



**COMAL APPRAISAL DISTRICT**  
**REAPPRAISAL PLAN**  
**FOR**  
**2015 & 2016 APPRAISAL YEARS**

September 9, 2014

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## INTRODUCTION

The Comal Appraisal District's Board of Directors published this reappraisal plan to provide the citizens and taxpayers of Comal County with a better understanding of the district's responsibilities and activities. This plan has several parts: a general introduction, a section describing the current resources available to the District, the appraisal and administrative activities, and finally the specific objectives over the next two years for each appraisal department.

The Comal Appraisal District (CAD) is a political subdivision of the State of Texas created January 1, 1980. The provisions of the Texas Property Tax Code govern the legal, statutory, and administrative requirements of the appraisal district. A Board of Directors, appointed by the voting taxing units within the boundaries of the Comal Appraisal District, constitutes the District's governing body. The Chief Appraiser, appointed by the Board of Directors, is the chief administrator and chief executive officer of the appraisal district.

The appraisal district is responsible for local property tax appraisal, exemption administration and special valuation of property for jurisdictions or taxing units in its county. Each taxing unit sets its own tax rate to generate revenue to pay for police and fire protection, public schools, road and street maintenance, courts, water and sewer systems, and other public services. The following is a list of all the taxing entities within the appraisal district's jurisdiction:

- Comal County
- City of New Braunfels
- City of Schertz
- City of Garden Ridge
- City of Bulverde
- City of Fair Oaks Ranch
- City of Selma
- Comal ISD
- Boerne ISD
- New Braunfels ISD
- Wimberley ISD
- Lateral Road
- Emergency Service District #1
- Emergency Service District #2
- Emergency Service District #3
- Emergency Service District #4
- Emergency Service District #5
- Emergency Service District #6

Emergency Service District #7  
Rebecca Creek MUD  
York Creek Improvement District  
Johnson Ranch MUD

Property appraisals by the appraisal district establish the market value of each property as of January 1<sup>st</sup>. Market value as defined by the code means the price at which a property would transfer for cash or its equivalent under prevailing market conditions if:

- Exposed for sale in the open market with a reasonable time for the seller to find a buyer.
- Both the seller and the buyer know of all the property uses and purposes to which the property is adapted and for which it is capable or being used for and of any enforceable restrictions on the use of the property
- Both the seller and the buyer seek to maximize their gains and neither is in a position to take advantage of situations of the other.

### **TAX CODE REQUIREMENT**

The legal requirement of a reappraisal plan passed by the Texas Legislature in Senate Bill 1652 during the 2005 regular session is as follows:

Section 6.05, Tax Code, is amended by adding Subsection (i) to read as follows:

- (i) To ensure adherence with generally accepted appraisal practices, the board of directors of an appraisal district shall develop biennially a written plan for the periodic reappraisal of all property within the boundaries of the district according to the requirements of Section 25.18 and shall hold a public hearing to consider the proposed plan. Not later than the 10<sup>th</sup> day before the date of the hearing, the secretary of the board shall deliver to the presiding officer of the governing body of each taxing unit participating in the district a written notice of the date, time, and place of the hearing. Not later than September 15 of each even numbered year, the board shall complete its hearings, make any amendments, and by resolution finally approve the plan. Copies of the approved plan shall be distributed to the presiding officer of the governing body of each taxing unit participating in the district and to the comptroller within 60 days of the approval date.

Subsections (a) and (b), Section 25.18, Tax Code, are amended to read as follows:

- (a) Each appraisal office shall implement the plan for periodic reappraisal of property approved by the board of directors under Section 6.05 (i).

(b) The plan shall provide for the following reappraisal activities for all real and personal property in the district at least once every three years:

- (1) Identifying properties to be appraised through physical inspection or by other reliable means of identification, including deeds or other legal documentation, aerial photographs, land-based photographs, surveys, maps, and property sketches;
- (2) Identifying and updating relevant characteristics of each property in the appraisal records;
- (3) Defining market areas in the district;
- (4) Identifying property characteristics that affect property value in each market area, including:
  - (A) The location and market area of the property;
  - (B) Physical attributes of property, such as size, age, and condition;
  - (C) Legal and economic attributes; and
  - (D) Easements, covenants, leases, reservations, contracts, declarations, special assessments, ordinances, or legal restrictions;
- (5) Developing an appraisal model that reflects the relationship among the property characteristics affecting value in each market area and determines the contribution of individual property characteristics;
- (6) Applying the conclusions reflected in the model to the characteristics of the properties being appraised; and
- (7) Reviewing the appraisal results to determine value.

## **UNIFORM STANDARDS OF PROFESSIONAL APPRAISAL PRACTICES (USPAP)**

USPAP is a set of standards to be followed when appraising the value of a property. It does not prescribe specific methods. The rules were created by the Appraisal Foundation, and appraisers are required to follow these guidelines. Some of the standards include best practices for research, reporting, and other activities that an appraiser would go through.

### **Standard Six: Mass Appraisal, Development and Reporting**

A mass appraisal includes:

1. Identifying properties to be appraised
2. Defining market area of consistent behavior that applies to properties
3. Identifying characteristics (supply and demand) that affect the creation of value in that market area
4. Developing a model structure that reflects the relationship among the characteristics affecting value in the market area
5. Calibrating the model structure to determine the contribution of the individual characteristics affecting value

6. Applying the conclusions reflected in the model to the characteristics of the property (ies) being appraised; and
7. Reviewing the mass appraisal results

# AVAILABLE RESOURCES

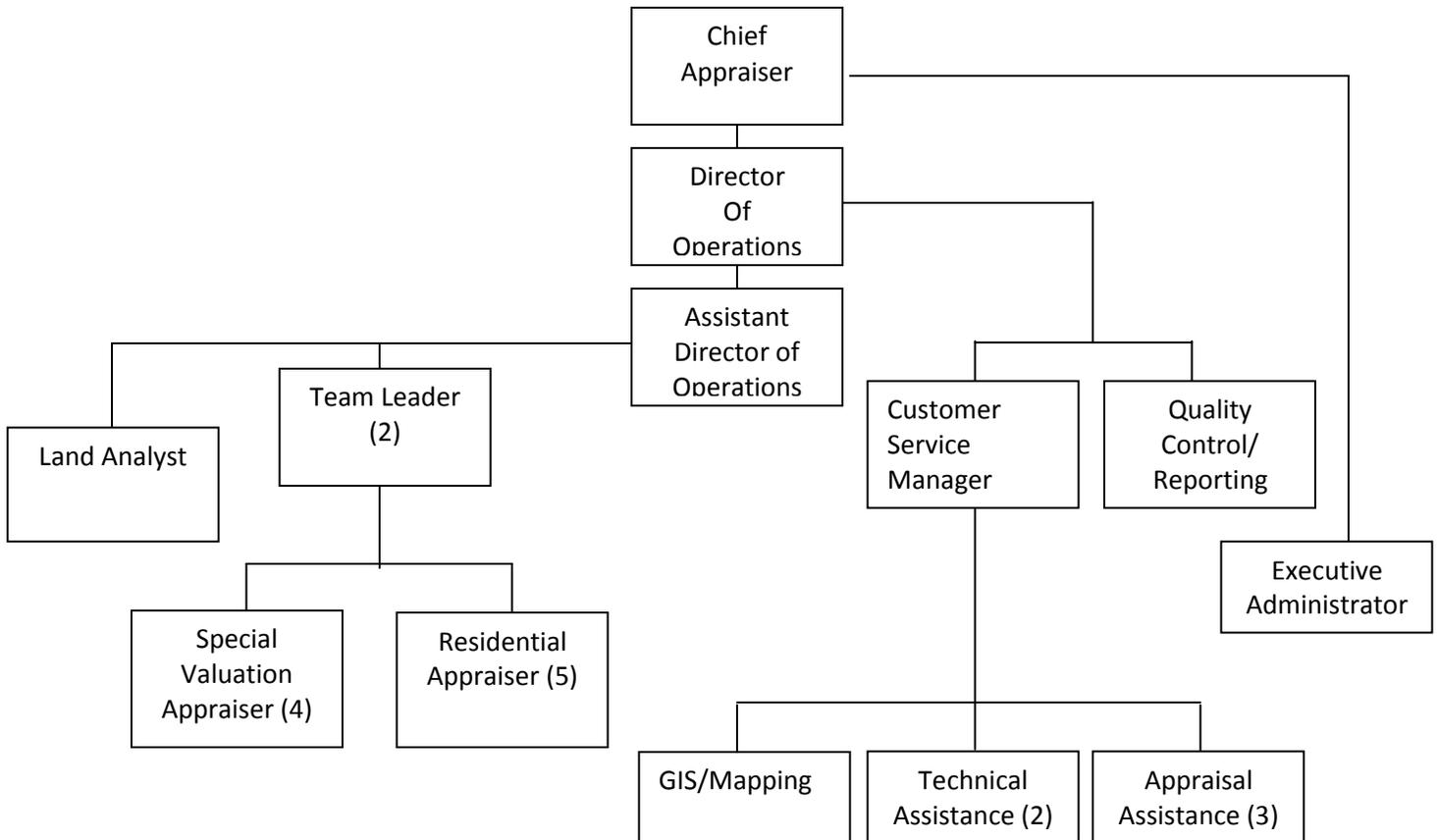
The District must take stock of all its available resources. This includes staff, existing systems, maps, support, facilities, and budget.

