



REAL PROPERTY TAX APPEALS COMMISSION PROPOSED FY 2025 PERFORMANCE PLAN

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1 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.

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.

2 PROPOSED 2025 OBJECTIVES

Strategic Objective

Process and render decisions within the statutory deadlines on all appeals heard by the Commission.

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.

Create and maintain a fair and transparent hearing process by providing detailed information on the agency website.

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

3 PROPOSED 2025 OPERATIONS

Operation Title	Operation Description	Type of Operation
Process and render decisions within the statutory deadlines on all appeals heard by the Commission.		
Appeals Process	The Commission has statutory mandates that govern the timeframes for issuing decisions on residential and commercial appeals.	Key Project
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.		
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.	Key Project
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.	Key Project
Create and maintain a fair and transparent hearing process by providing detailed information on the agency website.		
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.	Key Project

4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Process and render decisions within the statutory deadlines on all appeals heard by the Commission.					
Percent of decisions for commercial appeals issued within 80 calendar days of the hearing	Up is Better	36.6%	82.6%	100%	100%
Percent of decisions completed by February 1	Up is Better	44.6%	70.4%	100%	100%
Percent of residential decisions issued within 30 days	Up is Better	14.6%	13.6%	100%	100%
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.					
Percent of Commissioners who completed a minimum of 12 continuing education/training hours	Up is Better	87.5%	55.6%	100%	100%
Number of market research analysis performed on assessment neighborhoods in the fiscal year	Up is Better	73	6	6	6
Create and maintain a fair and transparent hearing process by providing detailed information on the agency website.					
Number of Public Information Sessions on the Tax Appeal Process	Up is Better	4	4	4	4
Percent of customer satisfaction surveys with rating of at least "Agree" regarding the level of fairness of the hearing process	Up is Better	Not Available	85%	85%	85%
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent of new hires that are District residents	Up is Better	New in 2023	100%	No Target Set	No Target Set
Percent of employees that are District residents	Up is Better	New in 2023	78.6%	No Target Set	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	No Applicable Incidents	No Target Set	No Target Set
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	Not Available	No Target Set	No Target Set

Key Performance Indicators *(continued)*

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	Not Available	No Target Set	No Target Set

Workload Measures

Measure	FY 2022	FY 2023
Appeals Process		
Number of Appeals Filed	7,376	5,854
Percent of Appeals sustained	92.8%	91%
Percent of appeal reduced	7%	8.7%
Percent of Appeals Increased	0.2%	0.1%
Percent of appeals withdrawn	0%	1.1%
Percent of appeals resulting in Stipulation	11.1%	2.3%
Agreements		
Number of appeals reduced by recommendation	0	0