

CASE STUDY

# A Small Team, a Big Win: Austin CAD Reduces Back Taxes and Boosts Accuracy

## ABOUT

Faced with a one-person team and an outdated exemption process, the Austin County Appraisal District turned to TrueRoll to bring efficiency and accuracy to their homestead administration. Previously, exemptions were only reviewed at certification – with no ongoing oversight of eligibility throughout the life of a homestead. This led to outdated records, misapplied exemptions, and, in some cases, back taxes for residents.

After implementing TrueRoll, the district identified and corrected hundreds of inaccuracies – and now has the tools and automation to prevent errors before they occur.

## AUSTIN COUNTY'S STAFFING AND ADMINISTRATION CHALLENGES

**Limited Staff:** A single employee was responsible for maintaining the entire Austin tax roll, creating a need for automation.

## AT A GLANCE

### Challenges

- Limited staff managing exemptions
- A growing number of ineligible homesteads
- Taxpayer dissatisfaction from retroactive assessments

### Results

- Fewer back-assessed accounts each year
- Identified around 700 ineligible homesteads to date
- Increased operational efficiency



Austin  
County, TX

~ 8100  
Homesteads

~ 32,000  
Population

PRITCHARD  
CAMA Provider

## CHALLENGES CONT.

**Growing ineligible homesteads:** Without a dedicated team, ineligible exemptions continued to accumulate.

**Resident Frustration:** Retroactive corrections required requesting back taxes, which strained trust and created confusion.

## BOOSTING ACCURACY AND EFFICIENCY WITH AUTOMATION

**Proactive Monitoring:** Austin County implemented TrueRoll's Proactive Monitoring to support their one-person team in managing homestead administration and ensure tax accuracy. The tool continuously monitors the entire tax roll, cross-checking against trusted data sources to detect changes like address updates or rental activity as they happen.

When discrepancies are flagged, the district sends simple verification letters, keeping records current without heavy manual effort. This proactive approach allows Austin to manage exemptions throughout a property's lifecycle, prevent ineligible homesteads before they're applied, and avoid costly back taxes. **The County now also identifies unclaimed and newly eligible exemptions, improving services for residents.**

## RESULTS

- **Identified Hundreds of Ineligible Homesteads:** Over the past two years, TrueRoll identified nearly 700 ineligible homesteads.
- **Fewer Back-Assessed Accounts:** Fewer back-assessed accounts over time, leading to more accurate billing, reduced compliance burden, and stronger public trust.
- **Increased Operational Efficiency:** With better tools, the small team now manages homesteads proactively and resolves issues faster.

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



*"Before TrueRoll, we didn't know where to begin. With only one person handling exemptions, we couldn't keep up. TrueRoll gives us the flags and data we need to take action quickly. It's streamlined our process, improved accuracy, and made our tax roll more reliable. The platform is user-friendly, and the team is always helpful. We can't say enough good things."*

**Amanda Wass**

Office Manager Trainee  
Austin County, TX

## METRICS & OUTCOMES



IDENTIFIED AROUND 700  
INELIGIBLE EXEMPTIONS



FEWER BACK-ASSESSED  
ACCOUNTS EACH YEAR



INCREASED OPERATIONAL  
EFFICIENCY