

(DA0) Real Property Tax Appeals Commission FY 2017 Draft Annual Performance Plan*

Real Property Tax Appeals Commission has the following strategic objectives for FY 2017:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its Mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objective Number	Strategic Objective
1	Process and render decisions within the statutory deadlines on all appeals heard by the Commission.
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.
3	Create and maintain a fair and transparent hearing process.
4	Create and maintain a highly efficient, transparent and responsive District government.**

Activities

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the Budget linen items. This is further divided into Daily Services, (ex. sanitation disposal), and long-term Key Projects that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have Daily Services, whereas some agencies that are more capital based will have several Key Projects.

Activity Header	Activity Title	Type of Activity
1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (1 Activity)		
Appeals Process	The Commission has statutory mandates that govern the timeframes for issuing decisions on residential and commercial appeals.	Daily Service
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 and Employee Development	Continuing Professional Education	Daily Service
Commission Operations	Commissioners will perform market research and data gathering on at least 6 Assessment Neighborhoods.	Daily Service
3 - Create and maintain a fair and transparent hearing process. (2 Activities)		
Commission Outreach	The Commission will conduct exit surveys to solicit feedback from the public.	Daily Service
Outreach Education	The Commission will provide information workshops on the appeals process.	Daily Service

Key Performance Indicators***

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome oriented and should be used to answer the question, "What does the agency need to measure to determine success?"

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
1 - Process and render decisions within the statutory deadlines on all appeals heard by the Commission. (3 Measures)						
Percent of residential decisions issued within 30 days		74.7%	84.7%	100%	100%	100%
Percentage of decisions for commercial appeals issued within 80 days of the hearing		95.374%	97.6%	100%	100%	100%
Percentage of decisions completed by February 1		100%	99.1%	100%	100%	100%
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 neighborhoods in the fiscal year.	X	Not available	Not available	Not available	6	6
Percent of Commissioners who completed a minimum of 12 continuing education/training hours.	X	Not available	Not available	Not available	100%	100%
3 - Create and maintain a fair and transparent hearing process. (2 Measures)						
Percentage of customer satisfaction surveys with rating of at least "Agree" regarding the level of fairness of the hearing process.	X	Not available	Not available	Not available	Not available	85%
Number of Public Information Sessions on the Tax Appeal Process	X	Not available	Not available	Not available	Not available	4
4 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)						
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016				

Contracts/Procurement- Contracts lapsed into retroactive status	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget- Local funds unspent	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget- Federal Funds returned	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Customer Service- Meeting Service Level Agreements	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources- Vacancy Rate	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources- Employee District residency	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources- Employee Onboard Time	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Performance Management- Employee Performance Plan Completion	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016

Performance Plan End Notes:

*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

***"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

***Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.