



RAINS COUNTY APPRAISAL DISTRICT

**GENERAL POLICIES
AND PROCEDURES**

Adopted By Board of Directors

April 17, 2008

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**APPROVED BY THE BOARD OF DIRECTORS
RAINS COUNTY APPRIASAL DISTRICT**

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I. ORGANIZING AN APPRAISAL DISTRICT OFFICE

A. GENERAL INFORMATION

1. Manual Preparation

The Rains County Appraisal District is governed by the regulations as set out the Texas Property Tax Code. References to the code are made throughout this manual.

This Policy Manual has been prepared in accordance with the suggestions and requirements of The Appraisal District Director’s Manual, The Texas Open Records Act Handbook, The Texas Open Meetings Act Handbook and The Texas Property Tax Code. Should there be any discrepancy between the law as defined in these books and this manual, that part of the manual will be null and void.

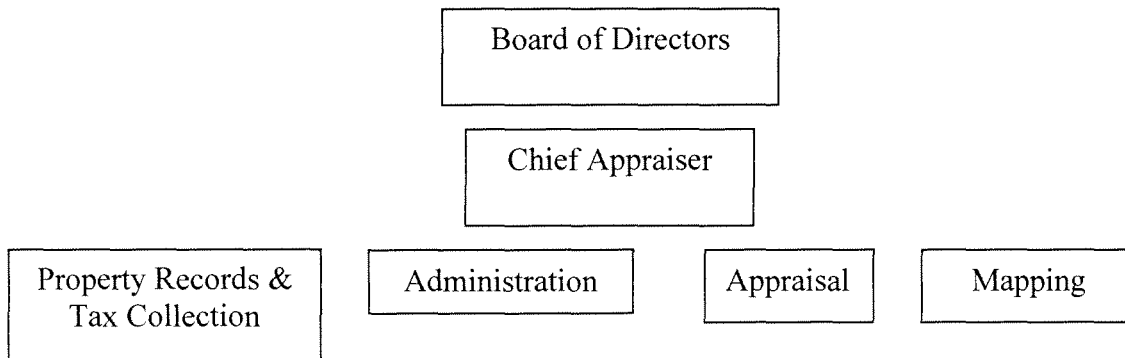
This manual established the policies and practices of the Rains County Appraisal District in meeting its’ obligations to the citizens of Rains County and to the State of Texas. It is by no means exhaustive. It is meant to be a working document, which will change as different requirements, or ideas come from the Board of Directors, the Chief Appraiser, and the employees of the Rains County Appraisal District.

Rains County Appraisal District

2. Overview –

3. The RAINS COUNTY APPRAISAL DISTRICT Organization

a. Organizational Chart



THE APPRAISAL PROCESS

RECORDS MAINTENANCE

Maintain the accuracy of the inventory accounts to be valued including REAL PROPERTY: 1) Updating of ownership based on deed transactions. 2.) Updating of Legal descriptions as a result of splits or combination s property. 3.) Maintain the proper jurisdiction linkage on each account. PERSONAL PROPERTY: 1.) Updating ownership. 2.) Add and delete accounts based on January 1, value.

DATA COLLECTION

REAL PROPERTY: List the property characteristics associated with all new improvements each year. 2.) Periodically review an update existing property characteristic. PERSONAL PROPERTY: 1) Determine proper Standard Industrial Codes. 2.) Determine all property characteristics such as quality and quantity of inventory.

DATA ENTRY

After data collection enter all property characteristics to the appropriate computer files.

MARKET ANALYSIS

Collect and analyze all market information such as 1) sales of residential, commercial and land accounts; 2.) Current occupancy and rental rates associated with commercial properties; and 3.) Current construction costs associated with residential and commercial properties. Update cost schedules, market and income models associated with the mass valuation of all real and person property.

VALUE ALL REAL AND PERSONAL PROPERTY

Determine values for all properties using individual property characteristics and schedules and models tailored to specific types of property in defined neighborhoods. Each improved property type will have two values produced. Residential Cost and Market; Commercial – Cost and Income; Personal Property – Model Driven and Calculated Rendered.

REVIEW AND SELECT FINAL VALUES

Review all computer-generated values using automated and manual techniques, and select final, most appropriate value for each property.

REVIEW AND REQUEST FOR PROCESS EXEMPTION APPLICATIONS AND APPLICATIONS

SPECIAL VALUATION AND FOR DEFERRAL AND TAX ABATEMENTS DETERMINE VALUES

NOTIFY PROPERTY OWNERS MAY 1

**PROCESS HEARINGS ASSOCIATED WITH PROPERTY OWNERS PROTESTS – May
– August**

PRODUCE AND DELIVER CERTIFIED ROLLS TO TAXING UNITS – September

**PROCESS CORRECTIONS TO CERTIFIED ACCOUNTS AND ADDITION OF NEW
ACCOUNT**

- 1) Late protests)
- 2) Clerical errors
- 3) Substantial errors
- 4) Litigation

**PERIODICALLY PRODUCE CORRECTIONS AND SUPPLEMENTAL ROLLS FOR
EACH TAX YEAR**

c. Tax Calendar (Appendix “C”)

a. Appraisal District Boundaries

**The boundary of the Rains County Appraisal District is the
county line. EFFECTIVE SEPT. 1, 2007 as amended by the
80th legislature session. Section 6.02 (a) of the Property Tax
Code.**

B. BOARD OF DIRECTORS

1. Members

**The Board of Directors of the Rains County Appraisal District is composed of five
members, appointed by the taxing units, whose purpose is the governance of the District,
ensuring that its’ operations are in accordance with the laws of the State of Texas.**

**The members of the Board serve a two-year term beginning each even numbered year.
Board members are subject to recall when a taxing unit, which cast votes for the member,
files a resolution with the Chief Appraiser requiring a recall election.**

2. Who May Not Serve

- a. **Anyone who has a relationship depicted in figure #1 may not serve.**
- b. **Anyone who has a conflict of interest as specified in figure #2 may not serve.**
- c. **Anyone who has not resided in the appraisal district for at least two years
immediately preceding the date of taking office may not serve.**

Prohibited Kinship

An individual, seeking to serve the appraisal district in the capacity described in column A, may not serve if they are related, by various degrees shown in the chart, to a person who:

- b. Is the business of appraising property for compensation for use in proceedings,
- c. Represents property owners for a fee in the appraisal district
- d. Is related to an appraisal district employee. Also an individual seeking to serve as an employee may not serve if they are related to a board member or the chief appraiser as shown.

