



DALLAS COUNTY TAX STATEMENT

ISSUE: XLIV

October—December 2019

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

Happy New Year! Did you ever think 2020 would get here? Didn't it seem like 2020 was a long time from now when you were little? Well, it's here and the Tax Office is busy, busy, busy! The deadline to pay your 2019 property taxes is quickly approaching – January 31, 2020! Don't be late! Remember, you can pay online, don't wait in line!

Congratulations to our Employees of the Month this Quarter, **Antoinetta Haynes, Margaret Ruiz, and Matthew Moyer!** Take a look at page 10 and read all about these amazing Representatives. Every year, the Tax Office Cabinet members select an employee of the year from the twelve employees of the month. For the 2019 year, the Tax Office Employee of the Year is.....drum roll..... **Antoinetta Haynes!** We are so proud of Antoinetta and all the hard work she puts in daily. Congratulations on this amazing accomplishment.

Yes, this quarter was Halloween, and you know what that means.... Costume time! Our team did it again with a lot of great creativity and style! Check out the winners of the costume contest on page 5 and some of the other amazing costumes on page 6.

Congratulations to **Vickie Dykes** on her retirement after 11 years with the Tax Office. It's with mixed emotions that we bid Vickie farewell, we will miss her but are also excited for the next chapter of her life. Read about Vickie's plans on page 9.

I hope you enjoy the new format of the **Dallas County Tax Statement.** A new decade deserves a new newsletter design. As always, I thank our amazing team for all the hard work this past quarter. I am eternally grateful, humbled and blessed to serve as your Dallas County Tax Assessor/Collector.

- **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

October

Donnia Beasley	1
Tina Garcia	4
Robert Wilson	4
Janetta Wilson	6
Jose Delgado	8
Paulina Bustamante	10
Alejandra Munguia	10
Margaret Ruiz	13
Gerardo Blanco	14
Jessican Rodriguez	14
Cheryl Smith	14
Dinna Connonier	15

November

Kelly Caraway	7
Claude Zeli	8
Jessie Bigley	12
Margarita De Leon	16
Renee Calderon	18
Marilyn Hickman	18
Maya Glaspie	19
Deyanira Rodriguez	20
Christina Benedict	21
Curtanya Bailey	22
Tabriai Riley	24
Vanessa Soto	25
Ana Karen Arzola	28
Peggy McCormick	28
Vickie Dykes	29
Tarsha LeSueur	29
Catalina Medina	30
Angelica Vallardes	30

December

Joanna Palacios	1
Gloria Munguia	2
Davette Rodgers	5
Bonnie Mola	8
Lorie Phillips	8
Ada Sanchez	9
Benjamin Throop	11
Yesenia Che	11
David Duran	14
Roberto Guerra	14
Zoraida Carrazco	15
Diana Ramires	18
Patricia Perez	21
Larry Gray	23
Charette Green	27
Carolyn Pesina	28
Gloria Garcia-Rivera	28
Ariel Roper	30



SERVICE ANNIVERSARIES



October

1 Year	5 Years	13 Years
Diana Herrera	Juanita Aguirre	Charette Green
Arsenia Paul	7 Years	14 Years
2 Years	Teresa Cloninger	Elizabeth Nedd
Kelly Caraway	8 Years	16 Years
Angel Mendoza	Imarisha Garrett	Glenda Jesttes
Iris Montemayor	9 Years	20 Years
Matthew Moyer	Carmen Sanchez	Christina Benedict
3 Years	10 Years	
Carolyn Pesina	Cheryl Patterson	
Erin Palmer	12 Years	
4 Years	Pam Gibson	
John Curry	Yul Jones	
Alberto Garcia	Brenda Lopez	
Gaylon Gowans	Celia Salas	
Lorena Hernandez		



