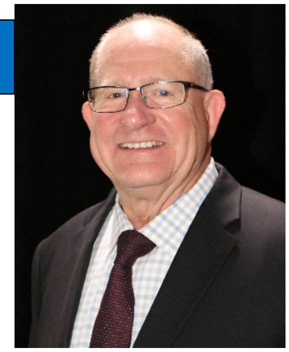
Harris Central Appraisal District
2024 Annual Report

Letter from the Chief



Presiding Officers of Harris County Taxing Units
Members of HCAD Board of Directors
Citizens of Harris County

Following several years of unprecedented increases in property values, growth in values moderated in 2024.

Facing many challenges, still much was accomplished. We kicked off 2024 with a hard freeze in January, followed by a derecho in May and Hurricane Beryl in July. In November, state lawmakers started filing bills to be considered during the 89th legislative session, which will likely alter the way we do business in the coming years.

Changes came to our board of directors in 2024. Under a new state law, three additional members were elected by the public that May, with runoffs for two of the positions held in June. The same law also expanded the board's responsibilities to include interviewing and appointing members of the independent Appraisal Review Board for the 2025 protest season.

The district remains at the forefront for employing innovative new technologies – adding artificial intelligence (AI) to our existing resources including our mobile app, iFile, iSettle, and Webex for virtual meeting opportunities. The ARB approved the appraisal records on August 16, even as we experienced another year of massive protest volume.

We continue our proactive partnerships with local political leaders and community development corporations, conducting in-person and virtual property tax workshops on protests, exemptions, and renditions. The virtual forums are recorded, allowing property owners to access vital information at their convenience. Our goal is to make it easier for property owners to understand the process which provides the primary source of local government revenue in Texas.

We remain adaptable in the face of an evolving workplace. HCAD continues to provide a flexible work environment to improve our employees' quality of life. I am immensely proud of the hard work of our employees, who remain committed to offering First-Class Customer Service.

The appraisal district is responsible for discovering and valuing all taxable property in Harris County in a fair, equitable, and professional 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,

Roland Altinger
Chief Appraiser

District Profile

The Harris Central Appraisal District (HCAD) 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 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. HCAD, the largest district in the state, serves 611 taxing units.

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

Texas appraisal districts are permitted to contract with their taxing units to perform tax collection functions. HCAD has not contracted with any of its taxing units to provide those services through 2024 and does not anticipate any collection contracts in the foreseeable future.

The state legislature changed the way board members are elected and increased the property tax exemption from $40,000 to $100,000 for most homeowners. A property tax relief package passed in the recent legislative session allows the state to spend roughly $18 billion to slash school property taxes for home and business owners and reduce school districts' tax rates.

The board of directors has general policy-making authority. It 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 property owners navigate the value-equalization process.

Board composition for populous counties was radically modified by S.B. 2 of the 88th Legislature. At the beginning of 2024, the board had seven members—six voting members appointed by taxing units for a one-year term ending December 31, 2024, and the county tax assessor-collector as a non-voting member.

As of July 1 (i.e., S.B. 2 effective date), the board had 10 voting members: three directors publicly elected by countywide vote, six appointed by taxing units for a one-year term ending December 31, 2024, and the county tax assessor-collector, ex officio.

Currently, the board of directors is comprised of nine voting members, selected as follows:

- three are elected by majority vote in countywide general election
- five are appointed on weighted vote of the taxing units, with weights computed by statutory formula based on relative size of levies
- one ex officio, the county tax assessor-collector.

The chief appraiser administers the selection process in the fall of each odd-numbered year.

The board of directors appoints members and officers of the Appraisal Review Board (ARB) and has primary responsibility for fiscal matters, including approval of major contracts and adoption of the annual budget.

In Texas, the property tax is the primary source of funding for local government units (i.e., 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. HCAD does not determine how much each of these local taxing units will spend to provide services, nor does it set their tax rates. Each taxing unit adopts its own budget, then sets a tax rate to generate funds needed to pay for its services. The district provides each taxing unit with a list of its taxable property, together with the January 1 value of each property and appropriate exemptions. The tax roll serves to allocate tax burden among all property owners equally and uniformly, based on 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 ARB, 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, payroll, employee benefits, purchasing, capital assets, facilities, and postal services. Human Resources, Audit Support, Communications Services, Records and Information Management 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 Property, Residential Property, 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 made possible, once again, certification of the appraisal roll. The appraisal roll was certified on August 16, 2024, with less than 4.74 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 595 taxing unit appraisal rolls was approximately $5.56 trillion, resulting in a 2024 ad valorem tax levy of approximately $14.8 billion, an increase of 2.99 percent from 2023.

