



Denton Central Appraisal District
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DENTON CENTRAL APPRAISAL DISTRICT

BOARD OF DIRECTORS MINUTES

JANUARY 12, 2023

3:00 p.m.

ITEM 1: CONVENING OF MEETING

Roy Atwood convened the meeting at 3:01 pm.

BOARD MEMBERS PRESENT: Roy Atwood
Charles Stafford
Alex Buck
Ann Pomykal
Michelle French, Ex Officio Member

ABSENT: David Terre

STAFF PRESENT: Don Spencer, Kim Collins, Misty Baptiste

ITEM 2: ESTABLISHMENT OF QUORUM

ITEM 3: INVOCATION AND PLEDGES

Invocation was given by Michelle French.

The Pledge of Allegiance was stated to the U.S. Flag and Texas Flag by all who were present.

ITEM 4: OPPORTUNITY FOR PUBLIC TO ADDRESS THE BOARD OF DIRECTORS

PERSONS DESIRING TO ADDRESS THE BOARD OF DIRECTORS MUST FILL OUT A SPEAKER'S CARD PRIOR TO THE MEETING. NO PRESENTATION SHALL EXCEED THREE MINUTES. THE BOARD CANNOT DELIBERATE ON ANY SUBJECT THAT IS NOT INCLUDED ON THE AGENDA.

Khosrow Sadeghian addressed the board and spoke on his struggle to get a hold of anyone at the district who is "in charge." Claims "it is the same game over" as it was with the previous administration. He addressed his complaint again about Jenna Simek. States his property taxes have been raised more than 5%. Mr. Sadeghian claims that he has had to get a new attorney because the other attorney did not want to "waste Mr. Sadeghian's time." Would like to know what action has been taken against Jenna. Claims that she is raising values on purpose and this should not be a waste of time for everyone. He is requesting communication and answers. Spoke for 6:30.

ITEM 5: CHIEF APPRAISER'S REPORT
INTERIM CHIEF DON SPENCER

A. DASHBOARD/INTRANET SITE DEVELOPMENT

Denton CAD's IT department has been laying the framework to create a dashboard situation that would benefit the district and the entities. Could provide values to entities and board of directors as well as statistics to log activity such as phone calls, wait times, support totals, litigation updates, - a myriad of information that would be helpful to entities and taxpayers. The development of this could take 2-3 months.

B. STAFFING LEVEL AND HIRING ACTIVITY

With the start of 2023 we have a new budget that goes from 87 FTE's to 104. Denton CAD ended 2022 with 78 FTE's. We have been experiencing a lot of interviews and a lot of hiring activity. January 16 will see 3 more people starting, February 1 - we will have both new deputies starting, February 16 will have even more starting. Hoping to have 4-5 more by mid-February. Mr. Buck asks about the quality of applicants - we are not getting seasoned appraisers and are getting a lot of people who are new to the industry. The industry does have a lot of people who are retiring. Mr. Stafford has been talking to a lot of people in the industry and feels like "help is on the way" due to the market. Mr. Spencer definitely feels good about our progress.

C. PHONE CALL VOLUME AND HOLD TIME REPORT

Call volume for December 2022 - 2400 phone calls answered, 10% of those were abandoned, Average phone call lasted 4 minutes, Average wait time was also 4 minutes, During ARB hearings some were on hold for 30-35 minutes waiting for their hearing time, On average we receive 250 phone calls per day. Ms. Pomykal asked about those wait times and those are typically people who have elected a phone hearing and know that they could wait that long. Mr Stafford asked if those on hold could get called back and they do have that option but they have to remain available at any time to get a callback. Usually it is just easier to stay on hold. Options have been explored for a virtual waiting room but the bigger problem right now is having enough ARB members to address the wait times.

D. NO ACTION ON PENALTIES AND INTEREST FOR OUTSTANDING Q1 ALLOCATIONS

Mr. Spencer informed the board about calculations to the entities being incorrect. They were originally run as 2022 Tax Rate instead of 2023. Invoices were sent out December 1 and Mr. Spencer sent out an email on December 5 alerting the entities of the error. Some entities had already cut their checks based on the first invoice and not the correct invoice that was sent out later. Mrs. Collins has been communicating with the entities to make the corrections whether they should be refunded or if they owe more money. Mr. Spencer does not feel right about applying penalties and interests on these first quarter allocations due to the error by Denton CAD.

ITEM 6: DISCUSS RFP RESPONSES FOR DEED READING SOFTWARE

This is a budgeted item. RFP was posted and ran in the Denton Record-Chronicle and we received one response to the request from Just Appraised. It will go live in approximately 3 months but will be a kick off within the next week. This product and service has been around for 5 years - there is no hardware needed - just a virtual machine and IP hosted. This software will replace 1.5 people and we have more people working on it at this point. Currently we are 2-2.5 weeks behind in processing what is being filed. The minute the deed records are updated - we can continue the process effectively and efficiently. This will help keep our records up to date even more. This program will help take out a great deal of human error. This is a 1-year renewable contract.

