



# **REAL PROPERTY TAX APPEALS COMMISSION**

## **FY 2024 PERFORMANCE PLAN**

**NOVEMBER 22, 2023**

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# **1 REAL PROPERTY TAX APPEALS COMMISSION**

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*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.

*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.

## 2 2024 OBJECTIVES

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### Strategic Objective

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Process and render decisions within the statutory deadlines on all appeals heard by the Commission.

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.

Create and maintain a fair and transparent hearing process by providing detailed information on the agency website.

Create and maintain a highly efficient, transparent, and responsive District government.

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### 3 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Process and render decisions within the statutory deadlines on all appeals heard by the Commission.</b>		
Appeals Process	The Commission has statutory mandates that govern the timeframes for issuing decisions on residential and commercial appeals.	Key Project
<b>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.</b>		
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
<b>Create and maintain a fair and transparent hearing process by providing detailed information on the agency website.</b>		
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

## 4 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
<b>Process and render decisions within the statutory deadlines on all appeals heard by the Commission.</b>					
Percent of decisions for commercial appeals issued within 80 calendar days of the hearing	Up is Better	72%	36.6%	82.6%	100%
Percent of decisions completed by February 1	Up is Better	74.4%	44.6%	70.4%	100%
Percent of residential decisions issued within 30 days	Up is Better	75%	14.6%	13.6%	100%
<b>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.</b>					
Percent of Commissioners who completed a minimum of 12 continuing education/training hours	Up is Better	100%	87.5%	55.6%	100%
Number of market research analysis performed on assessment neighborhoods in the fiscal year	Up is Better	54	73	6	6
<b>Create and maintain a fair and transparent hearing process by providing detailed information on the agency website.</b>					
Number of Public Information Sessions on the Tax Appeal Process	Up is Better	4	4	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	Not Available	Not Available	85%	85%

Workload Measures

Measure	FY 2021	FY 2022	FY 2023
<b>Appeals Process</b>			
Number of Appeals Filed	7,341	7,376	5,854
Percent of Appeals sustained	80%	92.8%	91%
Percent of appeal reduced	18.7%	7%	8.7%
Percent of Appeals Increased	0.5%	0.2%	0.1%
Percent of appeals withdrawn	0.8%	0%	1.1%
Percent of appeals resulting in Stipulation Agreements	Not Available	11.1%	2.3%
Number of appeals reduced by recommendation	0	0	0