

Appendix A

Travis Central Appraisal District General Policies & Procedures for Public Access

I. General Information about the District

The Travis Central Appraisal District's (District's) primary function is appraising taxable property for Travis County, cities, school districts, and other special taxing units such as fire, water, and hospital districts, which levy property taxes within their jurisdictional boundaries. The District appraises thousands of property parcels annually. The District also administers property tax exemptions and determines taxable situs of property. The chief executive of the District is the chief appraiser.

II. District Board of Directors

The governing body of the District is its Board of Directors (Board), who are elected or appointed by the taxing units served by the District. The Board selects a chief appraiser, the Taxpayer Liaison Officer, and the Board general counsel. The Board also adopts the annual District budget and ensures that the District follows policies and procedures and appropriate state laws and regulations. The Board does not appraise property, hear protests, or make decisions affecting appraisal records.

III. Taxpayer Liaison Officer

The Taxpayer Liaison Officer handles public access and informational matters and provides clerical assistance to the applicable appointing authority. The Taxpayer Liaison Officer also resolves complaints that fall outside the jurisdiction of the Appraisal Review Board (ARB). At each regular meeting of the Board, the Taxpayer Liaison Officer reports on the number, nature, and status of resolution on any complaints.

The Taxpayer Liaison Officer is responsible for preparing information of public interest describing the functions of the Board and the Board's procedures by which complaints are filed with and resolved by the Board. The Taxpayer Liaison Office shall make the information available to the public and the appropriate taxing jurisdictions.

The Taxpayer Liaison Officer also:

- administers the appraisal District's public access functions;
- provides information and materials to the public to assist property owners in understanding the appraisal process, procedures for filing comments, suggestions or complaints, and related matters;
- resolves disputes that do not involve matters that may be protested under Tax Code Section 41.41 and provides reports to the Board on the status of all complaints;
- receives, compiles, and forwards complaints, comments, and suggestions concerning ARB matters to the Texas Comptroller's Office;
- delivers ARB applications received and provides clerical assistance to the

- applicable appointing authority as part of the ARB selection process; and
- Performs similar duties and responsibilities as assigned.

The Board may also appoint one or more deputy taxpayer liaison officers who can assist the taxpayer liaison officer with statutory duties as needed.

IV. Who May Address the Board

It is the policy of the Board to provide the public with a reasonable opportunity to address the Board at any public meeting of the Board on any issue or matter within its jurisdiction in accordance with the Texas Open Meetings Act. The Board allows each member of the public who desires to address the Board on an item to do so before the Board's consideration of the item.

V. Procedures for Speaking at a Board Meeting

The procedures for addressing the Board are outlined below:

The public may address the Board during the "Citizen Communication" agenda item, which shall be placed on the agenda before the Consent Agenda and the Regular Agenda. To be eligible to speak during "Citizen Communication," persons must complete a Speaker Registration Form and submit it to the presiding officer before the meeting begins. At the beginning of each regular meeting, the presiding officer will use the Speaker Registration Forms to invite those who wish to speak to come forward to the podium, state their name and the agenda item they wish to address for the record, and make their remarks within the prescribed time limits. If a person wishes to speak about a subject that is not on the agenda but is within the Board's jurisdiction, the speaker may speak for the prescribed time, but in accordance with state law, the Board may not deliberate or take any action regarding the subject other than to provide a statement of fact in response to an inquiry, recite existing policy, or direct that the subject be placed on an agenda for a subsequent meeting. The presiding officer may, but is not required to, invite anyone who did not fill out and submit a Speaker Registration Form before the meeting began to submit a late Speaker Registration Form and address the Board during "Citizen Communication." The public may also address the Board virtually. If the public intends to address the Board virtually, that can be designated on the Speaker Registration Form. Any and all procedures for addressing the Board in-person or virtually are the same.

The speaker registration form can be submitted online at traviscad.org/speakerregistration.

Speaker Time Limits:

General Rule

The first ten individuals who sign up to speak before the Board during a meeting's "Citizen Communication" agenda item will each have three (3) minutes to address the Board. All subsequent individuals will each be allotted one (1) minute to address the Board. The Board's presiding officer may limit the time for each speaker if comments are repetitive or extend a speaker's time at their discretion.

Exceptions to these limits include:

Exception for Speakers Needing Translators

Speakers who will be addressing the Board through a translator will have six (6) minutes to address the Board. Citizens may be accompanied by their own translator or request that a translator be provided by the District. Please note, however, that requests for a translator must be made to the District at least seven (7) days in advance of the Board meeting.

Exception for Donating Time

Persons may donate their time to another speaker if (a) the person donating time is present when the speaker begins to address the Board and (b) the person donating time specifies the name of the speaker to whom they are donating their time. Individuals may accrue no more than three (3) minutes of speaking time through a combination of their allotted time and time donated to them.

Exception for Executive Session

Citizen participation is not permitted during Executive Session.

