



TAX Statement

ISSUE: XXXI

JULY - SEPTEMBER 2016

Mission Statement

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

TAX ASSESSOR / COLLECTOR MESSAGE...

Yes, they're in the mail! The 2016 Property Tax Statements have been mailed. Everyone don't rush to pay at once....on second thought, send in that money! It's truly a team effort preparing to mail all those statements. It starts with the appraisal districts providing the certified roll and the entities adopting tax rates timely. Tax Office staff work closely with our print vendor to make sure all the statements are printed and mailed in October. Great job again everyone!!!

This newsletter features our Employees of the Month for the third quarter, congratulations **Ricky Salas, Jose Delgado** and **Frank Garcia!** Wow, all men this quarter....the ladies won't let that happen again I'm sure! Check out more about these guys on page 8. With mixed emotions we celebrated the retirement of my Special Assistant, **Darlene Beck.** Darlene has been instrumental in the many projects and activities of the Tax Office while she was here. We wish her the best in retirement traveling around this country with her beloved husband, Al. Take a look at Darlene's retirement party pictures on page 5. Joining the Administration team as the new Special Assistant is former Garland Branch Manager **Amber White.** We know she'll do a great job, because Darlene picked her and trained her before she left.

Around the Tax Office features the Motor Vehicle Administration Division this quarter. Take a look at the great article and check out each of their favorite dreams cars while you're at it on pages 6 & 7. Page 10 features our Motor Vehicle "On the Spot" award program and some of the ways staff have been recognized with this honor.

It truly is a blessing to serve as your County Tax Assessor/Collector. It's an honor that I am humbled and delighted to have and I look forward to serving the citizens of Dallas County and working with the Tax Office staff for many more years to come. Enjoy the fall season; it will be winter before we know it!

- John R. Ames, CTA



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

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BIRTHDAYS

JULY

Karen Beechum	2	Frank Pena-Perales	20
Mariana Colunga	2	Sharon Green	21
Sonja Pollard	2	Kim Rodman	21
Evelyn Rivera	2	Marqus Shoels	21
Elda Rodriguez	6	John R. Ames	22
Tempestt Shepard	9	Norman Kasal	23
Leandra Rattler	10	Raven Dossey	24
Karen Gaines	15	Viridiana Lopez	25
Sharon Houston	15	Destiny Flores	28
Erica Goodman	20	Rita Cathey-Akinlabi	29
Lorena Hernandez-Maldonado	20	Dyvone Villa	31

AUGUST

Sonya Trevino	7
Yvonne Sprague	8
Lety Dominguez	9
David Gaytan	10
Keriann Pringle	10
Anthony Kellum	12
Catina Diggs-Thibodeaux	14
Rick Garcia	14
Kim Preston	15
LaTara Daniels	20
Albert Garcia	20
Ana Gonzalez	20
Kathy Heath	20
Carlos Rincon	21
Charles Taylor	22
Anita Scott	23
Priscilla Marceleno	24
Sydney Furgerson	25
Erica Cervantes	26
Teresa Cloninger	29
Kendra Winn	29

SEPTEMBER

Nyotosha Houston	1	Melissa Matta	17
Sheila Campbell	3	Lisa Espinosa	17
Celia Salas	4	Gaby Morales	19
Delmy Flores	5	Erica Mendez	20
Cathy Lattimer	5	Hector Zambrano	20
Diana Flowers	7	Ashley Brooks	22
Willie Mae Nobles	7	Perla Reboloso	22
Aurora Parra	7	Wesley Sharp	22
Brittani Rossum	8	Osmar Lopez	23
Cynthia Herrera	10	Teresa Dawson	23
Deb Langford	10	Ellen Hays	26
Dro Fermin-Mendez	14	Gail Wortham	26
Nina Jackson	14	Marie Cota	27
Devonne Monroe	16	Sally Stephens	29



SERVICE ANNIVERSARIES

JULY

1 year
Sonya Trevino
Marquise Jefferson
2 years
Paul E. Hamilton
9 years
Kim Rodman
13 years
Amber White
15 years
DJ Licon
Kathy Heath
16 years
Fetina Green
18 years
Gloria Garcia-Rivera