## PERSONNEL RESOURCES

The office of the Chief Appraiser is responsible for overall planning, organizing, staffing, coordinating, and controlling the district operations. The District is basically grouped into two general departments: administrative and appraisal.

All personnel in support services coordinate information, update database, assist property owners, and assist during hearings. The appraisal department is responsible for the valuation of all real and personal property accounts.

## ORGANIZATIONAL CHART



## STAFF LISTING & RESPONSIBILITIES

<u>Title</u>	<u>#</u>	<u>Brief Description</u>
Chief Appraiser	1	Strategic planning/organizing/coordinating
Director of Operations	1	Strategic planning/coordinating/reporting
Assistant Director of Operations	1	Organizing/coordinating/analysis
Team Leader	2	Organize activities/analysis and value correlation
Residential Appraiser	5	Data collection/update property data
Special Valuation Appraiser	4	Data collection/update property data/analysis
Land Analyst	1	Data collection/analysis and value correlation
Customer Service Manager	1	Organize support activities/review exemptions
Executive Support	1	Maintain financials/prepare meeting agenda/reports
Quality Control & Reporting	1	Review, Edit, manage, & maintain processes
GIS/Mapping	1	Update & maintain maps
Technical Assistance	2	Assist property owners
Appraisal Assistance	3	Support appraisal staff
Total	24	

## STAFF EDUCATION & TRAINING

All personnel that are performing appraisal work are registered with the TDLR and are required to take appraisal courses to achieve the status of Registered Professional Appraiser within five years of employment as an appraiser. Designated courses must be completed at the one-year, three-year, and five-year mark. After they are awarded their certification they must receive additional training of 30 continuing education units every two years (effective January 2011). Failure to meet these minimum standards results in the termination of the employee.

Additionally, all appraisal personnel receive extensive training in data gathering processes used in fieldwork and statistical analysis of all types of property to ensure equality and uniformity. Management delivers on-the-job training for new appraisers. The Chief Appraiser, Director of Operations, and other management personnel meet regularly to identify any areas needing change, and discuss any staff needing additional training due to changes in the operation or the tax code. Supervisors meet with their teams to introduce new procedures and monitor appraisal activity to ensure that all personnel are following standardized appraisal procedures.

## **INFORMATION SYSTEM**

Comal Appraisal District coordinates with the County IT department who houses and maintains the server, Dell Power Edge R900 for PACS (Property Appraisal and Collection System) Databases. True Automation manages and maintains the district's software applications and internet website. True Automation provides software services for appraisal and GIS applications. The geographic information system (GIS) maintains cadastral maps and various layers of data, aerial maps, topographical maps, and flood plain maps.

PACS (Property Appraisal and Collection System) software provides for the following capabilities:

- Maintain appraisal records
- Selection of data items by specified fields
- Sorting of data according to multiple criteria
- Editing of existing data by adding, removing or changing the property or owner characteristics individually or in mass
- Restriction of access to only authorized personnel
- Limit a user to certain functions
- Monitor system use

The District's website makes a broad range of information available for public access including information on the appraisal process, property characteristics data, certified values, protests and appeal procedures. Downloadable files of related tax information and district forms including exemption applications and business personal property renditions are also available.

The District has email access provided through the county network. These services allow for inter office communications. The District also has internet access provided by the county network. This service is a critical tool for research and the discovery process for both real and personal property.

America Cadastre, LLC (dba Amcad) provides a data retrieval system for the county clerk's office. The appraisal district has an agreement with the county clerk's office to have access to the data retrieval system for research of the county deed records.

## **FACILTIES**

The following briefly describes the Comal Appraisal District's facility.

### General

Situs: 900 S Seguin Ave  
New Braunfels, TX  
Legal Description: City Block 1061, lot 1, 2, 3, pt of 6, 14, 15 & 16  
Mapsc0: 458E5

### Land Data

Location: Corner of Seguin Ave and Nacogdoches  
Zoning: C3  
Site (in acres): 1.372 AC  
Shape: Rectangular  
Topography: Level  
Flood plain: No  
Access/Visibility: Good/Good  
Parking spaces: 103 spaces total  
3 handicap accessible spaces

### Improvement Data

Building Type: Free standing  
Gross Building Area: 10,800  
# of Buildings: 1  
Year Built: 1997  
Class: S

### Interior Features

Restrooms: 3 restrooms total  
2 handicap accessible  
Office Area 1: Reception area, open area with multiple electric outlets, 3 offices  
Central heat/air  
2 entrances/exits  
Office Area 2: Reception area with 5 offices, 1 conference rooms  
Central heat/air  
1 entrance/exit  
Storage Area 1: Large storage area  
Unfinished floor  
Forced air/heat  
1 entrance/exit + 2 garage doors

Storage Area 2:           Small storage area with utility room  
                                  588sq ft  
                                  Unfinished floor  
                                  Forced heat only  
                                  1 entrance/exit

## **BUDGET**

The District must review its budget annually to determine if the allocated amounts are sufficient and appropriate for all areas of the District's operations. It is imperative that the District always consider any future needs or changes that might affect the District's daily and overall operations. The chief appraiser must submit by June 15 of each year a proposed budget to each taxing unit and to the District Board of Directors for their review and approval. The budget will include the following:

- list of each position with its salary and any benefits
- capital expenditures
- amount of the budget that will be allocated to each taxing unit

The District's budget must be approved by its Board of Directors before September 15<sup>th</sup> of each year.

## **TAX CALENDAR**

The Texas Property Tax Code establishes deadlines for the reappraisal, exemption of taxation, special valuation, reporting, and tax collection. The Texas Comptroller Rules also provides deadlines for the submission of reports by the appraisal district. These dates are an essential tool to govern and direct the District's daily, monthly and annual operations. The following is a compilation of the two sources into a calendar.

<b>January 1</b>	<ul style="list-style-type: none"> <li>• Taxable values and qualification for certain exemptions determined (except for inventories appraised September 1) (Sec. 11.42, 23.01, 23.12)</li> <li>• Mail HS/AG Reapplications and BPP Renditions</li> </ul>
<b>January 31</b>	<ul style="list-style-type: none"> <li>• Last day for chief appraiser to deliver application for special appraisal and exemptions requiring annual applications (Secs. 11.44, 23.43)</li> <li>• Last day for appraisal district to give public notice of capitalization rate used to appraise property with low and moderate-income housing exemption (Sec. 11.1825).</li> <li>• Last date to publicize exemption requirements of 11.43 &amp; availability of forms (Sec. 11.44b).</li> <li>• Deadline to file late protests</li> </ul>
<b>February 1</b>	<ul style="list-style-type: none"> <li>• Last day for motor vehicle, boat and outboard motors, heavy equipment and manufactured housing dealers to file dealer's inventory declarations (Secs. 23.121, 23.124, 23.1241, 23.127)</li> </ul>
<b>February 28</b>	<ul style="list-style-type: none"> <li>• Last day to request cooperative housing appraisal (Sec. 23.19)</li> </ul>
<b>March 31</b>	<ul style="list-style-type: none"> <li>• Last day for taxing units' second quarterly payment for CAD budget (Sec. 6.06)</li> <li>• Last day for cities to report information of reinvestment zones and tax increment financing plans to Texas Comptroller (Sec. 311.019)</li> <li>• Last day for qualified community housing development corporation to file listing of property acquired or sold during past year with the chief appraiser (Sec. 11.182)</li> </ul>
<b>April 15</b>	<ul style="list-style-type: none"> <li>• Last day for property owners to file renditions and property information reports unless they request a filing extension in writing (Sec. 22.23)</li> </ul>
<b>April 30</b>	<ul style="list-style-type: none"> <li>• Last day for property owners to file these applications or reports with the CAD: <ul style="list-style-type: none"> <li>-Some exemption applications (Sec. 11.43)</li> <li>-Notice to chief appraiser that property is no longer entitled to an exemption not requiring annual application (Sec. 11.43)</li> <li>-Applications for special appraisal or notices to chief appraiser that property no longer qualifies for 1-d and 1-d-1 agricultural land, timberland, restricted-use timberland, recreational-park-scenic land and public access airport property (Secs. 23.43, 23.54, 23.75, 23.84, 23.94, 23.9804)</li> <li>-Railroad rolling stock reports (Sec. 24.32)</li> <li>-Requests for separate listing of separately owned land and improvements (Sec. 25.08)</li> </ul> </li> </ul>

