

Real Property Tax Appeals Commission FY2020

Agency Real Property Tax Appeals Commission

Agency Code DAO

Fiscal Year 2020

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.

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.

Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 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	92.2%	97.2%	98.7%	100%
Percent of decisions completed by February 1	Up is Better	91.1%	99.9%	100%	100%
Percent of residential decisions issued within 30 days	Up is Better	83.3%	85.8%	90.2%	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	9	6
Percent of Commissioners who completed a minimum of 12 continuing education/training hours	Up is Better	75%	100%	100%	100%
3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (2 Measures)					
Number of Public Information Sessions on the Tax Appeal Process	Up is Better	3	7	6	4
Percent of customer satisfaction surveys with rating of at least "Agree" regarding the level of fairness of the hearing process	Up is Better	97.9%	No Applicable Incidents	No Applicable Incidents	85%

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
4 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	100%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	0%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	No Applicable Incidents	Not Available
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
HR MANAGEMENT – Percent of new hires that are DC residents (excludes temporary workers and contractors)	Up is Better	New in 2020	New in 2020	New in 2020
HR MANAGEMENT – Percent of employees that are DC residents (excludes temporary workers and contractors)	Up is Better	New in 2020	New in 2020	New in 2020

*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

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)			
TRAINING & EMPLOYEE DEVELOPMENT	Continuing Professional Education	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.	Key Project
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. (1 Activity)			

Operations Header	Operations Title	Operations Description	Type of Operations
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

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - APPEALS PROCESS (7 Measures)			
Number of Appeals Filed	3982	5073	4552
Percent of Appeals sustained	79%	68.5%	90%
Percent of appeal reduced	19.7%	31%	9%
Percent of Appeals Increased	0.3%	0.1%	0%
Percent of appeals withdrawn	3.2%	3.2%	4.1%
Percent of appeals resulting in Stipulation Agreements	12.9%	15.4%	15%
Number of appeals reduced by recommendation	37	16	37

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Appeals Process (1 Strategic Initiative)		
Render timely decisions	In FY20, 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.	02-03-2020
Commissioners will perform market research and data gathering on at least 6 Assessment Neighborhoods. (1 Strategic Initiative)		
Expand the use of market research	In FY20, the Commission will continue its use of Metropolitan Regional Information Systems (MRIS) and Co-Star 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, date driven and factually supported decisions.	09-30-2020
Continuing Professional Education (1 Strategic Initiative)		
Complete a minimum number of training and continuing education hours by each Commissioners	In FY20, every Commissioner will complete a minimum of 12 hours of training/continuing education.	09-30-2020
The Commission will provide information workshops on the appeals process. (2 Strategic initiatives)		
Improve Community Outreach Program	In FY20, the Commission will offer 4 workshops to educate and inform the public about the property tax appeals process. The workshops will instruct property owners on how to file their cases electronically and how to present their cases at the hearing.	09-30-2020
Improve Community Outreach Program	In FY20, the Commission will offer 2 workshops to educate and inform the public in Wards 7 and 8 about the property tax appeals process. The workshops will instruct property owners on how to file their cases electronically and how to present their cases at the hearing.	09-30-2020

