



**Michele W. Shafe, Clark County Assessor**  
2013 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2013	Projected Year End	2012
<b>Documents</b>															
Deeds Processed / Ownership Changes	14,607	13,821	15,509	15,985	21,210	20,032	20,617	18,703	17,203	18,514			176,201	211,441	166,243
<b>Appraisal Activity</b>															
Taxable Real Property Parcels Assessed	0	0	0	0	0	0	0	0	0	0			0	0	-
Exempt Parcels Assessed	0	0	0	0	0	0	0	0	0	0			0	0	-
Building Permits Received	367	1,652	1,362	689	1,492	2,022	1,889	1,510	1,479	2,179			14,641	17,569	19,930
Personal Property Accounts Billed	4,006	1,590	6,005	3,656	20	0	0	344	346	0			15,967	19,160	-
<b>Tax Collections</b>															
Current Personal Property Taxes Collected	\$8,881,998	\$80,506,651	\$86,930,260	\$5,050,951	\$7,710,867	\$806,396	\$470,388	\$2,698,277	\$3,196,876	\$21,869,637			\$218,122,301	\$261,746,761	\$117,973,147
Delinquent Year Property Taxes Collected	\$409,349	\$1,976,172	\$157,239	\$283,005	\$189,226	\$123,154	\$1,530,650	\$169,605	\$111,303	\$131,579			\$5,081,282	\$6,097,538	-
<b>County Board of Equalization Appeals</b>															
Residential	3,046	0	0	0	0	0	0	0	0	0			3,046	3,046	-
Commercial	1,886	0	0	0	0	0	0	0	0	0			1,886	1,886	-
Land	1,110	0	0	0	0	0	0	0	0	0			1,110	1,110	-
Other	22	0	0	0	0	0	0	0	0	0			22	22	-
Total	6,064	0	0	0	0	0	0	0	0	0			6,064	6,064	-
<b>State Board of Equalization Appeals</b>	0	0	0	240	0	0	0	0	0	0			240	288	-
<b>Customer Activity</b>															
Office Visits, Main Office	3,172	1,841	2,121	2,339	2,115	2,198	2,963	3,071	2,173	2,486			24,479	29,375	28,167
Office Visits, Satellite Office	761	847	1,005	639	374	723	723	1,648	1,158	1,669			9,547	11,456	9,707
Total Office Visits	3,933	2,688	3,126	2,978	2,489	2,921	3,686	4,719	3,331	4,155			34,026	40,831	37,874
Customer Service Phone Calls	9,030	7,333	7,536	8,292	9,113	7,918	11,353	9,344	6,976	7,427			84,322	101,186	106,120
Phone Calls Handled in Less Than 1 Min.	8,746	7,201	7,431	8,154	8,914	1,818	10,929	8,984	6,891	7,243			76,311	91,573	103,337
% of Phone Calls Handled in Less Than 1 Min.	96.9%	98.2%	98.6%	98.3%	97.8%	23.0%	96.3%	96.1%	98.8%	97.5%			90.5%	90.5%	97.4%
Appraisal Phone Calls	3,851	1,604	1,142	1,003	792	902	3,544	1,477	792	1,038			16,145	19,374	21,586
Phone Calls Handled in Less Than 1 Min.	3,671	1,488	1,042	914	734	829	3,409	1,398	756	970			15,211	18,253	20,490
% of Phone Calls Handled in Less Than 1 Min.	95.3%	92.8%	91.2%	91.1%	92.7%	91.9%	96.2%	94.7%	95.5%	93.4%			94.2%	94.2%	94.9%
Assessor Website Hits / Record Searches	190,723	171,144	183,565	306,246	294,899	279,943	299,685	292,683	262,755	267,579			2,549,222	3,059,066	3,229,634

**Notes & Highlights**