



TAX Statement

ISSUE: XXVIII

OCTOBER - DECEMBER 2015

Mission Statement

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



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

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TAX ASSESSOR / COLLECTOR MESSAGE...

It's time to pay your property taxes again! The Tax Office has assisted thousands of citizens this quarter with their property tax payments. January 31st falls on a Sunday this year, so the final day to pay without penalty and interest is February 1, 2016. Remember, Don't stand in line, pay online at www.dallascounty.org/tax. You can use an E-check for no additional fee or use your credit/debit card with a Chase convenience fee.

As always, the staff at the Tax Office have done an amazing job with their artistic, creative and competitive talents. Check out the decorated pumpkins and the gingerbread houses on pages 8 & 10. Congratulations to the *Motor Vehicle Operations Team* for winning the Pumpkin Painting Contest and to the *Taxpayer Relations/ Customer Care Center Team* for winning the Gingerbread House Contest. Remember, both departments have unlimited bragging rights for the next 12 months! Also, don't forget to check out the Costume Contest winners on page 9. The Property Tax "Admin" Family was almost too spooky for words! Way to go *Norman Kasal, Yvonne Sprague* and *Blanca Nieto*.

I'm proud to recognize the Garland Branch as our featured office this quarter. They are the current "Branch of the Quarter" recipients and you can see why on page 5. I'd like to also "Welcome Aboard" to all our new employees and promoted employees. As you can see, we bulk up on staff this time of year to assist with all the additional citizens we serve. Many of those seasonal employees transition to part-time and/or full-time employees as positions open.

It is with deep regret that we say goodbye to our friend and former Richardson Branch Manager Deb Green. Deb's passing has impacted the entire Tax Office. Thank you to Commissioner Cantrell and the Commissioners Court for honoring Deb recently with a resolution in remembrance of all the hard work she put in at the Tax Office for the citizens of Dallas County. We now have another angel looking over us.

I hope everyone had a Happy New Year! I look forward to leading this amazing team in 2016. I am humbled and proud to be your Dallas County Tax Assessor/Collector.

- John R. Ames, CTA

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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

OCTOBER

Donnia Beasley	1
Irene Hernandez	1
Jacob Cortez	1
Melissa Rodriguez	2
Tina Garcia	4
Anintita Netkum	5
Janetta Wilson	6
Jose Delgado	8
Paulina Ramirez	10
Cheryl Smith	14
Tieraney Smith	25
Eric Garcia	26
Eulane Hart	29
Karla Escamilla-Clark	29
Brenda Vasquez	30
Connie Stinson	31

NOVEMBER

Sergio Quintero	7
Ana Rodriguez	8
Morgan McDougal	9
Jessie Bigley	12
Margarita De Leon	16
Richard Heinrich	16
Marilyn Hickman	18
Alejandra Alvarado	21
Christina Benedict	21
Curtanya Bailey	22
Vickie Dykes	29
Tarsha LeSueur	29

DECEMBER

Krystle Curtis	4	Patricia Perez	21
Davette Rodgers	5	Karla Yates	26
Sonia Carrizal	6	Charette Green	27
Bonnie Mola	8	Gloria Garcia-Rivera	28
Lorie Phillips	8	Paul E. Hamilton	28
Rachelle Dunham	10	Deborah Bloomer	30
Yesenia Che	11	Darlene Beck	31
DJ Licon	14	Kelleye Dunn-Richardson	31
Zoraida Carrazco	15	Keandra Wright	31
Felicia Fernandez	17		



SERVICE ANNIVERSARIES

OCTOBER

1 year	9 years
Frank Pena-Perales	Charette Green
Elda Rodriguez	10 years
Juanita Sanchez	Elizabeth Nedd
3 years	12 years
Teresa Cloninger	Glenda Jesttes
Disha Wesley	16 years
4 years	Christina Benedict
Sharon Coleman-Rankin	18 years
Imarisha Garrett-Pace	Willie Mae Nobles
5 years	19 years
Carmen Sanchez	Deb Langford
6 years	25 years
Cheryl Patterson	Alvinia Barge
8 years	
Pam Gibson	
Yul Jones	
Brenda Lopez	
Melissa Matta	
Celia Salas	