The district encompasses 1,774 square miles, 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 1.2 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 at full market value.

According to the Houston Association of Realtors' (HAR) December/Full-Year 2024 Housing Market Update, total property sales were statistically flat compared with 2023. Single-family home sales rose 1.3 percent to 85,163. Total dollar volume for 2024 climbed 3.1 percent to $41.1 billion versus $39.8 billion the prior year.

The median price of a single-family home – the figure at which half of the homes sold for more and half sold for less – was $335,000 in December, an annual increase of 1.5%. The average price also increased from $412,161 to $422,590, an increase of 2.5%.

Land sales in Harris County have been in decline for the last 10 years. The sales were somewhat stagnated prior to the Covid 19 era, but the transaction activity was still better than what we witnessed post-pandemic. This decrease can be attributed to two factors: 1) the available amount of inventory of commercial vacant land, and 2) the state of the economy, given inflation and uncertainty. Taking both factors into consideration, investors may be more reluctant to buy or sell commercial land as the availability of quality tracts become scarcer.

Demand in Houston's multifamily market moderately improved throughout 2024. Overall market rents increased 1.0%, underperforming the market's 10-year average of 3.4%. Total absorption was 18,768 units, which is more than 73% above the average amount absorbed annually during the previous year. More affordable suburban areas experienced rent increases, while higher priced central areas saw a downward adjustment in rental rates.

New deliveries (26,304) in Houston increased from the previous year (24,485). But the supply of new units – those under construction – is down 37% because of the recent "hold" in the market due to financing challenges and high interest rates.

Houston regularly ranks as one of the top markets in the country for population growth. Robust net migration and household growth should continue to fuel demand for Houston-area apartments. Additionally, higher mortgage rates paired with the rapid increase in single-family home prices have raised the homeownership barrier for many households, directing new housing demand to the rental market as well as fueling greater renter retention rates.

A slowdown in move-outs and new supply, paired with a string of large leases during the first half of 2024 have kept vacancies in Houston's office market stable throughout the year. The vacancy rate as of the first quarter of 2025 remains the nation's second highest behind San Francisco at 19.3%. Office-use job growth has slowed but remains above the national average. With plenty of available space, Houston remains a tenant's market aside from high-quality, amenity-rich buildings in a mixed-use setting. Year-over-year rents have increased approximately 1.8%. Rent growth in Houston held steady in the 1.5% - 2% range over the past two years as landlords have preferred to offer generous concession and tenant improvement packages rather than reduce rents. With office attendance stable and office-using job growth slowing, demand is not expected to change meaningfully over the next year or two.

Suppressed requirements for quality space within urban centers coupled with growing patient demand in the suburbs, cuts in interest rates, and stabilizing construction costs will incentivize new growth into 2025 for

Houston's healthcare sector. Houston is home to the Texas Medical Center (TMC), the eighth largest business district in the U.S. and is one of the largest employers in the city. Major health systems continue to expand their facilities both on campus and off campus outpatient settings to keep pace with demand.

The Houston retail real estate market ended 2024 with a stable outlook, driven by robust suburban expansion and constrained construction activity. While rental rates grew modestly and vacancy rates held steady, the divergence between suburban and urban market performance became more pronounced. Net absorption totaled 1.9 million square feet in 2024. Despite slowing to the lowest on record according to some reports, absorption remained positive. Annual leasing activity totaled between 8.3 – 8.7 million square feet, which is on par with the past five years averaging 8.4 million square feet.

The Houston hospitality sector exhibited resilience in 2024. Marked by robust revenue per room growth of 15 percent year-over-year and steady gains in occupancy and average daily rates along with strong demand for leisure and group travel, Houston's market showed its best performance since the pandemic.

The Houston industrial/warehouse market demonstrated stability in 2024, despite challenges such as slowing leasing activity and a declining construction pipeline. With strong net absorption, a slight decrease in vacancy rates, and steady rental growth, Houston solidified its position as a key hub for industrial activity.

