

Public Access to Board Meetings

Tarrant Appraisal District shall conduct all meetings in accordance with applicable Open Government Laws.

The District shall also provide regular opportunities for the public to speak to the Board on issues under the Board's jurisdiction.

The agenda for each regularly scheduled meeting of the Board shall include an agenda item for public comments. At each such meeting, the chairman shall announce that anyone wishing to address the Board on issues under the Board's jurisdiction may do so. The chairman shall allow each speaker five minutes but may expand the time as needed if doing so will not interfere with the Board's completing its business and adjourning its meeting at a reasonable time. The Board may refuse to hear comments on subjects not reasonably related to the policies and procedures of Tarrant Appraisal District or Tarrant Appraisal Review Board and comments not reasonably related to other issues under the Board's jurisdiction.

Except when the Board conducts a public hearing on a particular issue, the Board will receive citizen comments only during the period specified by the agenda for public comments.

If a person who does not speak English or a person who communicates by American Sign Language notifies the taxpayer liaison officer in writing at least three business days before a regularly scheduled meeting that he or she desires to address the Board and is unable to provide an interpreter, the District shall make reasonable efforts to secure the services of translator or interpreter at the meeting.

Tarrant Appraisal District strives to provide reasonable access to the Board by disabled persons. As part of this effort, the District restricts seven parking spaces to use only by disabled persons and maintains wheelchair accessibility to the Customer Service area and to the boardroom. A person who needs additional assistance for entry or access should notify the taxpayer liaison officer in writing at least three business days before a regularly scheduled meeting.

Resolving Complaints

The Board will consider written complaints about the policies and procedures of Tarrant Appraisal District, Tarrant Appraisal Review Board, the Board of Directors, and any other matter within the Board's jurisdiction.

Correspondence should be addressed as follows and mailed:

**Chairman, Board of Directors
Tarrant Appraisal District
2500 Handley Ederville Road
Fort Worth, Texas 76118**

Hearing impaired persons who TTY or TDD may call (817) 284-0024 to have a complaint delivered to the Board.

The Board will not consider complaints addressing any of the grounds for challenge, protest, or motion for correction of appraisal roll that are specified in Section 41.03, 41.41, and Section

25.25, respectively. The Board of Directors has no authority to overrule an agreement between the Chief Appraiser and a property owner on a matter specified in Section 1.111(e) or a determination of Tarrant Appraisal Review Board on a challenge, protest, or motion for correction made under authority of Section 41.07, 41.47, and Section 25.25, respectively.

Written complaints are forwarded to the Taxpayer Liaison Officer. The agenda for each regularly scheduled meeting of the Board shall include an agenda item for a report by the Taxpayer Liaison Officer. At each such meeting, he shall report to the Board on the nature and the status of resolution of all complaints filed. Board deliberations concerning complaints must comply with the applicable provisions of the Texas Open Meetings Act. Until final disposition of each complaint and unless doing so would jeopardize an undercover investigation, the Board shall notify the parties to the complaint at least quarterly of the status of the complaint.

Other responsibilities of the Taxpayer Liaison Officer include the following:

- Administering the public access functions required by the Tax Code;
- Supporting the Chief Appraiser and his/her staff to assist property owner's in understanding the appraisal process, protest procedures and related matters;
- Developing and implementing policies and procedures to guarantee access to the Board by non-English speaking and disabled property owners;
- Preparing information of public interest describing Board functions and procedures involving how complaints are filed and resolved by the Board; and Performing other duties and responsibilities as assigned