



FY 2015 Performance Accountability Report Real Property Tax Appeals Commission

INTRODUCTION

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

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 ensure that properties are assessed at 100% of market value), to resolve claims of improper real property classifications, and homestead (domicile) and senior eligibility issues.

SUMMARY OF SERVICES

The real property assessment appeals process provides a second-level administrative remedy for property owners to adjudicate property assessments prior to having to pay the tax and sue for a refund in DC Superior Court.

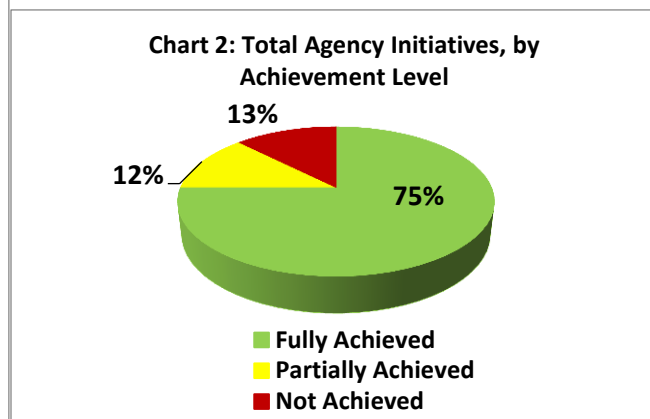
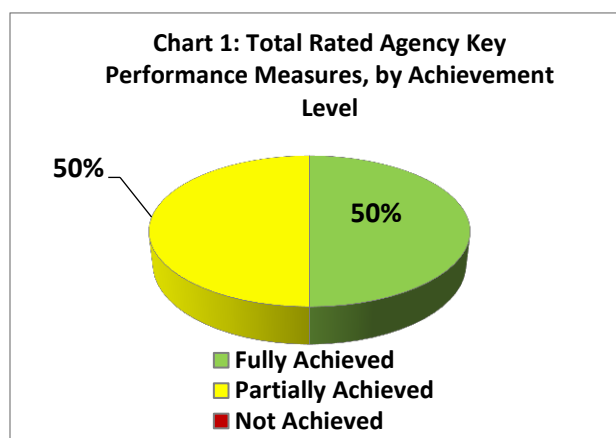
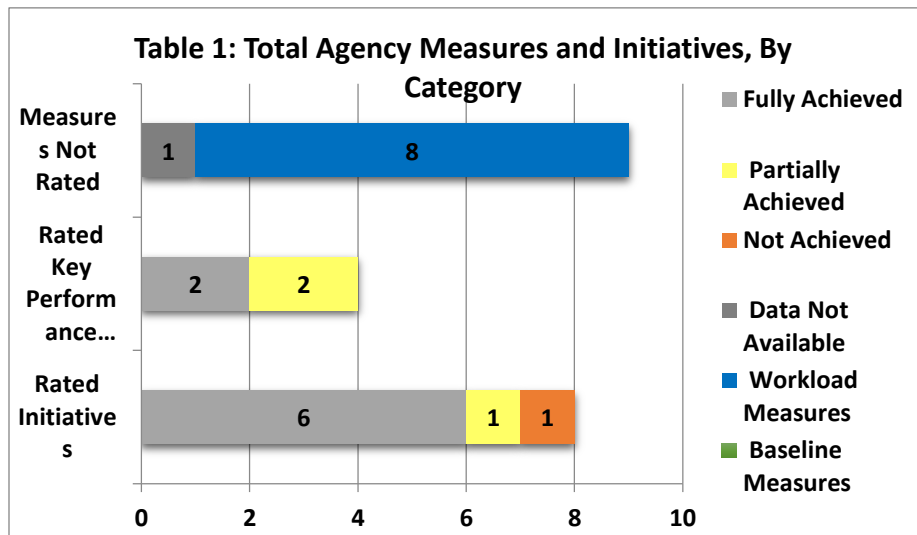
OVERVIEW – AGENCY PERFORMANCE

The following section provides a summary of RPTAC performance in FY 2015 by listing RPTAC's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

TOP THREE ACCOMPLISHMENTS

The top three accomplishments of RPTAC in FY 2015 are as follows:

- ✓ The Commission completed 99% of all decisions by the statutory deadline of February 1.
- ✓ The Commission expanded its community outreach efforts by releasing a Public Service Announcement on DC Cable.
- ✓ The Commission upgraded the website to include an interactive calendar and a searchable decision database.



Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved

“In FY 2015, RPTAC fully achieved three quarters of its initiatives and half of its rated key performance measures. **Table 1** provides a breakdown of the total number of performance metrics RPTAC uses, including key performance indicators and workload measures, initiatives, and whether or not some of those items were achieved, partially achieved or not achieved. **Chart 1** displays the overall progress is being made on achieving RPTAC objectives, as measured by their rated key performance indicators. Please note that chart 2 contains only rated performance measures. Rated performance measures do not include measures where data is not available, workload measures or baseline measures. **Chart 2** display the overall progress RPTAC made on completing its initiatives, by level of achievement.



