



**COMAL APPRAISAL DISTRICT**

**2015**

**ANNUAL APPRAISAL REPORT**

# TABLE OF CONTENTS

|   |           |
|---|-----------|
| <b>Introduction.....</b>                | <b>2</b>  |
| <b>Mission Statement .....</b>          | <b>2</b>  |
| <b>Purpose of Report .....</b>          | <b>2</b>  |
| <b>Entities Served.....</b>             | <b>2</b>  |
| <b>Legislative Changes.....</b>         | <b>3</b>  |
| <b>Property Types.....</b>              | <b>3</b>  |
| <b>Appraisal Results.....</b>           | <b>4</b>  |
| Summary                                 |           |
| New Construction                        |           |
| Ratio Study                             |           |
| Performance Evaluation                  |           |
| Mass Appraisal Report                   |           |
| Preparation of Appraisal Roll           |           |
| Certified Appraisal Roll                |           |
| <b>Exemptions.....</b>                  | <b>9</b>  |
| <b>Appeal Process.....</b>              | <b>9</b>  |
| <b>Final Performance Analysis.....</b>  | <b>11</b> |
| <b>Financial Results.....</b>           | <b>12</b> |
| <b>Taxpayer Assistance Results.....</b> | <b>12</b> |

## **INTRODUCTION**

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.

## **MISSION STATEMENT**

Value property and administer exemptions within the Comal Appraisal District's jurisdiction, fairly and equitably in accordance with the Texas Property Tax Code and other appraisal practices and standards, using the staff and resources available to carry out the duties in a professional, friendly, courteous, and ethical manner.

## **PURPOSE OF REPORT**

This report serves as the official 2015 annual appraisal report for Comal Appraisal District, located at 900 S. Seguin Avenue, New Braunfels, TX 78130. It has been drafted in compliance with the International Association of Assessing Officers (IAAO) Standards on Public Relations, Section 6.5: Annual Reports. A copy of this report can be obtained in person from the district's office or from the district's website at [www.comalad.org](http://www.comalad.org).

The annual report highlights the results of our appraisal operations, our taxpayer assistance programs, our financial stewardship, the appeals process, and the performance results by the Property Tax Assistance Division.

## **ENTITIES SERVED**

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 adopts 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  
 York Creek Improvement District  
 Johnson Ranch MUD  
 Comal County Water Control & Improvement District #6

**LEGISLATIVE CHANGES**

Comal Appraisal District reviews all legislation that may affect the appraisal district’s operations. Once laws are passed, the Comal Appraisal District responds in a timely manner by updating all necessary records, forms and/or procedures.

**PROPERTY TYPES**

All property in the district’s records is classified and assigned to one property category as established by the Comptroller’s office. The following represents a summary of property types appraised by the district for the appraisal year of 2015:

| <b>Category</b> | <b>Category Name</b>                                      |
|-----------------|---|
| A               | Real Property: Single-Family Residential                  |
| B               | Real Property: Multi-Family Residential                   |
| C               | Real Property: Vacant Lots and Tracts                     |
| D1              | Real Property: Qualified Agricultural Land                |
| D2              | Real Property: Improvements assoc. with agricultural land |
| E               | Real Property: Land & Improvements not qualified for ag   |
| F1              | Real Property: Commercial                                 |
| F2              | Real Property: Industrial & Manufacturing                 |
| G               | Oil, Gas, Minerals and other subsurface Interests         |
| J               | Real and Personal Property: Utilities                     |
| L1              | Personal Property: Commercial                             |
| L2              | Personal Property: Industrial & Manufacturing             |
| M               | Mobile Homes and Other Tangible Personal Property         |
| O               | Real Property: Residential Inventory                      |
| S               | Special Inventory Tax                                     |
| X               | Totally Exempt Property                                   |

**APPRAISAL RESULTS**

During the 2015 appraisal year, the appraisal staff utilized aerial photography, as well as on-site inspections to ensure properties in Reappraisal Area 2 were classed correctly and improvements updated in the records. Cost schedules were reviewed and market analysis was performed to validate appraisal values in each category.

