

LOOKING AHEAD

WHAT'S NEXT?

As we look ahead, the Clark County Treasurer's Office remains committed to continuous improvement, superior service, team work and inclusion, and reliable, accurate work accountable to our community. Several key projects are on the horizon in alignment with our goals.

ENHANCING CUSTOMER SERVICE & SECURITY

By 2026, we plan to remodel our Joint Lobby to create a more welcoming and secure space for residents. This project will improve the in-person customer experience and modernize our front-line services, ensuring that every taxpayer interaction is both efficient and safe.

UPDATING TECHNOLOGY FOR EFFICIENCY

We are working to replace aging technology and transition away from outdated Access databases by the end of 2025. We are also integrating our credit card vendor with our point-of-sale system to enable real-time availability of property tax payment information. These improvements will streamline processes, increase accuracy, reduce payment errors, and enhance customer service while supporting the growing demands of managing public funds.

INVESTING IN OUR TEAM

Our people are the heart of our success. By 2025, we will develop and implement standardized onboarding, recognition, and targeted fraud prevention training programs. These efforts will ensure every team member is supported from day one and prepared to serve Clark County citizens with knowledge, integrity, and understanding.

OUR COMMITMENT TO YOU

As we move into 2025 and beyond, our mission remains the same: to deliver the best customer experience and to safeguard public funds. We will continue adapting and improving to meet the needs of our growing community, while staying true to our core values.

Together, we are building a future that benefits all of Clark County. Thank you for your continued trust and support.



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This report is intended to provide meaningful and understandable information about the financial condition and performance of the government to its citizens. For more information, visit AGA on the web at www.agacgfm.org.



Fiscal Year 2024 Report to Our Citizens | January 1 - December 31
CLARK COUNTY TREASURER

Message from the Treasurer:

Who We Are

2024 was a year of record-breaking Treasurer's Office achievements.

Our Finance Team managed \$1.3 billion in debt, reconciled over \$8.5 billion in banking transactions, and oversaw a \$1.1 billion investment portfolio which earned a record \$41 million in interest.

Our Tax Services Team supported nearly 200,000 taxpayers, processed over 14,000 real estate excise tax (REET) affidavits, and answered over 13,700 calls, all while achieving a 98.4% customer satisfaction rating.

We also implemented tax increment financing (TIF) legislation, helped secure \$30 million in General Fund savings through a capital financing, and earned State Auditor recognition for flawless operations during a cybersecurity outage.

Guided by our core goals—reliability, accuracy and accountability; continuous improvement; superior service; and inclusion and teamwork—we remain committed to delivering the best customer experience and safeguarding public funds.

Thank you for trusting us to serve you.

Your Clark County Treasurer, Alishia Topper



Alishia Topper
Treasurer

WHAT WE DO:



COLLECT \$1.04 billion in property related taxes



BANK & PROCESS approximately \$8.5 billion in transactions



INVEST a portfolio with a book value of \$1.1 billion



MANAGE DEBT totaling \$1.3 billion on behalf of districts

CLARK COUNTY AT A GLANCE:



TOTAL POPULATION
503,311



EMPLOYMENT RATE
62.5%



MEDIAN HOUSEHOLD INCOME
\$97,678



MEDIAN AGE
39.2



TOTAL HOUSING UNITS
195,036

*Data sources: U.S. Census Bureau QuickFacts: Clark County, Washington RMLS, www.esd.wa.gov/labormarketinfo

HOW ARE WE DOING?

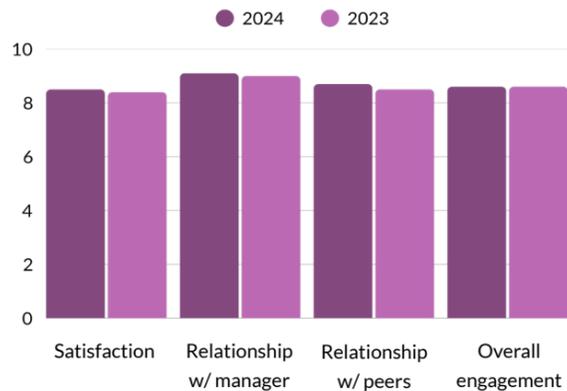
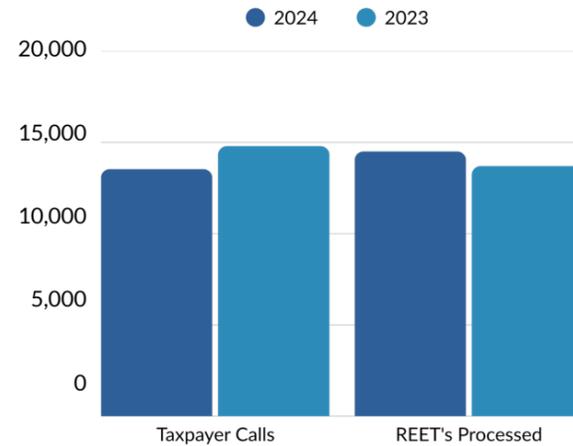
At the Clark County Treasurer's Office, our work is guided by four core goals: superior service, inclusion and teamwork, reliability, accuracy, and accountability, and continuous improvement. These goals drive interactions with taxpayers, financial decisions, and every behind-the-scenes process. Here's how we delivered on three of these goals in 2024:

