

# Travis Central Appraisal District



Board of Director's Meeting  
January 21, 2020  
11: 30 a.m.

# TRAVIS CENTRAL APPRAISAL DISTRICT

## BOARD OFFICERS

JAMES VALADEZ  
CHAIRPERSON  
BRUCE GRUBE  
VICE CHAIRPERSON  
THERESA BASTIAN  
SECRETARY/TREASURER



MARYA CRIGLER  
CHIEF APPRAISER

## BOARD MEMBERS

TOM BUCKLE  
BRUCE ELFANT  
ANTHONY NGUYEN  
ELEANOR POWELL  
RYAN STEGLICH  
FELIPE ULLOA  
BLANCA ZAMORA-GARCIA

TRAVIS CENTRAL APPRAISAL DISTRICT, 2<sup>ND</sup> FLOOR, 8314 CROSS PARK DRIVE, AUSTIN, TEXAS 78754.

## AGENDA

### REGULAR MEETING - TUESDAY, JANUARY 21, 2020 – 11:30AM

1. CALL TO ORDER
2. ESTABLISHMENT OF QUORUM
3. CITIZENS COMMUNICATION - This is an opportunity for the public to address the Board on a subject within the Board's jurisdiction that is not listed as a separate item on the Board's meeting agenda. To be eligible to speak to the Board, persons must complete a Speaker Registration Form and submit it to the Board's presiding officer before the meeting begins. State law does not allow the Board to deliberate on any item that is not listed on its agenda, and limits any Board action to making a statement of fact or policy about the topic; or direct that the topic be placed on a future agenda. The Board's presiding officer limit the time allotted to each speaker to three minutes. **Persons wishing to address the Board on an item that is listed on the agenda may do so when that item is considered by the Board.**
4. CONSENT AGENDA - These items may be acted upon by one motion. No separate discussion or vote on any of the items will be had unless requested by a Board member.
  - a. APPROVAL OF THE MINUTES OF THE JANUARY 13, 2020 MEETING
5. REGULAR AGENDA
  - a. DISCUSSION AND POSSIBLE ACTION ON 2020 PROTEST SEASON INFORMAL MEETING LOGISTICS AND COMMUNICATIONS PLAN
  - b. DISCUSSION AND POSSIBLE ACTION TO ADD ITEMS TO FUTURE AGENDAS
  - c. ADJOURNMENT

**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

***The Travis Central Appraisal District is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. Please call 512-834-9317 extension 313 for information. For a sign language interpreter, please call 48 hours prior to meeting.***

CERTIFICATE OF POSTING

I, Leana Mann, Director of Operations of the Travis Central Appraisal District, do hereby certify that on the 17<sup>th</sup> day of January 2020, by 10 o'clock a.m. this Notice of Meeting was posted at the District's Offices, located at 8314 Cross Park Drive, Austin, Texas 78754. This Notice of Meeting was posted in a place readily accessible to the general public at all times for 72 continuous hours prior to the meeting, filed with the Travis County Clerk for posting by the Clerk at the Travis County Courthouse, and posted on the District's website.

*Leana H. Mann*

By:

Printed Name: Leana Mann

Title: Director of Operations

Came to hand and posted on a Bulletin Board in the Courthouse,  
Austin, Travis County, Texas on this the 17<sup>th</sup> day of

January 2020.

Dana DeBeauvoir

County Clerk, Travis County, Texas

By

*[Signature]*

Deputy

*Brittany Wellington*



202080090

**COPY**

OFFICIAL PUBLIC RECORDS

*Dana DeBeauvoir*

Dana DeBeauvoir, County Clerk  
Travis County, Texas

Jan 17, 2020 09:56 AM

Fee: \$3.00 WELLINB



# AGENDA ITEM

**#4A**

# TRAVIS CENTRAL APPRAISAL DISTRICT

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## TCAD - BOARD OF DIRECTORS MINUTES OF THE JANUARY 13, 2020 MEETING

### 1. Call to order

Meeting called to order by Tom Buckle at 11:30 a.m. on January 13, 2020 at 8314 Cross Park Drive, Austin, Texas 78754.