NOVEMBER

1 year
Destiny Flores
Shermika Bennett
3 years
Marie Cota
Draopadi Fermin-Mendez
Wanda Helm
4 years
Erica Goodman
Ann Watson
5 years
Ron Williams
8 years
Toni Jones
9 years
Vickie Dykes
14 years
Paulina Ramirez
22 years
Rhonda Hadnot

DECEMBER

1 year
Brenda Vasquez
3 years
Mason Gonzalez
Sally Stephens
5 years
Linda Rowell
6 years
Donnia Beasley
Sonia Carrizal
Wendy Hernandez-Alcala
7 years
Felicia Fernandez
8 years
Noemi Vazquez
10 years
Linda Levy
Irma Mendez
14 years
Nytosha Houston



QUALITY MEASURES

TOP PRODUCERS

The following branches are this quarter's top producers in these categories.

	OCTOBER		NOVEMBER		DECEMBER	
Vehicle Titles	Grand Prairie	8,287	Grand Prairie	5,973	Grand Prairie	6,728
Processed	North Dallas	6,316	North Dallas	5,296	North Dallas	5,738
	Garland	5,531	Garland	4,526	Garland	4,896
Registrations	North Dallas	14,586	North Dallas	12,870	North Dallas	13,822
Processed	Grand Prairie	13,997	Garland	11,167	Grand Prairie	13,154
	Garland	12,765	Grand Prairie	10,542	Garland	12,831
Property Tax	Oak Cliff	802	Oak Cliff	1,293	Oak Cliff	2,829
Transactions	Garland	648	Grand Prairie	798	Garland	2,192
	Mesquite	567	Mesquite	787	Grand Prairie	2,148



COUNTY OF DALLAS
SCOFFLAW REJECTIONS
1,204

eSTATMENTS
2,555



**OVER THE COUNTER
 PROPERTY TAX
 PAYMENTS**
38,417



**CALLS
 ANSWERED**
72,800

TITLES
 PROCESSED
162,396

INCENTIVES

The following department employees have met and exceeded goals to obtain incentive pay!

JULY		AUGUST		SEPTEMBER	
Duncanville	100%	Duncanville	100%	Duncanville	100%
Garland	100%	Garland	100%	Garland	100%
Mesquite	100%	Customer Care	94%	Customer Care	75%
Oak Cliff	100%	Mesquite	90%	MV Downtown	75%
Customer Care	100%	Grand Prairie	80%	Mesquite	70%
Grand Prairie	80%	Oak Cliff	80%	Grand Prairie	67%
Richardson	70%	Richardson	70%	North Dallas	62%
North Dallas	69%	North Dallas	69%	Richardson	60%
MV Downtown	67%	MV Downtown	67%	Oak Cliff	50%
MV Operations	33%	MV Operations	33%	MV Operations	33%

