



DALLAS COUNTY

# TAX STATEMENT

ISSUE: XXXVI

October–December 2017

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



Busy, Busy, Busy...that's what the Tax Office has been this quarter! Yes, it's time to pay your 2017 property taxes. If you've already paid, thank you. If you haven't paid, January 31<sup>st</sup> is your deadline, so don't delay! Remember, you can pay online to avoid the lines!

It's an honor to recognize this quarter's Employees of the Month, **Ron Babineaux II**, **Phyllis Jones** and **Laketricia Merrett**. Thank you all for your hard work this year. Also, the Tax Office selects an Employee of the Year, considering those persons that have won Employee of the Month during the past year. The 2017 Tax Office Employee of the Year is **Anthony Kellum**. As our Employee of the Year, Anthony then competed against other Dallas County departments' employees of the year for the title "2017 Employee of the Year for Constituent Services" To no surprise, he WON!!! **Anthony Kellum** is Dallas County's 2017 Employee of the Year for Constituent Services. Check out the photo on Page 6, taken when he won this great award. Way to go Anthony. We couldn't be prouder of you!



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

As always, the Tax Office had some fun at Halloween. I always enjoy seeing the creativity of our team at Halloween. Check out Page 11 for photos of the 2017 Halloween Costume Contest winners: **Felicia Fernandez**, **Anthony Kellum** and the **George Allen Downtown Branch Office**. In December, the Property Tax Division had an Ugly Sweater Contest. I was fortunate enough to help judge it. Congrats, I think, to the winners: **Curtanya Bailey**, **Morgan McDougal** and **Juanita Sanchez**. You can see all the participants on Page 7. The Motor Vehicle Division got in on the Christmas spirit also with a Gingerbread House Teambuilding Session with the Branch Managers and Assistant Branch Managers. What great creativity from them. Check out their photos on Page 12.

In closing, we've had a busy quarter. We don't expect it to slow down any time soon. Thanks to each of the amazing Tax Office team members who do an awesome job day in and day out serving the citizens of Dallas County. Together we can do so much. As always, I'm honored, blessed and humbled to serve as your Dallas County Tax Assessor/Collector.

- John R. Ames, PCC, CTA

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### 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

### October

Donnia Beasley	1	Cheryl Smith	14
Melissa Rodriguez	2	Jessica Rodriguez	14
Tina Garcia	4	Gerardo Blanco	14
Janetta Wilson	6	Dianna Cannonier	15
Rebekah Balderas	7	Eric Garcia	26
Jose Delgado	8	Patrick Cichon	27
Chanel Williams	8	Dee Little	28
Alejandra Munguia	10	Karla Escamilla-	10
Paulina Ramirez	10	Eulane Hart	29
Margaret Ruiz	13	Brenda Vasquez	30

### November

Morgan McDougal	9
Sha Brooks	10
Jessie Bigley	12
Margarita DeLeon	16
Renee Calderon	18
Marilyn Hickman	18
Deyanira Rodriguez	20
Christina Benedict	21
Curtanya Bailey	22
Anakaren Arzola	28
Vickie Dykes	29
Tarsha Lesueur	29
Angelica Valladares	30



### DECEMBER

Krystle Custis	4	Larry Gray	21
Davette Rodgers	5	Charette Green	27
Bonnie Mola	8	Gloria Garcia Rivera	28
Lorie Phillips	8	Paul Hamilton	28
Ada Sanchez	9	Sue Pesina	28
Yesenia Che	11	Marquel McNac	28
Keith Jacobs	14	Jino Rufino	29
Roberto Guerra	14	Deborah Bloomer	30
Zoraida Carrazco	15	Karina Casillas	30
Felicia Fernandez	17	Alexander Perez	30
Diana Ramires	18	Kelleye Dunn-	31
Patricia Perez	21	Richardson	



