



Michele W. Shafe, Clark County Assessor

2012 Executive Summary

MEASURES	DECEMBER		ANNUAL					2011-2012 % Δ
	2011	2012	2008	2009	2010	2011	2012	
Documents								
Deeds Processed / Ownership Changes	13,704	15,063	141,498	159,129	162,218	156,446	166,243	6.3%
Appraisal Activity								
Taxable Real Property Parcels Assessed	728,195	727,942	-	-	-	-	727,942	-
Exempt Parcels Assessed	15,415	15,536	-	-	-	-	15,536	-
Building Permits Received	795	1,546	-	-	-	-	19,930	-
Personal Property Accounts Billed	3,474	6,070	-	-	-	-	9,621	-
Tax Collections								
Current Personal Property Taxes Collected	\$6,300,000	\$26,495,351	-	-	-	-	\$117,973,147	-
Delinquent Year Property Taxes Collected	\$110,401	\$141,369	-	-	-	-	\$330,775	-
County Board of Equalization Appeals								
Residential	497	419	-	-	-	-	5,082	-
Commercial	32	27	-	-	-	-	1,365	-
Land	28	21	-	-	-	-	1,208	-
Other	2	1	-	-	-	-	37	-
Total	559	468	-	-	-	-	7,692	-
State Board of Equalization Appeals								
Total	-	-	-	-	-	-	-	-
Customer Activity								
Office Visits, Main Office	2,288	2,085	-	-	-	-	28,167	-
Office Visits, Satellite Office	1,471	603	-	-	-	-	9,707	-
Total Office Visits	3,759	2,688	-	-	-	-	38,874	-
Customer Service Phone Calls	10,949	7,536	-	-	-	-	106,120	-
Phone Calls Handled in Less Than 1 Min.	10,571	7,241	-	-	-	-	103,337	-
% of Phone Calls Handled in Less Than 1 Min.	96.5%	96.1%	-	-	-	-	97.6%	-
Appraisal Phone Calls	4,592	3,487	-	-	-	-	21,586	-
Phone Calls Handled in Less Than 1 Min.	4,485	3,316	-	-	-	-	20,490	-
% of Phone Calls Handled in Less Than 1 Min.	97.7%	95.1%	-	-	-	-	94.0%	-
Assessor Website Hits / Record Searches	272,297	251,804	-	-	-	-	3,229,634	-

NOTES & HIGHLIGHTS