

BOARD OF DIRECTORS - ENTITY APPOINTED
JON LUX, CHAIRMAN
LORA H. WEBER, VICE-CHAIRMAN
HARRY GIBBS
MICHAEL WEI
LARRY GADDES
(VACANT)
BOARD OF DIRECTORS - PUBLICLY ELECTED
HOPE HISLE-PIPER, SECRETARY
MIKE SANDERS
MASON MOSES



CHIEF APPRAISER
ALVIN LANKFORD
625 F.M. 1460
Georgetown, Texas 78626
Georgetown/Austin (512) 930-3787

NOTICE OF MEETING OF THE BOARD OF DIRECTORS WILLIAMSON CENTRAL APPRAISAL DISTRICT

Notice is hereby given that a meeting of the Board of Directors of the Williamson Central Appraisal District has been scheduled for **Thursday, July 11, 2024, at 9:00 a.m.** at the Williamson Central Appraisal District Office, 625 F.M. 1460, Georgetown, Texas.

The agenda for the meeting is as follows:

- I. Call to Order
- II. Establishment of Quorum
- III. Pledges of Allegiance
- IV. Oath of Office for Publicly Elected Board Members
- V. Introduction of New Board Members
- VI. Receipt of Public Comments
- VII. Taxpayer Liaison Officer's Report
 - A. Report on Property Owner Contacts
- VIII. Employee Health Insurance Presentation
- IX. Adjourn to Executive Session pursuant to Texas Government Code Section 551.074 of the Texas Open Meetings Act for the following purpose:
 - A. Appointment of Taxing Unit Nominee to Fill Vacancy of Appointive Position on Board
- X. Consideration and possible action on items discussed in Executive Session
 - A. Appointment of Taxing Unit Nominee to Fill Vacancy of Appointive Position on Board
(pages 2-35)
- XI. Consider Approval of Minutes of the Board of Directors for the:
 - A. Regular Meeting - June 13, 2024 (pages 36-41)
 - B. Regular Meeting - June 25, 2024 (pages 42-43)
- XII. Consideration of Monthly Financials (pages 44-49)
- XIII. Discussion and Possible Action on:
 - A. Employee Health Insurance
 - B. Appointment of Subcommittee to Review Board of Directors Public Election Process
 - C. Sidwell GIS Contract Payment from GIS Reserves
- XIV. Chief Appraiser's Report
 - A. Protest Season Update
 - B. WCAD Initiatives
 - C. WCAD Website Updates
 - D. Property Owner Surveys (pages 50-76)
 - E. Lawsuit, Arbitration and SOAH Reports (pages 77-80)
 - F. Taxing Unit Board Election Reminder for 2024-2025 (page 81-83)
 - G. Board of Directors Training Reminder
 - H. Board Photos Reminder
- XV. Board Agenda Additions for Future Meeting
- XVI. Board Announcements
- XVII. Consideration and action on date, place, time for next/future meeting(s)
- XVIII. Adjournment

FILED
at 8:52 o'clock A.M.
JUL 08 2024
Nancy E. Ruter
County Clerk, Williamson Co., TX

This notice was posted at the:
Appraisal District's Office on Monday, July 8, 2024 at 9:00 a.m.

Christine Byers
Appraisal District

Executive Session: Pursuant to Subchapter D, Chapter 551, V.T.C.S., the Board may enter a closed session as permitted by the exceptions to the Open Meetings Act. Citizens in need of assistance in accessing meetings of the Board of Directors or Appraisal Review Board are encouraged to contact our office or the chief appraiser in advance of their presentation so that they may be assisted. *Recomendamos a ciudadanos que anticipen necesitar ayuda para tener acceso a reuniones de la Junta Directiva o Tabla de Revision de Evaluacion que contacten nuestra oficina o el valuador principal antes de su presentacion para poder ayudarles.*

**THE BOARD MAY MEET IN EXECUTIVE SESSION TO DELIBERATE ANY MATTER AUTHORIZED BY TEXAS
GOVERNMENT CODE SEC. 551.001 *et seq* [THE TEXAS OPEN MEETING ACT] INCLUDING:**

- | | |
|---------------|--|
| SEC. 551.071; | Consultation with attorney regarding pending or contemplated litigation, settlement offers, and matters on which the attorney has a duty to advise the Board under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas. |
| SEC. 551.072; | Deliberations regarding real property |
| SEC. 551.074; | Personnel matters; to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of the Chief Appraiser or other public officer or employee; or to hear a complaint or charge |
| SEC. 551.076; | Deliberations regarding security devices |



Board of Directors Entity Nomination

RESOLUTION NO. 2024-005

A RESOLUTION OF THE FLORENCE ISD BOARD OF TRUSTEES,
NOMINATING A CANDIDATE TO FILL A VACANCY ON THE WILLIAMSON
CENTRAL APPRAISAL DISTRICT BOARD OF DIRECTORS.

WHEREAS, due to an unexpected vacancy on the Williamson Central Appraisal
District Board of Directors, the Florence ISD Board of Trustees
wishes to nominate a candidate to fill said vacancy:

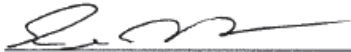
NOW THEREFORE BE IT RESOLVED BY THE FLORENCE ISD BOARD OF TRUSTEES

that the Florence ISD Board of Trustees hereby nominates

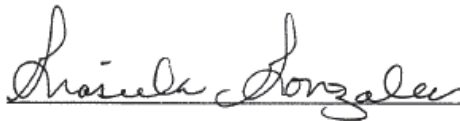
JOSHUA ATKINSON as a candidate to fill a vacancy on the Williamson Central
Appraisal District Board of Directors.

RESOLVED this 17th day of June, 2024.

Signed Presiding Officer



Attest:



BIRKMAN

- WILLIAMSON COUNTY
- ROUND ROCK ISD



Board of Directors Entity Nomination

State of Texas
County of Williamson
Know all men by these presents:

That on the 5th day of June 2023 the Commissioners Court of Williamson County, Texas met in duly called session at the Williamson County Courthouse, 710 Main Street, Georgetown, Texas, with the following members present:

Bill Gravell, Jr., County Judge
Terry Cook, Commissioner Precinct One
Cynthia P. Long, Commissioner Precinct Two
Valerie Covey, Commissioner Precinct Three
Russ Boles, Commissioner Precinct Four

And at said meeting, among other business, the Court considered the following:

RESOLUTION

WHEREAS, due to an unexpected vacancy on the Williamson Central Appraisal District Board of Directors, the Williamson County Commissioners Court wishes to nominate a candidate to fill said vacancy.

NOW THEREFORE BE IT RESOLVED BY the Williamson County Commissioners Court that Williamson County hereby nominates Lisa Birkman to fill the entity appointed vacancy on the Williamson Central Appraisal District Board of Directors.

RESOLVED this 4th day of June 2024.


Bill Gravell (Jun 4, 2024 11:57 CDT)

Bill Gravell, Jr. – County Judge

June 4, 2024

Date

41 Resolution Appointment of WCAD Board Member

Final Audit Report

2024-06-04

Created:	2024-06-04
By:	Rebecca Pruitt (becky.pruitt@wilco.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAxtVj1uxFfRgINl5xB4e4C-9DqDaxps0o

"41 Resolution Appointment of WCAD Board Member" History

-  Document created by Rebecca Pruitt (becky.pruitt@wilco.org)
2024-06-04 - 3:17:24 PM GMT - IP address: 66.76.4.65
-  Document emailed to Bill Gravell (bgravell@wilco.org) for signature
2024-06-04 - 3:19:30 PM GMT
-  Email viewed by Bill Gravell (bgravell@wilco.org)
2024-06-04 - 3:31:36 PM GMT - IP address: 66.76.4.65
-  Document e-signed by Bill Gravell (bgravell@wilco.org)
Signature Date: 2024-06-04 - 4:57:06 PM GMT - Time Source: server- IP address: 66.76.4.65
-  Agreement completed.
2024-06-04 - 4:57:06 PM GMT



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ROUND ROCK ISD
RESOLUTION

A RESOLUTION OF ROUND ROCK ISD, NOMINATING A CANDIDATE TO
FILL A VACANCY ON THE WILLIAMSON CENTRAL APPRAISAL DISTRICT
BOARD OF DIRECTORS.

WHEREAS, due to an unexpected vacancy on the Williamson Central Appraisal
District Board of Directors, the Round Rock Independent School District
(Entity)
wishes to nominate a candidate to fill said vacancy:

NOW THEREFORE BE IT RESOLVED BY Round Rock ISD School Board of Trustees
(Governing Body)
that the Round Rock ISD hereby nominates Lisa Birkman as a candidate to fill
(Entity)
a vacancy on the Williamson Central Appraisal District Board of Directors.

RESOLVED this 18th day of June, 2024.

Signed Amber Feller Landrum
Amber Feller, Presiding Officer

Attest: Alicia Markum
Alicia Markum, Secretary



Williamson Central Appraisal District

625 FM 1460

Georgetown, Texas 78626

Phone: (512) 930-3787

Taxing Unit Checklist for Board Election

- ☐ BEFORE JULY 1, 2024, I checked my candidate's requirements pertaining to serving on the Williamson Central Appraisal District Board of Directors? (See Board Requirements)
- ☒ A member MUST be a resident of the district and must have resided in the district for at least two years immediately preceding the date of appointment. (Property Tax Code, Section 6.03.(a))
 - ☒ A member MUST NOT own property on which delinquent taxes have been owed to a taxing unit for more than 60 days after the date the individual knew or should have known of the delinquency unless: (Property Tax Code, Section 6.035.(a)(2))
 - The delinquent taxes and any penalties and interest are being paid under an installment payment agreement.
 - A suit to collect the delinquent taxes is deferred or abated.
 - ☒ A member may NOT serve if they are an employee of a taxing unit participating in the appraisal district unless they are also a member of the governing body or an elected official of a taxing unit participating in the district. (Property Tax Code, Section 6.035.(a)) (See list of taxing units).
 - ☒ A member may NOT serve if he or she appraise property for compensation for use in property tax proceedings (to include appraisal district employees) or tax agents who represent owners for compensation until the expiration of three (3) years after such activity. (Property Tax Code, Section 6.035.(a)(1)(2))
 - ☒ A member may NOT serve if he or she is related to a person who operates for compensation as a tax agent, a member of the Appraisal Review Board or a property tax appraiser in the appraisal district. (Property Tax Code, Section 6.035.(a)(1))
 - ☒ A member may NOT serve on the Board if they contract with the appraisal district, or if they contract on a tax related matter with a taxing unit served by the appraisal district, or if they have a substantial interest in a business that contracts with the appraisal district or a taxing unit served by the appraisal district. (Property Tax Code, Section 6.036.(a))
 - ☒ A member MUST fill out, sign, and return the General Information sheet.

- ☒ BEFORE JULY 1, 2024, if we choose to nominate, have I submitted, by resolution, the name(s) of my taxing unit's nominee(s)? (See Board Election Procedures)

RRI SD
Nominating Entity: (Entity Name)

Amba Landrum
(Signature)

6/18/24
(Date)

Lisa Burkman
Nominee: (Printed Name)

Lisa Burkman
(Signature)

6-13-24
(Date)

Received Date: June 12, 2024, 6:13pm

Name: Redacted

Customer Type: Community Member **Dialogue Type:** Comment

Email: Redacted

Phone: Redacted

Dialogue #: 34706

Topic: WCAD Board of Directors

Priority: P2(Normal)

Status: Closed

Message

Subject: Interest in Serving in WCAD Board

Original Message:

I am interested in serving on the WCAD board. A short biography about my career in public service is attached. Also, on 6/4/24, the Williamson County Commissioner's Court unanimously approved a resolution nominating me to the WCAD board. I'd be honored to also have the support of RRISD.

Lisa Birkman Bio

Lisa is a sixth generation Texan, born on the Army base of Ft. Hood in Killeen, Texas, where her father served as an officer in the Army. Her family has owned a heritage farm in the Leander area since 1854 and Lisa currently helps manage her family's farm & other real estate/business interests. After Lisa graduated from Georgetown High School, she went on to attend Texas A&M University, where she graduated with a Bachelor of Science degree in elementary education. Mrs. Birkman was a public-school teacher for 13 years, teaching in Granbury, Austin and in Round Rock elementary schools.

After a successful career in education, Lisa decided to run for a seat on the Brushy Creek Municipal Utility District (MUD) board of directors. She served the residents of the MUD for four years, before deciding to run for a vacant seat on the Williamson County Commissioners Court. Lisa won the race and was the first woman elected to serve on the Commissioner's Court. She was sworn into office on May 3, 2004, and represented Precinct 1 and the Round Rock area. Lisa was elected two more times and served Williamson County twelve and a half years as commissioner, where she took on several leadership positions, including serving on the Williamson County Mental Health Task Force, the County's Benefits Committee, and as president of the

Williamson County Conservation Foundation board of directors. In 2008, Lisa was appointed by Governor Rick Perry to serve on the statewide Texas Agriculture Financing Authority (TAFA) that provides economic development opportunities to young farmers in rural areas throughout Texas.

Lisa married Rick Birkman in 1989 and they began the Texas Roofing Company in 1995, whose focus was commercial roofing in the Austin area. They owned and operated the successful company for twenty-five years, with the main location in the Round Rock area, until it was sold in 2020 after Rick's death.

Lisa retired from Williamson County in 2016, to pursue other interests and activities but has remained passionate about serving her community, including as a commissioner on Emergency Service District #8 Board of Directors from 2020 – 2022. Also, Mrs. Birkman has been a volunteer Court Appointed Special Advocate (CASA) for local foster kids since 2014.

Mrs. Birkman has two adult daughters, Elizabeth and Ricki, and two precious granddaughters, Amelia and Aurora. In her free time, Lisa enjoys reading mystery novels, doing crafts and traveling with her family.

Timeline:

Thursday, June, 13 2024

7:19 Patty Aguilera replied to Customer, Lisa Birkman and sent a feedback form

A *Thank you for your interest in serving. As a requirement of the WCAD, please complete and return the attached forms to patty_aguilera@roundrockisd.org by end of the day on Monday, 6/17.*

Sincerely,



**Patty
Aguilera**
Executive
Assistant
**Round
Rock ISD**



Board of Directors Entity Nomination

RESOLUTION NO. _____

A RESOLUTION OF THE LEANDER INDEPENDENT SCHOOL DISTRICT NOMINATING A
CANDIDATE TO FILL A VACANCY ON THE WILLIAMSON CENTRAL APPRAISAL
DISTRICT BOARD OF DIRECTORS.

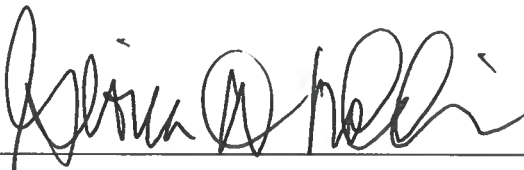
WHEREAS, due to an unexpected vacancy on the Williamson Central Appraisal District
Board of Directors, the Leander Independent School District wishes to nominate a candidate to fill said
(Entity)
vacancy.

NOW THEREFORE BE IT RESOLVED BY THE BOARD OF TRUSTEES that the
(Governing Body)

Leander Independent School District hereby nominates Sunnie Fox
as a candidate to fill a vacancy on the Williamson Central Appraisal District Board of Directors.

RESOLVED this 27th day of June 2024

Signed _____


Presiding Officer, Gloria Gonzales-Dholakia, Ph.D.
Leander ISD Board of Trustees President

Attest: _____


Anna Smith, Leander ISD Board of Trustees Vice President



Williamson Central Appraisal District

625 FM 1460
Georgetown, Texas 78626
Phone: (512) 930-3787

Taxing Unit Checklist for Board Election

- ☒ **BEFORE JULY 1, 2024**, I checked my candidate's requirements pertaining to serving on the Williamson Central Appraisal District Board of Directors? (See Board Requirements)
- ☒ A member MUST be a resident of the district and must have resided in the district for at least two years immediately preceding the date of appointment. (Property Tax Code, Section 6.03.(a))
 - ☒ A member MUST NOT own property on which delinquent taxes have been owed to a taxing unit for more than 60 days after the date the individual knew or should have known of the delinquency unless: (Property Tax Code, Section 6.035.(a)(2))
 - The delinquent taxes and any penalties and interest are being paid under an installment payment agreement.
 - A suit to collect the delinquent taxes is deferred or abated.
 - ☒ A member may NOT serve if they are an employee of a taxing unit participating in the appraisal district unless they are also a member of the governing body or an elected official of a taxing unit participating in the district. (Property Tax Code, Section 6.035.(a)) (See list of taxing units).
 - ☒ A member may NOT serve if he or she appraise property for compensation for use in property tax proceedings (to include appraisal district employees) or tax agents who represent owners for compensation until the expiration of three (3) years after such activity. (Property Tax Code, Section 6.035.(a)(1)(2))
 - ☒ A member may NOT serve if he or she is related to a person who operates for compensation as a tax agent, a member of the Appraisal Review Board or a property tax appraiser in the appraisal district. (Property Tax Code, Section 6.035.(a)(1))
 - ☒ A member may NOT serve on the Board if they contract with the appraisal district, or if they contract on a tax related matter with a taxing unit served by the appraisal district, or if they have a substantial interest in a business that contracts with the appraisal district or a taxing unit served by the appraisal district. (Property Tax Code, Section 6.036.(a))
 - ☒ A member MUST fill out, sign, and return the General Information sheet.

- ☒ **BEFORE JULY 1, 2024**, if we choose to nominate, have I submitted, by resolution, the name(s) of my taxing unit's nominee(s)? (See Board Election Procedures)

LEANDER ISD
Nominating Entity: (Entity Name)

PETER D. PEPE
(Signature)

6-27-2024
(Date)

Sunny Fox
Nominee: (Printed Name)

Sunny Fox
(Signature)

6-20-24
(Date)



Board of Directors Entity Nomination

RESOLUTION NO. R148.24.06.13.41

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CEDAR PARK, TEXAS, TO NOMINATE A CANDIDATE FOR THE WILLIAMSON CENTRAL APPRAISAL DISTRICT BOARD OF DIRECTORS; FINDING AND DETERMINING THAT THE MEETING AT WHICH THIS RESOLUTION IS PASSED WAS NOTICED AND IS OPEN TO THE PUBLIC AS REQUIRED BY LAW.

