

Real Property Tax Appeals Commission FY2018

Agency Real Property Tax Appeals Commission

Agency Code DA0

Fiscal Year 2018

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.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Process and render decisions within the statutory deadlines on all appeals heard by the Commission.	3	1
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	2
3	Create and maintain a fair and transparent hearing process by providing detailed information on the agency website.	2	2
4	Create and maintain a highly efficient, transparent and responsive District government.**	9	0
TOT		16	5

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (3 Measures)									
Percent of decisions for commercial appeals issued within 80 calendar days of the hearing	<input type="checkbox"/>	95.34%	100%	97.6%	100%	94.3%	100%	92.2%	100%
Percent of decisions completed by February 1	<input type="checkbox"/>	100%	100%	99.1%	100%	99.1%	100%	91.1%	100%
Percent of residential decisions issued within 30 days	<input type="checkbox"/>	74.67%	100%	84.7%	100%	64.8%	100%	83.3%	100%
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.	<input type="checkbox"/>	Not available	Not available	Not Available	6	54	6	54	6
Percent of Commissioners who completed a minimum of 12 continuing education/training hours.	<input type="checkbox"/>	Not available	Not available	Not Available	100%	100%	100%	75%	100%

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 the level of fairness of the hearing process.	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	85%	97.9%	85%
Number of Public Information Sessions on the Tax Appeal Process	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	4	3	4

**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 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (1 Activity)					
APPEALS PROCESS	Appeals Process	The Commission has statutory mandates that govern the timeframes for issuing decisions on residential and commercial appeals.	Key Project	7	1
TOT				7	1
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)					
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	0	1
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	0	1
TOT				0	2
3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (2 Activities)					
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	0	0

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	0	1
TOT				0	1
TOT				7	4

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Appeals Process (7 Measures)					
Number of Appeals Filed	<input type="checkbox"/>	Not available	Not Available	4331	3982
Percent of Appeals sustained	<input type="checkbox"/>	Not available	Not Available	91.4%	79%
Percent of appeal reduced	<input type="checkbox"/>	Not available	Not Available	7.7%	19.7%
Percent of Appeals Increased	<input type="checkbox"/>	Not available	Not Available	0%	0.3%
Percent of appeals withdrawn	<input type="checkbox"/>	Not available	Not Available	1.7%	3.2%
Percent of appeals resulting in Stipulation Agreements	<input type="checkbox"/>	Not available	Not Available	1.6%	12.9%
Number of appeals reduced by recommendation	<input type="checkbox"/>	Not available	Not Available	37	37

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
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.	02-01-2018
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.	09-28-2018

Expand the use of market research	In FY18, the Commission will continue its use of Metropolitan Regional Information Systems (MRIS) and CoStar while 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.	09-28-2018
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.	09-28-2018