### 2. Establishment of Quorum

Tom Buckle, Chairperson	West Travis County	Present
Bruce Grube, Vice Chairperson	Travis County	Present
James Valadez, Secretary	Travis County	Present
Felipe Ulloa	Austin ISD/City of Austin	Present
Blanca Zamora-Garcia	City of Austin	Present
Eleanor Powell	City of Austin	Absent
Ryan Steglich	Austin ISD	Present
Theresa Bastian	Austin ISD	Present
Anthony Nguyen	East Travis County	Present
Bruce Elfant	Travis Co. Tax Assessor-Collector	Absent

Also present were Marya Crigler, Chief Appraiser, Leana Mann, Director of Operations, and Karen Evertson of Evertson & Sanchez.

### 3. Election of officers for the Board of Directors

**MOTION:** Elect James Valadez as Board of Directors Chairperson  
**RESULT:** **ADOPTED [UNANIMOUS]**  
**MOVER:** Bruce Grube      **SECONDER:** Blanca Zamora-Garcia

AYES: Tom Buckle, Bruce Grube, James Valadez, Felipe Ulloa, Blanca Zamora-Garcia, Ryan Steglich, Theresa Bastian, Anthony Nguyen

ABSENT: Eleanor Powell

**MOTION:** Elect Bruce Grube as Board of Directors Vice-Chairperson  
**RESULT:** **ADOPTED [UNANIMOUS]**  
**MOVER:** Blanca Zamora-Garcia      **SECONDER:** James Valadez

AYES: Tom Buckle, Bruce Grube, James Valadez, Felipe Ulloa, Blanca Zamora-Garcia, Ryan Steglich, Theresa Bastian, Anthony Nguyen

ABSENT: Eleanor Powell

**MOTION:** Elect Theresa Bastian as Secretary/Treasurer  
**RESULT:** **ADOPTED [UNANIMOUS]**  
**MOVER:** Blanca Zamora-Garcia      **SECONDER:** James Valadez

AYES: Tom Buckle, Bruce Grube, James Valadez, Felipe Ulloa, Blanca Zamora-Garcia, Ryan Steglich, Theresa Bastian, Anthony Nguyen

ABSENT: Eleanor Powell

*Note: The 2020 chairman, James Valadez, began conducting the meeting at item number 4.*

#### **4. Citizens Communication**

Members of the Board heard from:

- Bill Fields, Appraisal Review Board Chairman
- Ken Martin, The Austin Bulldog

#### **5. Consent Items**

- a. Approval of the minutes of the December 18, 2019 meeting **[PULLED FROM CONSENT]**
- b. Taxpayer liaison report
- c. Section 25.25B Report **[PULLED FROM CONSENT]**
- d. Accounting statements
- e. Line Item Transfers
- f. Personnel report

**MOTION:** Approve consent items 5B, 5D, 5E, and 5F  
**RESULT:** **ADOPTED [UNANIMOUS]**  
**MOVER:** Tom Buckle      **SECONDER:** Bruce Grube

AYES: Tom Buckle, Bruce Grube, James Valadez, Felipe Ulloa, Blanca Zamora-Garcia, Ryan Steglich, Theresa Bastian, Anthony Nguyen

ABSENT: Eleanor Powell

#### **5A. Approval of the minutes of the December 18, 2019 Meeting**

**MOTION:** Approve the minutes of the December 18, 2019 meeting with the correction to motion on item 5A.  
**RESULT:** **ADOPTED [UNANIMOUS]**  
**MOVER:** Anthony Nguyen      **SECONDER:** Theresa Bastian

AYES: Tom Buckle, Bruce Grube, James Valadez, Felipe Ulloa, Blanca Zamora-Garcia, Ryan Steglich, Theresa Bastian, Anthony Nguyen

ABSENT: Eleanor Powell

### 5C. Section 25.25B Report

**MOTION:** Approve the 25.25B report  
**RESULT:** **ADOPTED [UNANIMOUS]**  
**MOVER:** Anthony Nguyen

**SECONDER:** Ryan Steglich

AYES: Tom Buckle, Bruce Grube, James Valadez, Felipe Ulloa, Blanca Zamora-Garcia, Ryan Steglich, Theresa Bastian, Anthony Nguyen

ABSENT: Eleanor Powell

### 6A. Discussion and possible action on 2020 protest season, including informal meeting process recommendation from Board Member Steglich.

Members of the Board heard from Marya Crigler, Chief Appraiser and Karen Evertson of Evertson & Sanchez.