WHEREAS, Section 6.03(g) of the Property Tax Code provides for the governing body of taxing units to nominate individuals for positions on the Williamson Central Appraisal District Board of Directors; and

WHEREAS, due to an unexpected vacancy on the Williamson Central Appraisal District Board of Directors, the City of Cedar Park wishes to nominate a candidate to fill said vacancy.

NOW, THEREFORE BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CEDAR PARK, TEXAS THAT:

SECTION 1. The City Council hereby nominates Angie Ufomata as a candidate to fill a vacancy on the Williamson Central Appraisal District Board of Directors in accordance with Section 6.03(g) of the Property Tax Code.

SECTION 2. That it is hereby officially found and determined that the meeting at which this resolution is passed is open to the public and that public notice of the time, place, and purpose of said meeting was given as required by law.

PASSED AND APPROVED this the 13th day of June, 2024.

CITY OF CEDAR PARK, TEXAS

ATTEST:

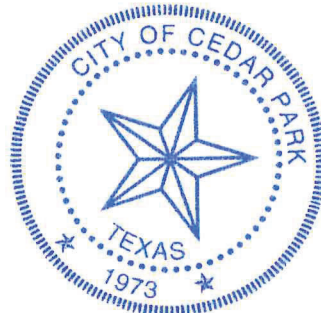
LeAnn M. Quinn

LeAnn M. Quinn, TRMC
City Secretary

James Penniman-Morin
James Penniman-Morin, Mayor

APPROVED AS TO FORM
AND CONTENT:

J.P. LeCompte
J.P. LeCompte, City Attorney

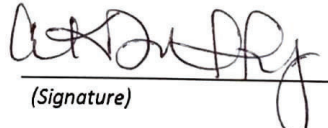


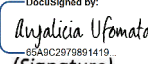

Williamson Central Appraisal District

625 FM 1460
Georgetown, Texas 78626
Phone: (512) 930-3787

Taxing Unit Checklist for Board Election

- ☐ **BEFORE JULY 1, 2024**, I checked my candidate's requirements pertaining to serving on the Williamson Central Appraisal District Board of Directors? (See **Board Requirements**)
- ☐ A member **MUST** be a resident of the district and must have resided in the district for at least two years immediately preceding the date of appointment. (*Property Tax Code, Section 6.03.(a)*)
 - ☐ A member **MUST NOT** own property on which delinquent taxes have been owed to a taxing unit for more than 60 days after the date the individual knew or should have known of the delinquency unless: (*Property Tax Code, Section 6.035.(a)(2)*)
 - The delinquent taxes and any penalties and interest are being paid under an installment payment agreement.
 - A suit to collect the delinquent taxes is deferred or abated.
 - ☐ A member **may NOT serve** if they are an employee of a taxing unit participating in the appraisal district unless they are also a member of the governing body or an elected official of a taxing unit participating in the district. (*Property Tax Code, Section 6.035.(a)*) (See list of **taxing units**).
 - ☐ A member **may NOT serve** if he or she appraise property for compensation for use in property tax proceedings (to include appraisal district employees) or tax agents who represent owners for compensation until the expiration of three (3) years after such activity. (*Property Tax Code, Section 6.035.(a)(1)(2)*)
 - ☐ A member **may NOT serve** if he or she is related to a person who operates for compensation as a tax agent, a member of the Appraisal Review Board or a property tax appraiser in the appraisal district. (*Property Tax Code, Section 6.035.(a)(1)*)
 - ☐ A member **may NOT serve** on the Board if they contract with the appraisal district, or if they contract on a tax related matter with a taxing unit served by the appraisal district, or if they have a substantial interest in a business that contracts with the appraisal district or a taxing unit served by the appraisal district. (*Property Tax Code, Section 6.036.(a)*)
 - ☐ A member **MUST** fill out, sign, and return the **General Information sheet**.
- ☐ **BEFORE JULY 1, 2024**, If we choose to nominate, have I submitted, by **resolution**, the name(s) of my taxing unit's nominee(s)? (See **Board Election Procedures**)

Cedar Park City Council  6/28/2024
 Nominating Entity: (Entity Name) (Signature) (Date)

Anjalicia Ufomata
 Nominee: (Printed Name)  6/28/2024
 (Signature) (Date)



Board of Directors Entity Nomination

RESOLUTION NO. R24-19

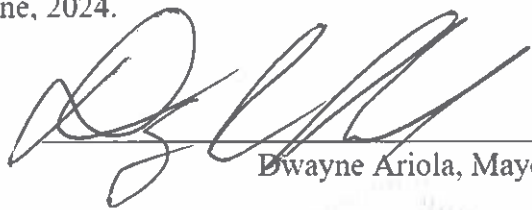
**A RESOLUTION OF THE CITY OF TAYLOR, TEXAS,
NOMINATING A CANDIDATE TO FILL A VACANCY ON
THE WILLIAMSON CENTRAL APPRAISAL DISTRICT
BOARD OF DIRECTORS.**

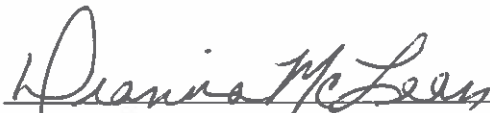
WHEREAS, due to an unexpected vacancy on the Williamson Central Appraisal District Board of Directors, the City of Taylor, Texas wishes to nominate a candidate to fill said vacancy:

Rick Von Pfeil

NOW, THEREFORE be it resolved by the City Council that the City of Taylor, Texas hereby nominates Rick Von Pfeil as a candidate to fill a vacancy on the Williamson Central Appraisal District Board of Directors.

RESOLVED the 27th day of June, 2024.


Dwayne Ariola, Mayor


Dianna McLean, City Clerk



Williamson Central Appraisal District

Board of Directors Meeting

Minutes of June 13, 2024

Lora Weber, Vice Chairman, called the regular meeting of the Williamson Central Appraisal District Board of Directors to order Thursday, June 13, 2024 at 9:01 a.m. Board members present; Lora Weber, Hope Hisle-Piper, Harry Gibbs, and Larry Gaddes. Jon Lux and Michael Wei were absent. Quorum declared.

Some of the District's management staff were in attendance.

Pledges of Allegiance

Receipt of Public Comments

Lisa Birkman addressed the Board indicating that she had been nominated unanimously by the Commissioner's Court to fill the vacancy on the Board of Directors and that she would be honored if the Board would support that nomination.

2023 Financial Audit Report

Lankford introduced Kevin Randolph with the District's financial auditing firm, Eide Bailly LLP, who had conducted the District's 2023 financial audit. Randolph reviewed the audit report. He discussed the total assets as of December of 2023 as well as the District's liabilities. Randolph reviewed the monies that had been set aside for reserve accounts and the assigned fund balance of \$1,051,448.

Randolph reviewed the District's revenues and expenditures. He announced that District personnel were cooperative and that the audit went well. He had no issues with District policies and procedures. It was mentioned that the unassigned fund balance, showing to be \$296,050, could be utilized at the Board's discretion.

Receipt of Public Comments

The Board opened the public comments portion of the meeting again.

Jeff Guthrie discussed concerns over the last three years regarding his property value increases as well as his dealings with property tax agents and having the ability to attend his value hearing.

Lankford discussed the process the District uses when a tax agent is involved with a property, explaining that tax agents are scheduled in bulk due to the workload. He mentioned that the order of accounts is chosen randomly; thereby making it extremely difficult for a property owner to be involved. Lankford asked that Guthrie speak with the District's Assistant Director of Appraisal, Johnny Robins, to help understand how the District arrives at its values.

Entity Budget Overview Meetings

Lankford discussed the Entity budget overview meetings that had begun directly following the Board's approval of the proposed budget. He announced that he and others had met with the top ten of twelve entities by size of levy and expressed hearing nothing but positive comments about the job the District performed. He announced that this budget packet was also shared with all remaining taxing units.

Lankford reviewed the budget overview packet and invited Board members to attend these meetings. He announced that it was a bit early in the process to receive input and indicated that half of the expenses for the Board public election were included in the budget. He announced that the entities had expressed their appreciation for the District keeping reserve accounts, so they don't see the fluctuation in the budget numbers. He informed the Board of the plan to create a new reserve account in 2026 for the public election. Lankford announced that the Operations budget had been reduced over the years due to the use of technology. He also expressed that even though the District was located in one of the fastest growing counties in the State and the United States, it was one of the least expensive appraisal districts of its size in Texas, due to the controlling of its expenses.

Lankford expressed that the District is one of the most transparent appraisal districts in the State of Texas. He also mentioned the QR (Quick Response) code located on the property appraisal notices (Notice). This QR code will lead owners to a full explanation of the Notice. Lankford announced that the District is still the only appraisal district in the state to provide the comparable sales by showing exactly how the District arrived at the owner's value. He also mentioned the vast amount of information contained on the District's website and how these items, along with others had positively impacted the number of property owners protesting their value. Lankford gave many examples of the District's transparency.

The importance of participating in both sides of the equation was discussed, the value side as well as the taxes through attending budget hearings. The District also provides a map of the location of the comparable properties; these comparable properties are highlighted along with properties that were sold. Lankford announced that the District's aerial imagery is also shared with its taxing units. He reviewed some of the District's different projects and their high return on investment. He announced that the wait time for residential property owners was currently under three minutes.

Lankford informed the Board that District staff have more professional designations than others of our size in the state. He also indicated that Kimberly Gamboa, the District's Finance HR Manager, was one of the few that has a designation from SHRM (Society of Human Resource Management).

Lankford announced that the District had been awarded Top Workplace again for the year, which means it is named one of the top workplaces in the Austin area. He expressed that this goes back to the management staff who are taking good care of their employees.

Lankford also mentioned that the District received the Certificate of Excellence in Assessment Administration (CEAA) designation from the International Association of Assessing Officers (IAAO). He announced that the District is one of 12 in the state and one of only 59 in the world to have this designation.

He explained that obtaining the designation involved an extremely high-level audit of the District's processes and procedures. Lankford also mentioned that the District had received a score of 100% on the Comptroller's MAP (Methods & Assistance Program) Review.

After a comment made at a previous meeting by a member of the public, Lankford researched the property owner surveys over the last ten years. He proudly announced that in the over 23,000 reviews, the District's positive rating was between 96-99% indicating that District staff are doing an excellent job. Lankford expressed how proud he was of District employees in the taking care of its customers.

Lankford informed the members that he discussed the Board Election calendar of events with the Taxing Units during the budget overview meetings. He also discussed the Board terms of office.

Gibbs expressed his pride in Lankford and District staff for the progress made throughout his years on the Board. He added how amazing it is to consider that the District is probably the top in Texas and maybe even further. He also commented on the tools that had been provided and the use of those tools. Lankford thanked Gibbs and indicated he would share these comments with staff.

Assigned Obligated Funds

Lankford suggested that the Board move the unassigned monies that were notated in the audit to several different reserve accounts. He mentioned moving the following to the different reserve accounts: \$50,000 to the Technology account, \$30,000 to the Technology Short Lived account and \$40,000 to the Street Level Imagery account. He also discussed moving \$15,000 to the District's Litigation account, \$31,050 to the Building account and \$40,000 to the CAMA account for appraisal software. Lankford also mentioned placing \$90,000 in the TCDRS (Texas County & District Retirement System) account in order to have funds in case the Board chose to provide a cost-of-living adjustment to retirees. He also discussed moving \$30,000 from the GIS account into the TCDRS account.

2025 Budget Review

The four percent total summary page of the District's budget was displayed. Lankford announced that there had been no changes to the budget since the Board last met.

Public Hearing on 2025 Proposed Budget

There were no public comments on the 2025 proposed budget. The public hearing was closed.

2025-2026 Reappraisal Plan

Lankford announced that Chris Connelly, the District's Deputy Chief Appraiser, was the author of the District's Reappraisal Plan. Connelly reviewed the history of the Reappraisal Plan. This plan is presented to the Board of Directors every other year. He reviewed the changes that were made to the Plan.

Public Hearing on 2025-2026 Reappraisal Plan

There were no public comments on the 2025-2026 Reappraisal Plan. The public hearing was closed.

Approval of 2025 Budget (Resolution #2024-04)

Hisle-Piper made a motion for approval of Resolution #2024-04 approving the 2025 budget as submitted with a four percent merit salary increase for employees: for a total budget amount of \$14,081,600. Gibbs seconded. The motion carried.

Approval of 2025-2026 Reappraisal Plan (Resolution #2024-05)

Hisle-Piper moved for approval of resolution #2024-05 approving the District's 2025-2026 Reappraisal Plan as submitted. Gibbs seconded. The motion carried.

2023 Financial Audit Report

Gibbs made a motion to approve the 2023 Financial Audit Report as presented. Hisle-Piper seconded. The motion carried.

Assigned Obligated Funds

Hisle-Piper moved to obligate a total of \$296,050 from unobligated (unassigned) funds in the audit for the following purposes: move the following monies to the District's reserve accounts as follows:

- \$50,000 to Technology
- \$30,000 to Technology Short Lived
- \$40,000 to Street Level Imagery
- \$15,000 to Litigation
- \$31,050 to Building
- \$40,000 to CAMA
- \$90,000 to TCDRS (for potential COLA to retirees)

Also move \$30,000 from the GIS reserve account to the TCDRS reserve account (for a potential COLA to retirees). Gibbs seconded. The motion carried.

Interlocal Purchasing Agreement with Williamson County ~ Cyclomedia Technologies

Lankford discussed the proposed interlocal agreement with Williamson County regarding Cyclomedia Technologies. He explained the purpose for the agreement.

Hisle-Piper made a motion to approve the interlocal purchasing agreement with Williamson County for Cyclomedia Technologies. Gibbs seconded. The motion carried.

Taxpayer Liaison Officer's Report

Report on Property Owner Contacts

Glenda Williams, the District's Taxpayer Liaison Officer, was present to report on the status of her contact with property owners. Williams reported having had contact with 52 property owners this month. It was mentioned that Williams provides instruction to owners regarding how to obtain the information they are requesting.

Consider approval of minutes of the Board of Directors for the regular meeting – May 9, 2024.

Lankford explained that there were three versions of the May 9, 2024 Board minutes provided to the Board. He indicated that the initial version includes general verbiage on what happened at the meeting. He explained that the minutes are typically kept general, not verbatim. Suggested changes were received from both Weber as well as a member of the public, Mike Sanders.

Gibbs made a motion to approve the May 9, 2024 minutes with the updated public comments portion. Hisle-Piper seconded. The motion carried.

Consider approval of minutes of the Board of Directors for the Public Election Canvassing meeting – May 15, 2024.

Weber made a motion to approve the May 15, 2024 minutes as presented. Hisle-Piper seconded. The motion carried.

Consideration of Monthly Financials

The April 2024 financials and expenditures were reviewed and filed for audit.

Chief Appraiser's Report

Protest Season Update

Lankford announced the District's goal of having 95% of properties unprotested by value to certify the appraisal roll. He displayed the current protest numbers and mentioned that the District is ahead of any other year on the chart. He announced that the District had 85.84% of its values certifiable and indicated that it was trending to hit 95% very early, the projections are showing late June or early July. Lankford expressed his appreciation to District staff, but particularly appraisal staff, Aaron Moore, the District's Director of Appraisal and Johnny Robins, the Assistant Director of Appraisal for the District.

WCAD Presentations

Lankford indicated that since the Board last met, he had several meetings with taxing units. He gave his annual valuation update to the County Commissioners, which was very well received. Lankford also met with both the City of Taylor as well as the City of Round Rock to review a valuation update with the City Council members. The taxing units were very complimentary of the job the District does.

Property Owner Surveys

Lankford announced that the property owner surveys were discussed earlier in the meeting.

Lawsuit, Arbitration and SOAH Reports

Lankford reviewed the lawsuit, binding arbitration and SOAH reports. There were no State Office of Administrative Hearings (SOAH) on which to report.

Request for Applications or Nominations to Fill Vacancy on Place 2

Lankford mentioned that because of the vacancy on place 2, he would like to find a way for the public to choose a person to fill this vacancy. He mentioned placing this on the District's website. Lankford announced that a letter had been received from a law firm, who he assumed represented Mike Sanders which outlined why Sanders should not be declared ineligible. Gaddes requested to convene a special called meeting to discuss this issue with the District's attorneys.

Taxing Unit Board of Directors Election

Lankford discussed the taxing unit Board election, reminding the Board of the vacancy created by Hisle-Piper leaving her appointed position and joining the elected members.

Lankford reminded the Board that this was the position that Lisa Birkman, who addressed them earlier in the meeting, had been nominated to fill. He mentioned that an email had been sent to all taxing units requesting nominations. He also mentioned that the deadline for the nominations was prior to the July Board Meeting and therefore, choosing from the nominees to fill that vacancy was planned to be included on that agenda. This position will run from July to the end of this year. At the end of this year, the taxing unit election will occur again.

Board Agenda Additions for Future Meeting

- Vacancy in Place 2 – Executive Session
- Board Photos – September Board Meeting
- Board Training – September Board Meeting
- Appointment of subcommittee of the Board regarding the issues of the Board election. Weber wanted to ensure these issues are conveyed to the appraisal association to make certain some of the issues we've seen would be clarified in the future. Appointments for this committee could possibly be made at the Board's next meeting.

Board Announcements

- There were no Board announcements.

The Board had previously set their next meeting date as follows:

Thursday, July 11, 2024 at 9 a.m.

Thursday, September 12, 2024 at 9 a.m.

They also set the following meeting date:

Tuesday, June 25, 2024 at 9 a.m.

The meeting adjourned at 11:57 a.m.

Respectfully,

Lora Weber, Vice Chairperson

Hope Hisle-Piper, Secretary

Williamson Central Appraisal District

Board of Directors Meeting

Minutes of June 25, 2024

Lora Weber, Vice Chairman, called the regular meeting of the Williamson Central Appraisal District Board of Directors to order Tuesday, June 25, 2024 at 9:01 a.m. Board members present; Lora Weber, Hope Hisle-Piper, Harry Gibbs, Michael Wei and Larry Gaddes. Jon Lux was absent.

One of the District's attorneys, Chris Jackson, was present to address a complaint received regarding the possibility of this meeting not being considered valid. The complaint was regarding a posting on the District's website. The posting did occur, just not within the 72-hour posting deadline. Jackson read a portion of the official posting requirements. First, the agenda must be posted at a place convenient to the public. This agenda was indeed posted by June 20, 2024 at 8:25 a.m. at the County Clerk's office and the District bulletin board outside at the front of the building. It must be posted at the County Clerk's office or on the political subdivision's website. Lankford clarified that although it had never been the District's practice to post on the District's website within the 72-hour requirement, this process could be changed to include posting; however, it would be the unofficial copy.

