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

TAX ASSESSOR / COLLECTOR MESSAGE…

They have been mailed! Yes, the majority of the 2015 Property Tax Statements have been mailed! I’m so very proud of the Tax Office team and all the effort everyone puts in to making sure our annual statements are mailed timely. Great job Team Dallas County!!! This year, taxpayers who are in a school district collected by Dallas County, and have a homestead exemption, will not receive their statement until after the November 3, 2015 general election. This year’s general election includes Proposition No. 1 which could affect the amount of taxes that are due. Should the voters of Texas approve Prop. No. 1, their school district homestead exemption will increase from $15,000 to $25,000 therefore decreasing their tax levy.

Check out our new employees and promoted employees on page 4. This is the time of year that we “pump up” our staffing to assist with all those property tax payers. Additionally, we have been adding part time staff to assist with the TxDMV Single Sticker initiative that began in March 2015. If you don’t know about the “Two Steps, One Sticker” program, visit our website at www.dallascounty.org/tax to learn all about the changes.

Around the Tax Office this quarter is featuring the Duncanville Branch Office – read all about that great staff on page 5. Don’t miss our fantastic employees of the month for this quarter on page 6. Great job Sherwanna Milam, Melanie Sanchez and Cindy Rowan. Thank you each for your service to our citizens. Keep those nominations coming in each month if you see one of your co-workers doing an awesome job.

Enjoy the cooler weather as we enter this Fall season. I continue to be proud to be your Dallas County Tax Assessor/Collector.

- John R. Ames, CTA
### Birthdays

<table>
<thead>
<tr>
<th>JULY</th>
<th>AUGUST</th>
<th>SEPTEMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sonja Pollard</td>
<td>2 years Eric Mauricio</td>
<td>Nyotsha Houston 1</td>
</tr>
<tr>
<td>Evelyn Rivera</td>
<td>2 years Kim Rodman 21</td>
<td>Sheila Campbell 3</td>
</tr>
<tr>
<td>Mariana Colunga</td>
<td>2 years Marquis Shoels 21</td>
<td>Celia Salas 4</td>
</tr>
<tr>
<td>Virginia Mendez Flores</td>
<td>6 months John R. Ames 22</td>
<td>Delmy Flores 5</td>
</tr>
<tr>
<td>Elda Rodriguez</td>
<td>6 months Norman Kasal 23</td>
<td>Cathy Lattimer 5</td>
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<td>Tempest Shepard</td>
<td>9 months Raven Contreras 24</td>
<td>Diana Flowers 7</td>
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<td>Leandra Rattler</td>
<td>10 months Viridiana Lopez 25</td>
<td>Anthony Kellum 12</td>
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<td>Amber Grisham</td>
<td>14 months Martha Martinez 26</td>
<td>Kim Preston 15</td>
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<td>Sharon Coleman-Rankin</td>
<td>15 months Destiny Flores 28</td>
<td>LaTara Daniels 20</td>
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<tr>
<td>Karen Gaines</td>
<td>15 years Rita Cathey-Akinlabi 29</td>
<td>Ana Gonzalez 20</td>
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<td>Erica Goodman</td>
<td>20 years</td>
<td>Kathy Heath 20</td>
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<td>Frank Pena-Perales</td>
<td>20 years</td>
<td>Carlos Rineon 21</td>
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<td></td>
<td></td>
<td>Esmeralda Medina 21</td>
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<td>Feldon Warren 23</td>
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<td></td>
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<td>Anita Scott 23</td>
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<td></td>
<td></td>
<td>Priscilla Marceleno 24</td>
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<td></td>
<td></td>
<td>Teresa Cloninger 29</td>
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<td></td>
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<td>Kendra Winn 29</td>
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### Service Anniversaries

