness)
\$746.00

QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	April	May	June	April	May	June	April	May	June
Duncanville	3,633	3,935	3,520	9,275	9,454	8,805	351	362	249
Garland	5,976	*	4,200	13,042	*	8,285	329	*	121
Grand Prairie	9,350	9,127	8,620	15,277	15,098	14,232	399	347	188
Mesquite	4,227	5,589	4,533	11,334	13,615	11,380	534	379	291
North Dallas	7,666	8,593	8,030	14,305	15,237	14,284	307	269	162
Oak Cliff	3,714	3,946	3,587	9,935	10,101	8,845	988	730	537
Richardson	5,998	7,197	5,601	9,802	14,348	10,354	98	200	60
George Allen	5,435	6,983	6,028	7,240	8,555	7,694	266	205	145

*Garland was closed May 2018 for office renovations.



**OVER THE COUNTER
PROPERTY TAX
PAYMENTS**

7,359



eSTATEMENTS

436



**CALLS
ANSWERED**

76,878



**SUBCONTRACTOR
TRANSACTIONS**

135,401



**REGISTRATIONS
PROCESSED**

590,032



**TITLES
PROCESSED**

190,555



**CHECKS PROCESSED BY THE
REMITTANCE PROCESSING SYSTEM**

136,584



**SCOFFLAW
REJECTIONS**

3,211



**WEB DEALER
TRANSACTIONS**

138,445



PERSONAL RECOGNITIONS



**Tarsha LeSueur—5 years
Property Tax**



**Leticia Dominguez— 5 years
Customer Care Center**



**Priscilla Marceleno— 5 years
Grand Prairie Branch**



**Marie Cota— 5 years
MV Administration**



**ClemenTina Garcia— 10 years
Customer Care Center**



**Noemi Vasquez— 10 years
Customer Care Center**



**Viridiana Lopez— 10 years
Garland Branch**



**Cynthia Herrera— 10 years
George Allen Branch**



**Gloria Garcia-Rivera— 20 years
North Dallas Branch**



A few members of our team attended the TACA Conference and received their certifications. Congratulations Rita Cathey-Akinlabi, Jose Delgado, Kelleye Dunn-Richardson, Cici Garcia, Sheila Campbell, Erica Goodman, Jason Ortiz, Amanda Andrews, Kathy Reed and Amber White (not pictured)



Tarsha LeSueur and her husband Mr. Elroy are celebrating 25 years of blissful marriage. Congrats on a silver jubilee of marriage.



Stephanie Vazquez, daughter of Margarita DeLeon, graduated from Skyline High School on June 4th. She will be attending UNT to major in Fashion Merchandising.



Danielle Wright's daughter, Makaila Wright, graduated from Faith Family Academy on June 9th.

ENRICHMENT DAY 2018– “In It To Win It”



ENRICHMENT DAY 2018– “In It To Win It”



Downtown Branch



Dealer Operations



Duncanville Branch



Mesquite Branch



North Dallas Branch



Grand Prairie Branch



Richardson Branch



Oak Cliff Branch



Garland Branch



**Customer Care Center/
Taxpayer Relations**



Motor Vehicle Administration



Property Tax



Accounting



Special Operations



IT

ENRICHMENT DAY 2018– “In It To Win It”



Pam Boyd



Jose Moreno (left)
Kelvin Alexander (right)



Judge Clay Jenkins



Stanley Victrum



On May 9, 2018, the Tax Office held its fourth annual Employee Enrichment Day. The event, held at the Richardson Civic Center, provided Tax Office staff with the unique opportunity to experience a full and rich day of professional growth and development. The day kicked off with Tax Assessor-Collector John R. Ames introducing the Administration Team. Thereafter, every other division and branch of the Tax Office followed suit, each one creatively and uniquely introducing their team. Keynote speaker Pam Boyd, rallied the team, and really made sure everyone was awake and excited with her “In It To Win It” presentation. Dallas County Human Resources trainers Kelvin Alexander and Jose Moreno, then provided a fun-filled and invaluable interactive training experience to the entire staff on the values of diversity in the workplace, and how it serves the greater purpose of shared and better decision making internally, as well as enhances service deliverables to the taxpaying public. Staff enjoyed this year’s theme- “In it to Win it”- based on game shows. County Judge Clay Jenkins explained the role of his office in managing the business affairs of Dallas County. He further explained the huge role the county plays in promoting economic development, managing public health crisis, and the upcoming budgetary processes. Dallas County Chief Information Officer Stanley Victrum spoke on the broad scope of cyber security threats. He emphasized the often overlooked risks and dangers posed by their everyday online encounters. A key takeaway was that each person can take small steps to decrease if not completely eliminate these risks by doing simple things such as not providing their personal information on unknown sites and being mindful of the personal information provided on common social media platforms. Everyone enjoyed a delicious boxed lunch from Corner Bakery! Continuing the gameshow theme, over 25 door prizes were given out including cash, gift cards, seasonal gear, and of course all in fun there were a few “wonker” prizes. To conclude the day, the entire Tax Office Team assembled on the courtyard to take our annual and quite colorful group photo. Thanks to everyone that worked so hard to make this event a success for all. Planning for 2019 has already begun...see you next year!

COMMUNITY CORNER

TIADA MEETING



The Dallas Chapter of the Texas Independent Automobile Dealers Association (TIADA) invited Tax Assessor John R. Ames, Asst. MV Director Christina Benedict and Asst. Property Tax Director Yvonne Sprague to speak at their April 2018 memberships meeting. Ms. Benedict shared information on how to enroll in the WebDealer system allowing dealers to submit title transfers online. Ms. Sprague shared information about the new SIT Portal allowing dealers to submit their SIT monthly notices and payments online. Many of the dealers present were excited to hear about these time saving options and were eager to sign up!

