



**Denton Central Appraisal District**  
3911 Morse Street  
Denton, TX 76208

(940) 349-3800  
 [www.dentoncad.com](http://www.dentoncad.com)

DENTON CENTRAL APPRAISAL DISTRICT  
BOARD OF DIRECTORS MINUTES

JULY 28, 2022

3:00 p.m.

ITEM 1: CONVENING OF MEETING

Roy Atwood convened the meeting at 3:00 pm.

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

BOARD MEMBERS ABSENT: David Terre

STAFF PRESENT: Hope McClure, Don Spencer, Kim Collins,  
Misty Baptiste, Ashley Aguado

OUTSIDE COUNSEL: David Tabor - Perdue, Brandon, Fielder, Collins  
and Mott, LLP

ITEM 2: INVOCATION

Invocation was given by Michelle French.

ITEM 3: PLEDGE OF ALLEGIANCE

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

- John England - former BPP Manager addressed why the retiree COLA was being removed from the 2023 Budget. Mr. England reminded the Board that retirement benefits don't automatically increase from TCDRS and some are not eligible for full retirement for up to eight years.

ITEM 5: PROGRESS REPORT

HOPE MCCLURE - CHIEF APPRAISER

- Started with Compliments for the DCAD staff and what they completed in 62 business days. 83 employees worked 80K protests, 59K phone calls, 10K hours of conversation, 28K helpdesk tickets, 7,500 Homestead applications, 15K people walking-in, 7K hours of overtime, 12,500 Hours worked by temps.
- Reached 90% Certified and sent a Certified Estimate per the Texas Property Tax Code.
- ARB will continue with hearings from August 15-September 8th. DCAD will certify after September 8th.

DON SPENCER - DEPUTY CHIEF APPRAISER

- Don added to the Protest Stats - through July 20 - 107K protests have been filed, - the vast majority left at this point is homeowners that have filed a protest - Don feels like we can attain being at less than 5% by the end of August at the pace we have been going.
- Roy Atwood asked about Commercial concentration - there are some rather large/complex properties in that which are multi-use spaces. 1000 Commercial Properties remain under protest which is roughly 3.5 Billion.

ASHLEY AGUADO - TAXPAYER LIAISON

- To date we have received 180 comment cards - taxpayers are encouraged to fill them out and the comments have been overwhelmingly positive.
- Only received 3 negative comments - one about DCAD and 2 about the ARB.
- There is a consistent complaint about the hold time on the phone which is a result of the lack of staff.
- Hope McClure reviewed the compiled Comment Card Summary and will be sharing them with the employees.

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

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

ITEM 7: CONSIDER AND TAKE ACTION ON PENALTIES AND INTEREST FOR OUTSTANDING THIRD QUARTER ALLOCATIONS

Kim Collins spoke about the memo addressing the outstanding third quarter allocations which summarized the deposits received. Some are timely. Outstanding allocations are mostly Special Districts. Some contacts have been updated.

Roy Atwood asked about principal and whether it was included in the penalties and interests. Kim Collins responded that it is.

Alex Buck made a motion to waive penalties and interests for entities. Ann Pomykal seconded the motion. The motion passed and the vote was unanimous.

ITEM 8: PUBLIC HEARING FOR THE 2023 DENTON CAD BUDGET

Hope McClure began by offering facts surrounding the budget. Entity Meetings and a budget workshop were held in May. Preliminary Budget was sent out on June 10 to all entities. The first public hearing was on June 23rd which all entities were invited to. To date no entities had contacted Mrs. McClure concerning the increase to the budget until LISD reached out the day prior to this Board meeting.

Ann Pomykal commented on the request made from DCAD retirees. Asked to leave the COLA line item in the budget to revisit and know more about questions for the future. Mrs. McClure stated that Tarrant CAD and Collin CAD revisit their COLA offerings for retirees every three years. Charles Stafford asked to leave the line item for COLA in. The state is looking at Budget Surplus and might be able to help them find good places to spend the surplus. Michelle French offered that the intention was not to remove the COLA completely and to possibly offer it in the future but not for 2023. Alex Buck stated that the COLA will be revisited on a yearly basis.

ITEM 9: CONSIDER AND ADOPT THE 2023 DENTON CAD BUDGET

Charles Stafford stated we are all concerned about a budget jump. Denton County was able to get ahead of the future needs. Denton CAD has not had the same level of spending. The Denton CAD budget was kept flat for 5 years. The Board at that time was proud of themselves for getting more for less. Mr. Stafford wanted to be fair in perspective and asked the entities to take a 5 year average.

Michelle French recalled that the call went out for more employees immediately prior to the pandemic, but the District kept the budget flat since everyone was struggling through the pandemic.

