



# TAX Statement

ISSUE: XXVII

JULY - SEPTEMBER 2015

## Mission Statement

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



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

### In this Issue!

- ▶ QUALITY MEASURES ..... 3
- ▶ AROUND THE TAX OFFICE ..... 5
- ▶ EMPLOYEE OF THE MONTH ..... 6
- ▶ PERSONAL RECOGNITIONS ..... 7

### **TAX ASSESSOR / COLLECTOR MESSAGE...**

They have been mailed! Yes, the majority of the 2015 Property Tax Statements have been mailed! I'm so very proud of the Tax Office team and all the effort everyone puts in to making sure our annual statements are mailed timely. Great job Team Dallas County!!! This year, taxpayers who are in a school district collected by Dallas County, and have a homestead exemption, will not receive their statement until after the November 3, 2015 general election. This year's general election includes Proposition No. 1 which could affect the amount of taxes that are due. Should the voters of Texas approve Prop. No. 1, their school district homestead exemption will increase from \$15,000 to \$25,000 therefore decreasing their tax levy.

Check out our new employees and promoted employees on page 4. This is the time of year that we "pump up" our staffing to assist with all those property tax payers. Additionally, we have been adding part time staff to assist with the TxDMV Single Sticker initiative that began in March 2015. If you don't know about the "Two Steps, One Sticker" program, visit our website at [www.dallascounty.org/tax](http://www.dallascounty.org/tax) to learn all about the changes.

Around the Tax Office this quarter is featuring the Duncanville Branch Office – read all about that great staff on page 5. Don't miss our fantastic employees of the month for this quarter on page 6. Great job Sherwana Milam, Melanie Sanchez and Cindy Rowan. Thank you each for your service to our citizens. Keep those nominations coming in each month if you see one of your co-workers doing an awesome job.

Enjoy the cooler weather as we enter this Fall season. I continue to be proud to be your Dallas County Tax Assessor/Collector.

*- John R. Ames, CTA*

#### Editor

Paul E. Hamilton  
[pehamilton@dallascounty.org](mailto:pehamilton@dallascounty.org)

#### Publisher

Disha Wesley  
[disha.wesley@dallascounty.org](mailto:disha.wesley@dallascounty.org)

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

## JULY

Sonja Pollard	2	Sharon Green	21
Evelyn Rivera	2	Kim Rodman	21
Mariana Colunga	2	Marqus Shoels	21
Virginia Mendez Flores	6	John R. Ames	22
Elda Rodriguez	6	Norman Kasal	23
Tempestt Shepard	9	Raven Contreras	24
Leandra Rattler	10	Viridiana Lopez	25
Amber Grisham	14	Martha Martinez	26
Sharon Coleman-Rankin	15	Destiny Flores	28
Karen Gaines	15	Rita Cathey-Akinlabi	29
Erica Goodman	20		
Frank Pena-Perales	20		

## AUGUST

Sonya Trevino	7
Yvonne Sprague	8
Lety Dominguez	9
David Gaytan	10
Danielle Hall	10
Keriann Pringle	10
Anthony Kellum	12
Kim Preston	15
LaTara Daniels	20
Ana Gonzalez	20
Kathy Heath	20
Carlos Rincon	21
Esmeralda Medina	21
Feldon Warren	23
Anita Scott	23
Priscilla Marceleno	24
Teresa Cloninger	29
Kendra Winn	29

## SEPTEMBER

Nytosha Houston	1	Dro Fermin-Mendez	14
Sheila Campbell	3	Nina Jackson	14
Celia Salas	4	Devonne Monroe	16
Delmy Flores	5	Melissa Matta	17
Cathy Lattimer	5	Maria Diaz	19
Diana Flowers	7	Gaby Morales	19
Willie Mae Nobles	7	Erica Mendez	20
Danyelle Spillman	8	Hector Zambrano	20
Brittani Rossum	8	Ashley Brooks	22
Deb Green	9	Mayra Cisneros	4
Cynthia Herrera	10	Gail Wortham	26
Deb Langford	10	Marie Cota	27
Jason Downing	12	Sally Stephens	29
Reina Reyna	13		



★ **HAPPY** ★  
**BIRTHDAY!**

★ **HAPPY** ★  
**BIRTHDAY!**

# SERVICE ANNIVERSARIES

## JULY

<b>2 years</b>
Eric Mauricio
<b>3 years</b>
Jason Downing
<b>5 years</b>
David Holster
<b>6 years</b>
Connie Stinson
<b>8 years</b>
Amber Grisham
Kim Rodman
<b>12 years</b>
Amber Yeager
<b>14 years</b>
Kathy Heath
DJ Cavazos
<b>15 years</b>
Fetina Green