November

1 Year	8 Years
Vanessa Soto	Erica Goodman
Yadira Zamarripa	9 Years
3 Years	Ronnie Williams
Larry Gray	12 Years
4 Years	Antoinette Collins
Louis Wright	13 Years
Gerardo Blanco	Vickie Dykes
Wendolyn Phillips	18 Years
Margaret Ruiz	Paulina Bustamante
Yesenia Che	26 Years
Mary Fuller	Rhonda Hadnot
5 Years	
Shermika Bennett	
7 Years	
Draopadi Fermin	

December

1 Year	10 Years
Gwendolyn Coney	Donnia Beasley
Jasmine Rojas	12 Years
3 Years	Noemi Vazquez
Shannon	14 Years
Burchfield	Irma Mendez
Renee Calderon	18 Years
Tiffany Lafargue	Nytocha Spencer
4 Years	
Catina Diggs-Thibodeaux	
Charles Taylor	
Perla Reboloso Camarillo	
5 Years	
Brenda Vasquez	
7 Years	
Sally Stephens	

NEW EMPLOYEES ON BOARD

Valeria Aguirre	Part Time Representative	Property Tax
Benjamin Throop	Clerk II	North Dallas
Jenesia McDougal	Clerk II	North Dallas
Morgan Fisher	Office Support (Clerk II)	Property Tax
Vivian Williams	Office Support (Clerk II)	Garland
Gilberto Paredes Estrella	Office Support (Clerk II)	George Allen
Shahid Ayub	Clerk II	North Dallas
Marco Dimas	Clerk II	Duncanville
Joanna Palacios	Data Entry Clerk II	Property Tax
Johnny Degelia	Office Support (Clerk II)	Property Tax
D'Andrea Shaw	Office Support (Clerk II)	Oak Cliff
Aulexus Williams	Office Support (Clerk II)	North Dallas
Carla Stephens	Office Support (Clerk II)	Duncanville



PROMOTIONS

Monica Escalante	CSR I	Customer Care
Arsenia Paul	Clerk II	Dealer Ops
Maya Glaspie	Mail & Supply Clerk	Speical Ops
Kendra Winn	Clerk III	Special Ops
Gilberto Paredes Estrella	Clerk II	North Dallas

Congrats!

COUNTY ANNIVERSARIES

On reaching these milestones!



Christina Benedict
Motor Vehicle Assistant Director
20 Years



Cheryl Patterson
Grand Prairie branch
10 Years



Eugene Clay
Tax IT
5 Years

QUALITY MEASURES

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	October	November	December	October	November	December	October	November	December
Duncanville	3,849	2,832	2,457	8,902	4,854	5,807	623	590	1,636
Garland	6,389	5,126	4,917	12,292	9,608	8,894	894	896	2,109
George Allen	5,276	3,814	3,373	6,609	4,627	4,037	224	214	896
Grand Prairie	7,612	6,458	4,632	12,881	9,798	8,317	745	912	1,578
Mesquite	4,717	3,633	2,546	10,160	5,544	5,849	1,008	996	2,045
North Dallas	8,055	8,006	6,343	12,955	12,111	10,446	399	510	3,182
Oak Cliff	3,517	2,587	2,475	8,880	6,518	5,987	1,270	1,439	2,844



BY THE NUMBERS. . .

4th Quarter 2019	Totals
OTC Property Tax Payments	25,375
Registrations Processed	523,538
Titles Processed	174,705
webDealer Transactions	44,476
Checks Processed by RPS	212,095
Customer Calls answered	71,068
Neighborhood Location Registration Transactions	116,337
Scofflaw Rejections	764
eStatements	17,475



HALLOWEEN



2019 COSTUME WINNERS



1st place
Freddy Krueger
Gaby Morales
Taxpayer Relations



2nd place
Dia de Los Muertos
Iris Montemayor
Oak Cliff Tax Office



3rd place
La Llorona
Leticia Dominguez
Motor Vehicle Admin.



