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Mission Statement
Provide Dallas County Citizens with Excellent Service using Innovate 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.
TAX STATEMENT

BIRTHDAYS

OCTOBER

Donnia Beasley 1
Melissa Rodriguez 2
Tina Garcia 4
Janetta Wilson 6
Rebekah Balderas 7
Jose Delgado 8
Alejandra Munguia 10
Paulina Bustamante 10
Margaret Ruiz 13
Gerardo Blanco 14

NOVEMBER

Kelly Caraway 7
Claude Zeli 8
Morgan McDougal 9
Jessie Bigley 12
Margarita De Leon 16
Renee Calderon 18
Marilyn Hickman 18
Deyanira Rodriguez 20
Christina Benedict 21
Curtanya Bailey 22

DECEMBER

Davette Rodgers 5
Bonnie Mola 8
Lorie Phillips 8
Ada Sanchez 9
Yesenia Che 11
Roberto Guerra 14
Keith Jacobs 14
Zoraida Carrazco 15
Raul Bedolla 16
Felicia Fernandez 17
Diana Ramirez 18
Frank Esparaza Jr. 21

SERVICE ANNIVERSARIES

OCTOBER

1 year
Alexander Perez
Angel Mendoza
Iris Montemayor
Kelly Caraway
Matthew Moyer
2 years
Sue Pesina
Erin Palmer
3 years
Alberto Garcia
Gaylon Harris-Gowans
John Curry
Lorena Hernandez-Maldonado
Omar Lopez
4 years
Juanita Sanchez
Teresa Cloniger
Imarisha Garrett-Pace
Carmen Sanchez
Brenda Lopez
Cdia Salas
Melissa Matta
Pamela Gibson
Yul Jones
12 years
Charette Green
Elizabeth Nedd
Glenda Jesters
Christina Benedict
22 years
Deborah Langford
28 years
Alvinia Barge

NOVEMBER

7 years
Erica Goodman
Florence Watson
Ronnie Williams
Antionette Collins
Paulina Bustamante

12 years
Vickie Dykes

17 years
Rhonda Hadnot

1 year
Blanca Rodriguez
2 years
Kwabena Asamoah-Nkansah
Renee Calderon
Shannon Burchfield
Tiffiny LaFargue
3 years
Catina Diggis-Thibodeaux
Perla Rebolloso
Camarillo
4 years
Brenda Vasquez
6 years
Sally Stephens

DECEMBER

1 year
Patricia Perez
2 years
Larry Gray
3 years
Charette Green
Gloria Garcia-Rivera
Paul E. Hamilton
Sue Pesina
Jino Rufino
Ariel Roper
Deborah Bloomer
Karina Casillas
Kelleye Dunn-Richardson
9 years
Donnia Beasley
10 years
Felicia Fernandez
11 years
Noemi Vazquez
13 years
Irma Mendez
17 years
Nytosha Houston

