



Clark County Treasurer's Office

quarterly update

Fourth Quarter 2021 | From the desk of Alishia Topper

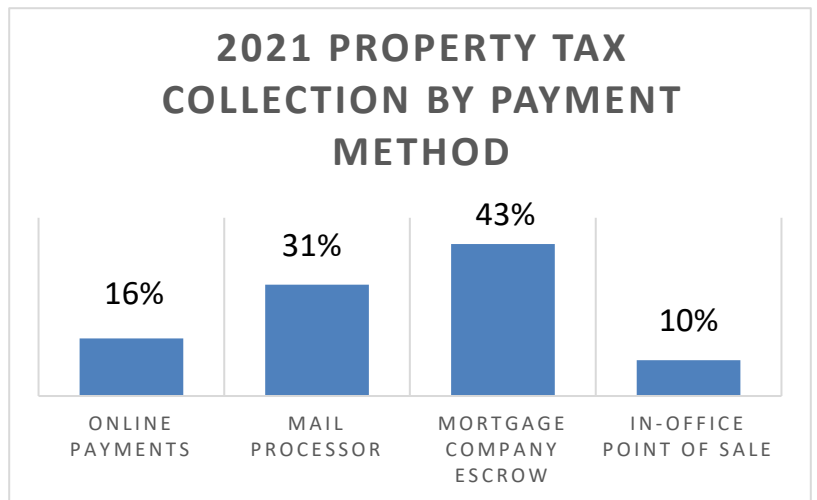
The Clark County Treasurer's Office is an independent financial arm of county government. It is my honor to share a few highlights from Q4 2021.

2021 Reflections

Since I took office in 2019, the Treasurer's Office has experienced transformational change. In 2021 we endured physical workplace changes due to the ongoing pandemic, positive system changes for efficiency, and a successful change to a new bank – a challenging project that took over a year to complete. I am happy to report that we are wrapping up fourth quarter on strong footing - completing all our top priority projects, on-time and on-budget.

Second Half Property Tax Season Recap

To end the year, we collected 99.14% of taxes billed (approximately \$796 million). Q4 was busy, our Tax Services team collected about **136,000 payments** and answered approximately **4,371 phone calls** from taxpayers. After second half statements mailed, we collected: \$54 million through online payments, \$97 million through our mail processor and \$171 million from mortgage companies. Remaining payments were made at the Public Service Center



parking kiosk drive-through window or drop-box and were processed at our office. The efforts of the team were reflected in our customer survey; 97.56% responded that the representative that helped them was knowledgeable. Here is some additional feedback received from our customers: **"Thank you for making things simple."** **"Great experience...very helpful staff!"** **"Our appointment representative was great!"**

Bulk Payment Processing

Our office receives high volumes of check payments during the months of April, May, October and November. We strive to process these payments within 24 hours of receipt. To support this target, we have added automated bulk payment processing to our point-of-sale system.

We are now able to process 100's of check payments in a matter of minutes. This helps us achieve our goal of continuous improvement, by decreasing processing time. We continue to meet our growing responsibilities and requirements, allowing us time to improve processes that directly impact our property owners and taxpayers.

Banking Transition Complete

The transition to J.P. Morgan is complete. The project was implemented on-time, on budget, and to the satisfaction of our customers. We also achieved our project goals of reducing the number of bank accounts by over half (51 to 25), streamlining banking processes and strengthening fraud controls.

Looking Forward to 2022

As we look to 2022, we will continue to strive towards our office goals of superior service, inclusion and teamwork, continuous process improvement, and reliability, accuracy and accountability. We will also be focusing on implementing new legislative requirements, fine tuning internal processes, and growing as a team. Wishing you all a prosperous and healthy New Year!

Questions about the Treasurer's Office? Contact me:
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