## AUGUST

<b>1 year</b>	Mariana Colunga
	Krystle Curtis
	Anintita Netkum
	Ashli Bennett
	Rochelle Clayborn
<b>2 years</b>	Ashley Brooks
<b>3 years</b>	Monica Atsu
	Anita Scott
<b>4 years</b>	Tieraney Simpson
	Yvonne Sprague
<b>5 years</b>	Veronica Alvarez
<b>6 years</b>	Helen Washington
<b>7 years</b>	Patricia Avitia
	Wanda Harkless
<b>8 years</b>	Marilyn Hickman
<b>9 years</b>	Dixie Sanders
<b>10 years</b>	Jackie Wallace
<b>11 years</b>	Sandra Bowie
<b>13 years</b>	Ofelia Escalona
<b>14 years</b>	Zoraida Carrazco



## SEPTEMBER

<b>1 year</b>	Wilean Blair	<b>7 years</b>	Sandra Lester
	Jacqueline Greiner		Lorie Phillips
	Bridget Hernandez	<b>8 years</b>	Norman Kasal
	Sonja Pollard		Sherwana Milam
	Jacob Cortez		Sandra Nichols
	Diana Guerrero	<b>9 years</b>	Yvonne Bunkley
<b>2 years</b>	Amerika Diaz		Rachelle Dunham
	Kelleye Dunn-Richardson	<b>13 years</b>	Darlene Beck
	Arnulfa Gutierrez		Danielle Wright
	Norma Jimenez	<b>17 years</b>	Karen Gaines
	Laura Mati		Laketricia Merrett
	Erica Mendez		
	Melissa Rodriguez		
<b>4 years</b>	Kim Preston		
<b>5 years</b>	Linda Beard		
	Davette Rodgers		

Oops! We missed your **1 year** service anniversary in the previous Newsletter.

- ◆ Delmy Flores (April 7)
- ◆ Eugene Clay (May 19)
- ◆ Ciera Thomas (June 12)
- ◆ Devonne Monroe (June 14)
- ◆ Myrtle Johnson (June 30)

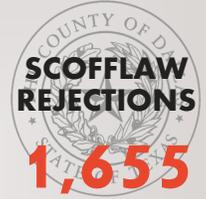


# QUALITY MEASURES

## TOP PRODUCERS

The following branches are this quarter's top producers in these categories.

	JULY		AUGUST		SEPTEMBER	
Vehicle Titles	Grand Prairie	9,388	Grand Prairie	8,276	Grand Prairie	8,276
Processed	North Dallas	7,585	North Dallas	7,032	North Dallas	7,976
	Richardson	5,200	Garland	5,495	Garland	5,845
Registrations	North Dallas	16,339	North Dallas	15,025	North Dallas	15,321
Processed	Grand Prairie	16,216	Grand Prairie	14,862	Grand Prairie	14,457
	Garland	14,299	Garland	13,657	Garland	13,240
Property Tax	Oak Cliff	729	Oak Cliff	528	Oak Cliff	509
Transactions	Mesquite	294	Mesquite	172	Duncanville	210
	Grand Prairie	267	Duncanville	145	Mesquite	194



OVER THE COUNTER  
PROPERTY TAX  
PAYMENTS  
**23,111**



CALLS  
ANSWERED  
**76,912**



## INCENTIVES

The following department employees have met and exceeded goals to obtain incentive pay!

APRIL		MAY		JUNE	
Garland	100%	Customer Care	94%	Mesquite	92%
Mesquite	90%	Garland	90%	Richardson	90%
Richardson	90%	Mesquite	90%	Duncanville	88%
Customer Care	88%	Downtown	83%	Customer Care	88%
North Dallas	85%	Grand Prairie	80%	Garland	80%
Downtown	83%	Oak Cliff	80%	Grand Prairie	80%
Oak Cliff	80%	Richardson	80%	North Dallas	80%
Duncanville	75%	North Dallas	77%	Oak Cliff	80%
Grand Prairie	73%	Duncanville	75%	Downtown	67%
MV Operations	33%	MV Operations	33%	MV Operations	33%

