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

<table>
<thead>
<tr>
<th>Objective Number</th>
<th>Strategic Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Process and render decisions within the statutory deadlines on all appeals heard by the Commission.</td>
</tr>
<tr>
<td>2</td>
<td>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.</td>
</tr>
<tr>
<td>3</td>
<td>Create and maintain a fair and transparent hearing process by providing detailed information on the agency website.</td>
</tr>
<tr>
<td>4</td>
<td>Create and maintain a highly efficient, transparent, and responsive District government.</td>
</tr>
</tbody>
</table>

### Key Performance Indicators

<table>
<thead>
<tr>
<th>Measure</th>
<th>Directionality</th>
<th>FY 2018 Actual</th>
<th>FY 2019 Actual</th>
<th>FY 2020 Actual</th>
<th>FY 2021 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (3 Measures)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of decisions for commercial appeals issued within 80 calendar days of the hearing</td>
<td>Up is Better</td>
<td>97.2%</td>
<td>98.7%</td>
<td>96.1%</td>
<td>100%</td>
</tr>
<tr>
<td>Percent of decisions completed by February 1</td>
<td>Up is Better</td>
<td>99.9%</td>
<td>100%</td>
<td>95.6%</td>
<td>100%</td>
</tr>
<tr>
<td>Percent of residential decisions issued within 30 days</td>
<td>Up is Better</td>
<td>85.8%</td>
<td>90.2%</td>
<td>60.5%</td>
<td>100%</td>
</tr>
<tr>
<td>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)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of market research analysis performed on assessment neighborhoods in the fiscal year</td>
<td>Up is Better</td>
<td>54</td>
<td>54</td>
<td>6</td>
<td>54</td>
</tr>
<tr>
<td>Percent of Commissioners who completed a minimum of 12 continuing education/training hours</td>
<td>Up is Better</td>
<td>100%</td>
<td>100%</td>
<td>78.6%</td>
<td>100%</td>
</tr>
<tr>
<td>3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (2 Measures)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Public Information Sessions on the Tax Appeal Process</td>
<td>Up is Better</td>
<td>7</td>
<td>6</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Percent of customer satisfaction surveys with rating of at least “Agree” regarding the level of fairness of the hearing process</td>
<td>Up is Better</td>
<td>No Applicable Incidents</td>
<td>No Applicable Incidents</td>
<td>No Applicable Incidents</td>
<td>85%</td>
</tr>
</tbody>
</table>

### Operations

<table>
<thead>
<tr>
<th>Operations Header</th>
<th>Operations Title</th>
<th>Operations Description</th>
<th>Type of Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (1 Activity)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

- **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.

### 3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (1 Activity)

- **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.

## Workload Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>FY 2018 Actual</th>
<th>FY 2019 Actual</th>
<th>FY 2020 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Appeals Process (7 Measures)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Appeals Filed</td>
<td>5073</td>
<td>4552</td>
<td>5829</td>
</tr>
<tr>
<td>Percent of Appeals sustained</td>
<td>68.5%</td>
<td>90%</td>
<td>61.5%</td>
</tr>
<tr>
<td>Percent of appeal reduced</td>
<td>31%</td>
<td>9%</td>
<td>17.4%</td>
</tr>
<tr>
<td>Percent of Appeals Increased</td>
<td>0.1%</td>
<td>0%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Percent of appeals withdrawn</td>
<td>3.2%</td>
<td>4.1%</td>
<td>12.1%</td>
</tr>
<tr>
<td>Percent of appeals resulting in Stipulation Agreements</td>
<td>15.4%</td>
<td>15%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Number of appeals reduced by recommendation</td>
<td>16</td>
<td>37</td>
<td>26</td>
</tr>
</tbody>
</table>

## Strategic Initiatives

<table>
<thead>
<tr>
<th>Strategic Initiative Title</th>
<th>Strategic Initiative Description</th>
<th>Proposed Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>No strategic initiatives found</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>