

# CLARK COUNTY TREASURER

## Fiscal Year 2017 Report to Our Citizens

JUNE 2018

### Who We Are & What We Do

Last year, Clark County was one of the fastest growing counties in Washington. With a population of 471,000 it ranks as the fifth largest county in the state. With growth comes an increased demand for services. Your Clark County Treasurer is ready to meet the challenges ahead and provide services that meet your needs.

The Treasurer's Office is established by the state constitution. We are led by an elected treasurer who serves a four year term. We have three divisions: Treasurer's Administration, Tax Services and Financial Services and have 24.25 full-time employees.

The primary role of our office is to bill and collect property related taxes and serve as the custodian of all funds for the county and its governmental subdivisions. In short, we are the "Bank of the County."

Together with our elected partners we operate the county's Joint Lobby. The Joint Lobby provides a one-stop customer service experience for the offices of the Clark County Assessor, Auditor and Treasurer. Annually we serve over 35,000 customers in-person, 18,000 by phone and 180,000 transactions through email.

**Our vision is to provide the best customer experience and be the leading expert in treasury management.**

*We look forward to serving you!*



*Clark County Treasurer's Office—  
locally trusted source for collecting and  
protecting taxpayers' money.*

### ON BEHALF OF OUR TAXING DISTRICTS WE



**COLLECT**  
\$792 million in  
taxes and assets



**BANK**  
and process  
approximately  
\$7 billion in  
transactions



**INVEST**  
a portfolio with  
a book value of  
\$767 million



**MANAGE DEBT**  
totaling \$769  
million on behalf  
of districts

### WHAT'S INSIDE

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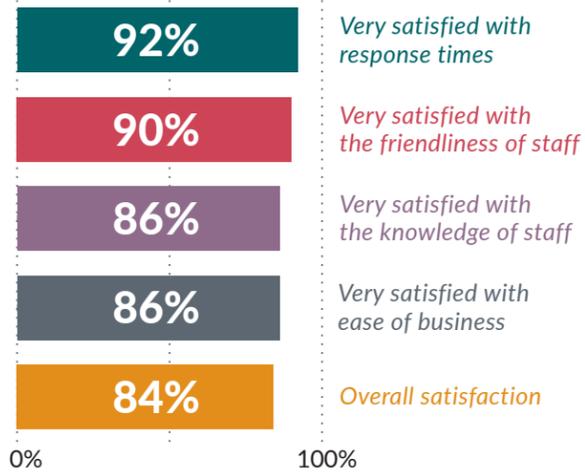
## How Are We Doing?

A performance report on key objectives and services

### Performance Highlights 2016 2017

Average lobby wait times	5:26	3:50
Collection rate	98.7%	98.81%
Average phone call times	3:04	3:54

### Customer Survey Feedback



Doug Lasher



## Customer Survey

We're Listening

### Senior Exemption Program

One of the goals of the Treasurer's Office is to provide the best customer experience possible and continuously engage and inform taxpayers. When we asked you what tax related topics you are interested in learning about, you told us the senior exemption program. We listened! We are including an informative insert in our fall 2018 tax statement mailing. Our staff are trained to help with initial applications and to answer your questions.

#### About the program

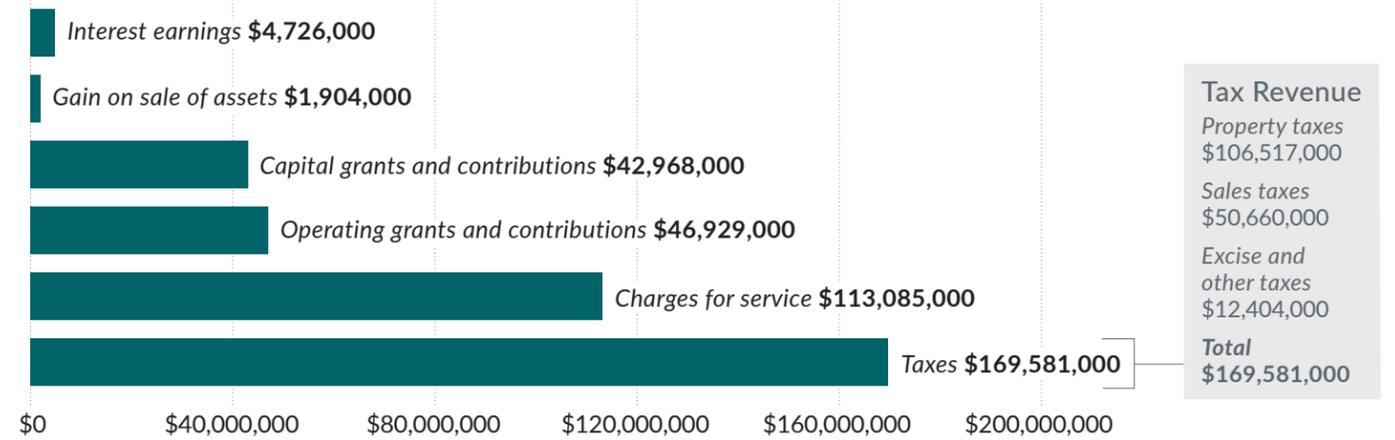
If you are age 61 or older and your household income is below \$40,000 you may qualify for a reduction in your property taxes.

