

Real Property Tax Appeals Commission FY2021

Agency Real Property Tax Appeals Commission

Agency Code DAO

Fiscal Year 2021

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.

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.
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.

Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 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	Up is Better	97.2%	98.7%	96.1%	100%
Percent of decisions completed by February 1	Up is Better	99.9%	100%	95.6%	100%
Percent of residential decisions issued within 30 days	Up is Better	85.8%	90.2%	60.5%	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	Up is Better	54	54	6	54
Percent of Commissioners who completed a minimum of 12 continuing education/training hours	Up is Better	100%	100%	78.6%	100%
3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (2 Measures)					
Number of Public Information Sessions on the Tax Appeal Process	Up is Better	7	6	1	4
Percent of customer satisfaction surveys with rating of at least "Agree" regarding the level of fairness of the hearing process	Up is Better	No Applicable Incidents	No Applicable Incidents	No Applicable Incidents	85%

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (1 Activity)			

Operations Header	Operations Title	Operations Description	Type of Operations
APPEALS PROCESS	Appeals Process	The Commission has statutory mandates that govern the timeframes for issuing decisions on residential and commercial appeals.	Key Project
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
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
3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (1 Activity)			
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

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Appeals Process (7 Measures)			
Number of Appeals Filed	5073	4552	5829
Percent of Appeals sustained	68.5%	90%	61.5%
Percent of appeal reduced	31%	9%	17.4%
Percent of Appeals Increased	0.1%	0%	0.3%
Percent of appeals withdrawn	3.2%	4.1%	12.1%
Percent of appeals resulting in Stipulation Agreements	15.4%	15%	8.3%
Number of appeals reduced by recommendation	16	37	26

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
No strategic initiatives found		