

Williamson Central Appraisal District

Board of Directors Meeting

Minutes of April 14, 2011

Brig Mireles, vice chairman, called the regular meeting of the Williamson Central Appraisal District Board of Directors to order Thursday, April 14, 2011 at 1:02 p.m. Board members present: Brig Mireles, Deborah Hunt and Robert Tagge. Harry Gibbs and Richard Templeton were not present. Quorum declared.

Receipt of Public Comments

No public comments.

Board members discussed parliamentary procedures regarding shuffling the order of agenda items during meetings. It was decided that the Board chairman could make these changes when necessary.

Taxpayer Liaison Officer's Report

George Dare Correspondence

Charley Rouse, the District's Taxpayer Liaison Officer, was present and reported receiving a letter from property owner, George Dare. Rouse's written response to Dare will be placed in the mail. Dare's issue was in regards to border protection, of which, of course, the District has no control.

John Gustainis Correspondence

Rouse also reported on a concern from property owner John Gustainis. Gustainis feels no one at the District is capable of appraising his property. His issue was regarding equipment sold at auction. He was contacted by District staff regarding a settlement, but continued on to arbitration. Gustainis indicated that the District had four employees listed to represent at the arbitration and was concerned that the time and money spent is not worth the costs.

Lankford met with Pam Metcalfe, the Manager of the District's Business Personal Property department, (who was also present at the Board meeting to comment) regarding this issue. He assured the Board that the District has a very well qualified staff and that it is standard procedure to contact asking to arbitrate. We call to see if there is any need to continue to arbitration of if we can settle.

The value of the equipment is the issue. Metcalfe mentioned that no evidence throughout the process was shared by the property owner. Lankford clarified that the District was represented by only two employees at the arbitration and since the property owner did not give additional information, the tax code indicates to appraise as if the equipment were in use. Hunt indicated that Gustainis contacted her regarding his concern of the cost the District has incurred for a very small tax bill. It was mentioned that everyone has been very attentive to Gustainis' concerns. Hunt asked that Rouse draft a letter indicating that his information was presented to the Board and there was full discussion mentioning all of his concerns.

Consider approval of minutes of the Board of Directors for the regular meeting – March 10, 2011.

Tagge moved for approval of the minutes as presented. Hunt seconded. The motion carried unanimously.

Consideration of Monthly Financials

February 2011 financials and expenditures were reviewed and filed for audit.

Chief Appraiser Review Questions

Tagge requested to table the Chief Appraiser review questions until other Board members could be present. Lankford expressed his preference to receive feedback from all Board members. Hunt commented regarding the questions and felt the Board should be able to ask any questions for which they would like an answer. Lankford reminded the Board members that they had requested to review the questions each year prior to the actual review.

Tagge withdrew his comment requesting to table this item. Hunt moved to add to the Chief Appraiser review questions an additional question allowing for other areas of discussion as needed and/or desired by Board members. Tagge seconded. The motion carried unanimously.

Chief Appraiser Review

Hunt moved to table the Chief Appraiser review until the next Board meeting. Tagge seconded. The motion carried unanimously.

Building Reserve Account Expenditure / Budget Policy

Lankford indicated that the building reserve account expenditure and Budget Policy might be better served by waiting for full Board presence, if the Board members present would like the other board members to have the chance to comment.

Hunt moved to table this item until the next Board meeting. Tagge seconded. Hunt requested that on the Budget Policy, page 5, in the first paragraph where it reads "...shall automatically be appropriated ...", Lankford look into rewording this portion of the Policy. She indicated that, in the past, the District has always had an option each year regarding these funds. Lankford to look at and bring suggested language to the next Board meeting. The motion carried unanimously.

General Contract Procedures

Hunt commented regarding contracts and indicated that all contracts at the County have to be approved by the governing body. Lankford informed the Board that some contracts do not come before the Board. Hunt's understanding was that each contract must be approved by the Board.

Lankford commented that on some contracts, once the Board approved the automatic renewal they do not require to be seen again. Lankford would be glad to bring any sort of contract to the Board and would prefer the Board chairman to sign the contracts. The Board discussed the possibility of adding this to the Budget Policy. Hunt asked that Lankford put a procedure in place regarding renewal contract ratification and add this

procedure to the Board Policy. Lankford indicated that he would report back after discussion with Pete Smith, the District's contract attorney.

