Dallas County Tax Statement

ISSUE LXV

July - September 2026



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

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FROM THE DESK OF THE TAX ASSESSOR/COLLECTOR

I hope this newsletter finds you all enjoying the Fall Season… bring on the cooler temperatures! This is the first October in 18 years that I can't remind you to look in your mailboxes for tax statements coming soon. This year, we will print and mail tax statements after the November 3rd election to make sure the levy complies with the voters' results of the Dallas County TRE (Tax Ratification Election).

The Tax Office has had an amazing quarter, and we're excited to continue sharing our success both in the office and out each quarter in this newsletter. Can you believe this is our 70th Newsletter? Come rain or shine… or even Covid… we still enjoy telling our story. A special thank you to everyone who contributes each month, especially **Destiny** & **Christina** for publishing and editing each quarter.

Congratulations to all the new employees and promotions on page 4 and to North Dallas for winning the Branch of the Quarter AGAIN, yes AGAIN! Check out the pictures and read about North Dallas Lead Rep **Wesley Sharp** who also received an "On the Spot" award on page 5. Take a look at the RISE Property Tax winners and **Deryl Wingate's** "GEM" (Going the Extra Mile) recognition on page 7. Way to go everyone!

You know the Tax Office isn't missing an opportunity to dress up. Many of the team participated in the FIFA Jersey Day in July and honoring Dolly Parton on 9-25! The pictures on pages 8 & 9 are awesome.

Huge Congratulations to **Eva Torres**, **Yolanda Young** and **Aerial Stephenson** for representing the Tax Office so well that they won Employees of the Month this quarter. Read all about these amazing ladies on page 10. Speaking on amazing, it's great to hear from our customers and they had a lot to say about our team – see pages 12 & 13!

As always, it's an honor and a privilege to serve as your Tax Assessor/Collector.

~ John R. Ames, PCC, CTA

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

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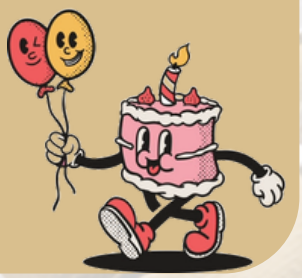
Birthdays

JULY

Cristina Amaya
Karen Beechum
Beatrice Brazil
Mark Castillo
Destiny Flores
Erica Goodman
Sharon Green
Lupita Lazaro
Nancy Malagon
Mary Martin
Lorena Perez
Matthew Rodela
Kim Rodman
Raquel Vazquez
Jose Zuniga Jr.
Genesis Delgado
Mya Coss
Guadalupe Velazquez
Alaisha Bell
Gwen Coney

AUGUST

Sydney Alcala
Danielle Alexander
Eliza Brannon
Erica Cevantes
Teresa Cloninger
Jessica Cordero
LaTara Daniels
LaConya Davis
Lety Dominguez
Brianda Garcia
Ana Gonzalez
Turkesia Johnson
Monica Jones
Ambra Kearney
Anthony Kellum
Jejlan Mati
Pahola Monreal
Rosa Romero
Anita Scott
Charles Taylor
Ryan Tinsley
Jacqueline Velasquez
Yajaira Zamudio
Leobardo Hernandez
Oscar Moncada



SEPTEMBER

Lisa Corse
Teresa Dawson
Marc Dimas
Madison Eatwell
Omoshola Gafari
Ricardo Garcia
Brianna Gutierrez
Ellen Hays
Nina Jackson
Sylvia Mata
Gabriela Martinez
Tameia Mitchell
Devonne Monroe
Gaby Morales
Rosana Ordonio
Brittani Rossum
Celia Salas
Jiri Semrad
Wesley Sharp
Lisa Thompson
Alyssa Valdez
Chynna Hyder
Esmeralda Santoyo
Ariana Woodberry
Courtnie Ware

Anniversaries

JULY

2 Years
Laura Danae Gordon
Tara Peters
Aerial Stephenson
3 Years
Lavaizja Cook
Jacqueline Espino
Steven Hurdle
6 Years
William Thompson
7 Years
Tashawna Williams
9 Years
Angela Taylor
10 Years
Kathy Reed
11 Years
Marquise Jefferson
19 Years
Kim Rodman