The district aggressively seeks to discover all newly constructed or added property each year through examination of:

- City building permits
- Filed material/mechanics’ liens
- Mobile home installation reports
- Septic tank permits
- Fee appraisals
- Public “word of mouth”
- Fire Marshal permits
- Advertisements
- Sales letters
- Field discovery

**NEW CONSTRUCTION**

New construction is defined as a vacant parcel with a new improvement. This data excludes any new construction on existing improved parcels.

| Appraisal Year | Residential | Multi Family | Commercial | Total |
|----------------|-------------|--------------|------------|-------|
| 2015           | 1562        | 73           | 49         | 1684  |
| 2014           | 1430        | 45           | 61         | 1536  |
| 2013           | 915         | 22           | 51         | 988   |
| 2012           | 877         | 25           | 52         | 954   |
| 2011           | 828         | 29           | 48         | 905   |

**RATIO STUDY**

The district measures the appraisal level and uniformity of properties through the use of appraisal to sale ratio of arms-length sales. The appraisal to sales ratio is calculated by dividing the appraised value by the sales price of the property. Appraisal level statistics include the calculation of the mean, median, and aggregate (weighted) mean of the appraisal to sales ratio of the sample population of qualified sales. A final ratio study was performed to summarize the overall relationship between appraised values and market values (sales). Below are the results of the final ratio study after the records were certified. Boerne and Wimberley ISD are within the district’s jurisdiction. However, due to their low property count, their results do not appear below.

### Residential Properties

| School District | Sale Date Range    | Sales Sample | A/S Mean | A/S Median | Aggregate Mean | COD     |
|-----------------|--------------------|--------------|----------|------------|----------------|---------|
| CISD            | 1-1-14 to 12-31-14 | 1045         | .9947    | .9918      | 1.0364         | 11.5442 |
| NBISD           | 1-1-14 to 12-31-14 | 474          | .9927    | .9975      | .9802          | 11.1342 |

### Multi-Family Properties

| School District | Sale Date Range    | Sales Sample | A/S Mean | A/S Median | Aggregate Mean | COD     |
|-----------------|--------------------|--------------|----------|------------|----------------|---------|
| CISD            | 1-1-14 to 12-31-14 | 16           | .8665    | .8705      | .8815          | 12.4533 |
| NBISD           | 1-1-14 to 12-31-14 | 5            | .9279    | .9155      | .9001          | 28.1348 |

### Vacant Land

| School District | Sale Date Range    | Sales Sample | A/S Mean | A/S Median | Aggregate Mean | COD     |
|-----------------|--------------------|--------------|----------|------------|----------------|---------|
| CISD            | 1-1-14 to 12-31-14 | 609          | 1.0441   | .9892      | .9509          | 23.4085 |
| NBISD           | 1-1-14 to 12-31-14 | 48           | .9932    | .9965      | .9760          | 22.2132 |

### Commercial Properties

| School District | Sale Date Range    | Sales Sample | A/S Mean | A/S Median | Aggregate Mean | COD     |
|-----------------|--------------------|--------------|----------|------------|----------------|---------|
| CISD            | 1-1-14 to 12-31-14 | 30           | 1.0315   | 1.0213     | 1.4356         | 19.7127 |
| NBISD           | 1-1-14 to 12-31-14 | 15           | 1.0103   | .9781      | .9950          | 10.6732 |

### PERFORMANCE EVALUATION

On September 9, 2014, the board of directors approved the 2015 and 2016 reappraisal plan. The district was responsible for implementing the plan for reappraisal. A performance evaluation measures the degree to which the reappraisal objectives were accomplished for the specified appraisal year. For the 2015 appraisal year, the district completed all goals except for the following:

- Perform field inspections using ipad devices.
- Reappraisal of boat storage facilities and RV parks.

The district deviated from the plan for the following reasons:

- Ipad devices had software that was being modified.

### 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 certified the mass appraisal report on May 15, 2015.

#### PREPARATION OF APPRAISAL ROLL

The Chief Appraiser prepared for the assessor of each county, municipality, and school district participating in the appraisal district an estimate of the taxable value of property in that taxing unit per Sec. 26.01 (e) of the Texas Property Tax Code. A letter was prepared for each of these taxing units along with the estimate of taxable value of property in that taxing unit. Valuation notices were mailed to property owners only after the above steps were completed. Real property notices were mailed on May 1, 2015.

