

Real Property Tax Appeals Commission FY2019

Agency Real Property Tax Appeals Commission

Agency Code DAO

Fiscal Year 2019

Mission The mission of the Real Property Tax Appeals Commission (RPTAC) is to conduct fair and impartial hearings to review disputed real property tax assessments, to resolve claims of improper real property classifications, and homestead (domicile) and senior eligibility issues.

2019 Strategic Objectives

Objective Number	Strategic Objective
1	Process and render decisions within the statutory deadlines on all appeals heard by the Commission.
2	Enhance Commissioners' knowledge of various methods of real property valuation through use of market research and data gathering activities and required continued education and training.
3	Create and maintain a fair and transparent hearing process by providing detailed information on the agency website.
4	Create and maintain a highly efficient, transparent and responsive District government.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (3 Measures)					
Percent of decisions for commercial appeals issued within 80 calendar days of the hearing	Up is Better	94.3%	92.2%	97.2%	100%
Percent of decisions completed by February 1	Up is Better	99.1%	91.1%	99.9%	100%
Percent of residential decisions issued within 30 days	Up is Better	64.8%	83.3%	85.8%	100%
2 - Enhance Commissioners' knowledge of various methods of real property valuation through use of market research and data gathering activities and required continued education and training. (2 Measures)					
Number of market research analysis performed on assessment neighborhoods in the fiscal year	Up is Better	54	54	54	6
Percent of Commissioners who completed a minimum of 12 continuing education/training hours	Up is Better	100%	75%	100%	100%
3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (2 Measures)					
Percent of customer satisfaction surveys with rating of at least "Agree" regarding the level of fairness of the hearing process	Up is Better	Not Available	97.9%	No applicable incidents	85%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Number of Public Information Sessions on the Tax Appeal Process	Up is Better	Not Available	3	7	4
4 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	88.9%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	0%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	Not Available	No data available	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	159.6%	107.6%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	No applicable incidents	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	0%	No applicable incidents	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (1 Activity)			
APPEALS PROCESS	Appeals Process	The Commission has statutory mandates that govern the timeframes for issuing decisions on residential and commercial appeals.	Key Project
2 - Enhance Commissioners' knowledge of various methods of real property valuation through use of market research and data gathering activities and required continued education and training. (2 Activities)			
	Continuing Professional Education		Key Project

Operations Header	Operations Title	Operations Description	Type of Operations
TRAINING & EMPLOYEE DEVELOPMENT		Commissioners will be required to complete at least 12 hours of continued education to maintain and increase their knowledge, and competency in real estate valuation principles and practices.	
COMMISSION OPERATIONS	Commissioners will perform market research and data gathering on at least 6 Assessment Neighborhoods.	Commissioners will gather market data for the assessment neighborhood in order to gain a full understanding of local trends and emerging market conditions. The Commissioners will benefit from innovative insights based on economic, demographic and real estate indicators that will assist in rendering well informed decisions.	Key Project
3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (2 Activities)			
COMMISSION OUTREACH	The Commission will use exit surveys to solicit feedback from the public.	The Commission will exit surveys after the hearings to give petitioners, property owners, and others an opportunity to provide input relative to the strengths and weaknesses in our current level of internal and external customer service provision. This information will be utilized by the Commission to help identify areas in customer service that may need to be improved.	Key Project
OUTREACH EDUCATION	The Commission will provide information workshops on the appeals process.	The Real Property Tax Appeals Commission will hold informational workshops to discuss items related to the assessment appeal process; including updates on changes that have happened as well as anticipated changes for the future.	Key Project

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Appeals Process (7 Measures)			
Number of Appeals Filed	4331	3982	5073
Percent of Appeals sustained	91.4%	79%	68.5%
Percent of appeal reduced	7.7%	19.7%	31%
Percent of Appeals Increased	0%	0.3%	0.1%
Percent of appeals withdrawn	1.7%	3.2%	3.2%
Percent of appeals resulting in Stipulation Agreements	1.6%	12.9%	15.4%
Number of appeals reduced by recommendation	37	37	16

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Appeals Process (1 Strategic Initiative)		
Render timely decisions	In FY19, the Real Property Tax Appeals Commission will meet its statutory mandate to render decisions on residential cases within 30 days from the date of the hearing.	02-01-2019
Commissioners will perform market research and data gathering on at least 6 Assessment Neighborhoods. (1 Strategic Initiative)		
Expand the use of market research	In FY19, the Commission will continue its use of Metropolitan Regional Information Systems (MRIS) and CoStar while broadening its use of other market research tools such as trade publications, surveys and innovative research methodologies to help the Commissioners make well informed, data driven and factually supported decisions.	09-30-2019
Continuing Professional Education (1 Strategic Initiative)		
Increase the number of training and continuing education hours completed by Commissioners	In FY19, Full time and Part time Commissioners will complete a minimum of 12 hours of training and/or continuing education.	09-30-2019
The Commission will provide information workshops on the appeals process. (1 Strategic Initiative)		
Improve Community Outreach Program	In FY19, the Commission will increase the number of workshops offered to the public to educate and inform them about the tax appeals process from 4 per year to 6 per year. The workshops will instruct property owners on how to file their cases electronically and how to present their cases at the hearing.	09-30-2019