CONGRATULATIONS
# New Employees on Board

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kevin Ryan Valek</td>
<td>Part Time Representative</td>
<td>Property Tax</td>
</tr>
<tr>
<td>Andrews Daniel</td>
<td>Part Time Representative</td>
<td>Property Tax</td>
</tr>
<tr>
<td>Diana Herrera</td>
<td>Part Time Representative</td>
<td>Customer Care</td>
</tr>
<tr>
<td>Arsenia Paul</td>
<td>Part Time Representative</td>
<td>Accounting</td>
</tr>
<tr>
<td>Adrian Rogers</td>
<td>Part Time Representative</td>
<td>North Dallas</td>
</tr>
<tr>
<td>Gabrielle Isaac</td>
<td>Part Time Representative</td>
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</tr>
<tr>
<td>Ana Segovia</td>
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<tr>
<td>Lamont Carr</td>
<td>Part Time Representative</td>
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</tr>
<tr>
<td>Steven Barrera</td>
<td>Part Time Representative</td>
<td>Richardson</td>
</tr>
<tr>
<td>James Cox</td>
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</tr>
<tr>
<td>Yadira Zamarripa</td>
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<tr>
<td>Matthew Castillo</td>
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<td>Christopher Cocanougher</td>
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</tr>
<tr>
<td>Duane Murphy</td>
<td>Part Time Representative</td>
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</tr>
<tr>
<td>Manuel Escareno</td>
<td>Part Time Representative</td>
<td>Grand Prairie</td>
</tr>
<tr>
<td>Gwendolyn Coney</td>
<td>Part Time Representative</td>
<td>Accounting</td>
</tr>
<tr>
<td>Jasmine Rojas</td>
<td>Part Time Representative</td>
<td>Oak Cliff</td>
</tr>
<tr>
<td>Claudio Muentes</td>
<td>Part Time Representative</td>
<td>Special Operation</td>
</tr>
<tr>
<td>Nakevia Booker</td>
<td>Part Time Representative</td>
<td>Garland</td>
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</table>

# Employee Promotions

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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</thead>
<tbody>
<tr>
<td>Michelle Delacruz</td>
<td>Full Time Representative</td>
<td>Customer Care</td>
</tr>
<tr>
<td>Rhaevan Shields</td>
<td>Full Time Representative</td>
<td>Oak Cliff</td>
</tr>
<tr>
<td>Arsenia Paul</td>
<td>Full Time Representative</td>
<td>Special Operations</td>
</tr>
<tr>
<td>Jacqueline Salas</td>
<td>Full Time Representative</td>
<td>Property Tax</td>
</tr>
<tr>
<td>Darren Horrell</td>
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</tr>
<tr>
<td>Erika McEwan</td>
<td>Full Time Representative</td>
<td>North Dallas</td>
</tr>
<tr>
<td>Davette Rodgers</td>
<td>Assistant Branch Manager</td>
<td>Richardson</td>
</tr>
<tr>
<td>Claude Zeli</td>
<td>Tax Office Accounting Specialist</td>
<td>Accounting</td>
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<tr>
<td>Jaleesa Odom</td>
<td>Lead Representative</td>
<td>George Allen</td>
</tr>
<tr>
<td>Diana Herrera</td>
<td>Full Time Representative</td>
<td>Customer Care</td>
</tr>
<tr>
<td>Jino Rufino</td>
<td>Lead Representative</td>
<td>Richardson</td>
</tr>
<tr>
<td>Iris Montemayor</td>
<td>Lead Representative</td>
<td>Oak Cliff</td>
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</tbody>
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### 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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<tbody>
<tr>
<td></td>
<td>Oct</td>
<td>Nov</td>
<td>Dec</td>
</tr>
<tr>
<td>Duncanville</td>
<td>3,577</td>
<td>3,032</td>
<td>3,094</td>
</tr>
<tr>
<td>Garland</td>
<td>5,164</td>
<td>4,856</td>
<td>4,300</td>
</tr>
<tr>
<td>Grand Prairie</td>
<td>8,195</td>
<td>7,087</td>
<td>6,903</td>
</tr>
<tr>
<td>Mesquite</td>
<td>4,682</td>
<td>3,700</td>
<td>3,952</td>
</tr>
<tr>
<td>North Dallas</td>
<td>7,646</td>
<td>6,591</td>
<td>5,990</td>
</tr>
<tr>
<td>Oak Cliff</td>
<td>3,561</td>
<td>3,095</td>
<td>2,723</td>
</tr>
<tr>
<td>Richardson</td>
<td>5,001</td>
<td>4,524</td>
<td>4,149</td>
</tr>
<tr>
<td>George Allen</td>
<td>4,962</td>
<td>3,992</td>
<td>3,986</td>
</tr>
</tbody>
</table>