#### CERTIFIED APPRAISAL ROLL

The following chart details the number of parcels and market value for the major categories in Comal County for the years 2011 thru 2015 as of certification.

| State Code | Description        | 2015             | 2014            | 2013            | 2012            | 2011            |
|------------|--------------------|------------------|-----------------|-----------------|-----------------|-----------------|
| A          | Total parcel count | 45234            | 43495           | 42305           | 41593           | 40692           |
|            | % change           | 3.84%            | 2.74%           | 1.68%           | 2.17%           | 1.82%           |
|            | Market Value       | \$10,077,410,055 | \$9,126,952,288 | \$8,080,457,070 | \$7,841,903,283 | \$7,651,947,361 |
|            | % change           | 9.43%            | 11.47%          | 2.95%           | 2.42%           | -0.37%          |
| B          | Total parcel count | 803              | 733             | 696             | 667             | 640             |
|            | % change           | 8.72%            | 5.05%           | 4.17%           | 4.05%           | 5.00%           |
|            | Market Value       | \$413947076      | \$336,487,577   | \$313,787,253   | \$262,091,914   | \$233,397,612   |
|            | % change           | 23.02%           | 6.75%           | 16.47%          | 10.95%          | 4.44%           |
| C          | Total parcel count | 24891            | 25138           | 25422           | 26065           | 26627           |
|            | % change           | -0.99%           | -1.13%          | -2.53%          | -2.16%          | -1.36%          |
|            | Market Value       | \$899,005,578    | \$878,858,209   | \$843,011,946   | \$887,361,236   | \$951,080,366   |
|            | % change           | 2.24%            | 4.08%           | -5.26%          | -7.18%          | -4.67%          |
| F1         | Total parcel count | 2918             | 3231            | 3067            | 2951            | 2907            |
|            | % change           | -10.73%          | 5.08%           | 3.78%           | 1.49%           | 1.96%           |
|            | Market Value       | \$1,732,184,979  | \$1,571,942,427 | \$1,409,385,730 | \$1,278,800,588 | \$1,196,064,294 |
|            | % change           | 9.25%            | 10.34%          | 9.27%           | 6.47%           | 2.34%           |
| L1         | Total parcel count | 4403             | 4289            | 4618            | 4259            | 4519            |
|            | % change           | 2.59%            | -7.67%          | 7.77%           | -6.10%          | 1.63%           |
|            | Market Value       | \$863,016,005    | \$529,103,293   | \$693,173,069   | \$588,185,168   | \$782,701,922   |
|            | % change           | 38.69%           | -31.01%         | 15.15%          | -33.07%         | -8.29%          |

The market and taxable values to each taxing jurisdiction are listed below. The values recorded are as of July each year. Please note that the certified values are subject to change resulting from Appraisal Review Board action, correction of clerical errors, and granting of late homestead applications.