Under the exemption program, your residence's assessed value is frozen and you will be exempt from excess and special levies resulting in a reduction in your property taxes. The reduction in property taxes from participating in this program does not place a lien against the property.

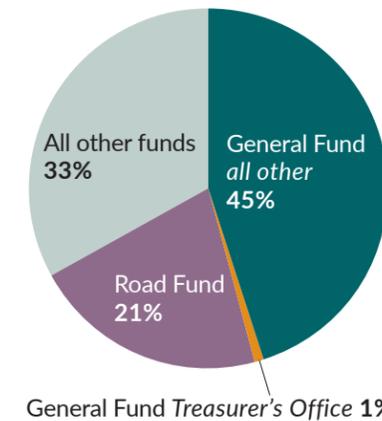
Learn more by visiting: [www.clark.wa.gov/assessor](http://www.clark.wa.gov/assessor)

## Fiscal Year 2017 Clark County

### Revenues



### Expenses



Learn more about Clark County's budget at [www.clark.wa.gov/budget/2017-2018-budget](http://www.clark.wa.gov/budget/2017-2018-budget)

### Clark County's largest industries by average number of employees

Clark County's economy is driven by diverse industries. Here's a look at the five largest by average number of employees.

- 1 WHOLESALE/RETAIL TRADE**  
Total employees: 24,187  
Number of employers: 1,979
- 2 GOVERNMENT**  
Total employees: 23,316  
Number of employers: 107
- 3 HEALTHCARE & SOCIAL ASSISTANCE**  
Total employees: 22,760  
Number of employers: 3,906
- 4 MANUFACTURING**  
Total employees: 13,215  
Number of employers: 470
- 5 ACCOMMODATION & FOOD SERVICES**  
Total employees: 12,428  
Number of employers: 641

## Year in Review from your Clark County Treasurer

From past to present, trust remains the focus

My career in treasury management began more than 30 years ago and I have witnessed many changes throughout my time. There have been changes in technology, our service delivery model and personnel. Only a decade ago customers would form long lines waiting to pay their taxes. Now we have less than four minute wait times for in-person assistance and even shorter transaction times for business

conducted online or through the mail. Despite all the planning and innovations, one core element has always remained constant—trust. It's true; the trust provided to me to manage the public's money wisely has played the most important role in my job since my first year in office. Having the trust of our customers and partners has allowed

us to successfully modernize our operations, and that is why it will remain a central focus moving forward. I'm honored to bring you this citizen report on fiscal year 2017 and share our performance and finances with you. I encourage you to contact my office anytime with questions.



Beth Conyers

## What's Next?

### State Schools Levy change in 2019

In response to the Washington State Supreme Court's mandate to fully fund K-12 education, the State Legislature passed House Bill 2242 adding a second state school levy in 2017. In Clark County, the majority of property tax payers saw a new \$1.02 per \$1,000 of assessed value increase on their property tax statement, called "State Schools 2."

In 2018, the State Legislature passed SB 6614 to provide some property tax relief by reducing state property taxes paid in 2019. This relief will be through a one-time property tax cut of .30 cents per \$1,000 assessed value.

### The Affordable Housing Challenge

According to the 2017 Clark County Community Needs Assessment, affordable housing and assistance are crucial needs of our citizens. Following the recession there is a significant demand for rental units and single family homes. With low vacancy rates both rents and home prices are rapidly increasing. Almost half of all renters spend more than 30 percent of their income on housing.

On Nov. 8, 2016, the voters of the city of Vancouver approved Proposition 1, establishing an Affordable Housing Fund for very low income families and seniors within the city of Vancouver who earn 50 percent or less of the area median income. This voter approved levy is capped at \$6 million per year through 2023. In 2017, the levy rate was .32 cents per \$1,000 of assessed value.

To learn more about the Affordable Housing Fund visit [www.cityofvancouver.us/ced/page/affordable-housing](http://www.cityofvancouver.us/ced/page/affordable-housing).



### Stay Connected!

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@ClarkWaTreasury



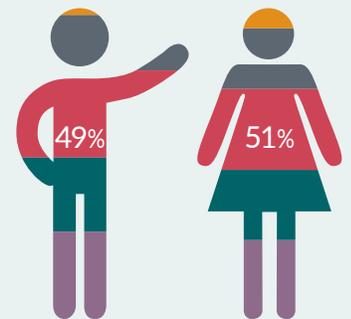
@ClarkWaTreasury

## CLARK COUNTY FACTS

### Demographics

AGE

80+ 60-79 40-59 20-39 0-10



### Home ownership rate



### Unemployment rate



### Per capita income

**\$45,078**



This report is intended to provide meaningful and understandable information about the financial condition and performance of the government to its citizens. It was developed under Advanced Government Accountability, AGA, guidelines. For more information, visit AGA on the web at [www.agacfm.org](http://www.agacfm.org).