



TAX Statement

ISSUE: XIX

JULY - SEPTEMBER 2013

Mission Statement

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



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

TAX ASSESSOR / COLLECTOR MESSAGE...

We did it again! The Dallas County Tax Office staff collected the highest percentage ever achieved for Dallas County current property taxes at 98.85%. What a huge success! Last year, we beat the previous record with collections of 98.74%, but this year we set a new record. In addition, Tax Statements were mailed on October 1st, earlier than ever before. We can't do this all alone, it takes the cooperation of the Appraisal Districts, collection law firm Lineberger Goggan Blair & Sampson, LLP, the many entities we serve and many great business partner vendors that assist in online payments and printing and mailing statements, just to name a few.

As a comparison, if the 2012 taxes had been collected at the 2008 tax year collection percentage of 98.13%, there would have been a loss of \$2.69 million in current year revenue this fiscal year for Dallas County. I am extremely proud of my entire staff and what they have accomplished over the past five years.

This is a great issue of the *Tax Statement*. Take a look and see all the promotions on page 4 and see what the Property Tax Division is all about in "Around the Tax Office" on pages 5-6. It's also been a quarter of births, births and more births for staff! Finally, it's always great to read the many emails, letters and surveys about the great job our Representatives are doing helping our citizens. Taxpayer Susan Hope Everett wrote in about the great service that she received at our new Grand Prairie Branch (Page 12). It means a lot when people take the time to stop and let us know what wonderful service they've received.

It's that time of year again...tell all your friends and neighbors to go online and pay their property taxes before the January 31, 2014 deadline! As always, I'm proud to serve as your Dallas County Tax Assessor/Collector.

- John R. Ames, CTA

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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

Kiyomi Cormier	5
Virginia Mendez Flores	6
Helen Krueger	7
Rachel Martinez	8
Tempestt Shepard	9
Cecilia King	10
Leandra Rattler	10
Amber Grisham	14
Sharon Coleman-Rankin	15
Gaines Karen	15
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Morgan Ingram	20
Erica Goodman	20
Kim Rodman	21
Sharon Green	21
John R. Ames	22
Norman Kasal	23
Jackie Martinez	24
Raven Contreras	24
Viridiana Lopez	25
Rita Cathey-Akinlabi	29

August

Rasheeda Horn	4
Omar Moreno	6
Yvonne Sprague	8
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Danielle Hall	10
Keriann Pringle	10
Anthony Kellum	12
Kimmie Preston	15
Candi Scarso	17
LaTara Daniels	20
Ana Gonzalez	20
Kathy Heath	20
Carlos Rincon	21
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Corey Worsham	26
Anita Scott	27
Teresa Cloninger	29

September

Nytosha Houston	1	Shamineke Green	12
Cathy Olivarez	4	Reina Reyna	13
Celia Salas	4	Draopadi Fermin-Mendez	14
Karen Cordova	5	Nina Jackson	14
Cathy Lattimer	5	Diane Abron	15
Pamela Martin	5	Meagan Villa	16
Diana Flowers	7	Jeremy Andrews	17
Willie Mae Nobles	7	Martina Matta	17
Lakisha Camese	8	Gaby Morales	19
Danyelle Spillman	8	Myrna Hurtado	19
Brittani Rossum	8	Ashley Brooks	22
Deb Green	9	Kenisha Brown	26
Cynthia Herrera	10	Carma Cota	27
Debbie Langford	10	Sally Stephens	29

Happy Birthday

ANNIVERSARIES

July

<u>1 Year</u>	<u>9 Year</u>
Kenisha Brown	Helen Krueger
Reyna Sanchez	Carolyn Pesina
<u>2 Year</u>	<u>10 Year</u>
Marilyn Hicks	Amber Yeager
<u>3 Year</u>	<u>12 Year</u>
David Holster	D. J. Cavazos
<u>4 Year</u>	Kathy Heath
Connie Stinson	<u>13 Year</u>
<u>6 Year</u>	Fetina Green
Amber Grisham	<u>15 Year</u>
Kim Rodman	Gloria Garcia-Rivera
<u>8 Year</u>	
Tierra Martin	

