

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of Mayor Muriel Bowser



Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District's response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies' abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies' performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

A handwritten signature in black ink that reads 'Kevin Donahue'.

Kevin Donahue
Interim City Administrator



Real Property Tax Appeals Commission FY2020

Agency Real Property Tax Appeals Commission

Agency Code DAO

Fiscal Year 2020

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.

2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Completed all real estate assessment, homestead deduction, classification, and senior deduction hearings and rendered final decisions within the fiscal year.	It proved that RPTAC can continue providing service to petitioners even in a partially virtual posture.	During COVID-19 which is affecting the physical wellness and economic well-being of District residents, RPTAC was still able to continue offering its service, albeit with some disruption in scheduling during the heights of the public health emergency.

2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 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	Annually	92.2%	97.2%	98.7%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	96.07%	Nearly Met	Likely due to the increased number of cases, which was higher than years' prior.
Percent of decisions completed by February 1	Annually	91.1%	99.9%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95.63%	Nearly Met	Most likely the case load. RPTAC heard more cases this year than in previous years.
Percent of residential decisions issued within 30 days	Annually	83.3%	85.8%	90.2%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	60.5%	Unmet	Most likely due to the higher number of cases this tax year and a greater focus on completing commercial cases.
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	Annually	54	54	54	6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6	Met	
Percent of Commissioners who completed a minimum of 12 continuing education/training hours	Annually	75%	100%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	78.57%	Unmet	COVID-19 disrupted in-person training for the commissioners. The former Chairperson hosted an annual 3-hour training which is a refresher for established commissioners and a good brief for new commissioners, of which RPTAC had one. Other commissioners attended virtual training sessions.
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	Annually	3	7	6	4	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1	Unmet	Due to the public health emergency, RPTAC did not host any in-person outreach sessions. The one held was two weeks before the declaration of the emergency.

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
Percent of customer satisfaction surveys with rating of at least "Agree" regarding the level of fairness of the hearing process	Annually	97.9%	No Applicable Incidents	No Applicable Incidents	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents		

2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 PAR
1 - Appeals Process (7 Measures)							
Number of Appeals Filed	5073	4552	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5829
Percent of Appeals sustained	68.5%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	61.54%
Percent of appeal reduced	31%	9%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	17.36%
Percent of Appeals Increased	0.1%	0%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0.26%
Percent of appeals withdrawn	3.2%	4.1%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	12.15%
Percent of appeals resulting in Stipulation Agreements	15.4%	15%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8.25%
Number of appeals reduced by recommendation	16	37	Annual Measure	Annual Measure	Annual Measure	Annual Measure	26

2020 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)			
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

2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Appeals Process (1 Strategic Initiative)				
Render timely decisions	In FY20, 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.	Complete	RPTAC was able to meet the 30-day deadline for the majority of its residential cases. RPTAC also finished the majority of its residential cases before the February 1 deadline to do so.	
Commissioners will perform market research and data gathering on at least 6 Assessment Neighborhoods. (1 Strategic Initiative)				
Expand the use of market research	In FY20, the Commission will continue its use of Metropolitan Regional Information Systems (MRIS) and Co-Star 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, date driven and factually supported decisions.	Complete	Commissioners have regular access to CoStar and MRIS allowing for regular information on commercial and residential market trends to inform their hearing decisions.	
Continuing Professional Education (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Complete a minimum number of training and continuing education hours by each Commissioners	In FY20, every Commissioner will complete a minimum of 12 hours of training/continuing education.	75-99%	Though most Commissioners continued their individual continuing education training not all completed the goal of 12 hours within the fiscal year.	COVID was a hurdle for the RTPAC. Most Commissioners take in-person continuing education training and expected the public health emergency to be over to do so. Also, one Commissioner started his term late in the fiscal year. This is a perennial strategic initiative. The annual training session with all Commissioners was held just after the end of FY20. This training was helpful since it was lead by RTPAC's former Chairman.
The Commission will provide information workshops on the appeals process. (2 Strategic initiatives)				
Improve Community Outreach Program	In FY20, the Commission will offer 4 workshops to educate and inform the public about the property tax appeals process. The workshops will instruct property owners on how to file their cases electronically and how to present their cases at the hearing.	0-24%	Due to the public health emergency, RPTAC chose to cancel one of the two originally scheduled community outreach sessions in early and mid-March.	RPTAC hosted on community outreach event in early March and canceled the mid-March event after a public health emergency was declared. This is an annual strategic initiative and depending on the public health emergency stat us winter/spring 2021, RPTAC will host either in-person or virtual outreach events.
Improve Community Outreach Program	In FY20, the Commission will offer 2 workshops to educate and inform the public in Wards 7 and 8 about the property tax appeals process. The workshops will instruct property owners on how to file their cases electronically and how to present their cases at the hearing.	0-24%	RPTAC did not host any community outreach events in Wards 7 or 8 in FY20.	Due to the public health emergency, no in-person community outreach events were scheduled. RPTAC is planning to host either in-person or virtual events in winter/spring 2021 depending on the status of the public health emergency.