Quorum declared.

Some of the District's management staff were in attendance.

Pledges of Allegiance

Receipt of Public Comments

Jay Martin was present to provide comment. His comments pertained to the declaration of ineligibility of Mike Sanders. He expressed his opinion that the Board allow the people their choice.

Executive Session began at 9:11 a.m. and ended at 10:55 a.m.

Adjourn to Executive Session pursuant to Texas Government Code Section 551.071 of the Texas Open Meetings Act for Consultation with Attorney regarding Board Vacancy on Place 2; Adjourn to Executive Session pursuant to Texas Government Code Section 551.074 of the Texas Open Meetings Act to hear and discuss recent correspondence from candidate's attorney Mr. Chris Hilton regarding Board Election Place 2; Adjourn to Executive Session pursuant to Texas Government Code Section 551.074 of the Texas Open Meetings Act to consider and discuss nomination/appointment of Director to fill Board Vacancy on Place 2.

The Board recessed for a break at 10:55 a.m. and reconvened at 11:00 a.m.

Consideration and possible action on items discussed in Executive Session Regarding Board Vacancy on Place 2

Gaddes announced that he was an ex officio non-voting member of the Board, but that he did have the authority to make a motion.

Gaddes moved to appoint Joseph M. Sanders, of Leander Texas, to the position of Place 2 on the Williamson Central Appraisal District Board of Directors. He voiced that this position was currently vacant. Gibbs seconded. The motion carried.

Weber asked that staff get the Attorney General's opinion on this provision that still seems to need some clarification. Per Lankford, the District will seek the opinion of the Attorney General. Weber asked that in the future, a sub-committee of the Board be named to discuss legislative changes to help with this process, since this was the first time and there seemed to be issues with the elections.

The meeting adjourned at 11:01 a.m.

Respectfully,

Lora Weber, Vice Chairman

Hope Hisle-Piper, Secretary

Statement of Expenditures - Budget vs Actual vs Last Year
For the month Ended May, 2024

	Current Annual Budget	Plus Reserve Funds	Current Monthly Expense	YTD Expenses	Last Year YTD Expenses	Budget Balance	% Remaining
6000 · General - Personnel							
6010 · Salaries Expense	6,814,700		724,271	2,757,281	2,212,569	4,057,419	60%
6020 · Auto Allowance	344,700		40,330	149,810	130,818	194,890	57%
6030 · Group Health Insurance	974,200		64,207	325,698	295,434	648,502	67%
6035 · Health Reimbursement Account		200,000	5,580	35,642	64,389	164,358	82%
6040 · Retirement Contribution	1,303,200		138,267	536,383	426,204	766,818	59%
6060 · Worker's Compensation Insurance	9,200		0	3,556	4,138	5,645	61%
6070 · Payroll Taxes - FICA	105,000		10,360	39,971	32,200	65,029	62%
Total 6000 · General - Personnel	9,551,000	200,000	983,015	3,848,340	3,165,753	5,902,660	61%
6100 · Materials/Supplies							
6110 · Office Supplies	13,600		895	6,119	5,797	7,481	55%
6120 · Postage	215,100		20,914	145,542	128,730	69,558	32%
6130 · Forms, Printing & Reproduction	72,400		6,189	49,902	56,953	22,498	31%
6140 · Janitorial Supplies	7,800		0	1,589	3,462	6,211	80%
6150 · Minor Equipment / Furniture	94,000		3,837	15,741	54,643	78,259	83%
6160 · Computer Supplies Expense	16,500		88	613	1,132	15,887	96%
Total 6100 · Materials/Supplies	419,400	0	31,923	219,507	250,717	199,893	48%
6200 · General - Services							
6210 · Professional Development	133,600		4,501	47,026	53,916	86,574	65%
6215 · Equipment Lease/Rental	42,300		1,777	14,689	14,603	27,611	65%
6220 · Utilities	232,200		14,823	73,061	83,581	159,139	69%
* 6225 · Building Repair & Maintenance	185,400	26,460	5,269	113,641	106,810	98,219	46%
6235 - TLO Expense	16,000		1,250	7,220	5,500	8,780	55%
6236 · Board of Directors Expenses	368,000		137	157,260	4,087	210,740	57%
6240 · Publications	140,500		4,724	79,653	75,857	60,847	43%
6250 · Contingency Emergency	500		0	0	0	500	100%
6260 · Professional Services	1,084,400		95,613	656,649	609,267	427,751	39%
6280 · Maintenance	430,200		5,762	290,314	298,294	139,886	33%
6285 · Computer Licenses/Services	187,700		7,140	165,100	101,189	22,600	12%
6290 · Business Insurance	23,300		0	0	0	23,300	100%
Total 6200 · General - Services	2,844,100	26,460	140,995	1,604,614	1,353,105	1,265,946	44%
6800 · General - Debt Service							
6810 · Building Payment	0		0	0	0	0	0%
Total 6800 · General - Debt Service	0	0	0	0	0	0	0%

Williamson CAD

Statement of Expenditures - Budget vs Actual vs Last Year
For the month Ended May, 2024

	Current Annual Budget	Plus Reserve Funds	Current Monthly Expense	YTD Expenses	Last Year YTD Expenses	Budget Balance	% Remaining
8000 · Capital Outlay							
8010 · Computer Capital	47,500		0	7,019	0	40,481	85%
8030 · Depreciation Expense	5,000		0	0	0	5,000	100%
Total 8000 · Capital Outlay	52,500	0	0	7,019	0	45,481	87%
Sub-Total	12,867,000	226,460	1,155,934	5,679,480	4,769,575	7,413,980	57%
6300 · ARB Services							
6310 · ARB - Contract Labor	266,700		65,505	77,484	96,998	189,216	71%
6320 · ARB - Supplies	1,000		66	450	426	550	55%
6330 · ARB - Forms, Printing & Ads	31,200		2,667	21,505	24,543	9,695	31%
6340 · ARB - Training/Seminars	0		0	0	0	0	0%
6350 · ARB - Litigation	7,500		0	1,000	1,000	6,500	87%
TOTAL 6300 - ARB Services	306,400		68,238	100,439	122,967	205,961	67%
Total	13,173,400	226,460	1,224,172	5,788,645	4,892,542	7,619,942	57%

Williamson CAD

Assigned Funds / Amendments

For the month ended May, 2024

*

Assigned/Obligated Funds			
Assigned / Obligated Funds	Acct. / Desc.	Amount	Comments
Building	6225 - HVAC replacement	\$26,460.00	Board approved 05/04/2023

*

Category Amendment		
From/To	Acct. / Desc.	Amount

*

Line Item Amendment		
From/To	Acct/Desc	Amount

Williamson Central Appraisal District
Approved Disbursements
May 2024

Num	Date	Name	Amount	Memo
31040	05/08/2024	Allen W Barr, II	-1,625.00	6310 - ARB Meetings
31041	05/08/2024	ALN Apartment Data, Inc	-237.50	6240 - Publication
31042	05/08/2024	Amazon Business	-670.36	6110, 6150, 6160, 6225 - Office, computer supplies & HVAC filters
31043	05/08/2024	Andrew Koester	-1,650.00	6310 - ARB Meetings
31044	05/08/2024	AT&T	-871.90	6225 - Data plans
31045	05/08/2024	AutoMox	-332.59	6285 - Maintenance - manage plan
31046	05/08/2024	Benny Parker	-285.00	6310 - ARB Meetings
31047	05/08/2024	Brenda Oliver	-1,210.00	6310 - ARB Meetings
31048	05/08/2024	Coletta Ruggiero	-3,520.00	6310 - ARB Meetings
31049	05/08/2024	Colton Cardinell	-760.00	6310 - ARB Meetings
31050	05/08/2024	CoStar Realty Information, Inc.	-3,527.35	6240 - Publication
31051	05/08/2024	Courtney Tella	-450.00	6260 - Binding Arbitration - 2462323089P - Smile Brands of Texas LP
31052	05/08/2024	Deborah Jurasek	-450.00	6260 - Binding Arbitration - 2462323107P - Advance Auto Parts
31053	05/08/2024	Donna Cannon	-665.00	6310 - ARB Meetings
31054	05/08/2024	Express Commercial Cleaning, Inc.	-3,428.93	6140 & 6225 - Janitorial services & supplies
31055	05/08/2024	Glenda Williams	-1,250.00	6235 - TLO Expenses - May 2024
31056	05/08/2024	Herbert Williams	-220.00	6310 - ARB Meetings
31057	05/08/2024	Hornsby & Company	-6,900.00	6260 - Depositions - RPC Georgetown - 22-1663-C26
31058	05/08/2024	Jane Schwartz	-4,760.00	6310 - ARB Meetings
31059	05/08/2024	Joan M Straach	-2,000.00	6310 - ARB Meetings
31060	05/08/2024	Kim Peterson	-110.00	6310 - ARB Meetings
31061	05/08/2024	Kurt Iverson	-380.00	6310 - ARB Meetings
31062	05/08/2024	Lavern E Curry	-855.00	6310 - ARB Meetings
31063	05/08/2024	Mainstream Services Inc	-374.00	6225 - Building repair & maintenance
31064	05/08/2024	Mary Bonnette	-4,250.00	6310 - ARB Meetings
31065	05/08/2024	Melissa Lemmon	-450.00	6260 - Binding Arbitration - 2462323131P - Burlington Coat Factory #247
31066	05/08/2024	Michael Parker	-190.00	6310 - ARB Meetings
31067	05/08/2024	Miller Climate Control, LLC	-26,460.00	Assigned Funds - 6225 - HVAC Repair & Maintenance
31068	05/08/2024	Northstar Fire Protection of Texas, Inc	-1,695.00	6225 - Annual inspection
31069	05/08/2024	Openwork	-8,776.85	6110 - Employment Staffing
31070	05/08/2024	Optimum Business	-448.94	6220 - internet service
31071	05/08/2024	Perdue, Brandon, Fielder, Collins & Mott	-28,544.50	6260 - Professional Services - March 2024 Expenses
31072	05/08/2024	Quadient Leasing USA, Inc.	-1,506.81	6215 - Lease folder/inserter
31073	05/08/2024	Rob D Holcomb	-750.00	6260 - Binding Arbitration - 2462323138C - Jeffrey Kim
31074	05/08/2024	RollKall Technologies LLC	-3,857.17	6110 - Security Officers
31075	05/08/2024	Royanne Drummer-Baker	-625.00	6310 - ARB Meetings
31076	05/08/2024	Sandra George	-2,000.00	6310 - ARB Meetings
31077	05/08/2024	Sidwell, Harris Local Government	-9,990.10	6260 - ArcGIS Enterprise & Parcel Fabric Migration
31078	05/08/2024	Stephen R Heimberg	-380.00	6310 - ARB Meetings
31079	05/08/2024	Subvenion	-2,500.00	6260 - Computer consulting
31080	05/08/2024	The A List Staffing	-1,291.60	6010 - Employment staffing - Week ending 4/28
31081	05/08/2024	The Master's Touch, LLC	-55,063.10	6130 - Forms & Printing - NAV

Williamson Central Appraisal District
Approved Disbursements
May 2024

Num	Date	Name	Amount	Memo
31082	05/08/2024	Thomas Korkmas	-750.00	6260 - binding arbitration - 246-23-23128C - NNN Reit, LP
31083	05/08/2024	United States Postal Service	-16,000.00	6120 - postage prepaid (\$16k)
31084	05/08/2024	Visual Edge IT (CA)	-777.31	6215 - Copier monthly maintenance
31085	05/08/2024	Visual Edge IT (Dallas)	-2,584.00	6215 - Lease copier/printers
31086	05/08/2024	Williamson County Sun	-409.50	6240 - Property Tax Protest & Appeal Ad
31087	05/22/2024	Amazon Business	-1,221.71	6110, 6150 & 6160 - Office & computer supplies
31088	05/22/2024	Bud Griffin Associates	-390.00	6225 - HVAC repair & maintenance
31089	05/22/2024	Butler Snow	-4,554.95	6260 - professional services
31090	05/22/2024	Capitol Appraisal Group, LLC	-20,750.00	6260 - Appraisal Services
31091	05/22/2024	Card Services Center	-2,323.25	6210=\$901.96 - Professional development
				6215=\$49.00 - Lease equipment
				6236=\$251.30 - Board expense
				6240=\$15.80 - Publications
				6260=\$228.00 - Professional services
				6280=\$549.99 - Maintenance
				6285=\$327.20 - Computer licenses
31092	05/22/2024	Central Texas Shredding Inc.	-70.00	6260 - Shredding services
31093	05/22/2024	Data Foundry, LLC	-1,495.00	6220 - Internet services
31094	05/22/2024	Dell	-5,498.62	6280 - Dell Warranty Renewals
31095	05/22/2024	Eliot Deutsch	-380.00	6310 - ARB Meetings
31096	05/22/2024	Express Commercial Cleaning, Inc.	-175.00	6225 - Janitorial services
31097	05/22/2024	HBI Office Solutions	-653.66	6150 - Minor equipment & furniture
31098	05/22/2024	IAAO Bank Lockbox	-2,290.00	6210 - IAAO Annual Conference
31099	05/22/2024	iSolved	-307.50	6030 - HRA monthly admin fee
31100	05/22/2024	Lochow Ranch Pond & Lake	-430.91	6225 - Wet pond maintenance
31101	05/22/2024	Nichols, Jackson, Dillard, Hager & Smith	-700.00	6260 - Professional Services
31102	05/22/2024	Openwork	-8,252.90	6110 - Employment Staffing
31103	05/22/2024	PDQ/SmartDeploy	-1,500.00	6285 - Computer licenses
31104	05/22/2024	Prototype IT	-2,700.00	6260 - IT Consulting
31105	05/22/2024	Quadient Finance USA, Inc	-3,654.85	6120 - Postage refill meter machine
31106	05/22/2024	Quantanite USA Inc	0.00	VOID: 6260 - Phone answering services
31107	05/22/2024	RingCentral Inc.	-3,408.64	6220 - Telephone services
31108	05/22/2024	RollKall Technologies LLC	-3,920.47	6110 - Security Officers
31109	05/22/2024	Spectrum Enterprise	-3,483.99	6220 - Internet services
31110	05/22/2024	Stillwater Landscapes	-1,284.00	6225 - Grounds maintenance & irrigation repair
31111	05/22/2024	Sun Life Financial - Short Term Disability	-3,627.43	6010 - Short Term Disability Claim - April 2024
31112	05/22/2024	TCDRS	-280.00	6210 - TCDRS Annual Conference
31113	05/22/2024	The A List Staffing	-5,338.32	6110 - Employment Staffing
31114	05/22/2024	The Master's Touch, LLC	-5,250.21	6130 - Forms & Printing - NAV & HS
31115	05/22/2024	TLC Office Systems (Dallas)	-39.00	6215 - Lease copier
31116	05/22/2024	Trusted Tech Team	-3,497.76	6285 - Office 365
31117	05/30/2024	Allen W Barr, II	-2,250.00	6310 - ARB Meetings

Williamson Central Appraisal District
Approved Disbursements
May 2024

Num	Date	Name	Amount	Memo
31118	05/30/2024	Amanda Bayler	-208.14 6210 - Tyler Connect - Mileage, parking, meals reimbursement	
31119	05/30/2024	Amazon Business	-127.70 6110 & 6236 - Office supplies & board expense	
31120	05/30/2024	Amber Jones	-97.05 6210 - Reimbursement state courses, meals	
31121	05/30/2024	Amy Kahn	-1,330.00 6310 - ARB Meetings	
31122	05/30/2024	Andrew Koester	-2,200.00 6310 - ARB Meetings	
31123	05/30/2024	AT&T	-587.73 6225 - Data plans	
31124	05/30/2024	AutoMox	-306.00 6285 - Maintenance	
31125	05/30/2024	Brenda Oliver	-2,200.00 6310 - ARB Meetings	
31126	05/30/2024	Bud Griffin Associates	-390.00 6225 - HVAC repair & maintenance	
31127	05/30/2024	City of Georgetown	-5,398.48 6225 - Water electric sewer garbage storm drainage	
31128	05/30/2024	Colton Cardinell	-1,425.00 6310 - ARB Meetings	
31129	05/30/2024	Donna Cannon	-1,995.00 6310 - ARB Meetings	
31130	05/30/2024	Glenda Williams	-1,250.00 6235 - TLO Expenses - June 2024	
31131	05/30/2024	Hornsby & Company	-8,135.00 6260 - Trial prep - RPC Georgetown - 22-1663-C26	
31132	05/30/2024	Jessica Miller	-267.97 6210 - Tyler Connect - Mileage, parking, meals reimbursement	
31133	05/30/2024	Joan M Straach	-1,875.00 6310 - ARB Meetings	
31134	05/30/2024	Kim Peterson	-1,540.00 6310 - ARB Meetings	
31135	05/30/2024	Kurt Iverson	-1,425.00 6310 - ARB Meetings	
31136	05/30/2024	Lavern E Curry	-855.00 6310 - ARB Meetings	
31137	05/30/2024	Marshall & Swift/Boeckh	-4,169.85 6240 - Publications	
31138	05/30/2024	ODP Business Solutions, LLC	-593.40 6110 - Office supplies	
31139	05/30/2024	Openwork	-6,059.42 6110 - Employment Staffing	
31140	05/30/2024	Optimum Business	-448.94 6220 - Internet service	
31141	05/30/2024	Prototype IT	-2,700.00 6260 - IT Consulting	
31142	05/30/2024	RollKall Technologies LLC	-1,946.72 6110 - Security Officers	
31143	05/30/2024	Royianne Drummer-Baker	-1,875.00 6310 - ARB Meetings	
31144	05/30/2024	Sandra George	-3,750.00 6310 - ARB Meetings	
31145	05/30/2024	Sidwell, Harris Local Government	-1,783.02 6260 - GIS Audit Services	
31146	05/30/2024	Stephen R Heimberg	-855.00 6310 - ARB Meetings	
31147	05/30/2024	Subvenion	-2,500.00 6260 - Computer consulting	
31148	05/30/2024	The A List Staffing	-1,259.31 6010 - Employment staffing	
31149	05/30/2024	The Master's Touch, LLC	-1,716.87 6130 - Forms & Printing - NAV	
31150	05/30/2024	Tyler Technologies	-14,020.00 6280 - Maintenance & Support	
31151	05/30/2024	Vanverge	-4,939.52 6130 - Forms & Printing	
31152	05/30/2024	Visual Edge IT (CA)	-396.75 6215 - Copier monthly maintenance	



