

Grayson County Appraisal District

Standard Operating Procedures for the Board of Directors

Adopted:

How to Prepare the Board Meeting Agenda

1. Any board member may request that an item be placed on the agenda for board consideration by contacting the board chair, secretary, or chief appraiser at least four business days prior to the the Agenda Setting Committee meeting. All items are initially placed as discussion items on the draft agenda. Any discussion item may be moved to an action item with the concurrence of at least two board members. The member that receives the request shall forward to the Board Chair and carbon copy to the Chief Appraiser for inclusion on the draft agenda.
2. Items submitted for inclusion after the deadline or those requiring significant preparation time may, at the discretion of the chair, be deferred to a later meeting to allow staff sufficient time to prepare supporting information.
3. A draft agenda will be developed by the chief appraiser, chair, secretary (or any board member), and one other board member, at least 3 business days prior to the ASC meeting for which the agenda is being prepared. The ASC meeting will be scheduled 4 business days prior to the Board of Directos Meeting. Items that are submitted to the Agenda Setting Committee after the draft agenda is prepared will be discussed at the ASC meeting. The board members participating in the agenda setting meetings will be rotated on an equitable basis. Participating Board members will be responsible for organizing, appointing and notifying members of their rotated time of service. At each meeting; the ASC committee will designate 1 board member to prepare the draft agenda which will be forwarded to the remaining parties 3 business days prior to the ASC meeting. Designated Board Members will be responsible for reminding parties of scheduled meetings and/or deadlines. The end result of the agenda workshop will be a finalized agenda. Periodically, the Chief Appraiser may have the need to add items to the finalized agenda that are necessary for the operations of the district, that may involve personel, litigations, contracts, etc. In those instances; the Chief Appraiser will notify the Board Chairman and add the items to the final agenda. A called business meeting will be exempt from this criteria.
4. The draft agenda will include previously scheduled items from the board activity calendar and any items the board is required by law to consider or act on at the given meeting.
5. A consent agenda will be used to list items that will be presented together for a single vote without discussion:
 - a. Placement of items on the consent agenda will be at the discretion of the agenda setting committee.
 - b. Any individual board member may ask questions or discuss an item on the consent agenda by asking the chair to remove it from the consent agenda for individual consideration.
 - c. Following action on the consent agenda, the chair will allow discussion on any item requested for removal from the agenda by a board member.
 - d. The consent agenda may include but not limited to items such as the following:
 - i. Routine items
 - ii. Minutes of regular and special board meetings
 - iii. Routine bid recommendations in alignment with GCAD policy
 - iv. Second reading of GCAD policies
 - v. Approval of personnel contracts that comply with GCAD policies, if desired
 - vi. Facilities
6. At no time should the ASC meetings conflict or interfere with the Chief Appraiser and or personel in regards to the property tax calender or operations of the District. Should a conflict occur; priority will be given to the operations of the district.

Related Information: Property Tax Calender

Date Last Revised or Agreed to:

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How to Participate as a Trustee in “Public Comment”

1. Board members will listen to comments of speakers but will avoid asking questions of them or responding to them per the Texas Open Meetings Act.
2. The board designates the chair and/or chief appraiser as its spokesperson if a response to the speaker is required. The chair will limit responses to those allowed by law:
 - a. Statements of fact.
 - b. References to GCAD policy.
 - c. Placing the item on a future board agenda for discussion.
3. Following a speaker’s comments, a board member may ask the chair to place the subject on a future board meeting agenda.
4. With the approval of the board, the president may direct the chief appraiser to investigate matters brought forward during public comment and report findings to the board at a later meeting.
5. If a subject raised by a speaker is listed on the agenda posted in advance for the meeting, board members may discuss the subject at the time designated for that topic on the agenda.
6. If a speaker brings a complaint about an individual district staff person or board member, the chair and/or chief appraiser will remind the speaker of policies established to address personnel issues within the GCAD.
7. The board respects the First Amendment rights of the public to address the board during the time it has set aside for public comments and will not decline to hear any speaker who has followed the appropriate procedures for speaking without seeing legal advice.
 - a. Complete the Public Comments form: providing Name, Address, and Subject Matter
 - b. Complete the Sign-In form for public comments