No action was taken.

Board Policy on Contracts

Hunt moved to table both the General Contract Procedures and the Board Policy on Contracts to allow for discussion at a future meeting. Tagge seconded. The motion carried unanimously.

Investment Committee Required Training

Hunt commented that she had attended investment training and sent the documentation associated with that training to the District. Lankford reviewed the portion of the Government Code stating that the financial officer needs the training, but not the committee as a whole. Hunt indicated that every member of the committee at the County needs ten hours of training every two years and the chief financial officer would need to get additional training, per the Public Funds Investment Act. Hunt feels it is required for all officers to attend the training. She suggested adding this to the District's Investment Policy. Hunt asked that the District recognize that she has had her training. No action was taken.

Chief Appraiser's Report

Website Update

Lankford reviewed updates made to the District's website. He commented that we had reorganized areas of the website making items easier to locate.

The District's newest videos have been added to the whiteboard area. A new video will be coming out regarding how to fill out a homestead application. Lankford reminded the Board that one of the District's goals is to continue to work on transparency.

We are also focusing on property owner needs, using Google analytics. We have heard lots of good commentary on our website and are continuing with development. Lankford informed the Board that the District is also applying for an award with IAAO regarding its website.

Press Release

Lankford informed the Board that the press release we be sent out on April 22nd to all of the major newspapers.

MAP Review Status

Lankford reported that he and Tami Stone, who had worked on the MAP Review, met with the MAP Reviewer. With the exception of one bonus question, all questions will be answered in the affirmative like we had hoped. Lankford expressed his appreciation to staff for their work on this project. He also reported that the Reviewer made individual comment about Gibbs and how he was proud of the District's operation.

Property Owner Surveys

A new customer service survey form was included in the board packet. The customer service and appraiser surveys were combined to create one property owner survey. These surveys will be reported back to the Board as they were last year.

WCAD Initiatives – Queue System / Online Protest / Field Devices

Lankford reviewed the queue system with the Board members. Screens in the lobby will list property owners name and time they checked in. Each property owner will know where they are in line and how long they have been in the office waiting. We will have different queues for each type of appraisal. We have changed our flow for the inquiry/protest season. This system will not be in place for ARB panels this year.

The District is sending approximately 72,000 property owner notices that will be able to be protested online. Once they file their online protest, they will receive a confirmation email back from us as well as a link to a sales comparison grid to show what sales we used for the property and equal and uniform comps used on their property. The property owner then has five days to review and either accept an offer or file a protest. These details will be included in the press release.

One of the other initiatives this year was implementing field devices. We've taken a few devices to the field. These devices will help short cut the process. While the appraiser is in the field he or she can place the information directly into the system. Lankford expressed his belief that the District will accomplish its goals set for this year.

Arbitration Report

Lankford reported that the Gustainis arbitration took place and that he would report back to the Board at their next meeting regarding the outcome.

Lawsuit Report

Lankford reviewed the lawsuit report.

Chief Appraiser Presentations

Lankford reported on several presentations that he had done since the last Board meeting.

Lankford spoke to a few perspective homeowners with Habitat for Humanity. He discussed a general overview of the appraisal process.

Lankford also spoke at El Amistad, in Round Rock. He spoke with this group on a general overview basis.

Earlier this week a general overview of commercial appraisal was given to commercial realtors. These realtors were very appreciative of Lankford's information. He will speak again to the residential group in May.

Lankford spoke at the Commissioner's court budget workshop going over a general overview of values.

Board Agenda Additions for Future Meeting

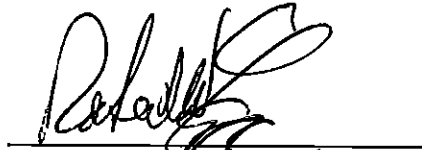
Tagge requested an item be added to the May agenda on the budget workshop regarding appointing Board representation to assist in the budget process.

The next regular meeting was set for Wednesday, May 11, 2011 at 1:00 p.m.

The meeting adjourned at 2:53 p.m.

Respectfully,


Brig Mifeles, Vice Chairman


Robert W. Tagge, Secretary