Prohibited Speech

The presiding officer may limit or terminate the speaking time of speakers who use obscene, vulgar, or profane language or whose speech is prohibited by law. However, the Board will not prohibit criticism of the Board or any action, omission, policy, procedure, program, or service of the District unless the criticism is otherwise prohibited by law.

Reasonable time shall be provided during each Board meeting for public comment on District and ARB policies and procedures and a report from the Taxpayer Liaison Officer. [Tax Code Section 6.04(d)]

VI. Policies for Reviewing and Responding to Complaints and Certain Grievances

The Board will consider written complaints about the policies and procedures of the District, the ARB, the Board, any specific member thereof, or any other matter within the Board's lawful jurisdiction. Complaints should specify the name of the individual(s), Board or department involved, dates, nature of the complaint, and the complainant's contact information. *Please note, however, that the Board is prohibited by law from addressing any matter that might involve a challenge, protest, or correction before the ARB. Additionally, the Board has no authority to overrule the chief appraiser or an ARB decision on a value, correction, or a protest.*

Please mail or deliver written complaints and correspondence to:

Taxpayer Liaison Officer
Travis Central Appraisal District
P.O. Box 149012
Austin, TX 78714-9012
taxpayerliaison@tcadcentral.org

Complaints and correspondence may also be emailed to the Board at BOD@tcadcentral.org.

At each regularly scheduled meeting, the Taxpayer Liaison Officer shall report to the Board on the nature of complaints and the status of resolution, if there are any.

Board deliberations concerning complaints will comply with provisions of the Texas Open Meetings Act, Chapter 551, Government Code.

Until the final disposition of a complaint, the Taxpayer Liaison Officer will notify the complainant at least quarterly on the status of a complaint unless such a notice would jeopardize an investigation.

The Board shall also hear and make determinations on certain grievances properly filed under Section 13.3 of the Personnel Policy Manual relating to Grievances Against the Chief Appraiser. The provisions of Section 13.3 of the Personnel Policy Manual shall govern those grievance proceedings.

VII. Interpreters/Translators

The Board will provide an interpreter at a Board meeting upon the request of a person who does not speak English or who must communicate by sign language. The request must be in writing, received by the Taxpayer Liaison Officer at least seven (7) days before the meeting at which the interpreter is needed, state the language required to be interpreted, and state that the requestor is unable to provide their own interpreter. If written notice is not received by the Taxpayer Liaison Officer at least seven (7) days prior to the meeting, the District will not be able to make the appropriate accommodations.

VIII. Access by Disabled Persons

The District's offices are wheelchair accessible. Disabled persons who wish to address the Board and need special assistance for entry or access should notify the Taxpayer Liaison Officer in writing at least seven (7) days before the meeting. The District office has van-accessible parking spaces available to disabled persons in its parking lot in front of the building. The main entrance doors have wheelchair-assist buttons.

The Board meeting room is also wheelchair accessible. A person who needs additional assistance for entry or access should notify the Taxpayer Liaison Officer in writing at least seven (7) days before the meeting. If notice is not given within seven (7) days, the District will attempt to make the appropriate accommodations.

IX. Community Outreach

District personnel are available to speak to civic groups and other organizations and address issues on taxpayer rights, exemption issues, recent changes to property tax laws, and other appraisal-related issues of interest. A minimum of two (2) weeks advance notice is required. For more information on our community outreach program, please contact the Taxpayer Liaison Officer at (512) 834-9317 or via email at taxpayerliaison@tcadcentral.org.

Requests can also be submitted online at traviscad.org/speakerrequest.

X. District Website and Social Media

The Travis Central Appraisal District maintains a website online at traviscad.org. Information provided on that website includes live broadcasts and previous recordings of Board of Directors meetings, webinar archives, video tutorials, public information reports, forms, instructional documents, District calendar, District contact information, property owner portal, comprehensive property search, and other information required by state law or in the interest of the public.

The Travis Central Appraisal District maintains a presence on multiple social media sites to connect with and provide important information to the public. Links to active profiles can be found at traviscad.org. The District does not provide customer service support through these sites.

XI. Tax Calendar

January 1	Appraisal districts are required to appraise property at its value on this date.
January 1 – April 30	Appraisal districts complete appraisals and process applications for exemptions.
April – May	Appraisal districts send notices of appraised value.
May 15	Appraisal review boards begin hearing protests from property owners.
July 25	Appraisal districts certify current appraised values to taxing units.
August – September	Local taxing units adopt tax rates.
October 1	Local taxing units begin sending tax bills to property owners.
January 31	Taxes due to local taxing units (or county tax assessor, if acting on their behalf).
February 1	Local taxing units begin charging penalties and interest for unpaid tax bills.

**TRAVIS CENTRAL APPRAISAL DISTRICT
CONTACT INFORMATION:**

Address:

850 East Anderson Lane, Austin, Texas 78752

Business Hours:

Monday, Wednesday and Friday 7:45 am - 4:45 pm
Tuesday and Thursday, 9:45 am – 4:45 pm

Phone:

(512) 834-9317

Website:

www.traviscad.org

Taxpayer Liaison Officer

(512) 834-9317

taxpayerliaison@tcadcentral.org