	<p>-Requests for proportionate taxing of a planned unit development property (Sec. 25.09)</p> <p>-requests for separate listing of separately-owned standing timber and land (Sec. 25.10)</p> <p>-Requests for separate listing of undivided interests (Sec. 25.11); and</p> <p>-Requests for joint taxation of separately owned mineral interest (Sec. 25.12)</p>
<b>May 1-15</b>	<ul style="list-style-type: none"> <li>• Time that taxing units may file resolutions with chief appraiser to change CAD finance method. Three-fourths of taxing units must file for change to occur (Sec. 6.061)</li> <li>• Time that chief appraiser must publish notice about taxpayer protest procedures in a local newspaper with general circulation (Secs. 41.41, 41.70)</li> </ul>
<b>May 15</b>	<ul style="list-style-type: none"> <li>• Last day for property owners to file renditions and property information reports if they requested an extension in writing. For good cause, chief appraiser may extend this deadline another 15 days (Sec. 22.23)</li> <li>• Last day (or as soon as practicable) for chief appraiser to mail notices of appraised value and notices of overlapping appraisal districts (Sec. 6.025 and 25.19)</li> <li>• Last day (or as soon as practicable) for chief appraiser to prepare appraisal records and submit to ARB (Secs. 25.01, 25.22)</li> </ul>
<b>May 19</b>	<ul style="list-style-type: none"> <li>• Last day for chief appraiser to count taxing units' resolutions to change CAD's finance method (Sec. 6.061)</li> </ul>
<b>May 24</b>	<ul style="list-style-type: none"> <li>• Last day for chief appraiser to notify taxing units of change in the CAD's finance method (Sec. 6.061)</li> </ul>
<b>May 31</b>	<ul style="list-style-type: none"> <li>• Last day for property owners to file protest with ARB (or by 30<sup>th</sup> day after notice of appraised value is delivered, whichever is later) (Sec. 41.04)</li> <li>• Last day for taxing units to file challenges with ARB (or within 15 days after ARB receives appraisal records, whichever is later) (Sec. 41.04)</li> <li>• Last day for religious organizations to amend charters and file new applications (or within 60 days of exemption denial, whichever is later) (Sec. 11.421)</li> </ul>
<b>June 7</b>	<ul style="list-style-type: none"> <li>• Last day for chief appraiser to certify estimate of school district's taxable value for school district to use for publishing notice of budget and proposed tax rate and adopting its budget for a fiscal year that begins July 1 (Sec. 26.01)</li> </ul>

<b>June 14</b>	<ul style="list-style-type: none"> <li>• Last day for chief appraiser to submit recommended budget to CAD board and taxing units (unless taxing units have changed CAD's fiscal year) (Sec. 6.06). CAD must publish 10 days prior to hearing date.</li> </ul>
<b>June 16</b>	<ul style="list-style-type: none"> <li>• Beginning date that CAD board may pass resolution to change CAD finance method, subject to taxing units' unanimous approval. Period ends August 14 (Sec. 6.061)</li> </ul>
<b>June 30</b>	<ul style="list-style-type: none"> <li>• Last day for taxing units' third quarterly payment for CAD budget (Sec. 6.06)</li> <li>• Last day to create a taxing unit to levy prior year property taxes (Sec. 26.12)</li> <li>• Last day for private schools to amend charters and file new applications (or within 60 days of exemption denial, whichever is later) (Sec. 11.422)</li> <li>• Last day for CADs to report formation of reinvestment zones and tax abatement agreements to the Texas Comptroller (Sec. 312.005)</li> </ul>
<b>July 3</b>	<ul style="list-style-type: none"> <li>• Last day for ARBs to complete review of railroad rolling stock values for submission to Texas Comptroller (or soon after) (Sec. 24.35)</li> </ul>
<b>July 20</b>	<ul style="list-style-type: none"> <li>• ARB must approve appraisal records, but may not do so if more than 5 percent of total appraised value remains under protest (Sec. 41.12)</li> </ul>
<b>July 25</b>	<ul style="list-style-type: none"> <li>• Last day for chief appraiser to certify appraisal roll to each taxing unit (Sec. 26.01)</li> </ul>
<b>July 31</b>	<ul style="list-style-type: none"> <li>• Last day for property owners to apply for September 1 inventory appraisal (Sec. 23.12)</li> </ul>
<b>August 7</b>	<ul style="list-style-type: none"> <li>• Taxing units (other than school districts and small taxing units) must publicize effective tax and rollback rates, unencumbered fund balances, debt obligation schedule and other applicable items (or soon after) (Sec. 26.04)</li> </ul>
<b>August 14</b>	<ul style="list-style-type: none"> <li>• Last day for CAD board to pass and deliver resolution to change CAD finance method, subject to taxing unit's unanimous consent (Sec. 6.061)</li> </ul>
<b>August 31</b>	<ul style="list-style-type: none"> <li>• Last day for property owner to give correct address to CAD in writing for tax bill; penalties and interest waived if bill not sent to correct address 21 days before delinquency date (Sec. 33.011)</li> <li>• Last day taxing units may file resolutions with the CAD board to oppose proposed change in the CAD finance method (Sec. 6.061)</li> </ul>
<b>September 1</b>	<ul style="list-style-type: none"> <li>• Following year's taxable values of inventories may be determined as of this date, at property owner's written option (Sec. 23.12)</li> <li>• Notice of budget hearing before the board of directors must be published using a quarter-page ad (Sec. 6.062). Publication must be at</li> </ul>

	least 10 days before hearing.
<b>September 14</b>	<ul style="list-style-type: none"> <li>• Last day for CAD board to adopt upcoming year CAD budget, unless district has changed its fiscal year (Sec. 6.06)</li> </ul>
<b>September 15</b>	<ul style="list-style-type: none"> <li>• Last day for CAD board to approve written reappraisal plan (Sec. 6.05)</li> </ul>
<b>September 30</b>	<ul style="list-style-type: none"> <li>• Last day for taxing units' fourth quarterly payment for current year CAD budget (Sec. 6.06)</li> </ul>
<b>December</b>	<ul style="list-style-type: none"> <li>• Time when chief appraiser may conduct a mail survey to verify homestead exemption eligibility (Sec. 11.47)</li> </ul>
<b>December 31</b>	<ul style="list-style-type: none"> <li>• Last day for taxing units' first quarterly payment for current CAD budget (Sec. 6.06)</li> </ul>

## **APPRAISAL ACTIVITIES**

The mission of the appraisal district is to discover, list and value all properties in its jurisdiction at market value and equitably using the staff and resources available.

### **REAPPRAISAL DECISION**

The District staggers the periodic interval between all properties in its jurisdiction. (Please note the exceptions to this in special valuation property, commercial property and business personal property). The county is divided into three reappraisal areas: RA1, RA2, and RA3. These reappraisal areas follow the emergency service districts' boundaries and the city limits.

RA1: ESD 6 (EMS & Fire)  
ESD 7 (EMS & Fire)  
New Braunfels City Limits  
Schertz City Limits  
Garden Ridge City Limits  
Selma City Limits

RA2: ESD 1 (EMS)  
ESD 4 (Fire)  
ESD 5 (Fire)  
Bulverde City Limits

RA3: ESD 2 (EMS)  
ESD 3 (Fire)

Each reappraisal area has approximately the same number of parcels. Each property will be identified as RA1, RA2, or RA3 using a property group code. Each reappraisal area will be appraised every three years. (Please see for exceptions to this with the special valuation property, commercial property and business personal property). The division of the county into three reappraisal areas will allow for better use of resources, planning, and management, and ultimately improve the valuation and uniformity of properties.

All properties within the reappraisal area will receive a notice of value regardless of the value outcome. In other words, if the value increases, decreases or stays the same, then the property owner shall receive a notice for those parcels.

The District will also review, field check, update data and/or change characteristics of any property outside of the reappraisal area if the property sold, was rendered, recently platted, and/or required a field inspection due to an exemption application or building permit. Any change in ownership or increase in property value will also generate a notice of appraised value.

### Residential Property

All residential properties in subdivisions within the reappraisal area will be checked by field or aerial inspection, reviewed and analyzed. Neighborhoods will be statistically analyzed to ensure that sales that have occurred in the market area during the past 12 months are within a +/-5% range of appraised value. If the sales do not indicate that range, adjustments are made to the neighborhood or market area using a process outlined in the Sales Analysis section.

### Special Valuation Property

Properties with a state code of A5 (condos) and B2 (duplex, triplex and 4plex) generally follow the reappraisal cycle. Properties with a state code of B1 (apartment complex) are reviewed annually. This review may consist of a field inspection, an aerial check or review of cost, sales and/or income data.

### Commercial Property

Commercial properties identified with state codes of F1 (commercial improved) follow the appraisal cycle of RA1, RA2 and RA3. All commercial properties in the reappraisal area will be reviewed and analyzed. This review may consist of a field inspection, an aerial check or review of income, cost and/or sales data.

Properties identified with a state code of F2 (industrial) will not follow this reappraisal cycle. The Capitol Appraisal Group is retained by Comal Appraisal District to appraise industrial properties. Industrial real estate is observed annually to verify class and condition. Pictures are taken of the improvements when first appraised and when a change is detected during an on-site inspection.

