



DALLAS COUNTY

TAX STATEMENT

ISSUE: XXXIV

APRIL - JUNE 2017

From the desk of the Tax Assessor/Collector...

Busy, busy, busy! That's how the Tax Office has been this quarter. Our team has processed over 1.2 million transactions and answered over 75,000 phone calls in the last three months. Check out the breakdown of those transactions on page 3! We also held our 3rd annual Employee Enrichment Day! Many have said it was the best ever! Thank you to the awesome speakers and organizers of the event. It truly is a team effort to put that event on and I know we all enjoy attending and learning that day! See the great picture on page 5 and read more about the day.

This quarter, we have two full pages of personal recognitions. Congratulations to all the 5, 10 and 25 year anniversary recognitions. A big congrats to all the pre-K, Kindergarten, High School, and College graduations as well! Babies, babies, babies, four to be exact! Check them out on page 7!

Check out our new page, 8, Community Corner. The Tax Office has been speaking at different events for years, now, we're going to start sharing where we've been. Great job to the Directors and Managers that take the time to go visit all these wonderful events. Do you have a group that needs to hear from us? If so, contact **Cici Garcia** and she can get someone scheduled to speak!

Three Cheers for our Employees of the Month this quarter, **Elizabeth Nedd, Gaby Morales** and **Michele Henderson!** These ladies do an amazing job! Read about how special they are on page 9. As always, check to see if a citizen gave you a compliment this quarter on page 10! Finally, congratulations to the **Oak Cliff Branch** for winning Branch of the Quarter – keep up the great work.

Stay out of the heat, get your swimming in and start getting ready for school to start... fall is just around the corner. Keep up the great work Dallas County Tax Office, as always, I'm proud and humbled to serve as your Tax Assessor/Collector.

- John R. Ames, PCC, CTA



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

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Mission Statement

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

Editor

Paul E. Hamilton

pehamilton@dallascounty.org

Publisher

Disha Wesley

disha.wesley@dallascounty.org

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BIRTHDAYS

APRIL

Robin Porter	1	Cheryl Patterson	16
Ofelia Escalona	2	Monica Martinez	17
Wendy Baker	3	Melanie Sanchez	18
Donna Higbee	3	Frank Garcia	22
Sandra Bowie	4	Torenda Kimball	23
Norma Jimenez	4	Yesenia Leon	24
Myrtle Johnson	4	Wilean Blair	25
Kendra Calloway	5	Diana Burkhalter	27
Rochelle Clayborn	5	Bianka Richmond	27
Nickcole Jeffery	13	Maricela Garcia	28
Wendy Hernandez-Alcala	14	Phyllis Jones	28

MAY

Andrea Houston	1	Michele Henderson	17
Helen Washington	4	DeMarcus Kindles	18
Chelsea Moore	5	Imarisha Garrett-Pace	20
Marquise Jefferson	6	Aurora Renteria	20
Yanira Isaac	6	Jackie Wallace	23
Bryan Guzman	8	Brenda Lopez	24
Kathy Reed	11	Beng Talley	28
Cathy Reddick	13	Wendolyn Phillips	29
Glenda Jesttes	14	Ciera Thomas	31
Antoinetta Haynes	17	Louis Wright	31



JUNE

Blanca Nieto	2	Juanita Sanchez	17
Sandra Lopez	3	Linda Beard	18
Sandra Nichols	4	Willie Johnson	20
Danielle Wright	9	Veronica Gallegos	21
Michelle Gonzalez	10	Amber White	21
Zataria Pirtle	10	Ron Babineaux II	22
Cindy Rowan	12	Kristen Smith	24
Sharon Oehler	14	Ramona Lee	26
Patricia Avitia	16	Michelle Campos	28
Claudia Silva	16	Yul Jones	30



SERVICE ANNIVERSARIES

APRIL

1 year	5 years
Dyvone Villa	Frank Garcia
Rick Garcia	Eric Garcia
Bianka Richmond	Brittani Rossum
Veronica Gallegos	6 years
2 years	Diane Nguyen
Kendra Calloway	10 years
Charnique Graham	Deborah Bloomer
Nickcole Jeffery	12 years
Chelsea Moore	Carmen Yarborough
Marqus Shoels	16 years
3 years	Sharon Oehler
Delmy Flores	17 years
4 years	Gwen Bownds
Tarsha LeSueur	21 years
Lety Dominguez	Ramona Lee
Jaleesa Odom	Cathy Lattimer
Jennifer Richards	

