



**FY 2011 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.

**AGENCY WORKLOAD MEASURES**

Measure	FY2008 Actual	FY2009 Actual	FY2010 YTD
# of BRPAA appeals filed	3,469	4,480	6,126
% of appeals reduced by Board	34	32	21
% of appeals resulted in stipulation	8	4	.5
% of appeals resulted in recommendation	2	20	10
Average # of cases per Board member	535	556	917

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

**INITIATIVE 1.1: Revise appeal application forms.**

The Board will revise the appeal applications forms in an effort to expedite the hearing process. In FY 2010, the Board received over 6,000 appeal applications. The new forms differentiate between residential and commercial appeals. A petitioner for a commercial appeal will be required to provide additional information such as: (1) the valuation technique used on the property; (2) the expenses for past 3 years; and (3) the per square foot value. The new forms will be easier for the petitioners to complete and also provide pertinent information to the Board members that will allow them to render decisions more quickly. Projected Timeline: October 2010.

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

**INITIATIVE 2.1: Redesign BRPAA website.**

The Board, in partnership with the Office of Chief Technology Officer, will be redesigning the Board's website. In FY 2010, the Board used the website as way to convey critical information about the appeals process to the public. The newly designed



website will be user-friendly and enhance the public's ability to access up-to-date information. Projected Timeline: October 2010 – March 2011.

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

**INITIATIVE 3.1: Obtain user-license to CoStar Group database.**

To ensure that Board members are receiving pertinent information regarding the District's real estate market, the Board will obtain a license agreement for CoStar Group database, a commercial real estate database. The database will provide updated property information as well as market and asset analysis. The database will be another tool that the Board members can utilize in rendering decisions on appeals. Projected Timeline: November 2010.

**PROPOSED KEY PERFORMANCE INDICATORS**

<b>Measure</b>	<b>FY2009 Actual</b>	<b>FY2010 Target</b>	<b>FY2010 YTD</b>	<b>FY2011 Projection</b>	<b>FY2012 Projection</b>	<b>FY2013 Projection</b>
Average minutes per case for Board member hearing and decision write-up	35	25	25	25	25	25
# of Visitors to BRPAA website – in thousands	Not Available	Not Available	13	25	50	75
% of Inquiries Responded to w/in 48 hours	Not Available	Not Available	85%	100%	100%	100%
% of Inquiries responded to w/in 24 hours	Not Available	Not Available	75%	85%	95%	100%