Related Policies: General Policy for Public Access to the Board of Directors

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How to Prepare for Board Meetings

1. The chief appraiser will ensure that supporting information required for informed decision-making is prepared in advance when possible and included in the board meeting agenda packet. Items excepted from packet may include executive session material, third party information that is being supplied to the Chief Appraiser, information that the Chief Appraiser obtained that may be included in the Chief Appraiser Discussion/Report, items that are requested 1 business day prior to the scheduled meeting, etc. The Chief Appraiser may withhold communications, reports, material, information, etc. that are relevant to Texas Property Tax Code open meeting requirements that may be construed as ex-parte communications will be excluded from packet material and only discussed in an open meeting. If the preparation of supporting information for decision-making conflicts with deadlines dictated by law or operations of the appraisal district; priority will be given to the District and/or deadlines mandated by law.
2. The chief appraiser will ensure that agenda packets are distributed either in person or via email to board members at least three days before scheduled board meetings.
3. Board members prepared to address agenda items by doing the following:
 - a. Reading agenda packet materials before each board meeting.
 - b. Calling the chief appraiser with questions about agenda items or background information at least 4 hours before the scheduled board meeting.
4. Receiving answers to questions in advance does not preclude board members from asking relevant questions about agenda items during board meetings.
5. The chair will have full authority to follow and enforce all Rules of Order.
6. Members should generally not speak without being recognized by the chair.
7. Members should be attentive of other board members and the chief appraiser when reports are being delivered and questions are being asked.

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How to Visit the GCAD as a Board Member

1. Board members are encouraged to visit the GCAD office as necessary for board business.
2. Board members are encouraged to check with the chief appraiser about the best time to visit.
3. Board members may interact with any staff member as long as it does not interfere with the work process of the staff member.
4. Board members may not give any direction to any staff except when safety or liability is an issue and will notify the Chief Appraiser as soon as possible of any directions given to a staff member so that the Chief Appraiser may monitor if deemed necessary.
5. When visiting with the chief appraiser and/or staff, board members will adhere to House Bill 402.
6. Board members will not request or accept extraordinary consideration or favors from any GCAD employee.

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How to Request Information about Meeting Agenda Items

1. Members are encouraged to ask for information related to meeting agenda items prior to the scheduled meeting.
2. Any questions about agenda items or requests for additional information about them will be directed to the chief appraiser.
3. Questions about any agenda item should be made at least 4 hours prior to the scheduled meeting.
4. Request for information regarding any agenda item should be made at least 1 business day prior to the scheduled meeting. The request should be in writing.
5. If a written report is provided in response to the request, all board members will receive a copy of both the request and report as soon as practicable but no later than prior to the opening of the meeting.
6. If the requested information is not readily available in a timely manner, then the board member shall be informed and the need for the requested information shall be discussed with the board chair, chief appraiser, and/or at the board meeting.
7. Board members may discuss the information provided or ask additional questions about the agenda item in the meeting.

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How to Communicate With Other Board Members between Meetings

1. The chief appraiser will communicate with each board member by weekly and/or bi-weekly GCAD updates that may include information such as the following:
 - a. GCAD events
 - b. Progress reports on board goals and directives
 - c. Follow-up reports in answer to board member questions
 - d. Updates on administrative matters or GCAD operations
2. The chief appraiser will meet with the board chair and secretary as needed, or communicate by telephone, fax, and/or e-mail to inform them of GCAD issues that may need to come before the board for information or action.
3. The board chair may direct the chief appraiser to distribute copies of documents to each member of the board for information. The weekly and/or bi-weekly district update will be used to distribute information unless circumstances dictate a more immediate delivery.
4. The chief appraiser will communicate requested information to all board members in as timely a manner as possible without interfering with the regular conduct of GCAD business.
5. Board members may communicate with other individual members for purposes of asking questions, clarifying information, or socializing under circumstances that do not conflict with or circumvent the Texas Open Meetings Act. Purposes include sharing information, sharing options, or agreeing upon wording of a board position to the community. These communications should be open and honest and be focused on clarifying questions and sharing the experience and knowledge of the board members with one another. Communications include emails.
6. Board members may not communicate with other individual members for purposes of soliciting votes in support of or opposition to items of business that may come before the board.
7. Board members who wish to share information relevant to GCAD business or issues scheduled to come before the board will relay the information to the chair and secretary for placement on a future agenda or to the chief appraiser for distribution to all members in the weekly and/or bi-weekly district update.