MEXICAN CONSULATE

On April 5th, the Tax Office Administration Team met with Ms. Edurne Pineda, Deputy Consul General for the Mexican Consulate in Dallas, and four members of her staff. In attendance were John R. Ames, Paul E. Hamilton, Christina Benedict and Jose Delgado. They were also joined by Debby Johnson and Fetina Green of the DMV Regional Office. The purpose of the visit was to discuss and explore ways the Tax Office can better serve the growing community of Mexican citizens in our area. The Consulate Staff welcomed the visit and the exchange of valuable information, and all teams committed to stay in contact for further collaborations in these regards.



EMPLOYEE OF THE MONTH: APRIL



Osmar Lopez
Property Tax

As the Tax Office advances in online payments, and to encourage property owners to take advantage of the convenience and ease of these methods, we are seeing an increase in the number of citizens using these services. Representative Osmar Lopez, in our Property Tax Division, has developed a semi-automated process for handling outreach emails to online customers. He created an Excel template with a handful of fields. After quickly entering key pieces of data into the template, account specific information is then fed into a standardized email that is sent to the customer from the designated Refunds email box. The Tax Office commends and recognizes Oz in this development. He exemplifies the commitment, dedication, initiative and creative ingenuity that we all should demonstrate in the performance of our duties. The result, the Refunds Team has embraced these new process and note how much quicker and efficiently they can complete this task.

EMPLOYEE OF THE MONTH: MAY

Raven Dossey is an excellent candidate for Employee of the Month. During her time at the Tax Office, Raven has worked in numerous areas of the department including the Customer Care Center, the Mesquite branch, the Garland branch and in the Motor Vehicle Administration Division. Raven is also often asked to fill in at other locations as needed, which she does with no complaint. No matter the location, division, or task, Raven's attitude remains consistent. She approaches every situation with an upbeat, positive and chipper attitude. She is friendly and understanding when interacting with customers and provides the same excellent service to her peers. Raven is an excellent employee that gives 100% every day.



Raven Dossey
MV Administration



Jessie Bigley
Garland Tax Office

EMPLOYEE OF THE MONTH: JUNE

Jessie is an asset to our branch, the Tax Office and to Dallas County. She consistently goes above and beyond for her team. She is an excellent mentor to her peers. They feel comfortable asking her questions or seeking advice about motor vehicles and property taxes. She is quick to assist wherever needed, to offer and share her knowledge, and provides an excellent example of how tasks and responsibilities should be carried out. She is very efficient, productive, accurate, and carries more than her fair share of the workload. As if all of this is not enough to say about a great employee, Jessie provides an ideal customer service experience that represents well the entire Tax Office and all of Dallas County. We would all benefit from having more employees of this caliber.

RETIREMENT'S



On April 24, 2018 Branch Manager Beng Talley retired from the Dallas County Tax Office after 25 1/2 years of service. Enjoy your retirement and we will miss her!



Carmen Yarborough retired on May 17, 2018 after 13 years of dedication to the Tax Office. She will be truly missed!



Helen Washington has retired after 10 years of service working for the Tax Office. Enjoy your retirement and you will be missed!

Garland Renovations



Before



During



After

During the month of May, the Garland branch received a much-needed refresh. The space was expanded to provide more room for visiting taxpayers and a new line management system was installed to enable us to serve our customers more efficiently. The renovations were completed in-house by Dallas County Public Services. They did an amazing job! If you are in the area and need to purchase your vehicle registration or to pay your property taxes, stop by and see the improvements.

CITIZEN’S APPRECIATION & RECOGNITION

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

Alexander Perez	Debra Davis	John Curry	Property Tax	Wesley Sharp
Andrea Houston	Delmy Ramirez	Juanita Sanchez	Rebekah Balderas	Willie Johnson
Andrews Daniel	DeMarcus Kindles	Karla Escamilla-Clark	Ricardo Salas	Yanira Isaac
AnaKaren Arzola	Destiny Flores	Keith Jacobs	Richardson Branch	Yul Jones
Ashley Delgado	Diana Burkhalter	Kendra Winn	Robert Calhoun	
Aurora Parra	Dixie Sanders	Kwabena Asamoah-Nkansah	Robin Porter	
Bianka Richmond	Diana Vazquez	Lorena Hernandez-Maldonado	Rochelle Clayborn	
Blen Biru	Duncanville Branch	Louis Wright	Sandra Nichols	
Carla Sandoval	Elizabeth Nedd	Maricruz Figueroa	Samantha Ramirez	
Celia Salas	Erin Palmer	Melissia Epperson	Shannon Burchfield	
Charette Green	Frank Garcia	Mesquite Branch	Shaundra Allen	
Chelsea Moore	Imarisha Garrett-Pace	Morgan McDougal	Sondra Webb	
Cheryl Patterson	Iris Montemayor	Nickcole Jeffery	Teresa Cloninger	
Chris Staton	Irma Mendez	Phyllis Jones	Tina Garcia	
Claudia Marin	Jessie Bigley	Priscilla Marceleno	Vanessa Rodriguez	



DUNCANVILLE WINS BRANCH OF THE QUARTER AWARD

CONGRATULATIONS



to the **Duncanville Branch** for winning the “Branch of the Quarter” award for the 1st quarter (January-March). Winning this award truly demonstrates great teamwork.