AUGUST

1 Year
Serafin Aguilar
Sarah Avila
Devany Martinez Ortiz
Estreya Prieto
2 Years
Kiana Muntagin
3 Years
Daisy Gamez
Paula Guerrero
Christina Montgomery
Yolanda Young
Genesis Delgado
Michelle Juarez
4 Years
Eliza Brannon
Deborah Farley
Te'Amber Jobe
Jejlan Mati
Alejandra Munguia
Patrick Pinson
5 Years
Cazsa Clermont
6 Years
Abraham Alcala
Felicia Fernandez
7 Years
Maya Glaspie
10 Years
Teresa Dawson
11 Years
Karen Beechum
12 Years
Rochelle Clayborn
14 Years
Anita Scott
18 Years
Patricia Avitia
19 Years
Marilyn Hickman
22 Years
Sandra Bowie
24 Years
Ofelia Clemente

SEPTEMBER

1 Year
Stephani Ortiz Guzman
Ruth Pedraza
Jiri Semrad
Kandace Tucker
:Leena Desai
2 Years
Guadalupe Velasquez
Magaly Arzate
3 Years
Rosana Ordonio
5 Years
Nicol McElroy
7 Years
Danielle Alexander
9 Years
Deyanira Rodriguez
12 Years
Bridget Bailey
Wilean Blair
Jacqueline Greiner
Ashley Richard
13 Years
Kelleye Dunn-Richardson
Arni Gutierrez
Norma Jimenez
Laura Mati
16 Years
Davette Rodgers
18 Years
Lorie Phillips
20 Years
Yvonne Bunkley
21 Years
Rosa Romero
24 Years
Danielle Wright
28 Years
Laketricia Ogunlende

Congrats on these Milestones!



Nancy Malagon
5 Years, Property Tax





Cazsa Clermont
5 Years, North Dallas



Sydney Alcala
10 Years, North Dallas



Yvonne Bunkley
20 Years, North Dallas



New Employees



Mary Martin	Part Time Rep	CCC
Sam Muniz-Blake	Part Time Rep	Oak Cliff
Peter Lam	Full Time Rep	North Dallas
Ofelia Flores	Part Time Rep	Mesquite
Analuisa Gonzalez	Full Time Rep	CCC
Lorie Arellano	Part Time Rep	Mesquite
Sandra Ruiz	Part Time Rep	Garland
Garrett Shipp	Part Time Rep	Downtown



Promotions

Jasmine Molina	Full Time Rep	Grand Prairie
Gabriela Carmen Martinez	Full Time Rep	Grand Prairie
Chynna Hyder	Full Time Rep	CCC
Rebecca Dark	Full Time Rep	Oak Cliff



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.

APRIL- JUNE 2026

ON THE SPOT AWARD



Way to go!

Wesley Sharp, Lead – North Dallas – July 2026.

Wesley received an On-The-Spot award for his extra effort to assist an elderly disabled customer who was unable to return to her car alone, after completing her transaction at the North Dallas Government Center. Not only did Wes assist this customer quickly, he also kindly escorted her back to her car when it was clear that she was reticent about having to ask for help. Wes approached the situation with grace and kindness, and a soothing demeanor that not only eased her discomfort but also put a smile on her face, as he engaged her in lighthearted conversation that even made her laugh. Wesley truly went above and beyond in taking care of our disabled taxpayer, showcasing his commitment to providing excellent customer service. His actions serve as a wonderful example of how empathy and understanding can make a significant difference in a customer's experience.

Quality Measures

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	July	August	September	July	August	September	July	August	September
DOWNTOWN	7,288	5,920	7,930	8,744	7,563	9,233	661	434	561
GARLAND	6,689	6,350	6,433	12,422	11,483	11,347	136	90	74
GRAND PRAIRIE	5,183	5,488	5,741	9,826	9,588	9,794	165	111	86
MESQUITE	3,443	3,457	3,707	9,158	8,698	8,561	402	261	216
NORTH DALLAS	5,148	5,519	5,514	10,593	10,525	10,340	192	75	58
OAK CLIFF	2,952	3,141	2,806	7,970	7,349	6,406	383	322	276
SOUTH DALLAS	3,546	3,106	3,463	8,138	7,299	7,617	348	206	186

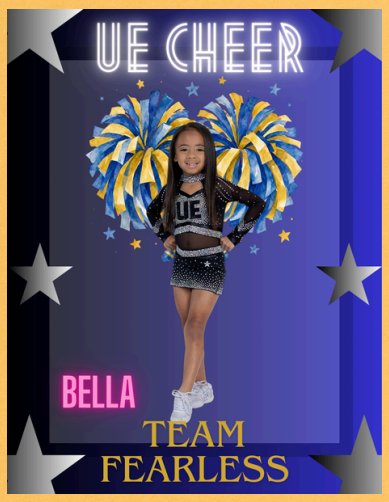
By the Numbers

3RD QUARTER 2026	TOTALS
OTC Property Tax Payments	5,241
Registrations Processed	567,990
Titles Processed	150,584
webDealer Transactions	154,503
Checks Processed by RPS	54,835
Customer Calls Answered	43,485
Neighborhood Location Registration Transactions	148,957
Scofflaw Rejections	771

