



UG-98-2026-31217

**BEXAR CENTRAL APPRAISAL DISTRICT
MEETING OF THE BOARD OF DIRECTORS
AGENDA**

DATE OF MEETING: February 9, 2026
PLACE OF MEETING: 411 N. Frio St.; San Antonio, TX 78207
TIME OF MEETING: 1:30 pm

*** PUBLIC COMMENTS MAY BE SUBMITTED BY EMAIL TO bod@bcad.org NO LATER THAN 8:00 A.M. THE MORNING OF THE MEETING, OR IN PERSON BY REGISTERING BY NAME ON THE SIGN-IN SHEET BY THE DOOR OF THE MEETING. COMMENTS RECEIVED TIMELY BY EMAIL WILL BE READ INTO THE RECORD DURING THE PUBLIC COMMENT PORTION OF THE MEETING. THE BOARD OF DIRECTORS INVITES PUBLIC COMMENT; HOWEVER, THE PUBLIC MUST BE AWARE THAT A SUBJECT RAISED BY A MEMBER OF THE PUBLIC CANNOT BE DELIBERATED OR DISCUSSED BY THE BOARD IF IT IS NOT ON THE AGENDA FOR THE MEETING AT WHICH THE SUBJECT IS RAISED. DISCUSSIONS OF SPECIFIC PROPERTIES WILL NOT BE PERMITTED.**

THE PUBLIC MAY ACCESS THIS MEETING AT:

<https://zoom.us/j/91344589497?pwd=pqp5xS4Wk6kxWFrG2YxtODwu5Ow1K8.1>

Meeting ID: 913 4458 9497
Passcode: 406638

AGENDA

THE FOLLOWING ITEMS MAY BE CONSIDERED AT ANY TIME DURING THE MEETING OF THE BOARD OF DIRECTORS

PROCEDURAL

- A. Meeting called to order by Dave Gannon, Chair

Recording of present directors

- B. Statement of Eligibility (*Jimmy Saiz, Executive Assistant*)

The board of directors will sign a statement of eligibility to serve as required by Section 6.03, Texas Tax Code.

- C. Public Comments Period (*Jimmy Saiz, Executive Assistant*)

Comments received timely by email will be read into the record at this time. Individuals wishing to address the board have three minutes to speak. The chair may grant additional time.

ACTION ITEMS

D. Minutes (*Jimmy Saiz, Executive Assistant*)

1. Approval of the minutes of the board meeting of January 13, 2026

E. Board of Directors Policy and Procedure Manual Update
(*Rogelio Sandoval, Chief Appraiser*)

The board of directors may discuss and/or vote to authorize the chief appraiser to update the board of directors policy and procedure manual.

F. Budget Ad-Hoc Committee (*Rogelio Sandoval, Chief Appraiser*)

The board of directors may consider and appoint a budget ad-hoc committee.

EXECUTIVE SESSION

G. Adjourn to Executive Session

At any time during the meeting of the board of directors, the board may retire into closed Executive Session pursuant to Texas Government Code, Sections 551.071, 551.072, 551.074 & 551.076 to discuss any of the following:

1. Section 551.071 Consultation with attorney regarding pending or contemplated litigation, settlement offers, or about matters which the attorney is required to consult with the board. As authorized by this section, this meeting may be convened in closed Executive Session for the purpose of seeking confidential legal advice from the board's legal counsel on any item listed herein.
2. Section 551.072 Deliberations regarding real property.
3. Section 551.074 Personnel matters; to deliberate the appointment, employment, evaluation, reassignment duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee.
4. Section 551.076 Deliberations regarding Security Devices.

The board of directors may consider and act upon any item discussed in closed Executive Session.

REPORTS

H. Chief Appraiser's Report

The board of directors will receive the following reports from the chief appraiser:


1. Appraisal Records *(Tommy Allison, Assistant Chief Appraiser)*
 - a. The board of directors will receive an overview of the property tax calendar and an update on the status of work regarding the 2026 appraisal roll.
2. District Recognition *(Rogelio Sandoval, Chief Appraiser)*
 - a. The chief appraiser will inform the board of directors of being awarded the 2024 Certificate of Achievement for Excellence in Financial Reporting presented by the Government Finance Officers Association.

I. Additional Reports

The board of directors will receive the following reports:

1. Community Engagement *(Jennifer Rodriguez, Communications Director)*
2. Taxpayer Liaison *(L. Christopher White, Taxpayer Liaison)*
3. Appraisal Review Board Chair *(Daniel George, Appraisal Review Board Chair)*

J. Adjourn



Rogelio Sandoval
Chief Appraiser
Bexar Central Appraisal District

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** The Board of Directors invites comments from the public about the policies and procedures of the Bexar Central Appraisal District, the Appraisal Review Board or other matters within the Board's jurisdiction. If you wish to address the Board but do not speak English and cannot bring your own interpreter or have limitations due to a physical disability, please notify the Taxpayer Liaison Officer in writing at the address above at or by fax at 210-242-2451 prior to the meeting in order for arrangements to be made to accommodate your needs.*

**La junta de directores invita los comentarios del público acerca de las políticas y procedimientos del distrito de evaluación de Bexar, de la junta de revisión de evaluación o de otros asuntos de jurisdicción de la junta. Si usted desea dirigir a la junta, pero no habla inglés y no puede traer su propio intérprete o tiene limitaciones debido a una discapacidad física, por favor notificar al oficial de enlace del contribuyente por escrito a la dirección anterior o por fax al 210-242-2451 antes de la reunión para que se hagan arreglos y satisfacer sus exigencias.*

BEXAR CENTRAL APPRAISAL DISTRICT
BOARD OF DIRECTORS MEETING
FEBRUARY 9, 2026
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STAFF SUMMARY SHEET

ISSUE: Meeting called to order by Dave Gannon, Chair

Meeting called to order and recording of directors present.

STAFF SUMMARY SHEET

ISSUE: Statement of Eligibility

The board of directors will sign a statement of eligibility to serve as required by Section 6.03, Texas Tax Code.



Bexar Central Appraisal District

411 N. Frio, San Antonio, TX 78207 | Phone: 210-242-2432 | www.bcad.org

February 9, 2026

Tax Code Section 6.03 states specific qualifications which must be met by each member of the board of directors. In order to remain eligible to serve as of member of the board, please sign the statement below.

- Pursuant to 6.03(a), an individual is ineligible to serve on the board of directors if they have not been a resident of the district for at least two years immediately preceding the date they take office.
- Pursuant to 6.03(a), an individual is ineligible to serve if they are an employee of a participating tax unit unless the individual is also a member of the governing body or an elected official of a tax unit.
- Pursuant to 6.035(a-1), an individual is ineligible to serve if they are related with the second degree by consanguinity or affinity to an individual who is engaged in the business of appraising property for compensation or has represented owners for compensation in proceedings in the appraisal district at any time during the preceding five years.
- Pursuant to 6.035(a) and 6.412(a), a member of the board of directors, the chief appraiser, and the appraisal review board members is disqualified from serving if he/she owns property on which delinquent property taxes have been owed for more than 60 days, after the date the person knew or should have known of the delinquency. This restriction does not apply if the person is paying the delinquent taxes or has deferred or abated a suit to collect delinquent taxes.

I, _____, am eligible to serve as a member of the board of directors subject to the above provisions.