- **eSTATEMENTS**: 1,406
- **TITLES PROCESSED**: 162,964
- **CALLS ANSWERED**: 70,356
- **OVER THE COUNTER PROPERTY TAX PAYMENTS**: 25,361
- **NEIGHBORHOOD LOCATIONS TRANSACTIONS**: 106,874
- **WEB DEALER TRANSACTIONS**: 122,046
- **SCOFFLAW REJECTIONS**: 13,335
- **REGISTRATIONS PROCESSED**: 505,962
- **CHECKS PROCESSED BY THE REMITTANCE PROCESSING SYSTEM**: 219,599
PERSONAL RECOGNITIONS

Ricardo Salas 5 years Property Tax

Jaleesa Odom 5 years George Allen

Norma Jimenez 5 years Grand Prairie

Morgan McDougal 5 years Property Tax

Kelleye Dunn-Richardson 5 years Property Tax

Felicia Fernandez 10 years Special Operations

Glenda Jesttes 15 years Mesquite

Rhonda Hadnot 25 years Dealer Operations

Cheryl Smith, Bridgett Hernandez and Jessie Bigley bravely weathered the cold weather and ran in the BMW 5K race on December 8. Way to go ladies!!

Jason Ortiz also participated in the BMW 10K race on December 8. Kudos to him for braving the cold!
Kendra Winn has welcomed her 1st baby, Ruby Eliana. She was born on December 4th, weighing 9 lbs. 7 ounces. Congrats on your new bundle of joy.

Melissa Rodriguez welcomed her second child, first boy Leo Luis on October 16th.

On October 25th, the Tax Office participated in their very own PINK OUT Day. The Tax Office showcased in their best pink attire to highlight the importance of Breast Cancer Awareness.
HALLOWEEN 2018

1st Place: The Cave Women
Priscilla Marceleno, Priscilla Cook, Michelle Gonzalez and Ana Gonzalez
Grand Prairie

2nd Place: Inspector Gadget
Ricardo Salas
Property Tax

3rd Place: T Rex
Delmy Ramirez
Customer Care
On December 12th, the Tax Office honored Norman Kasal upon his retirement. Norman has served in the Tax Office for 11 years in various capacities. He has been a huge asset to the Property Tax Division, and will be missed. Best wishes to Norman and his entire family on his retirement.

DFW TACA Regional Meeting

The Dallas and Fort Worth Regions of TACA meet together three times a year. Dallas County hosted the latest meeting on December 14, 2018, in Garland at the newly remodeled Road and Bridge 1 events center. The program was an all-day presentation including a wonderful lunch sponsored by Linebarger. Sessions included MV Basic Sales Tax 101, MV Advanced Sales Tax, a session on aging population and how it affects the tax base in Texas, from Over-65 exemptions to tax deferrals. There were sixty attendees from eight counties – Dallas, Ellis, Collin, Denton, Fannin, Rockwall, Kaufman and Far West Dallas! Okay, it was Tarrant County, they were there also. It was a great day and Dallas County enjoyed hosting the meeting.
On December 14th, TPR Asst. Director Cici Garcia and Property Tax Manager Zoraida Carrazco appeared on local television station Telemundo 39. Topics of discussion were the importance of paying property taxes timely and the various methods of payments accepted. They further discussed the key differences between ad valorem property taxes and income taxes, critical deadlines to pay taxes and the process to address property valuations at the appraisal districts.

John R. Ames, along with Cheryl Jordan (DCAD) and Edward Lopez (LGBS) recently participated in a Property Tax Workshop at Concord Church. They each shared invaluable information with an eager audience.