August

<u>1 Year</u>	<u>6 Year</u>
Monica Atsu	Isela Hernandez
Deana Baez	Marilyn Hickman
Kiyomi Cormier	<u>7 Year</u>
Anita Scott	Dixie Sanders
<u>2 Year</u>	Corey Worsham
Priscilla Cook	<u>8 Year</u>
Virginia Mendez Flores	Jacqueline Wallace
Tieraney Simpson	<u>9 Year</u>
Yvonne Sprague	Sandra Bowie
<u>3 Year</u>	<u>11 Year</u>
Veronica Alvarez	Ofelia Escalona
Kimberly Sisk	<u>12 Year</u>
<u>4 Year</u>	Zoraida Carrazco
Helen Washington	<u>15 Year</u>
<u>5 Year</u>	Laketricia Merrett
Patricia Avitia	
Wanda Harkless	

September

<u>2 Year</u>	<u>7 Year</u>
Lakisha Camese	Yvonne Bunkley
Kimmie Preston	Rachelle Dunham
<u>3 Year</u>	<u>11 Year</u>
Linda Beard	Darlene Beck
Davette Rodgers	Betty Hamic
<u>5 Year</u>	Danielle Wright
Sandra Lester	<u>15 Year</u>
Lorie Phillips	Karen Gaines
<u>6 Year</u>	
Sherwanna	
Milam	
Norman Kasal	
Sandra Nichols	

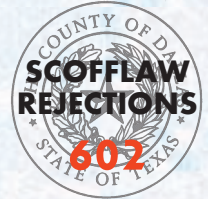
Happy Anniversary

QUALITY MEASURES

TOP PERFORMERS

The following Branches are this quarter's top performers in these categories.

	July 2013		August 2013		Sept 2013	
Vehicle Titles	Grand Prairie	7,516	Richardson	9,808	Grand Prairie	6,967
Processed	Richardson	5,663	North Dallas	8,419	North Dallas	6,236
	North Dallas	5,554	Grand Prairie	7,916	Mesquite	4,498
Registrations	North Dallas	15,989	North Dallas	17,018	North Dallas	15,706
Processed	Grand Prairie	15,304	Grand Prairie	15,501	Grand Prairie	13,814
	Garland	14,732	Garland	14,900	Garland	12,788
Property Tax	Oak Cliff	656	Oak Cliff	553	Oak Cliff	470
Transactions	Mesquite	306	Duncanville	188	Duncanville	202
	Duncanville	301	Mesquite	174	Mesquite	151



CHECKS PROCESSED BY OUR REMITTANCE PROCESSING SYSTEM

182,918

INCENTIVES

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

April 2013		May 2013		June 2013	
Mesquite	90%	Richardson	95%	Customer Care	100%
Oak Cliff	90%	Customer Care	93%	Richardson	95%
Richardson	84%	Duncanville	86%	Duncanville	86%
Garland	80%	Oak Cliff	80%	Garland	80%
Customer Care	79%	North Dallas	77%	Oak Cliff	80%
Downtown	78%	Grand Prairie	71%	Mesquite	60%
Grand Prairie	73%	Garland	70%	North Dallas	54%
Duncanville	71%	Mesquite	70%	Grand Prairie	50%
North Dallas	69%	Downtown	37%	Downtown	47%
Irving	60%	Operations	33%	Operations	33%
Operations	33%				

**Published one quarter behind for audit verification.*

**All processed this quarter*

NEW AT THE TAX OFFICE

NEW REPRESENTATIVES!

- Amerika Diaz - Office Support - Grand Prairie
- Arnulfa Gutierrez - Office Support - Richardson
- Ashley Brooks - Office Support - Downtown
- Deberina Atkinson - Lead Representative - Downtown Property Tax
- Dietra Offer - Office Support - Downtown
- Elida Torres- Office Support - Downtown
- Eric Mauricio - Office Support - Richardson
- Fructuoso Garcia - Assistant Branch Manager - Grand Prairie
- Karina Castaneda - Office Support - Mesquite
- Kelleye Dunn-Richardson - Office Support - Downtown
- Kristoffer Barber - Office Support - Downtown
- Laura Mati - Executive Assistant - Downtown Admin
- Lorenzo Gonzales - Office Support - Downtown
- Maria Mendez - Office Support - Mesquite
- Melissa Rodriguez - Office Support - Downtown
- Myrna Hurtado - Office Support - Downtown
- Norma Jimenez - Office Support - Richardson
- Olivia Singleton - Office Support - Downtown
- Ronald Babineaux II - Office Support - Downtown

CONGRATS
on your
NEW
JOB



CONGRATS
on your
JOB
PROMOTION!



