



Michele W. Shafe, Clark County Assessor
2013 Executive Summary

| | Month | | Annual | | | | | |
|--|-------------|-----------|---------|---------|---------|---------------|----------------|---------------|
| | June 2012 | June 2013 | 2009 | 2010 | 2011 | 2012 | Projected 2013 | 2012-2013 % Δ |
| Documents | | | | | | | | |
| Deeds Processed / Ownership Changes | 16,623 | 20,032 | 159,129 | 162,218 | 156,446 | 166,243 | 202,328 | 21.7% |
| Appraisal Activity | | | | | | | | |
| Taxable Real Property Parcels Assessed | 0 | 0 | - | - | - | - | 0 | - |
| Exempt Parcels Assessed | 0 | 0 | - | - | - | - | 0 | - |
| Building Permits Received | 2,033 | 2,022 | - | - | - | 19,930 | 15,168 | -23.9% |
| Personal Property Accounts Billed | 0 | 0 | - | - | - | - | 30,554 | - |
| Tax Collections | | | | | | | | |
| Current Personal Property Taxes Collected | \$3,400,000 | \$806,396 | - | - | - | \$117,973,147 | \$379,774,246 | 221.9% |
| Delinquent Year Property Taxes Collected | \$180,007 | \$123,154 | - | - | - | - | \$6,276,290 | - |
| County Board of Equalization Appeals | | | | | | | | |
| Residential | 0 | 0 | - | - | - | - | 3,046 | - |
| Commercial | 0 | 0 | - | - | - | - | 1,886 | - |
| Land | 0 | 0 | - | - | - | - | 1,110 | - |
| Other | 0 | 0 | - | - | - | - | 22 | - |
| Total | 0 | 0 | - | - | - | - | 6,064 | - |
| State Board of Equalization Appeals | 0 | 0 | - | - | - | - | 480 | - |
| Customer Activity | | | | | | | | |
| Office Visits, Main Office | 1,973 | 2,198 | - | - | - | 28,167 | 27,572 | -2.1% |
| Office Visits, Satellite Office | 671 | 723 | - | - | - | 9,707 | 8,698 | -10.4% |
| Total Office Visits | 2,644 | 2,921 | - | - | - | 37,874 | 36,270 | -4.2% |
| Customer Service Phone Calls | 8,608 | 7,918 | - | - | - | 106,120 | 98,444 | -7.2% |
| Phone Calls Handled in Less Than 1 Min. | 8,385 | 1,818 | - | - | - | 103,337 | 84,528 | -18.2% |
| % of Phone Calls Handled in Less Than 1 Min. | 97.4% | 23.0% | - | - | - | 97.4% | 85.9% | 0.0% |
| Appraisal Phone Calls | 813 | 902 | - | - | - | 21,586 | 18,588 | -13.9% |
| Phone Calls Handled in Less Than 1 Min. | 754 | 829 | - | - | - | 20,490 | 17,356 | -15.3% |
| % of Phone Calls Handled in Less Than 1 Min. | 92.7% | 91.9% | - | - | - | 94.9% | 93.4% | 0.0% |
| Assessor Website Hits / Record Searches | 274,290 | 279,943 | - | - | - | 3,229,634 | 2,853,040 | -11.7% |

Notes & Highlights