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

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

It’s Fall y’all! Can you believe I just said that? I’m so excited about Fall… cooler weather… the State Fair… and property tax statements are mailed! Yes, that’s right, the property tax statements have been mailed! Be on the lookout for your statement. Remember, if you have an escrow with your mortgage, we will send your lender the statement and you’ll get an informational postcard. By sending out the postcard instead of an actual statement, we save the Dallas County citizens over $44,000 in printing and mailing costs.

The beginning of Property Tax Season, known as the Property Tax New Year in the Tax Office, also signifies the wrap up of last year’s collections. Once again the Tax Office has broken records with a current year collection percentage of 99.09%. Never in the history of Dallas County has property tax collections been so high! This is attributable to awesome teamwork! Thank you to all the Tax Office team members for helping to break records!

Check out personal recognitions on pages 5 & 6, we have a lot of special anniversaries being celebrated and some babies too! Sadly, we say goodbye to David Gaytan with the Tax Office IT and Sandra Lester with the Mesquite Branch as they both retired this quarter. Check out their parties on page 7. We’re at it again, networking and educating! Thank you to Commissioner Daniel for inviting us to participate in her town hall meetings. Ellen Hays and Norman Kasal joined me at these events and they both did a great job!

Congratulations to Christina Benedict, Amber White and Vanessa Rodriguez for being selected as this quarter’s employees of the month. Read about the awesome reasons why these ladies were selected on page 9. Do you know someone who is worthy? If so, check out how to nominate them on page 10. Also on page 10, we are now recognizing everyone who was nominated this past quarter. What an honor to be nominated by your peers for employee of the month.

Finally, congratulations to the North Dallas Branch for winning Branch of the Quarter. It takes the entire branch working together to win this awesome award. Keep up the great work North Dallas!

Enjoy Fall Y’all... I know I am. As always, it’s an honor to serve as your Tax Assessor/Collector.

~John R. Ames, PCC, CTA

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

The DALLAS COUNTY TAX STATEMENT is an official publication of the Dallas County Tax Office.
Editorial Articles are accepted and considered for publication, but do not reflect the opinion of the editor, publisher or the Dallas County Tax Office.
TAX STATEMENT

BIRTHDAYS

**JULY**

- Evelyn Rivera
- Karen Beechum
- Sonja Pollard
- Gaylon Harris-Gowans
- Erin Palmer
- Karen Gaines
- Araceli Vazquez
- Erica Goodman
- Lorena Hernandez-Maldonado

- Kimberly Rodman
- Sharon Green
- Norman Kasal
- Raven Dossey
- Viridiana Lopez
- Rita Cathey-Akinlabi
- Diana Vazquez
- Dyvone Villa

**AUGUST**

- Rosa Romero
- Sonya Rivera
- Yvonne Sprague
- Leticia Dominguez
- David Gaytan
- Keriann Pringle
- Anthony Kellum
- Priscilla Marceleno
- Catina Diggs-Thibodeaux
- Jose Chavez
- Alberto Garcia

- Ana Gonzalez
- LaTara Daniels
- Carlos Rincon
- Charles Taylor
- Anita Scott
- Sandra Herring
- Kendra Winn
- Erica Cervantes

**SEPTEMBER**

- Nytosha Houston
- Sheila Campbell
- Celia Salas
- Cathy Lattimer
- Delmy Ramirez
- Jasmine Ibarra
- Karen Cordova
- Aurora Parra
- Brittni Rossum
- Cynthia Herrera
- Deborah Langford
- Draupadi Fermin-Mendez

- Nina Jackson
- Devonne Monroe
- Melissa Matta
- Gaby Morales
- Maria Pineda
- Erica Mendez
- Perla Rebollos-Camarillo
- Wesley Sharp
- Osmar Lopez
- Teresa Dawson
- Gail Wortham
- Ellen Hays
- Sally Stephens