Figure 1

	<u>1ST Degree</u>	<u>2nd Degree</u>	<u>3rd Degree</u>
Chief Appraiser	YES	YES	YES
Member, Board of Directors	YES	YES	NO
Member, Appraisal Review Bd.	YES	YES	NO
Employee to Board Member	YES	YES	YES
Employee to Chief Appraiser	YES	NO	NO

<u>1st Degree Relatives</u>	<u>2nd Degree</u>	<u>3rd Degree</u>
Parents	Grandparents	Grt
Grandparents		
Children	Grandchildren	Grt Grandchildred
Spouse of above	Brothers	Nieces
Spouse	Sisters	Nephews
Spouse's parents	Spouses of above	Aunts
Spouse's children	Spouse's grandparents	Uncles
Stepparents	Spouse's grandchildren	
Stepchildren	Spouse's brothers	
	Spouse's sisters	

Conflicts of Interest – Contracts

Contracts between the appraisal district or its taxing units and a business in which a Director, the Chief Appraiser or an appraisal review board members are prohibited where:

- a. The person and/or the person's spouse have 10% or more of the voting stock in the business
- b. The person or person's spouse is a partner, limited partner, or office in the business.

Thus an individual, seeking to serve the appraisal district, is not eligible is such a contract exist and the appraisal district and its' taxing units may not enter into such a contract.

Figure #2

3. The Appointment Process

A new Board is appointed in each off numbered year:

In the Rains County Appraisal District the following governing bodies are entitled to nominate and cast votes for members of the board:

- 1. Rains County**
- 2. The Cities of Emory, City of Point, City of East Tawakoni**
- 3. The School Districts of Rains, Miller Grove, Lone Oak and Alba Golden ISD**

Each voting unit is entitled to the number of votes calculated by (Amt of Property Taxes levied by the Unit) (Total Property Taxes levied by the District) multiplied by 1000 then rounded to the nearest whole number and then multiplied by 5. A voting unit may cast all its votes for one candidate or distribute them among candidates for any of directorships. The Chief Appraiser will deliver written notice of each unit's entitlement before October 1.

Each of the above taxing units may nominate one candidate for each position to be filled on the board. They shall submit the unit's nominees to the Chief Appraiser before October 15.

The Chief Appraiser shall prepare an alphabetized ballot, by surname, of all the nominees and deliver a copy of the ballot to the presiding officer of each voting unit by October 30.

Each voting unit shall determine its vote distribution by resolution and submit it to the Chief Appraiser before November 15. The Chief Appraiser will count the votes and declare the five candidates who receive the largest cumulative vote elected.

If a vacancy occurs on the board (exclusive of recall) the Chief Appraiser will notify the voting units within 10 days. Each voting unit, by resolution, may nominate a candidate to fill the vacancy and submit the name to the Chief Appraiser. The Chief Appraiser shall prepare a list of the nominees and deliver it to the Board of Directors within 5 days. The board will then elect by majority vote of its member, one of the nominees to fill the vacancy.

4. Recall

If a vacancy occurs after the recall of a member then the taxing units entitle to vote in the recall elections shall appoint a new member. This elections is similar to the new board appoint process and is detailed in the Property Tax Code Sec 6/033

5. Officers of the Board

The officers of the board shall consist of a Chairman, Vice-Chairman and Secretary who shall be selected by a majority vote at the regular January meeting of each year. In the event of a vacancy of office, the office is filled at the first regular meeting following the vacancy.

a. Duties of the chairman:

***Presides at Board Meetings**

***Appoints committee members as instructed by the board.**

***Along with the Secretary, signs legal instruments requiring Board signature.**

*** Performs legal duties as required by stature, and functions as directed by the board.**

***Votes on any matter coming before the board except as prohibited by stature.**

b. Duties of the vice-chairman:

***Functions as described above in the chairman's absence**

c. Duties of the secretary:

***Along with the chairman, signs all legal instruments requiring board signature,**

***Performs legal duties as required by stature, and functions as directed by the board.**

***Serves as chairman when both chairman and vice-chairman are absent from their duties.**

6. Board Meetings

a. General Policies

***Every meeting of the Rains County Appraisal Board of Directors, Appraisal Review Board, and any other meeting that is not in closed session, will be open to the public in accordance with the Open Meetings Act.**

***Meetings are defined as any discussion or deliberation by the majority of the governmental body, among the governmental body, or with another person about business, which the governmental body controls or supervises.**

***Governmental bodies include appraisal district board of directors, appraisal review boards, and other public bodies.**

b. Time and Place

***All meetings of the board shall be held in the boardroom of the district's central facility unless a different location is designated by board action and appears in the notice of meeting.**

***Meetings shall start promptly at the appointed hour.**

***The regular meeting of the board shall be held the third Thursday of each month beginning at 6:30 pm. Special meetings or emergency meetings may be called by a majority of board members polled by the Chief Appraiser.**

c. Public Notice Required for Open Meetings

Before any meeting of the board, the open meetings act requires that the location, date and agenda be posted at least 72 hours in advance of the meeting. The Rains County Appraisal District posts at two locations, the courthouse and the central facility.

***Minutes**

The Board will prepare and retain minutes or a tape of each of its meetings. Minutes must state the subject matter of each deliberation, vote, order, decision, or other action. Minutes (except for executive sessions) shall be made available to the public for inspection and copying upon request.

d. Public Access

The Board of Directors of Rains County Appraisal District encourages and solicits public opinion on all matters within its jurisdiction. Members of the public shall, in accordance with the provisions of this policy, be given the opportunity at each board meeting to address the Board on any matter within the jurisdiction of the Board.

***Procedure**

Agendas for each meeting shall include "Public Forum Comment." Anyone wishing to address the Board may do so during the time set aside for Public Forum by giving his or her full name and address in writing to the Chief Appraiser or the Chief Appraiser's designee. Note exclusions that follow.

***Exclusions**

Because of privacy rights of District employees, the Board will not hear or receive any grievances or complaints about individual employees or Board member during the Public Comment section of the agenda. Persons or Board members having grievances or complaints about individuals shall be advised to confer with the Chief Appraiser concerning the proper procedures.

The Board shall not be required to listen to scandalous or obscene comments, or comments that contain gratuitous personal insults, although speakers are free to express their opinions concerning actions taken by the District and/or its employees or directors.

***Time Limits**

The Chair will inform each person coming before the board that they must limit their comments to five minutes. With the consent of the majority of the Board, the Chair may waive the time limits for individual speakers from whom the Board desires to hear further. The Chair may also, with consent of the Board, shorten the time period for all speakers at any particular meeting, if necessary, because of the length of the agenda or because of the number of speakers.

The Chair may terminate the comments of any person speaking on matters not within the jurisdiction of the Board, or whose comments violate any portion of this policy, and may order any speaker who refuses to yield the floor after being directed to refrain from further comments, removed from the meeting.

