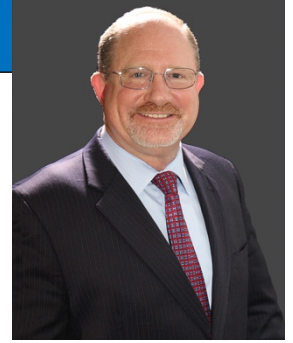




**Harris County Appraisal District
2021 Annual Report**

Letter from the Chief



Presiding Officers of Harris County Taxing Units
Members of the Board of Directors
Harris County Appraisal District
Citizens of Harris County

Re: Annual Report, January 1 – December 31, 2021

We have marked another challenging year, where life continues to be altered by the global pandemic. The widespread availability of vaccines helped the nation take a step toward normalcy. Governor Abbott officially reopened the state for business and signed an executive order in March lifting mandatory mask orders, even as HCAD continued to strongly encourage mask use.

Businesses started to reopen and people slowly returned to work, but the new hybrid workplace model has become the rule rather than the exception. HCAD has had an active telework program in place for several years, providing the highest level of customer service possible without sacrificing quality for convenience.

There were also disruptions from a near-historic 'polar vortex'. Winter Storm Uri caused loss of life, power outages, burst water pipes and other issues that damaged thousands of properties across Harris County and Texas. Many taxpayers qualified for a special temporary disaster exemption.

Despite these challenges, we continue pulling together to exceed expectations.

The Texas Legislature reconvened for another biennial session (including three special sessions), implementing laws that will alter the way we do business in the coming years, but always with an eye on our core value of First-Class Customer Service.

HCAD received kudos from the New York Times. In an opinion piece on lower-income Americans paying more in property taxes, they specifically mentioned Harris County as an example of doing the right things to achieve equality.

We saw another year of record protest volume, but our innovative use of technology - including our mobile app, iFile, iSettle, and Webex for virtual meeting opportunities - still allowed the ARB to hand over the appraisal records to me on August 6.

Our technology was also leveraged to maintain an active presence throughout the district. We continue to partner with local political leaders and community development corporations to conduct virtual property tax workshops about the protest process, exemptions, and renditions. Due to the lack of face-to-face interaction, we are not conducting as many workshops as we prefer, but recording the virtual workshops allows property owners to access vital information on their own schedule.

As always, our goal is to make it easier for property owners to understand the property tax process which provides the primary source of local government revenue in Texas.

With more than 1.8 million parcels of property within the boundaries of Harris County, the taxable property value increased 4.8 percent to \$519 billion in 2021, because of several major factors that included population growth, rising values because of a limited number of homes, low interest rates and the ability to live farther from the central business district because of remote work during the pandemic.

The appraisal district is responsible for discovering and valuing all taxable property in Harris County in a professional, fair, and equitable manner. This annual report is published to provide our taxing units and taxpayers with a transparent view of the district's responsibilities, activities, and major initiatives.

Sincerely,

A handwritten signature in black ink that reads "Roland Altinger". The signature is written in a cursive style with a large initial 'R'.

Roland Altinger
Chief Appraiser

District Profile

The Harris County Appraisal District is a political subdivision of the State of Texas established in 1980, following the codification of property tax laws by the 66th Texas Legislature in 1979. The 1979 codification established one appraisal district in each of the state's 254 counties for the purpose of discovering and appraising property for ad valorem tax purposes for each taxing unit within the boundaries of that appraisal district. The district, the largest in the state, serves 554 taxing units.

Texas appraisal districts are permitted to contract with their taxing units to perform tax collection functions. The Harris County Appraisal District has not contracted with any of its taxing units to provide these services through 2021 and does not anticipate any collection contracts in the foreseeable future.

A seven-member board of directors, appointed by the taxing units within the boundaries of the district, constitutes the governing body. The board members are appointed as follows: Harris County Commissioners' Court appoints one member; the City of Houston City Council appoints one member; the other 32 cities appoint one member; the Houston Independent School District Board of Trustees appoints one member; the other 24 school districts and 4 junior colleges appoint one member; and all conservation and reclamation districts appoint one member. The Harris County Tax Assessor-Collector serves on the board as an ex-officio member.