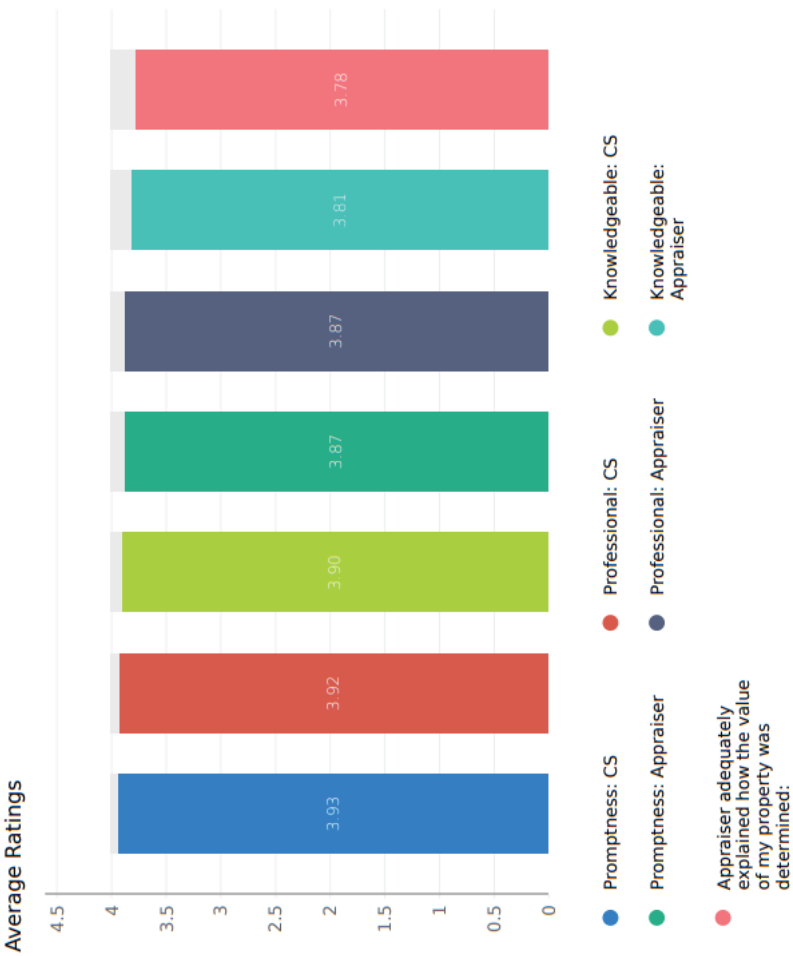
Customer Service Feedback



1320 Completed Responses
0 Partial Responses



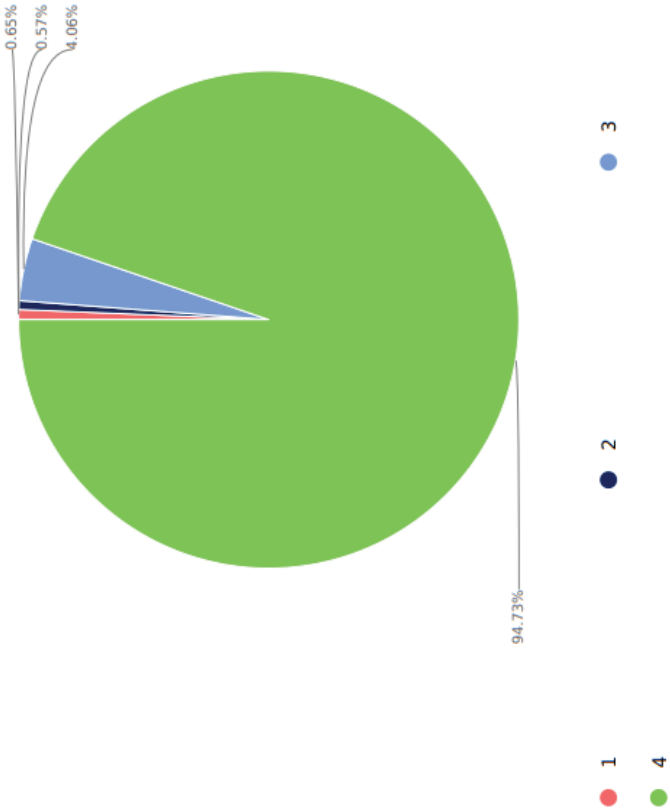
Special Statistics



Q1

Promptness of service: Customer Service Staff

Answered: 1233 Skipped: 87

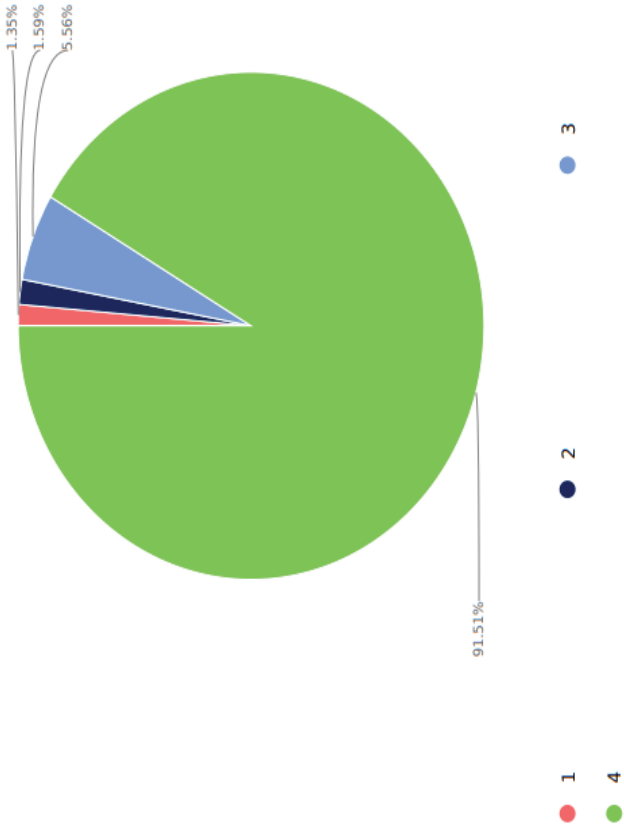


Promptness of service: Customer Service Staff		
1 Extremely Poor	0.65%	8
2 Poor	0.57%	7
3 Good	4.06%	50
4 Excellent	94.73%	1168
5 3 Good / 4 Excellent	98.79%	1218

Q2

Promptness of service: Appraiser

Answered: 1260 Skipped: 60

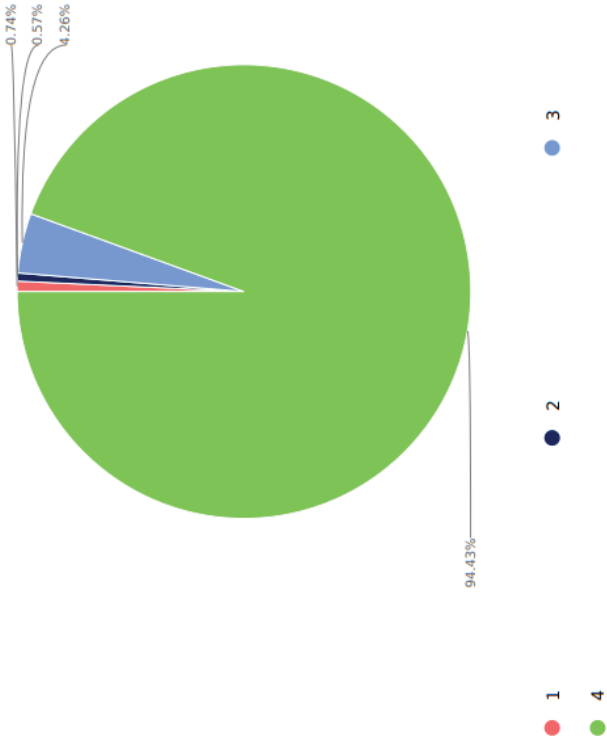


Promptness of service: Appraiser			
1	Extremely Poor	1.35%	17
2	Poor	1.59%	20
3	Good	5.56%	70
4	Excellent	91.51%	1153
3 Good / 4 Excellent		97.07%	1223

Q3

Professional and attentive: Customer Service Staff

Answered: 1220 Skipped: 100

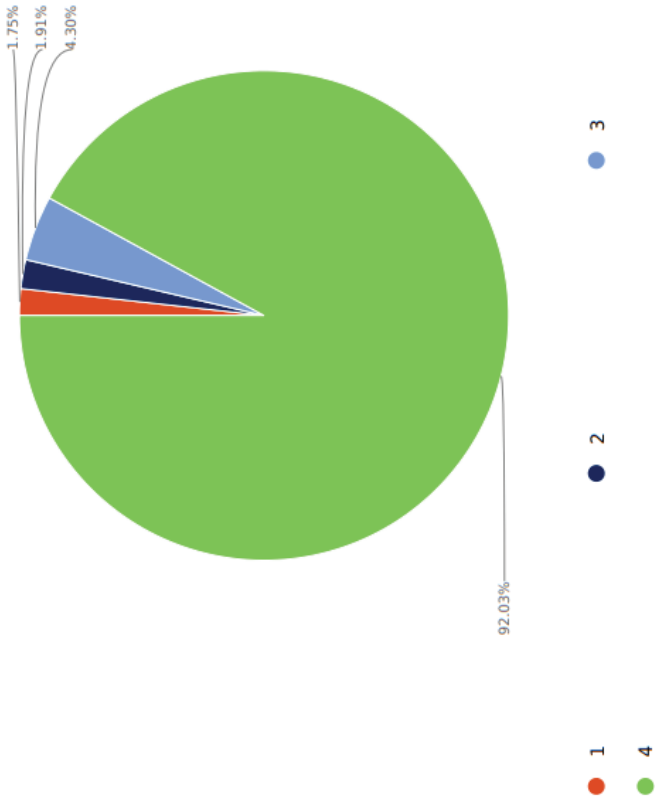


Professional and attentive: Customer Service Staff		
1 Extremely Poor	0.74%	9
2 Poor	0.57%	7
3 Good	4.26%	52
4 Excellent	94.43%	1152
3 Good / 4 Excellent	98.69%	1204

Q4

Professional and attentive: Appraiser

Answered: 1255 Skipped: 65

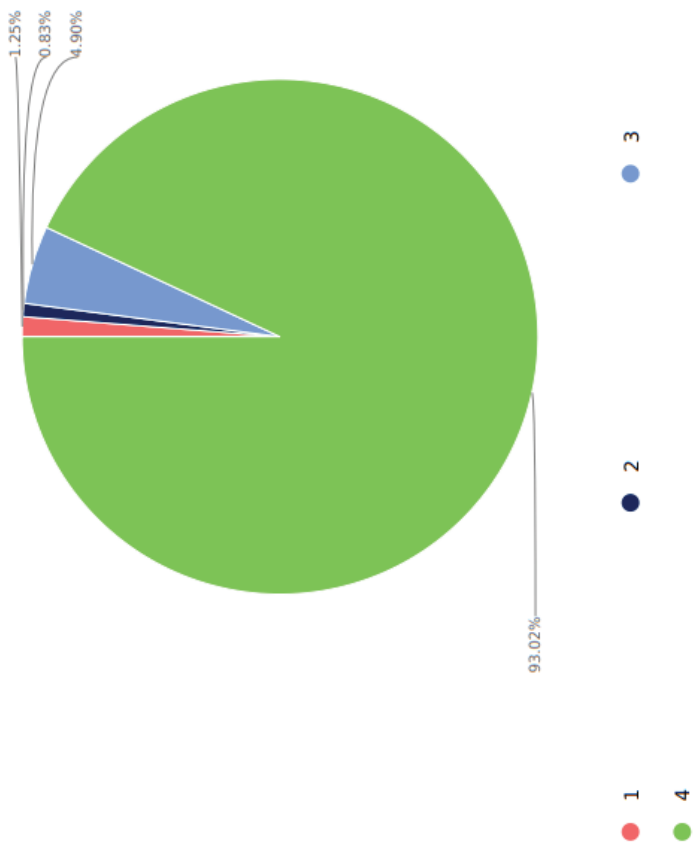


Professional and attentive: Appraiser			
1 Extremely Poor	1.75%	22	
2 Poor	1.91%	24	
3 Good	4.30%	54	
4 Excellent	92.03%	1155	
3 Good / 4 Excellent	96.33%	1209	

Q5

Knowledgeable and explained information clearly: Customer Service Staff

Answered: 1203 Skipped: 117

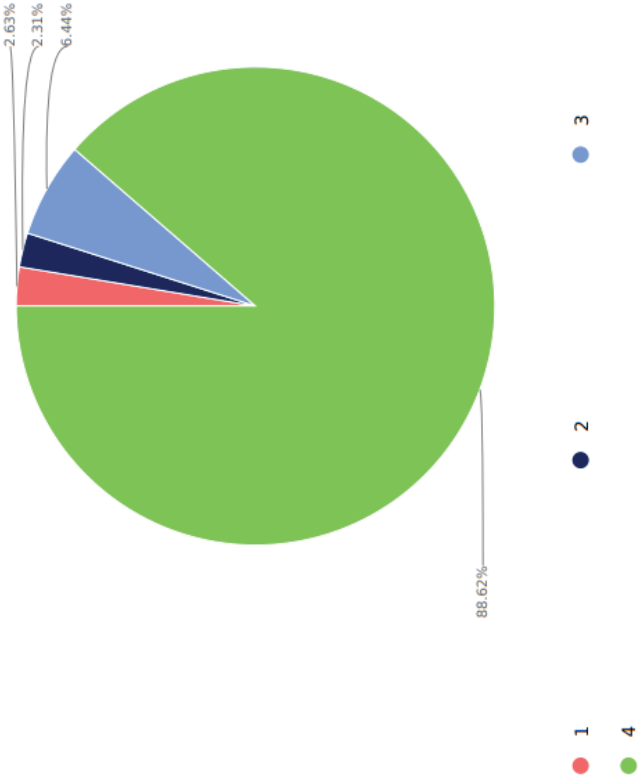


Knowledgeable and explained information clearly: Customer Service Staff			
1 Extremely Poor	1.25%	15	
2 Poor	0.83%	10	
3 Good	4.90%	59	
4 Excellent	93.02%	1119	
3 Good / 4 Excellent	97.92%	1178	

Q6

Knowledgeable and explained information clearly: Appraiser

Answered: 1257 Skipped: 63

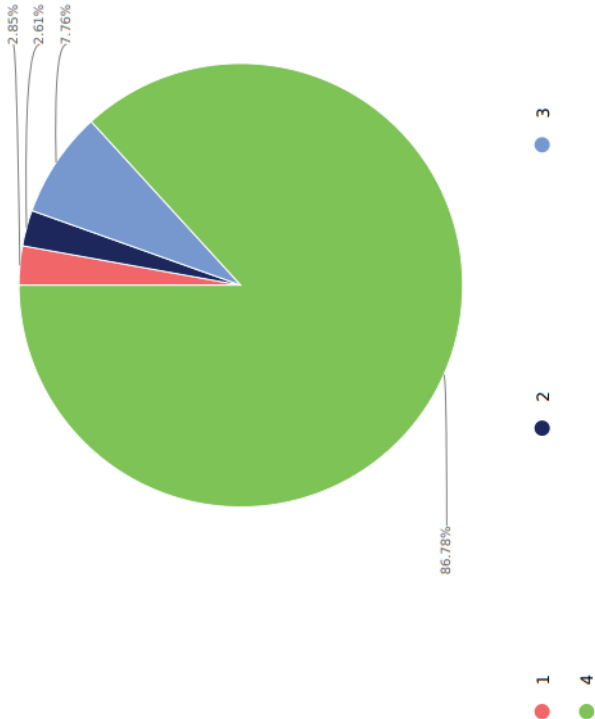


Knowledgeable and explained information clearly: Appraiser			
1 Extremely Poor	2.63%	33	
2 Poor	2.31%	29	
3 Good	6.44%	81	
4 Excellent	88.62%	1114	
3 Good / 4 Excellent	95.06%	1195	

Q7

Appraiser adequately explained how the value of my property was determined:

Answered: 1263 Skipped: 57



Appraiser adequately explained how the value of my property was determined:			
1 Extremely Poor	2.85%	36	
2 Poor	2.61%	33	
3 Good	7.76%	98	
4 Excellent	86.78%	1096	
3 Good / 4 Excellent	94.54%	1194	

Q8

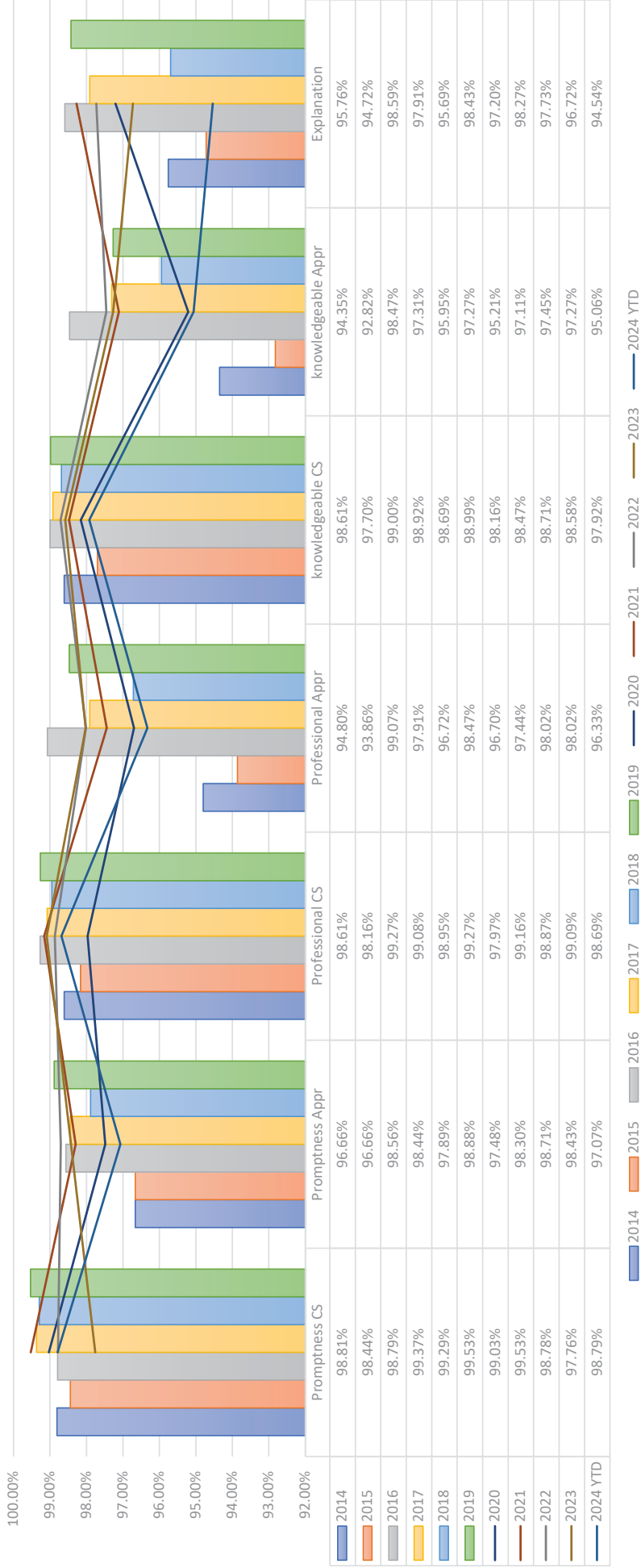
What was the reason for your meeting today? (select all that apply)