***Response**

If deemed advisable, the Chair (without objection) may request or give an opportunity to the Chief Appraiser and his staff to respond to a speaker's comments. However, neither the Chair nor the Board shall be required to respond to a speaker. Appraisal District personnel, including the Chief Appraiser, shall not respond unless given permission to do so by the Chair (without objection).

The Board may not vote or take any action concerning any item discussed during the Public Comment section of the agenda, except to place such item on a future agenda for board discussion and/or action. The foregoing shall not apply to items that are already on the Board's agenda for the meeting in which public comment is made.

***Special Assistance**

The Appraisal District will provide reasonable assistance and accommodation to person who do not speak English or who have physical, mental or developmental disabilities and who wish to address the Board. Persons needing special help should contact the Chief Appraiser 24 hours in advance of a meeting to ensure that any necessary arrangements can be made.

e. Rules of Procedure

***A meeting packet outlining the agenda and providing support information shall be prepared by the chief appraiser and made ready for each board member at least 48 hours before the time of the meeting. The packet shall include the minutes of the previous meeting. (will be sent by email to all Board Members)**

***A meeting cannot be called to order unless a quorum (a majority of board members) is present.**

***The Chair shall preside at all meetings. In the absence of the Chair or if the Chair vacates during the meeting then the Vice-Chair shall preside. If the Vice-Chair is not present then the Secretary assumes the role of the Vice-Chair.**

***The minutes of the preceding meeting shall be approved by the board as the first order of business and signed by the secretary. The official minutes shall be bound and kept by the Chief Appraiser in the County office of the appraisal district.**

***The Chair shall call the meeting to order and announce the question for discussion from the published agenda.**

***Following the announcement by the chair, members wishing to speak, shall first address the chair by his or her title. The chair will then recognize the members by announcing his or her name. The chair will recognize member in the following order:**

- 1. A member who made a motion being discussed**
- 2. A member who made the initial presentation on the subject being discussed**
- 3. A member who has not spoken on the current question.**

***Members shall confine discussion to the question under debate, shall avoid discussion of personalities, shall avoid indecorous language and shall refrain from personal attack and verbal abuse.**

***Members will confine their remarks to two minutes unless additional time is requested and granted by the majority of the Board.**

***Members once recognized shall not be interrupted unless called to order by the Chair; unless a point of order is raised by another member; or unless the Member chooses to yield to question from another member.**

***Members call to order while speaking shall cease speaking immediately until the question of order is resolved.**

***Members must reserve the motions they make to those described in figure #2.**

***The Chair shall state all questions submitted for vote and announce the result.**

***The Board may enact for the efficient and orderly enforcement of these policies and may alter or charge them as needed.**

f. Rules of Order

These rules of order, a subset of Robert's Rules of Order, provide the Board of Directors with the necessary and sufficient rules to conduct business in an orderly fashion, to preserve decorum, and to enhance deliberation.

***Making a Main Motion**

Before any board action can be taken a motion must be made by the member who has the floor and seconded by another member. If there is no second to the motion within 5 seconds then the chair will address the member making the motion inquiring whether the member wishes to withdraw or modify the motion. If the motion is seconded, the chair will then state the question and open the motion for debate. After each member has had an opportunity to speak twice on the matter, the chair will close debate and call for the members' vote on the motion. Each board member may speak for a maximum of three minutes at a time. The chair may grant additional time upon request provided another member does not seek to be recognized.

***Making a Subsidiary Motion**

A subsidiary motion is a motion applied to a previous motion as a means of disposing of the previous motion. A subsidiary motion takes precedence over a main motion and has to be decided before the board can act on the main motion. Subsidiary motions may sometimes stack. The subsidiary motions that may be made by members of the board are listed below in order of precedence. The columns to the right provide rules pertaining to whether the motion is

- 1. Debatable**
- 2. Amendable**
- 3. Requires 3/5 vote**
- 4. Second is required**
- 5. Always in order**

All subsidiary motions listed yield to the ones above them.

MOTION	1.	2.	3.	4.	5.	
To Adjourn	N	N	N	Y	N	
Withdraw a Motion	N	N	N	N	Y	
To Suspend the Rules		N	N	Y	Y	N
To Lay on the Table	N	N	N	Y	Y	
The Previous Question		N	N	Y	Y	Y
To Commit or Refer	Y	Y	N	Y	N	
To Amend	Y	N	N	Y	N	

Description and purpose of subsidiary motions.

***Motion to Adjourn: A Motion made to terminate the current board session.**

***Withdraw a Motion: A subsidiary motion made by the person who made the main motion. The chair will grant permission and the effect is the same as if the main motion had never been made.**

***To Suspend the Rules: A motion, which provided for taking up a question out of order. It applies only to RAINS COUNTY APPRAISAL DISTRICT Rules of Order and the reason for the suspension must be stated in the motion.**

***To lie on the Table: A motion to set aside a question for the entire current session. If the motion pertains to an amendment then the entire subject goes with it.**

***Previous Question: To demand the Previous Question, is to move that all debate cease and the board vote on the pending question.**

***To Commit or Refer: Provides for the suspension of debate on the question and for study by a standing or special committee.**

***To Amend: A motion to amend must be made by adding, inserting, substituting, or deleting words, sentences, or paragraphs to or from the current question. Under Rains County Appraisal District Rules amending an amendment is not permitted. Amendments may be voted down or withdrawn in order to obtain the desirable amendment to the main question.**

g. Emergency Meetings

Imminent threats to public health or safety, or reasonably unforeseeable situations needing immediate action are caused for an emergency meeting. Negligence or carelessness does not give rise to reasonable unforeseeable situations.

***Notice for Emergency Meetings**

A notice must be posted in the usual locations at least two hours before the meeting convened. The posted notice must clearly identify the urgent public necessity or emergency. Non-emergency items cannot be added to a posted emergency meeting agenda with less than full notice. The news media may arrange in advance and pay for phone or telegraph notice of emergency meetings.

h. Closed Sessions/Executive Sessions

***Permissible Subjects**

The Opening Meeting Act (OMA) provides that the board may deliberate but not decide on a restricted number of topics where the public is excluded. These topics include:

***For the purpose of a private consultation with the Board's attorney on any or all subjects or matters authorized by law (Opening Meeting Act Section 551.071). Examples:**

- 1. About pending or contemplated litigation**
- 2. About settlement offers but not settlement approvals**
- 3. Where duty imposed by bar rules in conflict with OMA**

***For the purpose of discussing the purchase, exchange, lease or value of real property (OMA Section 551.072)**

***For the purpose of considering the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer or employee or to hear complaints or charges against a public officer or employee (OMA Section 551.074).**

***To receive information from employees or to ask question of employees. (If this section is invoked, the Board members cannot talk among themselves; they can only ask questions of employees and listen to the employees. (OMA Section 551.075).**

***To consider the deployment, or specific occasions for implementation, of security personnel or devices. (OMA Section 551.076).**

Stat Constitution, State statues, may require open meeting for subjects which OMA permits a closed session.

