



Michele W. Shafe, Clark County Assessor
2013 Executive Summary

| | Month | | Annual | | | | | |
|--|-------------|-------------|---------|---------|---------|---------------|----------------|---------------|
| | Jan 2012 | Jan 2013 | 2009 | 2010 | 2011 | 2012 | Projected 2013 | 2012-2013 % Δ |
| Documents | | | | | | | | |
| Deeds Processed / Ownership Changes | 12,527 | 14,607 | 159,129 | 162,218 | 156,446 | 166,243 | 175,284 | 5.4% |
| Appraisal Activity | | | | | | | | |
| Taxable Real Property Parcels Assessed | - | - | - | - | - | - | - | - |
| Exempt Parcels Assessed | - | - | - | - | - | - | - | - |
| Building Permits Received | 677 | 367 | - | - | - | 19,930 | 4,404 | -77.9% |
| Personal Property Accounts Billed | - | 4,006 | - | - | - | - | 48,072 | - |
| Tax Collections | | | | | | | | |
| Current Personal Property Taxes Collected | \$5,700,000 | \$8,881,998 | - | - | - | \$117,973,147 | \$106,583,976 | -9.7% |
| Delinquent Year Property Taxes Collected | \$134,751 | \$409,349 | - | - | - | - | \$4,912,188 | - |
| County Board of Equalization Appeals | | | | | | | | |
| Residential | 4,663 | 3,046 | - | - | - | - | 36,552 | - |
| Commercial | 1,338 | 1,886 | - | - | - | - | 22,632 | - |
| Land | 1,187 | 1,110 | - | - | - | - | 13,320 | - |
| Other | 36 | 22 | - | - | - | - | 264 | - |
| Total | 7,224 | 6,064 | - | - | - | - | 72,768 | - |
| State Board of Equalization Appeals | - | - | - | - | - | - | - | - |
| Customer Activity | | | | | | | | |
| Office Visits, Main Office | 3,470 | 3,172 | - | - | - | 28,167 | 38,064 | 35.1% |
| Office Visits, Satellite Office | 1,433 | 761 | - | - | - | 9,707 | 9,132 | -5.9% |
| Total Office Visits | 4,903 | 3,933 | - | - | - | 37,874 | 47,196 | 24.6% |
| Customer Service Phone Calls | 9,535 | 9,030 | - | - | - | 106,120 | 108,360 | 2.1% |
| Phone Calls Handled in Less Than 1 Min. | 9,205 | 8,746 | - | - | - | 103,337 | 104,952 | 1.6% |
| % of Phone Calls Handled in Less Than 1 Min. | 96.5% | 96.9% | - | - | - | 97.4% | 96.9% | 0.0% |
| Appraisal Phone Calls | 4,547 | 3,851 | - | - | - | 21,586 | 46,212 | 114.1% |
| Phone Calls Handled in Less Than 1 Min. | 4,354 | 3,671 | - | - | - | 20,490 | 44,052 | 115.0% |
| % of Phone Calls Handled in Less Than 1 Min. | 95.8% | 95.3% | - | - | - | 94.9% | 95.3% | 0.0% |
| Assessor Website Hits / Record Searches | 295,723 | 190,723 | - | - | - | 3,229,634 | 2,288,676 | -29.1% |

Notes & Highlights