## SERVICE ANNIVERSARIES

### OCTOBER

<b>1 year</b>	<b>8 years</b>
Erin Palmer	Cheryl Patterson
Annie Arredondo	<b>10 years</b>
Sue Pesina	Pam Gibson
<b>2 years</b>	Yul Jones
Osmar Lopez	Brenda Lopez
Lorena Maldonado	Martina Matta
Gaylon Harris-	Celia Salas
Gowens	<b>11 years</b>
Alberto Garcia	Charette Green
John Curry	<b>12 years</b>
<b>3 years</b>	Elizabeth Nedd
Juanita Sanchez	<b>14 years</b>
<b>5 years</b>	Glenda Jesttes
Disha Wesley	<b>18 years</b>
Teresa Cloninger	Christina Benedict
<b>6 years</b>	<b>20 years</b>
Imarisha Garrett-	Willie Mae Nobles
Pace	<b>21 years</b>
Sharon Houston	Deb Langford
<b>7 years</b>	<b>27 years</b>
Carmen Sanchez	Alvinia Barge

### NOVEMBER

<b>1 year</b>	<b>7 years</b>
Larry Green	Ron Williams
<b>2 years</b>	<b>10 years</b>
Louis Wright	Toni Jones
Yesinia Che	<b>11 years</b>
Zataria Pirtle	Vickie Dykes
Margaret Ruis	<b>16 years</b>
Wendolyn Phillips	Paulina Ramirez
Gerardo Blanco	<b>24 years</b>
Mary Fuller	Rhonda Hadnot
Anakaren Arzola	
<b>3 years</b>	
Destiny Flores	
Shermika Bennett	
<b>5 years</b>	
Carma Cota	
Dro Fermin-Mendez	
<b>6 years</b>	
Erica Goodman	
Ann Watson	

### DECEMBER

<b>1 year</b>	<b>5 years</b>
Kwabene Asamoah-	Sally Stephens
Nkansah	<b>8 years</b>
Shannon Burchfield	Donnia Beasley
Renee Calderon	Wendy Hernandez-
Tiffany Lafargue	Alcala
<b>2 years</b>	Felicia Fernandez
Catina Diggs-Thibodeaux	<b>10 years</b>
Perla Reboloso	Noemi Vazquez
Charles Taylor	<b>12 years</b>
<b>3 years</b>	Irma Mendez
Brenda Vasquez	<b>16 years</b>
	Nytosha Houston



## 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		
	Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec
<b>Duncanville</b>	3,560	3,207	2,848	8,364	7,503	6,869	640	722	2,043
<b>Garland</b>	5,684	4,975	4,473	11,692	10,211	10,016	726	915	2,359
<b>Grand Prairie</b>	7,677	6,979	6,415	12,055	11,418	10,782	568	985	2,161
<b>Mesquite</b>	4,133	3,845	3,686	10,284	9,428	9,037	637	910	2,086
<b>North Dallas</b>	6,991	6,298	6,148	11,852	10,939	10,706	425	638	2,566
<b>Oak Cliff</b>	3,874	3,526	3,156	9,677	8,589	7,892	1,060	1,442	3,078
<b>Richardson</b>	4,616	4,947	4,493	7,662	7,665	6,869	222	275	1,511
<b>George Allen</b>	4,541	3,890	3874	5,795	5,074	5,369	270	351	1247