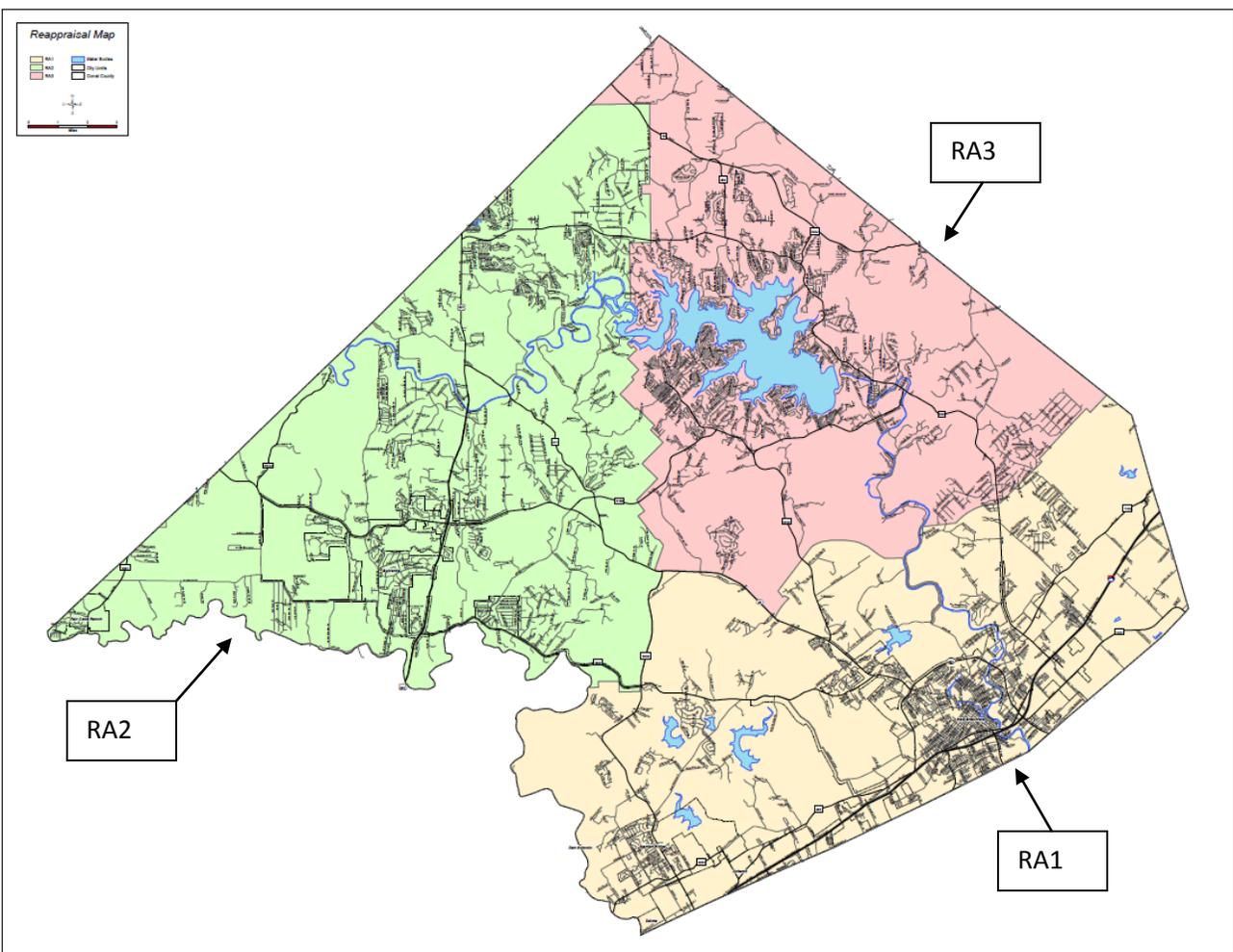
### Business Personal Property

Business personal property is observed annually. Appraisers either go into new businesses to determine the type of business and its assets or research websites for additional information to set up accounts. Businesses are categorized using standard industrial codes (SIC). A rendition is mailed to all businesses in the CAD records as of January of the appraisal year. Rendition laws provide additional information on which to base values of all BPP accounts.

### Land

Regardless of the type of improvements to the land or the state code (A, B, C, E, F or J), all land will follow the appraisal cycle of RA1, RA2 and RA3.

REAPPRAISAL MAP



## **PLANNING AND ORGANIZATION**

This is an important step of a reappraisal plan. The District creates several types of plans to accomplish its goals: operational, action plans, and project plans.

Operational Plans are created for each department. These plans set forth major goals, identify specific properties to be reappraised, any special projects and specify the time frame.

Annual Objectives are prepared every year for each department around August or as soon as possible after protest hearings are completed. These objectives are prepared by management for Special Valuation, Residential, Commercial, and Business Personal Property. They are submitted to the Director of Operations for review and final approval. The annual objectives are not attached to the reappraisal plan as they are prepared year by year. They are an opportunity for management to assess the prior year's results in order to make assumptions about the next work year. The annual objectives reflect any required changes to the reappraisal plan. These objectives will specify any plans for field work, sales analysis, income analysis, required changes and updates to any manuals and/or reports, as well as provide detailed information about the changes to work loads, performance measures and resources required.

Action Plans are created to define activities, assign responsibilities, and identify completion dates. All recurring projects, such as conducting ratio studies, appear in the District's action plans. The District has developed action plans in the form of calendars for each department.

Project Plans are a detail plan for specific activities. They may be attached to the reappraisal plan, but in most instances, these plans are not developed until necessary.

## **PILOT STUDY**

A pilot study is an opportunity for the District to test new procedures on a small sample of properties in its jurisdiction. It provides for a new system to be critiqued for accuracy, efficiency and reliability, as well as allow for editing prior to implementation to the entire population.

## **DATA MANAGEMENT**

The District is responsible for establishing and maintaining approximately 90,000 real and personal property accounts within Comal County. This data includes property characteristics, ownership, and exemption information.

The appraisal records are comprised of the following categories:

- Ownership

- General property description – legal description, situs

- Land detail – site characteristics such as size

- Improvement detail – building characteristics such as square foot, year built, quality of construction and condition

Value history – a year by year history of the value of the property  
Exemption information

## DATA SOURCES

Inspection Requests (IR), Building Permits (BP), Sales Listings, Renditions, plats, publications, and surveys are sources of information used by an appraiser when evaluating a property's market value. The named sources are explained below.

### Inspection Requests

Property owners are one of the best sources for identifying incorrect data that generates a field check, also referred to as an Inspection Request (IR). Frequently, the property owner provides reliable data to allow correction of records without having to send an appraiser on-site. As the district has increased the amount of information available on the internet, property owners have the opportunity to review information on their property and forward corrections via e-mail. For the property owner with access to the internet, letters are sometimes submitted notifying the district of inaccurate data. Properties identified in this manner are added to a work file and inspected at the earliest opportunity.

### Building Permits

Building Permits (BP's) are applied for by contractors or owners in order to comply with city and/or county building codes. Permits are issued by incorporated cities within Comal County. Copies of the permits are mailed monthly to the District from the City of New Braunfels, City of Bulverde, City of Garden Ridge, City of Fair Oaks Ranch, City of Schertz, City of Selma, and Comal County. After receipt of the building permits, inspection requests are generated within PACS for an inspection to be completed by an appraiser.

### Sales

The District gathers actual documented sales from various sources. These sources include Listing Services, Bill of Sales, and Housing and Urban Development (HUD) forms, also referred to as settlement statements. The District compares the sales data to the District's existing records. Sales checks are generated as a result of finding discrepancies between the sales information and the District's records.

### Real Property Renditions

Real Property Renditions are submitted by property owners between January 1<sup>st</sup> and April 15<sup>th</sup> each year. In a rendition, the owner may state what and how many improvements exist at a specified property. The owner may also state an opinion of value. All renditions are reviewed by the District and compared to the current appraisal records.

### Real Property Inventory

Real Property Inventory renditions are submitted by property owners between January 1<sup>st</sup> and April 15<sup>th</sup> each year. The owner should identify all property actively on the market along with listing prices. The rendition may also provide an estimate of inventory value per development cost or income.

### Plats & Survey Maps

Copies of plats and surveys are provided to the District and processed by the District's GIS department. Plats should provide size and legal descriptions of the subject property.

### Publications

There are several publications available to appraisers for the research and the discovery process. The following is a list of frequently used materials: PTD Classification Guide, Texas Rights & Remedies, Apartment Guide, The Flick Report, Texas Hotel Performance Fact Book, The SA Multi-Family Trend Report, Marshall Valuation Service, Korpacz Real Estate Investor Survey, Austin Investors, and the Motor Vehicle Registration by Just Texas.

### Surveys

Surveys of various types of rental and/or leased properties are conducted to collect a sample of income streams. These surveys are typically done at the beginning of each calendar year. There are two types of surveys the District utilizes: phone surveys and mail out surveys.

### County Records

All property transactions are recorded with the County Clerk's Office. The information should provide a complete legal description, as well as, ownership information. If a property or group of properties such as a subdivision is platted, then a deed may specify any restrictions or limited uses for the property or subdivision.

## DATA COLLECTION & VERIFICATION

The field appraisal staff is responsible for collecting and maintaining property characteristic data for classification, valuation, and other purposes. Accurate valuation of real and personal property by any method requires a comprehensive physical description of personal property, land and building characteristics. The data collection effort involves the field or aerial inspection of real and personal property.

The District established procedures whereby ownership and property data information are routinely exchanged within properties split by the boundary lines. Appraisers from adjacent appraisal districts discuss data collection and valuation issues to minimize the possibility of differences in property characteristics, legal descriptions, and other administrative data. Under current state law the county line is the boundary line for all districts.

