Real Property Tax Appeals Commission FY2017

FY2017 Performance Accountability Report

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, 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 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.

FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents		
The Commission increased the number of neighborhoods examined during the performance of market research analysis from 6 neighborhoods in FY16 to 54 neighborhoods in FY17.	The expanded scope of this research provides the Commissioners with a greater amount of data to use when reviewing tax assessment appeals.	The residents of DC who appeal their property tax assessments to the Commission can be assured that the Commission has the most up-to-date data at their dispo when reviewing the facts of their appeal.		
The Commission increased its percentage of residential decisions rendered within 30 days of the hearing from 64.8% in FY16 to 83.35 in FY17.		A larger number of resident property owners received decisions within the time frame mandated by law.		
The Commission increased its outreach efforts from that of years past. A total of 3 opportunities were provided during TY 2017 for the public to learn about the appeals process.	The Commissioners were able to hear the questions and concerns of the residents and suggestions about what information should be provided on the website and on our appeal forms.	Residents of DC had access to representatives from the Office of Tax and Revenue as well as the Commissioners and had the opportunity to ask questions about the process and make an informed decision as to whether or not to appeal their property tax assessment.		

2017 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.
4	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
1 - Process and render de	cisions wi	thin the	statutory	deadline	s on all ap	peals hea	rd by th	e Comm	ission. (3 Measures)
Percent of residential decisions issued within 30 days	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	83.3%	Unmet	The Commission was not fully staffed and two of the part-time Commissioners were only available for a limited number of hours. This impacted the Commissions ability to schedule the maximum number of cases per day as well as increasing the workload for the active Commissioners. These two factors combined contributed to the failure to meet this measure.
Percentage of decisions for commercial appeals issued within 80 days of the hearing	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	92.2%	Nearly Met	The Commission was not fully staffed and two of the part-time Commissioners were only available for a limited number of hours. This impacted the Commissions ability to schedule the maximum number of cases per day as well as increasing the workload for the active Commissioners. These two factors combined contributed to the failure to meet this measure.
Percentage of decisions completed by February 1	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	91.1%	Nearly Met	The Commission was not fully staffed and two of the part-time Commissioners were only available for a limited number of hours. This impacted the Commissions ability to schedule the maximum number of cases per day as well as increasing the workload for the active Commissioners. These two factors combined contributed to the failure to meet this measure.
2 - Enhance Commissione data gathering activities a								ough use	e of market research and
Number of market research analysis performed on neighborhoods in the fiscal year.	Annually		Annual Measure	Annual Measure	Annual Measure	Annual Measure	54	Met	
Percent of Commissioners who completed a minimum	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	75%	Unmet	Three of the part time Commissioners were not

of 12 continuing education/training hours.									available to attend in-house training sessions.
3 - Create and maintain a	fair and ti	ranspar	ent hearir	ng process	s. (2 Meas	sures)			
Percentage of customer satisfaction surveys with rating of at least "Agree" regarding the level of fairness of the hearing process.	Annually	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.9%	Met	
Number of Public Information Sessions on the Tax Appeal Process	Annually	4	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3	Unmet	One session was cancelled due to inclement weather.

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017				
1 - Appeals Process (7 Measures)	1 - Appeals Process (7 Measures)									
Number of Appeals Filed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3982				
Percent of Appeals Sustained	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	79%				
Percentage of Appeals Reduced	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	19.7%				
Percentage of Appeals Increased	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0.3%				
Percent of Appeals Withdrawn	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3.2%				
Percentage of Appeals Resulting in Stipulation Agreements	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	12.9%				
Number of Appeals Reduced by Recommendation	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	37				

2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
APPEALS PROCESS	6 (1 Strategic Initiative)			
Render decisions on residential cases	The Real Property Tax Appeals Commission is mandated by law to render a decision on residential	Complete	This initiative is complete with a 83% of residential decisions being	

within 30 days from the date of the hearing.	cases within 30 days from the date of the hearing.		completed within the 30 day deadline.	
COMMISSION OPE	RATIONS (1 Strategic Initiative)			
Utilize all available research vehicles to keep abreast of market trends and changing property values.	The Commission will continue its use of Metropolitan Regional Information Systems (MRIS) and CoStar and broaden its research methods to include information from other publications and surveys to help the Commission make well-informed and supported decisions.	Complete	This initiative has been completed.	
OUTREACH EDUCA	TION (1 Strategic Initiative)			
Implement a Community Outreach Program	The Commission will invite all ANC Commissioners to attend a RPTAC workshop which will inform them of the tax appeal process. The workshop will discuss what a Petitioner is expected to know and what information is needed from the Petitioner in order to make a proper appeal.	Complete	The Commission held 2 Public Meetings during which time was allotted to inform the public on how to file an appeal with the Office of Tax and Revenue as well as the 2nd level appeal with the Commission.	
TRAINING & EMPL	OYEE DEVELOPMENT (1 Strategic Initiative)			
Increase the number of training and continuing education hours of the Commissioners.	Full-time and Part-time Commissioners will complete a minimum of 12 hours of training/continuing education per year.	Complete	This initiative was met by all of the full time and three of the six part-time Commissioners; however, there were another three of the part-time Commissioners that were not able to attend the in-house training sessions.	