Did you come in to protest:

Answered: 1179 Skipped: 141

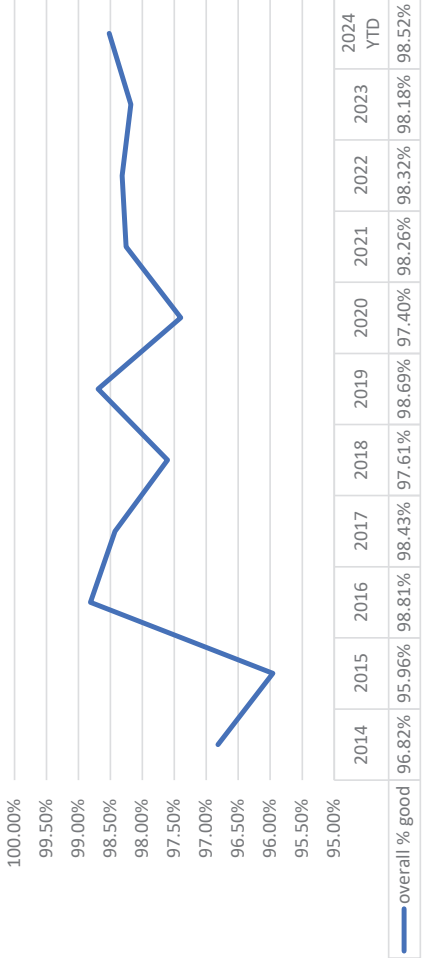


% Good Or Excellent By Question

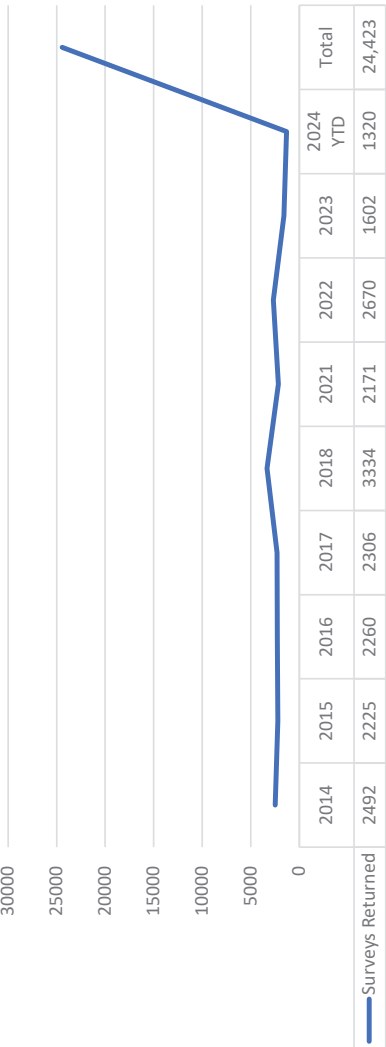


Surveys Returned	2014	2015	2016	2017	2018	2021	2022	2023	2024 YTD	Total
	2492	2225	2260	2306	3334	2171	2670	1602	1320	24,423

Overall % Good Or Excellent By Year



Surveys Returned



Customer Service Feedback

July 11, 2024

Date of visit	In person or virtual	How can we improve your future experience?	In reference to your feedback written in the box above (if applicable), was your feedback:
7/2/24	Virtual	Excellent experience with Appraiser. Very patient, knowledgeable and able to answer my questions.	Positive
6/27/24	In Person	No improvement needed; Appraiser did an awesome job!	Positive
6/27/24	In Person	Appraiser provided service very poorly level. I wasn't welcomed. She was not engaging me while she watching docs. She was not knowledgeable. made me very uncomfortable. I am very disappointed with their service.	Negative
6/27/24	In Person	Arrived at 1pm- left at 2:48pm All this for nothing	Neither Positive Nor Negative
6/27/24	In Person	Appraiser was very helpful throughout the Appraisal process	Positive
6/27/24	In Person	Appraiser is the coolest! Courteous and Professional!	Positive
6/27/24	In Person	Process is flawed.- Tax Assessments are wrong and clearly against homeowners, in favor of State, County-with no honest recourse for help	Neither Positive Nor Negative
6/27/24	In Person	Great experience	Positive
6/27/24	In Person	Ag Valuation	Positive
6/27/24	In Person	Correct and efficient. Bravo!	Positive
6/27/24	In Person	I had a great experience and couldn't have asked for more	Positive
6/27/24	In Person	Agent was focused and professional.	Positive
6/27/24	In Person	I received really good information	Positive
6/27/24	In Person	Awesome service!	Positive
6/27/24	In Person	-Great experience so far	Positive
6/27/24	In Person	I felt that I was treated fairly. Appraiser is well aware of values and conditions of properties.	Positive
6/27/24	In Person	Customer Service was so awesome!	Positive
6/27/24	In Person	Great	Positive
6/27/24	In Person	Excellent service provided.	Positive
6/27/24	In Person	Texas needs to allow better transparency to actual sales data	Neither Positive Nor Negative
6/27/24	In Person	Went well, very fair. I'm satisfied. Happy. Happy	Positive
6/27/24	In Person	Nothing. Everything was great	Positive
6/27/24	In Person	Just the website is not very easy to be used. The office and staff are great.	Positive
6/27/24	In Person	District needs to be more transparent in consulting with manager behind close	Neither Positive Nor Negative
6/27/24	In Person	Simple & easy. Thanks so much!	Positive
6/27/24	In Person	Appraiser was great!	Positive
6/27/24	In Person	I was stressed from traffic getting here. Your Customer Service at the front and Appraiser were wonderful. Pictures and facts took care of the issue.	Positive
6/27/24	In Person	Appraiser was helpful, Prompt and professional	Positive
6/27/24	In Person	Ag exemption was very helpful	Positive
6/27/24	In Person	Be nicer, not trying to help	Negative
6/27/24	In Person	Better explanation prior to needing to submit protest for Business Personal Property to avoid panic.	Negative
6/27/24	In Person	We appreciate Appraiser's help. He did a good job!	Positive
6/27/24	In Person	Would have helped if i was told that you dont have access to all MLS sales prices	Neither Positive Nor Negative
6/27/24	In Person	Doing just fine	Positive
6/27/24	In Person	Keep it up. Very well staffed	Positive
6/25/24	In Person	Thank you for having staff who CARE and want to help. You clearly cultivate a positive working environment.	Positive

Customer Service Feedback

July 11, 2024

6/24/24	In Person	Explain some more of the informal process- how many people will be there, and how many in the ARB. Explain what I should focus on when preparing for the hearing. What is taken under consideration and what is not- like Appraiser explained. For example, the Neighborhood code should be one letter and 3 digits right after it. Appraiser was an excellent appraisal -- explained everything clearly and went through the process fairly!	Neither Positive Nor Negative
6/24/24	In Person	Appraiser was very knowledgeable and patient. Thank you	Positive
6/24/24	In Person	Appraiser was very knowledgeable and patient. Thank you	Positive
6/24/24	In Person	I got in through the waiting room. Would be best if there was a link sent to my email address and a meeting notice. Would have helped with the technical side. As for the assessment, could have avoided a hearing if some of the reasons behind the assessment was more clear. We had to dig out some of the old paperwork to figure out why the HS exemption was not kicking in.	Neither Positive Nor Negative
6/24/24	In Person	The online scheduling process is quite difficult even for a tech savvy user.	Negative
6/20/24	In Person	Give Appraiser a raise. Good job!	Positive
6/20/24	In Person	Comparable only looked at the properties purchase date, however things changed later 2023 & I think appraised value is not fair and as per the market.	Neither Positive Nor Negative
6/20/24	In Person	Improve my experience? N/A Appraiser was very thorough with explanations and listened to my concern and tried to help lower the value where possible	Positive
6/20/24	In Person	Appraiser did a great job explaining how things were valued!	Positive
6/20/24	In Person	Awesome Staff	Positive
6/20/24	In Person	Just keep good people.	Positive
6/20/24	In Person	Appraiser was great. TXY	Positive
6/20/24	In Person	Very nice people, friendly & knowledgeable	Positive
6/20/24	In Person	Panel did not consider any evidence that were given to them. It is a poor services, if they do not want to consider then they should not given to try. Law does not protect the people for the tax increase.	Neither Positive Nor Negative
6/20/24	In Person	Keep Taxes Low	Neither Positive Nor Negative
6/20/24	In Person	Facility is far too cold	Neither Positive Nor Negative
6/20/24	In Person	Nothing to complain about	Positive
6/20/24	In Person	I am appreciative of the service Appraiser provided today and feel listened to.	Positive
6/20/24	In Person	Don't Tax me so much	Neither Positive Nor Negative
6/20/24	In Person	Share what you are doing with other companies because your service is amazing	Positive
6/20/24	In Person	Efficient & professional. Give Appraiser a raise	Positive
6/20/24	In Person	Good job	Positive
6/20/24	In Person	Wonderful experience, clearly explained by Appraiser. Thank you	Positive
6/20/24	In Person	Today went so well for me with you	Positive
6/20/24	In Person	Appraiser explained everything with detail and answered all our questions.	Positive
6/20/24	In Person	It has always been a pleasure working with the WCAD representatives	Positive
6/20/24	In Person	I should know the list of documents that I have to bring.	Positive
6/20/24	In Person	Very helpful and professional	Positive
6/20/24	In Person	No improvement. Appraiser has a calm demeanor + is perfect at job.	Positive
6/20/24	In Person	Good Job	Positive
6/20/24	In Person	Excellent service	Positive
6/20/24	In Person	The greeter was fabulous. I presented multiples sales that were too late for comparison. Was surprised since we most likely couldn't sell it for appraised value.	Positive
6/20/24	In Person	Omit the tax process	Neither Positive Nor Negative
6/20/24	In Person	Excellent service	Positive
6/20/24	In Person	I called prior to our informal hearing and it was incredibly helpful. I would make sure to inform customers to call first.	Positive

Customer Service Feedback

July 11, 2024

6/20/24	In Person	This entire process is overly complex and entirely one-sided. There is nothing about this that is fair and accurate. I will leave and be back yearly until this is corrected.	Negative
6/20/24	In Person	My only complaint is when I asked to pull more comp. she said she can't do that, but i had other appraiser do it before	Negative
6/20/24	In Person	=)	Positive
6/20/24	In Person	For a process involving money, I believe the process is very good.	Positive
6/20/24	In Person		Positive
6/20/24	In Person	I wish the website was more easily navigable. Also email notification of the decision is helpful	
6/20/24	In Person	Problems with uploading evidence on website	Neither Positive Nor Negative
6/20/24	In Person	Very Courteous, Professional service	Positive
6/20/24	In Person	Keep it Up!	
6/20/24	In Person	Give more information on what affects the property value.	Neither Positive Nor Negative
6/20/24	In Person	Very helpful	Positive
6/20/24	In Person		Positive
6/20/24	In Person	Fantastic appraiser. listen all my concerns. re-adjusted comparison and understand my points	
6/20/24	In Person	Really nice experience. I was able to better understand the process, thanks to Appraiser for being clear and precise.	Positive
6/20/24	In Person	Learned something new	Neither Positive Nor Negative
6/20/24	In Person	Service was excellent	Positive
6/20/24	In Person	Everything went smoothly and Appraiser was excellent at explaining the process and the items under evaluation.	Positive
6/20/24	In Person	It was another money grab this year. Values are unfair but I realize if the country can steal just a little from everyone every year they make a lot of money	Negative
6/20/24	In Person	Everything was great!	Positive
6/20/24	In Person	Provide market data when sending property value	Positive
6/20/24	In Person	Don't agree that Real Estate sales not like mine affect my property	Neither Positive Nor Negative
6/20/24	In Person	The pdf comp tables available online have to be recreated by owner to change out comparables. Either give formulas or give access to excel worksheet	Neither Positive Nor Negative
6/20/24	In Person	Appraisal and ARB absolute total incompetent	Negative
6/20/24	In Person		Positive
6/20/24	In Person	All was excellent, appreciate it. Thanks for the good services, Appraiser is nice and professional.	
6/20/24	In Person	How can I better understand land value differences regarding comps?	Positive
6/20/24	In Person	Appraiser was very helpful and patient, addressing my questions	
6/20/24	In Person	Appraiser did not care for our home condition, she said that its normal for an old house to deteriorate and that we cannot keep coming to protest every year. It looks like she had already decided what our home value was going to be before we present any evidence.	Neither Positive Nor Negative
6/20/24	In Person	Lose the arrogance. get more educated board members. the goal should be to fairly appraise to property	Negative
6/20/24	In Person	Outstanding service. Keep it up!	Positive
6/20/24	In Person	Appraiser was both professional and patient as she answered all of my questions	Positive
6/20/24	In Person	Drinks in the lobby?	Neither Positive Nor Negative
6/20/24	In Person	All good. Appraiser was very friendly and Professional.	Positive
6/20/24	In Person	Explain more about Damage of Property cover on Appraiser	Neither Positive Nor Negative
6/20/24	In Person	Appraiser handled my case sensitively and Professionally. I'm most grateful for his explanation and help.	Positive
6/20/24	In Person	Appraiser was wonderful. So knowledgeable and patient with me.	Positive
6/20/24	In Person	Appraiser was very good in explaining the process and understanding customers needs.	Positive
6/13/24	In Person	Increase Property Tax for real estate investors Give owner occupied real estate - less taxes and more tax relief	Neither Positive Nor Negative
6/13/24	In Person	Process was quick and efficient.	Positive
6/13/24	In Person	Appraiser was very clear & helpful. thank-you	Positive

Customer Service Feedback

July 11, 2024

6/13/24	In Person	Short video explaining the process	Neither Positive Nor Negative
6/13/24	In Person	No improvements needed	Neither Positive Nor Negative
6/13/24	In Person	She explained all answers to my questions perfectly	Positive
6/13/24	In Person	ARB Judges will always listen to county people, not customers, very bad. This is very bad. ARB's judges are always listen to county officials	Neither Positive Nor Negative
6/13/24	In Person	Great Experience! Appraiser was very Knowledgeable and Professional. He explained everything & was great to work with	Positive
6/13/24	In Person	Seems very efficient. easy & smooth.	Positive
6/13/24	In Person	Estate Agent or Paid agency could do only. Meaning everyone else is wasting their time to appeal. Its a waste of time and resources to even have this appeal process	Negative
6/13/24	In Person	Appraiser does not have time to review my evidence with me. All the comps algorithm used one correct (with no explanation) and there is nothing she needs to do. Why offer appeal if this Appraiser is the process? Appraiser also said I must provide other property transition value as evidence, which unless real. Please turn to other rase	Negative
6/13/24	In Person	Eliminate Taxes since I'm 65	Neither Positive Nor Negative
6/13/24	In Person	Appraisers were Excellent!!	Positive
6/13/24	In Person	Awsome Experience W/Appraiser	Positive
6/13/24	In Person	Reception staff was fair	Neither Positive Nor Negative
6/13/24	In Person	Market value only should be used to value Property	Positive
6/13/24	In Person	Very Professional Personnel staff	Positive
6/13/24	In Person	Get your Appraisers to follow the law.	Neither Positive Nor Negative
6/13/24	In Person	More transparency in the process of assessing value	Positive
6/13/24	In Person	It was excellent!	Positive
6/13/24	In Person	Lower my tax bill further :)	Neither Positive Nor Negative
6/13/24	In Person	Be more realistic by matching market value and adjusted value halfway in-between	Positive
6/13/24	In Person	The process felt pretty seamless by filing online	Positive
6/13/24	In Person	Good	Positive
6/13/24	In Person	Match with house exactly like ours	Negative
6/13/24	In Person	It would have gone "Excellent"	Neither Positive Nor Negative
6/13/24	In Person	I was sent to wrong appraiser	Neither Positive Nor Negative
6/13/24	In Person	Stop increasing the value every yea even when housing prices decrease!	Neither Positive Nor Negative
6/13/24	In Person	Keep property tax simple and low :)	Neither Positive Nor Negative
6/13/24	In Person	Appraiser told me I could not submit pictures on ACD when letter I received said I could. He did not seem knowledgeable.	Negative
6/13/24	In Person	It would have been great if I could have scheduled the mtg online. As it was, a time & date was assigned & I was out of town. Re-scheduling was easy, which I appreciated, but it would have been better if I could have scheduled directly.	Positive
6/13/24	In Person	Wonderful job. Thank you	Positive
6/13/24	In Person	Loved the appointment times	Positive
6/13/24	In Person	Excellent details, very helpful	Positive
6/13/24	In Person	Visit did not help much	Neither Positive Nor Negative
6/13/24	In Person	Best experience yet! Its obvious your employees care about people and their work. Brave!	Positive
6/13/24	In Person	Excellent service, would not change anything	Positive
6/13/24	In Person	It would be nice if we could come some days without appointment. If some of exact same houses are valued at an amount, then others should get that amount instead of complicated formulas.	Positive
6/13/24	In Person	Change how the values are calculated to include the quality of materials inside the home - I know, different venue for that. Overall it was an informative experience.	Neither Positive Nor Negative
6/13/24	In Person	Receptionist is perfect person	Positive
6/13/24	In Person	Combine properties	Neither Positive Nor Negative