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How to Request Information Not Related to Agenda Items

1. Members should request information not related to a meeting agenda item directly from the chief appraiser.
2. The chief appraiser will determine if the information requested is available from existing sources or records or if it requires a special, one-time-only report.
3. If the requested information can be provided from readily available data with no diversion of staff time, it will be provided as soon as is reasonable.
4. In the event the request requires a special report that will divert staff time from established priorities, the chief appraiser will notify the requester and the board chair.
5. The board chair will place the request for information on the next meeting agenda to determine if a majority of the board agrees that the requested information is important for its future decision-making.
6. If the board agrees that the information is important for future decision-making, the chief appraiser will direct that a report be developed and provided as requested by the board.
7. All team members will receive a copy of any report generated by a board member's request in accordance with this procedure.

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How to Communicate With the Media

1. The board chair or, in his or her absence, the secretary will serve as the board spokesperson to the media on issues regarding board actions.
2. The chief appraiser or, in his or her absence, a specified designee shall be the official GCAD spokesperson to the media on district issues.
3. A board member receiving a call from the media requesting information, comments, or an interview will inform the media representative that the chief appraiser is the board's designated contact for official information about GCAD business and that the board chair is the board's designated contact for official positions on the board's actions or decisions as a body.
4. Board members who do speak with media representatives will clarify at the beginning of the interview that they are speaking as individuals rather than as authorized representatives of the board of directors.
5. When speaking as an individual, the board member may remind media representatives of the official position or action already taken on the issue by the board of directors and refer them to the board's designated spokesperson for further information about those actions.
6. When speaking to media representatives, board members will generally avoid stating opinions or speculating about possible board action on issues that are scheduled for discussion at a future board meeting and explain that decisions will be made after deliberation with members of the board at a meeting.

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How to Respond to Community or Employee Complaints

1. Listen briefly and respectfully. Remind the complainant of the board's responsibility to remain impartial and noncommittal because complaints may ultimately be brought to the board on appeal.
2. Determine if the complainant wishes to express dissatisfaction or desires some action be taken to resolve an issue.
3. Complainants who desire some action be taken should be directed or referred to the appropriate policy outlining grievance procedures and informed that the steps listed in policy are necessary to protect everyone's rights while following an orderly process.
4. Ask if the complainant has followed the "Chain of Command" outlined in GCAD policy.
5. If the complainant does not know the GCAD's "Chain of Command," provide the following information:
 - a. Ask if the complainant has talked to the involved party.
 - b. The complainant should first discuss the problem with the person in authority closest to the problem.
 - c. If not satisfied with the resolution of the problem, the complainant should go to the administrative supervisor of the person noted in "a."
 - d. The administrative supervisor will help the complainant initiate any correspondence or forms required by policy and attempt to resolve the complaint.
 - e. If still not satisfied, the complainant may appeal to the chief appraiser (or a designee) for resolution.
 - f. If the chief appraiser is unable to resolve the issue or the complainant is still not satisfied, the formal complaint is brought to the board following policy.
6. If, in the opinion of the board member, the complainant has used the chain of command or the complaint is regarding the chain of command, the board member will contact the chief appraiser and ask clarifying questions regarding the situation.
7. Board members will inform the chief appraiser of all complaints if the issue has the potential to escalate from staff and community but will not direct the chief appraiser to take specific actions.
8. The chief appraiser shall inform the board of the resolution of complaints made to the Board, or those made during public comments portion of a board meeting, if the complaint requires chief appraiser intervention.
9. For communication from a board member to the staff member: The chief appraiser receives all communication from board members intended for the staff except in situations where HB 402 applies.