AUGUST

1 year	7 years
Kendra Winn	Helen Washington
Michelle Campos	8 years
Karen Beechum	Patricia Avitia
2 years	Wanda Harkless
Mariana Colunga	9 years
Krystle Curtis	Marilyn Hickman
Anita Netkum	10 years
Rochelle Clayborn	Dixie Sanders
3 years	11 years
Ashley Brooks	Jackie Wallace
4 years	12 years
Monica Atsu	Sandra Bowie
Anita Scott	14 years
5 years	Ofelia Escalona
Priscilla Cook	15 years
Yvonne Sprague	Zoraida Carrazco

SEPTEMBER

1 year	6 years
Karla Escamilla-Clark	Linda Beard
Cynthia Reyna-Mendez	Davette Rodgers
Leo Romero	8 years
2 years	Sandra Lester
Wilean Blair	Lorie Phillips
Jacob Cortez	9 years
Jacqueline Greiner	Norman Kasal
Diana Guerrero	Sherwana Milam
Bridget Hernandez	Sandra Nichols
Sonja Pollard	10 years
3 years	Yvonne Bunkley
Kelleve Dunn-Richardson	Rachelle Dunham
Arnulfa Gutierrez	14 years
Norma Jimenez	Danielle Wright
Laura Mati	18 years
Erica Mendez	Karen Gaines
Melissa Rodriguez	Laketricia Merrett
5 years	
Kim Preston	

Congratulations!

QUALITY MEASURES

**OVER THE COUNTER
PROPERTY TAX
PAYMENTS**

20,870



**CALLS
ANSWERED**

72,367



eSTATEMENTS

2,023



TOP PRODUCERS

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

	JULY	AUGUST	SEPTEMBER
Vehicle Titles Processed	Grand Prairie 6,737	Grand Prairie 8,347	Grand Prairie 7,412
	North Dallas 5,815	Garland 7,633	Garland 7,041
	Garland 5,791	Downtown 7,621	Downtown 6,707
Registrations Processed	Grand Prairie 12,955	Garland 15,556	Garland 13,774
	Garland 12,928	Grand Prairie 15,475	Grand Prairie 13,654
	North Dallas 12,139	North Dallas 13,868	North Dallas 12,716
Property Tax Transactions	Oak Cliff 517	Oak Cliff 505	Oak Cliff 453
	Duncanville 259	Duncanville 199	Downtown 202
	Mesquite 235	Mesquite 195	Mesquite 166



**SCOFFLAW
REJECTIONS**
3,030



**REGISTRATIONS
PROCESSED**
559,323



**TITLES
PROCESSED**
182,978



**CHECKS PROCESSED BY THE
REMITTANCE PROCESSING SYSTEM**

144,614



EMPLOYEE UPDATES

NEW EMPLOYEES ON BOARD

Brianna Benavides	Part Time Representative	Grand Prairie Branch
Chanel Williams	Full Time Representative	Richardson Branch
Daniel Lozano II	Part Time Representative	Duncanville Branch
Diana Ramires	Part Time Representative	Oak Cliff Branch
Diana Vazquez	Part Time Representative	North Dallas Branch
Garrett Pierce	Full Time Representative	Richardson Branch
Kathy Reed	Branch Manager	Duncanville Branch
Mariana Lewis	Customer Care Representative	Customer Care Center
Mayra Ramirez	Part Time Representative	Garland Branch
Michele Henderson	Part Time Representative	Customer Care Center
Patrick Cichon	Full Time Representative	Richardson Branch
Teresa Dawson	Part Time Representative	Customer Care Center
Tiana Swanson	Part Time Representative	North Dallas Branch



