



## Briana Johnson, Clark County Assessor

### 2024 Executive Summary

|  | Month       |              | Annual        |               |               |               |                 |               |
|--|-------------|--------------|---------------|---------------|---------------|---------------|-----------------|---------------|
|  | May 2023    | May 2024     | 2020          | 2021          | 2022          | 2023          | Projected 2024* | 2023-2024 % Δ |
| <b>Documents</b>                             |             |              |               |               |               |               |                 |               |
| Deeds Processed / Ownership Changes          | 19,714      | 19,108       | 194,706       | 240,787       | 215,918       | 206,982       | 210,000         | -12.8%        |
| <b>Appraisal Activity</b>                    |             |              |               |               |               |               |                 |               |
| Taxable Real Property Parcels Assessed       | 0           | 0            | 795,861       | 812,896       | 827,777       | 841,322       | 850,000         | 4.6%          |
| Exempt Parcels Assessed                      | 0           | 0            | 14,485        | 14,435        | 13,335        | 14,560        | 14,600          | 1.1%          |
| Building Permits Received                    | 1,658       | 3,290        | 24,017        | 31,117        | 24,850        | 25,762        | 26,000          | -16.4%        |
| Personal Property Accounts Billed            | 0           | 0            | 80,580        | 63,782        | 81,185        | 69,959        | 70,000          | 9.7%          |
| <b>Tax Collections</b>                       |             |              |               |               |               |               |                 |               |
| Current Personal Property Taxes Collected    | \$4,066,687 | \$11,968,511 | \$167,144,626 | \$154,773,625 | \$162,764,840 | \$173,620,161 | \$175,000,000   | 13.1%         |
| Delinquent Year Property Taxes Collected     | \$110,096   | \$411,731    | \$3,094,291   | \$2,837,320   | \$3,320,231   | \$5,641,381   | \$5,000,000     | 76.2%         |
| <b>County Board of Equalization Appeals</b>  |             |              |               |               |               |               |                 |               |
| Residential                                  | 0           | 0            | 397           | 235           | 108           | 221           | 541             | 130.2%        |
| Commercial                                   | 0           | 0            | 231           | 446           | 283           | 381           | 358             | -19.7%        |
| Land   | 0           | 0            | 275           | 195           | 197           | 14            | 7               | -96.4%        |
| Other  | 0           | 0            | 27            | 35            | 47            | 211           | 134             | 282.9%        |
| Total  | 0           | 0            | 930           | 911           | 635           | 827           | 1,040           | 14.2%         |
| <b>State Board of Equalization Appeals</b>   | 46          | 71           | 31            | 55            | 13            | 56            | 50              | -9.1%         |
| <b>Customer Activity</b>                     |             |              |               |               |               |               |                 |               |
| Office Visits, Main Office                   | 1,702       | 1,693        | 18,262        | 19,157        | 31,070        | 21,530        | 22,000          | 14.8%         |
| Office Visits, Satellite Office              | 982         | 1,082        | 3,609         | 5,169         | 15,774        | 12,419        | 13,000          | 151.5%        |
| Total Office Visits                          | 2,684       | 2,775        | 21,871        | 24,326        | 46,844        | 34,826        | 35,000          | 43.9%         |
| Customer Service Phone Calls                 | 7,455       | 6,120        | 121,268       | 103,227       | 124,215       | 97,111        | 98,000          | -5.1%         |
| Phone Calls Handled in Less Than 1 Min.      | 6,345       | 5,505        | 96,432        | 84,688        | 83,819        | 74,149        | 94,000          | 11.0%         |
| % of Phone Calls Handled in Less Than 1 Min. | 85.1%       | 90.0%        | 79.5%         | 82.0%         | 67.5%         | 76.4%         | 95.9%           | 16.9%         |
| Appraisal Phone Calls                        | 749         | 693          | 17,558        | 14,690        | 18,530        | 16,719        | 17,000          | 15.7%         |
| Phone Calls Handled in Less Than 1 Min.      | 713         | 659          | 16,644        | 13,846        | 17,487        | 16,052        | 16,300          | 17.7%         |
| % of Phone Calls Handled in Less Than 1 Min. | 95.2%       | 95.1%        | 94.8%         | 94.3%         | 94.4%         | 96.0%         | 95.9%           | 1.7%          |
| Assessor Website Hits / Record Searches      | 209,442     | 210,643      | 3,172,012     | 2,745,653     | 2,865,086     | 2,418,595     | 2,500,000       | -8.9%         |
| Customer Emails *1                           | 2,329       | 2,502        | 15,599        | 29,947        | 163,118       | 34,867        | 35,000          | 16.9%         |

#### Notes & Highlights

\* Projected 2024 Year End numbers, for the most part, are estimates based on 2023 numbers. The number of parcels for the Taxable Real Property Parcels Assessed is based on current parcel count and anticipated additions prior to the end of the year. The County Board of Equalization are based on the actuals from January.

\*1 Customer Emails added in June 2020 to more accurately track customer activity in addition to office visits and phone calls.