

# Williamson Central Appraisal District

## Board of Directors Meeting

### Minutes of September 10, 2015

---

Harry Gibbs, chairman, called the regular meeting of the Williamson Central Appraisal District Board of Directors to order Thursday, September 10, 2015 at 8:07 a.m. Board members present: Harry Gibbs, Deborah Hunt, Cecilia Crowley and Charles Chadwell. Rufus Honeycutt was absent. Quorum declared.

#### Receipt of Public Comments

There were no public comments.

#### Taxpayer Liaison Officer's Report

##### Report on Property Owner Contacts

Charley Rouse, the District's Taxpayer Liaison Officer, was present to report on the status of his contact with property owners. Rouse expressed that he had noticed a significant positive culture change with these owners. He attributed this change to both the opportunity for these owners to provide their feedback and the way in which District staff serves the public. The Board also credited Rouse's diplomatic skills for this change.

#### 2016 Budget Workshop

##### Employee Dental Insurance Benefits

Lankford announced that Debra Spellings and Yvonne Harper-Hill with Benefits 360, the District's insurance consultant service, were present to discuss dental insurance. A comparison spreadsheet was distributed.

Spellings informed the Board that the District's dental insurance was due to renew on December 1<sup>st</sup>. She reported that no claims issues with the current provider, Lincoln Financial, had been reported by employees.

Spellings indicated that proposals were requested and Dental Select, an insurance vendor the District had used previously, was showing rates just slightly less than Lincoln Financial. She did report however, that employees had experienced some issues with specialists through this provider. Spellings expressed a recommendation of accepting the renewal with Lincoln Financial. She indicated that her office would request a two-year rate guarantee.

#### 2016 Budget Review

Lankford mentioned some minor changes in the District's 2016 budget. Kimberly Gamboa, the District's Business & HR Manager, distributed an update including these changes, which were reviewed.

Lankford distributed and discussed a 2.5% salary increase for employees. He mentioned his recommendation of a 3% increase on salaries for staff and reviewed the entity salary survey with the members. The Board discussed the fact that a 4% increase had been sent to the entities.

Lankford explained how employee raises are handled; indicating that the highest performers receive a greater increase. Employees are given quarterly updates on their performance and were involved in deciding on the evaluation process. Lankford expressed that the District's managerial staff does an excellent job of maintaining statistics to help in the evaluation process.

Hunt expressed her thoughts regarding the importance of periodically splitting raises between merit and the salary schedule. It was discussed that the salary schedule should be reviewed. Lankford will look into this issue for the next budget cycle. Discussion followed.

Lankford reiterated his recommendation of a 3% increase for the District's well-deserving staff for an excellent year. He indicated that, at a minimum he would ask the Board to consider a 2.5% increase in comparison with the entities. Chadwell commented on the increased importance for school districts to have appraisals set accurately. The Board commended the District for leading the way with a high certification rate and completing its certification early. Chadwell also mentioned that Lankford always speaks highly of District staff.

#### Public Hearing on 2016 Proposed Budget

Gibbs opened the public hearing on the 2016 Proposed Budget. The public hearing was closed.

#### Employee Dental Insurance Benefits

Chadwell made a motion to continue with the District's current dental insurance provider, Lincoln Financial, preferably with a two-year rate lock. Hunt seconded. The motion carried.

#### Approval of 2016 Budget (Resolution #2015-04)

Hunt moved for approval of the 3% salary increase for merit at a total budget amount of \$7,849,200. Chadwell seconded. The motion carried.

#### Authorize Chief Appraiser to Accept Proposals on Appraisal District Depository

Lankford informed the Board that the District currently banks with Union State Bank (USB). He mentioned that the District had requested proposals from banking institutions two years prior. He asked that the Board either authorize the District to continue banking with USB for one more year or request proposals for depository.

Hunt indicated the tough transition the County had when recently changing depositories. She also mentioned that USB is the appropriate size and offers fitting product services for the District.

Hunt made a motion to extend the Union State Bank agreement for two years. Crowley seconded. The motion carried. Hunt added to her motion that the Chief Appraiser could sign the agreement.

The Board proceeded to item #VII. E.

#### Technology Short-Lived & CAMA Reserve Purchase Approval

Lankford reminded the Board that earlier in the year he had reviewed with them items listed on the short-lived technology listing. He reported that the computer switch, which was original from the inception of the District's building, is currently not under service and in need of replacement. Lankford indicated that the total project would cost \$81,500; he proposed taking these funds from the technology reserve monies. Tim Tisdell, the District's computer consultant, was present to discuss the computer switch.

Hunt made a motion to approve \$81,500 to be spent from the technology short-lived reserves line item for the replacement of the computer switch. Chadwell seconded. The motion carried.

Lankford discussed the purchase of the District's Storage Area Network (SAN). He reported that this purchase should help with the District's file speed and overall file structures. Lankford indicated that he would like to split the total for the project between the CAMA and the technology short-lived reserve accounts; taking \$31,000 from each.

Chadwell moved for approval of the purchase of the storage area network; taking \$31,000 from both the CAMA and the technology short-lived reserve accounts. Hunt seconded. The motion carried.

#### Texas Department of Licensing and Regulation Correspondence (*TDLR Resolution #PTP20150020180*)

Lankford informed the Board of an additional complaint received from the Texas Department of Licensing and Regulation (TDLR) for property owner Richard Davis. He reminded them that they had passed a resolution previously employing the Perdue Brandon law firm to handle the prior Davis case; which TDLR quickly dismissed. Davis disagrees with the way the District valued his property. Lankford reminded the Board that TDLR has no jurisdiction over valuation. Since Davis refiled under a new complaint number, a new resolution was requested.

