



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.

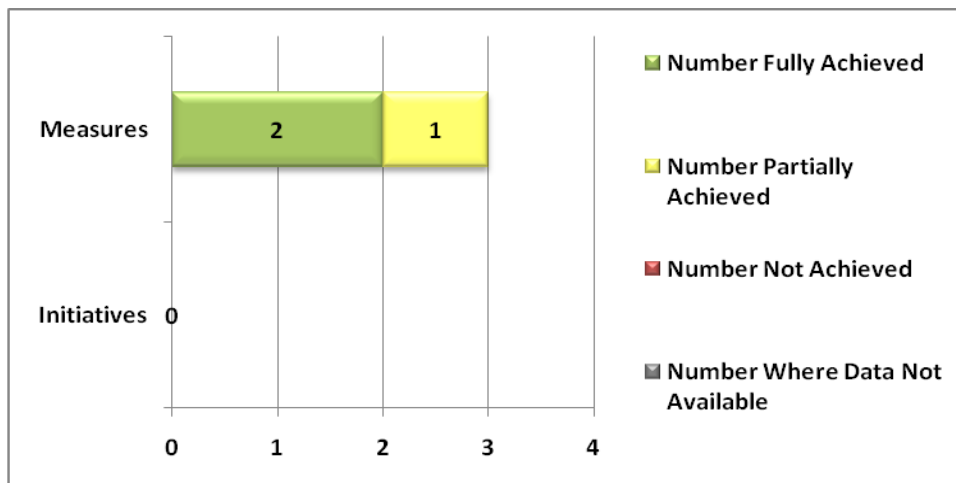
AGENCY OBJECTIVES

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:

 Fully achieved  Partially achieved  Not achieved  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

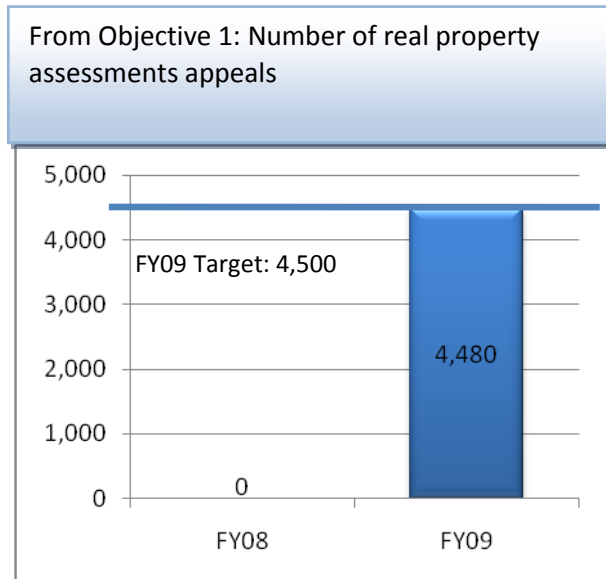
OBJECTIVE 2: ENHANCE CUSTOMER SATISFACTION BY RESPONDING TO ASSESSMENT APPEALS AND RESOLVING HEARINGS WITHIN THE STATUTORY TIMEFRAMES.

No initiatives reported for this objective

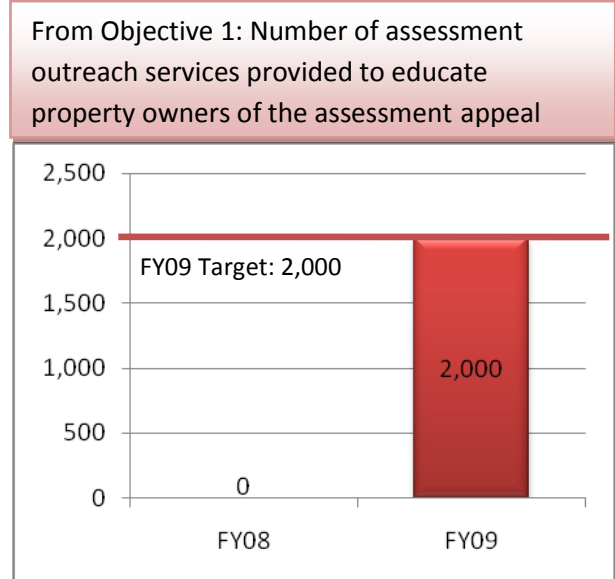
OBJECTIVE 3: FOSTER AN ENVIRONMENT OF SUPPORT BY PROVIDING ASSESSMENT APPEAL OUTREACH SERVICES AND EDUCATION TO RESIDENTS, COMMUNITIES AND BUSINESSES IN THE DISTRICT OF COLUMBIA.

No initiatives reported for this objective

Key Performance Indicators – Highlights



PARTIALLY ACHIEVED



FULLY ACHIEVED

More About These Indicators:

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 2008.

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 accessed 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.



Key Performance Indicators – Details

Performance Assessment Key:

Fully achieved Partially achieved Not achieved Data not reported

	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
	1.1 Number of Real Property Assessment Appeals	0	4500	4480	100.45%	REAL PROPERTY APPEALS PROCESS
	2.1 Number of web-based assessment appeal services provided	0	0	0	100%	REAL PROPERTY OUTREACH EDUCATION
	3.1 Number of assessment appeal outreach services provided to educate property owners of the assessment appeal process	0	2000	2000	100%	REAL PROPERTY OUTREACH EDUCATION