Board of Real Property Assessments and Appeals
BRPAA (DA)

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 OBJECTIVES
1. Support the efficient operations of government services through on-time and within budget operations of the real property assessment appeal process.
2. Enhance customer satisfaction by responding to assessment appeals and resolving hearings within the statutory timeframes.
3. Foster an environment of support by providing assessment appeal outreach services and education to residents, communities and businesses in the District of Columbia.

ACCOMPLISHMENTS
✓ Streamlining the administrative processes of the Board by instituting procedural changes to expedite the appeals process.
✓ Enhancing the Board’s website by posting more comprehensive and update information regarding the appeals process.
✓ Improving the Board’s filing system by utilizing a database that tracks the appeals that are filed at the Board.

OVERVIEW OF AGENCY PERFORMANCE
Performance Initiatives – Assessment Details

Performance Assessment Key:

- Green: Fully achieved
- Yellow: Partially achieved
- Red: Not achieved
- Gray: Data not reported

OBJECTIVE 1: SUPPORT THE EFFICIENT OPERATIONS OF GOVERNMENT SERVICES THROUGH ON-TIME AND WITHIN BUDGET OPERATIONS OF THE REAL PROPERTY ASSESSMENT APPEAL PROCESS.

No initiatives reported for this objective

OBJECTIVE 2: ENHANCE CUSTOMER SATISFACTION BY RESPONDING TO ASSESSMENT APPEALS AND RESOLVING HEARINGS WITHIN THE STATUTORY TIMEFRAMES.

No initiatives reported for this objective

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.

No initiatives reported for this objective
Key Performance Indicators – Highlights

From Objective 1: Number of real property assessments appeals

How did the agency’s actions affect this indicator?
- Because the Board is the second-level in the assessment appeals process, it does not affect the number of appeals that is filed.

What external factors influenced this indicator?
- The economic conditions of the real estate market impacted the number of second-level appeals that the Board received. In FY 2008, the Board had 3,439 second-level appeals to decide. In FY 2009, the second-level appeals increase by 1,041, a 23 percent increase from FY 2009.

More About These Indicators:

From Objective 1: Number of assessment outreach services provided to educate property owners of the assessment appeal

How did the agency’s actions affect this indicator?
- By enhancing the Board’s website, property owners had access to information regarding the appeals process, the Board’s hearing schedules and the Board’s public meetings. In FY 2009, the public access the Board’s website over 10,000 times.

What external factors influenced this indicator?
- If property owners are satisfied with their property assessments, then there is no need to obtain information about the real property assessment appeals process.

PARTIALLY ACHIEVED

FULLY ACHIEVED

FY09 Target: 4,500
FY09 Target: 2,000

FY08 FY09
FY08 FY09

5,000
4,000
3,000
2,000
1,000
0

4,480

2,000
0

Board of Real Property Assessment Appeals
Government of the District of Columbia

FY09 Performance Accountability Report 3
<table>
<thead>
<tr>
<th>Measure Name</th>
<th>FY2008 YE Actual</th>
<th>FY2009 YE Target</th>
<th>FY2009 YE Actual</th>
<th>FY2009 YE Rating</th>
<th>Budget Program</th>
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<tbody>
<tr>
<td>1.1 Number of Real Property Assessment Appeals</td>
<td>0</td>
<td>4500</td>
<td>4480</td>
<td>100.45%</td>
<td>REAL PROPERTY APPEALS PROCESS</td>
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<td>2.1 Number of web-based assessment appeal services provided</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>100%</td>
<td>REAL PROPERTY OUTREACH EDUCATION</td>
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<tr>
<td>3.1 Number of assessment appeal outreach services provided to educate property owners of the assessment appeal process</td>
<td>0</td>
<td>2000</td>
<td>2000</td>
<td>100%</td>
<td>REAL PROPERTY OUTREACH EDUCATION</td>
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