***Procedural Requirements**

- *To affect an executive session the board must first be convened in an open meeting for which proper-posted notice is given, the posted notice must reasonably identify subject matter and OMA sections allowing close meeting.**

- ***Presiding Officer must announce that a closed meeting will be held and state authorizing OMA sections.**
- ***No final action, decision, or vote may be made except in an open meeting.**
- ***Certified agenda or tape recording will be kept and the presiding officer will certify that agenda is a true and correct record of proceeding.**
- **Certified agenda must include:**
 - **Announcement at beginning and end of the meeting stating the date and time, and; Subject matter of**
 - **Each deliberation and any action taken.**

The Agenda need not be a verbatim transcript; must be more than one or two words on the subjects (notes or tape). The agenda may not be released to the public except by a court order. Participating in a closed meeting is a crime if one knows certified agenda or tape is not being made. Civil/criminal sanctions may apply for disclosing the contents of a certified agenda or tape. (Certified agenda/tape must be kept for 2 years or during the tendency of a legal action.)

***Who should attend?**

Only the board members and the Chief Appraiser have a right to attend executive sessions, all others are invited guests.

Governmental bodies should limit the guests who attend closed sessions. Only persons necessary for the posted purpose of the executive session should attend. If a conflict of interest exists, board member can also be excluded.

***Effects of Non-Compliance with OMA**

Criminal sanctions may apply for purposeful noncompliance. Civil actions may be brought to prevent, reverse, or remedy actions taken in violation of the act.

***Reconciling the OMA with the Texas Open Records Act**

Certified agenda and tape recording of executive sessions are expressly made confidential. The Open Meeting Act and the Texas Open Records Act must each be applied according to its own terms. Minutes or tape recording of open meetings are expressly made public records.

Attorney General; Open Meetings Act

The Attorney General lacks the constitutional or statutory authority to “enforce” the Texas Open Meetings Act. The Attorney General may issue opinions of the Texas Open Meetings Act only to “authorized requestors.” Authorized requestors include: governor; department heads of state government; head of a state board; regent or trustee of state school; committee of a house of the legislature; county auditor; or district or county attorney regarding an issue before a district or lower court. The attorney general cannot resolve disputed questions of fact however courts accord some weight to attorney general opinions.

7. Complaint Procedure

The Property Tax Code requires the Board of Directors to establish written procedures on how citizen’s complaints are to be handled.

Complaints may be categorized by three broad definitions. One, complaints regarding the appraised value of property, two, complaints regarding the policies or practices of the district. And three, complaints regarding the districts personnel. Additionally, complaints may be informal or formal. The Rains County Appraisal District procedures to realize a complaint settlement are as follows:

a. Informal Complaints

Taxpayers wishing to make a complaint regarding any aspect of the Appraisal District may do so by contacting the Chief Appraiser or designee. One of these two individuals will attempt to handle the complaint to the taxpayer’s satisfaction in an informal meeting.

Complaints regarding the policies or practices of the district’s operations or regarding district personnel made by citizens during Public Comments time at the Board of director’s meetings will not elicit a Board Response; however, the Chief Appraiser may express an opinion in an attempt to satisfy the complaint. If the complainant is not satisfied with the informal response then a meeting with the Chief Appraiser or designee should be scheduled for a more detailed discussion to resolve the situation.

Complaints regarding the appraised value of property may not be brought before the Board of Directors. The Chief Appraiser will refer such complaints to the Appraisal Review Board as necessary.

b. Formal Complaints

In the event that the complainant is not satisfied with an informal handling of the complaint then they must file a formal complaint with the Chief Appraiser or designee. This must be a written complaint and specifically state the nature of the problem and citizen’s anticipated solution.

The Chief Appraiser or designee will then time stamp the complaint, provide a copy to the complainant, enter the complaint into the log, and create a complaint file entry. The complaint will be reviewed by the Chief Appraiser, the appropriate district personnel

consulted, and written response prepared. The proposed response will be discussed at the next Board of Directors' meeting and a decision realized. The complainant will then receive a written reply to the complaint.

The complainant and the Board will be advised by the Chief Appraiser every 90 days regarding the status of complaints received during the period or that remain pending.

8. Litigation

If any complaint cannot be resolved to the complainant's satisfaction and a suit against the district is filed, then the complaint, all documentation, proposed solutions, etc will be referred to the District's Attorney for further action. The complainant's attorney will be notified of the referral.

a. Payment of attorney's fees and judgments damages

Should any members of the Board of Directors, members of the Appraisal Review Board, the Chief Appraiser, or any employees (including temporary and part time) of the Appraisal District, involuntarily become a defendant in any civil or criminal litigation brought against them pursuant to the performance of their official duties, then the Rains County Appraisal District will assume liability for, and will pay each affected person's attorney's fees incurred in defending said litigation.

In addition, should any judgment for money damages be finally rendered against any of the above personnel as a result of said litigation brought against them pursuant to the performance of their official duties, then the Rains County Appraisal District will assume liability for, and will pay all judgment amounts rendered against the affected persons.

b. Liability Policy

The Rains County Appraisal District will insure all Members of the Board of Director with a \$1,000,000.00 general Liability policy.

C. POWERS AND DUTIES OF THE BAORD

1. Responsibilities

The main function of the board is to deliberate and decide on issues coming before it. These issues will include but not limited to the following:

- a. Elect officer of the Board and adopt rules of order for conducting board meetings. (First meeting of the calendar year)**
- b. Provide for the Rains County Appraisal District's office**
- c. Adopt the annual budget**
- d. Hire a Chief Appraiser and review the performance of the Chief Appraiser annually.**
- e. Contract for necessary services which would include but not limited to:**
 - *Contracting for an annual audit by an independent public accountant,**
 - *Taking bids and selecting a depository for district funds.**
 - *Select district legal council**

Appoint Appraisal Review Board members.

- f. Make general policies on the district's operations.**

2. Authority

The members of the board shall exercise the authority of office only when acting as a board legally in session unless performing duties outlined by legal statutes. Neither the board nor the Chief Appraiser shall be bound by any statement or action on the part of any individual member.

The board may establish committees as needed to carry out its responsibilities. A majority vote of the members present will be required to establish a committee. A committee acts only as adjunct of the board and neither the board nor the Chief Appraiser shall be bound by any statement or action on the part of any committee. Committees shall limit to two.

