

CAMP CENTRAL APPRAISAL DISTRICT **PUBLIC RELATIONS PLAN**

October, 2013
Revised April, 2014

Website: www.campcad.org

Introduction

Camp Central Appraisal District was established in 1980. Texas voters approved Appraisal District's in 1979. We are a political subdivision of the State of Texas created by the Texas legislature. The purpose was to consolidate appraisals into one central non-political office, while saving the taxpayers time and money. CCAD also serves as the central collections office as well.

We are governed by the Board of Directors whose responsibilities are:

Primary Duties

The following is a nonexclusive list of the primary responsibilities of the board of directors under the Property Tax Code:

1. Establish the CAD's appraisal office;
2. Hire a chief appraiser;
3. Adopt the CAD's annual operating budget before Sept. 15 after
4. Adopt a new budget within 30 days after a budget is disapproved by voting taxing units;
5. Appoint ARB members, except in certain counties;
6. Select a chairman and a secretary from among ARB members;
7. Notify taxing units of any vacancy on the board and elect by majority vote of members one of the submitted nominees;
8. Elect from members a chair and secretary at the first meeting of the calendar year;
9. Have board meetings at least once each calendar quarter;
10. Develop and implement policies regarding reasonable access to the board;
11. Prepare information describing the board's functions and complaint procedures; the information must be made available to the public and the appropriate taxing units;
12. Notify those party to a complaint filed with the board of the status of the complaint unless otherwise provided;
13. Appoint a taxpayer liaison officer (in counties having a population of over 125,000);
14. Biennially develop a written plan for the periodic reappraisal of all property in the CAD's boundaries, hold a public hearing

- with the required notice, approve a plan by Sept. 15 of each even-numbered year, and distribute copies to participating taxing units and to the Comptroller as required;
15. Make an agreement with newly formed taxing unit's governing body on an estimated budget allocation for the new taxing unit;
 16. Have prepared an annual financial audit conducted by an independent certified public accountant and deliver a copy of the audit to each voting taxing unit and made available for inspection at the CAD office;
 17. Designate the CAD depository at least once every two years;
 18. Receive taxing units resolutions disapproving board actions;
 19. Adhere to requirements regarding purchasing and contracting under Local Government Code Chapter 252;
 20. Provide advice and consent to the chief appraiser concerning the appointment of an agricultural appraisal advisory board and determine the number of members on that advisory board;
 21. Adhere to laws concerning the preservation, microfilming, destruction or other disposition of records; and
 22. Adopt and implement a policy for the temporary replacement of an ARB member who violates ex-parte communication requirements.

Statutory Authority

Property Tax Code Chapter 6 contains much of the statutory authority for boards of directors. The following is a nonexclusive list of boards' authority:

1. Provide for the operation of a consolidated CAD by inter local contract between two or more adjoining CADs;
2. Change the number of directors or method of selecting directors, or both, unless any of the voting taxing units oppose the change;
3. Have board meetings at any time at the call of the chair or as provided by board rule;
4. Contract with an appraisal office in another CAD or with a taxing unit in the CAD to perform the duties of the appraisal office for the CAD;
5. Prescribe, by resolution, specified actions of the chief appraiser relating to CAD finances or administration that are subject to board approval;
6. Employ a general counsel to the CAD to serve at the will of the board;
7. Purchase or lease real property and construct improvements necessary to establish and operate an appraisal office or branch office;

8. Convey real property owned by the CAD;
9. Amend the approved operating budget after giving notice to participating taxing units not later than the 30th day before the date the board acts on the proposed amendment;
10. Authorize the chief appraiser to disburse CAD funds;
11. Change the CAD's method of financing unless any participating taxing unit opposes the change;
12. Contract with the governing body of a taxing unit or county to assess and collect taxes through the Inter local Cooperation Act;
13. Change the number of ARB members; and
14. Appoint auxiliary ARB members and select the number of auxiliary members by resolution, except in certain counties.

CCAD property values are certified to the Appraisal Review Board who:

1. Hear property owners protests and taxing units challenges
2. Issues change orders to the appraisal district
3. Approves the appraisal roll

CCAD appraise and collect taxes for:

1. Camp County
2. Camp County Road and Bridge
3. City of Pittsburg
4. City of Rocky Mound
5. Northeast Texas Community College
6. Pittsburg ISD
7. Gilmer ISD-appraisal only

Goal:

CCAD goal is to maintain a positive public relationship with the taxpayers of Camp County and strive to improve areas that we find to have a negative aspect within our office. We strive to demonstrate a transparency of this office to help build trust and confidence in our work to achieve accurate, fair and equal appraisals for all taxpayers of the county.

