

# FoxyAI Dramatically Improves Williamson County's Tax Assessment Process and Reduces Error Rate by 60%

Learn how Williamson County, Texas achieved efficiency in its property tax assessment process and reduced expenses using FoxyAI.

INDUSTRY:  
LOCAL GOVERNMENT OR MUNICIPALITY

USE CASES:  
PROPERTY TAX ASSESSMENT

SOLUTION:  
FOXYAI COMPUTER VISION MODELS



# Executive Summary

In 2019, the Williamson County (“Wilco”) Central Appraisal District began to explore integrating Artificial Intelligence (AI) into its semi-annual home data collection process to reduce error rates, increase efficiency, and save taxpayer dollars. Specifically, the county focused on improving its process of assigning “Quality Class” to homes by its tax assessors.

They found that FoxyAI’s Quality Score model greatly improved the accuracy and efficiency of their process and saved Wilco a significant amount of time and money as a result.

**60%**

Reduced Error Rate

**\$900,000+**

Wage Expense Saved

**36,000+**

Hours Saved

**50X**

ROI

\*Error in this study is defined as the % of scores greater than or equal to 2 points away from the Quality Class on the scale of 1-10.

\*\*\$ saved based on # of hours saved and appraiser salary of \$30/hr

## Our Client

With a population of 609,017 Texans to serve, the Wilco Central Appraisal District takes its role seriously as the primary source of revenue for its citizens' public services.

In addition to keeping best management practices and disseminating consistent and clear public communications, the Wilco Central Appraisal District team keeps its finger on the pulse of PropTech innovations—all to ensure Wilco residents are fairly taxed and their government is appropriately funded.


The use of FoxyAI made reviewing large groups of properties faster, avoided over \$900,000 in expense, and saved over 36,000 hours of physical driving and review time. And, FoxyAI's models have allowed us to provide a more equitable and fair roll.



Alvin Lankford, Chief Appraiser,  
Williamson Central Appraisal District

# The Challenge

As in many states, property taxes in Texas provide the largest source of money for local governments to use in order to pay for schools, streets, roads, police, fire protection, and many other state-funded services.



Reviewing, grading, and recording an entire region's property to reassess taxes is a monumental task in itself. It is further complicated by the fact that the Central Appraisal District has a finite time to complete the task, and each county sets its own custom "Quality Class" scale for grading its property. As such, the District has limited time to train, oversee, validate, and record-keep the work of countless, busy assessors and appraisers.

In automating its "Quality Class" process, the Wilco Central Appraisal District faced the challenge of finding a technology partner that they trusted with this hyper-critical task. This partner needed true Real Estate knowledge, had to be able to work within its custom "Quality Class" scale, and needed advanced AI technology that could perform its quality scoring at a superhuman level.

# The Solution

Wilco sourced a referral from its trusted technology partner Tyler Technologies, and subsequently decided to engage with FoxyAI to help automate its “Quality Class” process based on the following attributes:

## Trust

The Wilco team smartly sourced referrals from its trusted and long-term technology partner, ensuring that FoxyAI was up to its hypercritical task.

## Real Estate Knowledge

FoxyAI co-founder Vin Vomero has a background in Real Estate and technology, as do other team members throughout the organization. This true Real Estate experience can be seen and realized throughout FoxyAI’s innovations, product deployment, and customer service.

## Ability to Work with Customer-Defined Definitions for Scoring

FoxyAI models are built to accommodate customer defined definitions of quality scoring and occupancy. This allows customers, like Wilco, to seamlessly and efficiently incorporate its “Quality Class” scoring criteria into its use case using the FoxyAI Quality Score.

## Advanced AI Technology

FoxyAI’s technology is proven and award-winning, enabling government entities and affiliated agencies to drive efficiency and accuracy across valuations, risk, underwriting, and revenue collection activities.

Wilco’s Central Appraisal office used the “FoxyAI Quality Score” model to verify the accuracy of quality classes in over 160,000 photos. They found that FoxyAI’s Quality Score model is currently more accurate in determining Wilco’s “Quality Class” than the average assessor, and has reduced error rates by over 60%.

FoxyAI’s Computer Vision technology also saved the Wilco office hundreds of thousands of hours of manual verification time—and, as a result, saved the county more than \$900,000 in wage expenses.

Today, Wilco residents continue to benefit from the foresight and action of their local Central Appraisal District.

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To learn more about how FoxyAI could help automate your assessment processes and save your office time and money, visit us at [FoxyAI.com](https://FoxyAI.com).