



**Denton Central Appraisal District**  
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DENTON CENTRAL APPRAISAL DISTRICT  
BOARD OF DIRECTORS MINUTES

May 11, 2023

3:00 p.m.

ITEM 1: CONVENING OF MEETING

Roy Atwood convened the meeting at 3:02 pm.

BOARD MEMBERS PRESENT: Roy Atwood  
Charles Stafford (left meeting at 4:27)  
Ann Pomykal  
Alex Buck  
Michelle French, Ex Officio Member  
(Arrived at 3:22 pm)

ABSENT: David Terre

STAFF PRESENT: Don Spencer, Jeanne Ashlock, Chris Littrell,  
Kim Collins, Misty Baptiste

ITEM 2: ESTABLISHMENT OF QUORUM

ITEM 3: INVOCATION AND PLEDGES

Invocation was given by Roy Atwood.

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.

No public present to address the board.

ITEM 5: CAD UPDATES

A. CHIEF APPRAISER PROGRESS REPORT - DON SPENCER

- Real Property Notices were mailed out on April 17. Deadline to file a protest is next Wednesday, May 17



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- First set of estimates was sent to the entities on April 28 and an update was sent Monday, May 8 which included Wardlaw estimates.
- Appraisal records submitted to ARB on April 25 - Hearings have begun on Tuesdays and Thursdays for the last several weeks
- Annual entity meetings on May 1-2 - presented the updates, plans, and budget proposals - received very positive feedback - Don has had good follow up conversations with the entities who have reached out. Approximately 35 people were present for the ISD's/County and 60 for the cities
- CAD has been very busy with phone calls and in person visits with people filing protests - encouraging all to handle their protest online

### B. DEPUTY CHIEF OF APPRAISAL UPDATES - CHRIS LITRELL

- Charts and graphs were handed out to the Board
  - 1st page showed the Number of Protests - as of 1:00 May 11 - 37,372 protests had been filed - for reference - 2127 came in during the morning of May 11 - another 2138 came in after the report was run in an hour and a half
  - Second page of graphs - breakdown in Real Property vs. BPP Protests that have been received so far - BPP notices went out May 5 and that deadline is June 5
  - Third Page - breaks down the Real Property protests - 35052 protests have been in Residential
  - Fourth Page - summary of Protest Reasons - of 35K protests - the large majority claim that value is over market and/or value is unequal to market
  - It should be noted that the appraisal staff is required to prepare for multiple reasons on the protest forms
  - Resources are definitely being pushed to the limit to prepare evidence and protests - the window is narrowing between now and July 20 when ARB certifies

### C. DEPUTY CHIEF OF ADMINISTRATION UPDATES - JEANNE ASHLOCK

- Appeals Department has been very busy
- Hearing notice letter has been updated and simplified from 4 pages to 2 pages for the property owner coming in for a hearing - when the hearing is scheduled the property owner receives the information as to what they need for the hearing
- 6 temp employees have been added to the appeals department
- Appeals Manager is working with IT and Vendors to do as much processing en masse as possible
- FULL ARB panels will begin on May 22. Will have 5-6 panels starting out - hoping to add 1-2 more as members are trained and comfortable.
- Handouts to the Board
  - 1st Chart - Help Desk Tickets - 22K through to date through last month
  - Compared to last year - that is up 1500
  - 2nd Chart - Informal walk-in protests - most in one day was 253 - most appraisers are working close to 200 informals per day
  - 3rd Chart - Phone Stats - Incoming phone calls are as many as 1600 per day - we have on average 5 people answering phone calls per day - which totals about 40 phone calls in an hour



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- Currently in the process of setting up a phone tree which is something that DCAD can set up through Vested Networks - the phone system software
  - Customer Service currently has about 5000 pending HS applications - received approximately 3000 in the last month alone
  - ARB has lost approximately half of its members from last year so over half of the panel is new this year. There have been conversations with the ARB chair about demand and needs - ARB chair is wanting to get the new members exposed to panels and have them sit and observe in current panels running on Tuesday and Thursday. Goal is to run 6 panels to start hearings and then increase to 8.
  - Inquiry from Charles Stafford about teachers who are retiring and could they serve on ARB - Don Spencer has asked several entities to encourage retirees to serve. Denton CAD will need ARB members in the Fall so there is time to get them trained and prepared for the supplemental hearings.
- Chris Littrell reminds the Board that some walk-ins could be wanting to talk about more than one property - some even up to 20 properties at a time.
  - Tax Agents typically carry 60-70% of protests
  - To date, 52 Agents have filed - at the end of the season last year 266 agents had filed.

ITEM 6: 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

Alex Buck made a motion to approve the consent agenda. Ann Pomykal seconded the motion. The motion passed and the vote was unanimous.

ITEM 7: DISCUSS AND APPROVE SEPTEMBER 2022 FINANCIALS AND VALUE CHANGES FROM FEBRUARY 2023 PREVIOUSLY OVERLOOKED FOR APPROVAL

Through an ORR it was brought to our attention that we did not send September 2022 Financials and February 2023 Value Changes for Board Approval so we are asking for those at this time.