*\*Published one quarter behind for audit verification.*

REGISTRATIONS  
PROCESSED  
**562,868**

CHECKS PROCESSED BY THE  
REMITTANCE PROCESSING SYSTEM

**170,945**

# EMPLOYEE UPDATES

## NEW EMPLOYEES ON BOARD

Michelle Campos	Part Time Representative	Duncanville Tax Office
Kendra Winn	Part Time Representative	Garland Tax Office
Karla Escamilla-Clark	Part Time Representative	Garland Tax Office
Cheryl Givens	Part Time Representative	Grand Prairie Tax Office
Sonya Trevino	Part Time Representative	Grand Prairie Tax Office
Marquise Jefferson	Part Time Representative	Mesquite Tax Office
Karen Beechum	Part Time Representative	Motor Vehicle Division
Gerald Williams	Part Time Representative	Motor Vehicle Division
Esmeralda Medina	Part Time Representative	Motor Vehicle Division
Dontrance Cullors	Part Time Representative	Motor Vehicle Division
DeMarkus Hughey	Part Time Representative	Motor Vehicle Division
Cynthia Reyna Mendez	Full Time Representative	North Dallas Tax Office
Allyson Enriquez-Gonzales	Part Time Representative	Oak Cliff Tax Office
Chris Burns	Part Time Representative	Property Tax Division
Leonardo Romero	Full Time Representative	Property Tax Division



## EMPLOYEE PROMOTIONS

Antoinetta Haynes	Accounting Specialist	Accounting Department
Noemi Vazquez	Assistant Manager	Customer Care Center
Cheryl Smith	Assistant Branch Manager	Garland Tax Office
Lorie Phillips	Lead Representative	Garland Tax Office
Bridget Hernandez	Lead Representative	Garland Tax Office
Nickcole Jeffery	Full Time Representative	Garland Tax Office
Lorena Rodriguez	Full Time Representative	Grand Prairie Tax Office
Brittany Rogers	Full Time Representative	Grand Prairie Tax Office
Sonya Trevino	Full Time Representative	Grand Prairie Tax Office
Sharon Coleman-Rankin	Lead Representative	Motor Vehicle Division
Jose Delgado	Lead Representative	Motor Vehicle Division
Charnique Graham	Full Time Representative	Motor Vehicle Division
Monica Martinez	Full Time Representative	Motor Vehicle Division
Alejandra Alvarado	Full Time Representative	Motor Vehicle Division
Samantha Cosby	Lead Representative	North Dallas Tax Office
Yul Jones	Assistant Branch Manager	North Dallas Tax Office
Maria Diaz	Full Time Representative	Property Tax Division
Erica Goodman	Research Manager	Property Tax Division
Sherwana Milam	Assistant Branch Manager	Richardson Tax Office
Vanessa Rodriguez	Full Time Representative	Richardson Tax Office

# CHARITIES

The Dallas County Tax Office has expanded its horizons for wearing jeans during weekdays by introducing “Jean Wearing Wednesdays”! This is a great way for the staff to enjoy wearing blue jeans while supporting a great cause. Funds are collected each month and donated to a special cause or charity selected by the Tax Office Cabinet members. The following is a list of special causes or charities and the amount of funds raised for this quarter:

*July:*

**Texas Scottish Rite Hospital - \$884**

*August:*

**Care Van Program- Immunization**

**Awareness - \$692**

*September:*

**Dallas Children’s Advocacy Center - \$896**



## In the News



Tax Assessor/Collector **John R. Ames** was invited to the Oak Cliff Lions Club where he spoke about the Two Step One Sticker program. He is pictured here with the club President, Carol Donovan.

# AROUND THE TAX OFFICE... DUNCANVILLE BRANCH OFFICE

Duncanville is one of the nine branch offices and is the number 1 office - alphabetically! Visitors to D'Ville are welcomed by a warm smile from the information desk while the bright orange walls shine like a beacon. The 13 staff members that make up the office have a combined 86 years of service experience and assist taxpayers with property tax, vehicle registrations, and title transfers. The staff at the office treats each other with respect and courtesy while providing outstanding customer service to taxpayers.

Amber Grisham is the Duncanville Branch Manager and has been with the Tax Office for 8 years. She has worked at many of the locations including: Downtown, Garland, Mesquite, and Grand Prairie. She enjoys being a part of such a hard working team. She looks forward to seeing what the future holds for the office.

Patricia Perez is the Assistant Manager and has been with the Tax Office for 8 years. She has had the opportunity to work at the Downtown and Irving locations. She was awarded Employee of the Month in February 2015. She appreciates the team camaraderie and the manner in which everyone pulls together to get tasks accomplished.



Left to Right  
(Back Row): Jacob Cortez, Sharon Green, Ashley Brooks, Charette Green, Hubert Ross  
(Front Row): Amber Grisham, Cindy Rowan, Aurora Renteria, Alexandra Formiller, Rhonda Hadnot, Mason Gonzalez, Sandra Nichols, Patricia Perez

Cynthia “Cindy” Rowan is a Lead Representative. She has been with the Tax Office for 20 years and has had the pleasure of working in many of the offices. She enjoys working alongside her fellow team members and providing her assistance when necessary.

