



Real Property Tax Appeals Commission (RPTAC) FY2016 Performance Accountability Report (PAR)

Introduction

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

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.

Summary of 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.

Overview – Agency Performance

The following section provides a summary of RPTAC performance in FY 2016 by listing RPTAC’s top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
The Commission completed 99.08 of all of its decisions by the statutory deadline of February 1st.	This accomplishment helped the Commission met its statutory mandate.	This accomplishment allowed the timely issuance of tax bills for the properties on appeal.
The Commission experienced a significant increase in the number of appeals that were filed electronically. This accomplishment is meaningful because, unlike the courts and other agencies, it is not mandatory that Petitioners file their appeals electronically.	This accomplishment assists with the reduction of paper files being received and maintained.	This accomplishment benefits the residents of the District by allowing more flexibility in how appeals are filed and also reducing the need to produce an original and four paper copies of the appeal form and all supporting documentation.
The Commission held it first Community Outreach Workshop for property owners in the District. The workshop was well attended by residents. Commissioners as well as staff from the Office of Tax and Revenue were in attendance.	This accomplishment provided the agency the opportunity to interact with property owners in an informal setting and receive suggestions on how to improve the appeals process.	This accomplishment provided the residents of the District with the opportunity to obtain information about the property tax appeals process. This information will help the residents better prepare for their appeals.

In FY 2016, RPTAC had 6 Key Performance Indicators. Of those, 0 were neutral. Of the remaining measures, 17% (1 KPIs) were met, 33% (2 KPIs) were nearly met, and 50% (3 KPIs) were unmet. In FY 2016, RPTAC had 8 Initiatives. Of those, 100% (8) were completed and 0% (0) were nearly completed, and 0% (0) were not completed. The next sections provide greater detail on the specific metrics and initiatives for RPTAC in FY 2016.

FY16 Objectives

Division	Objective
Real Property Appeals Process	Process and render a decision on all appeals presented before the Commission within statutory guidelines.
Real Property Appeals Process	Expand market research and data gathering activities for each neighborhood within the District prior to and during the appeal hearing season for purposes of analysis and tracking market trends and values.
Real Property Appeals Process	Provide continued education requirements for the Commissioners on an annual basis in the various methods of real property valuation, including, but not limited to, the Sales Comparison Approach, the Cost Approach, and the Income Capitalization Approach, as well as the Basic Principles and Fundamentals of Appraising.
Real Property Outreach Education	Enhance the public's perception of the Commission by making the operations of the Commission more transparent and user-friendly.

FY16 KPIs

Objective: Enhance the public's perception of the Commission by making the operations of the Commission more transparent and user-friendly.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of Commission decisions published on the agency's website	100	A					100	Met	
Percent of cases that are filed electronically	90	A					54.1	Unmet	Electronic filing is not mandatory and despite our best efforts to encourage Petitioners to take advantage of the ability to file electronically there will always be those who would rather file using the conventional methods.
Percent of decisions that are transmitted electronically	90	A					54.1	Unmet	Decisions are only transmitted electronically to those Petitioners who file electronically and because electronic filing is not mandatory we cannot control how many people file electronically.

Objective: Process and render a decision on all appeals presented before the Commission within statutory guidelines.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percentage of decisions on commercial appeals issued within 80 days of the hearing	100	A					94.3	Nearly Met	The Commission was not fully staffed with Commissioners available to hear appeals. As a result, caseloads were heavier than normal and the Commissioners were unable to fully meet this KPI.

Percentage of decisions completed by February 1	100	A	99.1	Nearly Met	The Commission was not fully staffed with Commissioners available to hear appeals. As a result, caseloads were heavier than normal and the Commissioners were unable to fully meet this KPI.
Percentage of decisions on residential appeals issued within 30 days of the hearing	100	A	64.8	Unmet	The Commission was not fully staffed during FY 2016 and there were Part Time Commissioners who were not available to hear cases and render decision.

FY16 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	Total
Number of Appeals Filed	A		4,331	4,331	4,331	4,331
Percent of Appeals sustained	A		91.36	91.36	91.36	91.4
Percentage of appeals reduced	A		7.71	7.71	7.71	7.7
Percentage of appeals increased	A		0.05	0.05	0.05	0
Percent of appeals withdrawn	A		1.71	1.71	1.71	1.7
Percentage of appeals resulting in stipulations	A		1.57	1.57	1.57	1.6
Number of appeals reduced by recommendation	A		37	37	37	37

FY16 Initiatives

Title: Render decisions on residential cases within 30 days from the date of the hearing.

Description: 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.

Complete to Date: Complete

Status Update: This initiative has been completed

Title: Utilize all available research vehicles to keep abreast of market trends and changing property values.

Description: 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.

Complete to Date: Complete

Status Update: This initiative has been completed

Title: Perform Site Visits to Commercial Properties

Description: The Commission will perform site visits to certain commercial properties, especially those under construction and nearing completion, in order to verify data provided in supplemental assessment cases and to gain personal knowledge of the physical aspects and condition of the properties as it relates to market value.

Complete to Date: Complete

Status Update: This initiative has been completed

Title: Increase the number of training and continuing education hours of the Commissioners.

Description: Full-time and Part-time Commissioners will complete a minimum of 12 hours of training/continuing education per year.

Complete to Date: Complete

Status Update: This initiative has been completed

Title: Increase the use of electronic filing

Description: Although electronic filing is not mandatory, for Tax Year 16 the Commission expects a significant increase in electronic filings as a result of multiple training sessions provided to Petitioners.

Complete to Date: Complete

Status Update: This initiative has been completed

Title: Enhance the Commission's website to improve overall user experience.

Description: In FY 16 the Commission plans to continue its efforts by adding a property search feature that will provide historical appeal data.

Complete to Date: Complete

Status Update: The Commission has been working closely with OCTO and has been able to achieve a level of success in making the calendar interactive and the website more user friendly.

Title: Work with DC Cable Television and News Channel 8

Description: The Commission will work with the DC Office of Cable Television and News Channel 8 to air a Public Service Announcement that will inform residents of the tax assessment appeal process.

Complete to Date: Complete

Status Update: The Chair of the Commission filmed the PSA on August 2nd

Title: Implement a Community Outreach Program

Description: 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.

Complete to Date: Complete

Status Update: The Commission held this workshop in March