Signature

Date

STAFF SUMMARY SHEET

ISSUE: Public Comments Period

Comments received timely by email will be read into the record at this time. Individuals wishing to address the board have three minutes to speak. The chair may grant additional time.

STAFF SUMMARY SHEET

ISSUE: Minutes

1. Approval of the minutes of the board meeting of January 13, 2026

**MINUTES OF THE MEETING OF THE
BEXAR CENTRAL APPRAISAL DISTRICT
BOARD OF DIRECTORS
JANUARY 13, 2026**

The Board of Directors of the Bexar Central Appraisal District met for a meeting at 411 N. Frio in San Antonio, Texas on January 13, 2026, at 2:00 p.m. The items of business were acted upon as shown in the following minutes.

A. Call to Order

Mr. Dave Gannon, Chair, called the meeting to order at 2:00 pm and acknowledged the presence of the following directors:

Dr. Ralph Barksdale
Mr. Robert Bruce
Mr. Jon Fisher
Councilwoman Ivalis Meza Gonzalez
Ms. Erika Hizek
Ms. Naomi Miller
Mr. Leslie Sachanowicz

B. The Board of Directors will be sworn into office for the 2026 term.

District Court Judge Jacqueline Valdes was in attendance to perform the swearing in. The following appointed directors were sworn into office for the 2026 term: Dr. Ralph Barksdale and Councilwoman Ivalis Meza Gonzalez.

C. The Board of Directors will elect officers for the 2026 tax year.

Dave Gannon was nominated for board chair by Mr. Fisher and Dr. Barksdale seconded the motion which was unanimously approved.

Jon Fisher was nominated as vice chair by Ms. Hizek and Ms. Miller seconded the motion which was unanimously approved.

Dr. Barksdale was nominated as secretary by Mr. Fisher and Councilwomen Meza Gonzalez seconded the motion which was unanimously approved.

D. Public Comments Period

There were no members of the public present.

E. Minutes

Ms. Miller moved to approve the minutes of the December 16th meeting as written. Mr. Sachanowicz seconded the motion which was unanimously approved.

F. Zendesk Software Agreement Renewal

Ms. Sarah Durnell, Customer Information and Assistance Director, provided the board with "Improving Public Experience and Communication through Zendesk", a presentation outlining the Zendesk platform and how it has benefited the district and the public."

Ms. Crystal Khantharoth, Finance Director, asked for board approval to enter into a renewal agreement with Zendesk for three years for a total of \$299,160, or \$99,720.00 per year, with the contract starting February 20, 2026, to February 19, 2029.

Ms. Miller moved to approve the renewal agreement with Zendesk. Dr. Barksdale seconded the motion which was unanimously approved.

G. Update Board of Directors meeting dates and times

Mr. Rogelio Sandoval, Chief Appraiser, presented the board a proposed update of dates and times for the upcoming board meetings for 2026.

Mr. Gannon added that Mr. Uresti preferred Wednesdays or Thursdays due to Commissioners Court. Councilwoman Meza Gonzalez commented that city council has their meetings scheduled for Wednesday and Thursday.

Mr. Gannon confirmed the second Monday of the month at 1:30pm would work best with everyone's schedule and that every third meeting will be held at 6:00pm.

Dr. Barksdale moved to approve the updated meeting dates and times as mentioned. Councilwoman Meza Gonzalez seconded the motion which was unanimously approved.

H. Adjourn to Executive Session

At any time during the meeting of the board of directors, the board may retire into closed Executive Session pursuant to Texas Government Code, Sections 551.071, 551.072, 551.074 & 551.076 to discuss any of the following:

1. Section 551.071 Consultation with attorney regarding pending or contemplated litigation, settlement offers, or about matters which the attorney is required to consult with the board. As authorized by this section, this meeting may be convened in closed Executive Session for the purpose of seeking confidential legal advice from the board's legal counsel on any item listed herein.
2. Section 551.072 Deliberations regarding real property.
3. Section 551.074 Personnel matters; to deliberate the appointment, employment, evaluation, reassignment duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee.
4. Section 551.076 Deliberations regarding Security Devices.

Upon reconvening into open session, the board of directors may consider and/or vote upon any item discussed in closed Executive Session.

The board adjourned into executive session at 2:29 pm and reconvened at 3:01 pm. There was no action to be taken.

I. Chief Appraiser’s Report

1. Financial Condition

Ms. Khantharoth presented the board with the Funds Investment Report from November 30, 2025. As of November 30, 2025, total deposits were \$13,377,699.12. Year to date interest earned \$298,401.16 and the district was over collateralized by \$4,096,240.90. Total revenues collected \$28,547,907 with a fund balance of \$5,196,648. She stated there were no changes to the designated cash funds.

2. Appraisal Records

Mr. Tommy Allison, Assistant Chief Appraiser, presented the board with the 2025 fourth quarter 25.25b report along with the appraisal records report that included a status of the 2026 appraisal roll, appraisal activities, and ownership and exemption processing.

J. Adjourn

Mr. Fisher moved to adjourn the meeting. Dr. Barksdale seconded the motion which was unanimously approved.

There being no further business, the January 13, 2026, board of directors meeting adjourned at 3:09 pm.

Chair

Secretary

Date

STAFF SUMMARY SHEET

ISSUE: Board of Directors Policy and Procedure Manual Update

The board of directors may discuss and/or vote to authorize the chief appraiser to update the board of directors policy and procedure manual.

2026 Updates

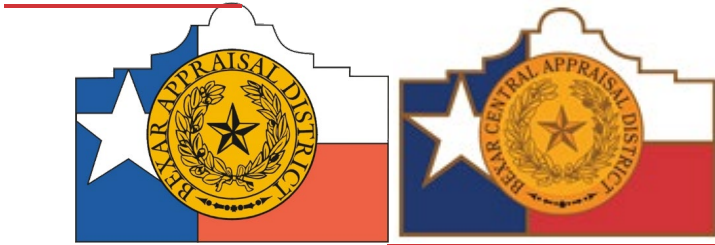
Policies and Procedures of the Bexar Central Appraisal District Board of Directors

- New district logo and update Bexar Appraisal District to Bexar Central Appraisal District
- **1.4 Training:** No later than 90 days after the date a director takes the oath of office or otherwise assumes responsibilities as a member of the board, each director must complete a training course regarding Open Meetings and Public Information through the website of the Attorney General of Texas. [Texas Government Code § 551.005 and 552.012];

Each director must provide a certificate of course completion to the executive assistant.

Additional board member training required by HB 148 will be updated once information has been made available.

- **3.1 Regular Meeting:** Regular meetings of the board will be held at 1:30 pm on the second Monday of every month with every third meeting at 6:00 pm or as needed but not less than once each quarter. During a tax unit appointment year, the December meeting will be held as soon as possible after December 15th in order to accommodate the voting deadline.
- **3.5 Notice:** Meeting notices will be posted three business days before the scheduled meeting time as specified by Texas Government Code §§ 551.043 and 551.054. Members of the board and participating taxing units shall be notified at least three business days in advance of regular or special meetings of the board. Notice of emergency meetings must be given at least four (4) hours in advance of the meeting time. Notice of regular or special meetings will be posted outside the district and on the district's official internet website.