**Published one quarter behind for audit verification.*

**REGISTRATIONS
 PROCESSED**
528,819

**CHECKS PROCESSED BY THE
 REMITTANCE PROCESSING SYSTEM**

267,405

EMPLOYEE UPDATES

NEW EMPLOYEES ON BOARD

Alberto Garcia	Full Time Representative	Richardson Tax Office
Anakaren Arzola	Part Time Representative	Richardson Tax Office
Angela Medrano	Part Time Representative	Property Tax Division
Brittani Hamilton	Part Time Representative	Grand Prairie Tax Office
Catina Diggs-Thibodeaux	Part Time Representative	Motor Vehicle Division
Charles Taylor	Part Time Representative	Motor Vehicle Division
Ellen Hays	Motor Vehicle Director	Motor Vehicle Admin
Francisco Piedra	Full Time Representative	Richardson Tax Office
Gaylon Harris	Part Time Representative	Property Tax Division
Gerardo Blanco	Part Time Representative	North Dallas Tax Office
John Curry	Full Time Representative	North Dallas Tax Office
Katrina Ross	Part Time Representative	Property Tax Division
Keandra Wright	Part Time Representative	Motor Vehicle Operations
Lorena Hernandez Maldonado	Part Time Representative	Duncanville Tax Office
Louis Wright	Full Time Representative	Richardson Tax Office
Margaret Ruiz	Part Time Representative	Richardson Tax Office
Maria Ferrer	Part Time Representative	Customer Care Center
Mary Fuller	Part Time Representative	Motor Vehicle Operations
Osmar Lopez	Part Time Representative	Accounting - RPS
Perla Reboloso	Part Time Representative	Motor Vehicle Division
Richard Heinrich	Part Time Representative	North Dallas Tax Office
Robert Wilson	Part Time Representative	Customer Care Center
Shionna Brown	Part Time Representative	Property Tax Division
Wendolyn Phillips	Part Time Representative	Garland Tax Office
Yesenia Che	Part Time Representative	Richardson Tax Office
Zataria Pirtle	Part Time Representative	Property Tax Division



EMPLOYEE PROMOTIONS

Diana Guerrero	Full Time Representative	Motor Vehicle Division
Donnia Beasley	Lead Representative	Property Tax Division
Gabrielle Peters	Lead Representative	North Dallas Tax Office
Jacob Cortez	Full Time Representative	Motor Vehicle Operations
Jessica Rubin	Full Time Representative	Mesquite Tax Office
Jose Delgado	Assistant Manager	Motor Vehicle Division
Karla Yates	Assistant Manager	Motor Vehicle Operations
Kendra Winn	Full Time Representative	Mesquite Tax Office
Toni Jones	Lead Representative	Richardson Tax Office

EMPLOYEE OF THE YEAR!



Jason Ortiz, Quality Control Specialist, receives the 2015 Employee of the Year Award from John R. Ames, Tax Assessor/Collector.

Congratulations!

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 wearing blue jeans while supporting a great cause. Funds are collected each month and donated to a special cause or charity selected by the Tax Office Cabinet members. The following is a list of special causes or charities and the amount of funds raised for this quarter:

October:

Susan G. Komen - \$692

November:

Dallas CASA - \$514

December:

Salvation Army - \$762



AROUND THE TAX OFFICE... GARLAND BRANCH OFFICE



Amber White



Lorie Phillips



Linda Rowell



Raven Contreras



Kristen Smith



Hassan Javaid



Eric Garcia



Ashli Bennett



Kendra Winn



Karla Escamilla-Clark

The daily goal of the Garland Tax Office is to provide taxpayers with a pleasant and welcoming atmosphere, while gladly processing their Motor Vehicle and Property Tax transactions. As a team, Garland branch hopes to change the negative perception people often have of government workers, by presenting welcoming faces and providing excellent customer service. Their dedication to customer service and hard work has earned them the current title of "Branch of the Quarter." This office is composed of 16 team members with over 74 years of combined experience. The office team includes:

- Amber Yeager (*13 years of service*)
- Cheryl Smith (*11 years of service*)
- Lorie Phillips (*7 years of service*)
- Bridget Hernandez (*1 year of service*)
- Linda Rowell (*4 years of service*)
- Sonia Carrizal (*5 years of service*)
- Raven Contreras (*6 years of service*),
- Viridiana Lopez (*7 years of service*)
- Kristen Smith (*10 years of service*)
- Jessie Bigley (*5 years of service*)
- Hassan Javaid (*1 year of service*)
- Nickcole Jeffery (*3 months of service*)
- Eric Garcia (*3 years of service*)
- Ashli Bennett (*1 year of service*)
- Kendra Winn (*3 months of service*) and
- Karla Escamilla-Clark (*2 months of service*).