Personal Recognitions



Dallas County Tax office celebrated our thanks to the custodial crew at the Records Building. Each were gifted a thank you card signed by members of the Tax Office, gift bags and each a rose to show our appreciation for all the hard work they do to keep our workplace clean and shinning BRIGHT. Without them we would be a mess. Thanks again to the Records Building Custodial Crew!!





Congratulations to Special Assistant Toni Collins' two granddaughters that made their respective levels in their cheer squads. Bella was promoted to Team Fearless and is now in a flyer position & Josie made her first team after her try-outs! Way to go, girls!



RISE Drawing

This quarter's RISE (Recognizing and Inspiring Successful Employees) winners for the Property Tax Division drawing included:



Ambra Kearney
Jiri Semrad
Sonia Eguia
Christina Leon

The RISE program encourages Property Tax staff to find ways to work more efficiently, improve processes, and provide great customer service to our taxpayers.



Deryl Wingate also won a GEM (Going the Extra Mile) Award for his initiative to create training materials that will benefit both current and future Refunds Team members.



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

Dolly Parton Day

9-2-5



























FIFA at Dallas County







The Dallas County Tax Office enjoyed participating in the FIFA Jersey Day organized by Dallas County Employee Engagement & Cultural Celebration Committee on July 17th.





EMPLOYEE OF THE MONTH

JULY



Eva Gama Torres
Garland Tax Office

Eva comes to work every day with a positive attitude and is always willing to help others. Whenever leadership needs assistance with translation, she steps up without hesitation and does so with a smile. She treats every customer with the utmost respect and consistently provides exceptional service. Working alongside Eva, it is clear that she truly loves what she does and enjoys helping people. She is an absolute joy to be around, and her positivity has a way of uplifting everyone around her. Eva is consistently at her desk servicing customers and is Garland's top producer, demonstrating an outstanding work ethic and commitment to excellence. Eva deserves to be recognized for her hard work, dedication, and the genuine care she shows to every customer and coworker. Her professionalism, reliability, and positive impact on the office make her an outstanding choice for Employee of the Month.

AUGUST



Yolanda Young
Customer Care

In the past three years, Ms. ***Yolanda*** has been recognized numerous times by our customers and citizens of Dallas County. She is known to go above and beyond to help our callers with their questions and concerns. Ms. Yolanda is kind, patient, polite and someone people enjoy doing business with. She brings a genuine warmth to our customer service team that you just can't teach. She handles every call and situation with integrity to ensure that citizens walk away with knowledge regarding the matter they are calling for. No matter the cause or the day, Ms. Yolanda shows up with a positive and proactive attitude. Our team goes through changes often, but she always extends her hospitality. She works well with others and is very welcoming to our newest members of the Customer Care Center (CCC). Ms. Yolanda is an absolute treasure to work with and this recognition is long overdue for the daily kindness and dedication she brings to our workplace.

SEPTMBER



Aerial Stephenson
Accounting

Aerial joined the Accounting department over a year ago and has rapidly made a notable impact. She has established herself as an essential asset to the team, stepping in to assist RPS and other areas when necessary. Despite having limited prior experience and training, Aerial was invited to join the TNT team this year, and she embraced the project with assurance. Her outstanding collaboration abilities will surely enhance her position and create opportunities for future growth.

Where Fashion Meets Charity

"Jean Wearing Wednesdays" is a great way for the Tax Office team 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.

So far in 2026, the County Tax Office has donated
$9,000 to local charities

This quarter, the charities our donations were shared with
The Warrior Dog Foundation, The Bridge Dallas, and Union Gospel Mission Dallas.

WAY TO GO, DCTO!

WARRIOR DOG FOUNDATION
CFC# 34063

THE BRIDGE
HOMELESS RECOVERY CENTER

Union Gospel Mission DALLAS

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!

Maricela Garcia
Jessie Bigley
Jaqueline Ortiz
Vanessa Soto
Noah Tijerina
Patricia Perez
Serafin Aguilar
Tuerkesia Johnson

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: 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 nominations 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.