Customer Service Feedback

July 11, 2024

6/13/24	In Person	Appraiser was wonderful. She took the time to explain everything and she listens to us. Keep up the good work.	Positive
6/13/24	In Person	Checked in 3:07 Appt scheduled 3:15 Called back 3:33	Positive
6/13/24	In Person	Excellent visit :)	Positive
6/13/24	In Person	Good experience fair and even approach	Positive
6/13/24	In Person	Don't put newbies on the floor. More training needed	Neither Positive Nor Negative
6/13/24	In Person	Everything was very well handled. I appreciate WCAD providing the comps.	Positive
6/13/24	In Person	Hire more like Appraiser. He was awesome!	Positive
6/13/24	In Person	Appraiser was very prompt and was very helpful in explaining the comps to me. Thanks again Irene	Positive
6/13/24	In Person	Go down on taxes	Neither Positive Nor Negative
6/13/24	In Person	Appraiser was very thorough: Helpful with addressing the house size on record	Positive
6/13/24	In Person	Note : Greeter has provided an excellent customer service. Her approach to answer and help was great!!!	Positive
6/13/24	In Person	Good	Positive
6/13/24	In Person	Very positive	Positive
6/13/24	In Person	Appraiser was professional, understanding, and fair. Thank you	Positive
6/13/24	In Person	Professional & courteous, excellent service	Positive
6/13/24	In Person	Appraiser was very professional and helped to the extreme	Positive
6/11/24	In Person	I feel we were treated fairly. Keep up the great work! Thanks.....Pam Martin	Positive
6/5/24	In Person	This was a fair and helpful experience. We are very pleased with how we were treated	Positive
6/5/24	In Person	Thank you Appraiser. Great Employee	Positive
6/5/24	In Person	Excellent	Positive
6/5/24	In Person	Great service	Positive
6/5/24	In Person	Very Professional and Respectful	Positive
6/5/24	In Person	Every year property value can't go up by 11%. At this rate my property should double value in 6 years , No where in USA should this happen	Neither Positive Nor Negative
6/5/24	In Person	There is No room for Improvement. Appraiser is Knowledgeable and thorough	Positive
6/5/24	In Person	Appraiser was very helpful	Positive
6/5/24	In Person	Offer Opportunity for Public to learn more about process and calculations.	Neither Positive Nor Negative
6/5/24	In Person	Nothing! just say thank you to Appraiser, she is amazing	Positive
6/5/24	In Person	The Appraiser is very helpful and very knowledgeable. She was able to help me and explained very well. Appraiser is good awesome	Positive
6/5/24	In Person	AMAZING SERVICE, THANK YOU!	Positive
6/5/24	In Person	Appraiser - Very Professional, Knowledgeable, helpful & friendly	Positive
6/5/24	In Person	Excellent 5 Stars	Positive
6/5/24	In Person	Give Appraiser a raise	Positive
6/5/24	In Person	It was Excellent service	Positive
6/5/24	In Person	Better explain how flood plain impacts valuation prior protest	Negative
6/5/24	In Person	Customer Service and Appraiser were very polite and helpful	Positive
6/5/24	In Person	Compare real life with high interest rates, homes are not getting sold	Neither Positive Nor Negative
6/5/24	In Person	Appraiser honestly made this an educational and enjoyable experience. I appreciate the time she took to walk me through and answer questions.	Positive
6/5/24	In Person	Appraiser is super nice and professional.	Positive
6/5/24	In Person	Over all good experience	Positive
6/5/24	In Person	Outstanding service with the appraiser. Explained well and very nice. Went over details and made sure I understand.	Positive
6/5/24	In Person	Experience was good doesn't need any improvements.	Positive

Customer Service Feedback

July 11, 2024

6/5/24	In Person	Your appraiser explain the process for valuing the land however the process makes no logical sense and is to unfair to homeowners	Neither Positive Nor Negative
6/5/24	In Person	Very nice guy, Appraiser, Thanks	Positive
6/5/24	In Person	Keep it up. Excellent services!	Positive
6/5/24	In Person	This was a great experience. Much better than in the past. Keep up with the positive direction	Positive
6/5/24	In Person	Nothing @ this time	Neither Positive Nor Negative
6/5/24	In Person	Very Professional & Friendly! great outcome. Thanks	Positive
6/5/24	In Person	No improvement necessary, it was a pleasure meeting Customer Service and Appraiser	Positive
6/5/24	In Person	All good	Positive
6/5/24	In Person	Appraiser has cool attitude and very helpful	Positive
6/5/24	In Person	Appraiser was thorough and informative.	Positive
6/5/24	In Person	No recommendations, none at all	Neither Positive Nor Negative
6/5/24	In Person	Perfect service!	Positive
6/5/24	In Person	Perfect , Kind	Positive
6/5/24	In Person	Appraiser was great. Very relaxed and friendly. Great hire!	Positive
6/5/24	In Person	Make the website more user friendly	Neither Positive Nor Negative
6/5/24	In Person	As of now we are very much satisfied with Appraiser. It was really nice talking to Appraiser today. Excellent Customer Service!!!	Positive
6/5/24	In Person	Excellent first time experience!	Positive
6/5/24	In Person	Appraiser was great and explained all my questions I had.	Positive
6/5/24	In Person	None Known. Excellent Work! Thank you!	Positive
6/5/24	In Person	System was unable to show how property value was arrived at.	Neither Positive Nor Negative
6/5/24	In Person	Not compared fairly	Negative
6/5/24	In Person	He did a great job working with me + explaining the process	Positive
6/5/24	In Person	Appraiser did a great job but hard to understand homes that dont compare to our home have to be used	Positive
6/5/24	In Person	Appraiser was very pleasant to speak to. Very knowledgeable and detailed on his explanation. Look forward to the re-schedule	Positive
6/5/24	In Person	Appraiser is awesome!	Positive
6/5/24	In Person	Appraiser was very knowledgeable and very helpful. She explained everything to my satisfaction	Positive
6/5/24	In Person	Bad attitude	Negative
6/5/24	In Person	all okay	Neither Positive Nor Negative
6/5/24	In Person	don't increase taxes so much!	Neither Positive Nor Negative
6/5/24	In Person	Very efficient and friendly	Positive
6/5/24	In Person	very nice and good explanations	Positive
6/5/24	In Person	Technically its all scam + fraud they want pad at the back for not lower down the appraiser tax	Neither Positive Nor Negative
6/5/24	In Person	Appraiser was very informative, listened to our concerns and was very helpful. Thanks Appraiser!	Positive
6/5/24	In Person	Very good at explaining things. No improvement needed	Positive
6/5/24	In Person	Make sure to include depreciation sale price is not correct	Neither Positive Nor Negative
6/5/24	In Person	Please let us know detail before protesting such as the sale must be visited in the market	Neither Positive Nor Negative
6/5/24	In Person	Good work	Positive
6/5/24	In Person	Have someone that actually makes eye contact and is nice nice to talk to	Neither Positive Nor Negative
6/5/24	In Person	Very Good results	Positive
6/5/24	In Person	stop raising the value after lowering it	Neither Positive Nor Negative

Customer Service Feedback

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6/5/24	In Person	Property values are not increasing. This not a good use of time. you should just be fair!	Neither Positive Nor Negative
6/5/24	In Person	Appraiser took the time to explain to me about the senior discounts applied to my taxable amount. It was so nice of Appraiser to take extra time to help	Positive
6/5/24	In Person	No improvements very helpful, I really appreciate the assistants and that Appraiser gave me his contact info for the future	Positive
6/5/24	In Person	Yes, Appraiser helped me understand much better	Positive
6/5/24	In Person	Have more online appointments available	Negative
6/5/24	In Person	Everyone was so helpful Thank you	Positive
6/5/24	In Person	Both employees were exceptional, helpful, and went above and beyond. I wish the ag and farm better explained things, but my experience here was very positive	Positive
6/5/24	In Person	thank you	Positive
6/5/24	In Person	extremely very unhappy with appraiser. thereafter if i go to board will take out the offer from the table. i felt been overpriced.	Negative
6/5/24	In Person	Appraiser greeted me nicely, but it all quickly devolved into a terrible experience. She was rude and dismissive, and didn't explain anything she was doing. Her default response was "I have proof, what do you have?" I showed pictures as well as an appraisal, and she ignored them, saying it wouldn't change anything. Ultimately, she found comps that lowered the appraised value, which proved my point but she wouldn't even talk to me after that happened.	Negative
6/5/24	In Person	Allow me to meet with Appraiser every year. She was very helpful and friendly!	Positive
6/4/2024	In Person	Previously Reviewed	
6/4/2024	In Person	All good. Thanks for listening!	Positive
6/4/2024	In Person	I was impressed, good explanations & willing to listen	Positive
6/4/2024	In Person	Fair Process	Neither Positive Nor Negative
6/4/2024	In Person	Need to be able to run a new analysis after a value change! Also need to be able to make obvious property errors over the phone!	Negative
6/4/2024	In Person	All they did was tell me they had limited appraisals to use. That is poor use of their job.	Negative
6/4/2024	In Person	Was very happy with process and results for resolution.	Positive
6/4/2024	In Person	When online have a spot for notes where customers can explain why they are protesting.	Feedback
6/4/2024	In Person	All good.	Positive
6/4/2024	In Person	Over all good experience.	Positive
6/4/2024	In Person	Outstanding people to work with.	Positive
6/4/2024	In Person	Can you create a youtube video to explain how market value, homestead, and appraised value work? Save y'all lost of questions.	Feedback
6/4/2024	In Person	Keep up the professional, friendly service.	Positive
6/4/2024	In Person	Excellent service and customer experience. The team communicated in advance, Appraiser was well prepared and professional as our protest was clearly and promptly resolved. Thank you!!	Positive
6/4/2024	In Person	The assessment value conclusions were very inappropriate and they put my house higher than the market value and the ARB deliberately closed it in district favor. I'm not convinced.	Negative
6/4/2024	In Person	Appraiser made me feel at ease and was very friendly. This can be a very scary process but again, she was great. I also loved that we can see the Appraiser instead of the board.	Positive
6/4/2024	In Person	The appraisers did not listen to my voice or consider my evidence I provided.	Negative
6/4/2024	In Person	Appraiser explained everything. Thank you.	Positive
6/4/2024	In Person	Very great in improving my understanding on how WILCO comes to their decisions, very cool!	Positive
6/4/2024	In Person	I felt as if the appraisers heard my side of the discussion and made an allowance	Positive
6/4/2024	In Person	Good 1st time experience	Positive
6/4/2024	In Person	Very nice guy	Positive

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6/4/2024	In Person	Great experience!		Positive
6/4/2024	In Person	Went out of his way to give me great advice		Positive
6/4/2024	In Person	Appraiser was very knowledgeable and friendly, and his explanations were clear.		Positive
6/4/2024	In Person	N/A , great experience		Positive
6/4/2024	In Person	See you next year		Positive
6/4/2024	In Person	Very efficient and friendly		Positive
6/4/2024	In Person	Make the website more user friendly		Neither Positive Nor Negative
6/4/2024	In Person	Not at all		Neither Positive Nor Negative
6/4/2024	In Person	The Appraiser is very helpful and very knowledgeable. She was able to help me and explained the details.		Positive
6/4/2024	In Person	Nothing! I just want to say thank you to Appraiser, she is amazing!		Positive
6/4/2024	In Person	Appraiser was very helpful.		Positive
06/03/2024	In Person	Nothing @ this time		Positive
06/03/2024	In Person	Appraisers were very polite.		Positive
06/03/2024	In Person	Appraiser - Very Professional, Knowledgeable, helpful & friendly!		Positive
06/03/2024	In Person	AMAZING SERVICE, THANK YOU!		Positive
06/03/2024	In Person	Appraiser was courteous and very helpful. I appreciate him!		Positive
06/03/2024	In Person	Improve online protest process, i.e upload docs that support Protestors position. Seems that this could have been done via email, lost a day's pay.		Negative
06/03/2024	In Person	It was EXCELLENT service!		Positive
06/03/2024	In Person	Give Appraiser a raise		Positive
06/03/2024	In Person	Appraiser greeted me nicely, but it all quickly devolved into a terrible experience. She was rude and dismissive, and didn't explain anything she was doing. Her default response was "I have proof, what do you have?" I showed pictures as well as an appraisal, and she ignored them, saying it wouldn't change anything. Ultimately, she found comps that lowered the appraised value, which proved my point but she wouldn't even talk to me after that happened.		Negative
06/03/2024	In Person	Please let us know detail before protesting such as the sale must be visited in the market.		Neither Positive Nor Negative
06/03/2024	In Person	Technically its all scam + fraud they want paid at the back to not lower down the appraiser tax.		Neither Positive Nor Negative
06/03/2024	In Person	Bad attitude		Negative
06/03/2024	In Person	Appraiser was very pleasant to speak to. Very knowledgeable and detailed on his explanation.		Positive
06/03/2024	In Person	Look forward to the re-schedule		
06/03/2024	In Person	Appraiser did a great job working with me + explaining the process		Positive
06/03/2024	In Person	Should explain how flood plain impacts valuation prior to protest.		Neither Positive Nor Negative
06/03/2024	In Person	This was a great experience. Much better than in the past. Keep up with the positive direction.		Positive
06/03/2024	In Person	Keep it up. Excellent services!		Positive
06/03/2024	In Person	Very nice guy, Appraiser! Thanks		Positive
06/03/2024	In Person	Your appraiser explain the process for valuing the land however the process makes no logical sense and is to unfair to homeowners.		Neither Positive Nor Negative
06/03/2024	In Person	Experience was good doesn't need any improvements.		Positive
06/03/2024	In Person	Outstanding service with the appraiser. Explained well and very nice. Went over details and made sure I understand.		Positive
06/03/2024	In Person	Over all good experience		Positive
06/03/2024	In Person	He is super nice and professional.		Positive
06/03/2024	In Person	Appraiser honestly made this an educational and enjoyable experience. I appreciate the time she took to walk me through and answer questions.		Positive
06/03/2024	In Person	Compare real life with high interest rates, homes are not getting sold.		Neither Positive Nor Negative
06/03/2024	In Person	Allow virtual meetings. Allow self-scheduling of meetings, if possible.		Positive
06/03/2024	In Person	Be more clear and fair when property taxes increases so fast!		Negative

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06/03/2024	In Person	Continue the same process, as our Appraiser helped a lot in explaining the situation.	Positive
06/03/2024	In Person	Alot for more time.	Positive
06/03/2024	In Person	Online option given to extend that would save me some time to not stop at appraisal district.	Positive
06/03/2024	In Person	Experience was efficient, direct and positive.	Positive
06/03/2024	In Person	Great	Positive
06/03/2024	In Person	Hire up more representatives like Customer Service!	Positive
06/03/2024	In Person	Appraiser to have more leniency when it includes camp of camp index.	Positive
06/03/2024	In Person	Lower tax on county properties and Barndominiums.	N/A
06/03/2024	In Person	Thought Appraiser was extremely polite and helpful in explaining everything. Although I did not get exactly what I wanted, felt it was a fair resolution.	Positive
06/03/2024	In Person	Tell customer that single family data can't be compared with condo (more info provided).	Neither Positive Nor Negative
06/03/2024	In Person	Great service. Thank you so much!	Positive
06/03/2024	In Person	Everyone is great.	Positive
06/03/2024	In Person	I could not have been happier. Thank you!	Positive
06/03/2024	In Person	Front Desk answer questions easily.	Positive
06/03/2024	In Person	SQ FT Corrected (Need more check)	Neither Positive Nor Negative
06/03/2024	In Person	Thank you for listening and understanding comp sales and flood plan issues.	Positive
06/03/2024	In Person	Appraiser did an exceptional job explaining to process.	Positive
06/03/2024	In Person	3rd party call service- helpful.	Positive
06/03/2024	In Person	Scheduling link was not correct link.	
06/03/2024	In Person	Good energy! Very informative!	Positive
06/03/2024	In Person	Good customer service. Happy with the Appraisal staff.	Positive
06/03/2024	In Person	Clearer info on admissible documents and dates when filing online.	Positive
06/03/2024	In Person	Excellent service and knowledgeable explanation!	Positive
06/03/2024	In Person	Y'all did a great job!	Positive
06/03/2024	In Person	Went quickly	Neither Positive Nor Negative
06/03/2024	In Person	Experience was good.	Positive
06/03/2024	In Person	Appraiser was very helpful!	Positive
06/03/2024	In Person	Great service, very knowledgeable & helpful.	Positive
05/30/2024	In Person	Need a mere tool for estimation.	Neither Positive Nor Negative
05/30/2024	In Person	Great services	Positive
05/30/2024	In Person	No further improvement, very good experience	Positive
05/30/2024	In Person	Offer Opportunity for Public to learn more about process and calculations.	Positive
05/30/2024	In Person	Using actual square footage & not made up!! And tell your appraisers not to repeat themselves in the meetings based on your own rules	Negative
05/30/2024	In Person	Give us reference paper.	Neither Positive Nor Negative
05/30/2024	In Person	Nice! Easy to work with.	Positive
05/30/2024	In Person	Lower my taxes	N/A
05/30/2024	In Person	Didn't agree at all, market sales are not there and if you check they are wrong for NOV!	Negative
05/30/2024	In Person	Appraiser is very patient and respectful. He listens and is very professional.	Positive
05/30/2024	In Person	Everything went well	Positive
05/30/2024	In Person	Excellent, very pleasant	Positive
05/30/2024	In Person	The facility needs closed-in cubicles. I was able to hear other conversations and personal information	Negative/Feedback
05/30/2024	In Person	Appraiser was great, we did not agree but what to expect. Professional, well knowledgeable, appreciate his help.	Positive
05/29/2024	In Person	Make sure to include depreciation - sale price is not correct!	Negative
05/29/2024	In Person	Appraiser was very informative, listened to our concerns and was very helpful. Thanks, Appraiser!	Positive
05/29/2024	In Person	Very nice and good explanations	Positive