| <b>Jurisdiction</b> | <b>Description</b> | <b>2015</b>      | <b>2014</b>      |
|---------------------|--------------------|------------------|------------------|
| COMAL COUNTY        | Parcel Count       | 91,460           | 90,709           |
|                     | Market Value       | \$18,350,533,746 | \$16,920,289,269 |
|                     | Taxable Value      | \$13,529,221,180 | \$12,288,839,514 |
|                     | % Change           | 9.17%            | 9.79%            |
| COMAL FM & FLD      | Parcel Count       | 91,460           | 90,709           |
|                     | Market Value       | \$18,350,533,746 | \$16,920,261,819 |
|                     | Taxable Value      | \$13,469,713,239 | \$12,230,223,307 |
|                     | % Change           | 9.20%            | 9.89%            |
| COMAL ISD           | Parcel Count       | 72,672           | 72,254           |
|                     | Market Value       | \$14,171,500,066 | \$13,031,291,115 |
|                     | Taxable Value      | \$10,136,663,898 | \$9,467,635,303  |
|                     | % Change           | 6.60%            | 10.48%           |
| NEW BRAUNFELS ISD   | Parcel Count       | 18,642           | 18,316           |
|                     | Market Value       | \$4,064,499,346  | \$3,790,948,133  |
|                     | Taxable Value      | \$3,262,249,275  | \$3,035,818,881  |
|                     | % Change           | 6.94%            | 8.46%            |
| BOERNE ISD          | Parcel Count       | 344              | 323              |
|                     | Market Value       | \$105,528,154    | \$88,537,396     |
|                     | Taxable Value      | \$91,843,420     | \$79,002,294     |
|                     | % Change           | 13.98%           | 15.69%           |
| BULVERDE CITY       | Parcel Count       | 3094             | 3,096            |
|                     | Market Value       | \$633,477,889    | \$590,783,496    |
|                     | Taxable Value      | \$569,607,482    | \$530,272,019    |
|                     | % Change           | 6.91%            | 4.29%            |
| GARDEN RIDGE CITY   | Parcel Count       | 1967             | 1,961            |
|                     | Market Value       | \$746,170,385    | \$672,954,906    |
|                     | Taxable Value      | \$662,583,128    | \$612,385,501    |
|                     | % Change           | 7.58%            | 5.64%            |
| NEW BRAUNFELS CITY  | Parcel Count       | 25,779           | 25,299           |
|                     | Market Value       | \$5,918,451,862  | \$5,393,393,284  |
|                     | Taxable Value      | \$4,866,455,478  | \$4,333,233,091  |
|                     | % Change           | 10.96%           | 10.75%           |
| FAIR OAKS CITY      | Parcel Count       | 626              | 544              |
|                     | Market Value       | \$142,826,164    | \$117,294,116    |
|                     | Taxable Value      | \$116,426,094    | \$93,826,525     |
|                     | % Change           | 19.41%           | 19.87%           |



|                            |               |                 |                 |
|----------------------------|---------------|-----------------|-----------------|
| SCHERTZ CITY               | Parcel Count  | 1,172           | 1,485           |
|                            | Market Value  | \$871,430,077   | \$753,421,943   |
|                            | Taxable Value | \$738,148,359   | \$640,674,109   |
|                            | % Change      | 13.21%          | 16.24%          |
| EMERGENCY SERV<br>DIST. #1 | Parcel Count  | 22,586          | 22,380          |
|                            | Market Value  | \$3,876,492,324 | \$3,651,356,971 |
|                            | Taxable Value | \$3,174,398,505 | \$2,941,363,337 |
|                            | % Change      | 7.34%           | 7.79%           |
| EMERGENCY SERV<br>DIST. #2 | Parcel Count  | 30,647          | 30,586          |
|                            | Market Value  | \$3,644,705,422 | \$3,441,194,616 |
|                            | Taxable Value | \$3,135,176,445 | \$2,917,668,684 |
|                            | % Change      | 6.94%           | 9.57%           |
| EMERGENCY SERV<br>DIST. #3 | Parcel Count  | 30,647          | 30,586          |
|                            | Market Value  | \$3,644,705,422 | \$3,441,227,066 |
|                            | Taxable Value | \$3,135,176,445 | \$2,917,701,134 |
|                            | % Change      | 6.94%           | 9.57%           |
| EMERGENCY SERV<br>DIST. #4 | Parcel Count  | 15,360          | 15,444          |
|                            | Market Value  | \$2,205,115,623 | \$2,085,527,814 |
|                            | Taxable Value | \$1,823,789,282 | \$1,696,764,490 |
|                            | % Change      | 6.96%           | 8.60%           |
| EMERGENCY SERV<br>DIST. #5 | Parcel Count  | 7,340           | 7,051           |
|                            | Market Value  | \$1,672,695,985 | \$1,567,082,067 |
|                            | Taxable Value | \$1,340,046,096 | \$1,234,872,925 |
|                            | % Change      | 7.85%           | 6.62%           |
| EMERGENCY SERV<br>DIST. #6 | Parcel Count  | 5,886           | 5,702           |
|                            | Market Value  | \$1,786,024,519 | \$1,610,529,935 |
|                            | Taxable Value | \$1,453,470,379 | \$1,317,058,558 |
|                            | % Change      | 9.39%           | 8.25%           |
| EMERGENCY SERV<br>DIST. #7 | Parcel Count  | 5,559           | 5,489           |
|                            | Market Value  | \$2,093,392,418 | \$1,942,369,626 |
|                            | Taxable Value | \$1,730,263,300 | \$1,595,990,682 |
|                            | % Change      | 7.76%           | 9.30%           |
| REBECCA CREEK              | Parcel Count  | n/a             | 2065            |
|                            | Market Value  | n/a             | \$44,997,134    |
|                            | Taxable Value | n/a             | \$41,498,253    |
|                            | % Change      | n/a             | 5.76%           |
| SELMA CITY                 | Parcel Count  | 49              | 69              |
|                            | Market Value  | \$8,414,480     | \$7,632,310     |
|                            | Taxable Value | \$5,805,710     | \$5,079,020     |
|                            | % Change      | 12.52%          | 14.57%          |
| WIMBERLEY ISD              | Parcel Count  | 8               | 8               |
|                            | Market Value  | \$1,235,530     | \$1,206,740     |
|                            | Taxable Value | \$1,167,070     | \$1,178,875     |
|                            | % Change      | -1.01%          | 4.94%           |

