



DALLAS COUNTY TAX STATEMENT

ISSUE: XLVII

July-September 2020

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Fall is in the air! You know what that means for the Tax Office.... Property Tax Season is upon us! Be on the lookout for your property tax statement in your mailbox this October. The Tax Office Team did an awesome job this year ending with 98.96% collections! Wow, that is a great collection rate even during 2020 with our compassionate COVID collections in place.

The Tax Office continues to serve our citizens within COVID guidelines with extra cleaning measures, reduced lobby capacity, social distancing and of course required masks. Additionally, this quarter the Tax Office implemented a new "Que to Text" technology at our branches. This allows our customers to pull a ticket from the lobby greeter and wait comfortably in their vehicles until they receive a text notifying them that their turn is close and they should proceed to the lobby to be assisted.

Check out all our new and promoted team members on page 3. Congratulations to our third Quarter Employee of the Month winners, **Jaleesa Odom**, **Lorie Phillips** and the entire **Customer Care Center (CCC)**. You can read more about why they were selected on page 11.

The Dallas County Tax Office is on the move..... literally, the Duncanville Branch will be moving into the new South Dallas Government Center in just a matter of days. Check out the progress of the SDGC on page 6. I was honored to help break ground on the new Oak Cliff Government Center a few weeks ago. Check out the building rendering and dirt flying on page 5. I was also able to tour the progress of the Downtown Records Building and see all the great changes. Believe it or not, we intend to move back into the Records Building in spring of 2021.... Ready or not, here we come! Thank you to all the hard work by all the construction crews and County leadership for making our locations safe, secure and presentable.

Property Tax celebrated their 2020 success with their annual PRIDE program. Check it out on page 8. CCC kicked off the 2020 property tax season with a great luncheon and some awesome tools to help with the process. Check it out on page 9. Thank you to both Divisions for keeping morale up and recognizing your teams... COVID Style!

It is with a heavy heart that we recognize the passing of recent retiree Cindy Rowan. Please keep her family in your thoughts and prayers and read about Cindy on page 14.

Thank **YOU** Tax Office Team for everything you do, all day, every day! It is an honor to serve as your Dallas County Tax Assessor/Collector. Stay Safe!

~ John R. Ames, PCC, CTA



**Hon. John R. Ames,
PCC, 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
Evelyn Rivera	2
Gaylon Gowans	4
Erin Palmer	14
Karen Gaines	15
Erica Goodman	20
Sharon Green	21
Kimberly Rodman	21
Christina Castillo	24
Raven Dossey	24
Miriam Hernandez	25
Viridiana Lopez	25
Ivan Rodriguez	26
Destiny Flores	28
Rita Cathey-Akinlabi	29
Dyvone Villa	31



August

Rosa Romero	6
Stephany Perez	7
Monica Escalante	8
Yvonne Sprague	8
Leticia Dominguez	9
Dabreya Cornelius	10
Keriann Pringle	10
Darren Horrel	11
Anthony Kellum	12
Catina Diggs-Thibodeaux	14
Danielle Alexander	20
Latara Daniels	20
Alberto Garcia	20
Ana Gonzalez	20
Carlos Rincon	21
D'Andrea Shaw	21
Charles Taylor	22
Anita Scott	23
Sandra Herring	23

Carlos Rincon	21
D'Andrea Shaw	21
Charles Taylor	22
Anita Scott	23
Sandra Herring	23
Yulissa Amaro	24
Sydney Alcala	25
Johnny Degelia	25
Erica Cervantes	26
Teresa Cloninger	29
Kendra Winn	29



September

Sheila Campbell	3
Ania Silva Cantu	3
Celia Salas	4
Karen Cordova	5
Cathy Lattimer	5
Aurora Parra	7
Brittani Rossum	8
Adriana Sanchez	9
Cynthia Herrera	10
Marco Dimas	14
Dro Fermin-Mendez	14
Nina Jackson	14
Devonne Monroe	16
Maria Pineda	19
Maria Mendez	20
Perla Reboloso-Camarillo	22
Wesley Sharp	22
Teresa Dawson	23
Ellen Hays	26
Audrey Wortham	26
Bryan Lopez	27
Sally Stephens	29