**SERVICE ANNIVERSARIES**

**JULY**

- 1 year
  - Andrews Daniel
  - Jino Rufino
  - Rhaevan Shields
- 2 years
  - Kathy Reed
  - Tiana Swanson
- 3 years
  - Marquise Jefferson
  - Sonya Rivera
- 4 years
  - Paul E. Hamilton
- 11 years
  - Kimberly Rodman
- 15 years
  - Amber White
- 20 Years
  - Gloria Garcia-Rivera

**AUGUST**

- 1 year
  - Dianna Cannonier
  - Janie Mosley
  - Maria Pineda
  - Rebekah Balderas
- 2 years
  - Chanel Williams
  - Diana Ramirez
  - Patrick Crues
  - Teresa Dawson
- 3 years
  - Karen Beechum
  - Michelle Campos
- 4 years
  - Rochelle Clayborn
- 6 years
  - Anita Scott
  - Monica Atsu

- 7 years
  - Priscilla Cook
  - Yvonne Sprague
- 10 years
  - Patricia Avitia
  - Wanda Harkless
- 11 years
  - Marilyn Hickman
- 12 years
  - Dixie Sanders
- 13 years
  - Jacqueline Wallace
- 14 years
  - Sandra Bowie
- 16 years
  - Ofelia Clemente
- 17 years
  - Zoraida Carrazo

**SEPTEMBER**

- 1 year
  - Deyanira Rodriguez
  - Kayan Lewis
- 2 years
  - Diana Vazquez
- 3 years
  - Cynthia Reyna-Mendez
  - Karla Escamilla-Clark
- 4 years
  - Ashley Richard
  - Bridget Hernandez
- 8 years
  - Davette Rodgers
- 10 years
  - Linda Beard
- 12 years
  - Arnulfa Gutierrez
  - Kelleye Dunn-Richardson
- 13 years
  - Laura Mati
- 16 years
  - Maria Mendez
  - Melissa Rodriguez
- 20 years
  - Karen Gaines
  - Laketricia Merrett

- 14 years
  - Perla Rebollos-Camarillo
- 15 years
  - Bethany Spann
- 16 years
  - Yvonne Bunkley
- 17 years
  - Devonne Monroe
- 19 years
  - Melissa Matta
- 20 years
  - Karen Gaines
- 21 years
  - Laketricia Merrett
NEW EMPLOYEES ON BOARD

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Location</th>
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<tr>
<td>Jasmine Ibarra</td>
<td>Part Time Representative</td>
<td>North Dallas</td>
</tr>
<tr>
<td>Laura Llanas</td>
<td>Part Time Representative</td>
<td>Dealer Operations</td>
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<td>Ariel Roper</td>
<td>Part Time Representative</td>
<td>George Allen</td>
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<td>Darren Horrell</td>
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<td>Property Tax</td>
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<td>Monica Escalante</td>
<td>Part Time Representative</td>
<td>Customer Care</td>
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<td>Shantavia Johnson</td>
<td>Part Time Representative</td>
<td>Grand Prairie</td>
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<td>Stacy Linwood</td>
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<td>Richardson</td>
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<tr>
<td>Erika McEwan</td>
<td>Part Time Representative</td>
<td>Garland</td>
</tr>
<tr>
<td>Charlotte Tomlinson</td>
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<td>George Allen</td>
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EMPLOYEE PROMOTIONS

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<thead>
<tr>
<th>Name</th>
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<tr>
<td>Kelly Caraway</td>
<td>Full Time Representative</td>
<td>Mesquite</td>
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<td>Kendra Winn</td>
<td>Full Time Representative</td>
<td>Special Operations</td>
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<td>Sondra Copling-Webb</td>
<td>TAX DP Coordinator II</td>
<td>IT</td>
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<td>Frank Esparza Jr.</td>
<td>Full Time Representative</td>
<td>North Dallas</td>
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<tr>
<td>Bianca Rodriguez</td>
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<td>Catalina Medina</td>
<td>Full Time Representative</td>
<td>Richardson</td>
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<tr>
<td>Raul Bedolla</td>
<td>Full Time Representative</td>
<td>Richardson</td>
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<tr>
<td>Jaleesa Odom</td>
<td>Lead Representative</td>
<td>George Allen</td>
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</table>

