



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

	Month		Annual					
	October 2012	October 2013	2009	2010	2011	2012	Projected 2013	2012-2013 % Δ
<b>Documents</b>								
Deeds Processed / Ownership Changes	14,470	18,514	159,129	162,218	156,446	166,243	211,441	27.2%
<b>Appraisal Activity</b>								
Taxable Real Property Parcels Assessed	0	0	-	-	-	-	0	-
Exempt Parcels Assessed	0	0	-	-	-	-	0	-
Building Permits Received	1,502	2,179	-	-	-	19,930	17,569	-11.8%
Personal Property Accounts Billed	0	0	-	-	-	-	19,160	-
<b>Tax Collections</b>								
Current Personal Property Taxes Collected	\$13,606,183	\$21,869,637	-	-	-	\$117,973,147	\$261,746,761	121.9%
Delinquent Year Property Taxes Collected	\$161,784	\$131,579	-	-	-	-	\$6,097,538	-
<b>County Board of Equalization Appeals</b>								
Residential	0	0	-	-	-	-	3,046	-
Commercial	0	0	-	-	-	-	1,886	-
Land	0	0	-	-	-	-	1,110	-
Other	0	0	-	-	-	-	22	-
Total	0	0	-	-	-	-	6,064	-
<b>State Board of Equalization Appeals</b>	0	0	-	-	-	-	288	-
<b>Customer Activity</b>								
Office Visits, Main Office	2,690	2,486	-	-	-	28,167	29,375	4.3%
Office Visits, Satellite Office	864	1,669	-	-	-	9,707	11,456	18.0%
Total Office Visits	3,554	4,115	-	-	-	37,874	40,831	7.8%
Customer Service Phone Calls	10,013	7,427	-	-	-	106,120	101,186	-4.6%
Phone Calls Handled in Less Than 1 Min.	9,775	7,243	-	-	-	103,337	91,573	-11.4%
% of Phone Calls Handled in Less Than 1 Min.	97.6%	97.5%	-	-	-	97.4%	90.5%	0.0%
Appraisal Phone Calls	844	1,038	-	-	-	21,586	19,374	-10.2%
Phone Calls Handled in Less Than 1 Min.	798	970	-	-	-	20,490	18,253	-10.9%
% of Phone Calls Handled in Less Than 1 Min.	94.5%	93.4%	-	-	-	94.9%	94.2%	0.0%
Assessor Website Hits / Record Searches	287,184	267,579	-	-	-	3,229,634	3,059,066	-5.3%

**Notes & Highlights**