

Real Property Tax Appeals Commission FY2016

Agency Real Property Tax Appeals Commission

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.

2016 Objectives

FY16 Objectives

Objective Number	Objective Description
Real Property Appeals Process (3 Objectives)	
1	Process and render a decision on all appeals presented before the Commission within statutory guidelines.
2	Expand 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.
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, the Cost Approach, and the Income Capitalization Approach, as well as the Basic Principles and Fundamentals of Appraising.
Real Property Outreach Education (1 Objective)	
1	Enhance the public's perception of the Commission by making the operations of the Commission more transparent and user-friendly.

2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
1 - Enhance the public's perception of the Commission by making the operations of the Commission more transparent and user-friendly. (3 Measures)							
Percent of cases that are filed electronically		Annually		45	13	13	90
Percent of decisions that are transmitted electronically		Annually		0	13	75	90
Percent of Commission decisions published on the agency's website		Annually		100	100	100	100
1 - Process and render a decision on all appeals presented before the Commission within statutory guidelines. (3 Measures)							
Percentage of decisions on residential appeals issued within 30 days of the hearing		Annually		73	97	100	100
Percentage of decisions on commercial appeals issued within 80 days of the hearing		Annually		96	97	100	100
Percentage of decisions completed by February 1		Annually		100	99	100	100

2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
Workload Measure (7 Measures)				
Number of Appeals Filed	Annually	3,467	3,370	4,565
Percent of Appeals sustained	Annually	80	81.8	83.82
Percentage of appeals reduced	Annually	20	18	15.91
Percentage of appeals increased	Annually	0	0.2	0.27
Percent of appeals withdrawn	Annually	3	6.6	2.42
Percentage of appeals resulting in stipulations	Annually	8	13.4	33.21
Number of appeals reduced by recommendation	Annually	0	0	51

2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
Real Property Appeals Process - 1 (1 Initiative)				
1		1.1	Render decisions on residential cases within 30 days from the date of the hearing.	The Real Property Tax Appeals Commission is mandated by law to render a decision on residential cases within 30 days from the date of the hearing.
TOT				
Real Property Appeals Process - 2 (2 Initiatives)				
2		2.1	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.
2		2.2	Perform Site Visits to Commercial Properties	The Commission will perform site visits to certain commercial properties, especially those under construction and nearing completion, in order to verify data provided in supplemental assessment cases and to gain personal knowledge of the physical aspects and condition of the properties as it relates to market value.
TOT				
Real Property Appeals Process - 3 (1 Initiative)				
3		3.1	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.
TOT				

Real Property Outreach Education - 1 (4 Initiatives)				
1		1.1	Increase the use of electronic filing	Although electronic filing is not mandatory, for Tax Year 16 the Commission expects a significant increase in electronic filings as a result of multiple training sessions provided to Petitioners.
1		1.2	Enhance the Commission's website to improve overall user experience.	In FY 16 the Commission plans to continue its efforts by adding a property search feature that will provide historical appeal data.
1		1.3	Work with DC Cable Television and News Channel 8	The Commission will work with the DC Office of Cable Television and News Channel 8 to air a Public Service Announcement that will inform residents of the tax assessment appeal process.
1		1.4	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.
TOT				
TOT				