



Dallas County Tax Statement

ISSUE LXIV

April - June 2026

FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR



Hon. John R. Ames

PCC, CTA

Tax Assessor/Collector

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Spring of 2026 was an amazing quarter for the Tax Office. We were excited to host the 9th annual Enrichment Day with our **Better Together** theme this year. A special thank you to Commissioner Garcia for the welcome and county update and to County Administrator Darryl Martin who was our keynote speaker this year and always inspires the team. Read more about the day on page 6.

Congratulations to all the graduates and personal recognitions. Read about those we knew about on pages 6 & 7. It's always fun to see the next generation move into adulthood! Big shout out to MV Operations Manager **Kim Rodman** who earned her CTOP designation and to Assistant Accounting Director **Rosa Romero** for graduating from the Dallas County Leadership and Management Academy. We know that a lot of hard work and time was spent by both Kim and Rosa and we're proud of their accomplishments. See the pics on page 10.

Way to go **North Dallas Branch** for winning the Branch of the Quarter AGAIN..... no need to say more, the bragging rights speak for themselves! Read about our amazing employees of the month this quarter, **Ryan Tinsley**, **Tashawna Williams** and **Tanya Bailey** on page 11. What great examples of hard work and dedication!

It's a forever honor and privilege to serve as your Dallas County Tax Assessor/Collector.

~ John R. Ames, PCC, CTA

MISSION STATEMENT

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

Editor

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Publisher

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Birthdays

APRIL

Wilean Blair
Joel Bowers
Sandra Bowie
Rochelle Clayborn
Ofelia Clemente
Jasmine contreras
Reneisha Evans
Sheridan Foster
Frank garcia
Maricela Garcia
Alicia Herod
Norma Jimenez
Cornell Kennard
Christina Montgomery
Yesenia Leon
Kiana Muntagin
Leslie Pintor
Robin Porter

Avril Ramirez
Ashley Richard
Melanie Sanchez
Amanda Torres
Joseph Arthur
Omar Flores

Jaison Alappasan
Erica Berry
Ray Chappell
Cazsa Clermont
Movita Crowder
Michelle Delacruz
Enrique Garcia
Antoinetta Haynes
Marquise Jefferson
Brenda Lopez
Samantha Milan
Iris Montemayor
Tara Peters
Imarisha Garrett-Pace
Wendolyn Phillips
Edgar Ramos
Kathy Reed
Alex Rodriguez

MAY

Kandace Tucker
Louis Wright
Yolanda Young
Amanda Montoya
Leena Desai

JUNE

Juanita Aguirre
Valeria Arrona
Patricia Avitia
Stephanie Banda
Blen Biru
Jackie Diaz
Deborah Farley
Willie Johnson Jr.
Yul Jones
Bryan Juarez
Michelle Juarez
Sandra Lopez
Jasmine Molina
Blanca Nieto
Jaqueline Ortiz
Lizbeth Pedraza
Rachael Rhynes
Andrez Rivas

Angela Taylor
Amber White
Tim Williams
Deryl Wingate
Danielle Wright

Anniversaries

APRIL

1 YEAR

Ivan Luna Delgado
Mya Coss
Zaya Williams

2 YEARS

Madison Eatwell

3 YEARS

Jessica Mata
Yamilet Longinos

4 YEAR

Jessica Cordero
Movita Crowder

6 YEARS

Gunther Garces

8 YEARS

Derick Brown

13 YEARS

Tarsha Oliver
Jennifer Richards

14 YEARS

Frank Garcia
Brittani Rossum

15 YEARS

Diane Nguyen
Robin Porter

MAY

1 YEAR

Rachael Rhynes
Alyssa Valdez
Lety Dominguez

2 YEARS

Leo Hernandez
KeAndra Tyson
Patricia Salas
Jaqueline Ortiz
Angelica Fuentes-Lopez
Nathaniel Dixon Jr.
Mark Castillo

3 YEARS

Cristina Amaya
Shae Corse
LaConya Davis
Sonia Eguia
Jaquita Lofton
Esmeralda Santoyo

8 YEARS

Jackie Diaz
catalina Medina

9 YEARS

Sondra Copling-Webb

10 YEARS

Sydney Alcala

11 YEARS

Vanessa Rodriguez
Jessica Rubin

12 YEARS

Carla Sandoval

14 YEARS

Sharon Green

16 YEARS

Margarita De Leon

22 YEARS

Amanda Andrews

JUNE

1 YEAR

John Dunkerley

2 YEARS

Cndy Sorto
Morgan Pierson

3 YEARS

Alicia Herod

6 YEARS

Samanthan Milan

7 YEARS

Reneisha Evans
Nartha Guia

9 YEARS

Robert Guerra

10 YEARS

Dee Little
Erica Cervantes

12 YEARS

Devonne Monroe

14 YEARS

Sandra Lopez

17 YEARS

Melanie Sanchez

18 YEARS

Tina Garcia

19 YEARS

Lauren Leiva
Patricia Perez

21 YEARS

Gaby Morales

26 YEARS

Gwen Bownds

Congrats on these Milestones!