PROMOTIONS!

- Bonnie Mola - Representative - Richardson
- Christina Benedict - Assistant MV Director - Downtown
- Domonique Veasley - Representative - North Dallas
- Donna Higbee - Branch Manager - North Dallas
- Jaleesa Odom - Representative - Richardson
- Jennifer Richards - Representative - North Dallas
- LaTara Daniels - Training Coordinator - Downtown
- Maricela Gomez - Representative - Oak Cliff
- Marsha Otterson - Assistant Branch Manager - Richardson
- Noemi Vazquez - Lead CSR - Customer Care
- Omar Moreno - Lead Representative - North Dallas
- Patricia Avitia - Assistant Branch Manager - Downtown
- Reina Reyna - Lead Representative - Downtown
- Samantha Cosby - Representative - North Dallas
- Sherwana Milam - Lead Representative - Richardson
- Ulysses Wright III - Representative - Downtown

AROUND THE TAX OFFICE... DOWNTOWN - PROPERTY TAX

Do you know what goes on in the DOWNTOWN - PROPERTY TAX area?

The Dallas County Property Tax Division is responsible for the daily property tax collection operations in the downtown office. Face-to-face operations include: processing payments, special inventory tax, tax certificates, alcohol permits, occupational permits, account research, penalty protest, refund requests, payment arrangements and

Over the Counter is managed by Rita Cathey-Akinlabi, who has over thirty years of customer service experience. Rita has three years of service with the DCTO (Dallas County Tax Office). Rita encourages her staff to take pride in providing great customer service to the taxpayers of Dallas County. Under her leadership are Erica Goodman—Lead Representative, Anthony Kellum—Lead Representative, Morgan McDougal—CSR (Customer

PROPERTY TAX & SPECIAL COLLECTIONS



account maintenance. Back office operations include: processing mailed payments, payment reconciliation, refunds, cash management, supplemental account reconciliation, tax lien transfers, bankruptcy payments, tax sale payment posting, email correspondence, statements and special collection/supplemental billing. The Property Tax Division has twenty-seven employees under five operational departments who work together in order to accomplish this work. All five departments are involved in face-to-face and back office operations.

Service Representative), Kenisha Brown—CSR, Shamineke Green—CSR, Jacqueline Martinez—CSR, and Ricardo Salas—CSR.

Litigation and Bankruptcy is managed by Chris Burns who has thirty-one years of service with the DCTO. Chris is one of the most knowledgeable property tax professionals in Dallas County. She and her staff work closely with the County's delinquent collection law firm, Linebarger Goggan Blair & Sampson, LLP, in order to reconcile accounts that

AROUND THE TAX OFFICE CONTINUED....

are in litigation and/or bankruptcy. Under Chris's leadership are Karen Gaines—Lead Representative, Deberina Atkinson—Lead Representative, and Deborah Bloomer—CSR.

Research and Account Maintenance is managed by Zoraida Carrasco who has twelve years of service with the DCTO. Zoraida uses her property tax experience to develop efficient methods for reconciling tax account issues. Under Zoraida's leadership are Paulina Ramirez—Lead Representative, Richard Buster—Lead Representative, Willie Mae Nobles—CSR, Donnia Beasley—CSR, Blanca Nieto—CSR, and Teresa Cloninger—CSR.

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Refunds is managed by Jimmy Patterson who had twenty-one years of operational management experience prior to joining the DCTO four years ago. Jimmy takes pride in his department's ability to accurately process refunds while significantly reducing the turnaround time. Under Jimmy's leadership are Linda Levy—Lead Representative, Keriann Pringle—CSR, Kristen Miller—CSR, and Curtanya Bailey—CSR.