**eSTATEMENTS**  
**3,668**



**SUBCONTRACTOR**  
**TRANSACTIONS**  
**103,802**



**TITLES**  
**PROCESSED**  
**170,225**



**REGISTRATIONS**  
**PROCESSED**  
**504,589**



**CALLS**  
**ANSWERED**  
**65,745**



**OVER THE COUNTER**  
**PROPERTY TAX**  
**PAYMENTS**  
**27,612**



**WEB DEALER**  
**TRANSACTIONS**  
**146,221**



**SCOFFLAW**  
**REJECTIONS**  
**17,178**



**CHECKS PROCESSED BY THE**  
**REMITTANCE PROCESSING SYSTEM**  
**227,056**

## NEW EMPLOYEES ON BOARD

Alexander Perez	Full Time Representative	Grand Prairie
Charletta Compton	Part Time Representative	Property Tax
Angel Mendoza	Part Time Representative	Property Tax
Marquel McNac	Part Time Representative	Property Tax
Jorge Briseno	Part Time Representative	Grand Prairie
Kelly Caraway	Part Time Representative	Mesquite
Brian Seelar	Part Time Representative	RPS
Iris Montemayor	Full Time Representative	Grand Prairie
Christopher Staton	Part Time Representative	Property Tax
Charles Denton	Part Time Representative	Property Tax
Gerodd Calahan	Part Time Representative	Property Tax
Robert Calhoun	Part Time Representative	George Allen
Bianca Rodriguez	Part Time Representative	Customer Care



## EMPLOYEE PROMOTIONS

Erica Mendez	Lead Representative	Duncanville
Tiana Swanson	Full Time Representative	Dealer Operations
Araceli Vazquez	Full Time CSR	Customer Care Center
Dianna Cannonier	Full Time Representative	North Dallas
Maria Martinez	Full Time Representative	Dealer Operations
Matthew Moyer	Full Time Representative	Accounting/RPS
Deyanira Rodriguez	Full Time Representative	North Dallas

## 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:

- 2nd Annual Veterans & Military Benefits And Information Fair
- League of Women at St. Thomas the Apostle Episcopal Church