POLICIES AND PROCEDURES OF THE BEXAR CENTRAL APPRAISAL DISTRICT BOARD OF DIRECTORS

The ~~Bexar Appraisal District~~Bexar Central Appraisal District Board of Directors policies and procedures may be revised as necessary by legislative requirements, operational updates, and in accordance with state law.

THESE RULES HAVE BEEN DULY PASSED, ADOPTED and APPROVED on this day

_____.

ARTICLE I
RESPONSIBILITIES & DUTIES OF THE BOARD

The ~~Bexar Appraisal District~~**Bexar Central Appraisal District** (“the district”) is governed by a board of directors (“the board” or “director”) whose duties and authority are prescribed by the Texas Property Tax Code.

1.1 Duties: Directors should be committed to duty of care, duty of loyalty, and duty of obedience.

1.2 Responsibilities: The board’s primary responsibility is establishing the appraisal district office, hiring a qualified chief appraiser, appointing the Bexar Appraisal Review Board (ARB) and a taxpayer liaison officer (TLO), and adopting the district’s annual operating budget and biennial reappraisal plan. The board shall also retain a qualified financial auditor for an annual audit of district funds and solicit bids to designate a district depository to handle the district’s funds. The board, with the advice and consent of the chief appraiser, shall also appoint members to the agricultural advisory board, approve contracts for the district, and set forth other important policies and procedures for the district.

The board does not appraise or review property values, hear protests, or make decisions regarding appraisal records. The board’s appraisal authority is limited to adopting a biennial reappraisal plan and annual operating budget, contracting with another appraisal district or taxing unit to perform the district’s duties, and authorizing the chief appraiser to enter into contract with a private appraisal firm to perform appraisal services. [Texas Tax Code §§ 6.05(i), 6.06(b), and 25.01(b)]

1.3 Compensation: Directors shall not be compensated for their service; however, they may receive reimbursement for actual and necessary expenses incurred in the performance of their duties. In the event travel is required for district business, the district will pay all applicable registration fees and hotel expenses, and a per diem as reflected in the current *Travel & Training Expense Form* for district employees.

1.4 Training: No later than 90 days after the date a director takes the oath of office or otherwise assumes responsibilities as a member of the board, each director must complete a training course regarding Open Meetings and Public Information through the website of the Attorney General of Texas. [Texas Government Code § 551.005 and 552.012];

Each director must provide a certificate of course completion to the executive assistant.

[Additional board member training required by HB 148 will be updated once information has been made available.](#)

1.5 Ex Parte Communications: A member of the board commits a Class C misdemeanor offense by directly or indirectly communicating with the chief appraiser on any matter relating to the appraisal of property by the district. [Texas Tax Code § 6.15] Other than an informal hearing with the head of the relevant department of the protested property, this also applies to communications with district employees regarding appraisal matters subject to a protest filed by a board member with the ARB. This does not apply to communications:

1. held in an open meeting of the board or in another public forum;
2. held in an executive session of the board held to consult with its attorney about pending litigation [Texas Tax Code § 6.15(a)(1-2) and (d)];
3. transmitted in writing, without comment, a complaint about the appraisal of a specific property by a property owner or a tax unit to the chief appraiser [Texas Tax Code § 6.15(c-1)]; or
4. routine communication between the chief appraiser and the Bexar County Tax Assess-or Collector pertaining to the administration of the appraisal roll, including the certification, correction, or collection of an account. [Texas Tax Code § 6.15(b),(c) and (d)]

A member of the board commits a Class A misdemeanor offense by communicating with a member of the Appraisal Review Board (ARB) with the intent to influence a decision by the ARB. [Texas Tax Code § 6.411(c-1)]

This does not apply to communications:

1. with the board's legal counsel;
2. during a hearing on a protest or other proceeding before the ARB;
3. in social conversation;
4. that are specifically limited to administrative, clerical or logistical matters relating to scheduling and administration of hearings, including the processing of documents and issuance of orders, notices, and subpoenas;
5. regarding the operation, appointment, composition or attendance at the training of the ARB; or
6. that are necessary to enable the board to determine whether or not to appoint, reappoint, or remove a member or officer of the ARB.

1.6 Chief Appraiser Communications: Requests from a director for anything related to the operation of the district should be directed to the chief appraiser, or the person he designates. A director shall not direct or require district employees to prepare reports or analysis of information in existing records or create a new record from information in existing records. Directives should be made to the chief appraiser, and any report prepared for one director shall be delivered to all other directors.

Matters that have been shared with the directors by the chief appraiser, or his designee, in executive session or identified as "For Board Members Only" are not to be shared with family members, community members, or others. Directors have a fiduciary

responsibility to the district to safeguard its interests for the sake of the community and taxpayers. Divulging confidential information can jeopardize the legal position of the district and impede the fiduciary duty owed to the district. Any request by the public for such information should be directed to the district's public information officer.

To avoid ex parte communication, it is strongly recommended directors encourage their constituents and any member of the public to contact the chief appraiser directly.

1.7 Public Communications: Comments, questions, and concerns received from a member of the public regarding members of the board will be forwarded to the officers of the board of directors for review.

Requests from a member of the public regarding data provided by the district and used by a director in any public or social forum, both in print or verbally, will be forwarded to the Records Management Officer to be processed according to the Public Information Act.

1.8 Prohibited Contracts: The district may not enter into a contract with a director or with a business entity in which the director has substantial interest. Additionally, a taxing unit participating in the district may not enter into a contract with a director or with a business entity in which the director has a substantial interest relating to the performance of an activity governed by the Texas Property Tax Code. [Texas Tax Code § 6.036]

1.9 Conflicts of Interests and Required Disclosures: Directors are subject to the provisions of Chapters 171 and 176 of the Texas Local Government Code.

CHAPTER 171, LOCAL GOVERNMENT CODE

A director must file an affidavit disclosing they have substantial interest in a business entity or real property that is involved in a matter before the board. A director has substantial interest in a business if they own 10% or more of the voting stocks or shares, or owns 10% or more or \$15,000 or more of the fair market value of the business or received funds in the previous year of more than 10% of the director's gross income. A director has substantial interest in real property if the interest owned has a fair market value of more than \$2,500.

The director must disclose the nature and extent of the interest and must refrain from further participation in the matter, and the affidavit must be filed with the record keeper for the district before any vote or decision on the matter.

CHAPTER 176, LOCAL GOVERNMENT CODE

A director shall notify the chief appraiser and finance director, and file a sworn *Local Government Officer Conflicts Disclosure Statement*, if the director, or their family member, has an employment or other business relationship with a vendor seeking to

enter into a contract with the district, entering into a contract with the district, or acting an agent in the business of the person who enters or seeks to enter into a contract with the district if:

1. the aforementioned relationship results in the director, or their family, receiving taxable income that exceeds \$2,500 during the 12-month period preceding the date the director becomes aware that the contract has been executed or the district is considering executing the contract; or
2. the aforementioned results in the director, or their family, receiving one or more gifts that have an aggregate value of more than \$1,000 in the 12-month period preceding the date the director becomes aware that the contract has been executed or the district is considering executing the contract.

The conflicts disclosure statement is not required when the gift accepted by the director, or their family, is given by a family member of the person accepting the gift, is a political contribution as defined under law, or is food, lodging, transportation, or entertainment accepted as a guest. The aforementioned disclosure statement is promulgated by the Ethics Commission. The statement must be filed by 5 pm on the seventh business day after the date the director becomes aware of the facts that require the statement.