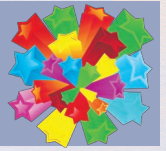
Administration sets the direction for the overall Property Tax Division and assists with the personnel and overall administrative functions of the office. Corey Worsham serves as the Property Tax Director. Corey provides overall leadership and a clear vision for the Division that is consistent with the DCTO Mission. Corey has over fourteen years of personnel and operational management experience; seven of those years have been with the DCTO. Yvonne Sprague is the Assistant Property Tax Director and provides leadership to the four department managers while overseeing the daily operations of the division. Yvonne has over thirty years of operational management experience. The last ten years have been within various Dallas County departments; two years with the DCTO. Kiyomi Cormier has one year of service with the DCTO as an Administrative Representative in the Property Tax Division. Kiyomi uses her skills and experience to provide assistance to the entire Division on matters that cross the four operational departments.

Article Submitted by:
Corey Worsham
(Director, Property Tax)





EMPLOYEE OF THE MONTH



July 2013

Cici Garcia, Grand Prairie Tax Office Manager, is an employee who deserves as much recognition as Dallas County can offer. The Grand Prairie and Irving Tax Offices recently combined and moved into the brand new Grand Prairie Government Center. She helped ensure this daunting undertaking, constantly trouble-shooting and responding to a barrage of questions that were handled in courteous, efficient and expeditious manner. The fact that all of this was accomplished while still managing her branch office is a clear testament to her skills and value as a Dallas County Tax Office Branch Manager. As the construction progressed, whenever she answered questions she was not familiar with, she took it upon herself to learn as much as she could in order to provide an intelligent and accurate response. She worked many long and tireless hours over the course of this project, but always maintained and continued offering a positive attitude. The Dallas County Tax Office is proud to have Cici Garcia as the Tax Office Employee of the Month for July 2013.



Cici Garcia

August 2013

Candi Scarso, the Customer Care Center (CCC) Manager, exemplifies what a great leader is because she knows when to lead and when to follow. She has a can-do personality and she is willing to help anyone in need. She has created a positive learning environment for CCC by having an “open door” policy. She is always searching for efficient ways to help provide better service “CARE” to others. She created several training tools to enhance the knowledge of her staff. These initiatives have helped to inspire others to see how valuable it is to give employees the necessary tools to succeed. When she is assigned a task/assignment, she diligently works hard so that it is completed before schedule by accessing all resources available to her. She is the first to come in and the last to leave the department—she does not ask her staff to do anything she would not do herself. She is caring, kindhearted, patient and a smart person that ensures everything is done in an orderly fashion. She always says she is a “Customer Care-oholic” and it’s true. To know Candi is to know she cares.



Candi Scarso

September 2013

Monica Atsu, being the Dallas County Tax Office Human Resource Coordinator, has an open door policy. She has a knack for telling it like it is—without sugar coating it, so that all parties involved completely understand. When she gives an answer, she also tells you where you can find it in the County code. She ensures that every employee knows his/her rights in relation to job performance, grievances, coaching, FMLA, etc. She assists with proofreading performance reviews and gives tips on what to add and omit. She makes certain that supporting documentation is sufficient when coaching and or corrective action is needed. She ensures that communication is active daily with all levels of the workforce. She is willing to listen to both sides when an issue or concern arises and gives suggestions on how to resolve or document it for future reference. Basically, she is a nice, honest, up-front person who enjoys ensuring that every employee is doing what they are supposed to do. In return she offers Dallas County citizens successful representatives.



Monica Atsu

PERSONAL RECOGNITIONS

- ◆ Congratulations to the following employees for celebrating their **15th** anniversary with Dallas County.



Peggy Marshall
(North Dallas)



Gloria Garcia - Rivera
(Mesquite)



Laketricia Merrett
(Customer Care)



Karen Gaines
(Downtown - Property Tax)

- ◆ Congratulations to **Amber Yeager** of the Garland Tax Office for celebrating her **10th** anniversary with Dallas County.



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



Patricia Avitia
(Downtown - MV Admin)



Wanda Harkless
(Downtown - MV Operations)



Sandra Lester
(North Dallas)



Lorie Phillips
(Garland)

- ◆ **Pam Martin** retired from Dallas County after faithfully serving it's citizens for 18 years. Below you find her receiving her retirement plaque from Mr. Ames and also enjoying her retirement party with family.