SERVICE ANNIVERSARIES

July

1 Year

Ivan Rodriguez
Tashawna Williams

3 Years

Rhaevan Shields

4 Years

Kathy Reed
Tiana Swanson

5 Years

Marquise Jefferson

13 Years

Kimberly Rodman

22 Years

Gloria Garcia-Rivera

August

1 Year

Maya Glaspie
Adriana Sanchez

2 Years

Darren Horrell

3 Years

Diana Cannonier
Maria Pineda

4 Years

Teresa Dawson

5 Years

Karen Beechum
Michelle Campos

6 Years

Rochelle Clayborn

8 Years

Monica Atsu
Anita Scott

9 Years

Priscilla Cook
Yvonne Sprague

12 Years

Patricia Avitia

Wanda Harkless

13 Years

Marilyn Hickman

14 Years

Dixie Sanders

15 Years

Jacqueline Wallace

16 Years

Sandra Bowie

18 Years

Ofelia Clemente

19 Years

Zoraida Carrazco

September

2 Years

Monica Escalante
Stacy Linwood
Erika McEwan
Charlotte Tomlinson

3 Years

Deyanira Rodriguez

5 Years

Cynthia Reyna-Mendez

6 Years

Wilean Blair
Jacqueline Greiner
Diana Guerrero
Bridget Hernandez
Ashley Richard

7 Years

Kellee Dunn-Richardson
Arnulfa Gutierrez
Norma Jimenez

Laura Mati

Maria Mendez

10 Years

Linda Beard
Davette Rodgers

12 Years

Lorie Phillips

13 Years

Sherwanna Milam

Sandra Nichols

14 Years

Yvonne Bunkley

15 Years

Rosa Romero

18 Years

Danielle Wright

22 Years

Karen Gaines
Laketricia Ogunlende



NEW EMPLOYEES ON BOARD

Alejandra Rocha	Part time Representative	George Allen
Sharon Cooper	Part time Representative	CCC
William Thompson	Part time Representative	Garland
Thomas Herring	Part time Representative	Special Ops
Alexander Mendoza	Full time Representative	Grand Prairie
Ania Silva Cantu	Part time Representative	Grand Prairie
Bryan Lopez	Part time Representative	Garland
Erica Hernandez	Part time Representative	George Allen
Felicia Fernandez	Part time Representative	Special Ops
Ernest Bates	Part time Representative	Dealer ops
Alex Galan	Part time Representative	Oak Cliff
Hesus Chaparro Oramas	Full time Representative	North Dallas
Gricel Garcia Leal	Part time Representative	Special Ops
Zaria Brown	Part time Representative	Garland
Abraham Alcalá	Part time Representative	Garland
Citlali Torres Ruiz	Part time Representative	North Dallas
Elijah Mellish	Part time Representative	Grand Prairie
Anabel Parra	Part time Representative	Duncanville
Brandy Tsegai	Part time Representative	North Dallas



PROMOTIONS

D'Andrea Shaw	Full time Representative	Grand Prairie
Dianna Cannonier	Lead Representative	Special Ops
Aulexus Williams	MV Specialist	Special Ops
Renee Calderon	Lead Representative	MV Admin
Catalina Medina	Lead Representative	Garland
John Curry	Lead Representative	North Dallas
Patricia Avitia	PTax Collections Manager	Property Tax
Yesenia Aguilar	Full time Representative	Garland
Bryan Guzman	Full time Representative	Special Ops
Liliana Valdez	Full time Representative	North Dallas
Thomas Herring	Full time Representative	Special Ops
William Thompson	Full time Representative	Garland
Yulissa Amaro	Full time Representative	CCC
Christina Benedict	Property Tax Director	Property Tax
Ania Silva Cantu	Full time Representative	Grand Prairie
Shannon Burchfield	PTax Asst. Director	Property Tax
Donna Higbee	MV Assistant Director	MV Admin
Delia Guajardo	Branch Manager	Grand Prairie
Melanie Sanchez	Assistant Branch Manager	Grand Prairie
LaTara Daniels	Branch Manager	Garland



QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	July	August	September	July	August	September	July	August	September
Duncanville	3,982	3,275	3,260	5,390	6,454	7,105	30	62	103
Garland	7,048	6,320	7,273	6,969	9,465	12,006	4	47	57
George Allen	2,914	3,990	4,745	3,216	4,738	5,682	4	24	41
Grand Prairie	8,199	6,029	7,525	8,333	8,529	11,019	31	56	97
Mesquite	4,795	4,154	4,616	6,816	7,418	9,156	30	128	119
North Dallas	8,418	7,527	8,909	10,204	9,644	12,256	18	44	49
Oak Cliff	3,774	3,700	3,905	6,314	7,175	7,740	96	236	256



BY THE NUMBERS...

3rd Quarter 2020	Totals
OTC Property Tax Payments	1,552
Registrations Processed	751,279
Titles Processed	169,340
webDealer Transactions	132,402
Checks Processed by RPS	118,797
Customer Calls answered	20,241
Neighborhood Location Registration Transactions	155,840
Scofflaw Rejections	191

OAK CLIFF GROUNDBREAKING

The Oak Cliff Government Center groundbreaking ceremony took place on August 26, 2020 at 10 a.m. It was broadcast virtually so everyone could watch and celebrate with all of our esteemed elected officials who were present and helped to break ground where the future building will stand. The new location will be on Jefferson Street and the anticipated completion date is Summer of 2021.



