

CASE STUDY

Williamson County, TX Maximizes Office Efficiency and Revenue with TrueRoll's End-to-End Homestead Administration Solution

ABOUT

Williamson Central Appraisal District (WCAD), one of Texas's fastest-growing communities, faced an overwhelming challenge: managing an ever-increasing number of homestead exemptions with limited staff and outdated manual processes. Enter TrueRoll's groundbreaking, AI-powered product suite. WCAD used TrueRoll's innovative automation and continuous monitoring to revolutionize homestead administration, delivering impressive results in efficiency, accuracy, and revenue recovery.

BACKGROUND

Before implementing TrueRoll's solution, the county faced several issues:

- **Staff and Time Constraints:** The surge in homestead applications and eligibility checks overwhelmed the staff, making manual reviews nearly impossible.
- **Manual Processes:** Traditional methods, such as checking death records and handling returned mail, were time-consuming and inefficient.

AT A GLANCE

Challenges

- Staff & Time constraints
- Reliance on Manual Processes

Results

- **\$2.8 million+** in recovered taxes and counting
- **60% increase** in application processing efficiency
- **5500+ applications** processed per quarter



CATALYST FOR CHANGE

Alvin Lankford (RPA, CAE, AAS, CCA), Chief Appraiser of WCAD and Texas IAAO board member, sought a more efficient solution. His focus on ROI and innovation led him to TrueRoll's data science and AI-powered platform, setting a new standard in property appraisal and showcasing the impact of advanced technology on government operations.

A COMPREHENSIVE SOLUTION, FROM APPROVAL TO REMOVAL

TrueRoll's purpose-built product suite offered a robust, end-to-end homestead administration solution. Using a two-phased approach, TrueRoll addressed WCAD's challenges with precision and reliability:

- **Application Vetter:** This tool streamlines the intake process for both paper and electronic applications, automatically validates them against eligibility criteria and integrating with the county's existing systems. Automation significantly reduces staff time and effort.
- **Proactive Monitoring:** After approval, this system continuously assesses the eligibility of approximately 150,000 homesteads. It prioritizes those likely to be ineligible and flags discrepancies for further investigation.

Using TrueRoll's innovative capabilities, WCAD was able to implement:

- **Bulk Removal:** Conduct comprehensive risk assessments to prioritize potentially ineligible homesteads.
- **Automated Communication:** Instead of accusing property owners of fraud, the county sent letters requesting re-application for homestead exemptions, ensuring periodic verification to protect taxpayer dollars.

RESULTS

The implementation delivered significant gains:

- **Higher Assessed Value:** Removal of ineligible homesteads added tens of millions in new value, generating millions in annual revenue for schools and the county.
- **Improved Efficiency:** Automation saved hundreds of staff hours for critical tasks.
- **Greater Accuracy:** Ensured a fair and accurate tax roll yielding a perfect compliance/audit score.

Ready to **streamline** your homestead administration? **Book a demo**



"Thanks to TrueRoll, our team is more caught up than they've been in years. TrueRoll's automated vetting and monitoring keep our data clean and up to date, reducing stress. Their solution streamlines our processes, making it easier to meet deadlines and handle inquiries."

Alvin Lankford
Williamson County, TX

METRICS & OUTCOMES



**\$2.8 MILLION+ IN
RECOVERED TAXES**



**60% INCREASE IN
APPLICATION PROCESSING
EFFICIENCY**



**5500+ APPLICATIONS
PROCESSED PER
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