



# Board of Real Property Assessments and Appeals BRPAA (DA)

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## MISSION

The mission of the Board of Real Property Assessments and Appeals (BRPAA) is to conduct fair and impartial real property assessment appeal hearings and to ensure that appellants' real properties are assessed at 100 percent of market value.

## SUMMARY OF SERVICES

The real property assessment appeals process provides a second-level administrative remedy for property owners to adjudicate property assessments prior to formal litigation in D.C. Superior Court.

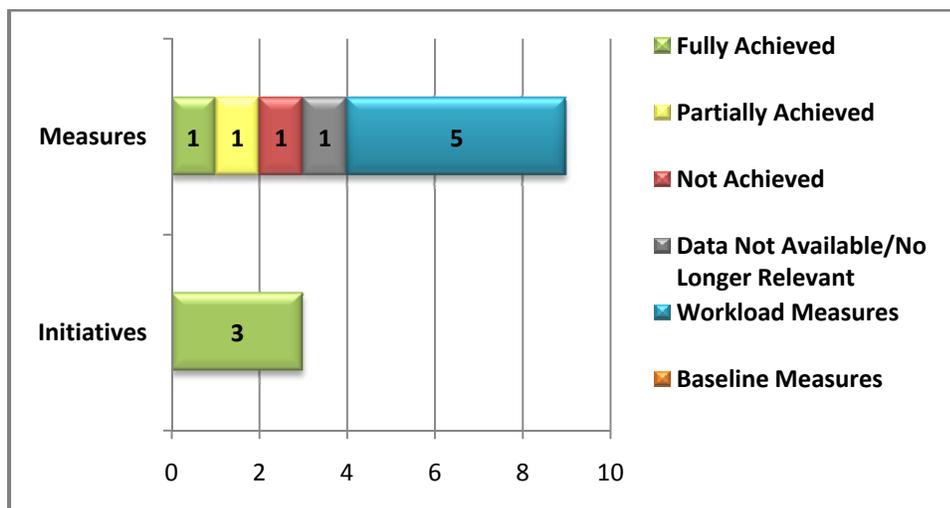
## AGENCY OBJECTIVES

1. Support the efficient operations of government services through on-time and within budget operations of the real property assessment appeal process.
2. Enhance customer satisfaction by responding to assessment appeals and resolving hearings within the statutory timeframes.
3. Foster an environment of support by providing assessment appeal outreach services and education to residents, communities and businesses in the District of Columbia.

## ACCOMPLISHMENTS

- ✓ Reduced the average number of days for the Board to issue a decision to under 40 days
- ✓ Created an online archive for BRPAA decisions for Tax Year 2010
- ✓ Implemented an Advanced Training Curriculum for BRPAA members.

## OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

-  Fully achieved       Partially achieved       Not achieved       Data not reported

### **OBJECTIVE 1: Conduct efficient operations of BRPAA'S appeals process through scheduling, conduct and deliberations of appeals cases.**

- **INITIATIVE 1: Develop an appeals decision checklist.**  
By developing an appeals decision checklist that covers the major appeal issues, the members' deliberations took less time. Overall, inquiries responded to within 24 hours increased from 75% in FY09 to 85% in FY10 and decisions responded to within 48 hours increased from 85% in FY09 to 96.9% in FY10. Therefore, the issuance of a final decision was quicker.

### **OBJECTIVE 2: Improve service delivery through the greater use of technology.**

- **INITIATIVE 2: Create online archive for BRPAA decisions for Tax Year 2010.**  
For the first time in FY2010, The Board uploaded its decisions for Tax Year 2010 onto website. With this change, the public had greater flexibility to review the Board's decisions.

### **OBJECTIVE 3: Ensure that the appellant receives knowledgeable, accurate and complete assessment appeals decisions.**

- **INITIATIVE 3: Implement an Advanced Training Curriculum for BRPAA members.**  
The Board implemented a training program for its members that focused on valuation techniques such as income, market and cost approaches to value. This training ensured that the members were equipped with the best training before rendering a decision.



## Key Performance Indicators – Details

### Performance Assessment Key:

● Fully achieved  
 ● Partially achieved  
 ● Not achieved  
 ● Data not reported  
 ● Workload Measure

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
●	1.1 Number of real property assessments appeals	4480	6000	6178		REAL PROPERTY APPEALS PROCESS
●	1.2 Percentage of Inquiries Responded to within 48 hours	85%	100	96.90%	96.90%	
●	1.3 Percentage of Inquiries Responded to within 24 hours	75%	85	85%	100%	
●	2.1 Number of Visitors to BRPAA website	13	25000	11859	47.44%	REAL PROPERTY APPEALS PROCESS
●	3.1 Percentage of appeals reduced by the Board	0	0	1.68%		REAL PROPERTY APPEALS PROCESS
●	3.2 Percentage of appeals resulted in stipulation	0	0	1.79%		REAL PROPERTY APPEALS PROCESS
●	3.3 Percentage of appeals resulted in recommendation	0	0	1.76%		REAL PROPERTY APPEALS PROCESS
●	3.4 Average number of cases per Board member	0	0	863		REAL PROPERTY APPEALS PROCESS
●	% of appeals sustained	N/A	41			REAL PROPERTY APPEALS PROCESS