## DATA ENTRY

All data collected from the various data sources shall be entered into PACS (Property Appraisal and Collection System). Data entry is routinely updated throughout the year by appraisers, as well as, support staff.

## QUALITY CONTROL

It is a requirement of the appraisal district to maintain accurate records of all properties within its boundaries. In order for the district to do this, it must employ a process where quality of work and services can be identified and evaluated. The results must show certain minimum levels of quality are being attained, identify those areas that do not meet the district's specified standards and lead to the correction of any issues identified.

Quality control as it relates to appraisers should be utilized as a learning tool by providing the opportunity for constructive feedback over the course of their development. An appraiser's work should be monitored for understanding of the process, uniformity of procedures followed, and accuracy of work turned in. Quality control will help identify appraisers having difficulty with appraisal concepts, technical aspects of data collection, or mass appraisal techniques which may lead to retraining. End results of quality control should promote appraiser development and produce a more accurate final product.

Supervisors provide frontline quality control and are held responsible for the quality of the work done by appraisers under their direct supervision. Quality control tasks include going to the field with appraisers to ensure correct procedures are being followed and to witness interaction with property owners, random field checks of work turned in, and review of field data entered into PACS.

## ORGANIZATION

The District utilizes several types of property classifications to identify and define properties. Each of these classification systems allows the District to identify market, income, and/or geographic trends. The various classification systems also enable the District to sort the data for research and equity. These property classifications include:

### State Property Classification

The state property classification system is a guide developed by the Texas Comptroller of Public Accounts to classify property. All properties are required to have a state code.

### SIC codes

SIC codes are a numeric classification system used to identify the type of business. These codes are only used for business personal property accounts.

### CAD Regions

Comal Appraisal District has established regions (also referred to as work areas) throughout the county. The regions are used to sort geographic data, as well as, assign areas to appraisers.

### Zoning

Many commercial properties exist within areas that have zoning districts. Zoning districts are set by the local city government. These zoning districts specify how properties can be developed. The zoning districts may limit the property use, set lot restrictions and establish building requirements. The zoning information is useful in determining neighborhood perimeters, identifying market trends, and selecting land tables.

### Neighborhoods

A neighborhood may be characterized as an area that contains complimentary land uses. Analysis of a neighborhood is important due to the fact that the various forces that affect a neighborhood may directly influence the individual properties located within its boundaries.

### Property Use Codes

All commercial properties will have a property use code. The property use code is a three digit code that should identify the property's highest and best use. The property use code not only identifies the best use for the property, but it also provides Comal Appraisal District the ability to sort data for market and equity.

### Class & Construction Types

The District utilizes various class descriptions to define the quality of the improvements. No property should fit in more than one class and each property should fit into a class.

Construction types are used to group and identify similar type buildings from others: single family dwellings vs. duplex, apartment buildings vs. motel buildings. These attributes allow for market analysis and valuation to be conducted.

### Subsets

Subsets are a classification system used to distinguish properties that share a unique market trait such as river access, in a specific market area.

## **COST ANALYSIS**

Cost schedules are used to develop a cost value for all improvements. The District refers to published national cost schedules to develop the residential, commercial, and rural improvement schedules.

The District reviews all existing improvement schedules within PACS annually. These schedules are checked against the published schedules to determine any necessary changes. This

review generally occurs in fall around October. If changes are to be made to the schedules, then they should be completed before January.

The District follows a series of steps in order to develop appropriate cost schedules for all residential, commercial, and rural structures. The following steps are followed:

- Determine Usefulness
- Define Improvement
- Determine Standards
- Determine Unit of Measure
- Determine Value per Unit
- Determine Adjustments for Variations from Standards
- Determine Modifiers

#### Determine Usefulness

The District does not create nor maintain all of the various schedules outlined in most publications. The county does not have many of the unique structures described in these cost publications. The District therefore only creates and maintains cost schedules for improvements that are typically found within its jurisdiction.

#### Define Improvement

The District must recognize all improvements by a use. The District has three categories of use:

- Residential
- Commercial (includes Industrial)
- Rural

#### Determine Standards

In order to recognize the differences between structures, the District has established categories. They should be reflective of conditions within this county as determined by both physical observation and market analysis. As a result, the number of categories for an improvement type may be expanded on or limited as necessary.

Residential buildings:

Type-category of residential building(single story, 2 story, etc.)

Class-quality of construction

Features-building refinements and characteristics(# baths, fireplace, exterior type, etc.)

Depreciation-estimate as to what extent the improvement has deteriorated

Auxiliary improvements-additional improvements(porches, garages, patios, etc.)

Commercial buildings:

Method-describes the building's occupancy

Class-type of construction

Subclass- quality of construction

Features-building refinements(ceiling height, exterior type, etc)

Depreciation-estimate as to what extent the improvement has deteriorated

Auxiliary improvements-additional improvements

#### Determine Unit of Measure

Most structures will generally be measured by square foot. However, not all improvements are measured the same. This variation is more commonly found with commercial improvements. Whatever unit of measure is selected, it must be identified in the cost schedule.

#### Determine Value Per Unit

Published cost schedules should have a value per unit for the various types of structures. The District will generally use the established price per unit.

#### Determine Adjustments for Variations from Standards

Some publications may include adjustments for variations from the standards of an improvement type. The District will determine if these adjustments are necessary or appropriate. The District typically adjusts for variations from the standard size when it applies. Other adjustments the District typically recognizes include height and plumbing.

#### Determine Modifiers

Published cost schedules identify a national value per unit for the various types of structures. These values require an adjustment to bring them in line with the current local cost. It is also important to note that not all modifiers may be necessary or appropriate. This may be especially true for tract housing. This type of construction does not always require a local modifier. The determination to include or even adjust the amount of a local modifier should be made based on the conditions in the area.

#### Testing Model

The appraisal district's residential cost schedules are also tested to determine if they are plus or minus 10% from the nationally recognized cost schedules. The District will also compare cost estimates developed from the publications to structures of known cost when available within its jurisdiction. These tests are performed after the schedules are updated. These calculation worksheets include various years of tests for the different property types.

## **INCOME ANALYSIS**

The District collects samples of income and expenses for specified markets from various sources. These sources include surveys, websites, rent rolls and income/expense reports provided by owners or their agents during the appeals process. From this data, any economic classes are identified and the median lease and expense rates are calculated. Schedules are created when appropriate for each economic class of properties. The schedules are tested and then applied to all properties within the specified market.

Income schedules are developed for most multi-family and certain commercial properties. Income is considered for residential properties, but is not generally used to determine value.

### Data Collection

Surveys of various types of rental and/or leased properties are conducted to collect a sample of income streams. These surveys are typically done at the beginning of each calendar year.

The District also incorporates all income and expenses provided by owners or their agents during the appeals process. This information along with publications and data collected from websites is also included to determine the various income streams.

### Review

All income data will be analyzed in order to identify trends in the local rents and expenses. When there is sufficient income and expense data, an income schedule will be developed. This schedule will then be applied to all properties within a specified market. When analyzing income data, the following steps are necessary to determine if an income schedule can be developed.

- Determine if the sample size of the income data is sufficient to draw a conclusion about that market.
- Identify the range of rents (low to high) for property uses.
- Calculate the median and mean rents for each property use and its economic classes (or submarkets) if any.
- Identify the range in expenses (low to high) for property uses.
- Calculate the median and mean expenses for each property use and its economic classes (or submarkets) if any.
- Determine the typical vacancy for each property use.

Once the median income and expenses has been established for a specified market, then the information will be entered into various screens in PACS to create an income schedule.

### Testing the Model

The income schedule will be tested with a sample of properties from the same market. This sample should include properties that were used to develop the model. The District will

determine if an appropriate value is calculated for each property. If erroneous values are appearing as the final value, then the data entry fields may need to be checked.

### Reports

The Annual Commercial Report is prepared when the property values are finalized. It is usually prepared in late April or early May. The report will include a summary of all property uses that were analyzed and valued per income approach.

## **SALES ANALYSIS**

When sales are available, they are used to develop cap rates, identify trends in the market, produce ratio studies, and estimate the land value component for all properties.

A series of steps must be performed in order to determine market values for any group of properties. The following steps are used to arrive at a value per sales approach:

- collection of sales data
- verification
- data entry
- determination of property attributes & units of comparison
- market areas defined
- ratio studies
- analysis
- reports

### Collection of Sales Data

Sales are gathered from various sources. These sources include Multiple Listing Services, HUD forms and Bill of Sales. Other sources for sales information may also be available. These other sources may include any of the following: sales survey letters, purchase agreements and sales from brokerage firms.

### Verification

All sales are verified to determine accuracy of appraisal records. A field inspection is conducted on all sold properties where differences exist between the sale document and the appraisal record. Once a field check is conducted, the appraisal record is updated with any changes along with appraiser comments.

### Data Entry

Sales information is stored within the PACS software. The sale file should be a “snapshot” of the sold property at the time of the sale (property characteristics and condition). Any remodeling, renovation or additions after the sale should not be included in this “snapshot” because it is not an indication of what sold.

### Determine Attributes & Units of Comparison

The District determines what attributes and characteristics of a property the market recognized as important or of utility. The property attributes and characteristics are used to establish the benchmark property of a market area. Correctly identifying the attributes of a property is important for developing a model that reflects what and how those characteristics relate to the market.