**MOTION:** Motion for a straw vote (non-binding) to accept Ryan Steglich description of informal process  
**RESULT:** **APPROVED [5 TO 3]**  
**MOVER:** Bruce Grube

**SECONDER:** Tom Buckle

AYES: Tom Buckle, Bruce Grube, Ryan Steglich, Theresa Bastian, Felipe Ulloa

NAYS: James Valadez, Blanca Zamora-Garcia, Anthony Nguyen

ABSENT: Eleanor Powell

### 6B. Discussion and possible action on appointment of Ag Advisory Board

**MOTION:** Reappoint Mauri Pottuu and Larry Mellenbruch to the Ag Advisory Board  
**RESULT:** **ADOPTED [UNANIMOUS]**  
**MOVER:** Blanca Zamora-Garcia

**SECONDER:** Ryan Steglich

AYES: Bruce Grube, James Valadez, Felipe Ulloa, Blanca Zamora-Garcia, Ryan Steglich, Theresa Bastian, Anthony Nguyen

ABSENT: Eleanor Powell, Tom Buckle



**6C. Discussion and possible action on contract for professional geographic information systems services.**

**MOTION:** Approve contract with BIS Consulting  
**RESULT:** **ADOPTED [UNANIMOUS]**  
**MOVER:** Theresa Bastian **SECONDER:** Ryan Steglich

AYES: Bruce Grube, James Valadez, Felipe Ulloa, Blanca Zamora-Garcia, Ryan Steglich, Theresa Bastian, Anthony Nguyen

ABSENT: Eleanor Powell, Tom Buckle

**6D. Discussion and possible action on allocation of funds from reserves for litigation for 2019 legal expenditures.**

**MOTION:** Transfer from reserve for litigation to pay 2019 legal expenses  
**RESULT:** **ADOPTED [UNANIMOUS]**  
**MOVER:** Bruce Grube **SECONDER:** Felipe Ulloa

AYES: Bruce Grube, James Valadez, Felipe Ulloa, Blanca Zamora-Garcia, Ryan Steglich, Theresa Bastian, Anthony Nguyen

ABSENT: Eleanor Powell, Tom Buckle

**6E. Discussion and possible action on Chief Appraiser Report, to include: 2020 homestead outreach, 850 EAL renovation status**

Members of the Board heard from Marya Crigler, Chief Appraiser.

**RESULT: NO ACTION NECESSARY**

At 1:20 PM the Board moved to executive session; TO DELIBERATE ANY MATTER AUTHORIZED BY TEXAS GOVERNMENT CODE SEC. 551.001 et sec [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 (*Item 5F & 5G*)

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

At 2:22 PM, the Board resumed the public session and returned to Item 6F.



**6F. Discussion and possible action on contract for legal services**

**MOTION:** Approve contract with Haynes and Boone, LLP  
**RESULT:** **ADOPTED [5 to 1]**  
**MOVER:** Bruce Grube **SECONDER:** Theresa Bastian

AYES: Bruce Grube, James Valadez, Felipe Ulloa, Ryan Steglich, Theresa Bastian

NAYS: Anthony Nguyen

ABSENT: Eleanor Powell, Tom Buckle, Blanca Zamora-Garcia

**6G. Discussion and possible action on appeals report and litigation update, to include: Texas Disposal, Five Stone**

**RESULT: NO ACTION NECESSARY**

**6H. Discussion and possible action to add items to future agendas**

**RESULT: DISCUSSED**

*Note: Board Members requested the following items be added to the next agenda:*

- *Informal meeting discussion*
- *Next meeting: Tuesday, January 21, 2020 at 11:30 a.m.*

**5I. Adjournment**

**MOTION:** Adjourn meeting at 2:30 PM  
**RESULT:** **APPROVED [UNANIMOUS]**  
**MOVER:** Bruce Grube **SECONDER:** Felipe Ulloa

AYES: Bruce Grube, James Valadez, Felipe Ulloa, Blanca Zamora-Garcia, Ryan Steglich, Theresa Bastian, Anthony Nguyen

ABSENT: Eleanor Powell, Tom Buckle

Respectfully submitted,

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James Valadez, Secretary

Approved:

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Tom Buckle, Chair

DRAFT

# AGENDA ITEM

**#5A**

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MARYA CRIGLER  
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## 2020 Informal Meeting Logistics and Communication Plan

This plan provides a broad overview of the key logistical elements required to implement the motion passed at the January 13, 2020 regular meeting of the Travis Central Appraisal District Board of Directors to provide in person face-to-face informal meetings to educate the taxpayers, gather information and evidence, and have potential settlement offers reviewed by management, for accuracy, consistency and fairness, prior to the settlement offer amount being offered to the property owners. Further assessment of legal, technological, and time requirements may necessitate additional modifications of the planning, coordination and implementation of the details of the informal meeting operations.