Related Policies: Policies for Resolving Complaints

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How to Communicate With the Community

1. Board members are encouraged to participate in community activities as liaisons between the public and the GCAD. When doing so, board members are expected to:
 - a. Relay information about district goals.
 - b. Advocate for the GCAD.
 - c. Communicate responses to public question, inquiries, and suggestions.
 - d. Clarify a board member's limitations, obligations, and responsibilities as a member of the board.
 - e. Support board decisions.
 - f. Interact in a positive manner.
 - g. Listen politely and respectfully to comments.
 - h. Make no commitment on behalf of the board or district.
 - i. Avoid criticizing GCAD personnel.
 - j. Not speak for the board unless specifically designated as the board spokesperson on an issue.
 - k. Refer questions about specific district activities to the chief appraiser.
2. The Board of Directors encourages community input; however, it will not respond to or act on the basis of anonymous calls or letters.
3. Signed letters addressed to the board or a board member will be forwarded to the board members via the chief appraiser.
4. The board will communicate to the community collectively through GCAD communication vehicles authorized by the board in policy or the district communication plan.

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New Board Member Orientation

1. Hold this meeting before or soon after the seating of new board members. If possible, conduct it before the new members' first board meeting.
2. All board members and the chief appraiser may attend and participate.
3. Topics may include, but are not limited to:
 - District goals and priorities
 - Expectations concerning executive session
 - GCAD visitation by board members
 - Handling comments/concerns/complaints from community
 - Membership in a "policy-making group"
 - Communication between board members
 - Confidentiality (required) of board members
 - Responsibility of spouses' confidentiality
 - Budget development process
 - Chief Appraiser evaluation form and process
 - Chief Appraiser performance goals

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**Copy of board policy regarding providing the public with the
opportunity to speak**

**GENERAL POLICY FOR PUBLIC ACCESS TO
THE BOARD OF DIRECTORS**

- (a) It is the policy of the Board of Directors to provide the public with a reasonable opportunity to address the Board on the subject of the policies and procedures of the Appraisal Review Board and on any issue under the Board's jurisdiction. At each regularly scheduled meeting, the Chairman of the Board shall announce that each person wishing to address the Board on such policies, procedures or issues may have five minutes in which to do so. The Board may vote to expand any person's time for speaking. If a large number of persons wish to speak to the Board, the Board may vote to reduce each person's time for speaking as may be reasonably necessary to allow the Board to complete its business and adjourn the meeting at a reasonable time. The Board may refuse to hear any person who attempts to speak on a subject unrelated to the policies and procedures of the Appraisal District or the Appraisal Review Board and unrelated to any other issue under the Board's jurisdiction.
- (b) If a person who does not speak English or who communicates by sign language wishes to address the Board at a meeting, and that person is unable to provide his own interpreter, he should notify the chief appraiser in writing at least two business days prior to the meeting and earlier, if possible. Upon receiving such a notice, the chief appraiser shall arrange to have an interpreter at the meeting. If the chief appraiser cannot arrange to have an interpreter present, he shall inform the Board at the meeting of the request he received and the reason he was unable to provide an interpreter.
- (c) If a person has a disability that prevents him from entering the Appraisal District's office or the room where the Board's meetings are held, or that otherwise prevents him from having access to the Board he should notify the chief appraiser in writing at least two business days prior to the meeting and earlier, if possible. The notice should describe the person's disability and how it prevents the person from having access to the Board. Upon receiving such a notice the chief appraiser shall determine whether the person can be given access to the Board (1) by some temporary modification of the Appraisal District's office that is practicable under the circumstances; (2) by means of some other assistance from the employees of the District that is practicable and safe under the

circumstances, or (3) by having the Board relocate its meeting to some other room or part of the Appraisal District's office.

If the person cannot be given the access to the Board in such a manner, the chief appraiser shall arrange for the person to address the Board by telephone from some other location through the use of a speaker-phone. Under such circumstances, the chief appraiser shall inform the Board at the meeting of the reasons why the person was not able to address the Board in person.

- (d) The written public notices of the Board's meetings shall contain in English and in Spanish a brief description of the Board's policy concerning public access to the Board, and access by disabled or non-English speaking persons.

ACCESS BY DISABLED PERSONS GENERALLY

The chief appraiser shall to the fullest extent practicable make sure that the Appraisal District's office and the conference room where the Board of Directors holds its meetings are accessible to persons in wheelchairs and other persons with disabilities that affect their mobility. The measures to be taken by the chief appraiser shall include, but need not be limited to, the following:

- (1) the reservation of at least one parking space for handicapped persons (as close as possible to the entrance to the Appraisal District's office);
- (2) the installation of necessary ramps inside and outside the Appraisal District's office, and
- (3) the installation of railings and other modifications necessary to provide access to the Appraisal District's restrooms.

