



FY09 PERFORMANCE PLAN
Board of Real Property Assessments and Appeals

MISSION

The mission of the Board of Real Property Assessments and Appeals (BRPAA) is to conduct fair and impartial real property assessment appeal hearings and to ensure that appellants' real properties are assessed at 100 percent of market value.

SUMMARY OF SERVICES

The real property assessment appeals process provides a second-level administrative remedy for property owners to adjudicate property assessments prior to formal litigation in D.C. Superior Court.

OBJECTIVE 1: Support the efficient operations of government services through on-time and within budget operations of the real property assessment appeal process.

OBJECTIVE 2: Enhance customer satisfaction by responding to assessment appeals and resolving hearings within the statutory timeframes.

OBJECTIVE 3: Foster an environment of support by providing assessment appeal outreach services and education to residents, communities and businesses in the District of Columbia.

PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY07 Actual	FY08 Target	FY08 YE Actual	FY09 Projection	FY10 Projection	FY11 Projection
Number of real property assessment appeals	3,206	3,000	3,439	4,500	4,800	5,000
Number of web-based assessment appeal services provided	N/A	N/A	N/A	TBD	TBD	TBD
Number of assessment appeal outreach services provided to educate property owners of the assessment appeal process	1,000	1,000	900	2,000	2,000	2,000