<table>
<thead>
<tr>
<th>JULY</th>
<th>AUGUST</th>
<th>SEPTEMBER</th>
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</thead>
<tbody>
<tr>
<td>2 years</td>
<td>1 year Eric Mauricio</td>
<td>1 year Wilean Blair</td>
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<tr>
<td>3 years</td>
<td>3 years Jason Downing</td>
<td>3 years Jacqueline Greiner</td>
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<td>5 years</td>
<td>5 years David Holster</td>
<td>5 years Bridget Hernandez</td>
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<td></td>
<td>6 years Sharon Green</td>
<td>6 years Sonja Pollard</td>
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<tr>
<td>7 years</td>
<td>7 years Krystle Curtis</td>
<td>7 years Jacob Cortez</td>
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<tr>
<td>8 years</td>
<td>8 years Anistia Nettum</td>
<td>8 years Diana Guerrero</td>
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<tr>
<td></td>
<td>9 years Ashli Bennett</td>
<td>9 years Marilyn Hickman</td>
</tr>
<tr>
<td>2 years</td>
<td>2 years Ashley Brooks</td>
<td>10 years Dixie Sanders</td>
</tr>
<tr>
<td>3 years</td>
<td>3 years Monica Atsu</td>
<td>10 years Jackie Wallace</td>
</tr>
<tr>
<td></td>
<td>4 years Anita Scott</td>
<td>11 years Sandra Bowie</td>
</tr>
<tr>
<td>5 years</td>
<td>5 years Verónica Alvarez</td>
<td>13 years Ofelia Escalona</td>
</tr>
<tr>
<td>6 years</td>
<td>6 years Helen Washington</td>
<td>14 years Zoraida Carrazco</td>
</tr>
<tr>
<td></td>
<td>7 years Patricia Avitia</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8 years Wanda Harkless</td>
<td></td>
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<tr>
<td></td>
<td>9 years Marilyn Hickman</td>
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<td></td>
<td>10 years Dixie Sanders</td>
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<td></td>
<td>11 years Jackie Wallace</td>
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<td></td>
<td>12 years Sandra Bowie</td>
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<tr>
<td></td>
<td>13 years Ofelia Escalona</td>
<td></td>
</tr>
<tr>
<td></td>
<td>14 years Zoraida Carrazco</td>
<td></td>
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<tr>
<td></td>
<td>15 years</td>
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</tbody>
</table>

Oops! We missed your 1 year service anniversary in the previous Newsletter.
- Delmy Flores (April 7)
- Eugene Clay (May 19)
- Ciera Thomas (June 12)
- Devonne Monroe (June 14)
- Myrtle Johnson (June 30)

Congratulations!
QUALITY MEASURES

TOP PRODUCERS

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

<table>
<thead>
<tr>
<th></th>
<th>JULY</th>
<th>AUGUST</th>
<th>SEPTEMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Titles</td>
<td>Grand Prairie 9,388</td>
<td>Grand Prairie 8,276</td>
<td>Grand Prairie 8,276</td>
</tr>
<tr>
<td>Processed</td>
<td>North Dallas 7,585</td>
<td>North Dallas 7,032</td>
<td>North Dallas 7,976</td>
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<tr>
<td>Richardson</td>
<td>5,200</td>
<td>Garland</td>
<td>5,495</td>
</tr>
<tr>
<td>Registrations</td>
<td>North Dallas 16,339</td>
<td>North Dallas 15,025</td>
<td>North Dallas 15,321</td>
</tr>
<tr>
<td>Processed</td>
<td>Grand Prairie 16,216</td>
<td>Grand Prairie 14,862</td>
<td>Grand Prairie 14,457</td>
</tr>
<tr>
<td>Richardson</td>
<td>14,299</td>
<td>Garland</td>
<td>13,657</td>
</tr>
<tr>
<td>Property Tax</td>
<td>Oak Cliff 729</td>
<td>Oak Cliff 528</td>
<td>Oak Cliff 509</td>
</tr>
<tr>
<td>Transactions</td>
<td>Mesquite 294</td>
<td>Mesquite 172</td>
<td>Duncanville 210</td>
</tr>
<tr>
<td></td>
<td>Grand Prairie 267</td>
<td>Duncanville 145</td>
<td>Mesquite 194</td>
</tr>
</tbody>
</table>

OVER THE COUNTER PROPERTY TAX PAYMENTS
23,111

TITLES PROCESSED
184,625

REDIVIDED REGISTRATIONS PROCESSED
562,868

CHECKS PROCESSED BY THE REMITTANCE PROCESSING SYSTEM
170,945

SCOFFLAW REJECTIONS

1,655

eSTATEMENTS
1,608

CALLS ANSWERED
76,912

INCENTIVES

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

<table>
<thead>
<tr>
<th>APRIL</th>
<th>MAY</th>
<th>JUNE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garland</td>
<td>100%</td>
<td>Customer Care 94%</td>
</tr>
<tr>
<td>Mesquite</td>
<td>90%</td>
<td>Garland 90%</td>
</tr>
<tr>
<td>Richardson</td>
<td>90%</td>
<td>Mesquite 90%</td>
</tr>
<tr>
<td>Customer Care</td>
<td>88%</td>
<td>Downtown 83%</td>
</tr>
<tr>
<td>North Dallas</td>
<td>85%</td>
<td>Grand Prairie 80%</td>
</tr>
<tr>
<td>Downtown</td>
<td>83%</td>
<td>Oak Cliff 80%</td>
</tr>
<tr>
<td>Oak Cliff</td>
<td>80%</td>
<td>Richardson 80%</td>
</tr>
<tr>
<td>Duncanville</td>
<td>75%</td>
<td>North Dallas 77%</td>
</tr>
<tr>
<td>Grand Prairie</td>
<td>73%</td>
<td>Duncanville 75%</td>
</tr>
<tr>
<td>MV Operations</td>
<td>33%</td>
<td>MV Operations 33%</td>
</tr>
</tbody>
</table>