3. Compensation

Members of the board may not receive compensation for service on the board, but are entitled to reimbursements for actual and necessary expenses incurred in the performance of their duties, provided the board has authorized the duties in advance.

4. Chief Appraiser

a. General Information

The Chief Appraiser is the Chief Executive Office of the Appraisal District. As such, the Chief Appraiser coordinates and implements the goals and objectives set by the board. The Chief Appraiser must accomplish these within the framework of the Property Tax Code, the State Comptroller rules and other applicable laws of the State of Texas.

The Chief Appraiser serves at the will of the board, and future boards are not bound by the appointment terms, if any.

b. Selection

The Board shall appoint a Chief Appraiser who exhibits a wide range of capabilities including leadership, presence, knowledge of property, ability to get along with people and intelligence.

c. Who May Not Serve

The Chief Appraiser may neither be related as described in figure #1 “Who may not serve” nor have a conflict of interest as described in figure #2 “Conflict of Interest.”

d. Responsibilities

- *Establish a program to conduct appraisal activities and keep the board informed on the progress thereof.**
- *Implement a financial management system and provide monthly reports to show the state of the district’s fiscal position.**
- *Develop a budget for the subsequent year by June 15 of the current year.**
- *Serve as the district’s spokesperson, providing information the news media, taxing units and the general public.**
- *Prepare the agenda for each board meeting, attend all meetings and provide staff recommendations for all board actions.**
- *Serve as liaison between the board and the appraisal district counsel, providing recommendations for board action on litigation.**
- *Hire, train, promote and fire the personnel of the appraisal district. Make recommendations for board action on personnel policies and procedures.**

- ***Be entitled to appeal an order of the appraisal review board determining a taxpayer protest as provided by Subchapter C, Chapter 41 of the Tax Code (Sec, 42.02).**
- ***Determine the allocation of votes, administer the process and announce the results of the biannual election of the Board of Directors by the voting taxing units.**
- ***Register with the Board of Tax Professional Examiner and fulfill certification standards in order to lawfully perform the duties.**
- ***Discharge other duties as directed by board action and/or by law.**

e. Annual Evaluation

The Board of Directors will evaluate the performance of the Chief Appraiser in December of each year. This evaluation will take the form of a written critique by each board member covering the following:

- 1) ***A fair-minded business attitude. This measure involves the balance between giving too much or too little in settling complaints.**
- 2) ***Leadership and communication skills. This involves the Chief Appraiser's success in Dealings with the public, the Board and the employees.**
- 3) ***Judgment. Good judgment implies setting goals and planning their attainment. It is ability to compromise and to make timely and correct decisions.**
- 4) ***Selecting, training, promoting and terminating employees. This is the key role of any Manager. It demonstrates respect for the employee; it generates respect from the Employee; it binds employees together as a team.**
- 5) ***Responsiveness. This is a measure of how well the Chief Appraiser is able to budget time, get back to inquiries, say no and meet deadlines.**
- 6) ***Ability to anticipate, risk taking and creativity. These attributes differentiate the excellent manager from the good manager.**
- 7) ***Attainment of goals. Did the Chief Appraiser make it? Why? Why not?**

The Chief Appraiser will be apprised of these critiques in a Closed Session of the Board. They will become a part of his or her personnel file.

a. The Annual Budget (Future write-up)

II. BUSINESS FUNCTIONS AND SERVICES

A. General Services

1. Public Notices

Rains County Appraisal District will publish the following notice's in area newspapers where maximum exposure to the public is assured: Notice of Tax Renditions, Notice of Homestead Exemption, Notice of Disability Exemptions, Notice of 65 & Over Homestead Exemption, Notice of Veterans Exemption, Notice of Over 65 Tax Deferral and Notice of Agriculture Valuation (See Appendix D for Public Notices).

These notices will be published on the 2nd day of January, or as soon after as possible with Rains County Leader.

Procedure:

2. *Chief Appraiser will designate the notice that is required by the tax code.
3. *Give content of notice to Administrative or other appointed employee to be type written.
4. *Take to the newspaper for publication.
5. *Post the notice in the district office.

a. Property Tax Literature

Every taxpayer upon request will be furnished the Taxpayers' Rights, Remedies & responsibilities, Hearing Procedures for Rains County Appraisal District's Review Board, and Information for Property Owners from the Chief Appraiser. These pamphlets will be in the customer service area and available at all times.

b. Photocopies and Related Services

See Appendix "E" for pricing and available services.

c. Mail Survey of Residence Homesteads.

Between December 1st and December 31st of any year, the Rains County Appraisal District may mail a notice to each person who was allowed, in the year, one or more residence homestead exemptions that are not required to be claimed annually. The appraisal office shall include on the notice the description of the property and the kind and amount of residence homestead exemptions allowed for the property according to the appraisal office records.

The appraisal district shall include on each notice mailed a direction to the postal authorities not to forward it to any other address, and to return it to the appraisal district if the addressee is no longer at the address to which the card was mailed.

The appraisal district shall investigate each residence homestead exemption allowed a person whose card is returned undeliverable.

d. Tax Forms

The property tax forms furnished by the Comptroller of Public Accounts and the forms developed by the Rains County Appraisal District are official forms that RAINS COUNTY APPRAISAL DISTRICT will use to conduct property tax business.

6. Payroll

- a. Accounting**
- b. Employee Manual**
- c. Job Descriptions**

B. MATTERS REQUIRED BY STATUES OR COMPTROLLER

- 1. Appraisal Definitions**
- 2. Policies Enacted buy Taxing Units**
- 3. Exemptions**
- 4. Record System**
- 5. Procedures for Equitable and Uniform Appraisals**
- 6. Certification/Affidavits**
- 7. Public Notices.**

C. FORMS ADOPTED FOR USE IN APPRAISAL DISTRICT

- 1. Applications**
- 2. Renditions**
- 3. Notices**
- 4. Other forms**

III. APPRAISAL REVIEW BOARD

A. QUALIFICATIONS

1. Defined

The Appraisal Review Board hears protests from the taxpayers and challenges from the taxing units on the proposed appraisal records submitted by the Chief Appraiser.

The Appraisal Review Board shall consist of five members who serve two year, staggered terms. Two members are selected by the Board of Directors in every odd numbered year. Three members are selected in even numbered years.

2. Selection

The Board of Directors will strive for representation for all areas of the County, taxing units and profession competence.