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05/29/2024	In Person	There is NO room for mprovement. Appraiser is knowledgeable and thorough.	Positive
05/29/2024	In Person	Tax less	N/A
05/28/2024	In Person	Appraiser did a great job but hard to understand homes that don't compare to our home have to be used.	Neither Positive Nor Negative
05/28/2024	In Person	Every year property value can't go up by 11%. At this rate my property should double value in 6 years, nowhere in USA should this happen!	Negative
05/28/2024	In Person	Very Professional and respectful	Positive
05/28/2024	In Person	Great service	Positive
05/28/2024	In Person	AG Valuation	Neither Positive Nor Negative
05/28/2024	In Person	Very unfair assessment of my property after providing evidence.	Negative
05/28/2024	In Person	The staff was very friendly. The wait time was very minimal. The appraiser was excellent, kind, listened and helped - made effort to discuss concerns with manager to make a mutual agreement pleasant.	Positive
05/28/2024	In Person	Good	Positive
05/28/2024	In Person	No Issue	Positive
05/28/2024	In Person	Either get better or complete comps in database prior to this process	Neither Positive Nor Negative
05/28/2024	In Person	Very nice staff	Positive
05/28/2024	In Person	Allow me to meet with Appraiser every year. She was very helpful and friendly!	Positive
05/28/2024	In Person	Extremely unhappy with Appraiser. Thereafter if I go to board will take out the offer from the table. I felt I have been overpriced.	Negative
05/28/2024	In Person	Thank you!	Positive
05/28/2024	In Person	Both employees were exceptional, helpful, and went above and beyond. I wish the ag and farm better explained things, but my experience here was very positive.	Positive
05/28/2024	In Person	Have more online appointments available	Positive
05/28/2024	In Person	Appraiser helped me understand. Thank you very much.	Positive
05/28/2024	In Person	No improvements and very helpful. I really appreciate the assistance and the Appraiser gave me his info for the future.	Positive
05/28/2024	In Person	Appraiser took the time to explain to me about the senior discounts applied to my taxable amount. it was so nice of her to take extra time to help!	Positive
05/28/2024	In Person	Property value are not increasing. This not a good use of time. You should just be fair!	Negative
05/28/2024	In Person	Stop raising the value after lowering it - confusing.	Negative
05/28/2024	In Person	Have someone that actually makes eye contact and is nice nice to talk to!!	Negative
05/28/2024	In Person	Good work.	Positive
05/23/2024	In Person	Very good at explaining things. No improvement needed	Positive
05/23/2024	In Person	Appraiser has cool attitude and very helpful	Positive
05/23/2024	In Person	All good	Positive
05/23/2024	In Person	No improvement necessary, it was a pleasure meeting Appraisers	Positive
05/23/2024	In Person	Allow virtual meetings. Allow self-scheduling of meetings, if possible	Neither Positive Nor Negative
05/23/2024	In Person	Written protests info a bit fuzzy.	Neither Positive Nor Negative
05/23/2024	In Person	Keep the good work.	Positive
05/23/2024	In Person	Size of lot issue / hearing	Negative
05/23/2024	In Person	Use appropriate comps, even if not recent sales!	Negative
05/23/2024	In Person	Great Experience	Positive
05/23/2024	In Person	I was unable to conduct business because only my husband is on the deed. I read all material sent to us but did not read this requirement.	Negative
05/23/2024	In Person	Experience was good as first time. Appraiser very helpful!	Positive
05/23/2024	In Person	Appraiser is pleasing to talk to. He explained to my queries vividly.	Positive
05/23/2024	In Person	Don't increase taxes so much!	N/A
05/23/2024	In Person	All ok	N/A
05/23/2024	In Person	Appraiser was very knowledgeable and very helpful, she explained everything to my satisfaction.	Positive

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05/23/2024	In Person	Good service..		Positive
05/23/2024	In Person	Appraiser is awesome!		Positive
05/22/2024	In Person	Appraiser was great and explained all my questions I had.		Positive
05/22/2024	In Person			Positive
05/22/2024	In Person	As of now we are very much satisfied with Appraiser. It was really nice talking to Appraiser today.		
05/22/2024	In Person	Appraiser was great. Very relaxed and friendly. Great hire!		Positive
05/22/2024	In Person	Perfect service!		Positive
05/22/2024	In Person	No improvement needed. Appraiser is awesome. Listened to my concerns and helped in both concerns (appraised value + sq adjustment)		Positive
05/22/2024	In Person	Less waiting time for the formal hearing		Neither Positive Nor Negative
05/22/2024	In Person	Nothing. Everyone is nice and professional and on time appointment.		Positive
05/22/2024	In Person	Very good results		Positive
05/21/2024	In Person	Excellent Customer Service!!!		Positive
05/21/2024	In Person	Perfect and kind.		Positive
05/21/2024	In Person	Appraiser was thorough and informative.		Positive
05/21/2024	In Person	Very Professional & Friendly! great outcome. Thanks		Positive
05/21/2024	In Person	I guess more education on what is helpful to bring what is is just extra.		Neither Positive Nor Negative
05/21/2024	In Person	Easy & great!		Positive
05/21/2024	In Person	Wow! Keep Appraiser! What a refreshing Attitude @a govt office. Really sets the tone!		Positive
05/21/2024	In Person	Appraiser was excellent. Explained everything. I appreciated the time he took with me.		Positive
05/21/2024	In Person	Everyone was so helpful. Thank you		Positive
05/21/2024	In Person	No issues		Positive
05/21/2024	In Person	Not compared fairly		Negative
05/21/2024	In Person	System was unable to show how property value was arrived at.		Negative
05/20/2024	In Person	Everything went smoothly & our time was well spent, thanks for explaining the Tax info.		Positive
05/20/2024	In Person	It was a great experience. The only thing I wish for is if I can schedule the informal hearing online.		Positive
05/20/2024	In Person	Everything was great to my expectations		Positive
05/20/2024	In Person	Good experience, no need to change		Positive
05/20/2024	In Person	It went well, you're doing a good job!		Positive
05/20/2024	In Person	No concerns.		Neither Positive Nor Negative
05/20/2024	In Person	Explained the form for better comprehension		Neither Positive Nor Negative
05/20/2024	In Person	Simple flyer or video to explain to market vs assessed value would be helpful		Positive/Feedback
05/20/2024	In Person	N/A everything was great, appreciate the knowledge and positive experience		Positive
05/20/2024	In Person	Everything went great! Thank you!		Positive
05/20/2024	In Person	Very helpful & informative		Positive
05/20/2024	In Person	(Lot Value)		Neither Positive Nor Negative
05/20/2024	In Person	My experience was great. Nothing I would change. Thank you		Positive
05/20/2024	In Person	Everyone was great and I felt heard and respected.		Positive
05/20/2024	In Person	The protest was very helpful and painless - your staff are excellent.		Positive
05/20/2024	In Person	None Known. Excellent Work! Thank You!		Positive
05/20/2024	In Person	Excellent first time experience!		Positive
05/16/2024	In Person	More comfy chairs in the cubes		Feedback
05/16/2024	In Person	Comp sales have R4 but our house belongs to R5, better to provide clear comparison. Same		Negative
05/16/2024	In Person	Brown home my neighbor & myself has huge difference in property value.		
05/16/2024	In Person	Explanation of comp in laymans terms		Feedback
05/16/2024	In Person	You are awesome!!		Positive
05/16/2024	In Person	Listen to tax payer.		Negative
05/16/2024	In Person	Smile more		Neither Positive Nor Negative
05/16/2024	In Person	Smooth and professional		Positive

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05/16/2024	In Person	LOWER THE TAX RATE FOR ACTIVE DUTY OR OONLY ALLOW FOR A 5% INCREASE ANNUALLY	N/A
05/16/2024	In Person	IF WE COULD DO THE HEARING ONLINE VIA EMAIL OR VIA CONFERENCE CALL	Neither Positive Nor Negative
05/16/2024	In Person	No complaints, thank you.	Positive
05/16/2024	In Person	Thank you!	Positive
05/16/2024	In Person	How to read a market grid. Helpful but create a flow chart for visual representation	Positive/Feedback
05/16/2024	In Person	Online submission of settlement statement would have been nice.	Positive
05/15/2024	In Person	Maybe have more FAQ resources online and extend deadline to submit documents online .Also if there can be email reminders of deadlines would be great.	Positive/Feedback
05/15/2024	In Person	Appraiser was great, he explained everything and answered all my questions. Thanks for the great customer service	Positive
05/15/2024	In Person	Keep up the great service We appreciate you!	Positive
05/15/2024	In Person	You are awesome!!	Positive
05/15/2024	In Person	Appraiser explained all things some good admin. Explained thoroughly too; very patient	Positive
05/15/2024	In Person	I still do not agree but everyone was professional	Positive
05/15/2024	In Person	Both were friendly, professional + informative. I believe my assessment could have been lower, but experience was good overall.	Positive
05/15/2024	In Person	Excellent explanations & very helpful	Positive
05/15/2024	In Person	Overall good	Positive
05/15/2024	In Person	He was awesome!!	Positive
05/15/2024	In Person	Make it easier to inform about errors in taxation - Like taxing for two pools instead of one.	Neither Positive Nor Negative
05/15/2024	In Person	Appraiser was a joy to work with.	Positive
05/15/2024	In Person	Everyone was polite & helpful - thank you for being awesome!	Positive
05/14/2024	In Person	Appraiser did not allow me to ask more questions. Instead said I can ask only one question and way very rude. He cab be polite did not explain properly.	Negative
05/14/2024	In Person	Good & Patient	Positive
05/14/2024	In Person	Sharing evidence with the appraisal value	Neither Positive Nor Negative
05/14/2024	In Person	Better explanation of Market Value vs Unequal Vale on Protest website	Feedback
05/14/2024	In Person	Great 1st time experience! Thank you so much for great customer services!	Positive
05/14/2024	In Person	Very efficient and effective!	Positive
05/14/2024	In Person	Very professional staff. Quickly understood reason for visit and understood the inaccuracy in my process thanks to the Appraiser. Good job!	Positive
05/14/2024	In Person	I think the process has really improved over the years. It still feels like there is not enough date transparency to home owners	Positive
05/14/2024	In Person	Property issue, clueless	Neither Positive Nor Negative
05/14/2024	In Person	Appraiser did a great job	Positive
05/14/2024	In Person	Lower our taxes	N/A
05/13/2024	In Person	Appraiser was nice, but difficult to understand because of his heavy accent	Neither Positive Nor Negative
05/13/2024	In Person	Keep up the good work!	Positive
05/13/2024	In Person	I was afraid to process to the formal hearing due to the possibility of leaving with a worse deal than what was originally offered with Appraiser.	Neither Positive Nor Negative
05/13/2024	In Person	You are very professional	Positive
05/13/2024	In Person	Adding 2 parcels together	Neither Positive Nor Negative
05/13/2024	In Person	Keep up the good work	Positive
05/13/2024	In Person	Great Experience	Positive
05/13/2024	In Person	Robbery	Neither Positive Nor Negative
05/13/2024	In Person	N/A - Professional & Courteous	Positive
05/09/2024	In Person	Appraiser was really professional	Positive
05/09/2024	In Person	Good	Positive
05/09/2024	In Person	No issues	Positive
05/09/2024	In Person	Today experience was stellar	Positive

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05/09/2024	In Person	No issue wuth WCAD. Big issue with front GOV. - We have no protection from front end GOV!!	Positive
05/09/2024	In Person	My suggestion is to reassess adjustment	Neither Positive Nor Negative
05/09/2024	In Person	All went very smoothly. Appraiser was very courteous and informative. No complaints.	Positive
05/09/2024	In Person	Appraisal did not explain any information presented, gave paperwork to sign without explaining, of knowledgeable. Extremely poor service.	Negative
05/08/2024	In Person	It was great.	Positive
05/08/2024	In Person	Great customer service and willing to help.	Positive
05/08/2024	In Person	The data Appraiser showed me should be summarized on your website. If so I would have not come in	Neither Positive Nor Negative
05/08/2024	In Person	Nothing	Neither Positive Nor Negative
05/08/2024	In Person	I uploaded a lot of my info to the WCAD portal. Could the Appraiser be notified of the info upload, and have time to preview prior to hearing? TCAD does.	Neither Positive Nor Negative
05/08/2024	In Person	Great experience!	Positive
05/08/2024	In Person	Very professional	Positive
05/07/2024	In Person	Thank you for everything you do <3! Thank you, Appraiser!	Positive
05/07/2024	In Person	Good job	Positive
05/07/2024	In Person	Appraiser knows WCAD and is so good!	Positive
05/07/2024	In Person	Appraiser did not try much to get into details of comparisons	Negative
05/07/2024	In Person	I had to question several times to understand. So they very unprofessionally said it was harping, Not OK. Common sense is missing from this process. My house is still \$10k appraised too high.	Negative
05/07/2024	In Person	Appraiser was polite and informative	Positive
05/07/2024	In Person	These are tax dollars NOT at work	Neither Positive Nor Negative
05/07/2024	In Person	Appraiser listened and helped review the details brought to appoint. All the staff was respectful and courteous.	Positive
05/07/2024	In Person	Best government entity ever!	Positive
05/06/2024	In Person	Great job!! Thank you	Positive
05/06/2024	In Person	Make the ARB review board meeting feel like more than a formality to claim you gave opportunity	Positive
05/06/2024	In Person	No	Neither Positive Nor Negative
05/06/2024	In Person	Appointment time was kept. Appraiser was great! Customer Service out front was very helpful.	Positive
05/06/2024	In Person	It was an efficient process. Nice people. Thank You!	Positive
05/06/2024	In Person	The appraiser needs to understand the affect of the misunderstanding of Texas Property Tax system.	Positive
05/06/2024	In Person	Provide free cookies	Neither Positive Nor Negative
05/06/2024	In Person	Appraiser is a rockstar. She does a great job explaining! Comps how values are calculated. Also empathetic to my colleague. Thanks Appraiser!	Positive
05/06/2024	In Person	Very pleasant and positive talk with Appraiser - well-experienced and patient!	Positive
05/06/2024	In Person	Good	Positive
05/06/2024	In Person	Excellent appointment on time	Positive
05/06/2024	In Person	Great Service	Positive
05/06/2024	In Person	Improve value calculator algorithm , it sucks!	Neither Positive Nor Negative
05/06/2024	In Person	Thank you for following up with phone call, Appraiser.	Positive
05/06/2024	In Person	Senior explanation was much appreciated. Thank you for your service.	Positive
05/01/2024	In Person	All information provided was good and helpful	Positive
04/29/2024	In Person	Nothing, nothing at all	Positive
04/25/2024	In Person	Appraiser explained the process and how to prepare for future years	Positive
04/25/2024	In Person	Nothing at moment	Positive
04/24/2024	In Person	Outstanding Service	Positive

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04/23/2024	In Person	Just keep up the good work. Awesome!		Positive
04/23/2024	In Person	Everything was great. Very informative satisfied.		Positive
04/22/2024	In Person	Snacks		Neither Positive Nor Negative
04/22/2024	In Person	Website could us a UI/UX refresh but it is functional.		Neither Positive Nor Negative
04/18/2024	In Person	Coffee/water		Neither Positive Nor Negative
04/18/2024	In Person	N/A it was a great experience with helpful and knowledgeable staff.		Positive
04/18/2024	In Person	Thanks to Appraiser for explaining my tax situation - all resolved good!		Positive
04/18/2024	In Person	Everyone was very helpful and courteous to my situation.		Positive
04/18/2024	In Person	Appraiser was considerable and helpful.		Positive
04/18/2024	In Person	Excellent service		Positive
04/18/2024	In Person			Neither Positive Nor Negative
04/18/2024	In Person	It would be better if additional metrics are also considered in evaluation e.g. builder quality, etc.		
04/18/2024	In Person	Appraisers have been amazing! Very knowledgeable!		Positive
04/18/2024	In Person	Appraised value is always more than the assessed value. Assessed value is much less than the appraised value		Neither Positive Nor Negative
04/18/2024	In Person	Great up front. All business in the back.		Positive
04/17/2024	In Person	Not helpful at all. Waste of time coming for protest		Negative
04/17/2024	In Person	Awsome and friendly		Positive
04/17/2024	In Person	I'm so much happy is very good.		Positive
04/16/2024	In Person	Please keep up the good work!		Positive
04/16/2024	In Person	Please continue to offer the opportunity for an informal discussion.		Neither Positive Nor Negative
04/15/2024	In Person	Appraiser was amazing, customer service!!		Positive
04/15/2024	In Person	Good service.		Positive
04/12/2024	In Person	Great service, kind and professional! thank you!		Positive
04/11/2024	In Person	Offer more walk in appointments.		Positive
04/11/2024	In Person	Appraiser was great. Excellent people skills and attitude.		Positive
04/11/2024	In Person	Problems solved with no problems at all! Thank you		Positive
04/11/2024	In Person	Appraiser was professional and explained everything clearly. He went above and beyond answering all my questions		Positive
04/11/2024	In Person	Please be more clear in what we need to prepare document to bring special on line		Positive
04/11/2024	In Person	Informative		Positive
04/11/2024	In Person	First of all, Appraiser was excellent-knowledgeable professional, and very understanding. excellent representation of the Appraisal office.		Positive
04/11/2024	In Person	Could improve usability of WCAD website. Very hard to find info.		Neither Positive Nor Negative
04/10/2024	In Person	Great service. Helped with all the details. Took time help me know about sales and answered my questions patiently. Thank you.		Positive
04/10/2024	In Person			Positive
04/10/2024	In Person	Very good discussion on both sides. Appraiser seemed to understand the root of my concern		
04/10/2024	In Person	Make comps/appraisal reports clearer to the public-transparency is lacking. Continue to disagree with my appraisal but feel comered and without recourse.		Positive
04/10/2024	In Person	Appraiser was in training. I'm he'll do better with more experience.		Neither Positive Nor Negative
04/09/2024	In Person	Keep up Good Work		Positive
04/09/2024	In Person	Awsome!		Positive
04/08/2024	In Person	Appraiser was the most unprofessional person I ever saw in my life!		Negative
04/04/2024	In Person	Everything was great		Positive
04/03/2024	In Person	Keep at it.		Positive
04/02/2024	Virtual	APPRAISER name is not in the drop down for Appraisal staff.		Positive
04/02/2024	Virtual	Great at explaining and answering all my questions.		Positive
04/02/2024	Virtual	Make sure I'm not waiting a really long time in the virtual yadda yadda.		Positive
04/02/2024	Virtual	Please continue to offer the opportunity for an informal discussion.		Positive

*Denoted "null" date error**No date given

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Williamson Central Appraisal District
Current Lawsuits

LAWSUIT NAME	Doing Business As	CAUSE NUMBER	DATE FILED	TAX YEAR	TAXING JURISDICTIONS	MKT AMOUNT INVOLVED	FINAL AMOUNT	AMOUNT DIFFERENCE	Plaintiff's Offer	DATE FINALIZED
<u>CURRENT LAWSUITS COUNT DETAILS</u>										
<u>COUNT BY LAWSUIT NAME</u>										
Commercial		520								
Land		463								
Business Personal Property		65								
Residential		7								
		16								
<u>COUNT BY ACCOUNTS</u>										
Commercial		2374								
Land		939								
Business Personal Property		242								
Residential		56								
		58								
<u>COUNT BY CAUSE #'S</u>										
Commercial		700								
Land		602								
Business Personal Property		81								
Residential		10								
		19								
ARB		0								

