



DALLAS COUNTY

TAX STATEMENT

ISSUE: XLIII

July-September 2019

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



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

Fall is finally here! It's nice to have some cooler temperatures after a long Texas summer! Fall is a special time in the Tax Office because we begin the Property Tax Season! That's right, all those love letters (tax statements) have been mailed. I'm very proud of our team for wrapping up the 2018 tax year with an amazing collection percentage of 99.08%! It takes the entire team to reach those kind of collections.

Welcome to all our new team members and congratulations to our promoted team members. Check out the list of all the promoted folks on page 3. It's always an honor to promote great folks from within our team. We should be growing our own leaders within our organization....I see that happening with these promotions!

A big thank you to Commissioner Garcia for including us in her annual West Dallas Community Forum. It's always great to share about the Tax Office and educate our residents. If you have a group that you would like us to speak at, give us a call.... we're happy to participate!

Congratulations to the Property Tax Division for their year-end PRIDE celebration. Way to go **Karen Gaines** for winning the big award! Great job PTax management for planning a great celebration. Check out what PRIDE stands for on page 6.

We said goodbye to a great team member this quarter, **Ms. Deb Langford**. After 23 years of dedicated service to Dallas County citizens, Deb decided to retire. We wish her a long and happy retirement! Check out this quarter's Employees of the Month on page 8. Way to go **Cynthia Mendez, Darren Horrell** and **Tina Garcia**! You truly exemplify qualities worthy of this recognition.

Lastly, a big congrats to the North Dallas Branch for winning the Branch of the Quarter award again. Yes, I said again! North Dallas has a great team and they understand how to work together to be successful!

Enjoy the fall weather! As always, I am humbled and honored to serve as your Tax Assessor/Collector.

- *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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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.

BIRTHDAYS

JULY

Evelyn Rivera	2	Christina Castillo	24
Karen Beechum	2	Raven Dossey	24
Gaylon Gowans	4	Viridiana Lopez	25
Erin Palmer	14	Destiny Flores	28
Karen Gaines	15	Rita Cathey-Akinlabi	29
Araceli Vazquez	20	Diana Vazquez	30
Erica Goodman	20	Dyvone Villa	31
Lorena Hernandez-Maldonado	20		
Kimberly Rodman	21		
Sharon Green	21		

AUGUST

Rosa Romero	6	Carlos Rincon	21
Monica Escalante	8	Charles Taylor	22
Yvonne Sprague	8	Anita Scott	23
Leticia Dominguez	9	Sandra Herring	23
Dabreya Cornelius	10	Priscilla Marceleno	24
Keriann Pringle	10	Sydney Furgerson	25
Darren Horrell	11	Erica Cervantes	26
Anthony Kellum	12	Kendra Winn	29
Catina Diggs-Thibodeaux	14	Teresa Cloninger	29
Alberto Garcia	20		
Ana Gonzalez	20		
LaTara Daniels	20		

SEPTEMBER

Nytosha Spencer	1	Draopadi Fermin-Mendez	14
Sheila Campbell	3	Nina Jackson	14
Celia Salas	4	Devonne Monroe	16
Cathy Lattimer	5	Maria Pineda	19
Karen Cordova	5	Maria Morales	19
Aurora Parra	7	Maria Mendez	20
Brittani Rossum	8	Perla Reboloso Camarillo	22
Adriana Sanchez	9	Wesley Sharp	22
Cynthia Herrera	10	Teresa Dawson	23
Deborah Langford	10	Audrey Wortham	26
		Ellen Hays	26
		Sally Stephens	29



SERVICE ANNIVERSARIES

JULY

2 years
Jino Rufino
Rhaevan Shields
3 years
Kathy Reed
Tiana Swanson
4 years
Marquise Jefferson
12 years
Kimberly Rodman
16 years
Amber White
21 years
Gloria Garcia-Rivera

