



Budget- Federal Funds returned	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Meeting Service Level Agreements	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

## 2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (1 Activity)</b>			
APPEALS PROCESS	Appeals Process	The Commission has statutory mandates that govern the timeframes for issuing decisions on residential and commercial appeals.	Key Project
<b>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 Activities)</b>			
TRAINING & EMPLOYEE DEVELOPMENT	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
COMMISSION OPERATIONS	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
<b>3 - Create and maintain a fair and transparent hearing process. (2 Activities)</b>			
COMMISSION OUTREACH	The Commission will use exit surveys to solicit feedback from the public.	The Commission will exit surveys after the hearings to give petitioners, property owners, and others an opportunity to provide input relative to the strengths and weaknesses in our current level of internal and external customer service provision. This information will be utilized by the Commission to help identify areas in customer service that may need to be improved.	Key Project
OUTREACH EDUCATION	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

## 2017 Workload Measures

Measure	New Measure/Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
<b>1 - Appeals Process (7 Measures)</b>								
Number of Appeals Filed	<input type="checkbox"/>		Total Number of Appeals Filed	Number of Appeals	Annually	Not available	Not available	4331
Percent of Appeals Sustained	<input type="checkbox"/>		Number of Appeals Sustained	Percentage of Appeals	Annually	Not available	Not available	91.36%
Percentage of Appeals Reduced	<input type="checkbox"/>		Number of Appeals Reduced	Percentage of Appeals	Annually	Not available	Not available	7.71%
Percentage of Appeals Increased	<input type="checkbox"/>		Number of Appeals increased	Percentage of Appeals	Annually	Not available	Not available	0.05%
Percent of Appeals Withdrawn	<input type="checkbox"/>		Number of Appeals Withdrawn	Percentage of appeals	Annually	Not available	Not available	1.71%
Percentage of Appeals Resulting in Stipulation Agreements	<input type="checkbox"/>		Number of Appeals Resulting in Stipulation Agreements	Percentage of Appeals	Annually	Not available	Not available	1.57%

Number of Appeals Reduced by Recommendation	<input type="checkbox"/>		Number of Appeals Reduced by Recommendation	Number of Appeals	Annually	Not available	Not available	37
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2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>APPEALS PROCESS (1 Strategic Initiative-Operation Link)</b>		
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.	09-30-2016
<b>COMMISSION OPERATIONS (1 Strategic Initiative-Operation Link)</b>		
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.	09-16-2016
<b>OUTREACH EDUCATION (1 Strategic Initiative-Operation Link)</b>		
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.	09-30-2016
<b>TRAINING &amp; EMPLOYEE DEVELOPMENT (1 Strategic Initiative-Operation Link)</b>		
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.	09-30-2016