*Published one quarter behind for audit verification.
The Dallas County Tax Office has expanded its horizons for wearing jeans during weekdays by introducing “Jean Wearing Wednesdays”! This is a great way for the staff to enjoy wearing blue jeans while supporting a great cause. Funds are collected each month and donated to a special cause or charity selected by the Tax Office Cabinet members. The following is a list of special causes or charities and the amount of funds raised for this quarter:

**July:**
- **Texas Scottish Rite Hospital** - **$884**

**August:**
- **Care Van Program– Immunization Awareness** - **$692**

**September:**
- **Dallas Children’s Advocacy Center** - **$896**

**EMPLOYEE PROMOTIONS**

- Antoinetta Haynes: Accounting Specialist, Accounting Department
- Noemi Vazquez: Assistant Manager, Customer Care Center
- Cheryl Smith: Assistant Branch Manager, Garland Tax Office
- Lorie Phillips: Lead Representative, Garland Tax Office
- Bridget Hernandez: Lead Representative, Garland Tax Office
- Niccole Jeffery: Full Time Representative, Garland Tax Office
- Lorena Rodriguez: Full Time Representative, Grand Prairie Tax Office
- Brittany Rogers: Full Time Representative, Grand Prairie Tax Office
- Sonya Trevino: Full Time Representative, Grand Prairie Tax Office
- Sharon Coleman-Rankin: Lead Representative, Motor Vehicle Division
- Jose Delgado: Lead Representative, Motor Vehicle Division
- Charnique Graham: Full Time Representative, Motor Vehicle Division
- Monica Martinez: Full Time Representative, Motor Vehicle Division
- Alejandra Alvarado: Full Time Representative, Motor Vehicle Division
- Samantha Cosby: Lead Representative, North Dallas Tax Office
- Yul Jones: Assistant Branch Manager, North Dallas Tax Office
- Maria Diaz: Full Time Representative, Property Tax Division
- Erica Goodman: Research Manager, Property Tax Division
- Sherwanna Milam: Assistant Branch Manager, Richardson Tax Office
- Vanessa Rodriguez: Full Time Representative, Richardson Tax Office

**EMPLOYEE UPDATES**

**NEW EMPLOYEES ON BOARD**

- Michelle Campos: Part Time Representative, Duncanville Tax Office
- Kendra Winn: Part Time Representative, Garland Tax Office
- Karla Escamilla-Clark: Part Time Representative, Garland Tax Office
- Cheryl Givens: Part Time Representative, Grand Prairie Tax Office
- Sonya Trevino: Part Time Representative, Grand Prairie Tax Office
- Marquise Jefferson: Part Time Representative, Mesquite Tax Office
- Karen Beechum: Part Time Representative, Motor Vehicle Division
- Gerald Williams: Part Time Representative, Motor Vehicle Division
- Esmeralda Medina: Part Time Representative, Motor Vehicle Division
- Dontrance Cullors: Part Time Representative, Motor Vehicle Division
- DeMarkus Hughey: Part Time Representative, Motor Vehicle Division
- Cynthia Reyna Mendez: Full Time Representative, North Dallas Tax Office
- Allyson Enriquez-Gonzales: Part Time Representative, Oak Cliff Tax Office
- Chris Burns: Part Time Representative, Property Tax Division
- Leonardo Romero: Full Time Representative, Property Tax Division

**In the News**

Tax Assessor/Collector John R. Ames was invited to the Oak Cliff Lions Club where he spoke about the Two Step One Sticker program. He is pictured here with the club President, Carol Donavan.
Duncanville is one of the nine branch offices and is the number 1 office - alphabetically! Visitors to D’Ville are welcomed by a warm smile from the information desk while the bright orange walls shine like a beacon. The 13 staff members that make up the office have a combined 86 years of service experience and assist taxpayers with property tax, vehicle registrations, and title transfers. The staff at the office treats each other with respect and courtesy while providing outstanding customer service to taxpayers.

