



**REAL PROPERTY TAX APPEALS COMMISSION
PROPOSED FY 2025 PERFORMANCE PLAN**

APRIL 3, 2024

CONTENTS

| | |
|---|----------|
| Contents | 2 |
| 1 Real Property Tax Appeals Commission | 3 |
| 2 Proposed 2025 Objectives | 4 |
| 3 Proposed 2025 Operations | 5 |
| 4 Proposed 2025 Key Performance Indicators and Workload Measures | 6 |

1 REAL PROPERTY TAX APPEALS COMMISSION

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 PROPOSED 2025 OBJECTIVES

Strategic Objective

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.

3 PROPOSED 2025 OPERATIONS

| Operation Title | Operation Description | Type of Operation |
|---|--|-------------------|
| Process and render decisions within the statutory deadlines on all appeals heard by the Commission. | | |
| Appeals Process | The Commission has statutory mandates that govern the timeframes for issuing decisions on residential and commercial appeals. | Key Project |
| 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. | | |
| 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 |
| Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. | | |
| 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 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Target | FY 2025 Target |
|---|----------------|---------------|-------------------------|----------------|----------------|
| Process and render decisions within the statutory deadlines on all appeals heard by the Commission. | | | | | |
| Percent of decisions for commercial appeals issued within 80 calendar days of the hearing | Up is Better | 36.6% | 82.6% | 100% | 100% |
| Percent of decisions completed by February 1 | Up is Better | 44.6% | 70.4% | 100% | 100% |
| Percent of residential decisions issued within 30 days | Up is Better | 14.6% | 13.6% | 100% | 100% |
| 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. | | | | | |
| Percent of Commissioners who completed a minimum of 12 continuing education/training hours | Up is Better | 87.5% | 55.6% | 100% | 100% |
| Number of market research analysis performed on assessment neighborhoods in the fiscal year | Up is Better | 73 | 6 | 6 | 6 |
| Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. | | | | | |
| 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 | 85% | 85% | 85% |
| Create and maintain a highly efficient, transparent, and responsive District government. | | | | | |
| Percent of new hires that are District residents | Up is Better | New in 2023 | 100% | No Target Set | No Target Set |
| Percent of employees that are District residents | Up is Better | New in 2023 | 78.6% | No Target Set | No Target Set |
| Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time. | Up is Better | New in 2023 | No Applicable Incidents | No Target Set | No Target Set |
| Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia | Up is Better | New in 2023 | Not Available | No Target Set | No Target Set |

Key Performance Indicators (*continued*)

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Target | FY 2025 Target |
|--|----------------|-------------|---------------|-------------------|-------------------|
| Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years. | Up is Better | New in 2023 | Not Available | No Target Set | No Target Set |

Workload Measures

| Measure | FY 2022 | FY 2023 |
|---|---------|---------|
| Appeals Process | | |
| Number of Appeals Filed | 7,376 | 5,854 |
| Percent of Appeals sustained | 92.8% | 91% |
| Percent of appeal reduced | 7% | 8.7% |
| Percent of Appeals Increased | 0.2% | 0.1% |
| Percent of appeals withdrawn | 0% | 1.1% |
| Percent of appeals resulting in Stipulation | 11.1% | 2.3% |
| Agreements | | |
| Number of appeals reduced by recommendation | 0 | 0 |