AUGUST

1 year	Darren Horrell
2 years	Dianna Cannonier
3 years	Maria Pineda
3 years	Diana Ramires
4 years	Teresa Dawson
4 years	Karen Beechum
5 years	Michelle Campos
7 years	Rochelle Clayborn
7 years	Anita Scott
8 years	Monica Atsu
8 years	Priscilla Cook
8 years	Yvonne Sprague
11 years	Patricia Avitia
12 years	Wanda Harkless
12 years	Marilyn Hickman
13 years	Dixie Sanders
14 years	Jacqueline Wallace
15 years	Sandra Bowie
17 years	Ofelia Clemente
18 years	Zoraida Carrazco

SEPTEMBER

1 year	Charlotte Tomlinson
1 year	Erika McEwan
1 year	Monica Escalante
1 year	Shantavia Johnson
1 year	Stacy Linwood
2 years	Deyanira Rodriguez
3 years	Diana Vazquez
4 years	Cynthia Renya Mendez
4 years	Karla Escamilla-Clark
5 years	Ashley Richard
5 years	Bridget Hernandez
5 years	Diana Guerrero
5 years	Jacqueline Greiner
5 years	Wilean Blair
6 years	Arnulfa Gutierrez
6 years	Kelleye Dunn-Richardson
6 years	Laura Mati
6 years	Maria Mendez
6 years	Norma Jimenez
9 years	Davette Rodgers
9 years	Linda Beard
11 years	Lorie Phillips
12 years	Sandra Nichols
12 years	Sherwanna Milam
13 years	Yvonne Bunkley
14 years	Rosa Romero
17 years	Danielle Wright
21 years	Karen Gaines
21 years	Laketricia Merrett



NEW EMPLOYEES ON BOARD

WELCOME TO THE TEAM!



Miriam Hernandez	Part Time Representative	Customer Care
Tashawna Williams	Part Time Representative	George Allen
David Duran	Full Time Representative	Richardson
Ivan Rodriguez	Part Time Representative	North Dallas
Moises Salazar	Part Time Representative	Property Tax
Maya Glaspie	Part Time Representative	Grand Prairie
Maria Ovalle	Part Time Representative	Oak Cliff
Adriana Sanchez	Part Time Representative	Grand Prairie
Eric Gentry	Full Time Representative	Special Operations
Mark Hubbard	Full Time Representative	Richardson

EMPLOYEE PROMOTIONS

Evelyn Rivera	Senior Representative	Property Tax
Kiabeth Romero	Full Time Representative	North Dallas
TaBriae Riley	Full Time Representative	North Dallas
Dae'Jza Davis	Full Time Representative	Customer Care
Maria Pineda	Full Time Representative	Dealer Operations
Roberto Guerra	Full Time Representative	Dealer Operations
LaTara Daniels	Assistant Branch Manager	Richardson
Gabrielle Peters	Training Coordinator	MV Administration
Jessica Rubin	Lead Representative	Grand Prairie
Miriam Hernandez	Full Time Representative	Customer Care
Reneisha Evans	Full Time Representative	North Dallas
Cynthia Reyna Mendez	Assistant Training Coordinator	MV Administration
Destiny Flores	Senior Secretary	Administration



CONGRATULATIONS

WHERE FASHION MEETS CHARITY



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“Jean Wearing Wednesdays” is a great way for the Tax Office teams to enjoy the comfort of jeans while supporting charitable causes. Funds collected each month are donated to organizations recognized for serving the needs of others. Here is a list of the charities that benefitted this quarter from our employees’ generous donations.



July
Texas Scottish Rite Hospital
\$1,000.00

August
The Bridge
\$1,000.00

September
Dallas Children's Advocacy Center
\$900.00

QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	Jul	Aug	Sept	Jul	Aug	Sept	Jul	Aug	Sept
Duncanville	3,768	4,081	3,684	9,662	9,292	8,037	306	208	285
Garland	6,395	6,304	5,826	13,713	12,846	11,183	212	97	91
Grand Prairie	8,009	7,982	6,857	14,449	13,277	11,488	286	155	121
Mesquite	4,601	4,350	4,163	11,640	10,834	9,426	307	183	188
North Dallas	7,919	7,402	7,131	14,449	13,174	12,125	279	131	194
Oak Cliff	3,796	3,676	3,279	10,378	9,609	8,272	727	481	437
Richardson	4,798	4,842	4,704	8,843	8,274	7,503	297	62	163
George Allen	5,428	5,653	4,898	7,067	7,350	6,429	144	106	87