# PERSONAL RECOGNITIONS



Celia Salas  
Oak Cliff



Kim Rodman  
Property Tax



Melissa Mata  
Dealer Operations



Brenda Lopez  
MV Admin



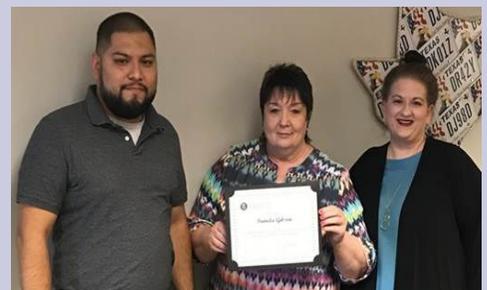
Sandra Nichols  
Duncanville



Yul Jones  
North Dallas



Toni Jones  
Richardson



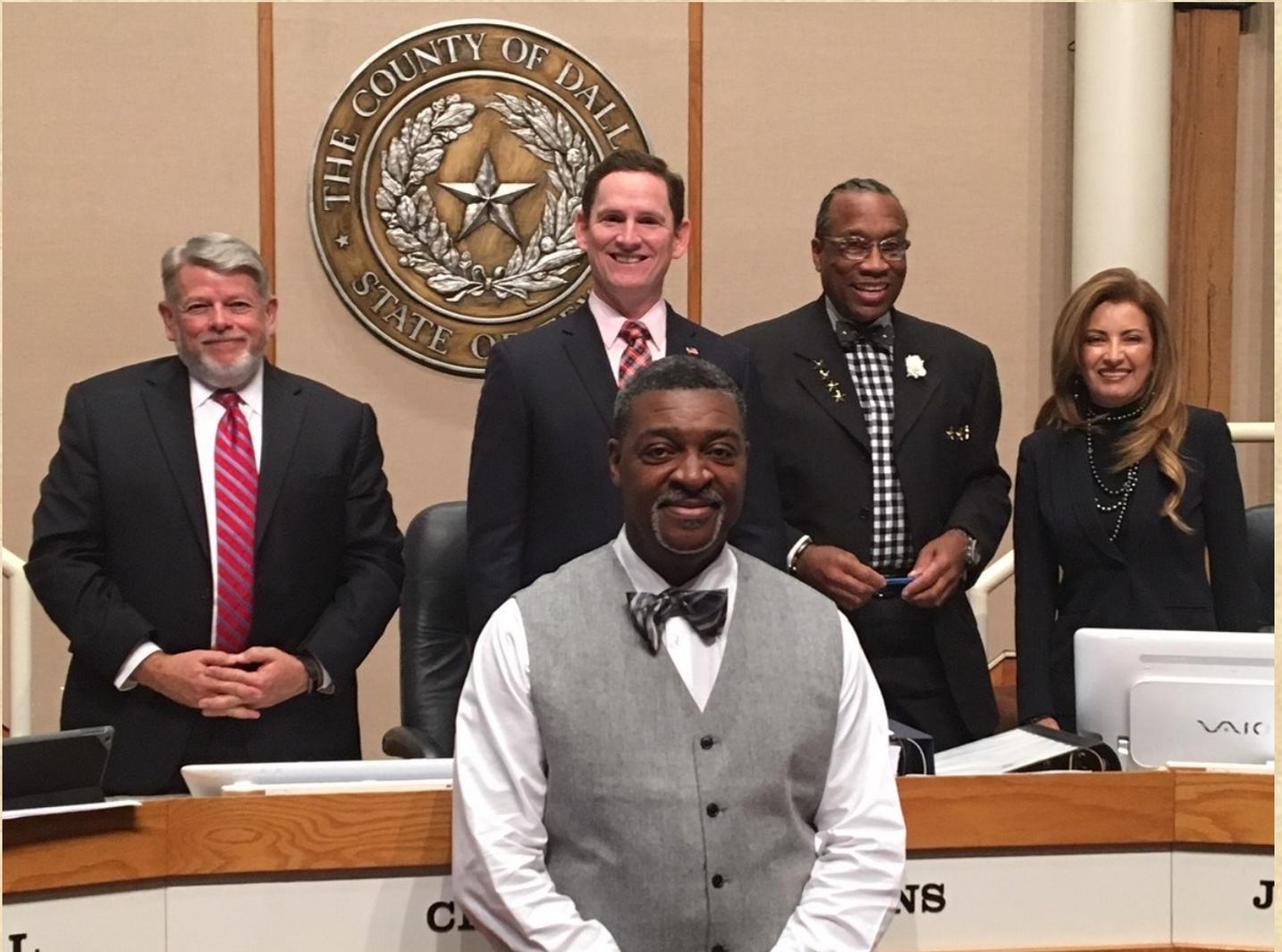
Pam Gibson  
Special Ops



Norman Kasal  
Property Tax



*Congratulations Anthony Kellum  
Dallas County Tax Office  
2017 Employee of the Year*



*Dallas County  
2017 Employee of the Year  
Constituent Services*

## PERSONAL RECOGNITIONS



Donnia Beasley's daughter, Angel Re'nae drew a picture of herself and her father who died in the line of duty when she was 6 months old and was able to share the picture with the new DPD Chief Renee Hall.



Ellen Hays received her PCC and CTOP certificate at the VG Young conference in November.  
**Congrats, Ellen!**

### Property Tax "Ugly Sweater Contest" winners:

- 1st Place—Curtanya Bailey
- 2nd Place—Morgan McDougal
- 3rd Place—Juanita Sanchez

### Participating left to right:

- Leo Romero, Kim Rodman, Kelleye Richardson, Morgan McDougal, Judge Ames, Paulina Ramirez, Juanita Sanchez, Tanya Bailey, Donnia Beasley, Judge Atsu



On November 6, 2017, The Travis County Tax Office came to Dallas to learn about how to implement a Dealer and Title Runner Permit Program. They took a quick tour of our offices where they learned about all our downtown divisions.