ITEM 7: CONSIDER RECOMMENDATION ON RESPONSES TO RFP FOR DEED READING SOFTWARE AND AUTHORIZE CHIEF APPRAISER TO SIGN CONTRACT WITH WINNING BIDDER

Alex Buck made a motion to approve the contract from Just Appraised and give Chief Appraiser authorization to sign it. Ann Pomykal seconded the motion. The motion passed and was unanimous.

ITEM 8: CONSIDER AND APPROVE CHANGES TO FLEX SCHEDULE FOR DCAD STAFF

Mr. Spencer explains the current flex schedule as it stands and is asking to allow for more Flexibility in those hours. Would like to offer 2 more options to the Flex Schedule for employees to choose from. Both options would have 30 minute lunches - Option 1 - 7:00-4:30 and Option 2 - 8:00-5:30 - These options will be available during the non-peak season.

Charles Stafford made a motion to approve additions to the Flex Schedule. Ann Pomykal seconded the motion. The motion passed and the vote was unanimous.

ITEM 9: CONSIDER AND APPROVE CHANGES TO LOBBY HOURS DURING NON-PEAK SEASON

To accommodate for training for Customer Service especially, Mr. Spencer would like to propose to close the lobby at Noon on Wednesday during non-peak season. Lobby would be closed to foot traffic only. This would allow for training, dedicated processing time and more for all employees.

Alex Buck made the motion to approve the adjustment to the lobby hours. Charles Stafford seconded the motion. The motion passed and the vote was unanimous.

ITEM 10: CONSENT AGENDA

THE ITEMS ON THE CONSENT AGENDA ARE CONSIDERED SELF-EXPLANATORY BY THE BOARD AND WILL BE ENACTED WITH ONE MOTION. THERE WILL BE NO SEPARATE DISCUSSION ON THESE ITEMS UNLESS A BOARD MEMBER OR CITIZEN SO REQUEST.

- A. APPROVAL OF MINUTES OF THE PREVIOUS BOARD OF DIRECTORS MEETINGS
- B. ACKNOWLEDGE RECEIPT OF MONTHLY FINANCIAL STATEMENTS
- C. ACKNOWLEDGE RECEIPT OF VALUE CHANGES

Charles Stafford made a motion to approve all items on the Consent Agenda. Ann Pomykal seconded the motion. The motion passed and the vote was unanimous.

ITEM 11: ADJOURN TO EXECUTIVE SESSION PURSUANT TO SECTIONS 551.071 AND 551.074 OF THE TEXAS GOVERNMENT CODE FOR THE FOLLOWING PURPOSES:

- ~~A. DELIBERATION ON PERSONNEL MATTERS - DISCUSS CHIEF APPRAISER SEPARATION AGREEMENT~~
- ~~B. DELIBERATION ON PERSONNEL MATTERS - DISCUSS AND CONSIDER WRITTEN EMPLOYMENT AGREEMENT AND APPOINTMENT OF CHIEF APPRAISER~~ RTA
- C. CONSULTATION WITH LEGAL COUNSEL
- D. ACTIVE LITIGATION UPDATE

Board went it to Executive Session at 3:45

ITEM 12: RECONVENE TO OPEN SESSION AND TAKE ACTION ON ANY NECESSARY ITEMS DISCUSSED IN EXECUTIVE SESSION

Board reconvened following Executive Session at 4:17.

No Action Taken at this time.

ITEM 13: DISCUSS/SET NEXT MEETING DATE AND FUTURE AGENDA ITEMS

Next meeting is Thursday, March 9 at 3:00.

POTENTIAL AGENDA ITEMS FOR FUTURE MEETINGS:

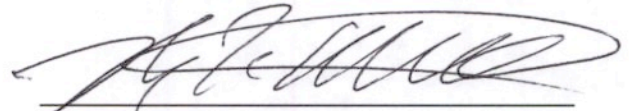
- Mr. Buck has changes to Board Policy he would like to see based on TAD policies.
- By March, have recommendations for Board policies
- Ms. Pomykal would like an ARB job Description for recruiting - Mr. Spencer will send what he sends to the entities
- Mr. Atwood would like to know how ARB appointments are made - TLO pre-vets applications and sends them to the administrative Law Judge - he signs off and appoints them.

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- Mr. Stafford - how close are we to the optimum number for ARB/ We are not close at all - we lost a total of 10 as some termed off some decided not to return - currently at half of where we need to be.
- Ms. Pomykal - can the Board go to cities and school boards to recruit? Yes - with some guidelines in place.


ITEM 12: ADJOURN

Chairman, Roy Atwood, adjourned the meeting at 4:25.



Roy Atwood, Chairman

ATTEST:


Ann Pomykal, Secretary