The conflicts provision of Chapter 176 of the Local Government Code are extended to the chief appraiser, the assistant chief appraisers, and the finance director.

OTHER PROVISIONS

Directors are subject to other ethical and conflict prohibitions under Texas law, including but not limited to, prohibitions against nepotism, quid pro quo gifts, and using the office for personal gain. Directors should consult legal counsel with any questions to ensure that they are not engaging in any prohibited behavior.

ARTICLE II
ELIGIBILITY, APPOINTMENT AND ELECTION, TERMS, & GENERAL PROVISIONS

The ~~Bexar Appraisal District~~Bexar Central Appraisal District Board of Directors is comprised of nine members.

2.1 Eligibility: Directors must meet all the eligibility requirements contained in the Texas Property Tax Code. Those requirements are summarized below for convenience; however, the statutory language contained in the Property Tax Code controls eligibility to serve.

1. In order to be eligible to serve on the board as an appointed or elected member, a director must be a resident of and have resided in the district for at least two years immediately prior to the date of appointment. [Texas Tax Code § 6.03(a)].
2. An individual is ineligible to serve on the board if: [Texas Tax Code §§ 6.03, 6.035 and 6.036]
 - a. the individual has been an employee of the district at any time during the preceding three years;
 - b. the individual is an employee of a taxing unit that participates in the district, unless they are also a member of the governing body or an elected official of a taxing unit that participates in the district;
 - c. the individual has served as a member of the board for all or part of five terms, unless they were the county assessor-collector at the time;
 - d. the individual is related within the second degree by consanguinity or affinity, as determined by Chapter 573 of the Texas Government Code, to an individual who is engaged in the business of appraising property for compensation for use in proceedings under the Property Tax Code or representing property owners for compensation in proceedings under the Property Tax Code in the district;
 - e. the individual has engaged in the business of appraising property for compensation for use in proceedings under the Property Tax Code or has engaged in the business of representing property owners for compensation under the Property Tax Code in the district in the preceding three years;
 - f. owns property on which delinquent taxes have been owed to a taxing unit in the district for more than 60 days after the date of service that the individual knew, or should have known, of the delinquency, unless specific exceptions stated in the Texas Property Tax Code are met; or
 - g. if the individual or a business entity in which the individual has substantial interest is party to a contract with the district or a taxing unit that participates in the district if the contract relates to the performance of an activity governed by the Texas Property Tax Code. Substantial interest is defined as combined ownership by the individual and his/her spouse in the amount of at least 10%

of the voting stock or shares or the individual or his/her spouse is a partner, limited partner, or officer of the business.

2.2 Appointment: Five directors are nominated and appointed pursuant to resolution of a vote by the taxing units that participate in the district and are entitled to vote. [Texas Tax Code § 6.03]

Each taxing unit authorized to vote may nominate one candidate for each of the five positions by resolution of its governing body by October 15th. The chief appraiser shall prepare and deliver a ballot and voting entitlement to the presiding officer of each taxing unit by October 30th. After receiving the ballot, each taxing unit will cast its allotted votes by resolution of its governing body and submit the votes to the chief appraiser by December 15th.

2.3 Election: Three directors will be elected by majority vote of the county voters at the general election for state and county officers. [Texas Tax Code § 6.0301(c)]

2.4 County Tax Assessor-Collector: The county assessor-collector shall serve as an ex officio director.

2.5 Terms: ** To implement the necessary term changes and as required by Section 5.13(d), Texas Property Tax Code, members appointed in the 2025 cycle shall draw lots at the first meeting of 2025 to determine which two shall serve a term of one year, beginning January 1st, 2025 and expiring December 31st, 2025, and which three shall serve a term of three years, beginning January 1st, 2025 and expiring December 31st, 2027.*

Appointed directors shall serve staggered four-year terms beginning January 1 of every other even numbered year. Elected directors, beginning on January 1, 2027, shall serve staggered terms, the length of which will be determined by the drawing of lots. Elected director terms will eventually be four-year terms beginning January 1 of every other odd-numbered year. [Texas Tax Code § 6.0301(e)]

2.6 Officers: The board shall elect a chair, vice-chair, and a secretary at the first open meeting of each calendar year to serve for one calendar year. [Texas Tax Code § 6.04]

The chair shall preside over all the meetings of the board and call special meetings of the board, if necessary. Along with the secretary, the chair will sign all legal instruments requiring board signature. The chair will also perform legal duties required by statute and have other powers and duties as prescribed by the board. The chair may vote on any matter coming before the board except as prohibited by statute. The chair may direct the posting of any agenda item.

The vice-chair shall preside over the meetings in the absence of the chair and exercise all powers incident and necessary to presiding over the meetings in the absence of the

chair. In doing so, the vice-chair will sign all legal documents requiring board signatures and perform any other functions as prescribed by the board.

The secretary shall provide for the recording of all of the proceedings of the meetings and shall give and post notice of all meetings as required by law. The secretary shall preside over the meeting in the absence of both the chair and vice-chair. The board may authorize or delegate the chief appraiser, or an employee of the district, to perform tasks required by the board secretary, including but not limited to the preparation and submission of legal notices, and the actual recording and transcription of the proceedings of any meeting.

2.7 Ad-hoc Committees: The board may establish committees as needed to carry out its responsibilities. Committee members are approved by a majority vote of the board in an open meeting, and serve at the pleasure of the board chair.

2.8 Board Vacancies: In the event of a vacancy by an appointed director of the board, each taxing unit that is entitled participate in the appoint process may nominate a candidate by resolution of their governing body within 45 days of notification of the vacancy. The chief appraiser shall prepare and deliver a list of nominees to the board within five days and the board shall appoint one of the nominees to fill the vacancy by a majority vote. [Texas Tax Code § 6.0301(f)]

In the event of a vacancy by an elected director, the board shall appoint by majority vote a person to fill the vacancy. [Texas Tax Code § 6.0301(g)]

2.9 Recall: The governing body of a taxing unit may recall an appointed director for whom the taxing unit cast any of its votes in the appointment of the board. The recall must be in the form of a resolution filed with the chief appraiser. The chief appraiser shall deliver written notice of the filing with the presiding officer of each taxing unit.

Elected directors cannot be recalled by a taxing unit. [Texas Tax Code § 6.033]

ARTICLE III
MEETINGS OF THE BOARD OF DIRECTORS

The ~~Bexar Appraisal District~~Bexar Central Appraisal District Board of Directors shall meet on the second Tuesday of every month as needed.

3.1 Regular Meeting: Regular meetings of the board will be held at ~~2:00 pm~~ 1:30 pm on the second ~~Tuesday~~ Monday of every month with every third meeting at 6:00 pm or as needed but not less than once each quarter. During a tax unit appointment year, the December meeting will be held as soon as possible after December 15th in order to accommodate the voting deadline.

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3.2 Special and/or Emergency Meetings: Special or emergency meetings of the board may be called by the chair, or by the chief appraiser with approval from the chair. Emergency meetings may be called provided they meet the requirements of Texas Government Code § 551.045.