The Garland Branch Office is pleased to be of service to the citizens of Dallas County and believe that...
"The strength of the team is each individual member. The strength of each individual member is the team." – Phil Jackson



Cheryl Smith



Bridget Hernandez



Sonia Carrizal



Viridiana Lopez



Jessie Bigley



Nickcole Jeffery

EMPLOYEE OF THE MONTH

OCTOBER

Jason Ortiz is the Quality Control Specialist at the Tax Office. He clearly lives up to his title on a regular basis in both the quality of work he produces and the level of service he provides to the taxpayers. He has an inquisitive mind and possesses the unique ability to spot inconsistencies and irregularities with Motor Vehicle title and registration paperwork. He is thorough and fair in his reviews and demonstrates professionalism and respect when dealing with the Tax Office staff. He does everything to the best of his ability and without the expectation of anything in return. He makes his coworkers day brighter and more entertaining simply by being present at work. The Tax Office would not be same without his skills, humor and his kind heart.



Jason Ortiz
Administration

NOVEMBER

Donna Beasley is the ultimate team player. She can frequently be found offering personal and specialized care to taxpayers who present very unique situations. She takes each customer's concerns personally and often spends considerable time with them to explain the intricacies of their unique situations, such as their rights to pursue property tax exemptions, tax ceilings and the like. After meeting with Donnia, property owners often leave the Tax Office with a better and clear understanding of their accounts. Thus, they are able to make better decisions in regards to their property tax obligations. All her work is customer-focused. She's definitely an asset to the Property Tax team!



Donnia Beasley
Property Tax Division

DECEMBER

Nina Jackson is an exemplary employee. She arrives to work at least 30 minutes early each day and spends time preparing her workstation. She consistently exceeds the daily productivity goals. Her transfer from a different branch office was easy and smooth. She has great people skills and on more than one occasion, customers have commented on her calm and soothing demeanor. She has taken instructions well regarding the new system assigned to her and increased her production immensely. She helps mentor new employees and is always willing to assist management when required. Nina goes above and beyond her normal duties. She's an ideal Tax Office employee.



Nina Jackson
North Dallas Tax Office

PERSONAL RECOGNITIONS

- Congratulations to the following employees for celebrating their *5th anniversary* with Dallas County.



Ron Williams
Motor Vehicle Operations



Keriann Pringle
Property Tax Division



Linda Rowell
Garland Tax Office

- Congratulations to **Linda Levy** of Property Tax Division for celebrating her *10th anniversary* with Dallas County.



- Congratulations to **Alvinia Barge** of Motor Vehicle Operations Division for celebrating her *25th anniversary* with Dallas County.



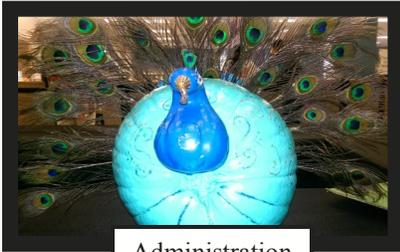
IN MEMORIAM



The Dallas County Tax Office honors the memory and career of our beloved Deb Green, former Branch Manager at the Richardson Tax Office. Deb retired from the Tax Office on October 30, 2015, due to sudden illness after 18 years of service. Just a few days after her official retirement, Deb unfortunately passed away. Deb leaves a loving family, and many close friends and colleagues to mourn her passing. The Tax Office is forever grateful and appreciative for the life and service of Deb Green.