If you have a personal recognition or know of one for another Tax Office employee, please let Disha Chauhan know so we can share your news!

PERSONAL RECOGNITIONS - 2

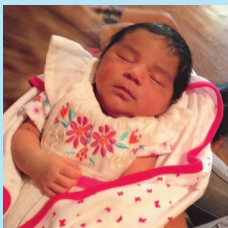
- ◆ Blanca Nieto of the Downtown -Property Tax Office gave birth to Ariana Nicole on August 5th. She weighed 6 lbs, 11oz and is 19 in long.



- ◆ Reyna Sanchez of the Garland Tax Office gave birth to Santiago on August 17th. He weighed 7 lbs, 2 oz.



- ◆ Virginia Mendez Flores of the Garland Tax Office gave birth to Ricardo Jaziel on August 20th. He weighed 8lbs, 10 oz.



- ◆ Viridiana Lopez of the Richardson Tax Office gave birth to Abigail Viri on September 4th. She weighed 6 lbs, 5 oz.

- ◆ Isela Hernandez of the Duncanville Tax Office gave birth to Franco on September 8th. He weighed 7lbs, 13oz and is 21 in long.



- ◆ Kristen Smith's (Garland Tax Office) son was announced Freshman Football Captain for the Garland Owls. She is a very proud mom! Congrats to him!!

- ◆ Congratulations to Branch Manager Amber Yeager of Garland who recently wed Mr. Ben White of the County Clerk's Office.



If you have a personal recognition or know of one for another Tax Office employee, please let Disha Chauhan know so we can share your news!

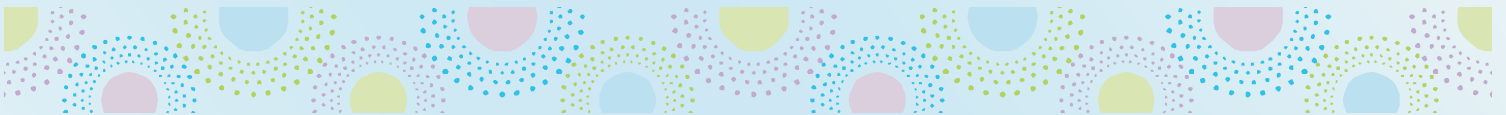
TAX OFFICE TIDBITS



On August 14th, Dallas County Tax Office managers attended a Regional TACA meeting in Weatherford, TX. The managers had their picture taken in front of an authentic Overland Stage Line coach. Presentations were given by Regional Texas Department of Motor Vehicle Regional Managers and were very informative.



Secret Service Special Agent Ben Thomas visited the Assistant Managers Meeting held at the Downtown location of Dallas County Tax Office. He discussed some basic techniques for finding fraudulent currencies and went over some of the new \$100 bill security features.



TAXES AROUND THE WORLD!

This September, the Dallas County Tax Office hosted an international round table discussion as part of the International Visitor Leadership Program, sanctioned by the U.S. Department of State. The Honorable John R. Ames, Mr. Edward Lopez, Capital Partner with Lineberger Goggan Blair and Sampson, LLP and Mr. Corey Worsham, Property Tax Director, each shared details of the Texas property tax system and delinquent collection practices with delegates from the Republic of Sri Lanka and the Republic of Maldives. These delegates shared some the revenue challenges currently faced by their government. The DCTO did a great job of representing Dallas County government across the globe.

RANDOM ACTS OF KINDNESS!

Garland Tax Office employee Cheryl Smith noticed a runner from one of the dealerships picking up license plates. He is elderly and was having a difficult time carrying the three boxes of plates he was to deliver to the dealership, so she helped him carry the plates to his car. Another time Cheryl saw a man in the parking lot driving in and out of the parking space before he parked and as he was walking toward the inside he seemed confused. She walked out into the lobby and met the man as he walked in the door to see how she could assist him. Cheryl's "random acts of kindness" probably made a huge impact on the two people she helped.