Objective:

To help the public understand what we do and assist them with their questions and concerns.

Develop an information campaign to educate all taxpayers.

Offer taxpayers and the public excellent customer service and information.

Targeted Audiences:

Citizens of Camp County and all taxpayers that own property in Camp County, future taxpayers of CCAD looking to move to; invest in; or provide services within Camp County.

Research:

Continue to research areas of improvement by talking with or conducting attitude surveys of residents, businesses, taxing entities and media within Camp County.

Strategies:

Develop Camp County public relations procedures

Maintain good customer service within the office

Identify Camp CAD accomplishments

Pass all state studies, PVS and MAP's

Provide GIS mapping to the public

Provide public information to taxpayers of Camp County by either newspaper publication; CCAD website, CCAD in-house information center or Texas State Comptroller's website

1. News releases published by Susan Combs, Texas Comptroller, should be distributed within the time frame that covers each publication such as: Homestead, Over 65 and Disabled Veterans exemptions; rendition; productivity appraisal; remedies pamphlet; tax deferral for the elderly and personal property bulletin.
2. Publication of Board of Directors and Appraisal Review Board meetings
3. Publication of property tax protest and appeal procedures form 50-195.pdf covers time and place of Appraisal Review Board.
4. Publication of budget 6.062 Property Tax Code
5. Publication of effective tax rates
6. Publication of public hearing on tax increase (Ch 26) 50-197
7. Publication of notice revenue increase (Ch 26) 50-198
8. Maintaining CCAD website for public use and electronic Communications and on line protest filing. Website's "Current News and Alerts" is updated on a weekly to monthly basis with BOD and ARB meeting agendas, office closings, and taxpayer information.
9. Maintaing CCAD in-house information center with valuable tips to assist taxpayers. Examples: explanations of exemption qualifications, taxpayer remedies and how to

present a case before the ARB, updated list of tax sales and struck off property being offered for resale.

Evaluation

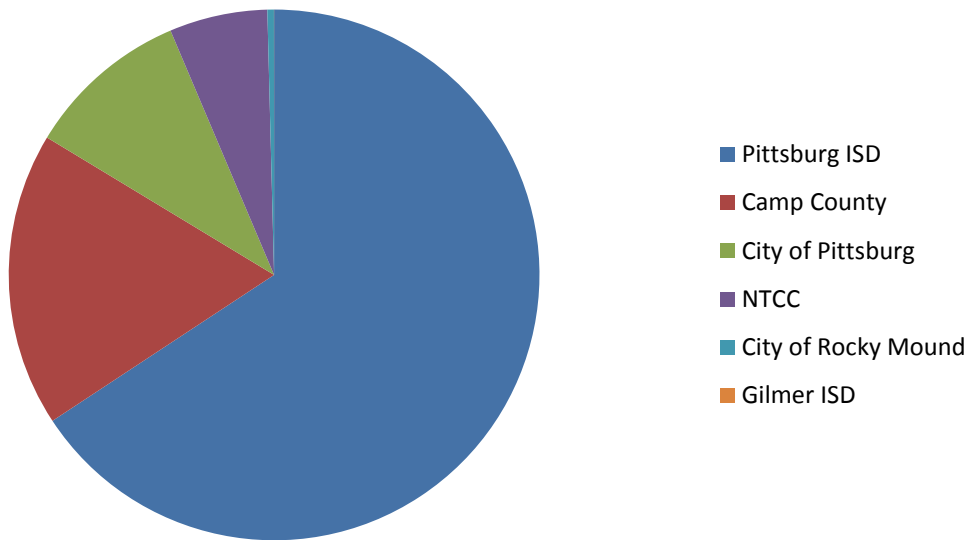
Conduct follow-up surveys of residents, businesses and taxing units to determine attitude shifts. Review media coverage annually to identify areas for improvement.

Conclusion

Our plan utilizes resources as much as possible in ways that will heighten impact and effectiveness without major budget impacts. It is important to recognize that we have a good and positive attitude toward the public and we appreciate the taxpayers of Camp County. The Camp Central Appraisal District wants to keep the public educated and well informed with what is going on in our office and around the State.



Camp CAD Budget Allocation



Adopted this _____ day of _____, 20____.

Chairman

ATTEST:

Secretary