Hubert “Ross” Ross II is also a Lead Representative. He has been with the tax office for 3 ½ years. Ross grew up in Duncanville and gets to experience “mini family reunions” on a near daily basis. The office “crew” does keep him on his toes daily.

Ashley Brooks is a representative that has been with the Tax Office for 2 years. She was born and raised in New Orleans and moved to the Dallas area in the wake of Hurricane Katrina. Ashley enjoys the variety of customers that visit Duncanville each day. She feels that having “family like” coworkers helps make each day more enjoyable.

Jacob Cortez is a representative that has been with the Tax Office for a year. He enjoys working at an office where everyone comes together to get done what needs to be done. He likes that when the line is long; customers let him know that the team is doing a great job of keeping the line moving fast.

Alexandra Formiller is a fairly new representative at the Tax

Office. She started this May and successfully moved through training to get placed in the Duncanville office. She enjoys the fact that everyone works as a team and that the customers are friendly.

Stevan “Mason” Gonzalez is a representative that has been with the Tax Office for 2 ½ years. In December 2013, he was the Tax Office Employee of the Month. Mason enjoys the daily challenges that are brought to him by customers and feels that it pushes him to reach new levels in customer service. He likes working in a small office and appreciates the fact that he can build closer relationships with his coworkers.

Charette Green is a representative with almost 9 years of Tax Office experience. Charette was the Tax Office employee of the Month in April of 2014. Charette shared that she likes the convenience the office location gives her as it is close to home.

Sharon Green is a representative that has been with the Tax Office for 3 years. Sharon appreciates the environment of a smaller office which allows her to build a bond with her coworkers.

Rhonda Hadnot is a representative that has been with the Tax Office for almost 22 years. She has worked at many of the Tax Office locations including Mesquite, Garland, and North Dallas. She enjoys working at Duncanville and likes that everyone is more like family and not simply coworkers. She also enjoys working with the public and hearing the advice that they give. She is excited to see what the future holds for her at the Tax Office.

Sandra Nichols is a representative that has been with the Tax Office for 6 years. Sandra enjoys assisting the unique customers that visit the Duncanville Office and the wonderful group of people that she gets to work side by side with on a daily basis.

Aurora Renteria is new to the Tax Office and began her journey this May. The fast pace of the office keeps her on her toes and makes the day go by fast. The positive atmosphere of the office helps make each day enjoyable.

“What if we treated everybody like they deserved all of our attention? Maybe our goal as people shouldn’t be to become a celebrity but to live in a way that makes everyone around us feel celebrated.” (Brad Montague & Robby Novak)

***Stop by and visit the Duncanville Office and feel celebrated!!***

# EMPLOYEE OF THE MONTH

## JULY

**S**herwanna Milam has proven to be an asset to the Dallas County in her eight years of service. She consistently provides excellent customer service to our taxpaying public. Premised upon her superior interactions with her management team, peers and the public, she has received promotions along the way, including Lead Representative and currently serving as the Assistant Branch Manager. She is a quick study, and eagerly shares what she learns with those in her work group. Sherwanna's cheerful disposition just draws customer her way. She greets each customer with a welcoming smile, and oftentimes by their names if she has encountered them before. She often steps in to help calm difficult situations. She truly portrays a positive and a caring attitude, qualifying her to be the Employee of the Month.



*Sherwanna Milam*  
Richardson Tax Office

## AUGUST

**M**elanie Sanchez has great customer service skills. She is a people person and does not mind going above and beyond her call of duty to assist taxpayers as well as coworkers. She has a courteous demeanor when dealing with the taxpayers. She resolves challenging situations professionally and effectively by speaking in a calm and professional manner. She follows up on pending transactions until they are completed. She also does a good job of going beyond to assist coworkers that are dealing with a challenging situation. She performs her job functions with minimal supervision. She constantly stays busy and productive. She is flexible, reliable and trustworthy. She is a great example of what a team leader and a team player should be!



*Melanie Sanchez*  
Grand Prairie Tax Office

## SEPTEMBER

**C**indy Rowan has faithfully served the Dallas County and its citizens for 20 years. She has an eye for details. Once she was spotted helping an elderly lady to change the license plates on her car. She does not hesitate to lend her assistance to customers or coworkers. They find comfort in knowing that "Ms. Cindy" is around to provide assistance and guidance. She displays such care, compassion and dedication towards others. She resolves issues and responds to inquiries from customers as well as department personnel in a superior manner. She facilitates the proper training of new employees while being abreast with current standards and procedures. She supports management team in various tasks when her assistance is requested. She is a hard worker and definitely a jewel of the Duncanville Tax Office!