3.3 Place: Meetings of the board, regular or special, must be held within the district's boundaries at a public place capable of accommodating the expected public attendance. The regular place for the board's meetings shall be at the district's office located at 411 North Frio, San Antonio, Texas 78207; however, the board may designate an alternate location if the need arises. The location of the meeting shall be set by the chair, unless set by a vote of the members of the board.

3.4 Quorum: At all meetings of the board, the presence of at least five directors is required and shall constitute a quorum for the transaction of business. As long as quorum is present, the act of a majority of the directors present at a meeting shall constitute an act of the board.

The board may conduct a meeting by videoconference call, provided that the board complies with all requirements of the Texas Open Meetings Act in general and Tex. Govt Code § 551.127 in particular.

3.5 Notice: Meeting notices will be posted ~~at least 72 hours~~ three business days before the scheduled meeting time as specified by Texas Government Code §§ 551.043 and 551.054. Members of the board and participating taxing units shall be notified at least three business days in advance of regular or special meetings of the board. Notice of emergency meetings must be given at least four (4) hours in advance of the meeting time. Notice of regular or special meetings will be posted outside the district and on the district's official internet website.

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3.6 Agenda Preparation: In consultation with the chair, the chief appraiser shall prepare the agenda for all meetings of the board. The chief appraiser may post an agenda

item as needed. Additionally, on written request by any director to the chair and the executive assistant, the chief appraiser shall post an agenda item contained in the written request provided it does not violate the ex parte communication provisions.

To allow ample time for posting of the agenda and notification to the public and taxing units, agenda submissions from directors must be received two weeks prior to the scheduled board meeting. Submissions received after the deadline will be added to the following meeting's agenda.

3.7 Rules: Except as directed in these rules or by statute, meetings of the board shall be conducted by Robert's Rules of Order (latest revised edition). However, a failure to adhere to Robert's Rules of Order will not render void or voidable an action taken by the board in a properly noticed public meeting approved by a majority of the quorum present. At the board's discretion, discussion may be limited to agenda items. These rules of the board may be altered, amended or repealed and new rules adopted by the board at any meeting at which a quorum is present, provided notice of the proposed alteration is issued in conformity with the rules of the board and applicable law.

3.8 Public Comment: It is the policy of the board to provide the public with a reasonable opportunity to address the board on the subject of policies and procedures of the district, the ~~Bexar Appraisal District~~Bexar Central Appraisal District Appraisal Review Board, and on any issue under the board's jurisdiction. The written public notices of the board's meetings shall contain instruction on how to sign up for public comment.

At each regularly scheduled meeting, the chair of the board shall announce that comments received timely via email at bod@bcad.org shall be read into the record for up to three minutes, and that individuals wishing to address the board on such policies, procedures or issues in person may have three minutes to speak. Additional time for public comment may be granted at the discretion of the chair. 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. Public comment received via email will be shared with the board as soon as possible. [Texas Tax Code § 6.04(d)]

3.9 Executive Session: For an executive or closed session, the board will follow the procedures authorized by law for exclusion of the public in deliberations under Chapter 551 of the Texas Government Code Sections 551.071, 551.072, 551.074, and 551.076. Certified minutes will be kept, except for private consultation with legal counsel under 551.071.

Matters that have been shared with the directors by the chief appraiser, or his designee, in executive session are not to be shared with family members, community members, or others.

No person other than a board member is allowed to attend an executive or closed session unless that person's participation is consistent with the reason for the executive or closed

session and the board deems that person's participation to be necessary to the matter under consideration. .

3.10 Budget Hearings: Each year, the board shall prepare an annual operating budget by September 15 each year in accordance with Texas Tax Code § 6.06.

The chief appraiser shall prepare the proposed budget and schedule a meeting of the board's budget ad hoc committee so that the preliminary budget can be presented to the board and other eligible and interested parties before June 15th.

The board shall approve the final operating budget by September 15th each year. Prior to approval of the budget the board must hold a public hearing and give notice of the time, date and place of such public hearing to the taxing units and the public at least 10 days in advance.

The budget shall include the following:

- each proposed employee position with salary range and benefits • each proposed capital expenditure
- an estimate of the budget to be allocated to each taxing unit
- a list of obligated reserve funds, and
- other items necessary for CAD operations including contract payments for services, funds for ARB operations, reimbursement for Board of Director expenses, employee education expenses, legal fees and expenses incurred by the appraisal district and the ARB.

This proposed budget will be sent to all taxing entities for their review. If a majority of the voting taxing units veto the proposed budget, a new budget must be adopted within 30 days. Based on changes to the proposed budget as approved by the Board of Directors, the Chief Appraiser shall prepare the budget and present it for final Board approval as required by statute.

The Board shall amend the budget, if necessary, but must deliver a written copy of the proposed amendment to the taxing entities not later than the 30th day before the date the Board acts on it.

When there are unobligated funds left at the end of the CAD budget year, the Board may vote to move the funds into reserves for a replacement account, disaster account or other account. These funds are considered obligated to be spent and are not required to be refunded or credited back to the taxing units. An expenditure a CAD has committed during the fiscal year to meet or secure an obligation is an expenditure that is obligated to be spent under subsection 6.06(j) of the Texas Property Tax Code.

The Chief Appraiser may make budget line-item transfers if these items are located within the same expense category. The district's main expense categories include:

- Personnel
- Materials & Supplies

- Services
- Debt Service
- Capital Outlay

Expenses made between the main categories require Board of Director approval.

Once the board has completed its budget estimates, the secretary shall notify all taxing units participating in the district of the amount of payment due if the board subsequently adopts the estimate as its official budget. The ~~Bexar Appraisal District~~Bexar Central Appraisal District Board of Directors has elected to waive the penalty and interest on a delinquent payment made under Texas Tax Code § 6.06(k). The board reserves the right to re-impose the penalty and interest on a delinquent payment if it becomes clear that the failure to pay is not supported by good cause.

The district is allowed to amend its budget at any time provided the board notifies the taxing units at least 30 days in advance of approving an amendment. [Texas Tax Code § 6.06] Any year end surplus amount due to be returned to a taxing unit that is below \$100 will be credited to the taxing unit's calculated budget levy for the subsequent year. [Texas Tax Code § 6.07(j)]

3.11 Reappraisal Plan Hearings: Every even-numbered year, the board shall develop a written plan for the periodic reappraisal of all property within the boundaries of the district according to the requirements of Texas Tax Code §§ 6.05(i) and 25.18.

The board does not appraise or review property values, hear protests, or make decisions regarding appraisal records. The board's appraisal authority is limited to adopting a biennial reappraisal plan and annual operating budget, contracting with another appraisal district or taxing unit to perform the district's duties, and authorizing the chief appraiser to enter into contract with a private appraisal firm to perform appraisal services. [Texas Tax Code §§ 6.05(i), 6.06(b), and 25.01(b)]

The board shall approve the reappraisal plan September 15th of every even-numbered year. Prior to approval of the reappraisal plan the board must hold a public hearing and give notice of the time, date and place to the taxing units at least 10 days in advance.

ARTICLE IV
GENERAL POLICY AND PROCEDURE FOR PUBLIC ACCESS
TO THE BOARD OF DIRECTORS

It is the policy of the board to provide the public with a reasonable opportunity to address the board on the subject of policies and procedures of the district, the ~~Bexar Appraisal District~~Bexar Central Appraisal District Appraisal Review Board, and on any issue under the board's jurisdiction.