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:

- **July**
  - Texas Scottish Rite Hospital
    - $574.00

- **August**
  - The Bridge
    - $912.00

- **September**
  - Dallas Children’s Advocacy Center
    - $768.00
# QUALITY MEASURES

<table>
<thead>
<tr>
<th></th>
<th>Vehicle Titles Processed</th>
<th>Registrations Processed</th>
<th>Property Tax Transactions</th>
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<tr>
<td></td>
<td>Jul</td>
<td>Aug</td>
<td>Sept</td>
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<tr>
<td>Duncanville</td>
<td>3,430</td>
<td>3,903</td>
<td>3,352</td>
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<tr>
<td>Garland</td>
<td>5,313</td>
<td>5,708</td>
<td>4,923</td>
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<tr>
<td>Grand Prairie</td>
<td>8,477</td>
<td>9,318</td>
<td>7,342</td>
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<tr>
<td>Mesquite</td>
<td>4,231</td>
<td>4,505</td>
<td>4,267</td>
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<tr>
<td>North Dallas</td>
<td>7,754</td>
<td>8,526</td>
<td>6,725</td>
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<tr>
<td>Oak Cliff</td>
<td>4,080</td>
<td>4,524</td>
<td>3,628</td>
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<td>Richardson</td>
<td>6,108</td>
<td>5,796</td>
<td>4,212</td>
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<tr>
<td>George Allen</td>
<td>5,244</td>
<td>5,491</td>
<td>4,305</td>
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</tbody>
</table>

- **eSTATEMENTS**: 342
- **TITLES PROCESSED**: 180,191
- **CALLS ANSWERED**: 70,370
- **WEB DEALER TRANSACTIONS**: 127,835
- **OVER THE COUNTER PROPERTY TAX PAYMENTS**: 4,750
- **SUBCONTRACTOR TRANSACTIONS**: 129,351
- **SCOFFLAW REJECTIONS**: 3,434
- **CHECKS PROCESSED BY THE REMITTANCE PROCESSING SYSTEM**: 119,416
- **REGISTRATIONS PROCESSED**: 557,907
PERSONAL RECOGNITIONS

Teresa Cloninger – 5 years Oak Cliff Branch
Daropadi Fermin-Mendez – 5 years Mesquite Branch
Jennifer Richards – 5 years Accounting
Laura Mati – 5 years Administration
Bonnie Mola – 5 years Richardson Branch
Patricia Avitia – 10 years Grand Prairie Branch
Wanda Harkless – 10 years Dealer Operations
Lorie Phillips – 10 years Garland Branch
Amber White – 15 years Administration
Laketricia Merrett – 20 years CCC/TPR
Karen Gaines – 20 years Property Tax
PERSONAL RECOGNITIONS

Cynthia Herrera's son, Adrian, ran a 5K in May. He won 1st place and ran it in 26 minutes beating the older kids, way to go!

Dyvone Villa welcomed her first child, Sebastian, on August 3rd. He weighed 9 lbs. and 4 ounces. Congratulations!

Sue Pesina’s granddaughter welcomed twins on August 1st. She had a boy and girl, Chloe Maria and Carlos Anthony. Welcome to the family!

P.R.I.D.E

The Property Tax Department held their very first Personal Responsibility In Delivering Excellence (P.R.I.D.E) luncheon this quarter. What a perfect way to say “Thank You” and show appreciation to the staff for all of their hard work. The event was filled with a day full of fun activities, great food and prizes. The Tax Office would not be successful without the dedication and hard work provided by our employees. Way to go Property Tax on your successful, record breaking year.