HALLOWEEN



Renaissance Tower



Administration



North Dallas



Mesquite



Grand Prairie



Duncanville



Garland

OUT IN THE COMMUNITY

DALLAS COUNTY LEADERSHIP ACADEMY



On December 13, Tax Assessor John R. Ames joined other Dallas County officials and leaders as they presented overviews of their respective Departments to the Dallas County Leadership Academy. Mr. Ames' presentation included an overview of the functions of the Tax Office. The Dallas County Leadership Academy was created in 2019, and we are proud of Assistant Director of the Property Tax Division, Amber White, who is a member of the inaugural class!

TAX OFFICE LEADERSHIP TRAINING

On November 7th, the Tax Office Leadership Team gathered for a day of training with presentations and updates from Human Resources, the Dallas Central Appraisal District, and Nationwide retirement. Investing in our leaders today and tomorrow!



EMPLOYEE OF THE MONTH RECOGNITION BREAKFAST

The Tax Office is proud of all of the 2019 Employees of the Month. These outstanding team members were recognized by the Commissioners Court in December.



Pictured Above with Mr. Ames and Ms. McCormick are Alberto Garcia, Donnia Beasley, Matthew Moyer, Darren Horrell, Tina Garcia, Rochelle Clayborn, Antoinetta Haynes, Margaret Ruiz, Cynthia Mendez, and Yesenia Leon.



Pictured Above are all of Dallas County's Department Employees of the year recognized by Commissioner's Court.

2019 TAX OFFICE EMPLOYEE OF THE YEAR



Antoinetta Haynes
Accounting

The Tax Office is proud to announce Antoinetta Haynes from the Accounting Division, as the 2019 Employee of the Year! Antoinetta is one of the hardest working and dedicated individuals in the Tax Office. Everyone who meets or knows Antoinetta describes her as a pleasure to work with; whether it is the customers she helps with returned checks, Branch Managers she assists with daily balancing, or Tax Office leadership with assistance on special projects. Antoinetta is truly an example of a dedicated, professional public servant. She is dependable and is at her desk ready to work every day at 8:00 am.

Antoinetta excels at any task she is given, and one of her very best qualities is that she is always willing to lend a helping hand to other members of the Tax Office as well as the constituents of Dallas County. When Antoinetta speaks to the public, they are often calling with difficult or sensitive financial banking matters, and her tone and manner is always pleasant and professional. She speaks daily with individual citizens as well as CFOs of major auto dealerships about their returned checks and works with them as well as the Texas Department of Motor Vehicles to resolve their issues as quickly as possible.

In addition, she is a great leader and a strong role model for her co-workers. Antoinetta epitomizes the term "team player" as evidenced in her daily tasks. Antoinetta always has a bright smile and infectious laugh, making working with her a pleasure. Antoinetta is a valued member of the Accounting Team and the Tax Office, and Dallas County constituents are well represented by Antoinetta Haynes.

VICKIE DYKES' RETIREMENT

Long time team member in the Special Operations Branch, Vickie Dykes celebrated her well earned retirement in a very Special ceremony and celebration on December 11th. She was joined by her many team members, much to her surprise, who will miss her dearly. Vickie is retiring after 13 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. Enjoy your retirement Vickie Dykes, your dedication, work ethic, and to die for fashion will be truly missed by everyone in the Tax Office!



NORTH DALLAS TAX OFFICE GRAND OPENING



On October 14th, the North Dallas branch opened its new location doors at the Honorable Mike Cantrell North Dallas Government Center. The North Dallas team is excited to be able to deliver outstanding service to Dallas County taxpayers in the beautiful new Government Center!