eSTATEMENTS
414



TITLES PROCESSED
187,145

CALLS ANSWERED
66,637



OVER THE COUNTER PROPERTY TAX PAYMENTS
9,109

NEIGHBORHOOD LOCATIONS TRANSACTIONS
139,217



WEB DEALER TRANSACTIONS
51,289

SCOFFLAW REJECTIONS
1,001



REGISTRATIONS PROCESSED
593,132

CHECKS PROCESSED BY THE REMITTANCE PROCESSING SYSTEM
11,887



COUNTY ANNIVERSARIES



**Wilean Blair
Mesquite—5 Years**



**Bridget Hernandez
Garland—5 Years**



**Arnulfa Gutierrez
Dealer Operations-5 years**



**Rochelle Clayborn
Customer Care— 5 years**



**Sandra Bowie
Oak Cliff-15 years**



**Evelyn Rivera
Property Tax— 5 years**



**Devonne Monroe
North Dallas-5 years**

PERSONAL RECOGNITIONS



Janetta Wilson's son Jason celebrated his marriage to Crystal Wilson. Congrats to the happy couple!



Vickie Dykes' daughter Briana Haley graduated from Colorado Tech University on July 13th. She graduated with a Bachelor of Science in Business Administration. Congrats to Briana!



Vickie Dykes and her husband are celebrating their 32nd wedding anniversary. Congrats to the happy couple, here's to many more!



Kelly Caraway is a proud grandmother to her 1st grandchild Chance. He weighed 7 lbs. 12 ounces. Congrats to the new addition!



Imrisha Garrett welcomed a beautiful baby boy named Karter. Congrats on your bundle of joy!



Christina Benedict's niece, Keeley is a frequent visitor to Scottish Rite. She just received a new set of wheels.

WEST DALLAS COMMUNITY FORUM



On August 20th, John R. Ames along with Commissioner Elba Garcia attended a Tax Forum held at Jayce Zaragoza Recreation Center. In attendance were Peggy McCormick, Jose Delgado, Yvonne Sprague and Destiny Flores from the Tax Office and Collections Manager Abraham Gracia and attorneys Tshomba Mayer and Ashly Atkins from Lineberger Goggan Blair & Sampson LLP. The event was filled with information about the Tax Office and what services are provided to our taxpayers.

P.R.I.D.E



The Property Tax Department held their second Personal Responsibility In Delivering Excellence (P.R.I.D.E) luncheon. The event was filled with fun activities, great food and prizes. The luncheon is an event to show the appreciation of all the hard work for the Property Tax Division team.

July Denim



Our office is setting an amazing example of the difference individuals can make when pulling together for great causes.

In the month of July, the Tax Office had the opportunity of wearing jeans for the whole month by doing a one-time donation of \$20.00.

All proceeds were divided and donated to the three charities this quarter supported by the Tax Office — Texas Scottish Rite Hospital, The Bridge, and Dallas Children's Advocacy Center. More than 96 participated and over \$1,500 was collected.

Deborah Langford's Retirement



Long time team member in the Dealer Operations branch, Deborah Langford celebrated her well earned retirement in a very Special ceremony and celebration on September 11th. She was joined by her family and closest friends. Deborah is retiring after 23 years of faithful service to Dallas County Tax Office. After retirement, she plans to travel with her husband and spend time with her friends and family. She also plans to volunteer at her church, nursing homes and the SPCA. Enjoy your retirement Ms. Deb, your smile will be truly missed by everyone in the Tax Office!