PERFORMANCE INITIATIVES – ASSESSMENT DETAILS

Real Property Appeals Process

OBJECTIVE 1: Process and render a decision on all appeals presented before the Commission within statutory deadlines.

INITIATIVE 1.1: Render decisions on residential cases within 30 days from the date of the hearing.

The Real Property Tax Appeals Commission (RPTAC) continues to have a target of rendering a decision on residential cases within 30 days from the date of the hearing. Although the Commission made significant progress in FY14, the Commission has not yet achieved its target of 100%. In FY14, the Commission increased the percentage of cases meeting this requirement by 63%, from 46% to 73%. The RPTAC achieved this success by correcting the discrepancy between the official tax classification and treatment of multi-family properties by the Office of Tax and Revenue versus the Commission. In FY 15 RPTAC will begin using the Calendar feature in File and Serve Xpress. This feature will serve as a “tickler” system to ensure that Commissioners are fully cognizant of decision due dates. The tickler system assists the Commissioners in anticipating future deadlines, planning work and preventing files from being neglected and decision due dates from being missed. **Completion Date: September, 2015 and ongoing.**

● **Performance Assessment Key:** Partially Achieved

During the last appeal season, the Commission saw an increase of over eleven hundred residential appeals. The Commission has found it more difficult to meet its residential decision deadline of 30 days than its Commercial decision deadline of 80 days. In the FY 15 tax season, the Commission consisted of six full time members, who are District employees, and seven part-time members who serve as independent contractors. Of the seven part-time members, only four were consistently available to hear cases. During the appeal season, the Commission relies heavily on the part-time members to handle the bulk of the residential caseload, a strategy that is consistent with our statute. Since the Commission Chairman has little control over when and/or how often part-time members serve, it becomes logistically complicated to spread an increased residential caseload among part-time Commissioners in a manner that is equitable without overloading the few Commissioners who serve more often than others.

OBJECTIVE 2: Perform market research and data gathering activities for each neighborhood within the District prior to and during the appeal hearing season for purposes of analysis and tracking market trends and values.



INITIATIVE 2.1: In FY 15 the Commission will increase its use of the Metropolitan Regional Information Systems (MRIS) to gather data pertaining recent property sales.

This initiative will allow the Commissioners to perform market sales comparisons and to verify relevant sales presented by the Petitioners as valid arms-length transactions. **Completion Date: September, 2015 and ongoing.**

● **Performance Assessment Key: Fully Achieved**

The Commissioners increased its use of MRIS for the TY 15 appeal season and were able to use the data for case preparation.

INITIATIVE 2.2: Perform site visits to commercial properties especially those under construction and nearing completion in order to verify data provided in supplement assessment case documents to be able to verify the percentage of completion and establish a database of such properties.

The Commissioners currently rely on the Petitioners or the Office of Tax and Revenue to provide relevant information on the percentage of completeness for commercial properties under construction. OTR issues real property assessments for properties that it deems to be 65% complete often absent any evidence to corroborate the assessed value. The Commission has had to rely on this information and there have been times when that information has been unclear or misleading. By performing site visits, the Commissioners will have personal knowledge of the physical aspects and condition of the properties and can better address the true status of the construction and market value of those properties.

Completion Date: September, 2015 and ongoing.

● **Performance Assessment Key: Fully Achieved**

This initiative was fully achieved. During the off-season, the Commissioners visited various commercial properties in order to familiarize themselves with the location, size, and condition, and percentage of completeness of properties under construction in order to gain a better understanding of the valuation arguments presented by OTR and the Petitioners.

OBJECTIVE 3: Provide continued education requirements for the Commissioners on an annual basis in the various methods of real property valuation, including, but not limited to, the Sales Comparison Approach, Cost Approach, and Income Capitalization, as well as the Basic Principles and Fundamentals of Appraising.

INITIATIVE 3.1: Increase the number of training/continuing education hours of the part-time Commissioners.

The Commission instituted a program for taking classes on line on various aspects of real property valuation. Online courses will allow the Part-time Commissioners the flexibility of taking courses during times that best fit their schedule.









Completion Date: September, 2015 and ongoing



 **Performance Assessment Key: Fully Achieved**

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KEY PERFORMANCE INDICATORS-Real Property Appeals Process

   	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual (KPI Tracker)	FY 2015 YE Rating (KPI Tracker)	Budget Program (KPI Tracker)
	1.1	Percentage of decisions on residential appeals issued within 30 days of the hearing	73%	100%		84.7%	84.7%	Real Property Appeals Process
	1.2	Percentage of decisions on commercial appeals issued within 80 days of the hearing	96%	100%		97.57%	97.57%	Real Property Appeals Process
	1.3	Percentage of decisions completed by February 1	100%	100%		99.08%	100.93%	Real Property Appeals Process
	1.4	Average minutes per case for Commission Member Hearing and decision write-up	90	85		69.23	122.79%	Real Property Appeals Process



Real Property Outreach Education

OBJECTIVE 1: Enhance the public's perception of the Commission by making the operations of the Commission more transparent and user-friendly.