It was suggested that the face to face meetings be given a different name. For the purposes of this document the name Informal Meeting will be used: however, the following names have been proposed.

- ☐ Informal Meeting
- ☐ Informal Review
- ☐ Informal Consultation
- ☐ Information Meeting

### Timeline and Location

- Informal meetings will generally be held at Travis CAD main office, Monday through Friday during the month of April, and Monday through Thursday during the month of May. Hours of operation will be 7:45AM to 4:45PM.
- In an effort to provide convenient access to informal meetings for property owners, on Fridays during the month of May TCAD will operate a pilot program in conjunction with Travis County Community Centers to host offsite informal meetings at the community centers in:
  - Pflugerville
  - Del Valle
  - Oak Hill
  - Jonestown.

- The day of the week for the pilot program is contingent upon community center availability, and will be set on day of the week availability at all four centers can be consistently coordinated.
- The final day for informal meetings will be Saturday, May 30<sup>th</sup> at Travis CAD main office from 8:00AM to 4:00PM.

### **Scheduling and Check-In**

- Generally, informal meetings at the Travis CAD main office will not be scheduled by the appraisal district and will be held as walk-in requests served on a first come first serve basis.
- Walk-in property owners will need to check-in when they arrive.
- Property owners may check-in for up to five properties at a time.
- Evidence not previously uploaded in the eFile portal will be scanned to capture it electronically and make it available in the CAMA system software before the property owner meets with the appraiser.
- Once the property owner has checked-in and their evidence has been scanned they will be put into queue to meet with an appraiser.
- The appraisal district is exploring the purchase of a reservation system similar to those used by Texas Department of Motor Vehicles and the Travis County Tax Office.
  - These reservation systems allow property owners to reserve timeslots on-line. When property owners arrive at the location at their reserved time they are given priority in the queue so that they are processed as close to their reserved time as possible.
  - Implementation of the reservation system is dependent upon software cost, additional equipment required, installation and configuration time required.

### **Meeting Procedures:**

- Informal meetings will be informational face-to-face meetings with a staff appraiser.
  - The appraiser may educate the property owner on the property tax system, property tax exemptions, how the appraised value was determined, the most common types of evidence presented, the formal hearing process, and answer any other questions the property owner may have.
  - The appraiser may review and discuss information and evidence presented by the property owner.
  - A property owner may have only one informal meeting with an appraiser.
- Appraisal Roll Corrections
  - The appraiser may document into the CAMA software system for consideration by the informal settlement offer reviewer:
    - the key points and issues made by the property owner (or appraiser)
    - the property owners opinion of value
    - the appraisers recommendation
    - Property characteristic corrections
      - The appraiser may make corrections directly into the CAMA software systems for quantitative items such as:

- Building square footage (based on building plans presented)
  - Existence of fireplaces and swimming pool,
- Appraisal roll corrections of qualitative items or items requiring additional analysis will be done by informal settlement offer reviewers and the appraiser may add notes and recommendations. Examples of qualitative items include:
  - Construction quality and condition
  - Effective age
  - Physical, functional, and economic obsolescence