The board of directors has general policy-making authority and has primary responsibility for fiscal matters, including approval of major contracts and adoption of the annual budget. The board appoints the chief appraiser, who is chief administrator of the district and appoints the taxpayer liaison officer, who helps resolve disputes that may arise as a property owner goes through the appraisal process.

The administrative judge of the Harris County Civil District Courts appoints members of the Appraisal Review Board and appoints the chairman and secretary of the appraisal review board from among the serving members.

The primary purpose and responsibility of the district is to provide to the taxing units and property owners within its boundaries fair and equitable appraisals of property subject to ad valorem taxation.

In Texas, the property tax is the primary source of funding for local government units (school districts, cities, counties, junior college districts, and other special districts). Property taxes pay much of the cost of public schools, police and fire protection, courts, health services, streets, water and sewage, parks, and most other local government activities. The Harris County Appraisal District does not determine how much each of these local governments will spend to provide services, nor does it set their tax rates. Each local government adopts its own budget, then sets a tax rate that will generate the amount of money required to pay for its services. The district provides each local government with a list of its taxable property, together with the January 1 value of each property and appropriate exemptions. The appraisals serve to allocate the tax burden among all property owners on an equitable basis, based upon market value.

The Office of the Chief Appraiser is primarily responsible for the overall planning, organizing, staffing, and controlling of district operations as required by the Texas Property Tax Code. The district is organized into two primary departments: Chief Appraiser and Deputy Chief Appraiser. Those divisions reporting directly to the Chief Appraiser are primarily responsible for the support services divisions consisting of ARB Operations,

Jurisdiction Communications, and Information & Assistance. These divisions coordinate support functions, including records maintenance, exemptions, customer service to property owners, support for the Appraisal Review Board, and records management. The Information Technology Division maintains the district's data center, local area networks, software applications, and imaging. The Budget & Finance Division is responsible for the business support functions relating to budget, finance, employee benefits, purchasing, capital assets, facilities, and postal services. Human Resources, Audit Support Services, Communications Services, Information Technology, and Legal Services also report directly to the Chief Appraiser.

Divisions reporting directly to the Deputy Chief Appraiser are the appraisal divisions consisting of Appraisal Operations, Agricultural Valuation, Business and Industrial Property, Commercial Valuation, Residential Valuation, and Review Appraisal. The Appraisal Divisions are responsible for the valuation of all real and personal property accounts. Security Services also reports directly to the Deputy Chief Appraiser.

Local Economy

The district's activities for the previous 12 months led up to the major event of certification of the appraisal roll. The appraisal roll was certified on August 20, 2021, with less than 7.83 percent of the total appraised value in the district remaining under protest. State law requires that not more than 10 percent of the total value remain in unresolved property owner protests at the time the records are approved and certified as the appraisal roll. The sum of the taxable value for each of the 554 taxing unit appraisal rolls was approximately \$4.2 trillion, resulting in a 2021 ad valorem tax levy of approximately \$12.9 billion, an increase of 5 percent from 2020.

The Harris County Appraisal District encompasses a 1774-square-mile area, including some of the most complex properties in the world. These include port facilities of the Houston Ship Channel and Port of Houston, the busiest port in the United States in terms of foreign tonnage and the second busiest in overall tonnage. The properties include two major international airports, more than 350 class A high-rise office properties, hundreds of millions of square feet of warehouse and retail properties, tens of thousands of apartment units, and more than 1.1 million homes. Harris County is one of the world's major petrochemical centers and includes five refineries, thousands of miles of pipeline and tank storage, and dozens of petrochemical processing facilities. The City of Houston is the fourth largest city in the United States, and Harris County estimates that the unincorporated area of the county would be the fifth largest city. The appraisal district also appraises business and industrial personal property for taxation, again at full market value.