Comparison of Appraised Values

To Previous Year

The change in appraised value of taxable property between the years 2024 and 2023 is reflected in the following tables:

HARRIS CENTRAL APPRAISAL DISTRICT APPRAISAL VALUES

Category	Appraised Value (in billions) 2023	2024
Residential	$ 393.7	$ 416.4
Apartments	75.6	68.1
Commercial	156.7	154.2
Vacant Land	16.7	16.4
Industrial	42.4	42.3
Utilities	8.0	9.0
Commercial Personal	39.8	42.0
Industrial Personal	45.3	46.1
Other	72.5	75.7
Total	$ 850.6	$ 870.0

HARRIS CENTRAL APPRAISAL DISTRICT APPRAISED VALUES

2024		2023	
Number of Accounts	Appraised Value (in thousands)	Number of Accounts	Appraised Value (in thousands)
1,763,133	$ 879,346,209	1,741,000	$ 851,002,565

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 in 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 (i.e., appraised values less exemptions and special valuations) for the government of Harris County. The information presented here has been updated through January 1, 2025. The change in the appraised and taxable values from 2023 to 2024 varied among taxing units, reflecting the mix of property types, exemptions, and market conditions within each unit.

HARRIS COUNTY TAXABLE VALUES (in thousands)

	2024	2023	Change	Percent Change
Appraised Value	$ 879,346,209	$ 851,002,565	$ 28,343,644	3.33%
Taxable Value	$ 663,448,334	$ 653,342,193	$ 10,106,141	1.55%

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 five 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 of HCAD was completed for 2023 and all school districts fell within the margin of error.

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. Another MAP review was conducted in 2024, and HCAD passed with a score of 100.

The district's median level of appraisal for 2023 is summarized in the following table:

STATE COMPTROLLER'S STUDY	
Property Category	**Median Level of Appraisal 2023**
Single Family Residential	1.00
Multi-Family Residential	.97
Vacant Lots	.95
Acreage	N/A
Commercial Real Property	.95
Utilities	.96
Commercial Personal Property	1.02
Overall Median Level - All Properties	1.00

Since the statistical median reflects the midpoint 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 overall 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 100 appraisal level is considered to reflect good appraisal performance.

Property Owner Protests, Appeals and Litigation

Property owners who disagree with their noticed values may file protests before the statutory deadline. During 2024, property owners and their tax consultants filed 516,205 protests, a 2.27 percent decrease from the 2023 protest volume of 528,170.

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 may be heard before the appraisal review board, an independent body. Most panels consist of three members, but a single ARB member can hear a formal protest at the property owner's request. The panel makes the final determination. The peak protest hearing period is generally from May to August each year. The 2024 protest activity data has been updated through April 24, 2025.

The table below shows protest activity for the last 10 years:

PROTEST ACTIVITY
(Dollars in millions)

Year	Reappraisal Year	Accounts Protested	Value of Accounts	Avg. Percent Reduction
2015	Yes	369,355	$281,500	6.29%
2016	Yes	378,142	305,620	7.29%
2017	Yes	388,318	318,704	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%
2022	Yes	494,161	454,937	6.60%
2023	Yes	528,170	522,564	8.03%
2024	Yes	516,205	516,460	6.98%

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

The volume of litigation for the past 10 years has soared from 4,133 lawsuits in 2015 to this year's record high of 9,865. The number of accounts included in the lawsuits also increased significantly. A change in the rules for arbitration in 2017 caused a 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 %
2015	4,133	10,124	$64.6	10,100	11.36%
2016	4,212	12,018	90.8	11,999	11.88%
2017	4,661	11,918	81.1	11,910	11.27%
2018	7,183	16,024	87.9	15,951	10.23%
2019	6,374	15,054	106.5	14,978	11.71%
2020	6,584	16,175	129.9	15,303	11.31%
2021	6,949	15,759	115.1	14,955	10.48%
2022	7,997	18,332	151.7	16,921	12.13%
2023	9,645	23,043	168.5	16,840	12.86%
2024	9,865	26,637	159.2	1,519	-8.16%

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 change in rules for binding arbitration in 2017 caused tax agents to prefer litigation in 2018, causing a substantial drop in arbitration volume, although the number of arbitration cases have continued to rise significantly as values have increased.