Angel Araiza	Julio Alonso	Nina Jackson	Monica Jones	Rebecca Dark
Serafin Aguilar	Alyssa Valdez	Estreya Prieto	Jessica Matat	Yolanda Young
Noah Tijerina	Cornell Kennard	Kandace Tucker	Robin Porter	Tina Garcia
Kiana Muntagin	Edgar Ramos	Tara Peters	Bridget Bailey	Jaquita Lofton
Avril Ramirez	Steven Hurdle	Jeremy O'Daniel	Wilean Blair	Irma Mendez

Angel provided GREAT customer service; he was very knowledgeable.

Avril was very patient with me and communicated her ideas clearly, very articulate.

Steven was the nicest guy I've ever come across at a place like this. Solid service!

Ms. Nina was very pleasant and easy to talk to. She is an asset to your team.

This is the best, organized and helpful office! All the staff was excellent and polite, but Noah stands out above the rest! Exceptional, knowledgeable and charming!

Best experience we have received since getting handicap stickers! This was our first time visiting this office and we will always come back. Cornell made our experience fast, friendly, and personable.

Tina was kind, patient, helpful, and I appreciate her assistance.

Bridget was very professional and excellent customer service. She went beyond her normal duties as a lead. I appreciate her time and explanation of the process. She is an asset to them.

Monica has superb customer service!

Estreya was helpful, kind, and was quick to answer all my questions and I appreciate that very much.

Awesome! Edgar and Tara were absolutely amazing! In 57 years, I can honestly say - this is the first time I have actually enjoyed a visit to a government office. Clean, fast, and friendly.

Ms. Rebecca is a very good representative and good with helping customers.

I wanted to ensure that Julio received an excellent rating on everything. Julio is kind, patient, very informative, taught me new things about my disabled placards and I have had the best experience and Julio has the best customer service.

Ms. Irma did an outstanding job! She was kind, professional, and a joy to work with. I commend Ms. Irma for her excellent spirit and knowledge.

Ms. Wilean Blair was so wonderful!

GOOGLE SAYS

Dallas County Tax Office
702 E. Jefferson Blvd, Dallas, TX 75203

A Mari
★★★★★ 1 week ago

I'm a first responder that stopped by on a short break to renew my registration. Socorro and Rebecca took excellent care of me! I would highly recommend this location! Everyone was so helpful. They got me in and out very quickly! Wow, Great Work!!!!!!!! Thanks so much Socorro :)

Dallas County Tax Office
6820 Lyndon B Johnson Freeway, Dallas, Texas 75240

Toinette Morrow
★★★★★ 7 days ago

Parking is great. Handicap Parking in the front and they even have Handicap parking for the new age car for electricity. I went in to get to renew two registration for car. THE LINE MOVED VERY QUICKLY. I WAS IN AND OUT WITHIN 20 MINUTES. YOU WERE GREETED BEFORE ENTERING TAX OFFICE AND GUIDED IN THE RIGHT DIRECTION.

Mesquite Tax Office
500 S Galloway Avenue, Ste. T101, Mesquite, TX 75149

Valeria Lara
★★★★★ 3 hours ago

Absolutely love coming to this tax office location. They are always super kind, sweet and explain nicely what you need. Don was super helpful today, absolutely loved his service! He was super kind and patient with me and my baby! Will always come to this location.

Dallas County Tax Office
140 North Garland Avenue, Garland, Texas 75040

Carla "LadyBaebee" Fugate
★★★★★ 4 days ago

Staff was great!!! I was lacking a letter the lady explained it to me nicely so then I went and go the letter came back and it was a breeze!! Had renewed registration with waiting time and all in less than 20 mins. They were not rude they actually smiled and were very polite. Thank you so much bc it makes it sooo much easier when people are going through stressful situations. This is actually THE BEST COUNTY TAX OFFICE IVE EVER VISITED AND IVE BEEN TO A FEW STATES COUNTY TAX OFFICES AND THIS IS BY FAR THE BEST CUSTOMER SERVICE, VERY QUICK, CLEAN AND NICE. THANKS AGAIN I APPRECIATE IT!!!!

Dallas County Tax Office
140 North Garland Avenue, Garland, Texas 75040

Seth Wanamaker
★★★★★ 2 hours ago

I came in to do a title transfer and was in and out in less than 20 minutes. Balinda was very friendly and helpful, making sure we had everything correct and present!

Dallas County Tax Office
500 Elm Street, 1st Floor, Dallas, TX 75202

Mr. Price
★★★★★ 2 days ago

Great experience! The service was fast, clear, and easy. The staff was helpful and everything went smoothly. I appreciate the quick service and friendly experience.