Despite the second year of a global pandemic, dwindling inventory, building supply and labor shortages, and rising home prices, Houston's residential single-family market saw a record year. According to the Houston Association of Realtors (HAR), single-family home sales rose 10.3 percent in 2021 to 106,229, while sales of all property types totaled 131,041, a 13.3 percent increase over 2020's volume. Total dollar volume for 2021 jumped 31.8 percent to \$47 billion. Housing inventory peaked in August at a 1.8-months' supply and ended the year at a 1.4-months' supply. On a year-to-date basis, the average single-family sales price rose 16 percent to \$376,075, while the median price increased 15.4 percent to \$300,000, both records.

The demand for land in Harris County has already been great but, in the past few years, the demand has skyrocketed. With the population growing in Harris County, the supply of housing has fallen behind the demand. Residential developers are looking for as much land as they can acquire to develop into neighborhoods or master planned communities. Commercial land is just as sought after by commercial developers. Demand for residential land fuels the demand for commercial land. The Houston area boasts cheap, open land, not just on its outskirts, but also within its city limits. Infill projects are mostly focused on mixed-use, luxury development, while outlying vacant land is more diversified, including retail, office, and residential development. Houston had the highest volume of commercial real estate transactions of any city in the country in the third quarter of 2021.

The Houston multi-family market seems to be on the rebound after many months of stagnation due to the COVID-19 pandemic and the energy sector downturn. Although the Houston market has not recovered as well as the Dallas and Austin markets, the Houston market is making strong recovery efforts. Houston remains one of the more affordable cities in Texas, with only San Antonio listing cheaper average monthly rent. Houston also boasts the largest average rental unit size at 880 square feet. These efforts are looking even better than pre-pandemic statistics. Rents are up, occupancy is on the rise, and investment interest is back.

For the majority of 2020, occupancy hovered around an average of 88 percent. Rental rates stayed below an average of \$1,150 per month. In 2021, statistics have shown a constant rise in rental rates and occupancy. Each month has been better than the previous month. Now the average rental rate is \$1,171 per month and the average occupancy is 91.9 percent. The cost of rent varies depending on several factors, including location, size, and quality.

The COVID-19 pandemic, its multiple variants, and working from home have all had negative effects on the national office market. Houston is ahead of many major cities in bringing employees back to the office, but the city's office market continues to struggle amid rising vacancy rates, according to a series of reports released by major commercial real estate firms. Meanwhile, new offices continue to be built. Houston commercial real estate experts say they are overall no longer feeling weighed down by the pandemic.

Despite a challenging year, the commercial real estate sector is cautiously optimistic about what 2022 holds in store. Commercial real estate is still recovering from colossal disruptions dating back to 2020. Investors must adapt to a new normal and changing property landscape. Look for the new emerging trends to define commercial real estate activity for the near future.

Comparison of Appraised Values

To Previous Year

The change in appraised value of taxable property between years 2021 and 2020 is reflected in the following table:

HARRIS COUNTY APPRAISAL DISTRICT APPRAISAL VALUES		
Category	Appraised Value (in billions)	
	2020	2021
Residential	\$ 288.6	\$ 309.6
Apartments	51.0	52.4
Commercial	126.1	126.4
Vacant Land	13.2	13.5
Industrial	36.6	35.8
Utilities	6.1	6.4
Commercial Personal	33.3	32.0
Industrial Personal	34.7	31.4
Other	58.0	59.3
Total	\$ 647.6	\$ 666.8

HARRIS COUNTY APPRAISAL DISTRICT APPRAISED VALUES			
2021		2020	
Number of Accounts	Appraised Value (in thousands)	Number of Accounts	Appraised Value (in thousands)
1,692,411	\$ 676,181,080	1,678,222	\$ 646,519,386

Note: Land that is valued using productivity valuation methodology, such as agricultural or timber use is not included in the total appraised values. All other land is included. Since more than one property parcel is included on some accounts, the actual number of parcels appraised by the district is more than the number of accounts listed above.