|                   |               |               |               |
|-------------------|---------------|---------------|---------------|
| YORK CK IMP DIST  | Parcel Count  | 1,345         | 1,339         |
|                   | Market Value  | \$694,895,143 | \$670,924,273 |
|                   | Taxable Value | \$547,442,161 | \$527,753,502 |
|                   | % Change      | 3.60%         | 17.34%        |
| JOHNSON RANCH MUD | Parcel Count  | 388           | 108           |
|                   | Market Value  | \$40,816,740  | \$12,697,360  |
|                   | Taxable Value | \$32,099,503  | \$1,547,950   |
|                   | % Change      | 95.18%        | 52.23%        |
| WCID 6            | Parcel Count  | 29            | N/A           |
|                   | Market Value  | \$12,695,707  |               |
|                   | Taxable Value | \$4,244,400   |               |
|                   | % Change      | 0             |               |

### EXEMPTIONS

The district is responsible for administering exemption services to property owners. An exemption reduces taxable value on a property, which in turn decreases the property owner's burden.

| Exemption Type | Description      | 2015          | 2014          | 2013          | 2012         | 2011         |
|----------------|------------------|---------------|---------------|---------------|--------------|--------------|
| Absolute       | # New Exemptions | 160           | 142           | 589           | 183          | 151          |
|                | Total Value Loss | \$20,760,309  | \$20,031,557  | \$13,387,555  | \$20,531,450 | \$11,828,170 |
| Partial        | # New Exemptions | 3392          | 2764          | 1,949         | 1,939        | 1,719        |
|                | Total Value Loss | \$160,960,747 | \$133,240,306 | \$101,798,806 | \$90,919,468 | \$82,223,148 |

| Homestead Exemptions  | 2015      | 2014      | 2013      | 2012      | 2011      |
|-----------------------|-----------|-----------|-----------|-----------|-----------|
| Count                 | 30,752    | 30,900    | 28,763    | 28,686    | 28,383    |
| Average Market Value  | \$250,880 | \$238,552 | \$215,759 | \$212,627 | \$212,488 |
| Average Taxable Value | \$200,209 | \$188,300 | \$171,976 | \$168,749 | \$168,251 |

### APPEAL PROCESS

The appeal 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. A protest that cannot be settled at an informal hearing may proceed to a scheduled hearing with the Appraisal Review Board.

The chart on the following page details the number of protests for the major categories in Comal County for the years 2011 thru 2015 as of certification. Please note that the comptroller redefined state codes C, D, E and X for the 2013 year.

| State Code | 2015 | 2014 | 2013 | 2012 | 2011 |
|------------|------|------|------|------|------|
| A          | 2483 | 3055 | 2106 | 2340 | 2691 |
| B          | 133  | 123  | 108  | 94   | 145  |
| C          | 954  | 1168 | 1333 | 1430 | 1692 |
| D          | 311  | 430  | 401  | 578  | 449  |
| E          | 316  | 371  | 311  | 182  | 177  |
| F          | 965  | 1075 | 1085 | 898  | 853  |
| J          | 87   | 73   | 117  | 151  | 125  |
| L          | 390  | 460  | 451  | 429  | 563  |
| M          | 44   | 93   | 44   | 170  | 293  |
| O1         | 1082 | 1076 | 1068 | 908  | 1251 |
| X          |      |      | 10   | 54   | 12   |
| Other      |      | 27   |      | 11   | 380  |
| TOTALS     | 6765 | 7951 | 7034 | 7245 | 8631 |