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 the employees generous donations have benefitted this quarter:

**October**
Susan G. Komen
$778.00

**November**
SPCA of Texas
$523.00

**December**
North Texas Food Bank
$740.00
Congratulations Cynthia Herrera
Dallas County Tax Office
2018 Employee of the Year

Dallas County
2018 Employee of the Year
Constituent Services
EMPLOYEE OF THE MONTH: October

In the year Dianna has worked here, she has always been dependable, efficient, and consistently punctual. She is often at her desk preparing for the day before she is able to clock in. She is able to move effortlessly between the front line and the dealer board. She is always willing to help with other tasks around the office. She has a positive attitude towards work responsibilities, co-workers and serves as a role model for peers. For example, she stays above office gossip and stays within the guidelines of her employee expectations. She was producing more than 40 titles well before she was required to do so and is rarely ever out of balance in RTS – Registration and Title System. Dianna projects a warm, cheerful attitude towards our customers. She has been able to resolve conflicts and handle other difficult situations with noteworthy patience. She loves people, works hard and always tries to lift the spirits of those around her. These characteristics represent what Dallas County stands for.

EMPLOYEE OF THE MONTH: November

Kim Rodman was recently transferred from the Property Tax Division to the Motor Vehicle Division. Kim welcomed the change and has done an exceptional job in her new position. Upon taking her new role, she identified that there were some organization and space challenges at both our Panoramic Warehouse and RenTower storage areas. This was no small task. These areas are now safer for our employees, free of clutter and surplus, clean and very well organized. Although Kim is new to the division, her level of professionalism has not changed. She is well liked by her team and gets the job done. Kim has been a great addition to the Motor Vehicle Team!

EMPLOYEE OF THE MONTH: December

Elizabeth currently works in the Roll Maintenance area of the Property Tax Division. Elizabeth excels and exceeds the expectations of her managers. She has proven to be a quick study. She has really mastered the calculations processes as well as the supplemental processes of the seven appraisal districts with whom she works. She has accurately and reliably reviewed, calculated and updated vital account information in record time. Elizabeth is determined in her job performances and challenges herself daily to be better. She is eager to learn new information and she readily jumps in to assist with training new team members. When she identifies areas where there can be improvement, she freely brings them to the attention of her manager and makes clear that her goal is to do what is most accurate and efficient to the benefit of the department and the taxpayers impacted by her actions. When you need her assistance, she is always ready and available to help. Elizabeth is great at explaining detailed processes in simplified ways. She is a tremendous asset to the Dallas County Tax Office, and particularly to the Property Tax Roll Maintenance Team.
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!

Maricela Garcia
Cathy Reddick
Wilean Blair

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

Alberto Garcia  Jino Rufino  Rochelle Clayborn
AnaKaren Arzola  Juanita Sanchez  Sandra Herring
Araceli Vazquez  Karen Gaines  Shannon Burchfield
Bianca Rodriguez  Kelly Caraway  Shantavia Johnson
Bonnie Mola  Kwabena Asmoh-Nkansah  Sharon Green
Carmen Sanchez  Leticia Dominguez  Sharon Oehler
Charette Green  Lorena Hernandez-Maldonado  Teresa Dawson
Chelsea Moore  Louis Wright  Tiffany LaFargue
Cheryl Patterson  Melissa Epperson  Tina Garcia
Claudia Marin  Michelle DeLaCruz  Viridiana Lopez
Debra Davis  Nyotsha Houston  Wendolyn Phillips
DeMarcus Kindles  Ofelia Clemente  Wesly Sharp
Diana Burkhalter  Priscila Cook  Wilean Blair
Diana M. Herrera  Phyllis Jones  Willie Johnson
Evelyn Rivera  Priscilla Marceleno  Zataria Pirtle
Jacqueline Salas  Rhaevan Shields  Zoraida Carrazco
Janetta Wilson  Robin Porter

Citizens Comments

- Fastest, professional, friendliest service ever! I have been here three times, great customer service!
- First time at your location very impressed how fast and efficient you guys’ run your shift. Keep up the good work, you guys rock!
- Your staff went above and beyond helping get my paperwork straightened out. Excellent attitude and awesome customer service!

CONGRATULATIONS

to the

North Dallas Branch

for winning the “Branch of the Quarter” Award for the 3rd quarter (July-September). Winning this award truly demonstrates great teamwork.