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

The 2017 Property Tax Statements are in the mail….let the collections begin!!! I know this doesn’t seem exciting to everyone, but it’s a big deal in the Tax Office. Teams work for months preparing the files, collection system and statements. Once mailed, other teams work on collecting what is due. I’m proud to say that once again we hit a record collections of 99.03% of the 2016 Dallas County Taxes. This ties the all-time high set in 2014! This is truly a team effort from the appraisal districts, entities, the AWESOME TAX OFFICE STAFF, and the delinquent collection law firm. Without any one of these working together, we would not have such success! Thank you to everyone for a job well done! With that being said, run to your mailbox and get that tax statement!

I’m very proud of the Employees of the Month this quarter. Congratulations Bonnie Mola, Wendy Baker and Laura Mati! These ladies do an awesome job and it’s nice to see their teams recognize their efforts in nominating them. Read all about these ladies on page 6. Do you know someone in the Tax Office doing an awesome job? If so, take a minute and nominate them for employee of the month….anyone can nominate anyone else. Send your nomination to Gaby Morales in TPR. Don’t forget to check out the personal recognitions on page 5. Congratulations to Linda Rowell on retiring after 24 years with the Tax Office. I know the Garland Branch and customers are going to miss seeing Linda’s smiling face every day!

Jeans for Charities continues to be a huge success. In September, we deviated from our regular program to raise funds for Hurricane Harvey relief. I’m proud to announce that Tax Office Staff raised $3,100 for this cause. That money is being sent to Aransas County where Hurricane Harvey first hit Texas. Over 70% of the structures in Aransas County were affected by the Hurricane, many of them destroyed. We wish Aransas County and all the other Texas Counties a quick recovery.

In closing, the State Fair is open and the weather is beautiful, take a minute and enjoy it. As always, I’m humbled and honored to serve the citizens of Dallas County as your Tax Assessor-Collector and I’m blessed to work with such an amazing team!

- John R. Ames, PCC, CTA

Mission Statement

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

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TAX STATEMENT

BIRTHDAYS

JULY

Karen Beechum 2  Sharon Green 21
Sonja Pollard 2  Kim Rodman 21
Evelyn Rivera 2  Marquis Shoels 21
Gaylon Harris-Gowans 4  John R. Ames 22
Erin Palmer 14  Norman Kasal 23
Karen Gaines 15  Raven Dossey 24
Sharon Houston 15  Viridiana Lopez 25
Erica Goodman 20  Destiny Flores 28
Lorena Hernandez-Maldonado 20  Rita Cathey-Akinlabi 29
Frank Pena-Perales 20  Diana Vazquez 30
Araceli Vazquez 20  Dyvone Villa 31

AUGUST

Sonya Rivera 7  Yvonne Sprague 8
Lety Dominguez 9  David Gaytan 10
Keriann Pringle 10  Anthony Kellum 12
Catina Diggs-Thibodeaux 14  Jose Chavez 15
LaTara Daniels 20  Albert Garcia 20
Ana Gonzalez 20  Charles Taylor 22
Anita Scott 23  Priscilla Marceleno 24
Sydney Furgerson 25  Erica Cervantes 26
Teresa Cloninger 29

SEPTEMBER

Nytosha Houston 1  Melissa Matta 17
Sheila Campbell 3  Priscilla Hernandez 17
Celia Salas 4  Gaby Morales 19
Karen Cordova 5  Erica Mendez 20
Delmy Flores 5  Hector Zambrano 20
Cathy Lattimer 5  Perla Rebolloso 22
Willie Mae Nobles 7  Wesley Sharp 22
Aurora Parra 7  Dariet McDuff 22
Brittani Rossum 8  Teresa Dawson 23
Cynthia Herrera 10  Osmar Lopez 23
Deb Langford 10  Ellen Hays 26
Dro Fermin-Mendoza 14  Gail Wortham 26
Nina Jackson 14  Marie Cota 27
Devonne Monroe 16  Sally Stephens 29

SERVICE ANNIVERSARIES

JULY

1 year
Kathy Reed
Tiana Swanson
2 years
Sonya Rivera
Marquise Jefferson
3 years
Paul E. Hamilton
10 years
Kim Rodman
14 years
Amber White
19 years
Gloria Garcia-Rivera