Brenda Vazquez
5 Years, Mesquite



Abraham Alcala
5 Years, North Dallas



Brittani Rossum
5 Years, Motor V Admin



Wendolyn Phillips
10 Years, Garland



Charles Taylor
10 Years, Operations



Wesley Sharp
10 Years, North Dallas



Yesenia Leon
10 Years, TPR



Sam Ramirez
10 Years, Downtown



Diane Nguyen
15 Years, Property Tax



Robin Porter
15 Years, South Dallas



New Employees

J'Mya Alexander	Full Time Rep	CCC
Jennifer Osoria	Full Time Rep	Grand Prairie
Alessandra Hernandez	Full Time Rep	MV Operations
Bryan Juarez	Part Time Rep	North Dallas
Carolina Tirado	Full Time Rep	CCC
Regina Daniels	Part Time Rep	Garland
Karla Ceja	Part Time Rep	Downtown
Alejandro Garcia	Part Time Rep	MV Operations
Cynna Hyder	Part Time Rep	CCC

NEW JOB !

Promotions

Andrez Rivas	Full Time Rep	Property Tax
Allison Riemer	Full Time Rep	MV Operations
Damon Dozier	Bank Recon Assistant	Accounting
Lisa Thompson	Full Time Rep	Downtown

THE SECRET OF SUCCESS IS
to be ready when
your opportunity comes.

-BENJAMIN DISRAELI

Branch of the Quarter



Congratulations!

to the **North Dallas Branch** for winning the
Branch of the Quarter Award!

Winning this award truly demonstrates
great teamwork & commitment to excellence.

JANUARY - MARCH 2026

On the Spot Award

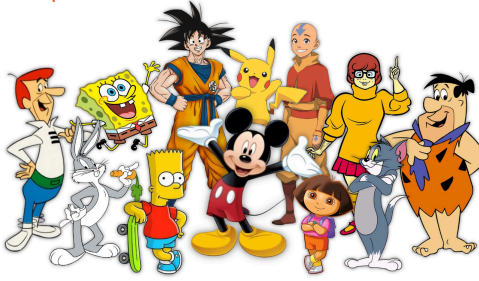


Derick Brown
MV Trainer

Derick received this On-The-Spot award for his exceptional customer service for an elderly customer who recently visited the Downtown branch. This gentleman was carrying a briefcase and a walking stick. Derick assisted him out of the building, holding an umbrella to shield him from the rain, while the gentleman held onto his arm, for support. Derick then escorted this customer to the Elm Street side of the Records building plaza and stayed with him until his Uber arrived. Derick further ensured that the driver pulled all the way up to the ramp, by the sidewalk, then he carefully assisted the gentleman into the vehicle. The level of care, patience, and attention Derick exhibited in this exchange was exceptional! What a great example of heartfelt customer service.

Well done, Derick!

Better **TOGETHER**



2026 TAX OFFICE ENRICHMENT DAY

May 6th marked the 9th annual Employee Enrichment Day for the Dallas County Tax Office! This year's theme was "Better Together"! The day included a full schedule of professional development & education. This year's keynote speaker was County Administrator, Darryl Martin, followed by a welcome message by Commissioner Elba Garcia.

TEAM
BUILDING



Quality Measures



	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	April	May	June	April	May	June	April	May	June
DOWNTOWN	6,255	5,625	6,341	8,064	7,356	7,998	874	590	521
GARLAND	7,279	6,043	6,488	12,517	10,948	12,129	277	261	167
GRAND PRAIRIE	5,588	4,930	4,755	9,911	8,869	8,742	292	198	195
MESQUITE	4,109	3,501	3,240	9,418	8,627	8,080	517	402	350
NORTH DALLAS	5,417	4,676	4,851	10,626	9,507	10,403	199	211	129
OAK CLIFF	2,935	2,826	2,786	8,859	8,237	8,160	619	486	407
SOUTH DALLAS	3,853	3,291	3,433	8,196	7,312	7,879	440	386	314



By the Numbers



2ND QUARTER 2026	TOTALS
OTC Property Tax Payments	7,763
Registrations Processed	589,229
Titles Processed	156,741
webDealer Transactions	143,056
Checks Processed by RPS	60,991
Customer Calls Answered	16,358
Neighborhood Location Registration Transactions	145,909
Scofflaw Rejections	486



Congrats GRADS!