# CONGRATS

**Willie Mae Nobles**

Property Tax

**20 years of service**



## **RETIREMENT**

*Willie Mae Nobles retired from the Dallas County Tax Office on Friday, December 29, 2017. We will miss her! Our best to you, Willie Mae, as you enjoy your retirement!*

## **CHARITIES + JEANS**



=



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:

### **October**

*Susan G. Komen: \$ 774.00*

### **November**

*International Dyslexia Assoc. Dallas IDA:  
\$ 700.91*

### **December**

*North Texas Food Bank: \$ 758.00*

## EMPLOYEE OF THE MONTH: OCTOBER

**R**on exhibits resourcefulness and dependability by stepping up and into whatever task is assigned to him. He stepped up when asked to be the person in charge of mail and developed a systematic approach to post the mail for delivery each morning. When it was time to prepare for the installation of the new Pitney Bowes mail machine, Ron approached the project with energy and a great attitude. He inventoried the remaining supplies and ensured the equipment was ready to be disassembled. Ron compiled a list of questions to ask the trainers and prepared a packet of information for his supervisors. On the day of exchange, he arrived an hour early to meter the mail for the day. He was on hand throughout the day; emailing status updates to his directors. Ron manages to work on the mail and still accomplishes his daily duties all with a ready smile and wonderful demeanor. Ron is a shining star in the Accounting/RPS Department!



**Ron Babineaux II**  
**Accounting**

## EMPLOYEE OF THE MONTH: NOVEMBER



**Phyllis Jones**  
**Customer Care**

**P**hyllis is very knowledgeable in all areas related to Tax Office operations, both motor vehicle matters as well as those pertaining to property tax assessments and collections. She has a positive team player attitude displaying a cheerful spirit and a positive can-do attitude both on and off the phone. She makes the new employees and anyone that she meets feel part of the Call Center Team. She assists with training the new hires by allowing them to sit with her and listen to her calls. She shows them the ropes on maneuvering through our daily applications. She is able to answer, research and resolve customer inquiries well within department guidelines, and does not seem challenged by the consistent and high call volume. She will do whatever it takes to get the job done and can be relied to do it with little instruction.

## EMPLOYEE OF THE MONTH: DECEMBER

**L**aketricia is literally the voice of the Tax Office Customer Care Center. When customers call our main information line, they hear her voice on the recorded greeting. Not only does she have a friendly voice with a professional tone on the phone, but she also displays these characteristics in person. She is polite and professional with everyone she encounters and is quick to provide her staff with positive reinforcement, never letting their hard work go unnoticed. When issues arise in her department that could have an adverse impact on the level of customer service in the Tax Office, she not only reports those concerns, but she also provides sensible guidance towards resolutions. She stays on the issues until they are ultimately resolved, all to better serve the taxpaying public.

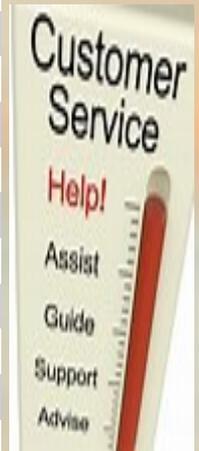


**Laketricia Merrett**  
**Customer Care**

## CITIZEN APPRECIATION

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

Ada Sanchez	Debra Davis	Karla Escamilla-Clark	Samuel Chavez
Albert Garcia	Destiny Flores	Kathy Reed	Shannon Burchfield
Alexandra Formiller	Diana Burkhalter	Keith Jacobs	Charnique Graham
Amanda Andrews	Dianna Cannonier	Kristen Smith	Sharon Green
Anakaren Arzola	Dixie Sanders	Louis Wright	Sharon Oehler
Andrea Houston	RenTower MV Branch	Margaret Ruiz	Sondra Webb
Anita Roybal	Dyvone Villa	Maria Pineda	Sonja Pollard
Araceli Vazquez	Elizabeth Salazar	Maricruz Figueroa	Stephen Sibley
Auroa Parra	Erin Palmer	Nickcole Jeffery	Teresa Cloninger
Bianca Richmond	Eulane Hart	North Dallas Branch	Teresa Dawson
Bonnie Mola	Frank Garcia	Patricia Perez	Tina Garcia
Carmen Sanchez	Gail Wortham	Paulina Ramirez	Toni Jones
Celia Salas	Garland Branch	Phyllis Jones	Vanessa Rodriguez
Chanel Williams	Glenda Jesttes	Priscilla Cook	Vickie Dykes
Charette Green	Grand Prairie Branch	Property Tax Division	Viridiana Lopez
Cheryl Patterson	Hubert Ross II	Property Tax Online	Wilean Blair
Ciera Thomas	Iris Montemayor	Ricardo Salas	Yanira Isaac
Claudia Silva	Jessica Rodriguez	Robin Porter	Yvonne Sprague
Cynthia Mendez	John Curry	Rochelle Clayborn	Zataria Pirtle
Deborah Bloomer	Juanita Sanchez		Zoraida Carrazco