GOAL: SUPERIOR SERVICE

Exceptional service is at the core of everything we do. Whether answering questions, processing payments, or facilitating property transfers, we strive to deliver a helpful, timely, and positive experience for every taxpayer and district customer.

Key Highlights:

- 98.4% customer satisfaction: Based on over 350 surveys from Joint Lobby visitors.
- 13,700+ calls answered: Providing residents with prompt assistance.
- 14,000 REET transactions: Supporting property sales and transfers.
- \$8.5 Billion in Transactions: With 100% on-time reporting to partner districts.



GOAL: INCLUSION & TEAMWORK

Our success is built on the dedication and collaboration of our team. In 2024, we invested in our workplace culture to ensure every employee felt valued and supported.

Key Highlights:

- Fully staffed: For the first time in over a decade, our team was fully staffed all year, ensuring consistent service.
- Employee development: Team members completed Clifton Strengths assessments and coaching promoting teamwork and stronger interpersonal relationships.
- Recognition & celebrations: We honored our team with events like Customer Service Appreciation Week, internal awards and tenure milestones.

GOAL: RELIABILITY, ACCURACY, & ACCOUNTABILITY

Key Highlights:

- Flawless audit: Zero findings and State Auditor recognition for manual receipting during a cybersecurity outage.
- Financial stewardship: Managed \$1.3 billion in debt, \$1.1 billion investment portfolio, and record \$41 million in interest earnings.
- Tax accuracy: 99% accuracy rate across payment processing and tax receipting.

	2024	2023	Goal
Preserved County's Superior Credit Rating	Aa1	Aa1	Aa1
Maintained High Payment Accuracy	99.26%	98.63%	99.0%
Clean State Audit Report	No findings	No findings	No findings

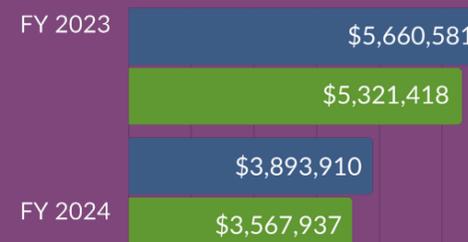
FINANCIALS

TREASURER'S OFFICE FINANCIALS

Revenue	FY 2024 Budget	FY 2024 Actuals	Variance to Budget Positive/(Negative)	FY 2023 Budget	FY 2023 Actuals	Variance to Budget Positive/(Negative)
General Fund	\$ 2,950,434	\$ 4,720,561	\$ 1,770,127	\$ 3,672,934	\$ 4,040,752	\$ 367,818
REET Technology Fee	50,000	58,746	8,476	74,000	71,444	(2,556)
Delinquent Collection Fees	80,000	88,546	8,546	80,000	90,386	10,386
Total Revenue	\$ 3,080,434	\$ 4,867,853	\$ 1,787,419	\$ 3,826,934*	\$ 4,202,582*	\$ 375,648
Expense	FY 2024 Budget	FY2024 Actuals	Variance to Budget Positive/(Negative)	FY2023 Budget	FY2023 Actuals	Variance to Budget Positive/(Negative)
Salary & Benefits	\$ 2,908,376	\$ 2,872,790	\$ 35,586	\$ 2,630,756	\$ 2,634,446	\$ (3,690)
Technology	126,690	126,690	0	118,009	118,009	0
Supplies	39,657	12,959	26,698	29,657	30,964	(1,307)
Services	716,403	509,375	207,028	2,687,952	2,423,709	264,243
Professional Development	27,504	20,931	6,573	27,504	14,449	13,055
Total Expense	\$ 3,818,630	\$ 3,542,745	\$ 275,885	\$ 5,493,878	\$ 5,221,577	\$ 272,301

*The 2023 Treasurer's Office budget and expenses were higher because they included \$2.0 million of one-time funding to support the Clark County Council approved down payment assistance program. These monies were transferred to the Washington State Housing Finance Commission.

Budget vs Actuals



24.25 Full Time Equivalent Team Members

Learn more about Clark County's 2024 budget: Clark.wa.gov/budget

Fiscal Accountability

The data in this report encompasses the 2024 fiscal year. Our fiscal year matches the calendar year. All the data included reflects the actual revenue and expense amounts and is not an estimate. The last independent audit by the Washington State Auditor was the fiscal year 2024.