Summer Rayn Harper, granddaughter to MV Assistant Director Anthony Kellum, graduated from Benton High School. Congratulations, Summer!



Juaquin Castillo, son to South Dallas Lead Tere Monreal, graduated from Duncanville High School and plans to study to become an electrician. Congratulations, Juaquin!



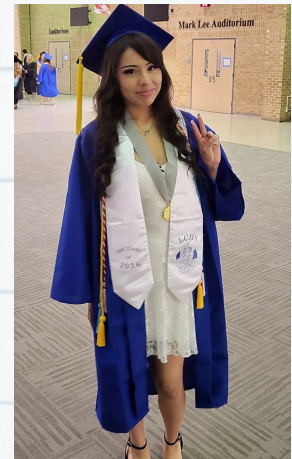
Tank LeSueur, son to Tarsha Oliver, graduated from DeSoto High School. Congratulations, Tank!



Abigail Lopez, niece to Ysabel Lopez, graduated from US Grant High School and plans to attend Langston University and will major in Biology/Pre-Med and minor in Accounting. Congratulations, Abigail!



Alayjah J. Austin, granddaughter to Nina Jackson, graduated with Honors this past May from her High School in Georgia. Congratulation, Alayjah!



Gianna Rodriguez, daughter to MV Coordinator Lety Dominguez, graduated this year from her High School - congratulations, Gianna!

Congratulations to this year's graduates; may your futures reflect all the hard work you put in all these years.



Personal Recognitions



Gino, grandson to Special Assistant Toni Collins, celebrated the end of his school year with an announcement of being selected as part of his school's Student Council.
Way to go, Gino!



Congratulations to Luna, daughter to Senior Secretary Destiny Flores, for completing her 1st year of school and moving forward to Kindergarten.
Way to go, Luna!



Gigi Morales, daughter to Senior Secretary Gaby Morales, celebrated her PreK graduation this year & is ready to take on Kindergarten.
Way to go, Gigi!



Congratulations to Immanuel, nephew to Senior Secretary Destiny Flores, for completing Kindergarten and moving to the 1st Grade
Way to go Immanuel!!



The North Dallas Team celebrated Ms. Annabertha Avilez Castaneda and hosted a baby shower to celebrate the upcoming arrival of her bundle of joy.



Gino, grandson to Special Assistant Toni Collins, celebrated a 1st place, gold medal win at his first 316 BJJ Gym tournament. His family is proud to see his passion grow and his hard work pay off.
Way to go, Gino!

Do you have something to celebrate?
Please feel free to reach out to Destiny Flores @ 214.653.7066 for more information.

Recognitions in Leadership



At the TACA Conference in June, Kim Rodman (Operations Manager) was presented with her Certified Tax Office Professional designation, which required many hours of continuing education to complete. We are proud of all the work Kim did to accomplish this and to further her professional education. Congratulations, Kim!



Congratulations to Assistant Director of Accounting, Rosa Romero, for graduating from the Dallas County Leadership and Management Academy. This nine-month program focuses on the growth and development of future leaders for Dallas County. This program requires commitment and dedication, and Rosa represented the Tax Office well.

EMPLOYEE OF THE MONTH

APRIL



Ryan Tinsley
North Dallas Tax Office

Ryan truly distinguishes himself at the North Dallas Tax Office with his exceptional performance. In less than a year, he has surpassed the achievements of many seasoned representatives, showcasing remarkable dedication and skills. As one of the pioneers in processing webDEALER transactions at our branches, Ryan has not only demonstrated outstanding speed but has also maintained an impeccable level of accuracy, setting a high standard for his peers. During his probationary period, we invested in Ryan's training in Property Tax, equipping him to serve as a crucial backup during the bustling peak season. He absorbed the information rapidly, impressively transitioning to one of our primary Property Tax Representatives. His remarkable efforts positioned him among the top producers in the office where he consistently collected the highest amounts in Property Tax while maintaining flawless accuracy. Ryan's professionalism shines through in every interaction. He handles each customer with genuine grace and respect. He ensures that they leave satisfied and appreciated. With a warm smile always on his face, he fosters a positive atmosphere getting along effortlessly with his colleagues. Ryan's contributions make him an invaluable asset to our team and the Tax Office as a whole.

