



Dallas Central Appraisal District

General Policy & Policies for Public Access

General Information

The Dallas Central Appraisal District (DCAD) appraises taxable property for sixty-one entities in Dallas County including the county, cities, school districts, and special districts such as the Dallas County Hospital District and the Dallas County Community College District. The District appraises more than 850,000 property parcels annually. The District also administers exemptions and special appraisals, and determines the taxable situs of property. The chief executive officer of the Appraisal District is the Chief Appraiser.

The governing body of the district is the Appraisal District's Board of Directors. The Appraisal District also has an Appraisal Review Board, which hears property owner protests regarding values and other related matters, and a Taxpayer Liaison/Community Relations Officer, who handles problems outside the jurisdiction of the Appraisal Review Board.

Board of Directors

A Board of six Directors governs the Appraisal District. Board members select the Chief Appraiser, adopt the annual district budget, appoint Appraisal Review Board members, and ensure that the District follows the policies and procedures required by law. The Board's authority over appraisal matters is limited. The Board does not appraise property, make decisions affecting the appraisal roll, or review values on individual properties. The Property Tax Code assigns these tasks to the Chief Appraiser and the Appraisal Review Board.

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 concerning the policies and procedures of the Appraisal District and on any issue within the Board's jurisdiction. Generally, the Board's statutory functions involve: 1) adopting the appraisal district's annual operating budget; 2) contracting for necessary services; 3) hiring a Chief Appraiser; 4) appointing a Taxpayer Liaison Officer; 5) appointing Appraisal Review Board members; 6) making general policies on the appraisal district's operation; and 6) biennially developing a written plan for the periodic reappraisal of all property.

Board Meetings

The Board of Directors of the Dallas Central Appraisal District (DCAD) will meet in regular session at least six times per year in a public meeting. The meetings will be at the call of the Chairman of the Board and shall be designated at the beginning of each calendar year and so posted as scheduled Board meetings. Meetings are typically on the second Wednesday of the month. An agenda of such meetings shall be made public in compliance with the Texas Open Meetings Act and posted on the DCAD public website, at its office location, and at the County Courthouse. At each regularly scheduled meeting the Chairman will announce that each person wishing to address the Board on appraisal district policies, procedures, or issues under the Board's jurisdiction may have time to speak.

Interpreters

The District will provide an interpreter at a meeting if a person who does not speak English or communicates by sign language notifies the Taxpayer Liaison Officer in writing at least three business days before the meeting. The person must indicate that he or she desires to address the Board and is unable to provide an interpreter.

Access by Disabled Persons

The DCAD office is located at 2949 N. Stemmons Freeway, Dallas, Texas, has van accessible parking spaces for the handicapped in front of the building as well as automatic doors. The board meeting room and ARB hearing rooms are also wheelchair accessible. A person who needs additional assistance for entry or access should notify the Taxpayer Liaison Officer in writing at least three business days before the meeting.

Policies for Resolving Complaints

The Board will consider written complaints about the policies and procedures of the appraisal district, the Appraisal Review Board (ARB), the Board of Directors, and any other matter within its jurisdiction. The Board will not consider complaints addressing any matter that could be grounds for a challenge, protest, or correction motion before the ARB as set out in the Texas Tax Code. The Board has no authority to overrule the Chief Appraiser or the Appraisal Review Board's decision on a value, a correction, or a protest.

Complaints should be filed with:
Taxpayer Liaison Officer
Dallas Central Appraisal District
2949 N. Stemmons Freeway
Dallas, Texas 75247

Hearing impaired persons who have a TDD telephone machine may call (214) 819-2368 and have a complaint delivered to the Board. At each regularly scheduled meeting, the Taxpayer Liaison Officer may report to the Board on the nature and the status of all complaints filed, if there are any. Board deliberations concerning complaints will comply with the provisions of the Texas Open Meetings Act, Chapter 551, Government Code. Until final disposition of a complaint, the Board is to notify the parties at least quarterly on the status of a complaint unless notice would jeopardize an investigation.

Chief Appraiser

The Chief Appraiser is the chief administrator of the appraisal office. The Chief Appraiser and his staff appraise the properties in the appraisal district. All personnel of the appraisal office are employees of the appraisal district and are accountable to the Chief Appraiser.

Appraisal Review Board

The Appraisal Review Board is responsible for hearing and resolving protests from property owners concerning appraisal of their properties. The ARB's duties are governed by the Texas Property Tax Code.

Community Outreach

The Taxpayer Liaison Officer and other DCAD representatives are available to speak to your organization and address issues on property owner rights, exemptions issues, changes to property tax law or other appraisal related issues. For information contact the Taxpayer Liaison Officer at (214) 631-0520 or via email at jordan@dcad.org.