EMPLOYEE PROMOTIONS

Ada Sanchez	Full Time Representative	Duncanville Branch
Amanda Andrews	Branch Manager	Garland Branch
Amber White	Special Assistant to the Tax Assessor	Administration
Andrea Houston	Full Time Representative	Oak Cliff Branch
Angelica Valladares	Full Time Representative	North Dallas Branch
Aurora Parra	Full Time Representative	North Dallas Branch
Cici Garcia	Assistant Director	Taxpayer Relations
Devonne Monroe	Lead Representative	North Dallas Branch
Maricela Garcia	Lead Representative	Oak Cliff Branch
Nytosha Houston	Assistant Branch Manager	Mesquite Branch
Rick Garcia	Full Time Representative	Grand Prairie Branch
Sydney Furgerson	Full Time Representative	North Dallas Branch
Torenda Kimball	Full Time Representative	Richardson Branch



CHARITIES

The Dallas County Tax Office has expanded the 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 your generous donations have benefitted this quarter:

July:

Texas Scottish Rite Hospital - \$676



August:

Bridge Steps (The Bridge) - \$692



September:

Dallas Children’s Advocacy Center - \$658

RETIREMENT



Darlene Beck
18 years of service

Heart

When you look around
And see what you can see
There is nothing that has been done around here
That was not done by SHE.
The furniture, the cabinets, the closets and the doors
The wiring, the lighting and the carpet on the floors.
Computers and devices and sophisticated machines
There is nothing in our working world she has not touched, it seems.
Be it plastic or fabric or wire or wood
Darlene, behind the scene, made us look good.
But you already know it is more than that.
More than Formica, or remodeling or chairs where we sat.
Caring for those who were new to their task
Providing insight without having to be asked.
Darlene was here on the darkest days
When we couldn't see the sun
She stayed and she stayed
Until it was done.
With the eye of an eagle
And the mind of an engineer
Darlene tackled jobs none of us would dare bare.
Without you here giving us the edge
I hope we don't wander and fall off of the ledge
A hole in our hearts you leave
And we will say it out loud
Thank you, Darlene, you have made us proud.
For all of us around her
Who are the least bit observant
Could clearly see
Darlene has the Heart of a Servant.
Thank you for more than we can repay.
God's speed.

**Poem written By Norman Kasal on the occasion of the retirement of Darlene Beck August 16, 2016*



AROUND THE TAX OFFICE... MOTOR VEHICLE ADMINISTRATION

The Administrative Staff of the Motor Vehicle Division has relocated from the County Records Building to the 26th Floor of the Renaissance Tower. In their new location, the Division now has an expanded Training Room for on-boarding and training new hires. As well, there is significantly improved space for Special Operations and Dealer Operations, enabling each to more efficiently perform their respective responsibilities. There is also a new Bluebonnet Conference Room to host meetings, conferences and other special gatherings.

Since this is the realm of Motor Vehicles, we thought you might like to strap into the passenger seat of each of our dream cars, while you learn about our Administrative Team. Buckle up!

ELLEN HAYS: DIRECTOR. Ms. Hays is a world traveler. She recently crossed over the border into Canada for the first time and is planning her next trips to Australia and to the Dominican Republic. She has degrees in English, Psychology and Higher Education and one day hopes to publish a novel. What she most loves about working in Motor V is matching employee skills and abilities with job assignments where each employee is able to shine their brightest. Her dream car is a classic red Corvette.



CHRISTINA BENEDICT: ASSISTANT DIRECTOR.

Christina grew up in the Tax Office. She may have a teddy bear and a prom dress tucked away here somewhere, because she's been here since 1999. She loves supporting others so they can do their jobs better. She and her husband, Matt, are active in their church and create fun adventures for their three girls: Chloe (11), Claire (6), and Caitlin (2). Her ideal transportation is a white Camaro.



CYNTHIA HERRERA: LEAD REPRESENTATIVE. Cynthia initially started working for the Tax Office part-time in 2007 and grew into one of the most valuable members of our team. She loves working with a great group of people, which she has at home too, with her partner, Sergio. Together, they share six kids, which is why her ideal way to travel is in a Porsche SUV, which would look very Sporty Spice at her son's next football game.



TEMPESTT SHEPARD: LEAD REPRESENTATIVE. Tempestt has been with the Tax Office since 2013. She loves to research and resolve issues. She is a Cupcake Maven, a newlywed (with Samuel Martin) and soon to be a new mom, as Baby Shiloh is due near the holidays. Tempestt travels in style. That's a Bentley Continental, people! This also fits with her goal to one day achieve a PhD in Juvenile Justice & Psychology.