MAY

1 year	6 years
Angelica Valladares	Elizabeth Salazar
Sydney Furgerson	Robin Porter
Karina Casillas	7 years
2 years	Jason Ortiz
Aurora Renteria	Margarita De Leon
Gail Wortham	Rita Cathey-Akinlabi
Jessica Rubin	8 years
Alexandra Formiller	Morgan McDougal
Vanessa Rodriguez	13 years
3 years	Amanda Andrews
Carla Sandoval	20 years
Eugene Clay	Janetta Wilson
5 years	25 years
Jose Delgado	Beng Talley
Sharon Green	32 years
Priscilla Marceleno	Wendy Baker

JUNE

1 year	5 years
Erica Cervantes	Sandra Lopez
Dee Little	Monica Martinez
Claudia Silva	8 years
Alejandra Munguia	Melanie Sanchez
2 years	9 years
Sheila Campbell	Tina Garcia
3 years	Viridiana Lopez
Ron Babineaux II	10 years
Maricruz Figueroa	Lauren Carey
Devonne Monroe	Patricia Perez
Evelyn Rivera	11 years
Ciera Thomas	Karla Yates
Hector Zambrano	22 years
Myrtle Johnson	Cindy Rowan
4 years	28 years
Bonnie Mola	Anita Roybal



QUALITY MEASURES

Below are the numbers for the Title, Registration and Property Tax transactions processed by the different Dallas County Tax Office branches:

	Vehicle Titles Processed			Registrations Processed			Property Tax Transactions		
	April	May	June	April	May	June	April	May	June
Duncanville	3,195	3,429	4,004	8,725	8,943	9,434	312	440	262
Garland	6,231	6,301	6,261	12,673	13,175	13,056	228	226	165
Grand Prairie	8,750	8,463	8,758	14,145	13,932	14,326	308	310	193
Mesquite	3,995	4,369	4,434	10,464	11,426	11,335	357	385	223
North Dallas	6,385	7,197	7,481	11,916	7,197	13,742	221	280	170
Oak Cliff	3,460	3,765	4,009	8,773	9,727	10,361	804	755	593
Richardson	5,119	5,443	5,125	8,240	5,443	5,125	74	121	52
George Allen	6,274	6,488	5,354	8,300	8,311	7,489	230	260	151

eSTATEMENTS
1,837

SUBCONTRACTOR
TRANSACTIONS
124,724

TITLES
PROCESSED
192,038

CALLS
ANSWERED
75,501

REGISTRATIONS
PROCESSED
591,080

OVER THE COUNTER
PROPERTY TAX
PAYMENTS
7,085

WEB DEALER
TRANSACTIONS
147,465

SCOFFLAW
REJECTIONS
10,055

CHECKS PROCESSED BY THE
REMITTANCE PROCESSING SYSTEM
143,854

NEW EMPLOYEES ON BOARD

Miki Kitamura	Part Time Representative	Oak Cliff Branch
Jessica Rodriguez	Part Time Representative	North Dallas Branch
Ashli Bennett	Part Time Representative	Garland Branch
Sondra Copling-Webb	Part Time Representative	Customer Care Center
Roberto Guerra	Part Time Representative	Customer Care Center
Raven Dossey	Part Time Representative	Customer Care Center
Cedrick Houston	Part Time Representative	Oak Cliff Branch

The expert in anything was once a beginner.

EMPLOYEE PROMOTIONS

Tiana Swanson	Full Time Representative	MV Dealer Operations
Elizabeth Salazar	Lead Representative	Property Tax Division
Veronica Gallegos	Full Time Representative	MV Special Operations
Tiffany Lafargue	Full Time Representative	Customer Care Center
Erin Palmer	Full Time Representative	North Dallas Branch
Dolores Little	Bank Reconciliation Specialist	Accounting Division
Kwabena Asamoah-Nkansah	Full Time Representative	Richardson Branch
Jessica Rodriguez	Full Time Representative	North Dallas Branch
Renee Calderon	Full Time Representative	Grand Prairie Branch

IF YOU WANT TO BE SUCCESSFUL, IT'S JUST THIS SIMPLE. KNOW WHAT YOU ARE DOING. LOVE WHAT YOU ARE DOING. AND BELIEVE IN WHAT YOU ARE DOING.



TRAINING...TRAINING



Paul E. Hamilton and Judith Guzman taught Course 7 - Property Tax Law. Several students were present from multiple counties in Texas.

