

# Texas Comptroller of Public Accounts Appraisal Review Board Survey

**GENERAL INSTRUCTIONS:** This survey is used to gather public comments and suggestions concerning appraisal review boards (ARBs) in compliance with Tax Code Section 5.104. It is intended to capture information concerning the performance of ARB panels and full ARBs, but not the results of protest hearings.

**NOTE:** The Comptroller's office **does not have** authority to intervene in local tax matters or take direct action on any comment or suggestion submitted.

**FILING INSTRUCTIONS:** Submit survey response to the Comptroller's Property Tax Assistance Division (PTAD) in one of these ways:

- **Electronic:** Use the designated computer at the appraisal district office (as those responses are collected directly by PTAD) or through [surveymonkey.com/r/surveyarb](http://surveymonkey.com/r/surveyarb).
- **Paper:** Deliver to PTAD in person or by mail at 1711 San Jacinto, 3rd Floor, Austin, Texas 78701.
- **Email:** Scan and email to PTAD at [ptad.communications@cpa.texas.gov](mailto:ptad.communications@cpa.texas.gov).

One survey should be completed per hearing conducted by a single ARB panel or the full ARB in a single day, whether concerning one account or several accounts and whether the accounts are related to the same property or not. Persons participating in protest hearings before the same ARB panel or full ARB on several days may complete one survey on each day. Persons participating in multiple protest hearings before different ARB panels are allowed to complete one survey for each panel in a single day.

## SECTION 1: Respondent Information

County that the ARB serves \_\_\_\_\_

Date of your ARB hearing: \_\_\_\_\_  
(mm/dd/yyyy)

Indicate the type of hearing:

- Live (in person)
- Telephone conference call
- Written affidavit (not part of telephone conference call hearing)

I am a (check one):

- Property owner who attended an ARB hearing personally
- Property owner's designated agent or representative who attended an ARB hearing
- Chief appraiser or appraisal district representative

## SECTION 2: Indicate Your Comments About the Conduct of the ARB Members at the Hearing

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
Courteous .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attentive .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organized .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fair .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your comments reflect the conduct of (select one)  The ARB as a whole  An individual ARB member

**SECTION 3: Indicate Your Comments About the ARB Hearing Process**

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
Hearing procedures were instructive.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing procedures were followed .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service was prompt .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ARB Survey was mentioned (at or before the hearing).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time to present evidence was reasonable .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evidence was considered thoughtfully.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Protest determination was stated clearly .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION 4: Indicate Your Comments About the ARB Hearing**

	Excellent	Good	Fair	Poor
Overall impression of the ARB.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION 5: Indicate Your Comments About the Protest of the Property Considered in a Hearing**

How often do you protest? .....  First time     Every year     Once every two to five years

If a protest was determined by the ARB, was the value of the property lowered? .....  Yes     No     Not a value issue

Did you meet with appraisal district staff in an attempt to agree to an appraised value of your property prior to proceeding to an ARB hearing? .....  Yes     No     Not a value issue

If you used the appraisal district website to prepare for your hearing, was the information on the website helpful? .....  Yes     No     Not applicable

Did you present documentation to the ARB at your hearing? .....  Yes     No

**SECTION 6: Indicate Your Suggestions to Improve the ARB Process**

Should property owners communicate or meet with appraisal district staff before ARB hearings? .....  Yes     No

Should property owners be given the option of how to receive evidence that appraisal districts will use at ARB hearings (e.g., paper, electronically or through a website posting)? .....  Yes     No

Should all property owners (in addition to residence homeowners) be allowed to file a protest electronically? .....  Yes     No

Which is more important (select one)? .....  Having a hearing start on time     Having ample time to present your case at a hearing

What information would have been useful to you in deciding whether to protest? .....  Sales data     Comparable property information     Not applicable

To give individual homeowners an opportunity to present their cases, what is a reasonable amount of time for each party (property owner and appraisal district) to present evidence (select one)? .....  Less than 10 minutes     10-15 minutes     More than 15 minutes

**SECTION 7: Additional Comments (250 character limit)**