Chadwell moved to approve the TDLR resolution with the updated resolution number. Lankford indicated that he would prefer not including a cap on this item in case the total costs exceed the \$2,000. The Board discussed the potential for possibly budgeting for this line item in the future. Discussion followed. Crowley seconded. The motion carried.

#### BIS Consulting Agreement

Lankford announced some of the District's organizational changes that were necessary due to Leonard Molina, its Information Technology (I.T.) manager, leaving employment. He mentioned an I.T. consulting company, BIS Consulting, who came very highly recommended, which the District would like to assess for a trial period. Lankford indicated that the BIS monitoring software, which is on every District PC, will allow the company to access the District's office computers from a remote location. The software also monitors the District's network. The cost for these services is \$5,000 per month for two months. Discussion followed. The monies for this purchase would be taken from the salary of Molina who is no longer with the District.

Hunt moved to authorize the approval for a two-month trial period with BIS Consulting at a rate of \$5,000 per month starting September 14, 2015. Crowley seconded. The motion carried.

## Employee Holidays

Lankford asked the Board to consider approving the District's holiday calendar to match that of the County.

Crowley made a motion approving the District's holiday's to follow the Williamson County holiday calendar. Hunt seconded. The motion carried.

The Board took a break at 9:36 a.m. and reconvened at 9:46 a.m. Chadwell left the meeting at 9:40 a.m.

## Chief Appraiser Review Questions

Lankford reminded the Board that the questions contained in his review, which would take place at another meeting, were included in their packets. He inquired with the members if they had any changes to these questions. The Board had no changes. No action was taken.

Consider approval of minutes of the Board of Directors for the regular meeting – July 9, 2015.

Lankford announced one change in the July 9, 2015 minutes; he clarified the timing of the District's certification.

Hunt moved for approval of the minutes with the change as presented by Lankford. Crowley seconded. The motion carried.

## Consideration of Monthly Financials and Quarterly Investment Report

The June and July 2015 financials and expenditures were reviewed and filed for audit.

The quarterly investment report was also reviewed. Lankford informed the Board that the District's auditor had requested a compliance statement be added to the investment report. Gamboa read this statement aloud.

## Chief Appraiser's Report

### Property Owner Surveys

Lankford informed the Board that the property owner surveys were final for the year; indicating that protest season was complete. He expressed that the District's survey scores had improved since the Board had last met. Lankford explained that additional training plans were in place for next year and indicated that District staff had done a great job.

### Notice Print Vendor

Lankford mentioned that the District had utilized a new vendor, VariVerge, L.L.C., for two small appraisal notice mailouts. He confirmed that, for the coming year, VariVerge would be utilized for its Business Personal Property notices and IMS Printing for its real property. In doing this, pricing should remain competitive.

## WCAD Initiatives

Lankford displayed a recap of protest comparison by year. The total protests and inquiries were reviewed. He expressed that two additional appraisers were budgeted this year in order to help with certifying timely. He pointed out that both the agent and the owner protest numbers had increased; explaining that the District's numbers do not typically decline for agent protests; whereas with owners, when the market declines protests normally do the same. This process was discussed.

Lankford explained the sales entry process indicating that previously all sales were entered manually. Dave Matheny, the District's Director of Operations, discovered a unique program to help with this process. This process was reviewed.

Lankford discussed the District's new procedure regarding homestead exemptions. He explained that three years prior, the homestead application had been placed on the District's website. The District no longer mails paper homesteads; instead a postcard is sent. Lankford reported that approximately 80% of property owners are utilizing the online version.

Lankford also reviewed the process for Business Personal Property renditions; indicating that a program had been established to handle renditions online. He reported that 20% of business owners were filling out the online renditions; mostly smaller sized businesses. He indicated that the District is working to simplify this process for larger businesses.

## WCAD Presentations

Lankford informed the Board that he had spoken at a meeting of the Commissioners regarding the disaster reappraisal. He also mentioned that the budget had been very well received in overview meetings.

## Final Certification

Lankford informed the Board that the certification documents had been sent to the entities early; three days earlier than what is required. He commended District staff for doing an excellent job especially considering the amount of increase in protests.

## Disaster Reappraisal

Lankford reiterated that he had discussed the disaster reappraisal information at Commissioners Court. He reported that Williamson County was the only entity that decided to do a reappraisal; Lankford reviewed this process.

## Lawsuit, Arbitration and SOAH Reports

Lankford reviewed the color-coding included on the lawsuit reports; indicating that the items coded in blue were new lawsuits, yellow coding represents those that were amended, and red coded lawsuits are finalized.

Lankford reviewed the arbitration report.

## Board Election Process

Lankford discussed the Board election process. He inquired with the members if they would be willing to serve on the Board for another term. He indicated that nominations would begin to arrive and that it would be best for each member to contact the entity that nominated them as soon as possible if they were willing to serve.

Lankford reviewed the timeline for the Board election.

## WCAD Christmas Party

Lankford reminded the Board members that the District's Christmas party was scheduled for December 5<sup>th</sup>. This celebration will take place at the Oasis on Lake Travis.

## Board Agenda Additions for Future Meeting

- There were no Board agenda additions.

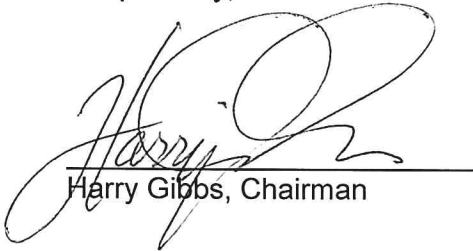
## Board Announcements

There were no Board announcements.

The next meeting date was set for October 8, 2015 at 9:00 a.m.

The meeting adjourned at 10:20 a.m.

Respectfully,



Harry Gibbs, Chairman



Cecilia Crowley, Secretary