4TH QUARTER EMPLOYEES OF THE MONTH

OCTOBER



*Antoinetta Haynes
Accounting*

The October 2019 Employee of the Month is Antoinetta Haynes from the Accounting Division! In her role in the Accounting Division, when Antoinetta speaks to the public, they are often calling with difficult or sensitive financial and banking matters, and her tone and manner is always pleasant and professional. One of Antoinetta's very best qualities is that she is always willing to lend a helping hand to other members of the Tax Office. On a few occasions, Antoinetta has filled in for multiple staff members all on the same day, and did everything in her power to get all of the important tasks completed accurately, including postponing her lunch until the tasks were completed. Antoinetta thinks outside the box by looking at tasks from different angles and asking the hard "what if" questions. She is constantly reviewing processes and looking for ways to create efficiencies with the goal to produce a better work product. She brings valuable historical knowledge and subject matter expertise to the Accounting Division from her years of working in the Motor Vehicle Division. Antoinetta is a valued member of the Accounting Team and the Tax Office!

NOVEMBER



*Margaret Ruiz
North Dallas Branch*

Margaret is one of the hardest workers in our office. She is professional and diligent in every interaction, whether it is with a representative or a customer. Margaret always has the information we need. If she does not know, she will find it out. She is always by the book, easy to talk to and very approachable. Margaret always makes time to assist her team no matter how busy she is. She is so humble about everything. It is not uncommon to see Margaret multi-tasking. She can be found cleaning the plate room, allocating plates to the reps, translating for customers, and working the cage. She is Superwoman!

DECEMBER



*Matthew Moyer
Accounting, RPS*

Matthew is an excellent addition to the Accounting Division—RPS area. His knowledge of RPS is invaluable for the Finance team; any questions that may arise, he is there to give feedback. When there is down time in the RPS area, he steps up and helps other members of his Division. It does not matter if its moving boxes, scanning, filing, or data entry, he is always willing to help. He receives directions with eagerness and asks questions to fully understand. Customer service is essential to not only the public, but also his co-workers. Matthew has shown respect and courtesy to all that enter the RPS area. He is extremely reliable and is a positive person to work with.

WHERE FASHION MEETS CHARITY



=



October
Mankind Project
\$900.00

November
Cancer Support Community
\$800.00

December
North Texas Food Bank
\$1,000.00

“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.

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!

Curtanya Bailey
Hubert Ross II

Maricela Garcia
Donna Higbee

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.

Dixie Sanders	Tashawna Williams	Eulane Hart	Sherwana Milam
Cheryl Patterson	Alejandra Rodriguez	Sharon Green	Karen Cordova
Raven Dossey	Carmen Sanchez	Gail Wortham	Anakaren Arzona
Christina Castillo	Rhaeven Shields	Sharon Green	Wilean Blair
Renee Calderon	Ema Ruiz	Kathy Reed	Teresa Cloninger
Belinda Zumbum	Margaret Ruiz	Viridiana Lopez	Andrea Houston
Jessica Rodriguez	David Duran	Deborah Cornelius	Ariel Roper
Rochelle Clayborn	Tiffany LaFargue	Tina Garcia	Monica Escalante
Michelle De La Cruz	Diana Burkhalter	Debra Davis	Dae'Ja Davis
Yadira Zamarripa	Dyvone Villa	Reneisha Evans	Charnique Graham

- ◇ Just a note of recognition for the reps - they were professional, courteous, & very friendly & helpful in dealing with & resolving several issues presented to them.
- ◇ I love this place!!
- ◇ Excellent service & professional staff.
- ◇ Everyone was very patient and helpful with my issue.
- ◇ Very outstanding representative. She has such a great personality with a beautiful smile. She deserves 5 stars. She was very informative.
- ◇ 5 star service. She was so wonderful! Made a scary experience excellent! She is a true asset to DCTO!!
- ◇ extremely knowledgeable in regards to everything your office does. She is an asset!

BRANCH OF THE QUARTER WINNER



CONGRATULATIONS!

to the

Mesquite Branch

for winning the "Branch of the Quarter" Award for the 4th quarter (October-December). Winning this award truly demonstrates great teamwork. & commitment to excellence.

2019 BRANCH OF THE QUARTER WINNERS



1st Quarter Winner
Oak Cliff branch



2nd & 3rd Quarter Winner
North Dallas branch



4th Quarter Winner
Mesquite branch