The Honorable John R. Ames joined Commissioner Dr. Elba Garcia and other elected officials for the historic honor of breaking ground for the new Oak Cliff Government Center.

SOUTH DALLAS GOVERNMENT CENTER

The new South Dallas Government center is located in southern Dallas County off Interstate 20 and South Polk Street. The two-story building will consolidate the Dallas County Tax Office, County Constables, Sheriff's Traffic Division, Dispatch, K-9 Unit and two Justice of the Peace courts. The Tax Office anticipates moving in November 2020. This new location will replace the Duncanville Tax office and the South Dallas Government Center on Polk.



RECORDS BUILDING PROJECT

The Records Building renovations are coming along and will be finished before we know it! The renovations started in 2016 and are scheduled to be completed in spring of 2021. The building features include a fitness center, escalators and a glass conference area on the top level of the building. The Tax Office will be located on the first and third floors of the newly renovated space. The new Records building will be the first LEEDS certified government building in the State of Texas.



Records building



Fitness Center



Stairs and Escalator



Old Elm St Entrance



Special Ops and Breakroom



Tax Office Walkway

PROPERTY TAX “PRIDE” CELEBRATION

The third annual P.R.I.D.E. celebration (**P**ersonal **R**esponsibility **I**n **D**elivering **E**xcellence) was held on September 3rd by the Property Tax Division. This Celebration recognizes the hard work of the Property Tax collections, Refunds and Roll Maintenance teams over the past year. This year the celebration was held “Social distance” style and it included box lunches, treats, and prizes! One lucky team member won the Grand Prize \$100 gift card for their outstanding work throughout the year-Congratulations Chelsea Moore! The Property Tax Division comes to work everyday with P.R.I.D.E. and we are so proud of them!



Property Tax Team Decorated with “PRIDE”



Roll Maintenance Team shows their “PRIDE”



Grand Prize Winner!
Chelsea Moore



Refunds Team & Collections Team show their “PRIDE”



Lunch, Cupcakes and Treats enjoyed by all!



Tax Assessor /Collector John R Ames & Chief Deputy Peggy McCormick with the new Property Tax Director Christina Benedict.



2020 CCC TAX SEASON KICK OFF

On Tuesday September 29, 2020, the Customer Care Center hosted their kick off for the 2020 Tax season. They enjoyed a delicious lunch provided by the Customer Care Center Management Team and everyone received their very own Tax Season Survival Kit! As we all know Property Tax season is fast approaching and what better way to kick it off than with great food and fellowship. The Customer Care Center team works hard everyday serving the citizens of Dallas County. As the survival kit states Keep Calm Its Tax Season! Good Luck and keep up the great work!



PERSONAL RECOGNITIONS



Congratulations to Charnique Graham on her recent marriage! Her Bridal shower was 8/20/2020 and she said I DO on 8/30/20!



Congratulations to Destiny Flores on welcoming baby Luna Veraly Gonzalez into the world on 9/10/2020.



Congratulations to Ashley Guevera on welcoming baby Averie into the world on 7/21/2020.

Congrats On reaching these milestones!



Charnique Graham
5 years
North Dallas



Jackie Wallace
5 years
Oak Cliff



Aurora Renteria
5 years
Oak Cliff

3RD QUARTER EMPLOYEES OF THE MONTH

JULY



*Jaleesa Odom
Lead, Grand Prairie*

Jaleesa is a shining star of the Grand Prairie branch, the Tax Office and Dallas County. She consistently goes above and beyond to support and encourage her team. They feel comfortable asking her questions and following the directions given by her. She is quick to assist wherever needed, to offer and share her knowledge and provide an excellent example of how tasks and responsibilities should be carried out. She is very efficient, productive, accurate and carries more than her fair share of the workload. She is able to move effortlessly between working, assisting our customers, and representatives, answering the phones and emails and filling in wherever needed. When our branch experiences personnel shortages, she accepts the challenge and fills multiple roles without hesitation or complaints. She approaches each situation as she does every challenge, upbeat and positive! Jaleesa is a tremendous asset to the Dallas County Tax Office!

AUGUST

The Representatives of the Customer Care Center are the silent heroes of the Tax Office and Dallas County. Each day they field thousands of calls from our citizens. Since March of 2020, they have received over 411,000 calls and have answered close to 100,000. The team members are welcomed daily to an avalanche of anxious customers from 8am until the last customer in the queue has been served. Even with extraordinarily high call volumes during Covid each call was handled with empathy, attentiveness and proficiency. Their management team handled escalations, completed new hire training and presented timely feedback and evaluations. The CCC Team are the silent soldiers on our civil servant frontline, and we appreciate our "Silent Heroes"!