AUGUST

1 year
Patrick Cichon
Teresa Dawson
Michele Henderson
Diana Ramires
Chanel Williams
2 years
Karen Beechum
Michelle Campos
3 years
Rochelle Clayborn
Krystle Curtis
5 years
Anita Scott
Monica Atsu
6 years
Priscilla Cook
Yvonne Sprague
8 years
Helen Washington
9 years
Patricia Avitia
Wanda Harkless
10 years
Marilyn Hickman
11 years
Dixie Sanders
12 years
Jackie Wallace
13 years
Sandra Bowie
15 years
Ofelia Escalona
16 years
Zoraida Carrazco

SEPTEMBER

1 year
Diana Vazquez
2 years
Leonardo Romero
Karla Escamilla-Clark
Cynthia Reyna-Mendez
3 years
Wilean Blair
Bridget Hernandez
Sonja Pollard
Jacqueline Greiner
Diana Guerrero
4 years
Arnulfa Gutierrez
Melissa Rodriguez
Laura Mati
Norma Jimenez
Erica Mendez
Kelleye Dunn-Richardson
7 years
Davette Rodgers
Linda Beard
9 years
Lorie Phillips
Sandra Lester
10 years
Sherwanna Milam
Sandra Nichols
Norman Kasal
11 years
Yvonne Bunkley
15 years
Danielle Wright
19 years
Laketricia Merrett
Karen Gaines
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>
</tr>
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<tbody>
<tr>
<td></td>
<td>Jul</td>
<td>Aug</td>
<td>Sept</td>
</tr>
<tr>
<td>Duncanville</td>
<td>3,558</td>
<td>3,675</td>
<td>3,212</td>
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<tr>
<td>Garland</td>
<td>5,488</td>
<td>6,610</td>
<td>5,517</td>
</tr>
<tr>
<td>Grand Prairie</td>
<td>7,620</td>
<td>8,772</td>
<td>7,148</td>
</tr>
<tr>
<td>Mesquite</td>
<td>3,861</td>
<td>4,512</td>
<td>3,946</td>
</tr>
<tr>
<td>North Dallas</td>
<td>6,715</td>
<td>8,357</td>
<td>6,508</td>
</tr>
<tr>
<td>Oak Cliff</td>
<td>4,038</td>
<td>4,406</td>
<td>3,593</td>
</tr>
<tr>
<td>Richardson</td>
<td>5,128</td>
<td>5,475</td>
<td>4,658</td>
</tr>
<tr>
<td>George Allen</td>
<td>4,344</td>
<td>5,308</td>
<td>4,393</td>
</tr>
</tbody>
</table>

eSTATEMENTS 2,139
SUBCONTRACTOR TRANSACTIONS 122,756
REGISTRATIONS PROCESSED 592,875
SCOFFLAW REJECTIONS 13,990
TITLES PROCESSED 184,711
CALLS ANSWERED 69,359
OVER THE COUNTER PROPERTY TAX PAYMENTS 4,720
WEB DEALER TRANSACTIONS 146,116
CHECKS PROCESSED BY THE REMITTANCE PROCESSING SYSTEM 122,402
NEW EMPLOYEES ON BOARD

