Real Property Tax Appeals Commission FY2024

Agency Real Property Tax Appeals Commission **Agency Acronym** RPTAC **Agency Code** DA0 Agency Glossary

To edit agency and POC information press your agency name (underlined and in blue above).

Agency Performance POCs Debra (OCFO) Tunstall; Gizachew Andargeh; Sophia Murray **Agency Budget POCs** **Fiscal Year** 2024 Add Current Quarter Data

2024 Objectives

Add Strategic Objective

Objective Number	Strategic Objective	# of Measures	# of Operations	Add Key Performance Indicator
1	Process and render decisions within the statutory deadlines on all appeals heard by the Commission.	3	1	Add Key Performance Indicator
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	2	Add Key Performance Indicator
3	Create and maintain a fair and transparent hearing process by providing detailed information on the agency website.	2	1	Add Key Performance Indicator
4	Create and maintain a highly efficient, transparent, and responsive District government.	5	0	Add Key Performance Indicator
TOT		12	4	

2024 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Directionality	Frequency of Reporting	FY 2020 Target	FY2020 Actual	FY2021 Target	FY2021 Actual Report	FY2022 Target	FY2022 Actual Report	FY 2023 Target	FY2023 Actual Report	FY 2024 Target	FY 2024 Quarter 1
1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (3 Measure records)													
Percent of decisions for commercial appeals issued within 80 calendar days of the hearing		Up is Better	Annually	100%	96.1%	100%	72%	100%	36.6%	100%	82.6%	100%	Annual Measure
Percent of decisions completed by February 1		Up is Better	Annually	100%	95.6%	100%	74.4%	100%	44.6%	100%	70.4%	100%	Annual Measure
Percent of residential decisions issued within 30 days		Up is Better	Annually	100%	60.5%	100%	75%	100%	14.6%	100%	13.6%	100%	Annual Measure
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 Measure records)													
Percent of Commissioners who completed a minimum of 12 continuing education/training hours		Up is Better	Annually	100%	78.6%	100%	100%	100%	87.5%	100%	55.6%	100%	Annual Measure
Number of market research analysis performed on assessment neighborhoods in the fiscal year		Up is Better	Annually	6	6	54	54	6	73	6	6	6	Annual Measure
3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (2 Measure records)													
Number of Public Information Sessions on the Tax Appeal Process		Up is Better	Annually	4	1	4	4	4	4	4	4	4	Annual Measure
Percent of customer satisfaction surveys with rating of at least "Agree" regarding the level of fairness of the hearing process		Up is Better	Annually	85%	No Applicable Incidents	85%	Not Available	85%	Not Available	85%	85%	85%	Annual Measure
4 - Create and maintain a highly efficient, transparent, and responsive District government. (5 Measure records)													
Percent of new hires that are District residents		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	100%	No Target Set	Annual Measure
Percent of new hires that are District resident graduates		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	Not Available	No Target Set	Annual Measure
Percent of employees that are District residents		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	78.6%	No Target Set	Annual Measure
Percent of required contractor evaluations submitted to the		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	No Applicable Incidents	No Target Set	Annual Measure

Measure	New Measure/ Benchmark Year	Directionality	Frequency of Reporting	FY 2020 Target	FY2020 Actual	FY2021 Target	FY2021 Actual Report	FY2022 Target	FY2022 Actual Report	FY 2023 Target	FY2023 Actual Report	FY 2024 Target	FY 2024 Quarter 1
Office of Contracting and Procurement on time.													
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.	☐	Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	Not Available	No Target Set	Annual Measure

2024 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	Add Workload Measure	Add Strategic Initiative
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	Add Workload Measure	Add Strategic Initiative
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 Activity records)					
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	Add Workload Measure	Add Strategic Initiative
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	Add Workload Measure	Add Strategic Initiative
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	Add Workload Measure	Add Strategic Initiative

2024 Workload Measures

Measure	New Measure/ Benchmark Year	Frequency of Reporting	FY2021 Actual Report_PAR	FY2022 Actual Report	FY2023 Actual Report	FY 2024 Quarter 1
1 - Appeals Process (7 Measure records)						
Number of Appeals Filed	☐	Annually	7,341	7,376	5,854	Annual Measure
Percent of Appeals sustained	☐	Annually	80%	92.8%	91%	Annual Measure
Percent of appeal reduced	☐	Annually	18.7%	7%	8.7%	Annual Measure
Percent of Appeals Increased	☐	Annually	0.5%	0.2%	0.1%	Annual Measure
Percent of appeals withdrawn	☐	Annually	0.8%	0%	1.1%	Annual Measure
Percent of appeals resulting in Stipulation Agreements	☐	Annually	Not Available	11.1%	2.3%	Annual Measure
Number of appeals reduced by recommendation	☐	Annually	0	0	0	Annual Measure