AROUND THE TAX OFFICE... CONTINUED

BRENDA LOPEZ: REPRESENTATIVE. Brenda joined Motor V in 2007 at the old Valley View Tax Office. In 2008, she transferred to Irving, followed by the “old” Grand Prairie Office in 2012, all of which have now closed. She worked in the new Grand Prairie Office in 2013, and transferred to Administration later that same year. Her specialty is analyzing data to solve mysteries. She is also an Excel Guru, capable of producing amazing statistical documents. You’ll find her shopping or reading when she’s not at work. Make room for Brenda’s Tesla Model S.



VICKIE DYKES: REPRESENTATIVE. Vickie joined the Tax Office in 2006. Her favorite co-workers are what makes work special for her. What makes her special to the Department is her caring spirit. She and her husband Vendon have four children and 5 grandchildren. When Ms. Vickie’s driver drops her off, it will be in a Royal Rolls Royce. And you know there will be some zebra or leopard print in that interior.

LATARA DANIELS: TRAINER. Ms. LaTara has been with the Tax Office since 2009. She loves her job as Trainer for the Division. LaTara is the first person to teach our new hires who later go on to become Managers or Top Producers. She is proud to contribute to the many successes currently staffing our Division. She is the beaming mom of 5-month old Brent, who she would very much like to tote around in this Mercedes G5.



We hope you’ve enjoyed the journey with us, safely buckled in, of course. We certainly have enjoyed having you along. Always remember that the Administration Team is here to assist you in any way possible as we all provide exceptional service to Dallas County citizens. Please feel free to call, email or stop by to see us.



Motor Vehicle Administrative Staff:
Back Row: Cynthia Herrera, Christina Benedict, Ellen Hays, and La Tara Daniels.
Front Row: Vickie Dykes, Brenda Lopez, and Tempestt Shepard.

EMPLOYEE OF THE MONTH

JULY

Ricardo “Ricky” Salas is a model Tax Office employee. During his time with the office, he has worked in three of the four Property Tax Divisions. He has performed exceptionally well in each assignment. He retains vast amounts of information and can instantly recall it when required. Ricky is thorough and quick in reviewing and researching customer issues, and can be relied upon to always provide the best information available. No job is too big or too small to entrust to Ricky, and he always assumes each responsibility with the great enthusiasm, energy and desire to do the very best. His writing skills are excellent and his audits are at 100%. Each day Ricky goes the extra mile to do a good job. He is an asset to the Dallas County Tax Office!



Ricardo “Ricky” Salas
Property Tax Division

AUGUST

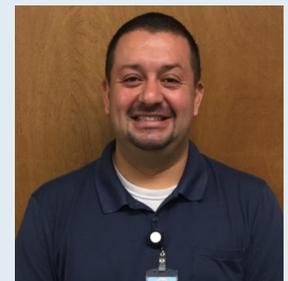
Jose performs exceptionally well in providing excellent guidance and support to staff and customers in the Downtown Branch. He confidently manages the office, even during the busiest time periods, maintaining service levels typically only observed with more tenured managers. He epitomizes fairness in his dealings with staff and he goes the extra mile to earn their respect. He often puts the demands of the office above his own, demonstrated by his willingness to extend his usual workday and to make adjustments to his leave requests. Jose exhibits impeccable and exceptional character. He consistently demonstrates through his own behavior and actions the work ethics that the Tax Office seeks from all its staff. He is truly a model Dallas County employee.



Jose Delgado
Downtown Branch

SEPTEMBER

Franks was nominated as Tax Office Employee of the Month upon motion by one of his staff members. In doing so, the employee noted as follows: I want to nominate Frank Garcia for Employee of the Month. Last week, we had an elderly lady come into the office and she was extremely confused when she arrived to the counter. Her personalized license plates had been expired for quite some time. A representative was trying to explain the situation to her but she could not comprehend. Frank intervened and helped her understand the issue. He then went above and beyond to help her install the new plates on the car and then contacted NTTA to update the new plate number on her account. For this, I feel Frank deserves to be recognized as the Employee of the Month. Frank consistently models and sets the example for his staffers to emulate in serving the citizens of Dallas County professionally, courteously, and efficiently.