4.1 General Policy: Members of the public can contact the board by email at bod@bcad.org, by mail sent to ~~Bexar Appraisal District~~Bexar Central Appraisal District, Post Office Box 830248, San Antonio, TX, 78283-0248, or by phone through the executive assistant.

4.2 Taxpayer Liaison Officer: The TLO handles public access and informational matters and resolves complaints that fall outside the jurisdiction of the Appraisal Review Board. The TLO will report to the board on the number, nature and status of resolution on any complaints.

4.3 Assistance to the TLO: At all times pursuant to Section 6.052(a) of the Texas Property Tax Code, the TLO remains the administrator of the public access functions required by Sections 6.04(d)-(e) of the Texas Property Tax Code and pursuant to policy enumerated at Articles 5.1 through 5.2 herein. The Customer Information and Assistance Director shall assist the TLO in the practical and detailed coordination of the aforementioned public access functions and, in the absence of the TLO, may assist the public in ensuring access to the Board.

4.4 Need for Interpreter: If a person who does not speak English or Spanish wishes to address the board at a meeting, and that person is unable to bring an interpreter, the person should notify the TLO as soon as reasonably possible prior to the meeting so arrangements for an interpreter can be made.

If an interpreter cannot be secured in time for the meeting, one will be secured for the next regular board meeting. The TLO shall inform the board at the meeting of the request received and the reason for the inability to provide an interpreter. This same procedure applies to anyone who communicates by sign language. [Texas Tax Code § 6.04(e)]

4.5 Access by Disabled Persons Generally: To the extent practicable, the TLO shall make sure that the district's office where the board holds its meetings is accessible to persons in wheelchairs and other persons with disabilities that affect their mobility. The measures to be taken by the TLO shall include, but need not be limited to, the following:

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

If a person has a disability that prevents that person from entering the district's office or the room where the board's meeting is being held, or that otherwise prevents the person from having access to the board, the person should notify the TLO in writing as soon as reasonably possible. The notice should describe the person's disability and the manner in which it prevents the person from having access to the board's location. [Texas Tax Code § 6.04(e)]

Upon receiving such a notice, the TLO shall determine whether the person's access to the Board's location can be reasonably accommodated:

1. by some temporary modification of the district's office that is practicable under the circumstances;
2. by some other means of 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 district's office.

If the person cannot be given access to the board in such a manner, the TLO shall arrange for the person to address the board by telephone from some other location using a speakerphone. Under such circumstances, the TLO shall inform the board at the meeting of the reasons that the person was not able to address the board in person.

4.6 Notice of Accessibility to the Public: The written public notices of the board's meetings shall contain in English and Spanish a brief description of the board's policy concerning public access to the board, as follows:

"The Board of Directors invites comments from the public about the policies and procedures of the ~~Bexar Appraisal District~~ Bexar Central Appraisal District, the Appraisal Review Board or other matters within the board's jurisdiction. If you wish to address the board but do not speak English and cannot bring your own interpreter or have limitations due to a physical disability, please notify the taxpayer liaison officer (TLO) in writing at the address above at or by fax at 210-242-2451 prior to the meeting in order for arrangements to be made to accommodate your needs.

"La junta de directores invita los comentarios del público acerca de las políticas y procedimientos del distrito de evaluación de Bexar, de la junta de revisión de evaluación o de otros asuntos de jurisdicción de la junta. Si usted desea dirigir a la junta, pero no habla inglés y no puede traer su propio intérprete o tiene limitaciones debido a una discapacidad física, por favor notificar al oficial de enlace del contribuyente por escrito a

la dirección anterior o por fax al 210-242-2451 antes de la reunión para que se hagan arreglos y satisfacer sus exigencias.”

Notice of accessibility to the public will also be posted on the district’s internet website.

4.7 Resolving Complaints: A complaint may be filed with the Board regarding any matter the Board has authority to resolve. The board will consider complaints about itself, the 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 ~~Bexar Appraisal District~~Bexar Central Appraisal District; however, addressing the complaint falls under the purview of the chief appraiser;
5. taxpayer liaison officer; and
- 6.any private person, firm, or business who, by contract, performs contractual functions for the ~~Bexar Appraisal District~~Bexar Central Appraisal District.

The Board generally does not have authority over the substance of challenges, protests or motions before the ARB. Those matters should be resolved through the administrative and post-administrative remedies contained in the Texas Property Tax Code.

A complaint must be filed in writing and addressed to the chair of the board of directors, the board itself, or the TLO. The chair of the board at any time may refer a complaint received since the board’s last regular meeting to the TLO for investigation. Complaints may be sent by email or regular mail to:

~~Bexar Appraisal District~~Bexar Central Appraisal District
Post Office Box 830248
San Antonio, TX 78283-0248

In response to each complaint referred to the TLO by the board or by the chair, the TLO shall investigate the validity of the complaint, conduct an investigation, and attempt to resolve the complaint. Each employee and official of the district shall cooperate fully with an investigation conducted by the TLO.

At each regular meeting, the board shall request the TLO report on the status of all the pending and resolved complaints that have been filed with the board. The board’s deliberations at its meetings with respect to complaints shall occur in open session or executive session as authorized by the Texas Open Meetings Act.

4.8 Pending Complaints: 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 and undercover investigation. The board shall notify the parties when a complaint is finally resolved. The TLO shall prepare proposed notices for consideration by the board, and shall deliver the notices approved by the board.

ARTICLE V
BOARD OF DIRECTORS ACKNOWLEDGES REGULATION OF
APPRAISERS BY THE TEXAS DEPARTMENT OF LICENSING AND REGULATION

The board acknowledges that every appraiser on staff who engages in the practice of property tax appraisal is required to be registered with The Texas Department of Licensing and Regulation (TDLR) and is required to keep the registration current and in good standing.

5.1 The ~~Bexar Appraisal District~~Bexar Central Appraisal District Board of Directors finds that the funding authorized in this Article V of the rules is in furtherance of a public purpose. Under Article V, an expenditure above \$50,000 will require board consent.

5.2 Each appraiser is required to achieve the required continuing education credits to keep the registration current under the law, and to maintain a level of professionalism at all times. To that end, the board will provide the funding necessary in its annual budget to fund initial and successive registration, so long as the employee is actively engaged in property tax appraisal on behalf of the district, and remains in good standing with the district and TDLR. The board will further fund all training required for certification and recertification for every appraiser in good standing with the district and TDLR.

5.3. The board recognizes that TDLR has an enforcement procedure to handle all complaints filed against registrants. The board is advised that every complaint filed against a registrant can initiate an open investigation where findings of facts and circumstances are sought. These investigations include TDLR investigative staff as well as prosecutorial staff to make the investigations pursuant to law. The board in recognition of the level of investigation, prosecution, and enforcement of TDLR's rules hereby authorizes the chief appraiser to exercise all necessary discretionary decision-making, take all steps necessary to investigate and respond to said complaints, including but not limited to, retaining legal counsel to defend district staff during any such investigations. The chief appraiser will actively monitor the proceeding(s) and keep the board apprised as necessary when an open investigation exists, and in accordance with the district's current finance policy will seek approval from the board for any legal costs, including attorney fees, exceeding \$50,000.