This information is collected and/or verified at the time of a field inspection. It should be included on both appraisal records, as well as, updated on the sales profiles.

The District uses the following list as a guide in identifying the residential attributes which typically affect the market.

<u>Residential Attributes</u>	<u>Comments</u>
Site- Land size	described in square feet or acres
Access	limited due to easements; to water
View	ex. water feature, hill, scenic view
Utility	limited or sufficient building site
Topography	
Improvements-	
Building	total living area
Class	construction quality
Age	
Story height	single story or multi story
Condition	at time of sale
Auxiliary improvements	pools, guest houses, etc.

The District uses the following list as a guide in identifying the commercial attributes which typically affect the market.

<u>Commercial Attributes</u>	<u>Comments</u>
Site- land size	used to calculate land to building ratio
Access	limited or sufficient
Visibility	

Excess	is there excess land for future development
Improvements-	
Building	gross building area & net rentable area
Class	construction quality
Age	
Story height	
Condition	at time of sale
Number of units	multi tenant or single

### Market Areas Defined

A neighborhood is a group of properties that share characteristics and are often identified by a physical or geographical boundary (such as a street or river), or legal restrictions such as zoning or subdivision declarations. A neighborhood may also be defined as a group of properties that react similarly to market influences. Regardless of how the neighborhood was delineated, it should contain a sufficient population (number of parcels) so an adequate sample of sales may be extracted. Correctly defining the parameters of each market area is essential for developing an appraisal model which reflects the characteristics affected by the market conditions.

Once a neighborhood has been identified, the District develops a neighborhood profile for each neighborhood. The profile describes the boundaries that define it, describes the influences affecting value in the neighborhood, and identifies the benchmark property.

### Ratio Studies

After the sales are verified and data entry is complete, a preliminary ratio study will be performed. A ratio study should be completed for properties with a state category of A1 (residential improved), C1 (vacant land), and F1 (commercial improved) within each school district. Please note that no ratio studies are conducted by Comal on F2 (industrial improved) properties because they are valued by Capitol Appraisal Group. Ratio studies are also performed for each neighborhood.

The ratio studies will list all the sales within the specified category of properties. It should identify the sales price for each property and the ratio of property value to sales price. The median and co-efficient of dispersion (COD) should also be calculated in a ratio study. This sales ratio study should be conducted each quarter.

The District has created templates in PACS for sales ratio studies. Each template has been set up with specific criteria to perform a ratio study. The template allows a user to quickly and easily extract sales data from PACS.

### Analysis

The District shall analyze every ratio study to first determine if the sample size is sufficient. The District requires a 5% sample size in order to make conclusions about the market and make necessary adjustments to the defined market area. If the sample size is too small, then the search criteria may need to be adjusted. Either the time frame of sales may need to be expanded or the boundaries of an area may need to change. Once the sample size is sufficient, then conclusions must be drawn from the data.

### Reports

There should be a ratio study for each neighborhood that sales occurred in and for each school district. Each ratio study should be printed and kept with the supervisor. These ratio studies will be included in the Annual Ratio Report. The report will include when the studies were conducted, as well as its results.

## **VALUATION SYSTEM**

The final step to the mass appraisal process is to determine the best indicator of value for a group of properties. The supervisor shall decide if a group of properties should be valued via the cost, income or market approach to value. Generally, all residential properties within a specified market or neighborhood will be valued using the same approach to value. For commercial properties, all properties within a specified market or property use will be valued using the same approach to value. However, an appraiser should always consider any qualities or characteristics about a property which differ or do not equally compare to the sample of properties.

Once the supervisor has determined the appropriate approach to value, he/she must select that method of valuation and apply it to each account. This is generally done as a mass update for residential and rural properties. However, it is the Commercial Department's Policy to individually review each account, then to select the valuation method for each account.

The supervisor shall perform a quality control check for all property uses. The supervisor will select a specific property use or market area, review the values, identify any inconsistencies, add any additional remarks in the appraiser remarks for any property, and/or initiate an additional field check. Once the quality control check is completed, the properties are ready for notice.

The supervisor shall prepare the annual report. The report should include a summary of the income data for each property use and/or market area, as well as, a summary of sales and building activity for the county. This shall be submitted to the Director of Operations for completion and final approval.

## **ADMINISTRATIVE ACTIVITIES**

### **MASS APPRAISAL REPORT**

The appraisal district is required to prepare a written mass appraisal report. The mass appraisal report must comply with USPAP standard 6. The report is prepared by the Director of Operations and submitted to the Chief Appraiser for approval. The Chief Appraiser shall certify the mass reappraisal report on or about the 15<sup>th</sup> of May of each appraisal year.

### **PREPARATION OF APPRAISAL ROLL**

After the supervisors for residential, rural, commercial and personal property have reconciled the values, the system will be recalculated by Quality Control & Reporting. Any system errors are checked and corrected. A preliminary appraisal roll is prepared by Quality Control & Reporting, and submitted to the Chief Appraiser for verification. Not later than April 30<sup>th</sup>, “the Chief Appraiser shall prepare and certify to the assessor for each county, municipality, and school district participating in the appraisal district an estimate of the taxable value of property in that taxing unit” (sect. 26.01 (e) of the Texas Property Tax Code). A letter is prepared for each of these taxing units along with the estimate of taxable value of property in that taxing unit. (See attachments section for a template of letter).

Valuation notices are mailed to property owners only after the above steps are completed.

### **APPEALS PROCESS**

The appeals process relies on the results from the valuation process, property characteristics, ratio studies and sales reports. Informal hearings are not mandated by the Texas Property Tax Code; however, it is the District’s policy to offer informal hearings to all property owners prior to their scheduled formal hearing. Although the informal hearings are a courtesy extended to property owners, the District considers informal hearings as an opportunity to communicate with property owners, verify records and identify any areas of the appraisal records which may require further review. The District recognizes that informal hearings exist for both the benefit of the public and the District.

Evidence to be used by the appraisal district to meet its burden of proof for market and equity for the Appraisal Review Board hearings consists of market or equity data in either a list format or in grids for improved residential properties. Commercial and rural properties’ evidence consists of market or equity data in a list format. No grids are available at this time for these types of properties. Income calculation worksheets and the commercial report are also used by the

District for commercial properties. All data sources named in the Appraisal Activities section of this plan are also used by the District for all properties types.

## **FINAL PERFORMANCE ANALYSIS**

According to Chapter 5 of the Texas Property Tax Code and Section 403.302 of the Texas Government Code, the State Comptroller's Property Tax Division (PTD) conducts biannual property value studies (PVS) of each Texas school district and each appraisal district. As part of this biannual study, the code requires the Comptroller to: use sales and recognized auditing and sampling techniques; test the validity of school district taxable values in each appraisal district and presume the appraisal roll values are correct when values are valid; and, determine the level and uniformity of property tax appraisal in each appraisal district. The methodology used in the property value study includes stratified samples to improve sample representation and techniques or procedures of measuring uniformity. This study utilizes statistical analyses of sold properties (sale ratio studies) and appraisals of unsold properties (appraisal ratio studies) as a basis for assessment ratio reporting. For appraisal districts, the reported measures include median level of appraisal, coefficient of dispersion (COD), the percentage of properties within 10% of the median, the percentage of properties within 25% of the median and price-related differential (PRD) for properties overall and by state category. There are four independent school districts in Comal County for which appraisal rolls are annually developed. The preliminary results of this study are released February 1 in the year following the year of appraisal. The final results of this study are certified to the Education Commissioner of the Texas Education Agency (TEA) the following July of each year. This outside (third party) ratio study provides additional assistance to the CAD in determining areas of market activity or changing market conditions.

## **ATTACHMENTS**

The following plans are developed to assist the Comal Appraisal District in its reappraisal activities. It is a guide only. The District may deviate or need to change its objectives due to changes in the tax code or out of necessity. These plans are updated and submitted every two years to the Comal Appraisal District Board of Directors.

# **RESIDENTIAL PROPERTY PLAN**

## **OPERATIONAL PLAN**

The purpose of the appraisal district is to discover, list and value the property equitably and at market value as of January 1<sup>st</sup> of each year. In the year 2015, the district will focus its field and analysis effort on properties identified as being in area RA2. In the year 2016, the district will focus its field effort and analysis on RA3. The properties that will be part of this reappraisal will include those within a subdivision with a state code of A1 or A2. The properties that will also be part of this reappraisal will include those with a state code of A1, D1, D2 or E1 that are in abstract.

The District will also review, field check, update data and/or change characteristics of any property outside of the reappraisal area if the property sold, was rendered, recently platted, and/or requires a field inspection due to an exemption application or building permit. Any change in ownership or increase in property value will also generate a notice of appraised value.

## **PERFORMANCE OBJECTIVES & TARGET COMPLETION**

The cost schedules for each of the residential classes will be reviewed and updated as needed for both 2015 & 2016. The cost schedules for rural structures, such as barns, stables and workshops, will be reviewed and expanded if needed. A cost schedule for historical homes will be created and applied by 2016.