Tashawna takes her job as a lead very seriously. She is an amazing lead who keeps up with our work, checks in throughout the day to make sure we are doing okay and will go above and beyond to get work done. The Downtown office constantly deals with a steady flow of customers, some with straightforward work and a lot with more demanding and complicated inquiries. Tashawna is consistently there to help with any and all questions. Some as simple as needing a second opinion of a check's legal line to more complicated work such as dealing with those impatient and more demanding customers. She manages to calm those individuals down. Some of my favorite things that Tashawna does is admit when she makes an error because nobody is perfect and it's always great when she explains every little detail about a process I have not learned before. Her consistency in ensuring we are comfortable in doing our work, is why she is one of the best. It's a true pleasure working with her.

MAY



Tashawna Williams
Downtown Tax Office

JUNE



Tanya Bailey
Property Tax

When it comes to excellent customer service and truly going above and beyond, the first person who comes to mind is **Curtanya**. She is incredibly selfless in the way she assists customers – whether she's helping them to their vehicle, answering extended questions that go beyond the Refunds Department or simply making sure they feel supported from start to finish. She is always happy. She always makes us laugh and smile making her a true joy to be around. Curtanya is an outstanding team member and an invaluable asset. Her helpfulness, professionalism and genuine care make a real difference every day. Whenever we need help, we can count on her. She deserves her flowers for the hard-working team member she is.

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.

In 2026, the County Tax Office has donated \$6,000 to local charities

This quarter, the charities our donations were shared with
Hope Supply Co., Faith Presbyterian Hospice, & Camp Esperanza

WAY TO GO, DCTO!



Employee of the Month Honorable Mentions

We recognize the hard work and dedication of the many employees nominated for Employee of the Month over 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!

Joel Bowers
Vanessa Soto

Patricia Perez

Noah Tijerina
Serafin Aguila

EMPLOYEE OF THE MONTH FAQ

Q: Whom can I nominate for Employee of the Month?

A—Any full-time employee who has completed their probationary period.
(Note: Employees should have no corrective 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 are some characteristics of an EOM?

A—Anyone that you see providing exceptional service, going above and beyond, or that inspires you to be a better employee.

Citizen Appreciation

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

Estreya Prieto	Yamilet Longinos	Eva Gama	Bianca Zavala	Deyanira Rodriguez
Morgan Pierson	Brenda Vasquez	Spencer Rivera	Alaisha Bell	Wilean Blair
Tina Garcia	Christina Amaya	Robin Porter	Jejlan Mati	Lizeth Pineda
Tara Peters	Omoshola Gafari	Anabertha Avilez	Rosana Ordonio	Danielle Wright
Carmen Sanchez	Lauren Leiva	Sandra Bowie	Serafin Aguilar	Courtne Ware

Yamilet did an excellent job helping me to split my taxes in installments (+65 years old). She was professional, knowledgeable, and courteous. It was a great experience to interact with Yamilet today.

Tina went above and beyond the call of duty!

Jejlan made a STRESSFULL situation LESS stressful and I appreciate how professional she was with me.

Eva and **Deyanira** were both very helpful and professional.

I wanted to tell you how grateful I am that I got **Bianca** on the phone today; she is very helpful, efficient, polite and wonderful. She did a great job, and I appreciate her.

Estreya was cordial, professional and pleasant to speak with. I want her to be recognized for this

Christina was wonderful! Made my day! Knowledgeable, friendly, and attentive.

Spencer has great customer service! Wonderful and friendly! Swift processing.

Lauren Leiva provides great service every time we have needed to stop by this location! We have visited several location over the years and this location has been doing an excellent job!!

Tara was amazing! Extremely helpful and very thorough. I am so grateful for her help. The gentleman at the front, **Edgar**, was great as well.

Lizeth was very helpful & courteous even when I had to correct something on my paperwork A+++!!

Rosana answered all my questions; she was sweet, patient, professional and she was just wonderful!

Morgan was a blessing!

Alaisha is nicest government worker I've ever met. I'm in and out in 10 minutes. Wow!

Brenda was the most courteous and helpful customer service rep I have met.