5.4. The board further acknowledges that the district will not provide legal representation to any employee of the district whose conduct is determined wrongful and/or whose employment is terminated by the district.

STAFF SUMMARY SHEET

ISSUE: Budget Ad-Hoc Committee

The board of directors may consider and appoint a budget ad-hoc committee.

STAFF SUMMARY SHEET

ISSUE: Adjourn to Executive Session

At any time during the meeting of the board of directors, the board may retire into closed Executive Session pursuant to Texas Government Code, Sections 551.071, 551.072, 551.074 & 551.076 to discuss any of the following:

1. Section 551.071 Consultation with attorney regarding pending or contemplated litigation, settlement offers, or about matters which the attorney is required to consult with the board. As authorized by this section, this meeting may be convened in closed Executive Session for the purpose of seeking confidential legal advice from the board's legal counsel on any item listed herein.
2. Section 551.072 Deliberations regarding real property.
3. Section 551.074 Personnel matters; to deliberate the appointment, employment, evaluation, reassignment duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee.
4. Section 551.076 Deliberations regarding Security Devices.

Upon reconvening into open session, the board of directors may consider and/or vote upon any item discussed in closed Executive Session

STAFF SUMMARY SHEET

ISSUE: Chief Appraiser's Report

The board of directors will receive the following reports from the chief appraiser:

1. Appraisal Records

- a. The board of directors will receive an overview of the property tax calendar and an update on the status of work regarding the 2026 appraisal roll.

2. District Recognition

- a. The chief appraiser will inform the board of directors of being awarded the 2024 Certificate of Achievement for Excellence in Financial Reporting presented by the Government Finance Officers Association.

STAFF SUMMARY SHEET

ISSUE: Chief Appraiser's Report

The board of directors will receive the following reports from the chief appraiser:

1. Appraisal Records
 - a. The board of directors will receive an overview of the property tax calendar and an update on the status of work regarding the 2026 appraisal roll.

Appraisal Records Report

Overview of the Property Tax Calendar

Status of the 2026 Appraisal Roll

For property tax purposes, **January 1 is the statutory appraisal date**, as established by Section 23.01(a) of the Property Tax Code, which states that all taxable property is appraised at its market value as of that date.

While January 1 establishes the effective valuation date, the development, maintenance, and certification of the appraisal roll is an ongoing process throughout the year. Managing more than 780,000 appraisal records, the district conducts continuous activities including field inspections, market analysis, ownership updates, and exemption processing. These efforts culminate in the mailing of appraisal notices in April and certification of the roll in July.

Key Updates

Appraisal Activities

- Residential field inspections are ongoing. To date, staff have identified and added approximately 12,000 new residential improvements. A total of 46,000 parcels have been inspected, with approximately 7,000 parcels remaining in the primary inspection cycle.
- Business Personal Property has completed inspections on approximately 31,000 accounts and has transitioned into rendition season. The first mailing of 33,000 rendition applications has been completed, with a second mailing scheduled for early March.
- Commercial appraisal staff have completed field inspections, inspecting more than 13,000 parcels. This represents an approximate 40% increase over last year's inspection volume, attributable to an earlier conclusion to the protest season and an earlier start to field operations.
- To date over 90,000 parcels have been inspected representing a 92% completion rate for this year's field activities. Each appraisal department saw increased productivity due to an early start date.

Valuation Efforts

- As appraisal departments transition from field inspection to valuation, cost and income tables are under review, and staff are receiving and analyzing final year-end market data to evaluate current market conditions.
- Consistent with prior reporting, market activity continues to appear to be in a recalibration phase rather than a broad correction. Preliminary analysis indicates values are generally flat to slightly declining, with select pockets of resilience observed across certain property segments.

Ownership Records

- A 30-day processing window is being maintained for deed and ownership documents received from the County Clerk. (2025 ownership records are essentially complete)

Exemption Processing

- Exemption applications are being processed within a 60-day timeframe (90-day statutory deadline).
 - In-person applications are typically processed same day.
 - Online and mail-in applications are processed in the order received.

Homestead Qualification Letters

- Tax Code 25.192 mandates that each year we send property owners a notice and a blank Homestead Exemption (HS) application if it appears they may qualify for an exemption but are not currently receiving one. A total of 81,557 properties will receive these notices.

Homestead Exemption Audit

- Pursuant to tax reforms enacted by the 88th Legislature and codified in Section 11.43(h-1) of the Texas Property Tax Code, appraisal districts are required to conduct a homestead exemption audit at least once every five years.
- Audit efforts began in fourth quarter 2024, with more than 318,000 homestead exemptions initially verified using DPS residency records.
- Approximately 83,000 exemptions requiring additional verification will be addressed over a five-year audit cycle.
- Year-two audit letters, mailed in December, are currently being scanned and processed.

Upcoming Timeline

There are approximately 7 weeks remaining until finalizing the 2026 appraisal roll in advance of the April mailing of appraisal notices, as required under Section 25.19 of the Texas Property Tax Code.

The Appraisal Review Board plans to hold back-year hearing March 2nd – 6th.

STAFF SUMMARY SHEET

ISSUE: Chief Appraiser's Report

The board of directors will receive the following reports from the chief appraiser:

2. District Recognition

- a. The chief appraiser will inform the board of directors of being awarded the 2024 Certificate of Achievement for Excellence in Financial Reporting presented by the Government Finance Officers Association.

STAFF SUMMARY SHEET

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ISSUE: Additional Reports

The board of directors will receive the following reports:

1. Community Engagement
2. Taxpayer Liaison
3. Appraisal Review Board Chair

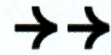
STAFF SUMMARY SHEET

ISSUE: Additional Reports

The board of directors will receive the following reports:

1. Community Engagement

January 2026 Community Interaction Statistics



- 7,794 - Total Answered Calls
- 77.3% - % Answered
- 13.6% - % Abandoned
- 0:02:58 - Average Speed of Answer
- 0:08:21- Average Call Duration
- 1:07:24 - Max Longest Wait

Inbound Calls

10,086

Total Presented
Calls

Counter Activity

4,069

Total Visitors

- 215 Daily Average
- 0:10:13 - Average Wait Time
- 0:15:41 - Average Service Time

- Unk Total Residents Engaged
- Unk Via Web Chat
- Unk Questions Asked

AskBCAD Chatbot

Unavailable

Total
Communications

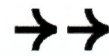
Community Engagement Events

4

Total Events

- 102 Total Residents Engaged (Est)
- N/A Protest Forms Collected
- 2 Exemption Applications Collected
- 4 Staff Members Participated

December 2025 Community Interaction Statistics



- 7,807 - Total Answered Calls
- 79.8% - % Answered
- 12.6% - % Abandoned
- 0:02:48 - Average Speed of Answer
- 0:08:09- Average Call Duration
- 0:51:10 - Max Longest Wait

Inbound Calls

9,787

Total Presented Calls

Counter Activity

3,998

Total Visitors

- 182 Daily Average
- 0:10:37 - Average Wait Time
- 0:13:33 - Average Service Time