Taxable Values

The following table compares the taxable values (appraised values less exemptions and special valuations) for the government of Harris County. The information presented here has been updated through January 1, 2022. The change in the appraised and taxable values from 2020 to 2021 varied among taxing units, reflecting the mix of property types, exemptions, and market conditions within each unit.

HARRIS COUNTY TAXABLE VALUES (in thousands)

	<u>2021</u>	<u>2020</u>	<u>Change</u>	<u>Percent Change</u>
Appraised Value	\$ 676,181,080	\$ 646,519,386	\$ 29,661,694	4.59%
Taxable Value	\$ 519,030,675	\$ 494,997,974	\$ 24,032,701	4.86%

Texas Comptroller of Public Accounts
Ratio Study & Governance Review

Government Code Section 403.302 requires the Comptroller to conduct a study to determine the degree of uniformity and the median level of appraisals by the appraisal district with each major category of property, as required by Section 5.10, Tax Code. This study is required every other year. If the locally appraised value in a school district is within the statistical margin of error of the state value, the Comptroller’s Property Tax Assistance Division (PTAD) certifies a school district’s local tax roll value to the Commissioner of Education. A 5 percent margin of error is used to establish the upper and lower value limit for each school district. If the local value is outside the acceptable range, the PTAD certifies the state value, unless the school district is eligible for a grace period, which is a period when local value is used even though it is determined to be invalid. A property value study was preliminarily completed for 2021 and one school district fell outside the margin of error. Another property value study will be conducted in 2023.

Section 5.102, Tax Code requires the Comptroller of Public Accounts to review county appraisal district (CAD) governance, taxpayer assistance, operating and appraisal standards, procedures, and methodology at least once every two years. School districts located in counties that do not receive the Methods and Assistance Program (MAP) reviews in a year will be subject to property value studies in that year. A MAP review was conducted for 2020 and the district received a perfect score. Another MAP review will be conducted in 2022.

The district’s median level of appraisal for 2021 is summarized in the following table:

STATE COMPTROLLER'S STUDY	
Property Category	Median Level of Appraisal 2021
Single Family Residential	.98
Multi-Family Residential	.96
Vacant Lots	.88
Acreage	N/A
Commercial Real Property	.95
Utilities	.90
Commercial Personal Property	.95
Overall Median Level - All Properties	.98

The final results of the 2021 study reflect that appraisals within the district are generally uniform with an average coefficient of dispersion of 8.84 percent. A coefficient of less than 10 percent is considered excellent in the more homogeneous urban areas, while 11 – 15 percent is considered excellent in the more rural areas.

Since the statistical median reflects the mid-point of a sample, it is generally desirable to maintain median appraisal levels at or slightly below 1.00 to avoid over-appraisal of properties. The International Association of Assessing Officers (IAAO) guidelines state that the level of appraisal for all parcels in the jurisdiction should be within 10 percent of the legal level. Based on these criteria, the district’s 98 percent appraisal level is considered to reflect very good appraisal performance.

Property Owner Protests, Appeals and Litigation

During 2021, property owners and professional tax consultants filed 452,834 protests, resulting in an increase of 1.28 percent from the 2020 protest volume of 447,128. Generally, property owners may protest appraised values placed on their property before the time the appraisal rolls are approved and certified.