## RICHARDSON WINS BRANCH OF THE QUARTER AWARD



**Congratulations to the Richardson Branch** for winning the “Branch of the Quarter” award for the 3rd quarter. Winning this award truly demonstrates great teamwork.



# DALLAS COUNTY TAX OFFICE HALLOWEEN COSTUME CONTEST 2017

And the winners are...



**1st place:**  
*"Little Red Riding Hood"*  
**Felicia Fernandez**  
**Special Operations**



**2nd place:**  
*"Steve Urkel"*  
**Anthony Kellum**  
**Oak Cliff Branch**



**3rd place:**  
*"Wizard of Oz"*  
**George Allen**  
**Tax Branch**

**Motor V: Teamworking Gingerbread Style**  
**By Ellen Hays, Motor V Director**

We decided to change up our manager meetings for the holiday month of December to provide an opportunity for a little creative team-building for our Branch Managers and Assistant Managers. Normally, we meet with the Branch Managers one month and with the Assistant Managers the next month, to keep everyone informed and the branches covered.

This month, we still had two meetings, but brought half the management pairs from each branch in: both the Manager and Assistant Manager. We then stretched our remaining management teams to cover for those who attended the meeting. Then we swapped out management teams for the second meeting.

Our purpose was to strengthen each management pair, by informing them of changes simultaneously and to offer a fun way to compete with the other management teams (and build their own teamwork as a pair) while constructing and decorating mini gingerbread houses.

Each pair started with the same amount of basics: the gingerbread house, icing and a handful of decorations. Then we added a quiz which covered all the major policy and procedure changes implemented in 2017 in Motor V. Every right answer earned more bling for each pair to add to the design for their house. Respect grew for each other, as the Managers & Assistant Managers combined their knowledge in answering the questions and shared their creativity in designing their houses. Everyone enjoyed the unique opportunity to learn more about each other and reinforce their knowledge on Motor V Policies and Procedures. Cookies and cocoa may have provided a little extra incentive. Prizes were awarded for the following categories:



**“Grand Champions”**

Group 1  
 Frank Garcia  
 and  
 Yul Jones



**“Grand Champions”**

Group 2  
 Anthony Kellum and Delia Garcia

**“Most Tasty”**

Group 2  
 Kathy Reed  
 and  
 Patricia Perez



**“Most Cozy”**

Shannon  
 Burchfield  
 and  
 Sherwana  
 Milam



**“Fastest Construction”**

Donna Higbee and  
 Nytosha Houston



**“Best Fixer Upper”**

Group 2  
 Linda Beard  
 and  
 Wanda  
 Harkless  
 (Ellen Hays  
 standing in)

**“Best Fixer Upper”**

Group 1  
 Beng Talley and  
 Patricia Avitia



**“Most Tasty”**

Group 1  
 Rita Cathey-Akinlabi  
 And Cynthia Herrera



**“Best Communicators”**

Sha Brooks and Jose Delgado

**“Most Creative”**

Amanda Andrews  
 and  
 Cheryl Smith