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Roy Atwood acknowledged that when the company is “running on the edge” and then has any computer issues, a pandemic, work from home - it must be acknowledged the severity of the impact those things have on a company.

Ann Pomykal stated that her two biggest concerns with the budget are training and technology. There needs to be more training offered for new employees and more technology to stay ahead of the curve. Hope McClure pointed out that in the 2023 budget the District is asking for four new large technology programs to enhance the appraisal and mapping process. She also points out that training is listed throughout the budget in multiple places, not just one line item. Every TAAO, TAAD, and IAAO course is training. Every conference is training. Most importantly, the District has a training center, so we can train multiple employees at once for the cost of one instructor.

Ann Pomykal asked about the ISD's who are in their grace period and what do we do. Don Spencer explained that appeals were filed for 6 ISD's and the District immediately fixed 3 ISD's due to the Comptroller not having all the evidence necessary. Aubrey, Pilot Point, and Sanger were the 3 ISD's left and they will receive their first year of grace due to confidence issues primarily with the rural land.

Denton, Frisco and CFB are still listed on the Comptroller's website but are not in jeopardy. If those in jeopardy do not meet the grace this year, there is a second year of grace to get back within the confidence level. Charles Stafford stated it is just a matter of chasing numbers down - it has happened before but never had anyone gone past one year of grace. Don Spencer explained it is not uncommon in a market like this year. Many places across the state are in the same boat. Everything we look at is 12 months behind and trying to keep up with the market. In 2021, there was a 12% increase - in 2022 a 20% increase. The residential market is driving that increase and it is a challenge for any CAD to keep up as quickly.

Alex Buck made a motion to approve the 2023 Denton CAD Budget. Charles Stafford second the motion. The motion passed and the vote was unanimous.

### ITEM 10: PRESENTATION FROM TRUE ROLL REGARDING HOMESTEAD EXEMPTION PROJECT

Hope McClure introduced True Roll as one of Denton CAD's vendors which helps look for erroneous exemptions. True Roll staff members listened to the last board meeting and heard how far Denton CAD is behind in processing exemptions and wanted to help Denton CAD be more successful in processing exemptions in a faster time frame and move us ahead in the future.

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Sandy Steele, Customer Success from True Roll, made her presentation to the Board. True Roll looks through the Tax roll to make sure information is up to date and accurate. True Roll proactively monitors homesteads to notice who got married, has name changes, gets divorced, deceased, etc. Sandy has met with Hope McClure, Don Spencer, Rebecca Townsend, and discovered the steps of approving a homestead application.

True Roll wants to create a process to put the applications on review in mass which will help take people out of the process at the beginning so that customer service employees can focus on the special circumstances. True Roll can help clear the backlog but stopping the backlog completely would be an even bigger success. Many possibilities for the future - creating an "app" for the submittal process, digitizing the applications to help simplify the process, working on ways to integrate into the current CAMA system, and more.

Alex Buck asked about the estimated cost. As of right now there is no cost to Denton CAD as True Roll currently is not even able to help Denton CAD with what was initially agreed upon due to the backlog so there would be no additional cost.

Sandy Steele ensured there will be very clear checks and balances during the integration phase from Customer Service and IT. Goal is to have the initial phase of testing done by August. True Roll wants to get things done so there are no refunds necessary in October.

### ITEM 11: PRESENTATION OF DENTON CAD'S STRATEGIC PLAN

Emer Sanabria, Communications Liaison for Denton CAD, presented the 5-year plan. SWOT analysis was conducted to focus on Strengths, Weaknesses, Opportunities, and Threats. 5 strategic goals are in place - Staffing, Training, Technology, ARB Membership and Space. Staffing will assertively increase the budget over the next three years specifically for Customer Service and Residential Departments.

Ann Pomykal stated this is a good jumping off point - now we need to look at the long term.

Roy Atwood would like to see this go hand in hand with the idea of a dashboard with objectives, increase in staffing, FTE's, number trained, pending HS exemptions - how can numbers change monthly to encourage staff and show progress.

ITEM 12: ADJOURN TO EXECUTIVE SESSION PURSUANT TO SECTIONS 551.071 AND 551.074 OF THE TEXAS GOVERNMENT CODE FOR THE FOLLOWING PURPOSES:

- A. CONSULTATION WITH LEGAL COUNSEL
- B. DELIBERATION ON PERSONNEL MATTERS

The Board went into Executive Session at 4:27.

ITEM 13: RECONVENE TO OPEN SESSION AND TAKE ACTION ON ITEMS DISCUSSED IN EXECUTIVE SESSION, AS NEEDED

The Board reconvened from Executive Session at 5:26. No action was taken.

ITEM 14: ADJOURN

Chairman, Roy Atwood, adjourned the meeting at 5:27.