**Do you know a tax office employee that performs "random acts of kindness"? If so, tell us about them so we can feature them in the Tax Office Newsletter

WRITING TIPS

When to Use Double or Single Quotation Marks

Since I'm beginning to see more single quotation marks being used in writing, I decided to do some research and find out more about them. Google sent me to scribendi.com and I learned there are many different rules about quotation marks. So I thought I would share some of what I learned in this Newsletter.

words
have
power

The short answer is that it depends on what country you are writing in. In Britain and Australia, single quotation marks are typically used. If writing in North America, double quotation marks are typically used. Examples: 'Good morning, Mary,' said John. "Good morning, Mary," said John.

When writing a quote within a quote, you must first decide if you will use single or double quotation marks in the initial quote. If you choose single quotation marks, then you should use double quotation marks for a quote within a quote. And, if you choose double quotation marks for the initial quotes, you can use single quotation marks for a quote within a quote. Either way is permissible as long as you follow that same pattern throughout the writing.

For more information visit scribendi.com.



Shirley Jacobson
(Chief Deputy)

CITIZEN APPRECIATION

The following Tax Office Employees and Departments have received Citizen Appreciation Comments this Quarter.

Alvinia Barge	Cynthia Herrera	Eva Gowen	Melissa Epperson	Sany Sun
Amanda Andrews	D. J. Cavazos	Fetina Green	Mesquite Tax Office	Shamineke Green
Amber Grisham	Danielle Hall	Frank Garcia	Morgan Ingram	Sharon Green
Amber Yeager	Darlene Beck	Garland Tax Office	Morgan McDougal	Shavonne Rabb
Anita Roybal	Deana Baez	George Moore	Nicole Sanders	Sherwana Milam
Anthony Kellum	Deb Green	Grand Prairie Tax Office	North Dallas Tax Office	Stevan Gonzalez
Beng Sly	Deberina Atkinson	Jackie Martinez	Pamela Gibson	Sue Pesina
Betty Bruce	Debra Davis	Jessie Waldron	Peggy Marshall	Tanya Bailey
Betty Hamic	Delia Garcia	Karen Bruce	Phyllis Jones	Tarsha LeSueur
Candi Scarso	Dixie Sanders	Karen Gaines	Priscilla Cook	Tieraney Simpson
Candice Edwards	Domonique Veasley	Kathy Heath	Rachel Martinez	Tina Garcia
Carmen Yarborough	Donnia Beasley	Kathy Ivy	Raven Contreras	Ulysses Wright III
Cathy Reddick	Downtown - Motor Vehicle	Kenisha Brown	Rhonda Hadnot	Vanessa Kelly
Celia Salas	Downtown - Prop. Tax	Kim Preston	Richard Buster	Veronica Alvarez
Chanet Rayford	Duncanville Tax Office	Linda Rowell	Richardson Tax Office	Viridiana Lopez
Charette Green	Elizabeth Alvarez	Lorie Philips	Robin Porter	Yecenia Martinez
Cheryl Smith	Eric Garcia	Margarita DeLeon	Samantha Cosby	Yul Jones
Chrystal McKinney	Eric Mauricio	Maricela Garcia	Sandra Bowie	Yvonne Bunkley
Connie Stinson	Erica Goodman	Marilyn Hicks	Sandra Lopez	
Corey Worsham	Eulane Hart	Meagan Villa	Sandra Nichols	

JUST A NOTE...

“ Dear Mr. Ames,

Arriving at your new location in Grand Prairie, I saw a long line of people inside. I thought about leaving and coming back another day to obtain my title registration. (I had recently made my final truck payment.) But the line was moving! Delia Garcia, one of your lead representatives, encouraged me to stay. She gave me a clipboard and said I could fill out my form while I was in line and I should be finished in about 15 minutes. She was so gracious and welcoming! Then Priscilla Cook, another employee, came alongside people in line - asking if they had any questions that she could answer. What a delightful concept! By the time each of us in that long line reached the person behind the counter, we were ready. I regret that I didn't get the name of the person who expertly typed in my information. A+ for her too. At the end Ms. Garcia asked me how long it took. To my surprise it was about 15 minutes. Wow! This terrific team has managed to streamline a task and keep it light-hearted and enjoyable. What a gift! Give them praise and a raise.”

*-Susan Hope Everett
(Dallas County Citizen)*

Thank You