CHARITIES

The Dallas County Tax Office has expanded its horizons for wearing jeans during weekdays by introducing "Jean Wearing Wednesdays"! It is a great way for the staff to enjoy the comfort of jeans while supporting great charitable causes. Funds are collected each month and donated to organizations recognized for serving the needs of others. Below is a list of the charities that the employees generous donations have benefitted this quarter:

- April - Metrocare Services: **\$786**
- May - Lupus Foundation of America: **\$766**
- June - Resource Center of Dallas: **\$722**



ENRICHMENT DAY 2017



On May 10, 2017, the Tax Office held its third annual Employee Enrichment Day. The event, held at the Richardson Civic Center, again was an opportunity for each member of the Tax Office Team to experience a full day of professional growth and development. From the very beginning of the day when Tax Assessor John R. Ames welcomed the 270 attendees, it was an exciting day of learning and enlightenment. County Administrator Darryl Martin updated the staff on the State of the County, while Constable Roy Williams, Jr., challenged all in attendance to be the very best at their respective job assignments. Updates from our business partners and associates reminded us that we operate daily in an ever-changing environment of rules, regulations and protocols that we must stay abreast of. Jose Moreno and Kelvin Alexander, from Dallas County Human Resources, kept the audience captivated with an array of different activities that also served as team building exercises. An awesome BBQ lunch was enjoyed by all. After over twenty five door prizes were distributed, we assembled on the lawn for our colorful staff photo. Thanks to everyone that worked so hard to make this event a success for all. Planning for 2018 has already begun...see you next year!



Constable Williams (left)



Cheryl Jordan
DCAD



Jose Moreno (left) & Kelvin Alexander (right)



Peggy McCormick (left) & Abraham Gracia (right)
LGB&S



Darryl Martin (left)
County Administrator



TxDMV

PERSONAL RECOGNITIONS

5 years



Frank Garcia
North Dallas Branch



Jose Delgado
MV Special Operations



Sharon Green
Duncanville Tax Office

*If not now
then When?
If not me
Then Who?*



Antoinetta Haynes
Accounting Division



Deborah Bloomer
Property Tax Division



Lauren Carey
Grand Prairie Branch



Patricia Perez
Duncanville Branch

10 years

25 YEARS



Beng Talley
Grand Prairie Branch



Congratulations!
Rodrigo son of
Diana Ramires
of the Grand Prairie
Branch, on graduat-
ing Pre-K .



Congratulations!
**Antonio Argu-
maniz**, son of
Kristi Smith of
the Garland Branch,
on graduating from
Garland High
School.



Congratulations! **Ariel**
(left) & **Emmanuel** (right)
grandchildren of **Ofelia
Escalona** of the Customer
Care Center, on graduating
Pre-K from Leader Bilin-
gual Academy .



Congratulations! **Ofelia
Escalona** of the Customer
Care Center, on graduating
from Rhema North Campus
Institute with Theological
and Ministerial Biblical
Studies



Congratulations! **Yasmine**
daughter of **Anthony Kel-
lum** of the Oak Cliff Branch,
on graduating Pre-K from
Crosby Elementary School.

CONGRATS



Congratulations! **LaKeesia
Thomas** niece of **Sherwana
Milam** of the Richardson
Branch, on graduating from
the University of Houston with
Bachelor's Degree.



Congratulations! **Vickie
Dykes** of the MV Special
Operations Department, on
celebrating 30th wedding
anniversary.



PERSONAL RECOGNITIONS - 2



Congratulations! **Abby Smith**, daughter of **Cheryl Smith** of the Garland Branch, on making the 2017-2018 JV Drill Team for Potet High School.



Congratulations! **Michael Wright JR**, son of **Danielle Wright** of the Special Operations Department, on making the National Honor Society from Faith Family Academy at Oak Cliff.



Congratulations! **Juana Marquez** of the Grand Prairie Branch on arrival of her bundle of joy, **Mario Octavio Marquez**. He was born on May 22nd, weighing 9.11 pounds.



Congratulations! **Erica Mendez** of the Special Operations Department on arrival of her bundle of joy, **Leilani Alice Barcenas**. She was born on March 29th, weighing 7.6 pounds.



Congratulations! **Gwen Bowns** of the Oak Cliff Branch on arrival of her granddaughter, **Addyson Grace**. She was born on December 19th, weighing 7.7 pounds.



Congratulations! **Nytoша Houston** of the Mesquite Branch on arrival of her grandson, **Curtrick Josiah Alexander**. He was born on February 24th, weighing 8.8 pounds.



Congratulations! **Claudia**, daughter of **Mari-cela Garcia** of the Oak Cliff Branch, on graduating from Adamson High School.



Congratulations! **Leslie**, daughter of **Celia Salas** of the Oak Cliff Branch, on graduating from Adamson High School.



Congratulations! **Hector Zambrano** of the RPS Department, on graduating from El Centro College with an Associates Degree.



Congratulations! **Miles**, brother of **Morgan McDougal** of the Property Tax Department, on graduating from Duncanville High School.