Frank Garcia
Richardson Branch



PERSONAL RECOGNITIONS

- Congratulations to the following employees for celebrating their **5th service anniversary**.



Priscilla Cook
Grand Prairie Tax Office



Kim Preston
Richardson Tax Office

- Congratulations to the following employees for celebrating their **10th service anniversary**.



Dixie Sanders
Grand Prairie Tax Office



Yvonne Bunkley
North Dallas Tax Office



Rachelle Dunham
Accounting Department

- Congratulations to the following employees for celebrating their **15th service anniversary**.



DJ Licon
Customer Care Center



Kathy Heath
Customer Care Center



Zoraida Carrazco
Property Tax Department

CITIZEN APPRECIATION

The following Tax Office Employees and Departments have received recognition from Dallas County citizens.

Albert Garcia	Delia Garcia	Jessie Bigley	Mason Gonzalez	Shermika Bennett
Anakaren Arzola	Delmy Flores	John Curry	Mayra Safouani	Sonja Pollard
Angelica Valladares	Devonne Monroe	Karina Casillas	Mesquite Tax Office	Teresa Cloninger
Anita Roybal	DJ Licon	Kathy Heath	Michelle Campos	Tina Garcia
Aurora Parra	Downtown Branch	Kendra Calloway	North Dallas Tax Office	Torenda Kimball
Bridget Hernandez	Ema Ruiz	Kendra Winn	Oak Cliff Tax Office	Vanessa Rodriguez
Carmen Yarborough	Eric Garcia	Kim Preston	Phyllis Jones	Veronica Gallegos
Charette Green	Evelyn Rivera	Leandra Rattler	Priscilla Cook	Viridiana Lopez
Charnique Graham	Felicia Fernandez	Linda Rowell	Priscilla Marceleno	Wendolyn Phillips
Cheryl Patterson	Frank Garcia	Lorena Rodriguez	Robin Porter	Yesenia Che
Ciera Thomas	Gloria Garcia Rivera	Louis Wright	Rochelle Clayborn	
Claudia Silva	Hassan Javaid	Maricruz Figueroa	Sandra Lester	
Connie Jones	Imarisha Garrett-Pace	Marie Cota	Sandra Nichols	
Debra Davis	Janetta Wilson	Marqus Shoels	Sharon Oehler	



MOTOR VEHICLE DEPARTMENT: ON THE SPOT AWARD

Do you ever feel like people try to catch you doing something bad? In the Motor Vehicle Division, we try to catch people doing good things. We ask our Leadership and our staff members to be on the lookout for any of their colleagues who are going above and beyond to extend and provide exceptional SERVICE to our customers, as well as to each other. When so recognized, we reward them with our coveted “On the Spot Award”.

Here are a few of the recent scenarios from our helpful employees, which earned “On the Spot Awards”:

- Walked an elderly customer to her car, then helped attach registration sticker on car window.
- Cleaned all the workstation windows during an RTS outage, rather than sitting idle.
- Maintained professionalism when customer unpacked entire bag on counter (*including inappropriate items*).
- Mopped up a child’s vomit in lobby, so mom could continue caring for an infant and a toddler.
- Shared sign language skills and patience with a hearing-impaired customer in need of special assistance.
- De-escalated confrontation between two customers (over differences on how to parent).
- Paid the transaction fee for a customer who was truly in need of \$\$\$, hope & a heartfelt hug.

Currently, our “On the Spot Award” recipients receive a colorful Certificate, a letter of acknowledgement and appreciation from the Director of Motor Vehicles, and a Walmart gift card to spend on anything they choose.



The Dallas County Tax Office encourages all of its employees to serve warmly, thoughtfully and efficiently the needs of the Dallas County Citizens, and of each others. We hope that you will do so because it is the right thing to do. As a bonus, you, too, could be recognized as one of our On the Spot Award recipients. If you are ever in one of our Branches and receive outstanding service, please fill out one of the orange Comment Cards to send in the name of the employee who helped you and let us know how they transformed your day.

