



DALLAS COUNTY

TAX STATEMENT

ISSUE: XXXV

JULY - SEPTEMBER 2017

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



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

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Mission Statement

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

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BIRTHDAYS

JULY

Karen Beechum	2	Sharon Green	21
Sonja Pollard	2	Kim Rodman	21
Evelyn Rivera	2	Marqus 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
Carlos Rincon	21
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 Reboloso	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-Mendez	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	8 years
Patrick Cichon	Helen Washington
Teresa Dawson	9 years
Michele Henderson	Patricia Avitia
Diana Ramires	Wanda Harkless
Chanel Williams	10 years
2 years	Marilyn Hickman
Karen Beechum	11 years
Michelle Campos	Dixie Sanders
3 years	12 years
Rochelle Clayborn	Jackie Wallace
Krystle Curtis	13 years
5 years	Sandra Bowie
Anita Scott	15 years
Monica Atsu	Ofelia Escalona
6 years	16 years
Priscilla Cook	Zoraida Carrazco
Yvonne Sprague	

SEPTEMBER

1 year	7 years
Diana Vazquez	Davette Rodgers
2 years	Linda Beard
Leonardo Romero	9 years
Karla Escamilla-Clark	Lorie Phillips
Cynthia Reyna-Mendez	Sandra Lester
3 years	10 years
Wilean Blair	Sherwana Milam
Bridget Hernandez	Sandra Nichols
Sonja Pollard	Norman Kasal
Jacqueline Greiner	11 years
Diana Guerrero	Yvonne Bunkley
4 years	15 years
Arnulfa Gutierrez	Danielle Wright
Melissa Rodriguez	19 years
Laura Mati	Laketricia Merrett
Norma Jimenez	Karen Gaines
Erica Mendez	
Kelleye Dunn-Richardson	



QUALITY MEASURES

Below are the numbers for the Title, Registration and Property Tax transactions processed by the different Dallas County Tax Office branches:

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	Jul	Aug	Sept	Jul	Aug	Sept	Jul	Aug	Sept
Duncanville	3,558	3,675	3,212	8,756	8,831	7,892	273	210	185
Garland	5,488	6,610	5,517	12,207	13,793	11,343	160	85	93
Grand Prairie	7,620	8,772	7,148	12,435	14,150	11,654	222	113	139
Mesquite	3,861	4,512	3,946	10,305	11,495	9,926	260	186	145
North Dallas	6,715	8,357	6,508	12,300	14,218	11,668	189	112	180
Oak Cliff	4,038	4,406	3,593	10,041	10,769	9,209	568	458	446
Richardson	5,128	5,475	4,658	7,687	8,442	7,352	103	44	146
George Allen	4,344	5,308	4,393	6,038	7,248	5,694	154	120	138

eSTATEMENTS
2,139

**SUBCONTRACTOR
TRANSACTIONS**
122,756

**TITLES
PROCESSED**
184,711

**REGISTRATIONS
PROCESSED**
592,875

**CALLS
ANSWERED**
69,359

**OVER THE COUNTER
PROPERTY TAX
PAYMENTS**
4,720

**WEB DEALER
TRANSACTIONS**
146,116

**SCOFFLAW
REJECTIONS**
13,990

**CHECKS PROCESSED BY THE
REMITTANCE PROCESSING SYSTEM**
122,402

NEW EMPLOYEES ON BOARD

Andrews Daniel	Part Time Representative	Downtown Branch
Dariet McDuff	Part Time Representative	Oak Cliff Branch
Deyanira Rodriguez	Part Time Representative	North Dallas Branch
Dianna Cannonier	Part Time Representative	North Dallas Branch
Eureka Brooks	Assistant Manager	MV Special Operations
Janie Mosley	Part Time Representative	Garland Branch
Jino Rufino	Part Time Representative	Richardson Branch
Kayan Lewis	Full Time Representative	Property Tax Division
Lakesha Tanniehill	Part Time Representative	Customer Care Center
Maria Martinez	Part Time Representative	Oak Cliff Branch
Maria Pineda	Part Time Representative	Oak Cliff Branch
Priscilla Hernandez	Part Time Representative	Downtown Branch
Rebekah Balderas	Part Time Representative	North Dallas Branch
Rhaevan Shields	Part Time Representative	Grand Prairie Branch
Sarah Hulsey-Dunman	Part Time Representative	North Dallas Branch
Stephen Sibley	Part Time Representative	Property Tax Division
Wilmer Ventura	Part Time Representative	Grand Prairie Branch

The expert in anything was once a beginner.

IF YOU WANT TO BE SUCCESSFUL,
IT'S JUST THIS SIMPLE. KNOW
WHAT YOU ARE DOING. LOVE WHAT
YOU ARE DOING. AND BELIEVE IN
WHAT YOU ARE DOING.



EMPLOYEE PROMOTIONS

Raven Dossey	Full Time Representative	MV Administration
Keith Jacobs	Full Time Representative	Richardson Branch
Gail Wortham	Full Time Representative	Downtown Branch
Cedrick Houston	Full Time Representative	Garland Branch
Yanira Isaac	Full Time Representative	Garland Branch
Sarah Hulsey-Dunman	Full Time Representative	North Dallas Branch
Jino Rufino	Full Time Representative	Richardson Branch
Alejandra Munguia	Full Time Representative	MV Special Operations
Lauren Carey	Lead Representative	Grand Prairie Branch

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

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:



July - Texas Scottish Rite Hospital: **\$638**

August - The Bridge: **\$461**

August - Dallas Children’s Advocacy Center: **\$461**

September - Hurricane Harvey Relief: **\$3,100**

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.



Bonnie Mola
Richardson Branch

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!



Wendy Baker
Accounting Department

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.



Laura Mati
Administration Department

CITIZEN APPRECIATION

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

Albert Garcia	Destiny Flores	Jino Rufino	Paulina Ramirez
Anakaren Arzola	Diana Burkhalter	Juanita Sanchez	Phyllis Jones
Angelica Valladares	Dixie Sanders	Karina Casillas	Priscilla Cook
Anthony Kellum	Donna Higbee	Keith Jacobs	Property Tax Division
Aurora Parra	Downtown Branch	Kristen Smith	Raven Dossey
Bianka Richmond	Elizabeth Nedd	Kwabena Asamoah Nkansah	Richardson Branch
Bonnie Mola	Elizabeth Salazar	Lauren Carey	Rochelle Clayborn
Brenda Vasquez	Emma Ruiz	Leonardo Romero	Samantha Ramirez
Brianna Benevidas	Eric Garcia	Linda Rowell	Sandra Bowie
Bridget Hernandez	Erin Palmer	Marquise Jefferson	Shannon Burchfield
Brittani Rossum	Eulane Hart	Marqus Shoels	Sharon Green
Carmen Yarborough	Garland Branch	Mesquite Tax Office	Sharon Houston
Chanel Williams	Gloria Garcia Rivera	Michele Henderson	Sondra Copling-Webb
Charette Green	Gwen Bownds	Michelle Gonzalez	Sonja Pollard
Chelsea Moore	Hubert Ross	Nickcole Jeffery	Teresa Dawson
Cheryl Smith	Imarisha Garrett-Pace	Nina Jackson	Vanessa Rodriguez
Customer Care Center	Irma Mendez	North Dallas Branch	Viridiana Lopez
Delia Garcia	Jaferia Anderson	Ofelia Clemente	Wesley Sharp
Delmy Flores	Janetta Wilson	Pam Gibson	Yvonne Bunkley
DeMarcus Kindles	Jessica Rodriguez	Patrick Cichon	Zataria Pirtle



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.