COMMUNITY CORNER

Dallas County Tax Office Staff continues to partner in Community Education events all around the county. The focus of these outreach efforts is to educate citizens regarding critical issues pertaining to Motor Vehicle Registrations as well as the Property Tax system. The events are interactive and citizens are afforded the opportunity to ask questions of the Tax Office Staff regarding areas of personal concern. Brochures, pamphlets and other materials are provided for easy reference. Recent events have included the following:

- Pemberton/Trinity Forest Neighborhood Association Event
- Providence Christian School Event
- Councilwoman Carolyn King Arnold hosted a Senior Adult Retreat at the Beckley Saner Recreation Center
- Arcadia Park Community Meeting
- AARP Group Meeting



EMPLOYEE OF THE MONTH: APRIL

Elizabeth Nedd, a soft spoken and kindhearted Tax Office Customer Care Center Representative, delivers phenomenal taxpayer support to Dallas County citizens. Her cheery and sunny disposition suits her well not only in being a very welcoming voice for Dallas County, but also for tackling the myriad of challenging questions and concerns raised by taxpayers. She is a standout employee that performs her job duties well. As she speaks with customers and co-workers her voice is welcoming and helpful. When faced with learning and coaching opportunities, she takes full responsibility for her actions and uses them as true opportunities for improvement. She provides accurate and complete information to avoid the need for her customers to call for follow-up. She is a pleasant and valued Tax Office employee that goes above and beyond to do a good job.



Elizabeth Nedd
Customer Care Center

EMPLOYEE OF THE MONTH: MAY

Gaby is a cheerful and dependable member of the Taxpayer Relations Staff. She timely and very ably researches and responds to inquiries regarding employee relations matters. Whether it's scheduling interviews for new candidates or assisting existing staff, she approaches her work with a cheerful and positive disposition. An invaluable Tax Office team member, she consistently reviews Kronos compliances, approved leave status, and access badge credentialing to assist Tax Office staff. She is often observed assisting in the coordination of the Customer Care and Details Make the Difference class preparations, facilitating the onboarding of new Tax Office staff, addressing inquiries from existing Tax Office staff, filling in by addressing excess mails, and the list goes on and on. Her dedication and commitment to her responsibilities is an example for all employees. In summary, Gaby is an awesome employee and she's a great asset to the Tax Office.



Gaby Morales
Taxpayer Relations

EMPLOYEE OF THE MONTH: JUNE

Michele Henderson has a contagious positive personality and everyone gets along with her. When she was first hired (part time), we did not have a cubicle/equipment for her to use, but she did not let that stop her from making herself at home and being friendly. No task is too small for her and she does it with a smile on her face. She also has a knack for using good office humor to lighten up a stressful situation. She knows how to make you feel welcomed and cared about. Michele took the initiative to take her guidebooks home to study the material and quizzed herself on the information, She does not like being idle. She seeks out additional assignments when she has time. A few compliments received by her from the citizens include: kind, patient, nice, explained the process clearly and very knowledgeable about her job.



Michele Henderson
Customer Care Center

CITIZEN APPRECIATION

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

Albert Garcia	Duncanville Branch	Lorena Hernandez Maldonado	Robin Porter
Anita Roybal	Dyvonne Villa	Louis Wright	Rochelle Clayborn
Araceli Vazquez	Eric Garcia	Marquise Jefferson	Shannon Burchfield
Aurora Parra	Glenda Jesttes	Marqus Shoels	Sharon Green
Beng Talley	Grand Prairie Branch	Mesquite Branch	Sharon Houston
Bonnie Mola	Hubert Ross	Michele Henderson	Sharon Oehler
Brianna Benavides	Imarisha Garrett - Pace	Michelle Campos	Sue Pesina
Carmen Sanchez	Jacob Cortez	Michelle Gonzalez	Teresa Dawson
Chanel Williams	Jaferia Anderson	North Dallas Branch	Tiana Swanson
Charette Green	Janetta Wilson	Oak Cliff Branch	Tina Garcia
Cindy Rowan	Jessie Bigley	Ofelia Escalona	Vanessa Rodriguez
Claudia Silva	Josue Rios Lovo	Perla Reboloso	Veronica Gallegos
Cynthia Herrera	Karina Casillas	Phyllis Jones	Yesenia Che
Delmy Flores	Karla Escamilla-Clark	Priscilla Cook	Yvonne Bunkley
Destiny Flores	Kendra Calloway	Property Tax Division	Zataria Pirtle
Diana Burkhalter	Kristen Smith	Ricardo Salas	
Dixie Sanders	Lety Dominguez	Richardson Branch	
Dro Fermin	Linda Rowell	Rick Garcia	



MOTOR VEHICLE: BRANCH OF THE QUARTER AWARD



Congratulations to the **Oak Cliff Branch** for winning the “Branch of the Quarter” award for the 1st quarter. Winning this award truly demonstrates great teamwork.



“Alone we can do so little, together we can do so much.” - Hellen Keller