

Real Property Tax Appeals Commission FY2022

Agency Real Property Tax Appeals Commission

Agency Code DAO

Fiscal Year 2022

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 (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 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	98.7%	96.1%	72%	100%
Percent of decisions completed by February 1	Up is Better	100%	95.6%	74.4%	100%
Percent of residential decisions issued within 30 days	Up is Better	90.2%	60.5%	75%	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)					
Percent of Commissioners who completed a minimum of 12 continuing education/training hours	Up is Better	100%	78.6%	100%	100%
Number of market research analysis performed on assessment neighborhoods in the fiscal year	Up is Better	54	6	54	6
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	6	1	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	No Applicable Incidents	No Applicable Incidents	No Applicable Incidents	85%

Operations

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)		
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)		
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
3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (1 Activity)		
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 (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Appeals Process (7 Measures)			
Percent of appeals resulting in Stipulation Agreements	15%	8.3%	Waiting on Data
Percent of Appeals sustained	90%	61.5%	80%
Number of Appeals Filed	4552	5829	7341
Percent of appeal reduced	9%	17.4%	18.7%
Percent of appeals withdrawn	4.1%	12.1%	0.8%
Percent of Appeals Increased	0%	0.3%	0.5%
Number of appeals reduced by recommendation	37	26	0

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Continuing Professional Education (1 Strategic Initiative)		
Racial Equity Training	In cooperation with the Office of Racial Equity Training, conduct a racial equity training for all commissioners and staff.	09-30-2022