Arbitration volume for the last 10 years is summarized as follows:

ARBITRATION VOLUME				
Year	Number of Accounts	Determined	Dismissed/ Withdrawn	Pending
2015	1,239	1,239	495	-
2016	7,780	7,780	4,715	-
2017	7,375	7,375	3,702	-
2018	2,276	2,276	1,332	-
2019	3,548	3,548	2,189	-
2020	5,119	5,119	4,148	-
2021	5,647	5,647	5,239	-
2022	8,457	8,457	7,841	-
2023	12,401	12,377	11,234	24
2024	10,558	10,132	9,479	426

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. For 2024 HCAD was involved in 19 SOAH cases; 2 went to trial, none were dismissed, 16 were settled, and one remains unresolved.

iFile and iSettle Programs

The Harris Central Appraisal District continues its online iFile program that allows property owners and agents to protest their noticed values through the district's website. During 2024, there were 89,381 agent protests and 75,818 property owner protests received through iFile. Both 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 our website rather than appear in person to meet with a district appraiser. Residential property owners participating in iFile, though not represented by agents, 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 into consideration by the district before making an iSettle offer to the property owner. A total of 12,811 property owners used this feature in 2024, and they uploaded a total of 118,104 files. The addition of this new feature plays a significant role in the quality of iSettle offers made by the district.

Ten-year volumes for iFile and iSettle activities are as follows:

iFILE/iSETTLE VOLUME						
Year	iFile Participants	iFile Renditions Renditions Processed	iFile Rendition Rendition Extension Requested	iSettle Offers iSettle Offers Accepted	Owners Website Owner Website Accounts Enrolled	Owners Website Accounts Serviced
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	32,603	287,000	41,000
2021	168,239	32,725	20,691	38,563	295,000	43,000
2022	287,387	34,369	20,007	36,756	353,102	34,574
2023	287,007	33,645	21,174	35,926	352,183	38,517
2024	305,257	33,781	21,584	33,835	305,257	41,454

Major Initiatives

Requirements gathering and configuration are underway on Cascade, the solution being built to replace HCAD's document and workflow management software, Visiflow, which is at end-of-life. Portions of the system will go into production in 2025 with additional development to continue into the following year.

The district continues to employ the use of Artificial Intelligence (AI) to speed processing of certain forms. We modified the Appointment of Agent Robotic Process Automation (RPA) bot to increase its efficiency, accuracy, and efficacy. Development was also completed on a new RPA bot to process electronically submitted protest forms. Testing is underway with our vendor partner TrueRoll on a system designed to streamline the granting of routine homestead / over-65 exemptions. Testing has also started on Monarch as a potential replacement for HCAD's current rolls QC procedure, which is handled by our Quality Assurance Group (QUAG) team. Unlike the current process, which depends on the QUAG team to manually spot-check samples, Monarch will automate the validation of the entire dataset. It will scan complete sets of roll data, PDF reports, and validate that information against the CAMA database. The shift is expected to provide faster, more thorough, and more accurate results. Information and Assistance's new vendor, Just Appraised, is working with us to implement updates to the electronic name change process, including automation. HCAD also deployed LiveChat, a platform used by staff to interface with the public across all pages of hcad.org.

The Information Technology (IT) division continues to improve on its Information Security Program. The number of employees participating in the Cybersecurity Champion Program increased to over 27 percent of all employees, up from 21 percent. The program recognizes employees who have gone above and beyond to stay abreast of current cybersecurity issues by completing training in a thoughtful and timely manner. As part of its ongoing effort to implement district-wide multifactor authentication (MFA) for all users, a concerted education campaign and signup sessions were conducted. They also convened a series of monthly educational sessions, allowing users to get their questions answered about new technologies being used to connect the district network, the new phone system, and other topics. Average attendance exceeded 120 participants.

The conference room hybrid conversion was completed. All conference rooms now can conduct hybrid meetings, allowing attendees to be both in-person and remote.

Electronic signage was implemented through a series of strategically placed flat panel monitors. The signs convey relevant information as to where a particular training event is being conducted. It also displays important meetings and upcoming events. Prior to having this system in place, the information was manually conveyed by means of magnetic letter boards or paper signs.

Our use of technology has prompted a paradigm shift in the way protest hearings are conducted and settled. Remote options such as iSettle, Express Informals, and Topline continue to grow in popularity because of the convenience of doing it from home, office, or anywhere in the world. The additional electronic settlement options led to a decrease in the number of remote hearings/meetings in 2024 to 73,655, the fewest since the first remote option was introduced in 2020. The total number of settlements where people did not have to come into the office increased to 376,058 in 2024.