- 698 Total Residents Engaged
- 911 Via Web Chat
- 913 Questions Asked

AskBCAD Chatbot

952

Total Communications

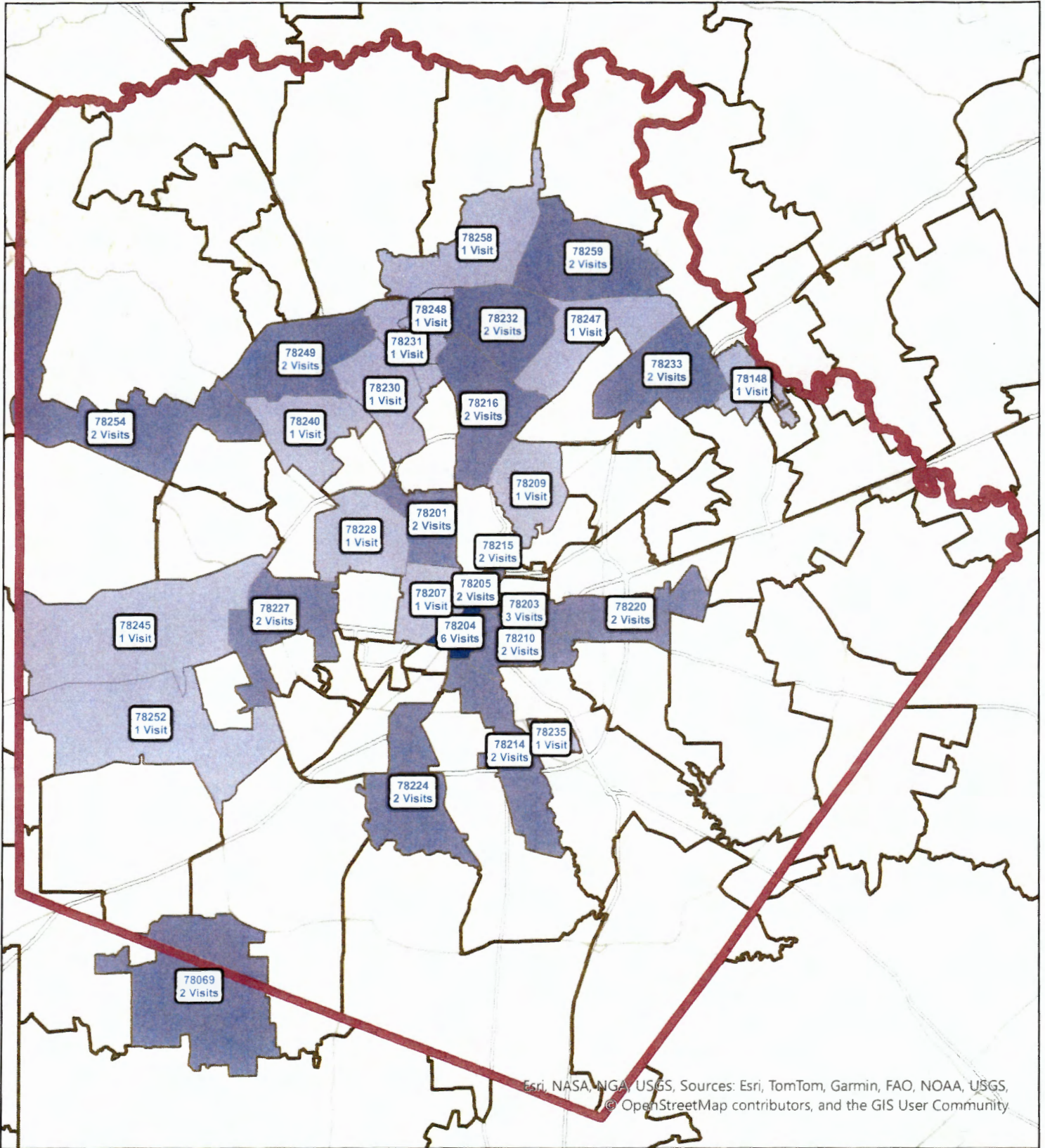
Community Engagement Events

2

Total Events

- Unk Total Residents Engaged (Est)
- N/A Protest Forms Collected
- N/A Exemption Applications Collected
- 3 Staff Members Participated

2025 Community Engagement Events



Esri, NASA, NGA, USGS, Sources: Esri, TomTom, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community

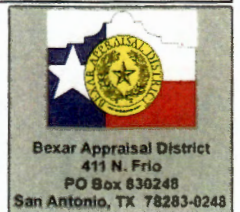
ZIP Codes

Number of Visits



1 inch equals 6 miles

Created by: rcooper
Date Printed: 12/22/2025



2026 Community Engagement Report – January

Date: February 9, 2026

To: Board of Directors
Rogelio Sandoval, Chief Appraiser

From: Jennifer Rodriguez, Communications Director

Date & Time	Program & Location	Presenter	Topic	# of Attendees (if available)	# of Documents Submitted (if available)
01/14	Mexican American Unity Council – 2300 W Commerce, 78207	Jennifer Rodriguez	Overview of exemption applications and protest forms	7	N/A
01/24	Housing in San Antonio Resource Fair & Community Conversations – Highlands High School 3118 Elgin Ave, 78210	Jennifer Rodriguez	Resource table: Overview of appraisal districts & general appraisal, exemption and protest information	50 – 75	N/A
01/27	Blossom Park Neighborhood Association – Brook Hollow Library. 530 Heimer Rd, 78232	Renee Hernandez & Jennifer Rodriguez	Overview of appraisal districts & general appraisal, exemption and protest information	15-20	1 HS 1 O65
01/29	Cafecito with Bexar County Clerk – Sip & Sit with Me Coffee House 3244 Mission Rd, 78214	Bianca Garcia, Jennifer Rodriguez, & Rogelio Sandoval	Overview of appraisal districts & general appraisal, exemption and protest information	30	N/A

STAFF SUMMARY SHEET

ISSUE: Additional Reports

The board of directors will receive the following reports:

2. Taxpayer Liaison

STAFF SUMMARY SHEET

ISSUE: Additional Reports

The board of directors will receive the following reports:

3. Appraisal Review Board Chair

BEXAR CENTRAL APPRAISAL REVIEW BOARD
411 N. Frio, P.O. Box 830248, San Antonio, Texas 78283-0248,
Phone (210) 224-8511

TO: Bexar Central Appraisal District,
Board of Directors

FROM: Daniel George
ARB Chairman

DATE: December 16, 2025

RE: ARB Chairman's Report

January 2026 Outstanding legal coordination items with the ARB attorney were completed. ARB leadership met with the district and developed a scheduling plan for Calendar Year 2026. The discussion also included upcoming changes in administrative requirements and strategies for implementing them without disrupting overall operations.

February 2026 The Committee on Training and Standards will convene during February to review all upcoming training. The Policies and Procedures Committee will meet on February 18 to review the PnP Manual. The revisions currently under consideration include:

- Replacing references to “county” with “district”
- Clarifying Section III, B-5
- Updating guidelines concerning affidavits and oaths
- Updating guidelines related to abbreviated hearings
- Discussing the addition of examples of prohibited outside employment

All proposed PnP changes will be forwarded to the ARB attorney for review and comment. The full ARB will vote on the proposed revisions in May, after which they will be submitted to the Comptroller's Office.

New ARB Orientation is scheduled for February 26, 2026, beginning at 7:45 a.m.

March 2026 Quarterly late hearings are scheduled for March 2–5.

STAFF SUMMARY SHEET

ISSUE: Adjourn