### **Informal Settlement Offers**

- An informal settlement offer that reduces value is NOT guaranteed.
- All informal settlement offers will be based on documented evidence.
- Informal settlement offers will be reviewed for accuracy, fairness and consistency before the offer is made to the property owner.
- The team of informal settlement offer reviewers will be comprised of managers, team leads and senior appraisers.
- Reviewers will examine the property owner and CAD's evidence, and the notes and recommendations from the informal meeting. After analyzing all available data the reviewer will determine the settlement offer amount to be provided to the property owner.
- Informal settlement offers will be provided to property owners on a rolling basis as soon as possible with a goal to have all informal settlement offers for the informal meetings for the week provided by the following Friday.
  - Daily walk in volume, staffing and overtime availability may impact the informal settlement offer release cycle.
- Property owners will need to take action to accept the informal settlement offer to complete the protest.
  - It was discussed at the last Board meeting to make the recommended informal settlement offer the final value on the property without further action from the property owner; however, the CAD needs to have documented agreement from the property owner for a binding informal settlements under Tax Code section 1.111(e), particularly for the purposes of litigation, the PTAD Methods and Assistance Reviews, and Property Value Studies.
  - Multiple offer acceptance options may be provided to make the documentation of the owners acceptance of the informal settlement offer as convenient as possible:
    - eFile Portal Offer Acceptance—
      - Property owners familiar with the eFile portals may protest on-line and utilize the existing eFile portal to accept informal settlement offers.
      - Advantages of using the eFile portal:
        - Property owner evidence may be uploaded online prior to the informal meeting which will eliminate delays at the informal meeting.

- Property owner will receive the CAD evidence in advance of the informal meeting.
  - Property owner will receive immediate email notification of the informal settlement offer amount.
- Email Offer Acceptance –
  - The CAD will develop a process similar to on-line user account setup verification processes where the user is sent an email with a link to click to verify email address.
  - As a part of the check-in process the property owner will be given an opportunity to provide an email address and receive their informal settlement offer via email.
  - After the informal settlement offer reviewer has determined the appropriate settlement offer amount an email will be sent to the email address provided by the property owner with the informal settlement offer amount and a link for the property owner to click on to confirm their desire to accept the settlement offer.
  - Implementation of the email offer system is dependent upon software/development cost, additional equipment required, and installation and configuration time required.
  -
- Phone Offer Acceptance -
  - The CAD will develop a process similar to credit card activation processes where users call a specific phone number to activate new credit cards.
  - As part of the check-in process the property owner will be given an opportunity to provide a phone number they will call in from to receive their settlement offer by phone and given a phone number to call on Friday of the following week to receive their settlement offer amount.
  - After the informal settlement offer reviewer has determined the appropriate settlement offer amount the information will be available in the informal settlement phone system. Property owners must call from the phone number they provided, which is used for authentication purposes, and provide the property account number. The phone system will then give them the informal settlement offer amount and the opportunity to press a number to accept the offer.
  - Implementation of the phone offer system is dependent upon software cost, additional equipment required, and installation and configuration time required.
- Mail –
  - Property owners may request to have the informal settlement offer mailed to them by calling the Customer Service Department on Friday of the following week. An informal settlement offer form will be mailed and the property owner must sign and return the form to the appraisal district. They may return in via mail or drop it off at the appraisal district in person.



## **Communication and Media Outreach**

- Outreach will be done to local media to announce:
  - That informal in-person meetings will be part of the 2020 protest process
  - When people can expect to get their Notices of Appraised Value soon and the protest process is open
  - When important deadlines are approaching
  - When the new TCAD office is open
  - When community outreach events occur
- Digital Infrastructure Development
  - The digital infrastructure surrounding the protest process will be reviewed and new infrastructure will be developed. This includes:
    - Developing an easy-to-use online system for people to get in line for their informal meetings online
    - Developing a protest reference page on the TCAD website that includes links to the online portal and get-in-line system, deadlines, current wait times (if feasible), office hours, and FAQs
- Digital Outreach
  - Digital outreach that will occur during this time will include organic, paid, and influencer digital campaigns that emphasize:
    - Going to the TCAD website to learn more about this year's process
    - Filing protests online
    - Using the online get-in-line system
    - The importance of getting in line early
    - Upcoming deadlines
  - Additionally, the possibility of sending out emails reminders to people who have online accounts will be explored. Ideally, email reminders should be sent out at the following milestones:
    - Outlining next steps once a protest has been submitted
    - Reminding people who haven't come in for their informal hearing or accepted an online offer that they should come in (approximately every two weeks)
    - Notifying people who haven't come in for their informal hearing or accepted an online offer of special locations, days and times for hearings (Travis County Community Centers)
- In-Person Outreach
  - In-person outreach will supplement this campaign. Efforts will include:
    - Reaching out to HOAs and community organizations to attend local meetings to answer questions, emphasize deadlines, and encourage people to act early
    - Hosting an informal training with local realtors to update them on the process and the importance of acting early
    - Working with local elected officials to identify opportunities to distribute information to their constituents