Currently there are three subclasses: RLQ, RAQ, and RHQ. As appraisers field check residences in the assigned area, the subclass will be changed, if needed, per their observation and opinion

There are several residential projects to be completed for the 2015 appraisal year. They include:

- Perform field inspections using the ipad devices.
- Review residences in neighborhoods within RA2 with no public utilities to ensure all improved properties include a well and septic in appraisal records.
- Review properties in the county set to ARB in prior years.

There are several residential projects to be completed for the 2016 appraisal year. They include:

- All properties in neighborhoods with historical designation within the city of New Braunfels will be updated with the new historical cost schedules.

RESIDENTIAL CALENDAR

<b>MONTH</b>	<b>APPRAISAL ASSISTANT</b>	<b>APPRAISER</b>	<b>TEAM LEADER</b>	<b>ASSISTANT DIRECTOR</b>	<b>DIRECTOR OF OPERATIONS</b>
AUGUST	-enter building permits -mail sales surveys -contact ESD for fire reports, data entry -obtain report of properties with new utility services	-organize individual field packets	-identify & enter sales -organize field assignments per IR's permits, sales check	- review daily sales report -prepare annual objectives -issue list of neighborhoods requiring full reappraisal	-prepare annual report -prepare reappraisal plan -review annual objectives
SEPTEMBER	-enter building permits -assist with mh research	-prepare field packets -field work	-perform quality control checks - enter sales -field inspections for sold properties -run preliminary sales ratios for each nbhd -update ratio report -monitor status of field assignments	-monitor all arbitration requests & assign accordingly -review PVS edit report, make necessary changes, attach documents and make copy for file -review daily sales report	-review PVS report and submit (odd yrs only) -create project plans
OCTOBER	-enter building permits -assist with mh research	-prepare field packets -field work	-enter sales -field inspections for sold properties -monitor status of field assignments	-monitor all arbitration assignments -review daily sales reports -review & update cost schedules	-approve cost schedule updates -assign special projects as needed
NOVEMBER	-contact ESD for fire reports, data entry -obtain report of properties with new utility services -assist with mh research	-field work -complete round 1 of field work	-perform quality control checks -enter sales -field inspections for sold properties -monitor status of field assignments	-run preliminary sales ratios by class & type -review daily sales report	-run preliminary sales ratios by stratum per ISD

<b>MONTH</b>	<b>APPRAISAL ASSISTANT</b>	<b>APPRAISER</b>	<b>TEAM LEADER</b>	<b>ASSISTANT DIRECTOR</b>	<b>DIRECTOR OF OPERATIONS</b>
DECEMBER	-update agents -enter building permits -assist with mh research	-prepare field packets for round 2 field work	-organize full reappraisal assignments and any special projects -perform quality control checks -enter sales -field inspections for sold properties -update neighborhood profiles	-monitor all arbitration assignments - monitor status of field assignments -review daily sales report -test schedules	
JANUARY	-update agents -enter building permits -assist with mh research	-complete field work by January 31 <sup>st</sup>	-enter sales -run sales ratios per nbhd -update ratio report	-contact city for any additional information (historical areas, annexations, etc)	-run edit reports
FEBRUARY	-update agents -assist with mh research	-data entry deadline -field inspections	-enter sales -review distribute values list & determine if CAD has sufficient evidence for value change	-review neighborhood ratio studies -run ratios by class	-review neighborhood ratio studies -run ratios by stratum per ISD
MARCH	-update agents -assist with mh research	-review % change reports per neighborhood (make changes or may require additional field checks)	-re import updated sales -print % change reports for appraisers -quality control check % change reports	-re import updated sales	-review ratio studies on each ISD -update benchmark study

<b>MONTH</b>	<b>APPRAISAL ASSISTANT</b>	<b>APPRAISER</b>	<b>TEAM LEADER</b>	<b>ASSISTANT DIRECTOR</b>	<b>DIRECTOR OF OPERATIONS</b>
APRIL	-update agents	-review % change reports per neighborhood (make changes or may require additional field checks)	-quality control check % change reports -final nbhd ratios	-cost calibration/sale profiles -update neighborhood ratio report	-send notices -finalize residential report -review final sales ratio -run final sales ratios for each ISD and strata
MAY	-update agents -mail notices -schedule protests	- informal/formal hearings	-informal/formal hearings	-informal/formal hearings	-informal/formal hearings
JUNE	-update agents -schedule protests -ARB assistance	- informal/formal hearings	-informal/formal hearings	-informal/formal hearings	-informal/formal hearings
JULY	-update agents -schedule protests -ARB assistance	- informal/formal hearings	-informal/formal hearings	-informal/formal hearings	-review hearing schedules

# **UNIQUE PROPERTIES PLAN**

## **OPERATIONAL PLAN**

The purpose of the appraisal district is to discover, list and value the property equitably and at market value as of January 1<sup>st</sup>. In the year 2015, the district will focus its field and analysis effort to properties identified as being in area RA2. The properties that will be part of this reappraisal will include those with a state code of D1. All properties with a subset of POA (Property Owners Association) will also be reviewed to determine current use. In the year 2016, the district will focus its field effort and analysis to RA3. The properties that will be part of this reappraisal will include those with a state code of D1.

The District will also review, field check, update data and/or change characteristics of any property outside of the reappraisal area if the property sold, was rendered, and/or requires a field inspection due to an exemption application or building permit. Any change in ownership or increase in property value will also generate a notice of appraised value.

## **PERFORMANCE OBJECTIVES & TARGET COMPLETION**

Residences with a property group code of 23.01C will be reviewed to verify that the properties have a current homestead exemption and verify the highest and best use.

The cost schedules for the B2 (duplex, triplex & 4plex) properties will be reviewed and updated for 2015. Manufactured housing cost schedules will be reviewed and updated as necessary to reflect current trends in replacement cost and market. This will be part of the 2015 reappraisal year.

During 2015, all properties with a subset of POA (Property Owners Association) within RA2 will be reviewed to determine current use.

All properties with an active agricultural or wildlife special valuation will be reviewed and verified for compliance. This review will begin with those properties in RA2 with a state code of D1 that have an agricultural application that was filed prior to 2006. In 2016, the district will review those properties in RA3 with a state code of D1 that have an agricultural application that was filed prior to 2007.

All properties with the state code of B1 (apartments) will be reviewed for 2015 & 2016. The cost schedules will be updated and an income analysis will be completed.

All condo regimes will be reviewed in 2015 to verify % ownership in common elements.

UNIQUE PROPERTIES CALENDAR

<b>MONTH</b>	<b>APPRAISAL ASSISTANT</b>	<b>APPRAISER</b>	<b>TEAM LEADER</b>	<b>ASSISTANT DIRECTOR</b>	<b>DIRECTOR OF OPERATIONS</b>
AUGUST	-Enter building permits -create condo accounts	-enter income data from hearings -update condo accts per regimes	-enter sales -Farm & ranch survey -Monitor field work	-Create annual objectives -Review PVS report make changes, attach docs (odd yrs)	-Review and approve annual objectives -Review PVS edit report and submit (odd years only) -Assign special projects as needed
SEPTEMBER	-Enter building permits -mail out ag applications	- Prepare field packets -inspect multifamily, condos, mh -Inspect ag/wildlife -data entry -Ag advisory board meeting	-enter sales -Monitor field work -Ag advisory board meeting	-Run preliminary ratios by category -Ag advisory board meeting	-Ratio studies per stratum for school district
OCTOBER	-Enter building permits -scan ag applications	-inspect multifamily, condos, mh -Inspect ag/wildlife -data entry	-enter sales -Monitor field work	-review & update cost schedules	-approve cost schedules
NOVEMBER	-Enter building permits -Scan Ag applications	-inspect multifamily, condos, mh -Inspect ag/wildlife	-Monitor field work		

<b>MONTH</b>	<b>APPRAISAL ASSISTANT</b>	<b>APPRAISER</b>	<b>TEAM LEADER</b>	<b>ASSISTANT DIRECTOR</b>	<b>DIRECTOR OF OPERATIONS</b>
DECEMBER	-Scan Ag applications	-Inspect ag/wildlife	-Monitor field work -Review list of Ag "reapply"	-test cost schedules	
JANUARY thru MAY	-mail out ag applications -Scan Ag applications -multifamily income survey -Send mh parks letters	-Inspect Ag properties -Determine market rents, vacancy and expenses -Revalue mh & multifamily properties -prepare property use report -Ag advisory board meeting	-Monitor field work -Ag advisory board meeting -enter sales -review property use report	-Process real property renditions -Ag advisory board meeting -run final ratio reports -Send Notices	-Review ratio reports -ratio studies for school districts
JUNE/JULY	-ARB assistance	-informal & formal hearings	-informal & formal hearings	-informal & formal hearings	-review hearing schedules

# **COMMERCIAL PROPERTY PLAN**

## **OPERATIONAL PLAN**

The purpose of the appraisal district is to discover, list and value the property equitably and at market value as of January 1<sup>st</sup> of each year. In the year 2015, the district will focus its field and analysis effort to properties identified as being in area RA2. In the year 2016, the district will focus its field effort and analysis to RA3. The properties that will be part of this reappraisal will include those with a state code of F1.