B. MEMBERS

1. Who may serve

- a. Anyone who is related per Section 3.02 “Who may not serve”**
- b. Anyone who does not have a conflict of interest as described in Section 3.03 “Conflict of Interest”.**
- c. Anyone not in the business of appraising property for compensation for use in proceedings or represents property owners for a fee in the appraisal district.**
- d. Anyone who has not served all or part of three pervious terms.**

C. POWER AND RESPONSIBILITIES

1. Duties and Responsibilities

- a. Elect their own Chair and Secretary; adopt rules of order and procedures.**
- b. Meet to examine appraisal records within 10 days after the date the Chief Appraiser submits them.**
- c. Work with the appraisal office, receiving information, handling requests, sending notices and conducting hearings related to taxpayer protests, taxing unit challenges or litigation.**
- d. Accept compensation on a per diem basis as provided by the district.**
- e. Employ legal counsel as provided by the district’s budget.**

APPENDIX "C"

PROPERTY TAX CALENDAR

The calendar shows the most important property tax deadlines for appraisal districts, taxing units and property owners in the 1997 tax year. When the last day for performing an act falls on a Saturday, Sunday or legal holiday, Sec. 1.06 Property Tax Code, designates the deadline as the next regular business day. Check with your local appraisal district office or tax office if a due date falls on the weekend or holiday. The office will tell you whether a postmarked date of the next regular business day is acceptable. The deadlines shown on the calendar have been adjusted accordingly.

JANUARY:

- 1** Taxable values and qualification for exemptions are determined as of this date (except for inventories appraised September 1) A tax lien attaches to property to secure payments of taxes, penalties and interest that will be imposed for the year (Secs. 11.42, 23.01, 32.01.)

Rendition period begins, continues through April 15, (sec.22.23)

Half the members of the ARB begin two-year terms (Sec 6.41)

Half the members of the CAD board of directors begin two-year terms if the district has staggered terms (Sec. 6034).

- 10** If a tax bill is not mailed on or before this date, the delinquency date is postponed (Sec. 31.04)

- 31** Last day for disabled and 65 or older homeowners to pay one quarter of their homestead property taxes in installments. Homeowners whose homes were damaged in a disaster and located within a designated disaster area may also choose this payment option (Sec.s 31.031, 31.032).

Last day for chief appraiser to deliver applications for special appraisal and exemptions requiring annual applications (Secs. 11.44, 23.43).

FEBRUARY

- 1** Taxes become delinquent if bill was mailed on or before January 10. Rollback tax for change of use of 1-d-1 land becomes delinquent if bill was delivered to owner on or before January 10 (Secs. 23.55, 31.02).

Last day for motor vehicle and boat inventory owners to file dealer's motor vehicle or vessel/outboard motor inventory declaration with chief appraiser and county collector (Secs. 23.121, 23.12D).

15 Last day for county collector to disburse escrowed motor vehicle and vessel/outboard motor tax funds to the taxing units (Secs. 23.122, 23.12E).

28 Last day to request cooperative housing appraisal (Secs. 23.19).

APRIL

1 Last day for taxing units' second quarterly payment for the CAD budget.

Last day for disabled or 65 or older homeowners or property owners with homes in a disaster area to pay second installment on home taxes (Secs. 31.031, 31.032).

Last day for taxing units to report formation of reinvestment zoned and tax abatement agreements to the Comptroller's office and the Texas Department of Commerce (Sec. 312.005).

15 Last day for property owners to file renditions and property information reports unless they request extension for good cause, except for property regulated by Public Utility Commission or Railroad Commission (Sec. 22.23).

30 Last day for taxing units to adopt local-option percentage homestead exemptions (sec. 11.13).

Last day for property owners to file applications or reports with the CAD.

*Exemptions applications (Sec. 11.43).

*Notice to the chief appraiser that a property is no longer entitled to an exemption not requiring annual applications (Sec. 11.43).

*Applications for the following types of special appraisal or notices to the chief appraiser that a property no longer qualifies: 1-d and 1-d-1 agricultural land, timberland, recreational park scenic land and public access airport property (Chapter 23).

*Railroad rolling stick reports (Sec. 23.32).

*Requests for separate listing of separately owned land and improvements (Sec. 25.08).

*Requests for proportionate taxing of a planned unit development property (Sec. 25.09).

*Requests for separate listing of separately owned standing timber and land (Sec. 25.10).

*Requests for separate listing of undivided interests (Sec. 25.11).

***Requests for joint taxation of separately owned mineral interest (Sec. 25.12).**

***Renditions for property regulated by Public Utility Commission or Railroad Commission (Sec. 22.23).**

MAY:

1-14 Taxing units may file resolutions with the chief appraiser to change the CAD finance method. Three-fourths of the taxing units must file for the change to occur (Sec. 6.061).

1-15 The chief appraiser must publish a notice of protest procedures in a local, general circulation newspaper (Sec. 41.70).

1-31 Taxing units must notify delinquent taxpayers that taxes delinquent on July 1 will incur additional penalty for attorney collection costs (Sec. 33.07).

15 Last day (or as soon as possible after this date) for the chief appraiser to:

Mail notices of appraised value and notices of denial of exemptions or special appraisal (Secs. 6.025, 11.45, 23.44, 23.57, 23.79, 23.85, 23.95, 25.19).

Prepare appraisal record and submit them to the ARB (Secs. 25.01, 25.22).

20 Last day for chief appraiser to count taxing units' resolutions to change the CAD's finance method (Sec. 6.061).

24 Last day for chief appraiser to notify taxing units of a change in the CAD's finance method (Sec. 6.061).

31 Last day for property owners to file a protest with the ARB (or by the 30 day after the notice of appraised value is delivered, whichever is later) (Sec. 41.44)

Last day for taxing units to file challenges with the ARB (or within 15 days after the ARB receives the appraisal records, whichever is later) (Sec. 41.04).

Last day for disabled or 65-or-older homeowners or property owners with homes in a disaster area to pay third installment on home taxes (Sec. 31.031, 31.032).

Last day for religious organizations to amend their charters and file new applications for Sec. 22.10 exemption (or within 30 days of exemption denial, whichever is later)(Sec 11.421).

JUNE:

14 Last day for chief appraiser to submit recommended budget to CAD board of directors and taxing units (unless Taxing units have changed the district's fiscal year) (Sec.6.06).

17 Beginning or period in which the CAD board of directors may pass resolutions to change the CAD method of finance, subject to taxing units' unanimous approval. Period ends August 14 (Sec. 6.061).

JULY:

1 Last day to pay second half of taxes by split payment (Sec. 31.03).

Last day for taxing units' third quarterly payment for the CAD budget. (Sec. 6.06).

Last day to form a taxing unit to levy property taxes (Sec. 26.12).

Delinquent taxes incur total 12-percent penalty (Sec. 33.01).

Delinquent taxes may start accumulating additional penalty to pay attorney collection costs (Sec. 33.07).

Last day for ARBs to complete their review of proposed railroad rolling stick values for submission to the Comptroller (or soon after) (Sec. 24.35).