INITIATIVE 1.1: Increase the use of electronic filing.

At the end of FY13 the Commission entered into a contract with File and Serve Xpress to provide services that will allow for the electronic filing of appeals. Multiple training sessions were held in FY 14 with the anticipation of Petitioners filing their TY 15 cases electronically. Petitioners began using the system on a limited basis in August 2014.

Completion Date: September, 2015.



Performance Assessment Key: Not Achieved

In FY14 the Commission held multiple training sessions with the anticipation of Petitioners filing their TY 15 cases electronically; however, because electronic filing is not mandatory only a limited number chose to do so.

INITIATIVE 1.2: Enhance the Commission's website to improve the overall user experience.

In FY14, the Commission began improvements to its website to make it more user-friendly; however, services will have to be procured in FY 15 to complete the desired enhancements. It is anticipated that with the enhancements the website will improve the overall user experience, educate the public, and enhance the public's perception of the Commission.

Completion Date: September, 2015.



Performance Assessment Key: Fully Achieved

The website has been enhanced to include an interactive calendar as well as a searchable decision database.

INITIATIVE 1.3: Provide public access to case files on the website.

The implementation of File and Serve Xpress has provided the Commission with the capability of public access to non-confidential appeal documents, including appeal case filings; including petitions, evidence, and decisions. The Commission will maintain all e-filed and e-served documents in a robust, searchable repository that will allow all users to come into the office and access to case documents and information through search terms and built in reports. Access to documents within the repository can be restricted based on user-level and system security settings. Documents can be searched and accessed by case parties and the public. The documents and case information is maintained indefinitely, providing the Commission with a virtual file room instead of investing in hardware or software to manage the data internally. **Completion Date: September, 2015 and ongoing.**



Performance Assessment Key: Fully Achieved

Although the number of cases that were initially filed electronically was low for Tax Year 2015, the Commission scanned and filed all cases in the File and ServeXpress system making the non-confidential documents available to the public.



INITIATIVE 1.4: Work in conjunction with the DC Office of Cable Television to air a Public Service Announcement that will inform residents of the tax assessment appeal process.

In FY 14 the Commission contacted DC Cable Television to discuss how RPTAC could use television as an effective way to relay its messages to the community. It was decided that the Commission would air short informative announcements on DC Cable’s “Did You Know” segment – a public service announcement program that consists of short (30 to 60 seconds) messages that run daily for 30 days. **Completion Date: February 2015.**

● Performance Assessment Key: Fully Achieved

The Commission, working in conjunction with the Office of Cable Television, produced the short segment on DC Cable’s “Did You Know” program which started running in February 2015. The segment informed the public of their rights to appeal their real property assessments if they have reason to believe that the value rendered by the Office of Tax & Revenue is excessive or unfair. In the past, the Commission’s community outreach efforts consisted primarily of short presentations at ANC meetings. However, due to poor attendance and/or tight time schedules at the meetings, the Commission was unable to reach or adequately deliver its message to enough people to be effective.

KEY PERFORMANCE INDICATORS- Real Property Outreach Education

	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual (KPI Tracker)	FY 2015 YE Rating (KPI Tracker)	Budget Program (KPI Tracker)
	1.1	Percent of cases that are filed electronically	0%	75%		19.68%	26.24%	Real Property Outreach Education
	1.2	Percent of decisions that are transmitted electronically	0%	75%		30.21%	40.28%	Real Property Outreach Education
	1.3	Total number of ANC meetings attended	0	12		0		Real Property Outreach Education
	1.4	Percent of Commission decisions published	100%	100%		100%	100%	Real Property Outreach



		on the agency's website							Education
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WORKLOAD MEASURES – APPENDIX

WORKLOAD MEASURES ●

Measure Name	FY 2013 YE Actual	FY 2014 YE Actual	FY 2015 YE Actual	Budget Program
Number of appeals filed	3,467	3,267	4507	Real Property Appeals Process
Percent of appeals sustained	74	66.76%	54.65%	Real Property Appeals Process
Percent of appeals reduced	19	14.08%	9.25%	Real Property Appeals Process
Percent of appeals increased	<1	.15%	.18%	Real Property Appeals Process
Percent of appeals withdrawn	3	6.52%	32.3%	Real Property Appeals Process
Percent of appeals resulting in stipulations	8	12.49%	32.37%	Real Property Appeals Process
Percent of appeals reduced by recommendation	4	0	1.13%	Real Property Appeals Process
Average amount of time spent per case (in hours)	1.25 hours	1.25 hours	1.15 hours	Real Property Appeals Process