Charles Stafford made a motion to approve September 2022 Financials and February 2023 Value Changes. Alex Buck seconded the motion. The motion passed and the vote was unanimous.



ITEM 8: CONSIDER AND TAKE ACTION ON PENALTIES AND INTEREST FOR  
OUTSTANDING SECOND QUARTER ALLOCATIONS

Kim Collins presented the list of entities who have not yet paid their allocations and recommends that the board waive the penalties and interest for those entities.

Alex Buck made a motion to waive the penalties and interest on the second quarter allocations not yet paid. Charles Stafford seconded the motion. The motion passed and the vote was unanimous.

ITEM 9: DISCUSS, CONSIDER, AND APPROVE CHANGES TO THE EMPLOYEE  
PERSONNEL POLICY HANDBOOK

Don Spencer is proposing changes to the Maternity Leave Policy. Current policy has 2 weeks paid Maternity Leave. Mr. Spencer would like to extend that to the typical 4 weeks as done by several other places. Policy would change to be 4-week parental Leave and would extend to Mother and Father. This is a change that can be made with no Financial Impact on the District. These changes do run concurrent with FMLA and are recommended by the attorney with FMLA.

Board recommends the change from 2 to 4 weeks be extended to all parents - mothers, fathers, adopted, and surrogates.

Ann Pomykal made a motion to accept the changes to the Personnel Policy as discussed. Charles Stafford seconded the motion. The motion passed and the vote was unanimous.

ITEM 10: 2024 BUDGET DISCUSSION

DON SPENCER

- Provided the proposed budget summary to the Board and reminds them that his goal is to be as conservative as possible.
- Personnel to add in 2024 - 11 positions to the payroll
- Will strive to create different levels of appraisers in BPP and Residential - Level 1 and Level 2 based on skill set and competency
- In Commercial will add Senior Appraisers and Ag/Land Appraisers to add a level of supervision and mentorship
- Mapping will add another GIS Specialist - will be needed as the work continues to grow - with 40-50K deeds per year- each one requires redrawing on the maps
- Currently the Residential Department has 2 Supervisors for 2 Teams - would like to split with 4 Team and 4 Supervisors and adding 3 levels of appraisers - there is a lot of catching up to do in inspections and we need time to train and develop appraisers effectively.
- Charles Stafford comments that we are smart to try to get ahead of what is still coming



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- Want to create a new department of training and development - bringing in someone who is retired from the industry and passionate about teaching and education. Need someone who can assess the needs in each department and develop training programs so we have a strong succession plan in place.
- Goal is to also create a classroom/training environment to bring in other departments and CADs for training and education. Would like to look into becoming and Core and Continuing Education provider so we can ultimately provide training to neighboring districts.
- Customer Service would change their name to Exemptions and Assistance - want to add 4 positions to this department that would handle ALL exemptions - combine in one specific area and also add a specific mail clerk
- IT Department - need to add an additional database administrator to help with communication to the entities - could create and maintain an entity portal with information that entities continuously request
- Adding another appeals support position
- 851K increase in budget would be attributable to new positions
- Budgeted for 5% increase for staff - 3% COLA and 2% Merit (other CAD's are budgeting a 4-6% increase)

Alex Buck asked about the possibility of privatizing the BPP Department - definitely not something typical that is done and DCAD will give more specific care. Quality Control is the first priority.

Alex Buck asked about how much reserve to use. The response Mr. Spencer received from most of the entities was not to use the reserve to buy down the increase but to save that for building in the future.

### CHRIS LITTRELL

- Education and Training - as staff increases - cost for memberships and dues will resulting in about a 12K increase
- Want to be able to make training, conferences, and travel available tools for the departments
- Technology is a large area of increase - need to make sure resources are still available so that we can continue to increase efficiency.

### JEANNE ASHLOCK

- Printing and postage costs are increasing
- Utilities and Maintenance - hardware replacement for more employees
- Licensing for various software due to number of employees
- Alex Buck asks if DCAD is Mac or PC and currently there is a hybrid of both but slowly shifting to Mac.
- Current accounting software is somewhat outdated - need to update and shift from a Windows based software

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Full Budget will be presented in June for the Budget Hearing. Audit will also be presented at June's meeting.

Ann Pomykal asked about rollover from 2022 - there was approximately 600K and hoping that 2023 will end in something similar.

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

- A. PERSONNEL MATTERS
- B. CONSULTATION WITH OUTSIDE COUNSEL ON ACTIVE LITIGATION

Board went into Executive Session at 4:40.

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

Board reconvened following the Executive Session at 5:00.

No Action Taken at this time.

ITEM 13: NEXT MEETING AND FUTURE AGENDA ITEMS

June 15 - 3:00

August 10 - 3:00


Budget Public Hearing

ITEM 14: ADJOURN

Chairman, Roy Atwood, adjourned the meeting at 5:04.

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Roy Atwood, Chairman

ATTEST:

  
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Ann Pomykal, Secretary