

Denton Central Appraisal District  
3911 Morse Street  
Denton, TX 76208

(940) 349-3800  
www.dentoncad.com

DENTON CENTRAL APPRAISAL DISTRICT

BOARD OF DIRECTORS MINUTES

OCTOBER 12, 2023

3:00 p.m.

ITEM 1: CONVENING OF MEETING

Roy Atwood convened the meeting at 3:00 pm.

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

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

ADDITIONAL: David Tabor, Matt Fitch, Michelle Landberg,  
and all New Employees

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.

ITEM 5: CAD UPDATES

A. CHIEF APPRAISER REPORT - DON SPENCER

- Recognition and Thanks for the DCAD Staff, outside counsel, David Tabor and Purdue Brandon, and recognition of all 9 employees who started on October 2, 2023 bringing our FTE's to 98 of a budgeted 104.

## Minutes - Board of Directors Meeting of October 12, 2023

- Roy Atwood commented that he was invited by the City of Carrollton to Council meeting and received nothing but praise for DCAD.
  - Major concern is our current facility - we are always looking for ways to maximize the space we have and ways that we can show good faith to the entities that we are maximizing the space we have. Mr. Spencer introduces the idea of Cubicle Style Furniture for the Training Room as a transition for growth in 2024. Currently working on the RFP document for Furniture and Facility.
  - Currently exploring changes and how everyone is affected - meeting with staff to communicate the long term goals of the District - the majority of the cost for this project is furniture and installation - will be adding amenities such as fridges and microwaves to make things as comfortable as possible.
  - Building is also having some major roof issues - will be sending out an RFP for fixing the roof - based on initial proposal it will be \$90,000 for repairs
  - Training and Development is always a big focus especially for the new employees
  - Currently about a week and a half behind the deadline of getting the data reports that need to be processed and published to the tax office - due to the new legislation there is some delay in accurate processing before all is sent to the Tax Office.
  - David Terre asks how we were able to hire so many qualified people in a short amount of time. Mr. Spencer responds it was an effort on everyone's part
  - Ann Pomykal mentions that the benefits package is great and the offices are very welcoming.
  - Michelle French welcomes all new employees and thanks them for their service.
- B. DEPUTY CHIEF OF APPRAISAL REPORT - CHRIS LITTRELL
- "From the Appraisal Side of Life" - Held off on bringing people in during protest season while upgrading the onboarding process - there are still some things to change and improve upon - have received some feedback on how to improve even more
  - New employees jumped in immediately to training - wanted to set expectations up front for new hires
  - Recently created and implemented "Res 101 Boot Camp" - have broken the county into regions and then into teams of appraisers to tackle teaching them the system, building schedules - put together a broad outline and the feedback has been great
  - Next week there are a team of 8 members of Leadership going to Bexar CAD to learn from their departments, functionality, flow, how they are structured organizationally, task alignment, etc. - directors will be spending time in various departments to talk about CAMA usage.
- C. DEPUTY CHIEF OF ADMINISTRATION UPDATES - JEANNE ASHLOCK
- The appeals Department finished up the hearings for 2023. There are currently some issues preparing the first supplement with changes from 40K to 100K on the Homestead Exemptions - working to simplify the process.
  - The IT Department has been working to overcome system outages and continue system maintenance.

## Minutes - Board of Directors Meeting of October 12, 2023

- The HR Department has been working to update the onboarding process, open enrollment and provide orientation for new employees.
- The Customer Service Department has experienced some lightere help desk tickets and phone calls so now they can work to process exemptions and answer those outstanding questions.
- The CAMA system is not capable of doing everything that is needed to do. Denton CAD does not want the bills to go out incorrectly and then have to make changes and adjustments. PACS did not address the UDI's on the accounts, DP exemptions have not been processed correctly - all these issues are taking things away from what the department should be focusing on right now. Is presenting a large challenge for the Customer Service Department.
- Customer Service Department still has 6K exemptions to process and currently have 4 openings in the Department.
- Michelle French spoke about the CAMA issues for the TAC's office. TAC office is also struggling to get responses to phone calls and questions. Seems to be an enormous issue across the state of Texas. Many simple functions are not being performed properly.
- Alex Buck asked if the software is from one particular vendor - it is the same vendor that all are having problems with
- Harris Govern has a history of not responding to help tickets - currently have many outstanding tickets with them that have not been answered
- Ann Pomykal asks if it is possible to upgrade and/or change vendors.

### D. TLO REPORT - ASHLEY AGUADO

- Since the last report there have been a total of 11 complaints.
- The District complaints are as follows:
  - One complaint regarding the questions in the online protest portal not being answered by staff
  - One complaint from the taxpayer receiving a hearing notice only being granted an informal review on the day of the hearing
- ARB Complaints
  - 3 Complaints that taxpayer evidence was not considered by the ARB
  - 1 Complaint that the rebuttal opportunity was not given by the ARB
  - 2 Complaints that the ARB was impolite and impatient
  - 2 Complaints regarding the Affidavit requirement
  - 1 complaint about the long wait time

### 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 SEC. 25.25(B) TAX CODE

Minutes - Board of Directors Meeting of October 12, 2023

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

ITEM 7: 2022 SDPVS NOTIFICATION

Texas Government Code require the Property Value Study is discussed in open session. The School District PVS findings from the Texas Comptroller from 2022 include:

- 6 school Districts had fallen out of the Confidence Interval
- 3 Districts have been brought back within the Confidence Interval through the appeal process.
- Pilot Point, Aubrey and Sanger have still not been brought back into the Confidence Interval. State will come in to do another study - the 3 school districts are still at 94%- all are still within their 2 year grace period - school districts can lose state funding based on the comptroller's findings if they are not brought back into the confidence rating. There is currently a PVS Study for 2023 - will receive the preliminary findings in January 2024. Mr. Spencer is confident they will be back in the confidence level due to the market value increase.