The Texas DMV announced that webDEALER, the web-based application for submitting electronic title applications by dealers, hit a milestone in September. The 5,000,000th webDEALER transaction was approved on September 25, 2018, by Dallas County for EAN Holdings, LLC (Enterprise Rent-A-Car).
On August 23rd, we celebrated David Gaytan’s retirement. David faithfully served Dallas County for 10 1/2 years. Way to go! He celebrated the day with friends and family, which included his wife Mary, daughter Theresa and son Madison. It was a day full of excitement as well as sad goodbyes from his team. Although we are happy for David and wish him the best on his new journey, he will be missed.

Sandra Lester has retired after 10 years of faithful service to the Tax Office. She was joined by her family and enjoyed a day full of celebration with her team. Sandra plans to take a short vacation, let retirement sink in, focus on new beginnings and enjoy life. In honor of her sunny disposition, the Mesquite Branch dressed in yellow for her retirement party! Sandra, enjoy your retirement! We wish you the best!
El Paso County Tour

We were honored to host El Paso County Tax Assessor/Collector Ruben Gonzalez and his team for a tour and discussion on how to create efficiencies within the Tax Office. We were able to share a lot of our successes and also learn about how El Paso conducts business. Working Together to make Texas Better.... El Paso to Dallas!

ROAD & BRIDGE #1

The Tax Office had the privilege to attend three Town Hall Meetings organized by Commissioner Theresa Daniel and her team. These events provided the Tax Office an opportunity to speak with and educate citizens about Motor Vehicle operations, Property Tax collections and the conveniences of doing business online or at one of our eight branch offices, located around the county. John R. Ames, Norman Kasal and Ellen Hays represented the Tax Office.

Thank you for including the Tax Office in your Town Hall Meetings Commissioner Daniel!
EMPLOYEE OF THE MONTH: JULY

Christina, Asst. Director of Motor Vehicles, has been with the Tax Office for over 17 years. Her knowledge of the department’s operations is vast and wide. Although she holds the title of Assistant Director, she never views a task as too small. She is quick to assist at branches when needed and is always helpful when other divisions have questions. During the recent remodeled of the Garland Branch Office, Christina’s knowledge, organizational skills and developed contacts played a vital role in the success of the project. Not only was she able to assist in the planning phase, but was also instrumental in the implementation of the technical phases to troubleshoot issues as they arose ensuring a timely completion of the project. Another valuable attribute is Christina’s positive and productive relationships with other counties and partners. During a recent statewide conference, she was notably able to engage and network with senior officials from the Texas DMV, as with vendors and peers from other counties, in matters relating to her motor vehicle operations. For these reasons and many others Christina Benedict is recognized as Tax Office Employee of the Month for July.

EMPLOYEE OF THE MONTH: AUGUST

Amber is an exemplary employee. Working with her, many have observed that she is focused, precise and all about the business. At the same time, Amber is cordial, cooperative and has a great sense of humor. A fast leaner, Amber is always respectful of others no matter how challenging or tough the situation presented. She truly wears many hats as Special Assistant to the Tax Assessor/Collector. She regularly assists both internal and external customers and business partners. Amber has become somewhat of an IT technician and expert for the Tax Office where she regularly is called upon to deal with computers, security camera, digital signage, panic buttons and access door challenges. She is quick, to the point and works at 100 miles per hour regardless of the challenge before her. Amber is the consummate multi-tasker and does not like to be idle. With great success, she was able to coordinate the renovation of one the largest and busiest branch offices while at the same time preparing for the annual Tax Office Enrichment Day, a huge endeavor unto itself. It was vitally important to make sure that all personal computers, RTS workstations and cash drawers were operational. The project was completed timely and according to plan. In the relatively brief period that Amber has worked in her position, she has earned the respect of her peers as well as done. Amber has superior leadership skills and qualities, and a vast knowledge of Tax Office operations that uniquely equip her to progress through the ranks of the department. These are the performance and character traits that make Amber White Employee of the Month for August.