*Cynthia "Cindy" Rowan*  
Duncanville Tax Office

# PERSONAL RECOGNITIONS

- **Congratulations** to the following employees for celebrating their **5th anniversary** with the Dallas County.



**Veronica Alvarez**  
Mesquite Tax Office



**David Holster**  
Motor Vehicle Operations



**Davette Rodgers**  
Mesquite Tax Office



**Linda Beard**  
Motor Vehicle Operations

- **Congratulations** to the following employees for celebrating their **10th anniversary** with the Dallas County.



**Jackie Wallace**  
Oak Cliff Tax Office



**Yvonne Sprague**  
Property Tax Division



**Gaby Morales**  
Taxpayer Relations



- **Congratulations** to **Fetina Green** from the Motor Vehicle Division for celebrating her **15th anniversary** with the Dallas County.



- **Congratulations** to **Cynthia "Cindy" Rowan** from the Duncanville Tax Office for celebrating her **20th anniversary** with the Dallas County.



- Danielle Pringle, granddaughter of **Keriann Pringle** of the Property Tax Division, participated in the 2015 USA Track and Field Junior Olympics in the 100 and 200 meter dash from July 28-August 2, in Jacksonville, Florida. She proudly represented the State of Texas. Way to go, Danielle!!



- Dallas, Denton, Harris and Tarrant Counties recently met with TxDMV Leadership to discuss the implementation and deployment of the Refactored Registration and Title System (RTS) in these counties. It's nice to all be on the same page and work together on a project this large.

Tax Office employees dress your best for the **Halloween Costume Contest** on **October 30, 2015**.

**May the best costume win!!**



# CITIZEN APPRECIATION

The following Tax Office Employees and Departments have received Dallas County citizen's Appreciation this Quarter.

Alejandra Alvarado	Diana Flowers	Kim Preston	Ricardo Salas
Amanda Andrews	Dixie Sanders	Kim Rodman	Richardson Tax Office
Amerika Diaz	Donna Higbee	Kristen Smith	Robin Porter
Ana Gonzales	Draopadi Fermin-Mendez	Kristin Miller	Rochelle Clayborn
Ashley Brooks	Duncanville Tax Office	Lauren Carey	Sandra Bowie
Ashley Delgado	Elda Rodriguez	Linda Rowell	Sandra Lopez
Barbara Davis	Elizabeth Nedd	Lisa Obrien	Sergio Quintero
Bonnie Mola	Eric Garcia	Maricela Garcia	Sharon Oehler
Bridget Hernandez	Eric Mauricio	Maricruz Figueroa	Sherwana Milam
Brittinea Williams	Erica Goodman	Marie Cota	Sonja Pollard
Brittani Rossum	Eulane Hart	Mesquite Tax Office	Tarsha LeSueur
Carmen Sanchez	Gabrielle Peters	Monica Martinez	Teresa Cloninger
Carmen Yarborough	Garland Tax Office	Morgan McDougal	Tieraney Simpson
Celia Salas	Glenda Jesttes	Motor Vehicle Division	Tina Garcia
Charette Green	Grand Prairie Tax Office	Noemi Vazquez	Toni Jones
Chelsea Moore	Jacqueline Greiner	Norma Jimenez	Vanessa Rodriguez
Cheryl Patterson	Jaleesa Odom	North Dallas Tax Office	Veronica Alvarez
Danyelle Spillman	Jessie Waldron	Nytocha Houston	Virginia Mendez Flores
Debra Davis	Juanita Sanchez	Oak Cliff Tax Office	Yul Jones
Delmy Flores	Karla Yates	Pam Gibson	Yvonne Bunkley
DeMarcus Kindles	Kathy Heath	Property Tax Division	
Destiny Flores	Kelleye Dunn - Richardson	Renisha Franklin	
Devonne Monroe	Kendra Calloway	Rhonda Hadnot	

*Just a note*



We recently received a call from Mr. Rick Loessberg who visited our Richardson Branch for a vehicle title transfer. Mr. Loessberg stated "The Representative who assisted me was very kind and helpful and came up with a solution that worked for both me and the buyer. I'm always impressed at how helpful everyone is whenever I visit a Tax Office."

**Way to go Tax Office staff!!!**

"Being positive  
won't guarantee  
you'll succeed.  
But being negative  
will guarantee  
you won't."

Jon Gordon