ITEM 8: DISCUSS, CONSIDER AND TAKE ACTION ON CHIEF APPRAISER'S REQUEST FOR A RESOLUTION FROM THE BOARD OF DIRECTORS THAT WILL MODIFY THE BOARDS HISTORIC APPROVAL OF PERSONNEL POLICIES AND EMPLOYMENT PROCEDURES

Asking for the authority to allow Don Spencer to approve personnel policies and employment procedures prior to the Board. Mr. Spencer agrees to keep the Board informed. The board has already approved the budget which includes the benefit plans for the staff each year. Leadership will always make a diligent effort to offer the best benefits that can be afforded for the staff. Giving the Chief Appraiser the ability to make changes to the Personnel Policies and Employment Procedures allows the opportunity to make changes faster than waiting for a Board meeting. Would be beneficial to Denton CAD and for the Board Meetings. Board always has the ability to evaluate through the Chief Appraiser Evaluation Process.

Charles Stafford made a motion to approve the request for resolution. Ann Pomykal seconded the motion. The motion passed and the vote was unanimous.

ITEM 9: DISCUSS, CONSIDER AND TAKE ACTION ON CHIEF APPRAISER'S REQUEST FOR A RESOLUTION FROM THE BOARD OF DIRECTORS THAT WILL MODIFY THE BOARDS HISTORIC APPROVAL OF THE GROUP HEALTH BENEFITS PLANS.

Alex Buck made a motion to approve the request for resolution. Charles Stafford seconded the motion.

Minutes - Board of Directors Meeting of October 12, 2023

DISCUSSION:

Ann Pomykal asks about the process of creating the benefits package with Kallen McCoy. Mr. Spencer asks Kim Collins to comment. Since the district is self-funded, Kallen shops all possible packages and compares and contrasts the possibilities. Mrs. Collins has complete faith that Mr. McCoy does his due diligence within the market and brings forth any issues of what he sees coming through the market. Kallen puts together the self-funding model and the District does have a monthly premium to pay. Group Resources manages the claims and Cigna is the provider. There are quite a few checks and balances that Mrs. Collins does in conjunction with Mr. McCoy.

The motion passed and the vote was unanimous.

ITEM 10: DISCUSS, CONSIDER AND AUTHORIZE THE CHIEF APPRAISER TO USE UP TO \$200,000 OF RESERVE FUNDS FOR THE PURCHASE AND INSTALLATION OF FURNITURE, AND ELECTRICAL AND NETWORK INFRASTRUCTURE FOR ADDITIONAL STAFF

In a previous meeting, Mr. Spencer has discussed turning the training space at the 3901 building into the Residential Department by installing Cubicles. Mr. Spencer is asking for the pre-authorization to use \$200K from the reserve fund to help pay for the improvements and installation. Mr. Spencer will be bringing vendors names received by RFP to the following Board meeting for approval.

Mr. Stafford asks how much that leaves in reserve and that small portion is covered by interest.

Ann Pomykal made a motion to approve the request to use a portion of the reserve funds. Charles Stafford seconded the motion. The motion passed and the vote was unanimous.

ITEM 11: DISCUSS AND SET DATE FOR CHIEF APPRAISER EVALUATION

Don Spencer presents documents on CA evaluation possibilities and sets the date for the evaluation. Mr. Spencer asks the board to choose which vehicle they would like to use. Customarily the Board works together to create the evaluation of the Chief Appraiser and then the Chairman will present that to Mr. Spencer.

ITEM 12: CONSIDER AND TAKE ACTION ON PENALTIES AND INTEREST FOR OUTSTANDING FOURTH QUARTER ALLOCATIONS.

Currently only have 7 payments outstanding. For some entities the 30 days is a tight turn around.

Ann Pomykal made a motion to approve waiving the penalties and interest. Alex Buck seconded the motion. The motion passed and the vote was unanimous.

Minutes - Board of Directors Meeting of October 12, 2023

ITEM 13: ADJOURN TO EXECUTIVE SESSION PURSUANT TO SECTIONS 551.071 AND 551.074 OF THE TEXAS GOVERNMENT CODE FOR THE FOLLOWING PURPOSES:

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

Board went into Executive Session at 4:08.

ITEM 14: RECONVENE TO OPEN SESSION AND TAKE ACTION ON ANY NECESSARY ITEMS DISCUSSED IN EXECUTIVE SESSION

Board reconvened following the Executive Session at 4:20.

No Action Taken at this time.

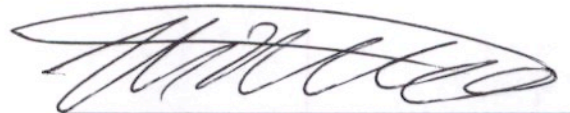
ITEM 15: DISCUSS/SET NEXT MEETING AND FUTURE AGENDA ITEMS

Chief Appraiser Evaluations  
Software Issues

Next Meeting - Friday, November 17 at 3:00

ITEM 16: ADJOURN

Chairman, Roy Atwood, adjourned the meeting at 4:22.



Roy Atwood, Chairman

ATTEST:



Ann Pomykal, Secretary