2024 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date	Add Initiative Update
No Strategic Initiative records found			

2024 Initiative Updates

Strategic Initiative Title	Initiative Status Update	% Complete to date	Confidence in completion by end of fiscal year (9/30)?	Status of Impact	Supporting Data	Reporting Quarter
No Initiative Update records found						

2023 Unfinished Initiatives

Title	Description	% Complete from Prior FY	Status Update	Explanation	Anticipated Completion Date	Add Initiative Update
No Strategic Initiative records found						

2023 Unfinished Initiative Updates

Strategic Initiative Title	Anticipated completion date	New Initiative Created for FY24	No Longer an Initiative	Initiative Status Update	% Complete to date	Confidence in completion by anticipated completion date?	Status of Impact	Explanation of Impact (Limited to 550 Characters)	Supporting Data	Reporting Quarter
No Initiative Update records found										

2024 ARP Key Performance Indicators

Measure	New Measure/ Benchmark Year	ARPA: Required by Treasury	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2020 Target	FY2020	FY2021 Target	FY2021	FY2022 Target	FY2022
No Measure records found													

2024 ARP Workload Measures

Measure	ARPA Project Name	New Measure/ Benchmark Year	ARPA: Required by Treasury	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	FY2021 Actual	FY2022 Actual	FY2023 Actual Report	FY 2024 Quarter 1
No Measure records found										

Update Notes

Add Note

Section	Note for Publication	Publish in
No Note records found		

Administrative Information

Record ID# 1048

Performance Plan ID 1048

Created on Jan. 23, 2023 at 3:14 PM (EST). Last updated by Katz, Lia on Jan. 23, 2023 at 3:18 PM (EST). Owned by Katz, Lia.

Real Property Tax Appeals Commission FY2023

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Agency Performance POCs Debra (OCFO) Tunstall; Gizachew Andargeh; Sophia Murray **Agency Budget POCs** **Fiscal Year** 2023

Select Measures to highlight in PAR

FY2023 Agency Accomplishments

Please add up to 3 agency accomplishments to be shared out in your Agency's Performance Accountability Report. Add Accomplishment

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
RPTAC successfully completed 100% of all second level real property tax appeals hearings by the statutory deadline of February 1.	This allowed District real property owners who petitioned their property assessments to receive decisions more punctually so that they may accurately pay their taxes in full and on time. This also allows the Office of Tax and Revenue to send up-to-date Tax Year 2024 annual assessments to property owners who previously appealed.	Commissioners, Hearing Examiners, and staff can focus on other cases (Homestead and Senior deduction, Classification) that do not have time bound decisions. It also increases agency morale to meet the obligation even with a heavy caseload.

2023 Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations	Add Key Performance Indicator
1	Process and render decisions within the statutory deadlines on all appeals heard by the Commission.	3	1	Add Key Performance Indicator
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	2	Add Key Performance Indicator
3	Create and maintain a fair and transparent hearing process by providing detailed information on the agency website.	2	1	Add Key Performance Indicator
4	Create and maintain a highly efficient, transparent, and responsive District government.	16	0	Add Key Performance Indicator
TOT		23	4	

2023 Key Performance Indicators

Measure	Highlight in PAR	Directionality	Frequency of Reporting	FY2019 Actual	FY2020 Actual	FY2021 Actual Report	FY2022 Actual Report	FY 2023 Target Report	FY 2023 Quarter 1	FY 2023 Quarter 2	FY 2023 Quarter 3	FY 2023 Quarter 4	FY 2023 Report	
1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (3 Measure records)														
Percent of decisions for commercial appeals issued within 80 calendar days of the hearing		Up is Better	Annually	98.7%	96.1%	72%	36.6%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	82.6%	U
Percent of decisions completed by February 1		Up is Better	Annually	100%	95.6%	74.4%	44.6%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	70.4%	U
Percent of residential decisions issued within 30 days		Up is Better	Annually	90.2%	60.5%	75%	14.6%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	13.6%	U
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 trai records)														
Percent of Commissioners who completed a minimum of 12 continuing education/training hours		Up is Better	Annually	100%	78.6%	100%	87.5%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	55.6%	U
Number of market research analysis performed on assessment neighborhoods in the fiscal year		Up is Better	Annually	54	6	54	73	6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6	M
3 - Create and maintain a fair and transparent hearing process by providing detailed information on the agency website. (2 Measure records)														
Number of Public Information Sessions on the Tax Appeal Process		Up is Better	Annually	6	1	4	4	4	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4	M