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Branch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrews Daniel</td>
<td>Part Time Representative</td>
<td>Downtown Branch</td>
</tr>
<tr>
<td>Dariet McDuff</td>
<td>Part Time Representative</td>
<td>Oak Cliff Branch</td>
</tr>
<tr>
<td>Deyanira Rodriguez</td>
<td>Part Time Representative</td>
<td>North Dallas Branch</td>
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<tr>
<td>Dianna Cannonier</td>
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<tr>
<td>Eureka Brooks</td>
<td>Assistant Manager</td>
<td>MV Special Operations</td>
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<tr>
<td>Janie Mosley</td>
<td>Part Time Representative</td>
<td>Garland Branch</td>
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<td>Jino Rufino</td>
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<td>Richardson Branch</td>
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<tr>
<td>Kayan Lewis</td>
<td>Full Time Representative</td>
<td>Property Tax Division</td>
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<tr>
<td>Lakesha Tanniehill</td>
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<td>Customer Care Center</td>
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<td>Maria Martinez</td>
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<td>Maria Pineda</td>
<td>Part Time Representative</td>
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<tr>
<td>Priscilla Hernandez</td>
<td>Part Time Representative</td>
<td>Downtown Branch</td>
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<tr>
<td>Rebekah Balderas</td>
<td>Part Time Representative</td>
<td>North Dallas Branch</td>
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<tr>
<td>Rhaevan Shields</td>
<td>Part Time Representative</td>
<td>Grand Prairie Branch</td>
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<tr>
<td>Sarah Hulse-Dunman</td>
<td>Part Time Representative</td>
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<tr>
<td>Stephen Sibley</td>
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<td>Property Tax Division</td>
</tr>
<tr>
<td>Wilmer Ventura</td>
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EMPLOYEE PROMOTIONS

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Raven Dossey</td>
<td>Full Time Representative</td>
<td>MV Administration</td>
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<tr>
<td>Keith Jacobs</td>
<td>Full Time Representative</td>
<td>Richardson Branch</td>
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<tr>
<td>Gail Wortham</td>
<td>Full Time Representative</td>
<td>Downtown Branch</td>
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<tr>
<td>Cedrick Houston</td>
<td>Full Time Representative</td>
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</tr>
<tr>
<td>Yanira Isaac</td>
<td>Full Time Representative</td>
<td>Garland Branch</td>
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<tr>
<td>Sarah Hulse-Dunman</td>
<td>Full Time Representative</td>
<td>North Dallas Branch</td>
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<tr>
<td>Jino Rufino</td>
<td>Full Time Representative</td>
<td>Richardson Branch</td>
</tr>
<tr>
<td>Alejandra Munguia</td>
<td>Full Time Representative</td>
<td>MV Special Operations</td>
</tr>
<tr>
<td>Lauren Carey</td>
<td>Lead Representative</td>
<td>Grand Prairie Branch</td>
</tr>
</tbody>
</table>

COMMUNITY CORNER

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:

- AARP Group Meeting
- First United Methodist Church
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:

- **July** - Texas Scottish Rite Hospital: **$638**
- **August** - The Bridge: **$461**
- **August** - Dallas Children’s Advocacy Center: **$461**
- **September** - Hurricane Harvey Relief: **$3,100**

**Personal Recognitions**

- **Ofelia Clemente**
  - Customer Care Center
- **Danielle Wright**
  - MV Special Operations
- **Janetta Wilson**
  - Grand Prairie Branch

**Congrats**

Congratulations to **Jaleesa Odom** of the MV Dealer Operations on birth of her son **Creed Lee Johnson** on August 9th. He weighed 7lbs 4oz and 19 1/2 inch in length.

Congratulations to **Jason Ortiz** of the Administration Department on the arrival of his little bundle of joy, **Orion**. He was born on September 26th weighing 7.6 lbs.

**Retirement**

Congratulations! To **Linda Rowell** of the Garland Branch on her retirement from Dallas County after **24 years** of faithful and dedicated service.

**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. Here is a list of the charities that the employees generous donations have benefitted this quarter:
EMPLOYEE OF THE MONTH: JULY

Bonnie is an exceptional employee. She is very patient with customers and takes extra measures to be sure she has answered all of their questions before they leave her counter. She is always on time at her desk when the office opens at 8:00 AM. Unless she is at lunch or break, she is sitting at her desk working on mail or assisting a customer. She puts in eight hours of work for eight hours of pay. She recently organized an “Other Government Offices” list on her personal time. Included on the list are various Government offices, their duties, addresses, phone numbers and hours of operation. This list is very useful to the citizens of Dallas County and to our staff. She is indeed a valued employee and contributor in the Tax Office.

EMPLOYEE OF THE MONTH: AUGUST

Wendy Baker has been a valuable member of the Tax Office team for over 30 years. When you walk past her in the hall, you can expect a friendly smile and be greeted with a country hello. She arrives early each morning, ready to work. If she is in the office, you never have to wonder if she is sitting idle. She is constantly working, ensuring that funds are properly being allocated to the correct entities/accounts and also keeping her staff on task. Wendy has an outgoing personality and you can trust that the feedback she provides is honest and warranted. Wendy’s experience and vast knowledge has been extremely valuable to the Tax Office throughout the years. She is one in a million!