The protest period is conducted from May to August each year. Property owners usually resolve disagreements about their appraised value, exemptions, or other issues in an informal meeting with a district appraiser. If no agreement is reached informally, the property owner is heard before a 3-member panel of the appraisal review board, an independent body. The panel makes the final determination. The 2021 protest activity data has been updated through April 6, 2022. The table below shows the protest activity for the last 10 years:

PROTEST ACTIVITY (Dollars in millions)				
Year	Reappraisal Year	Accounts Protested	Value of Accounts	Avg. Percent Reduction
2012	Yes	296,228	\$ 198,242	9.29%
2013	Yes	302,336	230,189	8.75%
2014	Yes	346,041	247,547	8.52%
2015	Yes	372,584	285,432	6.29%
2016	Yes	380,550	311,655	10.79%
2017	Yes	389,837	319,509	10.35%
2018	Yes	372,647	319,656	9.95%
2019	Yes	421,763	363,786	10.28%
2020	Yes	447,128	389,017	9.76%
2021	Yes	452,834	394,269	7.19%

Property owners who are dissatisfied with their protest hearing result may appeal the appraisal review board decision by filing suit in state district court, filing an application for binding arbitration, or filing an application for a hearing with the State Office of Administrative Hearings.

The volume of litigation for the past 10 years has soared from 2,864 lawsuits in 2012 to a record high of 7,183 in 2018. After a previous high of 3,530 lawsuits in 2007, the number of lawsuits declined in 2008 through 2012 with the nationwide recession, but then started to rise significantly in 2013 as the Houston area economy quickly bounced back. The number of accounts in the lawsuits also increased significantly starting in 2013. A change in rules for arbitration in 2018 caused the large jump in the number of lawsuits and the number of accounts within those suits for 2018.

The volume of litigation for the last 10 years is summarized in the following table:

LITIGATION VOLUME (Dollars in billions)					
Year	Total Lawsuits	Number of Accounts	Value of Accounts	Number Resolved	Value Loss %
2012	2,864	6,985	\$ 29.5	6,985	10.43%
2013	3,568	11,019	55.3	10,985	9.94%
2014	4,022	9,734	62.5	9,708	9.86%
2015	4,133	10,124	64.6	10,059	11.36%
2016	4,212	12,018	90.8	11,839	11.88%
2017	4,661	11,918	81.1	11,757	11.27%
2018	7,183	16,024	87.9	13,770	10.23%
2019	6,374	15,005	106.5	12,569	11.05%
2020	6,568	15,958	129.3	9,244	10.26%
2021	6,915	14,658	113.0	1,440	8.42%

Rather than filing suit in state district court, property owners may appeal the appraisal review board decision through binding arbitration. Arbitration is available for non-homesteaded properties valued at \$5 million or less. Homesteaded properties have no value limit. A 2017 legislative change raising the value from \$3 million to \$5 million contributed to sustaining the volume of accounts that went to arbitration. Arbitration volume has continued to grow since it was first available in 2005 through 2012 and dropped off slightly in 2013 and 2014 as the number of lawsuits grew. A change in rules for binding arbitration in 2017 caused tax agents to move back to litigation in 2018, causing the substantial drop in arbitration volume. However, the rising number of protests has also caused a similar increase in the arbitration volume.

Arbitration volume for the last 10 years is summarized in the following table:

ARBITRATION VOLUME				
Year	Number of Accounts	Determined	Dismissed/ Withdrawn	Pending
2012	783	783	72	0
2013	774	774	47	0
2014	713	713	73	0
2015	1,239	1,239	495	0
2016	7,780	7,780	4,715	0
2017	7,375	7,375	3,702	0
2018	2,276	2,275	1,331	1
2019	3,548	3,543	2,189	3
2020	5,119	5,092	4,148	27
2021	5,645	4,608	4,467	1,037

Another option for property owners is to file an appeal with the State Office of Administrative Hearings (SOAH). The Texas Legislature adopted a pilot program for certain counties in 2009 that allowed property owners to appeal ARB orders for real or personal properties with values of more than \$1 million to SOAH. Effective January 1, 2014, the 83rd Legislature made the pilot program permanent for every county in the state, allowing SOAH to hear appeals of ARB decisions statewide. Property owners may appeal to SOAH if the appeal concerns the determination of the appraised or market value of the property. The property owner must exercise this option not later than 30 days after receiving the ARB's Order of Determination, and they must deposit \$1,500 with SOAH. As a member of the initial SOAH pilot program, HCAD has been the leader in the state for this method of property tax appeal. In 2021, HCAD was involved in 25 SOAH cases with 5 still pending.