Measure	Highlight in PAR	Directionality	Frequency of Reporting	FY2019 Actual	FY2020 Actual	FY2021 Actual Report	FY2022 Actual Report	FY 2023 Target Report	FY 2023 Quarter 1	FY 2023 Quarter 2	FY 2023 Quarter 3	FY 2023 Quarter 4	FY 2023 Report	
Percent of customer satisfaction surveys with rating of at least "Agree" regarding the level of fairness of the hearing process		Up is Better	Annually	Needs Update	No Applicable Incidents	Not Available	Not Available	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	85%	M
4 - Create and maintain a highly efficient, transparent, and responsive District government. (5 Measure records)														
Percent of new hires that are District residents		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	N 2
Percent of new hires that are District resident graduates		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Needs Data Update	N 2
Percent of employees that are District residents		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	78.6%	N 2
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.		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Needs Data Update	N 2
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents	N 2

2023 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	Add Workload Measure	Add Strategic Initiative
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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	Add Workload Measure	Add Strategic Initiative

2023 Workload Measures

Measure	New Measure/ Benchmark Year	Highlight in PAR	Frequency of Reporting	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY 2023 Quarter 1	FY 2023 Quarter 2	FY 2023 Quarter 3	FY 2023 Quarter 4	FY 2023 Report
1 - Appeals Process (7 Measure records)											
Number of Appeals Filed			Annually	5,829	7,341	7,376	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5854
Percent of Appeals sustained			Annually	61.5%	80%	92.8%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	91%
Percent of appeal reduced			Annually	17.4%	18.7%	7%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8.7%
Percent of Appeals Increased			Annually	0.3%	0.5%	0.2%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0.1%

Measure	New Measure/ Benchmark Year	Highlight in PAR	Frequency of Reporting	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY 2023 Quarter 1	FY 2023 Quarter 2	FY 2023 Quarter 3	FY 2023 Quarter 4	FY 2023 Report
Percent of appeals withdrawn			Annually	12.1%	0.8%	0%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1.1%
Percent of appeals resulting in Stipulation Agreements			Annually	8.3%	Not Available	11.1%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2.3%
Number of appeals reduced by recommendation			Annually	26	0	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0

2023 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date	Is this Initiative focused on Wards 7 and/or 8?	Does this initiative support the Resilient DC Strategy?	Is this initiative related to an American Rescue Plan Act (ARPA) enhancement?	Is this initiative focused on enhancing racial equity?	Add Initiative Update
No Strategic Initiative records found							

2023 Initiative Updates

Add Current Quarter Initiative Updates

Strategic Initiative Title	Initiative Status Update	% Complete to date	Confidence in completion by end of fiscal year (9/30)?	Status of Impact	Supporting Data	Reporting Quarter
No Initiative Update records found						

2022 Unfinished Initiatives

Title	Description	% Complete from Prior FY	Status Update	Explanation	Anticipated Completion Date	Add Initiative Update
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.	25-49%	Conducted racial equity consultation with MORE	RPTAC has limited statutory scope (i.e. it corrects for OTR errors in assessing real estate) and addressing racial equity would be outside of this scope.	09-30-2022	

2022 Unfinished Initiative Updates

Strategic Initiative Title	Anticipated completion date	New Initiative Created for FY21	No Longer an Initiative	Initiative Status Update	% Complete to date	Confidence in completion by anticipated completion date?	Status of Impact	Explanation of Impact (Limited to 550 Characters)	Supporting Data	Reporting Quarter
Racial Equity Training	09-30-2022		✔	RPTAC's statutory obligation is to determine whether the Office of Tax and Revenue (OTR) erred in its real property assessment. Unfortunately, RPTAC has no authority to consider racial equity as part of this determination.	0-24%	Low	None	None		Q4

2023 ARP Key Performance Indicators

Measure	New Measure/ Benchmark Year	Highlight in PAR	ARPA: Required by Treasury	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY2019 Actual	FY 2020 Target	FY2020 Actual	FY2021 Target	FY2021 Actual
No Measure records found													

2023 ARP Workload Measures

Measure	Highlight in PAR	ARPA Project Name	New Measure/ Benchmark Year	ARPA: Required by Treasury	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY 2023 Quarter 1	FY 2023 Quarter 2	FY 2023 Quarter 3	FY 2023 Quarter 4
No Measure records found														

Update Notes

Add Note

Section	Note for Publication	Publish in
No Note records found		

Administrative Information

Record ID# 998

Performance Plan ID 998