The following chart demonstrates the outcome of the protests for the years 2011 thru 2015. The year 2013 was the first year the district was required to make on line protests available for qualifying properties.

| Resolution           | 2015 | 2014 | 2013 | 2012 | 2011 |
|----------------------|------|------|------|------|------|
| Cancelled /Withdrawn | 963  | 938  | 802  | 639  | 717  |
| Settled on line      | 114  | 182  | 44   | n/a  | n/a  |
| Settled Informally   | 4443 | 5697 | 5084 | 5207 | 5988 |
| ARB decision         | 471  | 527  | 465  | 654  | 1090 |
| No Show              | 554  | 543  | 589  | 660  | 834  |
| Pending              | 220  | 64   | 50   | 85   | 2    |
| Total                | 6765 | 7951 | 7034 | 7245 | 8631 |

**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 Assistance Division (PTD) conducts a biannual property value study (PVS) of each Texas school district and each appraisal district. The Comal Appraisal District undergoes a property value study on odd years. The 2015 appraisal year is an odd numbered year; therefore, a property value study is being conducted by the comptroller. The 2015 results are currently not available.

The Property Tax and Assistance Division of the Comptroller’s Office conducts a biannual review of the appraisal district’s compliance with governance, taxpayer assistance, operating procedures, and appraisal standards. This review is called the Methods and Assistance Program (MAP) review. The 2014 results for the Comal Appraisal District are below.

| <b>Mandatory Requirements</b>   | <b>Pass/Fail</b> |
|---|------------------|
| 1. Does the appraisal district board of directors, through the chief appraiser, ensure that the appraisal district budget is prepared and followed according to Tax Code chapter 6? | Pass             |
| 2. Do property inspections match appraisal district records?  | Pass             |
| 3. Does the appraisal district have written procedures for appraisal?   | Pass             |
| 4. Are values reproducible using the written procedures and appraisal records?  | Pass             |
| 5. Were all appraisal district documents requested by PTAD made available to the reviewer by the required date?   | Pass             |
| <b>Appraisal District Activity</b>  | <b>Rating</b>    |
| Governance  | Meets All        |
| Taxpayer Assistance   | Meets All        |
| Operating Procedures  | Meets All        |
| Appraisal Standards, Procedures, and Methodology  | Meets All        |

## FINANCIAL RESULTS

The following chart demonstrates the appraisal district's cost per parcel in comparison with other districts with similar parcel size. The comptroller reclassified the MAP tiers for 2014.

| Appraisal District | # of 2015 Parcels | Map Tier | 2015 Annual Budget | 2015 Cost Per Parcel |
|--------------------|-------------------|----------|--------------------|----------------------|
| Wichita            | 79,968            | 1        | \$1,596,260        | \$19.96              |
| Taylor             | 93,000            | 1        | \$1,897,212        | \$20.40              |
| Liberty            | 109,909           | 2        | \$2,594,360        | \$23.60              |
| Kaufman            | 64,911            | 2        | \$1,871,600        | \$28.83              |
| Hays               | 86,237            | 1        | \$2,687,399        | \$31.16              |
| Guadalupe          | 86,212            | 1        | \$2,331,290        | \$27.04              |
| Comal              | 91,460            | 2        | \$2,316,021        | \$25.32              |

## TAXPAYER ASSISTANCE RESULTS

The Comal Appraisal District is dedicated to serving the public's needs and increasing the community's knowledge of the Texas Property Tax System. The Comal Appraisal District has taken measures to increase public awareness of the appraisal process by increasing the type and amount of information available to the public. We have revamped the Appraisal District's web site to include; frequently asked questions, how your home was appraised, and the inclusion of the district's budget, reappraisal plan, annual report, and the Texas Comptroller's evaluations (Property Value Study and Method and Assistance Program) of the appraisal district.

The district offers comment cards as a mechanism for the public's input. The customer comment cards allow the public to rate our office on its display of courtesy, professionalism and service on a scale: Very Good, Good, Fair, and Poor. Additionally, the district now provides an on line customer service survey for the public's input.

## CERTIFICATION

This report was prepared by Jennifer S. Salazar, Director of Operations on October 9, 2015.