POLICIES FOR RESOLVING COMPLAINTS

- (a) The Board will consider complaints about itself, the Appraisal District, the Appraisal Review Board, or any of the following persons, if the action which is the subject of the complaint was taken in such person's official capacity:
 - (1) a member of the Board of Directors;
 - (2) a member of the Appraisal Review Board;

- (3) the chief appraiser;
 - (4) any employee of the Appraisal District, and
 - (5) any private person or firm who, by contract, performs governmental functions for the Appraisal District.
- (b) A complaint may be filed with the Board by any of the following persons or entities:
- (1) an owner of taxable property in the Appraisal District;
 - (2) a taxing unit for which the Appraisal district appraises property;
 - (3) the Appraisal Review Board or any member thereof;
 - (4) the Chief Appraiser, or
 - (5) any employee of the Appraisal District.
- (c) A complaint may be addressed to any matter within the jurisdiction of the Board of Directors or any matter involving the Appraisal District or the Appraisal Review Board, except that a complaint may not be addressed to any of the grounds for protests before the Appraisal Review Board as set out in Sec. 41.41 (1 through 7) and 41.411 Tex. Prop. Tax Code.
- (d) A complaint must be filed in writing and addressed to the Chairman of the Board or the Board itself.
- (e) The Chairman of the Board at any time may refer a complaint received since the Board's last regular meeting to the chief appraiser for investigation.
- (f) At each regular meeting, the Board shall request that the chief appraiser report on the status of all the pending complaints which have previously been referred to him by the Board or by its Chairman. The Board shall take the actions it may deem reasonable and appropriate to resolve a complaint. With respect to each complaint received since its last regular meeting, the Board shall either take some action to resolve the complaint, or refer the complaint to the chief appraiser for investigation. If such a complaint has already been referred to the chief appraiser by the Chairman, the Board shall either take some action to resolve that complaint, or ratify the Chairman's decision to refer it to the chief appraiser.
- (g) No employee or official of the Appraisal District or

Appraisal Review Board shall be sanctioned or disciplined in any manner by the Board in response to a complaint without being given an opportunity to be heard by the Board at one of its meetings. The Board may also allow the complaining party to appear before it.

- (h) The Board's deliberations at its meeting with respect to complaints, shall occur in open session or executive session as authorized by the Texas Open Meetings Act. Article 6252-17 Tex. Rev. Civ. Stats.
- (i) In response to each complaint referred to him by the Board or by the Chairman, the chief appraiser shall investigate the validity of the complaint, and after conducting his investigation, make his recommendation to the Board. He shall report to the Board at its meetings on the result of his investigations and his recommendations with respect to complaints.
- (j) Each employee and official of the Appraisal District shall cooperate fully with an investigation being conducted by the chief appraiser.
- (k) When a complaint is pending, at least once each calendar quarter, the Board shall notify the parties to the complaint (both the complaining party and the party against whom the complaint is filed) in writing of the status of the complaint unless such notice would jeopardize an undercover investigation. The Board shall notify the parties when a complaint is finally resolved. The chief appraiser shall prepare proposed notices for consideration by the Board, and shall deliver the notices approved by the Board.
- (l) If a complaint is addressed to some actions or omission specifically on the part of the chief appraiser or if it otherwise appears that the chief appraiser could not objectively investigate the complaint and make impartial recommendations to the Board, then the Chairman and/or the Board shall refer the complaint to some other employee of the Appraisal District or to a particular member of the Board who shall perform the functions of the chief appraiser with regard to investigating the complaint and making recommendations to the Board in an objective manner.

GRAYSON APPRAISAL DISTRICT INVESTMENT POLICY

Written Policies

Investments shall be made in accordance with written policies approved by the Board of Directors. The investment policies must primarily emphasize safety of principal and liquidity and must address investment diversification, yield and maturity, and the quality and capability of investment management. The policies must include a list of the types of authorized investments in which the District's funds may be invested.

Investment Strategies

The Board of Directors shall adopt an investment strategy which will describe the investment objectives under the following priorities in order of importance:

1. Understanding the suitability of the investment to the financial requirements of the District;
2. Preservation and safety of principal;
3. Liquidity;
4. Marketability of the investment if the investment needs to be liquidated before maturity;
5. Yield.