Williamson Central Appraisal District
Current Lawsuits

LAWSUIT NAME	Doing Business As	CAUSE NUMBER	DATE FILED	TAX YEAR	TAXING JURISDICTIONS	MKT AMOUNT INVOLVED	FINAL AMOUNT	AMOUNT DIFFERENCE	Plaintiff's Offer	DATE FINALIZED
<u>FINALIZED LAWSUITS</u>										
101 Bowman LLC	Atbor Trails	23-1671-C368	8/23/23	2023	GWJ RFM SRR CRR J01 W09	16,638,752	16,200,000	-438,752	14,096,029	AJ 6/3/24
14801 Ronald Reagan Boulevard Leander TX LLC	Leander Junction	22-1261-C425	8/11/22	2022	GWJ RFM SLE CLE J01 W09	69,903,171	68,000,000	-1,903,171	64,200,000	AJ 6/18/24
14801 Ronald Reagan Boulevard Leander TX LLC (Leander Park)	Leander Junction	23-2046-C480	9/19/23	2023	GWJ RFM SLE CLE J01 W09	70,164,160	64,200,000	-5,964,160	None	AJ 6/13/24
Abhas Inc	Days Inn & Suites	21-1551-C26	9/21/21	2021	GWJ RFM SRR CRR J01 W09	957,599	907,599	-50,000	850,000	AJ 6/21/24
Abhas Inc	Days Inn & Suites	23-1782-C395	8/29/23	2023	GWJ RFM SRR CRR J01 W09	2,750,000	2,500,000	-250,000	700,000	AJ 6/10/24
AMU Enterprise LLC	El Pollo Rico	21-1196-C26	8/10/21	2021	GWJ RFM SRR CRR J01 W09	1,351,181	1,300,000	-51,181	1,200,000	AJ 6/21/24
Austin Warehouse LLC		21-1301-C425	8/23/21	2021	GWJ RFM SHU F09 J02 W09	8,403,713	8,403,713	0	7,000,000	DWOP 5/21/24
Austin Warehouse LLC	Pods	22-1617-C26	9/15/22	2022	GWJ RFM SHU F09 J02 W09	9,000,000	9,000,000	0	7,250,000	DWOP 6/6/24
Austin Warehouse LLC	The Bungalows Hotel & Event Center	23-1148-C425	7/18/23	2023	GWJ RFM SHU F09 J02 W09	11,902,860	11,400,000	-502,860	10,000,000	AJ 6/20/24
Bastrop Investment Group LP	Land	21-1552-C425	9/21/21	2021	GWJ RFM SLE CCP J01 W09	1,278,099	1,228,099	-50,000	800,000	AJ 6/21/24
Breed Investments LLC	Panda Express / Watershed Carwash	22-1463-C26	8/29/22	2022	GWJ RFM SRR CRR J01 W09	997,288	975,000	-22,288	None	AJ 6/24/24
CFT NV Developments LLC		23-1542-C395	8/17/23	2023	GWJ RFM SRR F09 J01 W09	4,667,686	4,500,000	-167,686	None	AJ 6/17/24
CFT NV Developments LLC	Watershed Carwash	22-1435-C368	8/26/22	2022	GWJ RFM SLE CCP J01 W09	2,918,959	2,918,959	0	2,517,116	Nonsuit 6/4/24
Chalst Investments LLC		22-1688-C26	9/22/22	2022	GWJ RFM SGR	1,397,581	1,397,581	0	1,350,000	Nonsuit 5/22/24
Cherco Investments LLC - Series 107		22-1464-C395	8/29/22	2022	GWJ RFM SGT F08	1,468,740	1,468,740	0	None	Nonsuit 5/28/24
Cherco Investments LLC Series 107		23-1988-C480	9/13/23	2023	GWJ RFM SGT F08	1,642,000	1,600,000	-42,000	1,178,000	AJ 6/3/24
Crossley & Crossley Ptnrshp	Paradigm Metals	23-1617-C395	8/21/23	2023	GWJ RFM SRR CRR J01 W09	4,038,165	4,000,000	-38,165	3,459,817	AJ 6/10/24
Dall Group LLC	Texas Museum of Science & Technology	23-1522-C425	8/16/23	2023	GWJ RFM SLE CCP J01 W09	9,006,750	8,900,000	-106,750	4,498,000	AJ 6/5/24
Decorum Hospitality LLC	Comfort Inn	20-1078-C425	7/24/20	2020	GWJ RFM SLE CCP J01 W09	2,500,000	2,450,000	-50,000	None	AJ 6/18/24
Extra Space Properties Two LLC	Extra Space Storage	22-1662-C395	9/21/22	2022	GWJ RFM SLE CCP J01 W09	11,538,595	10,000,000	-1,538,595	6,920,839	AJ 6/17/24
Extra Space Properties Two LLC	Extra Space Storage	22-1662-C395	8/25/23	2023	GWJ RFM SLE CCP J01 W09	14,315,000	12,700,000	-1,615,000	11,006,983	AJ 6/17/24
Extra Space Properties 127 LLC	Extra Space Storage; Land	23-1717-C26	8/25/23	2023	GWJ RFM SRR CAU J01 W09	7,735,007	6,870,215	-864,792	6,380,215	AJ 6/17/24
Extra Space Properties Two LLC	Extra Space Storage	23-1772-C26	8/29/23	2023	GWJ RFM SGT CGT	8,222,000	7,540,000	-682,000	6,800,000	AJ 6/17/24
Fisher-Rosemount Systems, Inc.	Emerson	21-1212-C368	8/11/21	2021	GWJ RFM SRR CRR J01 W09	78,368,729	75,500,000	-2,868,729	74,000,000	AJ 6/17/24
Fisher-Rosemount Systems, Inc.	Emerson	21-1212-C368	7/29/22	2022	GWJ RFM SRR CRR J01 W09	86,400,000	82,500,000	-3,900,000	77,500,000	AJ 6/17/24
Fisher-Rosemount Systems, Inc.	Emerson	21-1212-C368	7/26/23	2023	GWJ RFM SRR CRR J01 W09	89,513,607	85,500,000	-4,013,607	80,000,000	AJ 6/17/24
Golfinity Store I Real Estate LLC	Golfinity	23-1804-C480	8/30/23	2023	GWJ RFM SLE CCP J01 W09	6,300,000	6,300,000	0	5,300,000	Nonsuit 6/19/24
Hamilton Austin Investment LLC		21-0627-C368	5/3/21	2020	GWJ RFM SGT CGT W09 T09	3,274,637	3,274,637	0	2,700,000	Nonsuit 6/11/24
HEB Grocery Company LP and H-E-B LP	HEB Plus Center Palm Valley	23-1177-C480	7/20/23	2023	GWJ RFM SRR CRR J01 W09	42,250,000	40,500,000	-1,750,000	38,000,000	AJ 6/17/24
HEB Grocery Company LP and H-E-B LP	Anchored Grocery - HEB	23-1179-C425	7/20/23	2023	GWJ RFM SHU F00 I00 J02 W09	44,000,000	41,500,000	-2,500,000	32,750,000	AJ 6/18/24
H-E-B LP As Owner and Lessee	Hutto	23-1183-C480	7/20/23	2023	GWJ RFM SGT CGT T15	21,768,291	19,500,000	-2,268,291	9,000,000	AJ 6/17/24
H-E-B LP, H E Butt Grocery Company, H E Butt Inc. and HEB Grocery Company LP	HEB's & HEB Gas Station	23-1176-C368	7/20/23		GWJ RFM SLE CCP SRR CRR F91 M12 SGT CGT STA CTA W13 J01 W09					
H E Butt Grocery Company and H-E-B LP,	The Forum - HEB Plus Anchor	23-1175-C26	7/20/23	2023	GWJ RFM SLE CLE T05 J01 W09	84,498,486	80,248,486	-4,250,000	69,110,000	AJ 6/17/24
KMCA LTD	Peanuts Lounge	22-1469-C26	8/29/22	2022	GWJ RFM STA CTA T04 W13	61,500,000	55,000,000	-6,500,000	45,000,000	AJ 6/17/24
						338,818	325,000	-13,818	None	AJ 6/17/24

Williamson Central Appraisal District

Current Lawsuits

LAWSUIT NAME	Doing Business As	CAUSE NUMBER	DATE FILED	TAX YEAR	TAXING JURISDICTIONS	MKT AMOUNT INVOLVED	FINAL AMOUNT	AMOUNT DIFFERENCE	Plaintiff's Offer	DATE FINALIZED
Mench Enterprises LLC	Offices	21-1114-C425	7/28/21	2021	GWJ RFM SRR CRR J01 W09	876,258	858,733	-17,525	800,000	AJ 6/18/24 Nonsuit
Mench Enterprises LLC	Offices	22-0874-C26	6/27/22	2022	GWJ RFM SRR CRR J01 W09	1,126,386	1,126,386	0	None	5/23/24
NIR Investments LTD	Builders Gypsum Supply Co.	20-1021-C425	7/15/20	2020	GWJ RFM SRR CRR J01 W09	3,352,055	3,300,000	-52,055	None	AJ 6/5/24
NNN AGP OPP I Owner II LLC	Aspen Lake III	21-1273-C368	8/19/21	2021	GWJ RFM SRR CAU J01 W09	35,000,000	27,000,000	-8,000,000	19,400,000	AJ 6/12/24
NNN AGP OPP II Owner II LLC (Aspen Lake III)	Aspen Lake III	22-1110-C26	7/29/22	2022	GWJ RFM SRR CAU J01 W09	53,831,833	50,000,000	-3,831,833	45,455,500	AJ 6/17/24 Nonsuit
Properties at Plaza Creek LP	Lake Creek Square	23-1247-C425	7/28/23	2023	GWJ RFM SRR CAU L01 J01 W09	10,313,781	10,313,781	0	7,000,000	6/10/24
RPC Georgetown Williams LLC	Extra Space Storage	22-1663-C26	9/21/22	2022	GWJ RFM SGT F08	11,449,768	9,666,900	-1,782,868	7,565,673	AJ 6/20/24
RPC Georgetown Williams LLC	Extra Space Storage	22-1663-C26	8/25/23	2023	GWJ RFM SGT F08	14,937,468	12,600,000	-2,337,468	11,183,780	AJ 6/20/24
RS Georgetown LLC, Rep Warner Georgetown LLC, and Georgetown WSS Partners LLC	Woodspring Suites	23-1682-C425	8/23/23	2023	GWJ RFM SGT CGT	5,917,726	5,175,000	-742,726	4,670,000	AJ 6/5/24
Salt Creek Holdings LLC & 438 Sprindale Partners LLC	Shops At Greenlawn	21-1102-C368	7/27/21	2021	GWJ RFM SRR CRR J01 W09	9,834,943	9,500,000	-334,943	7,500,000	AJ 6/11/24
Salt Creek Holdings LLC & 438 Sprindale Partners LLC	Shops At Greenlawn	21-1102-C368	7/18/22	2022	GWJ RFM SRR CRR J01 W09	10,647,083	10,000,000	-647,083	8,257,245	AJ 6/11/24
Santis, Rosa E % Pedro SS Services, Inc	PSS Tele-Elec Serv	20-1036-C425	7/17/20	2020	GWJ RFM SRR CRR J01 W09	760,000	750,000	-10,000	None	AJ 6/5/24
Shariati Mohammad & Nazgol Sedghi	Residential	21-0986-C395	7/14/21	2021	GWJ RFM SLE CAU R02 J01 W09	895,908	895,908	0	None	Nonsuit 6/18/24
SKF Mays LLC	S Mays Business Center	23-1569-C395	8/17/23	2023	GWJ RFM SLE CCP J01 W09	1,477,449	1,477,449	0	None	Nonsuit 6/4/24
Stanmore Warner Ranch Apts LLC (Stanmore Warner Ranch)	The Warner Apts	23-1822-C395	8/31/23	2023	GWJ RFM SRR CRR J01 W09	99,980,961	83,500,000	-16,480,961	82,750,000	AJ 6/17/24
Star VR Hospitality LLC	Avid Hotel	21-1367-C425	8/30/21	2021	GWJ RFM SRR CRR J01 W09	4,550,684	4,459,670	-91,014	4,100,000	AJ 6/18/24
Techstar SR LLC	Land	21-1194-C26	8/10/21	2021	GWJ RFM SRR F90 M15 J01 W09	1,077,812	1,077,812	0	890,000	Nonsuit 6/11/24
						1,047,039,989		-76,730,321		

Williamson Central Appraisal District
Current 2023 Regular Binding Arbitration Requests

<u>PROP ID</u>	<u>ARBITRATION NAME</u>	<u>CAD ASSIGNED NUMBER</u>	<u>TAX YEAR</u>	<u>TAXING JURISDICTIONS</u>	<u>WCAD - ARB Value</u>	<u>OWNER'S OPINION OF VALUE</u>	<u>Arbitrator Determination</u>	<u>Arbitrator Fee Paid</u>	<u>DPMT</u>	<u>Agent</u>
P450763	Advance Auto Parts	246-23-23106P	2023	CAD, CGT, GWI, RFM, SGT	616,509	301,192	\$324,206	WCAD	BPP	Jeremy Newman
R018953	Johnson, Paul	246-23-23113R	2023	CAD, CTA, GWI, RFM, STA, W13	455,149	162,321			RES	N/A
R619949	Harris, William Tol & Kimberly Dawn	246-23-23154L	2023	CAD, CJA, F02, GWI, RFM, SJA	859,874	400,000	\$775,000	PO	Land	N/A
R382400	Richard Tony	246-23-23158R	2023	CAD, F00, GWI, J02, RFM, SHU	800,000	752,000	\$800,000	PO	RES	N/A
R612479	WWW Holdings LLC	246-23-23163L	2023	CAD, F09, GWI, J01, RFM, SLE, W09	475,200	365,000	\$365,000	WCAD	Land	N/A
R612480	Williams Park LLC	246-23-23164L	2023	CAD, F09, GWI, J01, RFM, SLE, W09	475,200	365,000	\$365,000	WCAD	Land	N/A
R612482	Williams Park LLC	246-23-23165L	2023	CAD, F09, GWI, J01, RFM, SLE, W09	475,200	365,000	\$365,000	WCAD	Land	N/A
R612483	Williams Park LLC	246-23-23166L	2023	CAD, F09, GWI, J01, RFM, SLE, W09	475,200	365,000	\$365,000	WCAD	Land	N/A
R061886	Hardy Realty EPSP LLC	246-23-23168C	2023	CAD, CRR, GWI, J01, RFM, SRR, W09	2,686,845	1,600,000			C6	Daniel Ortiz
R498346	Wasinojo LLC	246-23-23171C	2023	CAD, F08, GWI, RFM, SJA	2,229,337	1,729,100			C2	Michael Berlanga
R502911	Contiguous with R498346	246-23-23171C	2023	CAD, F08, GWI, RFM, SJA	708,024	270,900			Land	Michael Berlanga
R019177	Groba, Mark	246-23-23174L	2023	CAD, CTA, GWI, RFM, STA, W13	597,719	550,000			Land TRANS RES	N/A
R311088	Groba, Mark	246-23-23175R	2023	CAD, GWI, RFM, STH, W13	845,682	450,000			RES	N/A
R016265	Groba, Mark	246-23-23176R	2023	CAD, CTA, GWI, RFM, STA, W13	333,000	295,000			RES	N/A
				Revised 06/27/2024	12,032,939					

Board Election ~ Important Dates

(CAD) Vote Calculations Due Out: **September 1st**

(TU) Written Resolutions Due Back (Nominees): **BEFORE October 15th** ...unless CA declares to accept later.

(CAD) Ballots Due Out: **BEFORE October 30th**

(TU) Written Resolutions Due Back (Votes): **BEFORE December 15th**

(CAD) Declaration of Candidates Due Out: **BEFORE December 31st**

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	NOTES
OCTOBER 2024			1	2	3	4	5	
	6	7	8	9	10	11	12	
	13	14	15	16	17	18	19	(TU) Written Resolutions Due Back (Nominees): <u>BEFORE</u> October 15th
	20	21	22	23	24	25	26	
	27	28	29	30	31			(CAD) Ballots Due Out: <u>BEFORE</u> October 30th
DECEMBER 2024	1	2	3	4	5	7	8	
	9	10	11	12	13	14	15	(TU) Written Resolutions Due Back (Votes): <u>BEFORE</u> December 15th
	16	17	18	19	20	21	22	
	23	24	25	26	27	28	29	
	30	31						(CAD) Declaration of Candidates Due Out: <u>BEFORE</u> December 31st

December 2023

Taxing units appoint 5 members via taxing unit election to serve a 1-year term

January 1, 2024

5 entity appointed members take office for a 1-year term

May 2024

General election to elect 3 board members by the public bringing board to a 9-member board including TAC as an ex officio member

July 1, 2024

3 members that were elected in May take office for a 2.5-year term to expire 12/31/2026

December 2024

Taxing units appoint 5 members. 2 members to serve a 1-year term and 3 members to serve a 3-year term

January 1, 2025

5 entity appointed members take office

December 2025

Taxing units appoint 2 members to a 4-year term

January 1, 2026

2 entity appointed members take office

November 2026

General election to elect all 3 elected positions

January 1, 2027

3 elected members take office. At the January board meeting, the three elected members will draw lots to determine 1 member to serve a 2-year term to expire 12/31/2028 and 2 members to serve a 4-year term to expire 12/31/2030.

December 2027

Taxing units appoint 3 members to serve a 4-year term

January 1, 2028

3 entity appointed members take office.

ELECTION CYCLES

Elected Members

May 2024	3 members
November 2026	3 members (at first meeting they will draw lots to determine 1 member to serve a 2-year term and 2 members to serve a 4-year term)
November 2028	1 member
November 2030	2 members
November 2032	1 member
November 2034	2 members
November 2036	1 member
November 2038	2 members

Entity Appointed Members

December 2023	5 members
December 2024	5 members (2 members to a 1-year term and 3 members to a 3-year term)
December 2025	2 members
December 2027	3 members
December 2029	2 members
December 2031	3 members
December 2033	2 members
December 2035	3 members
December 2037	2 members