22 ARB must approve appraisal records by this date, but may not do so if more than 5% of the total appraised value remains under protest (Sec. 41.12).

25 Last day for chief appraiser to certify an appraisal roll to each taxing unit's assessor (Sec. 26.01).

31 Last day for property owners to apply for September 1 inventory appraisal (Sec. 23.12)**

Last day for disabled or 65 or older homeowners or property owners with homes in a disaster area to pay

Fourth installment on home taxes (Secs. 31.031, 31.032).

AUGUST:

- 1** **The taxing unit's assessor submits the appraisal roll to its governing body by this date (or soon after) (Sec. 26.04).**
Last day for a multi-county taxing unit to take official action to change CAD (Sec. 6.02).
- 7** **Taxing units must publicize the effective tax rate, rollback rate, debt obligation schedule, unencumbered fund balances, expected revenue from the local option sales tax, county criminal justice mandate and transfer of department, function or activity information by this date (or soon after)(Sec. 26.04).**
- 14** **Last day for the CAD board of directors to pass resolution to change the method of CAD finance, subject to taxing units' unanimous consent (Sec. 6.061).**
- 22** **Last date CAD can deliver appraisal roll to county, if delivered later, county must adopt a tax rate within 30 days. If not adopted, effective tax rate is adopted tax rate (Sec. 26.05).**

SEPTEMBER:

- 1** **Taxable values of inventories may be determined as of this date, property owner's option (Sec. 23.12). ****
- 2** **Last day for tax collectors to file a notice of tax liens for delinquent taxes on manufactured homes with the Texas Department of Housing and Community Affairs (formerly with the Texas Dept. of Licensing and Regulations)(Sec. 32.015).**
Last day taxing units may file resolutions with the CAD board of directors to oppose the board's proposed change in the CAD method of finance (Sec. 6.061).
Last day for property owner to give correct address to appraisal district in writing for tax bill; penalties and interest waved if bill not sent to correct address 21 days before delinquency date (Sec. 31.015).
Taxing units must adopt a tax rate by this date (or soon after) (Sec. 26.05).
- 16** **Last day for CAD board to notify taxing units in writing if a proposal to change the method of finance by taxing units' unanimous consent has been rejected (Sec. 6.061).**
Last day for the CAD board of directors to adopt its fiscal year (Sec. 6.06).

30 Last day for taxing units to make fourth quarterly payment for the CAD budget (Sec. 6.06).

OCTOBER

1 Tax assessors must mail bills by this date (or soon after) (Sec. 31.03).

DECEMBER

2 First half of split payment of taxes is due on or before this date (Sec. 31.03).

2-31 Chief appraiser may conduct a mail survey to verify homestead exemption eligibility (Sec. 11.47).

31 Last day for taxing units' first quarterly payment for CAD budget (Sec. 6.06).

***Property Tax Code citations.**

****These dates are for September 1 inventory appraisal. This process was held unconstitutional by the Houston Court o Appeals, 14th District.**

APPENDIX “E”

Price list for Copies

Readily Available Information

Standard size paper (up to 8.5” x 14”)

- **Under 50 pages – 50 cents per page**
- **Over 50 pages – 25 cents per page**
- **Non-standard size paper (over 8.5: x 14”)**
 - **Under 50 pages – 75 cents per page**
 - **Over 50 pages – 50 cents per page**
 - **+ personnel charge (see “personnel charge”)**

Property Record – Evaluation Forms – Print Out

Maps

- **Copy machine – 25 cents per page**
- **11” x 17” – 50 cents per page**

Microfiche or microfilm charge

- **Paper copy – 50 cents per page**
- **Fiche or film – Actual cost**

Not Readily Available Information

Cost of copy (use “Readily Available Information” cost) + personnel charge + overhead charge

- **Overhead Charge - \$3.00 per hour**
- **Personnel Charge - \$15.00 per hour**
- **Postage & Shipping – actual cost**
- **Programming Time - \$40.00 per hour**

- Other costs – actual cost
- Data Tapes*
 - \$50.00 per CD + personnel charge

Public Access to the Board of Directors

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 district on any issue under the board's jurisdiction. Generally, the board's statutory duties and jurisdiction concern:

- *adopting the district's annual operating budget;**
- *contracting for necessary services;**
- *hiring the chief appraiser and assigning responsibilities to the position**
- *making general, policy regarding the operation of the appraisal district;**
and
- *appointing appraisal review board members**

Public Comments (Sec. 6.04 (d) (e) (f) and (g)

It is the policy of the board of directors to provide regular opportunities for the public to speak to the board on any issue under its jurisdiction. Except when the board conducts a hearing on a particular issue, the board will receive citizen comments only during the agenda item for public comment. This item is typically placed at the end of each meeting's agenda.

At each regularly scheduled meeting the chairman of the board of directors will announce that each person wishing to address the board on appraisal district policies, procedures, or issues may have 5 minutes in which to do so. Unless a majority of the Board votes otherwise, the chairman may expand the speaker's time as needed if the expansion will not affect the ability of 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, as described in the previous section. (Sec. 6.04(d), Tax Code)

Interpreters

If possible, the district will provide an interpreter at a meeting if a person who does not speak English or communicates by sign language notifies the chief appraiser at least 72 business hours before the time of scheduled

meeting of the board of directors. The person must indicate that he or she desires to address the board and is unable to provide an interpreter. (Sec. 6.04(e), Tax Code). However, while the District will make a good-faith effort to locate an interpreter, neither the District nor the board of directors can promise that a willing interpreter can be located in any given circumstance.

Access by Persons Who Have Physical, Mental, or Developmental Disabilities

The Appraisal District provides parking spaces for the disabled located at the North parking spaces. A ramp is provided at the entrance, and both the office and Boardroom is wheelchair accessible. Persons who need additional access assistance, or who need assistance in making a presentation to the Board because of mental or developmental disabilities should notify the chief appraiser at least 3 business days before the meeting, and the District will attempt to accommodate disabilities.

Every even year in January, the Board of Directors will review and/or change any existing long-term contracts of the District. i.e. (True Automation, Capitol Appraisal Group computer software, copier, etc).

Every year the board will review and make any needed recommendations in writing, regarding the financial report from the audit.

RAINS COUNTY APPRAISAL DISTRICT
PO BOX 70
145 DORIS BRIGGS PARKWAY
EMORY TX 75440
903-473-2391
FAX 903-473-4040
www.rainscad.org

DRAFT

DISASTER RECOVERY PLAN FOR RAINS COUNTY

OBJECTIVE

The Rains County Appraisal District “ Disaster Recovery Plan is a process of regaining access to the data, hardware and software necessary to resume critical business operations after a natural or human induced disaster. This DRP also includes the plans for coping with the unexpected or sudden loss of key personnel. The focus of this DRP is data protection.

