



FY 10 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.

WORKLOAD MEASURES

Measure	FY08 Actual	FY09 Target	FY09 YTD
% of appeals reduced by Board	34	N/A	32
% of appeals resulted in stipulation	8	N/A	4
% of appeals resulted in recommendation	2	N/A	20
Average # of cases per Board member	535	N/A	767

OBJECTIVE 1: Conduct efficient operations of BRPAA'S appeals process through scheduling, conduct and deliberations of appeals cases.

INITIATIVE 1: Develop an appeals decision checklist.

The Board will develop a checklist to cover the major issues of contention for the different types of appeals. The checklist will assist the Board members in their deliberations by identifying major issues of the particular appeal. The checklist will also facilitate faster final decision issuance because Board members will have the necessary language for the decision on the checklist. Projected Timeline: October 2009.

OBJECTIVE 2: Improve service delivery through the greater use of technology.

INITIATIVE 2: Create online archive for BRPAA decisions for Tax Year 2010.

Beginning in October, the Board will upload decisions for Tax Year 2010 to the BRPAA website. On a monthly basis, the Board will upload completed assessment appeal decision. By displaying the decisions on the website, the public will have greater flexibility to review the decisions.



OBJECTIVE 3: Ensure that the appellant receives knowledgeable, accurate and complete assessment appeals decisions.

INITIATIVE 3: Implement an Advanced Training Curriculum for BRPAA members.

The training will cover valuation techniques to include income, market, and cost approaches to value. The training sessions will be mandatory for Board members and will be conducted throughout the fiscal year. The purpose of the training is to ensure that Board members are equipped the best training before rendering a decision on assessment appeal. Projected Timeline: October 2009 – September 2010.

PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY 08 Actual	FY 09 Target	FY 09 Actual	FY 10 Projection	FY 11 Projection	FY 12 Projection
# of BRPAA appeals filed	3,469	4,500	4,465	6,000	TBD	TBD
% of appeals sustained	50	N/A	41			
# of Visitors to BRPAA website – in thousands	N/A	N/A	13	25	50	75
% of Inquiries Responded to w/in 48 hours	N/A	N/A	85%	100%	100%	100%
% of Inquiries responded to w/in 24 hours	N/A	N/A	75%	85%	95%	100%



STANDARD CITYWIDE OPERATIONAL MEASURES

Measure	FY09 YTD
Contracts	
KPI: % of sole-source contracts	
KPI: Average time from requisition to purchase order for small (under \$100K) purchases	
KPI: # of ratifications	
KPI: % of invoices processed in 30 days or less	
Customer Service	
KPI: OUC customer service score	
Finance	
KPI: Variance between agency budget estimate and actual spending	
KPI: Overtime as percent of salary pay	
KPI: Travel/Conference spending per employee	
KPI: Operating expenditures "per capita" (adjusted: per client, per resident)	
People	
KPI: Ratio of non-supervisory staff to supervisory staff	
KPI: Vacancy Rate Total for Agency	
KPI: Admin leave and sick leave hours as percent of total hours worked	
KPI: Employee turnover rate	
KPI: % of workforce eligible to retire or will be within 2 years	
KPI: Average evaluation score for staff	
KPI: Operational support employees are percent of total employees	
Property	
KPI: Square feet of office space occupied per employee	
Risk	
KPI: # of worker comp and disability claims per 100 employees	