2015 PUMPKIN PAINTING CONTEST



Administration



Motor Vehicle Operations



Duncanville Branch



Motor Vehicle Admin



North Dallas Branch



Garland Branch



Tax IT



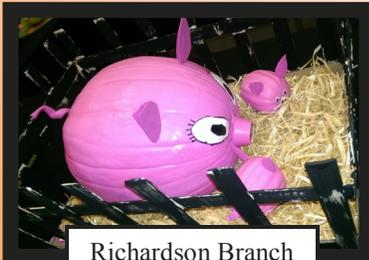
TPR/Customer Care Center



Downtown Branch



Property Tax



Richardson Branch



Mesquite Branch



Accounting

HALLOWEEN 2015

DALLAS COUNTY TAX OFFICE HALLOWEEN COSTUME WINNERS



1st place:
The "Admin" Family
Property Tax Division
Norman Kasal, Yvonne Sprague, Blanca Nieto



2nd place:
Zombie Bride
Taxpayer Relations
Gaby Morales



3rd place:
Star Wars
Motor Vehicle Admin
LaTara Daniels, Cynthia Herrera, Reina Reyna



2015 GINGERBREAD HOUSE CONTEST



TPR/ Customer Care Center



Accounting



Motor Vehicle Operations



Motor Vehicle Admin



Richardson Branch



Grand Prairie Branch



Downtown Branch



Property Tax

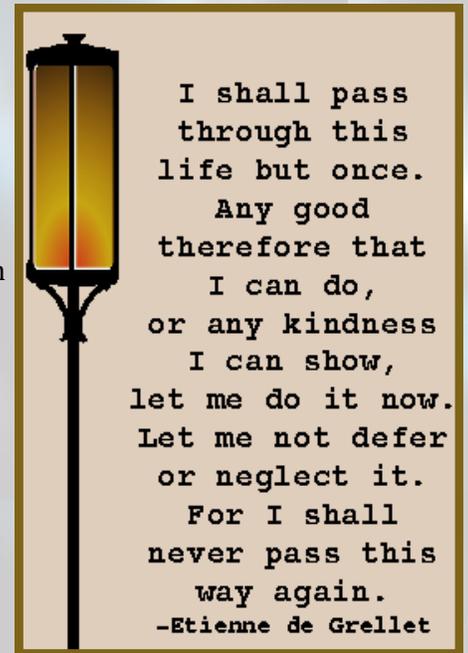


Administration

CITIZEN APPRECIATION

The following Tax Office Employees and Departments have received Dallas County citizen's Appreciation this Quarter.

Alejandra Alvarado	Janetta Wilson	Raven Contreras
Amber White	Jessica Rubin	Renisha Franklin
Ana Rodriguez	Jessie Bigley	Rhonda Hadnot
Ashley Delgado	Juanita Sanchez	Ricardo Salas
Beng Talley	Kelleye Dunn-Richardson	Richardson Tax Office
Bonnie Mola	Kristen Smith	Rita Cathey-Akinlabi
Bridget Hernandez	Leonardo Romero	Robin Porter
Carmen Yarborough	Leticia Dominguez	Rochelle Clayborn
Charette Green	Linda Rowell	Sandra Bowie
Chelsea Moore	Mariana Colunga	Sergio Quintero
Debra Davis	Mesquite Tax Office	Sharon Coleman-Rankin
DJ Licon	Motor Vehicle Division	Shermika Bennett
Eulane Hart	Myrtle Johnson	Sherwana Milam
Evelyn Rivera	Nickcole Jeffery	Sonia Carrizal
Frank Garcia	North Dallas Tax Office	Tarsha LeSueur
Frank Pena Perales	Oak Cliff Tax Office	Teresa Cloninger
Gail Wortham	Ofelia Escalona	Tina Garcia
Garland Tax Office	Pam Gibson	Vanessa Rodriguez
Glenda Jesttes	Phyllis Jones	Veronica Alvarez
Grand Prairie Tax Office	Priscilla Cook	Virginia Mendez Flores
Hassan Javaid	Property Tax Division	Wilean Blair



Just a note



“I’m writing to express my gratitude for the outstanding job your two employees did today helping me pay my property taxes. Bonnie Mola, Representative & Sherwana Milam, Asst. Manager at the Richardson Tax Office. We are in good hands with such wonderful ladies able to take care of things so quickly.”

- Ann Latrobe (Dallas County Citizen)

Way to go Tax Office staff!!!