Amber Grisham is the Duncanville Branch Manager and has been with the Tax Office for 8 years. She has worked at many of the locations including: Downtown, Garland, Mesquite, and Grand Prairie. She enjoys being a part of such a hard working team. She looks forward to seeing what the future holds for the office.

Patricia Perez is the Assistant Manager and has been with the Tax Office for 8 years. She has had the opportunity to work at the Downtown and Irving locations. She was awarded Employee of the Month in February 2015. She appreciates the team camaraderie and the manner in which everyone pulls together to get tasks accomplished.

Cynthia “Cindy” Rowan is a Lead Representative. She has been with the Tax Office for 20 years and has had the pleasure of working in many of the offices. She enjoys working alongside her fellow team members and providing her assistance when necessary.

Hubert “Ross” Ross II is also a Lead Representative. He has been with the tax office for 3 ½ years. Ross grew up in Duncanville and gets to experience “mini family reunions” on a near daily basis. The office “crew” does keep him on his toes daily.

Ashley Brooks is a representative that has been with the Tax Office for 2 years. She was born and raised in New Orleans and moved to the Dallas area in the wake of Hurricane Katrina. Ashley enjoys the variety of customers that visit Duncanville each day. She feels that having “family like” coworkers helps make each day more enjoyable.

Jacob Cortez is a representative that has been with the Tax Office for a year. He enjoys working at an office where everyone comes together to get done what needs to be done. He likes that when the line is long; customers let him know that the team is doing a great job of keeping the line moving fast.

Alexandra Formiller is a fairly new representative at the Tax Office. She started this May and successfully moved through training to get placed in the Duncanville office. She enjoys the fact that everyone works as a team and that the customers are friendly.

Stevan “Mason” Gonzalez is a representative that has been with the Tax Office for 2 ½ years. In December 2013, he was the Tax Office Employee of the Month. Mason enjoys the daily challenges that are brought to him by customers and feels that it pushes him to reach new levels in customer service. He likes working in a small office and appreciates the fact that he can build closer relationships with his coworkers.

Charette Green is a representative with almost 9 years of Tax Office experience. Charette was the Tax Office employee of the Month in April of 2014. Charette shared that she likes the convenience the office location gives her as it is close to home.

Sharon Green is a representative that has been with the Tax Office for 3 years. Sharon appreciates the environment of a smaller office which allows her to build a bond with her coworkers.

Rhonda Hadnot is a representative that has been with the Tax Office for almost 22 years. She has worked at many of the Tax Office locations including Mesquite, Garland, and North Dallas. She enjoys working at Duncanville and likes that everyone is more like family and not simply coworkers. She also enjoys working with the public and hearing the advice that they give. She is excited to see what the future holds for her at the Tax Office.

Sandra Nichols is a representative that has been with the Tax Office for 6 years. Sandra enjoys assisting the unique customers that visit the Duncanville Office and the wonderful group of people that she gets to work side by side with on a daily basis.

Aurora Renteria is new to the Tax Office and began her journey this May. The fast pace of the office keeps her on her toes and makes the day go by fast. The positive atmosphere of the office helps make each day enjoyable.

“What if we treated everybody like they deserved all of our attention? Maybe our goal as people shouldn’t be to become a celebrity but to live in a way that makes everyone around us feel celebrated.” (Brad Montague & Robby Novak)

Stop by and visit the Duncanville Office and feel celebrated!!
SEPTEMBER

Cindy Rowan has faithfully served the Dallas County and its citizens for 20 years. She has an eye for details. Once she was spotted helping an elderly lady to change the license plates on her car. She does not hesitate to lend her assistance to customers or coworkers. They find comfort in knowing that “Ms. Cindy” is around to provide assistance and guidance. She displays such care, compassion and dedication towards others. She resolves issues and responds to inquiries from customers as well as department personnel in a superior manner. She facilitates the proper training of new employees while being abreast with current standards and procedures. She supports management team in various tasks when her assistance is requested. She is a hard worker and definitely a jewel of the Duncanville Tax Office!

JULY

Sherwanna Milam has proven to be an asset to the Dallas County in her eight years of service. She consistently provides excellent customer service to our taxpaying public. Premised upon her superior interactions with her management team, peers and the public, she has received promotions along the way, including Lead Representative and currently serving as the Assistant Branch Manager. She is a quick study, and eagerly shares what she learns with those in her work group. Sherwanna’s cheerful disposition just draws customer her way. She greets each customer with a welcoming smile, and oftentimes by their names if she has encountered them before. She often steps in to help calm difficult situations. She truly portrays a positive and a caring attitude, qualifying her to be the Employee of the Month.