iFile and iSettle Programs

The Harris County Appraisal District continues its online iFile program that allows property owners and agents to protests their noticed values through the district’s website. During 2021, there were 85,045 agent protests and 83,194 property owner protests received through iFile. Both of these programs have reduced the number of property owners needing to appear in person at the district’s office. Additionally, much of the paper handling, data entry, scanning, and filing tasks were eliminated due to the increased use of iFile and iSettle. The iFile program also allows personal property renditions to be submitted online.

The iSettle program was developed to provide a way for property owners to resolve online through the district’s website rather than appear in person to meet with a district appraiser. Residential property owners not represented by agents, who participate in iFile, may use iSettle. Participation requires the property owner to give an opinion of value and a reason for the change requested. A district appraiser reviews the information and decides whether to offer the property owner relief. Acceptance of the appraiser’s offer binds the property owner for the tax year. If the appraiser determines that an offer is not warranted, the protest is scheduled for an informal meeting with an appraiser. Rejection of the appraiser’s offer or failure to respond, automatically schedules the property owner to appear for a formal hearing.

In 2017, a new feature was added to the iFile/iSettle program that allows property owners participating in iSettle to upload their hearing evidence via the Owners website. This uploaded evidence is taken under consideration by the district before making an iSettle offer to the property owner. A total of 13,839 property owners used this feature in 2021, and they uploaded a total of 98,992 files. The addition of this new feature plays a significant role in the quality of iSettle offers made by the district. iFile and iSettle volume (first available in 2013) is summarized in the table below:

iFILE/iSETTLE VOLUME						
Year	iFile Participants	iFile Renditions Processed	iFile Rendition Extension Requested	iSettle Offers Accepted	Owners Website Accounts Enrolled	Owners Website Accounts Serviced
2013	72,879	24,803	20,803	7,473	55,000	2,361
2014	97,000	31,258	21,202	13,920	90,000	8,061
2015	109,300	29,669	20,928	13,140	152,000	12,000
2016	119,547	30,452	21,075	13,679	180,000	16,000
2017	118,381	31,154	22,090	19,284	213,000	21,000
2018	118,798	32,098	20,546	9,749	233,000	25,000
2019	146,543	31,019	21,892	23,550	261,000	33,000
2020	172,407	32,931	12,598	32,620	287,000	41,000
2021	168,239	32,725	20,691	38,562	295,000	43,000

Major Initiatives

The district initiated several projects to improve efficiency and customer service satisfaction. These projects ranged from hardware and software upgrades to improvements in online services started during the onset of the pandemic in 2020. Workstations and monitors were upgraded to newer technology to offset the sluggish performance associated with aging systems. Laptops used in the field were replaced with lighter, faster and more compact versions with additional capabilities and the phone system was upgraded to include important features.

As part of a larger effort to digitize district forms that have traditionally been processed manually on paper, the public now has the ability to fill, sign and submit forms online, as well as being able to upload information and photographs for protests. This initiative has significantly reduced the processing time for both the district employees and property owners. The new electronic forms even allow property owners to submit forms from a mobile device without ever having to login to a computer.

While most property owners continue to use in-person hearings, remote hearings continued to grow in popularity because of the convenience of doing it from home or office from anywhere in the world. The numbers using remote hearings increased to 105,200 in 2021, compared with 95,000 in 2020 when the district first introduced the remote hearings option.

The district's outreach program to educate property owners on exemptions and appeals continued to increase in popularity, and because of a partnership with community-based organizations, the program reached more than 12,000 property owners. The communications group conducted 32 virtual property tax workshops and exemptions workshops along with 14 Speakers Bureau presentations for civic and professional groups. The workshops promote district resources available and provide individualized and immediate answers to property owner account questions.

Some of the district's outstanding 2021 performance measures are summarized below while others can be found throughout this annual report.