Annual Audit

The Board of Directors shall perform a compliance audit of management controls on investments and adherence to the Board's established investment policy. The compliance audit shall be performed in conjunction with the annual financial audit.

Investment Officer

The Board of Directors shall designate one or more employees as investment officer(s) to be responsible for the investment of its funds.

Standard of Care

Investments shall be made with judgment and care, under prevailing circumstances that a person of prudence, discretion, and intelligence would exercise in the management of his or her own affairs, not for speculation, but for investment, considering the probable safety of capital and the probable income to be derived. Investments shall be governed by the objectives specified in Government Code 2256.006, in the order of priority specified therein.

In determining whether an investment officer has exercised prudence with respect to an investment decision, the following shall be considered:

1. The investment of all funds, rather than the prudence of a single investment, over which the officer had responsibility.
2. Whether the investment decision was consistent with the Board's written investment policy.

Personal Interest

A District investment officer who has a personal business relationship with an entity seeking to sell an investment to the District shall file a statement disclosing that personal business interest. An investment officer who is related within the second degree by affinity or consanguinity, as determined by Government Code Chapter 573, to an individual seeking to sell an investment to the District shall file a statement disclosing that relationship with the Board of Directors and with the Texas Ethic Commission.

Authorized Investments

The Board of Directors may purchase, sell, and invest its funds and under its control in investments described below, in compliance with its adopted investment policies and according to the standard of care set out in this policy.

The following investments are authorized:

1. Obligations of, or guaranteed by governmental entities:
 - a. Obligations of the United States or its agencies and instrumentalities.
 - b. Direct obligations of the State of Texas or its agencies and instrumentalities.
 - c. Collateralized mortgage obligations directly issued by a federal agency or instrumentality of the United States, the underlying security for which is guaranteed by an agency or instrumentality of the United States.
 - d. Other obligations, the principal and interest of which are unconditionally guaranteed or insured by, or backed by the full faith and credit of, the State of Texas, the United States, or their respective agencies and instrumentalities.

Exceptions

The following are not authorized investments in the Public Funds Investment Act:

- (1) Obligations whose payment represents the coupon payments on the outstanding principal balance of the underlying mortgage-backed security collateral and pays no principal.
- (2) Obligations whose payment represents the principal stream of cash flow from the underlying mortgage-backed security collateral and bears no interest.

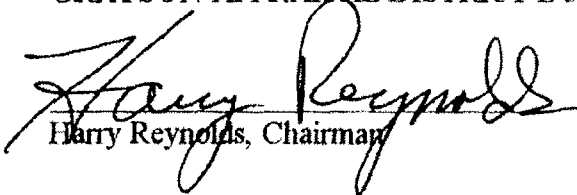
- (3) Collateralized mortgage obligations that have a state final maturity date of greater than ten years.
 - (4) Collateralized mortgage obligations the interest rate of which is determined by an index that adjusts opposite to the changes in a market index.
2. Certificates of deposit or share certificates issued by a state or national bank domiciled in Texas or a savings and loan association domiciled in Texas or a state or federal credit union domiciled in Texas that is guaranteed or insured by the FDIC or its successor or the National Credit Union Share Insurance Fund or its successor and is secured by obligations described in item 1 above, including mortgage-backed securities directly issued by a federal agency or instrumentality that have a market value of not less than the principal amount of the certificates or secured in any other manner and amount provided by law for the deposits of the District.

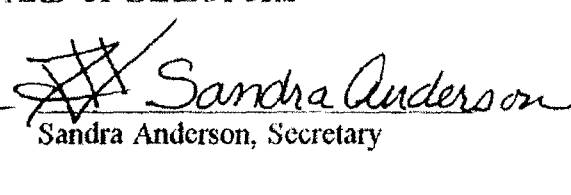
Seller of Investments

A written copy of the investment policy shall be presented to any person seeking to sell an authorized investment to the District. A written copy of the investment policy shall be made part of the District's depository contract.

ADOPTED: May 28, 1997

GRAYSON APPRAISAL DISTRICT BOARD OF DIRECTORS


Harry Reynolds, Chairman


Sandra Anderson, Secretary