The District will also review, field check, update data and/or change characteristics of any property outside of the reappraisal area if the property sold, was rendered, recently platted, and/or requires a field inspection due to an exemption application or building permit. Any change in ownership or increase in property value will also generate a notice of appraised value.

## **PERFORMANCE OBJECTIVES & TARGET COMPLETION**

The cost schedules for each of the commercial building types will be reviewed and updated as needed for both 2015 & 2016.

Mini storage and boat storage facilities will be reappraised per cost, market and income approach. This project should be completed by the 2015 appraisal year.

RV parks will be reappraised per cost, market and income approach. This project should be completed by the 2015 appraisal year.

Motels will be reviewed both in 2015 and 2016.

Strip centers will be reviewed by 2016.

COMMERCIAL CALENDAR

<b>MONTH</b>	<b>APPRAISAL ASSISTANT</b>	<b>APPRAISER</b>	<b>TEAM LEADER</b>	<b>ASSISTANT DIRECTOR</b>	<b>DIRECTOR OF OPERATIONS</b>
AUGUST	-Enter building permits -Print field cards for inspections -Organize field packets	-Update income spreadsheets	-Research listings/sales - enter sales -Update zoning manuals	-Identify annual objectives and submit for approval	-Review and approve annual objectives
SEPTEMBER	-Special projects	-Field work	-Check field work for quality control -enter sales	-Review PVS edit report, make necessary changes and attach documents -ratios by use	-Review PVS report and submit(odd years only) -Ratio studies by stratum
OCTOBER	-Special projects	-Field work	-Check field work for quality control -monitor status of field work -enter sales	-review & update cost schedules	-approve cost schedule updates
NOVEMBER	-Enter Comptroller (1 <sup>st</sup> , 2 <sup>nd</sup> & 3 <sup>rd</sup> qtr) receipts	-Field work -Special reappraisal projects	-Check field work for quality control -monitor status of field work -enter sales		
DECEMBER	-Mail out sales survey letters	-field work -Special reappraisal projects	-monitor status of field work -enter sales -print publications	-test cost schedules	

<b>MONTH</b>	<b>APPRAISAL ASSISTANT</b>	<b>APPRAISER</b>	<b>TEAM LEADER</b>	<b>ASSISTANT DIRECTOR</b>	<b>DIRECTOR OF OPERATIONS</b>
JANUARY thru MAY	-Annual income survey -Enter Comptroller (4th qtr) receipts	-finalize field work -Review data from tenant letters and surveys -Determine market rents, vacancy and expenses -Revalue selected property types -prepare assigned property use report	-enter sales -Field checks for all sold properties -print publications -file sales & income surveys -review property use report	-Update income models -Run edit lists -Ratio study per nbhd & property use -Prepare commercial report -send notices	-Approve income models -Ratio studies for school districts -Approve commercial report
JUNE/JULY	-ARB assistance	-Informal & Formal hearings	-Informal & Formal hearings	-Informal & Formal hearings	-review hearing schedules

# **BUSINESS PERSONAL PROPERTY PLAN**

## **OPERATIONAL PLAN**

The purpose of the appraisal district is to discover, list and value the property equitably and at market value as of January 1<sup>st</sup> of each year. All business personal property accounts are monitored annually. The properties that will be part of this reappraisal will include those with a state code of L1. Properties coded with the state code of L2 are valued by Capitol Appraisal Group.

The District will also review, field check, and update data of any business personal property outside of the reappraisal area if the business sold, closed or is a new, as well as any property that has building permits issued.

## **PERFORMANCE OBJECTIVES & TARGET COMPLETION**

Review and update all accounts that are not linked to their real property account. This should be done annually.

Review depreciation schedules and update as necessary.

Check for accounts with no SIC code or situs and update.

Develop value schedule for fuel inventory by 2016.

The 2015 appraisal year will have a new appraiser working in the business personal property department.

BUSINESS PERSONAL PROPERTY

<b>MONTH</b>	<b>APPRAISIAL ASSISTANT</b>	<b>APPRAISER</b>	<b>TEAM LEADER</b>	<b>ASSISTANT DIRECTOR</b>	<b>DIRECTOR OF OPERATIONS</b>
AUGUST thru DECEMBER	<ul style="list-style-type: none"> <li>-file renditions</li> <li>Research for new businesses</li> <li>-Attend Chamber of Commerce trade shows to gather data</li> <li>-Data entry</li> <li>-VIT/SIT: file monthly statements</li> <li>-Mail freeport applications</li> <li>-Mail VIT/SIT declarations</li> <li>-mail tenant letters</li> </ul>	<ul style="list-style-type: none"> <li>-Field inspection</li> <li>-Assist with special projects</li> <li>-prepare tenant list</li> </ul>	<ul style="list-style-type: none"> <li>-monitor status of field work</li> <li>-review tenant letter list</li> </ul>	<ul style="list-style-type: none"> <li>-Order vehicle registration data</li> <li>-Identify annual objectives &amp; submit for approval</li> <li>-Prepare data for PVS (odd years only)</li> <li>-Contact printer for proofs of rendition cover letter &amp; rendition form</li> <li>- approve tenant letter list</li> <li>-update schedules</li> </ul>	<ul style="list-style-type: none"> <li>-Review and approve annual objectives</li> <li>-Review PVS edit report and submit (odd years only)</li> </ul>
JANUARY thru MAY	<ul style="list-style-type: none"> <li>-Process renditions</li> <li>-VIT/SIT (create accounts, scan declarations)</li> <li>-Vehicle Registration data entry</li> <li>- Correspondence: identify account &amp; scan</li> <li>-Mail Freeport applications</li> </ul>	<ul style="list-style-type: none"> <li>-Renditions (quality control)</li> <li>-process Freeport application</li> <li>-Tenant letters: process &amp; update accounts</li> <li>-Field check new accounts</li> </ul>	<ul style="list-style-type: none"> <li>-monitor status of rendition entry</li> <li>- review extension request</li> <li>-review tenant letters</li> </ul>	<ul style="list-style-type: none"> <li>-Review print proofs &amp; approve</li> <li>-Mail renditions</li> <li>-Send Notice: value &amp; penalty for late filing</li> <li>-review Freeport applications</li> </ul>	<ul style="list-style-type: none"> <li>-Review print proofs &amp; approve</li> </ul>

<b>MONTH</b>	<b>APPRAISIAL ASSISTANT</b>	<b>APPRAISER</b>	<b>TEAM LEADER</b>	<b>ASSISTANT DIRECTOR</b>	<b>DIRECTOR OF OPERATIONS</b>
JUNE/JULY	-ARB assistance -VIT/SIT (file monthly statements)	-informal/ formal hearings	-review request for waiver of penalty for late filing -informal/ formal hearings	-informal/ formal hearings	

# **LAND PROPERTY PLAN**

## **OPERATIONAL PLAN**

The purpose of the appraisal district is to discover, list and value the property equitably and at market value as of January 1<sup>st</sup> of each year. In the year 2015, the district will focus its field and analysis effort on properties identified as being in area RA2. In the year 2016, the district will focus its field effort and analysis on RA3. The properties that will be part of this reappraisal will include those within a subdivision.

The District will also review, field check, update data and/or change characteristics of any property outside of the reappraisal area if the property sold, was rendered, recently platted, and/or requires a field inspection due to an exemption application. Any change in ownership or increase in property value will also generate a notice of appraised value.

## **PERFORMANCE OBJECTIVES & TARGET COMPLETION**

The land schedules will be reviewed and updated for each of the neighborhoods in the reappraisal area.

There are several land projects to be completed for the 2015 appraisal year. They include:

- Conduct sales analysis for commercial and industrial land in the city of Garden Ridge and in the area known as Bracken.
- Conduct sales analysis for all the land along Hwy 281.
- Review vacant properties in the county set to ARB in prior years.
- Review value in quarries.

There are several residential projects to be completed for the 2016 appraisal year. They include:

- Verify type of utilities available for properties in neighborhood C322-CANYN.
- Review rural land sales and update land schedules.

LAND PROPERTY

<b>MONTH</b>	<b>APPRAISAL ASSISTANT</b>	<b>LAND ANALYST</b>	<b>ASSISTANT DIRECTOR</b>	<b>DIRECTOR OF OPERATIONS</b>
AUGUST thru DECEMBER	-copy ag leases & file	-enter sales -Field inspections as necessary -Farm & ranch survey -QC splits/ combo from exemptions & GIS -Run ratios by nbhd -review land sales in reappraisal area -create or update land schedules	-Create annual objectives -Review PVS edit report, make changes, attach docs (odd yrs) -Verify completion preliminary nbhd ratios -run ratios by ISD	-Review and approve annual objectives -Create project plans -Review PVS edit report and submit (odd years only) -Assign special projects as needed -run ratios by stratum
JANUARY thru MAY	-copy ag leases & file -Send real property inventory letters -scan inventory forms	-review land sales in reappraisal area -create or update land schedules -Process real property inventory forms -Analyze Ag leases -Set Ag values -Complete sales analysis -Run final ratios by nbhd -update ratio report	-Review nbhd ratio report -run ratios by ISD -Send Notices	-run ratios by stratum
JULY	-ARB assistance	-informal/formal hearings	-informal/formal hearings	-review hearing schedules