*Customer Care
Center Team*

SEPTEMBER



*Lorie Phillips
Lead, Garland*

As a Motor Vehicle Lead Representative, Lorie supports and supervises frontline Tax Office Representatives at the Garland Branch. Lorie trains and develops Representatives, who in turn deal directly with the taxpaying public. She troubleshoots and resolves taxpayer questions and computer system issues, and is always helpful in answering questions and supporting the Garland customer service representatives. She compliments and supports the Branch management team in various areas of the Tax Office operations including cage management and problem resolution. She also monitors and keeps up-to-date on Tax Office policies and procedures for efficient operations and outstanding service to Dallas County constituents. The Garland Branch is fortunate to have Lorie on our team!

WHERE FASHION MEETS CHARITY



=



“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
SPCA
\$750.00

August
The Bridge
\$750.00

September
Union Gospel
Mission Dallas
\$750.00

EMPLOYEE OF THE MONTH HONORABLE MENTIONS

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!

Debra Davis

Wilean Blair

Sherwanna Milam

Great Job!

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.

Yadira Zamarripa	Zoraida Carrazco
Debra Davis	Leticia Dominguez
Rochelle Clayborn	Catina Diggs-Thibodeaux
Tina Garcia	Elizabeth Nedd
Dae'Jza Davis	Tiffany Lafargue
Dyvone Villa	Vanessa Rodriguez
Diana Burkhalter	Noemi Vazquez
Yulissa Amaro	Miriam Hernandez

- ◇ She was patient and we were appreciative of her help. She deserves a thumbs up for her service.
- ◇ She exhibited great customer service skills... Was so helpful... and is an asset."
- ◇ I have never experienced anything like her level of effort in my life. I sincerely hope you consider her for future raises and promotions. She will deserve each and every one of them.
- ◇ She helped me with questions about the 2020 taxes, she was very patient and informative.
- ◇ She was kind, peaceful, professional, she was so awesome, I would love to hire her."
- ◇ I am so blessed to have spoken to her; she was so wonderful, very professional, she asked for my name and phone number right away and I just knew that she would be able to help me and she did."

Thank You!



ON THE SPOT AWARDS



Vanessa Rodriguez	MV Admin	Took on extra duties during Covid Closure
Jaleesa Odom	George Allen	Took on extra duties during Covid Closure
Delia Guajardo	Grand Prairie	Provided Homemade Mexican Feast for Security Team
LaTara Daniels	Oak Cliff	Extra effort in delivering training for high volume of new MV Trainees
Gabrielle Peters	MV Admin	Extra effort in delivering training for high volume of new MV Trainees
Cynthia Mendez	MV Admin	Extreme effort with MV Training
Yvonne Bunkley	North Dallas	Superior customer service and consideration in assisting a Special needs customer
Franklin Garcia	North Dallas	Assisted in serving a Special needs customer and placed registration sticker on her car window
Viridiana Lopez	Garland	Created helpful salvage document

CONGRATULATIONS!

In Loving Memory

We are saddened to report the loss of recently retired Lead Representative Cynthia "Cindy" Rowan. Cindy was a fixture in our Duncanville Branch and could always be counted on to be working the line or assisting customers as they arrived at the information desk. The Tax Office sends many prayers to her family during this difficult time. Below is Cindy's obituary.



Cynthia Lee Rowan, 62 of Cedar Hill, TX passed away August 27, 2020 in Waxahachie. Cynthia was born June 12, 1958 in Carrollton, TX to Marion and Wanda (Tutt) Wingfield.

She was a High School graduate and lifetime resident of Cedar Hill. She had retired in June 2020 from the Dallas County Tax Office after 25 years of service. Cindy served the citizens of Dallas County as Lead Representative at the Duncanville branch, and is greatly missed by all who worked with her.

Cynthia (Cindy) was passionate about her family and loved spending time with them. She loved and cherished collecting memoirs handed down from family. Cindy only spoke kind words and she loved with her whole heart. She was beyond excited when new babies were born into the family. Cindy's children were her four legged furry ones that will miss being by her side.

She is survived by her husband, Doyle Rowan; sister Brenda Rico and nephew Roger Langston; Brother David Wingfield spouse Britany and nephews Dawson and Carson. Sister Susie Barnes, spouse Craig, nephew Trey Cooper and spouse Jordyn, and niece Courtney Cooper. Brother-in Law John Rowan and spouse Marsha, nephew Johnny Rowan and spouse Cheryl, nephew Daniel Rowan and spouse Mandy, Step-Mother Betty (Tucker) Wingfield-Branch, Step-Sister Cindy Thomas, Niece Krystal Gray and spouse Ryan, Nephew Brandon Thomas and spouse Ida and 8 great-nieces and nephews.

She is preceded in death by her parents Wanda and Marion (Mickey) Wingfield and many other family members that were precious to her.