AUGUST

Melanie Sanchez has great customer service skills. She is a people person and does not mind going above and beyond her call of duty to assist taxpayers as well as coworkers. She has a courteous demeanor when dealing with the taxpayers. She resolves challenging situations professionally and effectively by speaking in a calm and professional manner. She follows up on pending transactions until they are completed. She also does a good job of going beyond to assist coworkers that are dealing with a challenging situation. She performs her job functions with minimal supervision. She constantly stays busy and productive. She is flexible, reliable and trustworthy. She is a great example of what a team leader and a team player should be!
PERSONAL RECOGNITIONS

- **Congratulations** to the following employees for celebrating their **5th anniversary** with the Dallas County.

  - Veronica Alvarez
    - Mesquite Tax Office
  - David Holster
    - Motor Vehicle Operations
  - Davette Rodgers
    - Mesquite Tax Office
  - Linda Beard
    - Motor Vehicle Operations

- **Congratulations** to the following employees for celebrating their **10th anniversary** with the Dallas County.

  - Jackie Wallace
    - Oak Cliff Tax Office
  - Yvonne Sprague
    - Property Tax Division
  - Gaby Morales
    - Taxpayer Relations

- **Congratulations** to **Fetina Green** from the Motor Vehicle Division for celebrating her **15th anniversary** with the Dallas County.

- **Congratulations** to **Cynthia “Cindy” Rowan** from the Duncanville Tax Office for celebrating her **20th anniversary** with the Dallas County.

- Danielle Pringle, granddaughter of **Keriann Pringle** of the Property Tax Division, participated in the 2015 USA Track and Field Junior Olympics in the 100 and 200 meter dash from July 28-August 2, in Jacksonville, Florida. She proudly represented the State of Texas. Way to go, Danielle!!

- Dallas, Denton, Harris and Tarrant Counties recently met with TxDMV Leadership to discuss the implementation and deployment of the Refactored Registration and Title System (RTS) in these counties. It’s nice to all be on the same page and work together on a project this large.

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Tax Office employees dress your best for the **Halloween Costume Contest** on **October 30, 2015**.

**May the best costume win!!**
The following Tax Office Employees and Departments have received Dallas County citizen’s Appreciation this Quarter.

Alejandra Alvarado
Amanda Andrews
Amerika Diaz
Ana Gonzales
Ashley Brooks
Ashley Delgado
Barbara Davis
Bonnie Mola
Bridget Hernandez
Brittinea Williams
Brittani Rossum
Carmen Sanchez
Carmen Yarborough
Celia Salas
Charette Green
Chelsea Moore
Cheryl Patterson
Danyelle Spillman
Debra Davis
Delmy Flores
DeMarcus Kindles
Destiny Flores
Devonne Monroe

Diana Flowers
Dixie Sanders
Donna Higbee
Draopadi Fermin-Mendez
Duncanville Tax Office
Elda Rodriguez
Elizabeth Nedd
Eric Garcia
Eric Mauricio
Erica Goodman
Eulane Hart
Gabrielle Peters
Garland Tax Office
Glenda Jesttes
Grand Prairie Tax Office
Jacqueline Greiner
Jaleesa Odom
Jessie Waldron
Juanita Sanchez
Karla Yates
Kathy Heath
Kelleye Dunn - Richardson
Kendra Calloway
Kim Preston
Kim Rodman
Kristen Smith
Kristin Miller
Lauren Carey
Linda Rowell
Lisa Obrien
Maricela Garcia
Maricruz Figueroa
Marie Cota
Mesquite Tax Office
Monica Martinez
Morgan McDougal
Motor Vehicle Division
Noemi Vazquez
Norma Jimenez
North Dallas Tax Office
Nyosha Houston
Oak Cliff Tax Office
Pam Gibson
Property Tax Division
Renisha Franklin
Rhonda Hadnot
Ricardo Salas
Richardson Tax Office
Robin Porter
Rochelle Clayborn
Sandra Bowie
Sandra Lopez
Sergio Quintero
Sherwanna Milam
Sonja Pollard
Tarsha LeSueur
Teresa Cloninger
Tieraney Simpson
Tina Garcia
Toni Jones
Vanessa Rodriguez
Veronica Alvarez
Virginia Mendez Flores
Yul Jones
Yvonne Bunkley

Just a note

We recently received a call from Mr. Rick Loessberg who visited our Richardson Branch for a vehicle title transfer. Mr. Loessberg stated “The Representative who assisted me was very kind and helpful and came up with a solution that worked for both me and the buyer. I’m always impressed at how helpful everyone is whenever I visit a Tax Office.”

Way to go Tax Office staff!!!