EMPLOYEE OF THE MONTH: SEPTEMBER

Vanessa daily performance epitomizes superior customer service! She comes to work every day with a smile, even when she is not feeling well. She consistently performs at a high level. She has had no NMVTIS errors, no rejections, no voids and she has had 100% accuracy in balancing for the past six months! Vanessa takes pride in her work and this is noticed every day. She always keeps her cool when dealing with an irate customer and is able to turn their negative experience into a positive one. She never complains. She is real team player and goes above and beyond to assist customers and her peers. She is sweet and thoughtful. She is definitely one of a kind and she is a great Representative of the Dallas County Tax Office.
In an effort to recognize the hard work and dedication of our many employees, we have added a new section to the “Tax Statement” to honor our Employee of the Month nominees for the past quarter. These individuals have been recognized by the peers for going above and beyond the daily call of duty. We appreciate all that you do and your efforts do not go unnoticed. Keep up the great work!

Noemi Vazquez
Cynthia Mendez
Diana Nguyen
Brenda Lopez
Alberto Garcia
Charles Taylor
Nytosha Houston

Employee of the Month FAQ

Q. Who can I nominate for employee of the month?
A. Any full-time employee who has completed their probationary period. (Note: Employee should have no disciplinary action(s) during the 12 months prior to date of nomination.)

Q. Do I have to be a supervisor to nominate someone?
A. No. Anyone can submit a nomination.

Q. Is there a form and to whom should I send the nomination?
A. Yes. A form can be provided by your supervisor. All nominations should be submitted directly to Gaby (Maria A. Morales).

Q. What is a characteristic of an EOM?
A. Anyone that you see providing exceptional service, going above and beyond, or that inspires you to be a better employee.
CITIZEN APPRECIATION

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Branch Name</th>
<th>Recognition</th>
<th>Award Recipient</th>
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<tbody>
<tr>
<td>Albert Garcia</td>
<td>Delmy Ramirez</td>
<td>Karla Escamilla-Clark</td>
<td>Sharon Green</td>
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<td>Ana Karen Arzola</td>
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<td>Kayan Lewis</td>
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<td>Andrews Daniel</td>
<td>Dianna Cannonier</td>
<td>Lorena Hernandez-Maldonado</td>
<td>Sonja Pollard</td>
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<td>Aurora Parra</td>
<td>Dixie Sanders</td>
<td>Louis Wright</td>
<td>Sonya Trevino</td>
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<tr>
<td>Bianka Richmond</td>
<td>Elizabeth Nedd</td>
<td>Michelle Campos</td>
<td>Tarsha LeSueur</td>
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<tr>
<td>Blen Biru</td>
<td>Erica Goodman</td>
<td>Michelle da la Cruz</td>
<td>Teresa Dawson</td>
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<tr>
<td>Bryan Guzman</td>
<td>Erin Palmer</td>
<td>Morgan McDougal</td>
<td>Tina Garcia</td>
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<td>Carla Sandoval</td>
<td>Evelyn Rivera</td>
<td>Ofelia Clemente</td>
<td>Vanessa Rodriguez</td>
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<tr>
<td>Carmen Sanchez</td>
<td>Frank Garcia</td>
<td>Phyllis Jones</td>
<td>Vickie Dykes</td>
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<td>Cedrick Houston</td>
<td>Gail Wortham</td>
<td>Pricilla Marceleno</td>
<td>Wilean Blair</td>
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<td>Charnique Graham</td>
<td>Glenda Jesttes</td>
<td>Raul Bedolla</td>
<td>Willie Johnson</td>
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<td>Chelsea Moore</td>
<td>Jackie Wallace</td>
<td>Rochelle Clayborn</td>
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<td>Claude Zeli</td>
<td>Jessie Bigley</td>
<td>Roberto Guerra</td>
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<td>Cynthia Herrera</td>
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<tr>
<td>Debra Davis</td>
<td>John Curry</td>
<td>Sandra Bowie</td>
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CONGRATULATIONS to the North Dallas Branch for winning the “Branch of the Quarter” Award for the 2nd quarter (April-June). Winning this award truly demonstrates great teamwork.