

Treasurer's Office Spring Step Challenge

This spring, the Clark County Treasurer's Office stepped into action with a fun and competitive 6-week Step Challenge that brought energy and teamwork to the forefront. Team members were divided into four cleverly named teams—Penny Loafers, The Taxed Feet, Cirque de Sore Legs, and The Walking Ledgers. Together, the office logged an incredible 9,240,810 steps! Leading the pack were the Penny Loafers, who took first place with 2,719,474 steps. Individual achievements also stood out, with Shania taking the top spot at 612,586 steps, followed closely by Ben with 601,100, and Ashmi in third with 583,059. The challenge inspired camaraderie, movement, and a healthy dose of fun—proving once again that the Treasurer's team is always willing to take the extra step!



Hot off the press! The **2025 Report to our Citizens** is available on our website. You can find it **here!**

First Half Tax Season Update

The Treasurer's Office and our Joint Lobby partners successfully wrapped up another tax season! Here are some key accomplishments from the first half of 2025:

Tax Collection Update
As of June 30, we've collected 55.4% of the \$1 billion billed for local taxing districts—right on track with previous years.

- Payment Breakdown:**
- \$117 million paid electronically
 - \$166 million processed through Retail Lockbox
 - \$236 million from mortgage companies
 - Remaining payments were handled in-house via mail and drop box
 - 4,100+ customer calls answered after February statement mailings

- Customer Satisfaction**
We received 170 survey responses with outstanding results:
- 99.4% satisfied with staff friendliness
 - 98.8% satisfied with response time, ease of business, knowledge, and overall experience

Team Appreciation
The Joint Lobby team remained steady through high traffic, including a surge in document requests due to the May Real ID deadline. We're proud of their continued commitment to excellent service!

Local Tax Increment Financing Webpage Under Construction

Coming Soon!! The Clark County Treasurer's Office, in partnership with the Assessor's Office, is designing a new webpage dedicated to Local Tax Increment Financing (LTIF). This new resource provides information on how LTIF works, current LTIF districts in Clark County, and guidance for taxpayers in those areas.

LTIF is a state-approved funding tool that allows jurisdictions to reinvest a portion of property tax revenue from new development into infrastructure projects that support economic growth. This joint effort reflects the Treasurer's and Assessor's shared commitment to transparency, taxpayer education and effective cross collaboration.

2025 Financial Services Survey Results

The Clark County Treasurer's Office Financial Services Division received great feedback in its 2025 customer satisfaction survey. 100% of respondents rated the divisions' overall performance and communication as good or greater. Respondents, which included county departments and taxing districts, highlighted strengths in cash management, financial reporting, and web portal usability. Feedback also showed that most users interact with the office monthly or more often. Thank you to all who participated—your input helps us continue to improve and serve Clark County effectively!

Crass Estate Trust Supports Local Children

The Lura M. Crass Estate Trust, established in 1933, is managed by the Clark County Treasurer's Office to support orphaned or homeless children under 13 in Clark County. Each year, the trust distributes funds to local nonprofits serving this population. For 2025, Treasurer Alishia Topper selected two recipients, Bridge the Gap and Fosterful. Bridge the Gap is an organization that supports children in foster or kinship care with essential resources and experiences that promote stability and growth. Fosterful provides trained volunteers to support children in foster care, offering comfort and companionship during times of transition. These grants help continue Lura Crass's legacy by providing critical support to some of the most vulnerable children in our community.

Joint Lobby Redesign Update

The Joint Lobby modernization project is well underway, with a key focus on enhancing the customer service stations. New design concepts have been carefully reviewed to improve privacy, functionality, and comfort for both staff and visitors. The recommended designs incorporate elements identified by Joint Lobby managers—providing expanded workspaces, improved acoustics, easier access to equipment, and greater privacy for customers. This effort supports our broader strategic plan and demonstrates our continued commitment to delivering a more efficient, professional, and welcoming experience. Stay tuned for more updates as the project continues to take shape!

Do you want to know more? Contact me at: alishia.topper@clark.wa.gov | 564.397.4452