EMPLOYEE OF THE MONTH: SEPTEMBER

Laura Mati is a hard worker who is also humble, reliable, positive, friendly, honest and approachable. She demonstrates these character traits on a daily basis. She proves her value through hard and commendable work and never boasts about her achievements. Laura is respectful to everyone that she encounters and always displays joy while performing her daily tasks. She takes responsibilities very seriously. Laura comes to work each day with a smile and always finds a way to be optimistic, even when doing so might be difficult. One of Laura’s best qualities is that she is a people person. Her friendly personality and her professionalism helps our office to maintain positive and productive relationships with all persons and entities that we work with each day. All of these qualities are contagious to other employees and working with Laura is such a pleasure.
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>Name</th>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albert Garcia</td>
<td>Destiny Flores</td>
<td>Jino Rufino</td>
<td>Paulina Ramirez</td>
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<tr>
<td>Anakaren Arzola</td>
<td>Diana Burkhalter</td>
<td>Juanita Sanchez</td>
<td>Phyllis Jones</td>
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<td>Angelica Valladares</td>
<td>Dixie Sanders</td>
<td>Karina Casillas</td>
<td>Priscilla Cook</td>
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<td>Anthony Kellum</td>
<td>Donna Higbee</td>
<td>Keith Jacobs</td>
<td>Property Tax Division</td>
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<td>Aurora Parra</td>
<td>Downtown Branch</td>
<td>Kristen Smith</td>
<td>Raven Dossey</td>
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<td>Bianka Richmond</td>
<td>Elizabeth Nedd</td>
<td>Kwabena Asamoah Nkansah</td>
<td>Richardson Branch</td>
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<td>Bonnie Mola</td>
<td>Elizabeth Salazar</td>
<td>Lauren Carey</td>
<td>Rochelle Clayborn</td>
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<td>Brenda Vasquez</td>
<td>Emma Ruiz</td>
<td>Leonardo Romero</td>
<td>Samantha Ramirez</td>
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<td>Brianna Benevidas</td>
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<td>Linda Rowell</td>
<td>Sandra Bowie</td>
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<td>Bridget Hernandez</td>
<td>Erin Palmer</td>
<td>Marquise Jefferson</td>
<td>Shannon Burchfield</td>
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<td>Brittani Rossum</td>
<td>Eulane Hart</td>
<td>Marquis Shoes</td>
<td>Sharon Green</td>
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<td>Carmen Yarborough</td>
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<td>Mesquite Tax Office</td>
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<td>Chanel Williams</td>
<td>Gloria Garcia Rivera</td>
<td>Michele Henderson</td>
<td>Sondra Copling-Webb</td>
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<td>Chariette Green</td>
<td>Gwen Bownds</td>
<td>Michelle Gonzalez</td>
<td>Sonja Pollard</td>
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<td>Chelsea Moore</td>
<td>Hubert Ross</td>
<td>Nickcole Jeffery</td>
<td>Teresa Dawson</td>
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<tr>
<td>Cheryl Smith</td>
<td>Imarisha Garrett-Pace</td>
<td>Nina Jackson</td>
<td>Vanessa Rodriguez</td>
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<tr>
<td>Customer Care Center</td>
<td>Irma Mendez</td>
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<td>Viridiana Lopez</td>
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<td>Delia Garcia</td>
<td>Jaferia Anderson</td>
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<td>Wesley Sharp</td>
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<td>Delmy Flores</td>
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<td>Pam Gibson</td>
<td>Yvonne Bunkley</td>
</tr>
<tr>
<td>DeMarcus Kindles</td>
<td>Jessica Rodriguez</td>
<td>Patrick Cichon</td>
<td>Zataria Pirtle</td>
</tr>
</tbody>
</table>

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

**Congratulations** to the *Garland Branch* for winning the “Branch of the Quarter” award for the 2nd quarter. Winning this award truly demonstrates great teamwork.