

Real Property Tax Appeals Commission FY2018

FY2018 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.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
The Commission decided 4,126 cases out of 4,133 (99.83%) by the statutory February 1st deadline.	Residents who appealed their property tax assessments were able to receive timely and correct property tax bills.	The agency was able to improve its on-time completion rate for TY 2018. In TY 2017 the agency had 230 cases outstanding as of February 1st.
There was an increase in the number of cases filed electronically from 1,948 cases filed electronically in TY 2017 to 4,065 cases filed electronically in TY 2018.	The residents were able to save in the cost of providing an original and 5 copies of their appeals and exhibits (which sometimes totaled over a hundred pages per copy) and postage, as well as the ease of filing their appeals from the comfort of home or wherever they had internet access.	The Commission benefits from electronic filing in several ways - the timeliness of the filing cannot be disputed because each transaction is time and date stamped as soon as it is filed by the petitioner. It also allows the Commissioners and the Office of Tax and Revenue immediate access to appeals rather than having to wait for staff to distribute the cases. The cases are also easier to track electronically.
The Commission rendered decisions for 3846 out of 3957 (97.2%) tax class 1 and 2 cases within the 80-day deadline.	The property owners received their decisions in a timely fashion.	The Commission improved its on-time completion percentage from 92.2% in TY 2017 to 97.2% in TY 2018.

2018 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.

Objective Number	Strategic Objective
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.**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (3 Measures)									
Percent of decisions completed by February 1	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99.9%	Nearly Met	The Commission continues to have problems with the availability of the part-time Commissioners to hear and decide cases. This impacts the Commission's ability to render timely decisions.
Percent of residential decisions issued within 30 days	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	85.8%	Unmet	The Commission continues to have problems with the availability of the part-time Commissioners to hear and decide cases. This impacts the Commission's ability to render timely decisions.
Percent of decisions for commercial appeals issued within 80 calendar days of the hearing	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.2%	Nearly Met	The Commission continues to have problems with the availability of the part time Commissioners to hear and decide cases. This impacts the timeliness in rendering decisions.
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.	Annually	6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	54	Met	
Percent of Commissioners who completed a minimum of 12 continuing education/training hours.	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (2 Measures)									
Percent of customer satisfaction surveys with rating of at least "Agree" regarding	Annually	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents		

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
the level of fairness of the hearing process.									
Number of Public Information Sessions on the Tax Appeal Process	Annually	4	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7	Met	

**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.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Appeals Process (7 Measures)						
Number of Appeals Filed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5073
Percent of Appeals sustained	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	68.5%
Percent of appeal reduced	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	31%
Percent of Appeals Increased	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0.1%
Percent of appeals withdrawn	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3.2%
Percent of appeals resulting in Stipulation Agreements	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	15.4%
Number of appeals reduced by recommendation	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	16

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
APPEALS PROCESS (1 Strategic Initiative)				
Render timely decisions	In FY18, 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.	Complete	Tax Year 2018 ended on February 1, 2018. There were 175 Tax Class 1 property appeals. Of that number 24 were late.	
COMMISSION OPERATIONS (1 Strategic Initiative)				
Expand the use of market research	In FY18, the Commission will continue its use of Metropolitan Regional Information Systems (MRIS) and CoStar while	Complete		

Title	Description	Complete to Date	Status Update	Explanation
	broadening its use of other market research tools such as trade publications, surveys and innovative research methodologies to help the Commissioners make well informed, data driven and factually supported decisions.		The Commission completed the TY 2018 as of February 1, 2018.	
OUTREACH EDUCATION (1 Strategic Initiative)				
Improve Community Outreach Program	In FY18, the Commission will increase the number of workshops offered to the public to educate and inform them about the property tax appeals process from 4 per year to 6 per year. The workshops will instruct property owners on how to file their cases electronically and how to present their cases at the hearing.	Complete	The Commission offered 7 opportunities for property owners to learn about the appeals process.	
TRAINING & EMPLOYEE DEVELOPMENT (1 Strategic Initiative)				
Increase the number of training and continuing education hours completed by Commissioners.	In FY18, Full time and Part time Commissioners will complete a minimum of 12 hours of training and or continuing education per year.	Complete	The Commissioners completed their training requirements primarily during the off-season.	