2021 PERFORMANCE MEASURES	
Category	Number
Residential Properties Inspected	314,500
Business & Industrial Inspections	55,062
Commercial Property Inspections	39,634
Residential Sales Verified	12,400
New Subdivisions	768
Homestead Exemption Applications	225,178
Telephone Questions Answered	275,400
Walk-In Customers	29,000
Property Owner Email Responses	62,800
Community Meetings	32

To provide property owners with easier access to data and maps, the district also created interactive electronic maps for the website. Property owners can search for their property by account number, name or address and once there, the site will provide the name, address and account number and the neighborhood name. The interactive maps also will show additional properties and provide value comparisons in the neighborhood.

Awards and Acknowledgements

For the fifth year in a row, Harris County Appraisal District has landed on the Houston Chronicle’s list of Top Workplaces 2021. Each year, the Chronicle recognizes a select number of organizations with high employee engagement as Top Workplaces in Houston. These organizations are recognized solely based on their employees’ survey responses. The Top Workplaces shared a common philosophy, recognizing their workers as their most important assets and the key to their success. With the unexpected and unprecedented impacts of COVID-19, employees stayed focused, connected, and moved forward to make this year’s Top Workplaces 2021 award even more meaningful.

The Government Finance Officers Association (GFOA) awarded a Certificate of Achievement for Excellence in Financial Report to the Harris County Appraisal District for its annual comprehensive financial report (ACFR) for the fiscal year ended December 31, 2020. This was the 34th consecutive year that the district has achieved this prestigious award. In order to be awarded a Certificate of Achievement, a government must publish an

easily readable and efficiently organized ACFR that satisfied both generally accepted accounting principles and applicable legal requirements.

A Certificate of Achievement is valid for a period of one year only. We believe that our current ACFR continues to meet the Certificate of Achievement Program's requirements and we are submitting it to the GFOA to determine its eligibility for another certificate.

HCAD was presented with the IAAO Distinguished Assessment Jurisdiction Award for Pandemic Forced Innovation. District employees worked collaboratively to create a remote hearings option through secure, cloud-based video conferencing that would allow property owners the opportunity to resolve their disagreement with the appraisal district's value either remotely or in person. The Texas Attorney General ruled on May 8, 2020, that property owners were entitled to in-person protest hearings, leaving HCAD personnel 45 days to develop, design, program, and set up a system to enable the appraisal district to meet the state requirement, while keeping owners, appraisal review board members, and employees safe and healthy.

HCAD maintained its Texas State Comptroller's Leadership Circle Platinum Award that it received for going above and beyond the standards for financial transparency set by the state.

HCAD had 20 employees earn their Registered Professional Appraiser designation: Jarvis Thibodeaux, Carla Smith, Jason Lind, Joshua Lozano, Philisia Washington, Kim To, Nicholas Spedale, Jackson Mosley, Royal Fontenot, Trevor Sifuentes, Johnny Pham, David Reed, Michelle Ayeh McMichael, Ryan Timlin, Nhung Pham, Aaron Gabaldon, Zachary Peters, Mark Case, Tan Nguyen and Cynthia Vasquez.

HCAD had 17 employees earn their Certified Tax Assessor designation: Amy Cline, Rhonda Ellis, Olubunmi Fakolujo, Francisco Flores, William E. Gibson, Sarah Hatch, Olivia Henderson, Tiffany McKentie, Georgi M. Parayil, Olivia Parker, Donna Psencik, Kimberly Spada, Manuel Teniente, Anish Thankachan, Danielle Torres, Rafael Torres, Spiro Zoula.

Four employees also received designations from the International Association of Assessing Officers. Adela Jacinto, Chona Roberson and Karrie Sept each received their Cadastral Mapping Specialist designation, which recognizes professionalism and competency in cadastral mapping techniques that support property tax valuation. Trang Nguyen received the Residential Evaluation Specialist designation, which recognizes professionalism and competency in the valuation of residential property for tax purposes.