The Harris Central Appraisal District's outreach program educates property owners on assessment and taxation issues. The district conducted a total of 59 virtual and in-person property tax workshops, exemption workshops, and presentations in 2024, reaching 1,857 people. Many of these workshops were done with the Harris County Tax Assessor-Collector's office to present a complete picture of the assessment and collection process. The district also conducted workshops with community partners to reach the elderly and inner-city neighborhoods. The goal was to go to the property owners with helpful information rather than make them come to the appraisal district with questions. The district researched and identified communities in the county that underutilized the exemption and protest resources available and then scheduled presentations in those areas. The workshops – including forums in Spanish and Vietnamese - promoted district resources available and provided individualized and immediate answers to property owner account questions. For the second year in a row, HCAD's 'Going the Extra Mile'(GEM) program recognized the 48 employees who go above and beyond their usual responsibilities, working nights and weekends to assist in the outreach effort.

Some of the district's outstanding 2024 performance measures are summarized in the following table while others can be found throughout this annual report.

2024 PERFORMANCE MEASURES	
Category	**Number**
Residential Properties Inspected	356,830
Business & Industrial Inspections	46,575
Commercial Property Inspections	39,732
Residential Sales Verified	24,273
New Subdivisions	1,012
Homestead Exemption Applications	167,723
Telephone Questions Answered	181,649
Walk-In Customers	61,520
Property Owner Email Responses	55,250
Community Meetings	59

To provide property owners with easier access to data and maps, the district continues to improve 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 show additional properties and provide value comparisons in the neighborhood.

Awards and Acknowledgments

For the eighth year in a row, Harris Central Appraisal District has placed in the Houston Chronicle's list of Top Workplaces for the Houston Metroplex in the large organization category. Each year, employees complete confidential surveys, analyzed by independent firm Energage for attributes of leadership and work environments conducive to career opportunity and quality service. In addition, the district earned its third annual national recognition (i.e., Top Workplace USA), this year for Culture Excellence and in eight subcategories.

The Government Finance Officers Association (GFOA) awarded a Certificate of Achievement for Excellence in Financial Report to the Harris Central Appraisal District for its annual comprehensive financial report (ACFR) for the fiscal year ended December 31, 2023. This was the 37th 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 satisfies 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 awarded the Texas Cyberstar Certificate by the Texas Department of Information Resources for the second consecutive year. The rigorous voluntary program recognizes organizations that meet the highest standards of cybersecurity practices for their institutions and customers. Under a new Texas law, the award will be replaced with a different program in the future.

We had 27 employees earn their Certified Tax Assessor (CTA) designation in 2024 from the Institute of Certified Tax Administrators: Shatavia Brooks, Beena Chacko, Roman Cherwonogrodzky, Timothy Clark, Tatiana Coleman, Jason Cunningham, Jason Fagan, Beatrice Gilford, Shanquetta Gooden, Sedniqa Griffin, Edward Hogan, Quynh Lai, Nicole Lavigne, Paige Lawrence, Jason Lind, Roriser Meeks, Thu Nguyen, Mandy Nolan, Mayra Palacios, Yara Romero, Carla Smith, Hwee Tay, Kim-Hoa To, Jose Vaquera, Cynthia Vasquez, Ryan Walker, and Chiquitha Watson. They received their awards at the annual Texas Association of Assessing Officers (TAAO) Conference.

Four HCAD employees were elected to leadership positions in the Gulf Coast Chapter of the Texas Association of Appraisal Districts (TAAD). Erika Nettles was elected president; Kimberly Spada became treasurer; Tracey Lensey was elected trustee 1, and Melissa Brodie was elected trustee 3.

The Communications Services Division won a Silver Excalibur Award from the Houston Chapter of the Public Relations Society of America (PRSA) for their production of a video providing property owners step-by-step instructions on completing the homestead exemption form. The video included subtitles in both Spanish and Vietnamese.

Three HCAD team members were nominated for the Houston & Gulf Coast Region's 8th Annual Admin Awards; Cynthia Guerra, Kristi Parker, and Sheila Stowe.

Community Relations Director Mabel Menefee was elected president of Women Professionals in Government, a network to provide knowledge, skills and support for career growth among women in government.

Four HCAD members received their Personal Property Specialist (PPS) designation from the International Association of Assessing Officers (IAAO): Lan An, Blake Samoheyl, Timothy Tran, and Karen Trang.