

Travis Central Appraisal District

General Policy & Policies for Public Access

The appraisal district board of directors hires the chief appraiser, adopts the annual budget, appoints the appraisal review board members, and ensures that the district follows policies and procedures required by law. The directors have no authority to set values or make decisions affecting the appraisal records. The chief appraiser carries out the appraisal district's legal duties, hires the staff, makes the appraisal and operates the appraisal office. There is also a Travis County Appraisal Review Board (ARB), appointed by the Administrative District Judge of Travis County. The ARB hears property owners protest regarding values and other related matters. The taxpayer liaison office handles problems outside the jurisdiction of the appraisal review board and aids taxpayers with procedural matters.

Board Members	Appraisal District	Appraisal Review Board
Blanca Zamora-Garcia, Chairperson	Marya Crigler, Chief Appraiser	Betty Thompson, Chairman
Bruce Grube, Vice Chairperson	Martin Wilbanks, Taxpayer Liaison	Mary Starr, Secretary
Ed Keller, Secretary		
Theresa Bastian		
Tom Buckle		
Bruce Elfant		
Kristoffer Lands		
Anthony Nguyen		
Eleanor Powell		
James Valadez		

Public Access to the Board of Directors

It is the policy of the board of directors to provide the public with a reasonable opportunity to address the board concerning the policies and procedures of the appraisal district on any issue within the board's jurisdiction. Generally, the board's statutory duties and jurisdiction involve:

- Hiring the chief appraiser and assigning responsibilities to the position;
- Consider and adopting the district's annual operating budget;
- Contracting for necessary services;
- Make general policies on the appraisal district operation;
- Biennially develop a written plan for the periodic reappraisal of all property within the district's boundaries.
- Appointing appraisal review board members;
- Appointing the taxpayer liaison officer; and
- Other duties as specified by state statutes.

Board Meetings

Regular monthly meeting of the board shall be held the first Monday of each month at 11:30a.m. Special meetings or emergency meetings may be called by the chief appraiser, chairperson or by a majority of board members. All meetings of the board shall be held in the board room of the appraisal district located at 8314 Cross Park Drive, Austin, Texas, unless a different location is designated by board action and in the notice of meeting.

Interpreters

The district will provide an interpreter at a meeting if a person who does not speak English or communicates by sign language notifies the taxpayer liaison office at least three business days before the meeting. The person must indicate that he or she desires to address the board and is unable to provide an interpreter.

Access by Disabled Persons

Appraisal District offices located at 8314 Cross Park Drive have van accessible and handicapped parking spaces in front of the building. The board meeting room and ARB hearing rooms are also wheelchair accessible. A person who needs additional assistance for entry of access should notify the taxpayer liaison officer in writing at least three business days before the meeting.

Policies for Resolving Complaints

The taxpayer liaison will address and consider written complaints about the policies and procedures of the appraisal district, appraisal review board, the board of directors, and any other matter within his or her jurisdiction. Complaints addressing any matter that could be grounds for a challenge, protest, or correction motion before the appraisal review board as set out in the Tax Code, or matters which have pending lawsuits will not be addressed. At each regularly scheduled meeting, the taxpayer liaison officer shall report to the board on the nature and status of resolution of all complaints filed. Board deliberations concerning complaints must comply with the applicable provisions of the Texas Open Meeting Act. The board shall take the actions it may deem reasonable and appropriate to resolve a complaint. The board of directors has no authority to overrule the chief appraiser or appraisal review board's decision on a value, a correction, or a protest. Until final disposition of each complaint and unless doing so would jeopardize an undercover investigation, the taxpayer liaison shall notify the parties to the complaint at least quarterly of the status of the complaint.

Complaints should be mailed to:

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

Community Outreach

The officials at Travis Central Appraisal District are available to speak to your organization and address issues on taxpayer rights, exemption issues, recent changes to property tax laws and other appraisal related issues of interest. A minimum of 2 weeks advance notice is required. For more information on our community outreach program, please contact the taxpayer liaison at (512) 834-9317 or via email at taxliaison@tcadcentral.org.

Copies of this policy may be obtained in the Customer Service Department