Deborah Langford & Mr. Ames

EMPLOYEE OF THE MONTH: July



Cynthia Reyna Mendez
Motor Vehicle Administration

Cynthia is a dedicated Tax Office employee who does an excellent job assisting taxpayers in the Downtown-George Allen branch office. She is often called upon to be a translator for our taxpayers, and is always a team player, working to assist her co-workers whenever possible. Cynthia is one of the most flexible and adaptable employees in our office, and is an excellent multi-tasker, which is a real asset to our office. An example of this is when our multi-transition board (dealer board) becomes extremely busy, Cynthia is able to transition from working the line, processing Property Tax transactions to assisting with the multi-transaction board. She transitions cheerfully without any complaints or hesitations, and her answer is always, “Yes, no problem”. Cynthia also has great attendance, . Over a 12-month period, she has averaged 99.18% on accuracy, averaged 56 titles per day and her balancing is at 98.14%. She is a great example of what a team player should be!

EMPLOYEE OF THE MONTH: August

It is with great pleasure that Mr. Darren Horrell is nominated as Employee of the Month in recognition for having top production during our peak season. Over the past six months, it has been a pleasure to work with one of our hardest working employees within the Refund Department. He is truly dedicated to his work! In 2019, Darren is one of the highest producers of refunds, and week after week, he continues to excel by showing that he is dedicated to his work. Darren has shown outstanding leadership by assisting his teammates to achieve team goals. He does all this with a smile and never complains about any changes that may happen along the way. He always asks for more work once his assignments are completed. Darren continues to strive for excellence and is a great asset to the Tax Office.



Darren Horrell
Property Tax

EMPLOYEE OF THE MONTH: September



Tina Garcia
Customer Care

Tina is a great candidate for the Employee of the Month because of her GREAT work ethic and sense of humor. In our divisions, she refers to herself as “J-LO”, because she takes pride in everything she is and does, even her appearance. Tina is very patient and thorough in anything she produces. She is often asked to sit with new hires so they can listen to the manner in which she handles inbound calls and documents customer requests. While they are sitting with her, she shows them how to maneuver through the systems and provides helpful hints on how to address customer concerns quickly. When she speaks with customers, internal and external, her tone of voice is welcoming and helpful. She is always on the customer’s side. She will provide every option she knows to assist the customer. She is an employee who takes full responsibility for her actions and views all coaching as an opportunity for advancement. She is able to answer, research and resolve customer inquiries in less than five minutes even when we have a high call volume. She handled 16,054 calls, both Spanish and English, during the 2018 Tax Year. Way to go!

HONORABLE MENTION NOMINEES

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 their 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!

Iris Montemayor

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 for any employee in any Division.

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.



Employee of the Month

CITIZEN APPRECIATION

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

Adrian Rogers	Dae’Jza Davis	Janie Mosley	Samuel Chavez
Albert Garcia	Debra Davis	Jessie Bigley	Sandra Bowie
Ariel Roper	Derick Brown	Jose Delgado	Sandra Lester
Ashley Guevara	Diana Burkhalter	Juanita Sanchez	Sandra Lopez
Barbara Davis	Diana Herrera	Karen Cordova	Shantavia Johnson
Bianca Rodriguez	Elizabeth Salazar	Lorena Hernandez-Maldonado	Sharon Green
Bonnie Mola	Erika McGowan	Lorie Phillips	Teresa Dawson
Charlotte Tomlinson	Eulane Hart	Nicole Jeffery	Tiffany LaFargue
Charnique Graham	Gail Wortham	Pam Gibson	Veronica Gallegos
Chelsea Moore	Glenda Jesttes	Ricardo Salas	Viridiana Lopez
Christina Castillo	Gloria Munguia	Robin Porter	Wendolyn Phillips
Deborah Bloomer	Jaleesa Odom	Rochelle Clayborn	Wilean Blair

Citizens Comments

- ◆ Great Customer service and quick service.
- ◆ This staff answered every question and was knowledgeable about everything that was asked.
- ◆ Fantastic response time. Less than 5 minutes.
- ◆ The Tax Office Information Desk was very helpful. The window service staff were very quick and efficient. The lines were moving exceptionally fast. I really appreciated the helpfulness and a friendly service provided. Hands down the best tax office in Dallas, TX!

Great Job!



CONGRATULATIONS

to the

North Dallas Branch

for winning the “Branch of the Quarter” Award for the 3rd quarter (April-June). Winning this award truly demonstrates great teamwork. & commitment to excellence.