Contents

1. Situations and Assumptions
2. Business Data Protection / Preventions against Data Loss
3. Roles and Responsibilities of the Disaster Recovery Team
4. Documentation of Disaster and Salvage Operations
5. Rains County Appraisal District Resumption Procedures
6. Phone Tree
7. Vendor and Suppliers

1. Situations and Assumptions

Situations: the Rains County Appraisal District is vulnerable to several natural and man made hazards. Which has the potential to directly or indirectly disrupt the ability of the appraisal district to continue to provide critical services? There are many different risks that can negatively impact normal operations of the Rains County Appraisal District. A risk assessment should be performed to determine what constitutes a disaster and which risks the appraisal district is most susceptible to, including:

- Natural disasters
- Fire
- Power failure
- Organized or deliberate disruptions
- Hazardous material accident
- Terrorism
- Theft
- System and /or equipment failure
- Human error
- Computer viruses

Assumptions: The type of disaster and the impact of a disaster will vary significantly.

- An alternate recovery site will be made available to the Rains County Appraisal District at the time of need per the County Judge of Rains County. Most likely the site will be the -----
- Adequate training will be given in the use of the plan and that all staff is made aware of its existence and their roles within the plan.
- The plan will be tested and reviewed on a regular basis.
- This document, related procedures, and some of the vital records are stored in a secure offsite location so that it will not only survive the disaster but is accessible immediately following a disaster.
- Critical personnel survive to activate and implement the plan.

2. Business Data Protection / Preventions against Data Loss

With the rise in information technology in recent years and our reliance on business critical data, this appraisal district has changed in recent years in favor of protecting irreplaceable data. Rains County Appraisal District performs Data backups nightly within the PAC Software System. A full backup of the databases used in PAC's is initiated by the SQL Server Agent protocol. This process produces a SQL format backup file on the server hard drive which is located in the front of the Appraisal District Building. Microsoft Windows will nightly backup data base along with any system shares to a removable data tape.

The tape rotation process allows for full format tape backups, every business night, Monday thru Thursday. On Friday, a nightly backup also occurs; the rotation process for Friday backups includes one weekly backup for each Friday of the month. Database backup manual inspections are done by the appraisal districts software provider, True Automation which occurs at least once every quarter year. A copy of the weekly backup tape produced on Friday is placed in a safety deposit box at First National Bank located at Quitman, Emory TX. A copy of the certified appraisal roll is also stored in this safety deposit box.

Prevention against data loss should include:

- Surge protector on the server
- Uninterrupted Power Supply (UPS) and/or backup generator
- Fire Preventions i.e. alarms and accessible extinguishers

Prevention for natural disasters should include:

- N.O.A.A Weather Radio
- Tornado watch means a tornado is possible in our area
- Tornado warning is when a tornado is actually occurring, take shelter immediately in the interior office along common wall.

Vital Records include:

- Certified Rolls
- ARB protest
- County abstracts/maps
- Mineral rolls
- Industrial roll
- Retirement & pension plans
- Payroll
- Legal
- Financials
- Microfilm- old deeds

3. Roles and responsibilities of the disaster Recovery Team (DRT)

A disaster recovery team is comprised of designated employees of the Rains County Appraisal District. It is their duty to:

- Implement the disaster response procedures outlined in this manual
- Initiate the phone tree
- Act as liaison between the DRT itself, county/city government officials and the appraisal district employees
- Direct and supervise recovery operations
- Assist in maintaining disaster recovery supplies
- One member will be responsible for photographing and documenting the disaster and subsequent recovery efforts

4. Documentation of disaster and salvage operations

In the event that a disaster does occur, a post disaster assessment report should be written to determine the effectiveness of the recovery techniques utilized, Such as:

- Which procedure worked?
- Which did not, and why
- Does the disaster recovery plan need to be revised?

Assessing the recovery can help determine more effective ways of handling disasters in the future, saving both time and resources. Extensive photographs and written records of the conditions of the building and the procedures followed should be kept. It is also important to document all resources used to cope with the disaster, including personnel, materials, time and expenses. This documentation can be important in helping to obtain emergency budgetary funds.

5. Rains County Appraisal District Resumption Procedures

The type of hazards that can occur could lead to four (4) types of situational circumstances which we may need to contend with:

- No people
- No network
- No power
- No building

1. no people:

- take minimal staff to answer –phones and assist public and receive documents
- hire temporary employees to answer phones and assist public and receive documents
- Allow deed CD's from court house and mail to accumulate until regular staff returns.

2. No network

- receive documents, CD's from courthouse and mail, stack aside for later processing
- answer phones and assist public
- reroute staff to assist in other areas, or allow them to leave until network is restored

3. No power

- ensure safety of the office and personnel and public

- follow no network procedures
- if power outage is result of inclement weather, follow emergency safety procedures
- when power returns, check system, making sure data was not lost from server
- if data is lost, retrieve last backup tape from safety deposit box and install

4. No building:

- ensure safety of all office staff and public
- designated employees report to alternative site
- conduct business as usual if computers available
- check server and verify data what was lost, if any
- if data loss occurred, retrieve backup disk from secured location
- follow no network procedures if computers are not available
- designate staff to recover documents once building is deemed accessible
- if building remain intact, return all functions to their original site when the building is deemed safe for business
- if building is loss occurs follow step 3 “Roles and Responsibilities of the disaster recovery team (DRT)” and step 4 “Documentation of disaster and salvage operation”

*Need Bld
to set up in
?*

6. Phone Tree

Chief Appraiser	Carrol Houllis	903-455-2108 (cell) 903-456-0448
Administrative Assistant	Carla Thompson	903 (cell) 903
Senior Appraiser	Sherri McCall	903-473-1056 (cell) 903-268-9695
BOD Chairman	Paul Foley	903-473-6277 (cell) 214-755-3666

7. Vendors & Suppliers

Police, Fire, & EMS		911
Hopkins County Memorial Hospital		903-885-7671
Presbyterian Hospital of Greenville		903-408-5000
True Automation		972-265-7300 972-881-1858
Computer Man		903-447-3640
Pictometry	Busi.	281-246-1044
Matt Thomas	cell	832-724-8696
Utility Companies		
Electricity	First Choice	866-992-3078
Natural Gas	Atmos Energy	888-286-6700
Telephone	Verizon	800-483-2000
Water/Sewer	City of Emory	903-473-6465
Internet	Verizon	888-649-9500
Alarm Company	Griffin Communication	903-598-3122
Exterminator	Termite Technology	903-855-8364
Insurance Agent	TML	512-491-2300
Legal Council	Hargrove & Evans	877-844-9449 512-225-7864