

# About the Treasurer's Office

2012

## OUR CUSTOMERS

- ◆ 9 Cities and towns
- ◆ 11 School Districts
- ◆ 3 Ports
- ◆ 10 Fire Districts
- ◆ 5 Utility Districts
- ◆ 4 Cemetery Districts
- ◆ The Fort Vancouver Library
- ◆ Clark County Government
- ◆ WA State Dept of Revenue, Natural Resources, and the Gambling Commission, State Treasurer and Office of Superintendent of Public Instruction plus our taxpayers.



Fort Vancouver Regional Library

The elected county treasurer acts as the “government bank,” not only for the county itself, but for the schools, port, library, cemeteries, fire districts and some of the cities within Clark County.

Within the Treasurer’s Office, Tax Service staff work directly with the public receipting payments, disbursing payments to the appropriate districts’ accounts, and processing all funds collected for property and real estate excise tax, court fees, state collections and other revenues.

The Finance area of the Treasurer’s Office interfaces more directly with the taxing districts providing cash, debt, and investment management for the districts we serve.

### How are Tax Levies Established?

Your property tax levy rate is an amount derived by dividing the amount of each taxing district’s budget within the area you live (we call this a code district) by the total assessed value of the property within the district. Each of the various taxing districts’ levy rates are calculated in this manner and then added together to derive your combined rate. The budget determines the amount that will be levied, divided up among the tax parcels in the tax district. Your individual share of that budget is determined by your property’s as-

sessed value in relation to the entire assessed value in your district. As we experience assessed value in the market going down, our individual taxes may go up, as the factors (budget, voter approved taxes and assessed value) can

all influence your tax bill.

## Office Transactions Processed

	FY 2011	FY 2012
<b>Tax Payments via Online Payment Sources</b>	7,527	8,723
<b>Tax Payments in Office</b>	34,096	44,876
<b>Tax Payments via Remittance Center</b>	114,975	109,847
<b>Tax Payments via Automated Mortgage Files</b>	140,139	140,818
<b>Real Estate Excise Transactions</b>	13,163	14,021
<b>Tax Statements Generated</b>	347,512	336,243
<b>Refunds Generated</b>	1,863	1,844
<b>Property Tax Adjustments</b>	8,674	8,713
<b>Miscellaneous Receipts Completed</b>	9,273	7,356
<b>Customer Correspondence &amp; Telephone Calls</b>	23,901	26,649

## 2012 Accomplishments and Achievements

### Debt Policy

The Treasurer's Office Debt Service and Compliance Policy was expanded and updated in 2012. This policy will be reviewed annually to ensure regulatory compliance requirements are met. The policy follows the recommended guidelines set by the Government Finance Officer's Association and the Municipal Treasurers' Association of the United States and Canada.

### PhonePro

Are you a Phone Pro? The Treasurer's Office is learning how to be one. Being competent with respect to soft skills or interpersonal skills is just as important to the success of our organization as mastering the hard skills or the technical parts of our jobs. With full commitment to provide top-notch customer service, the office brought in PhonePro (<http://www.phonepro.com>) during 2012 to provide training for telephone etiquette as well as email and face-to-face com-

munications. The goal was to improve and to enhance our relationships with customers, business partners, and within the organization with a focus on positive and productive communication.

### Web Portal Phase III

In 2012, the Treasurer's Office completed Phase III of the Treasury Web Portal. Work performed in this phase included security enhancements, hardware and database upgrades as well as adding new functionality. The new functionality primarily focused upon allowing our district customers to schedule payments and transactions through the portal, which improves and centralizes communication and promotes transparency for all parties involved. The Treasurer's Office scheduled visits to portal customers in early 2013 to promote the new enhancements and provide hands-on training.

### Final Phase of PACS

During 2012, the Treasurer's Office implemented three new versions of our Property

Assessment and Collection System (PACS) Software application. These implementations provided us with additional functionality for processing plat certifications more efficiently, completing mobile home movement permits in a more streamlined fashion, and the ability to perform all statutorily required delinquent products for our PACS application, which is scheduled to be delivered mid-2013. With the implementation of our workflow product we anticipate being able to track and communicate to all our customers the status of the majority of all individual property type transactions within our office. This will allow for customer service efforts to continue to improve, as well as to provide for consistent methods of handling transactions.

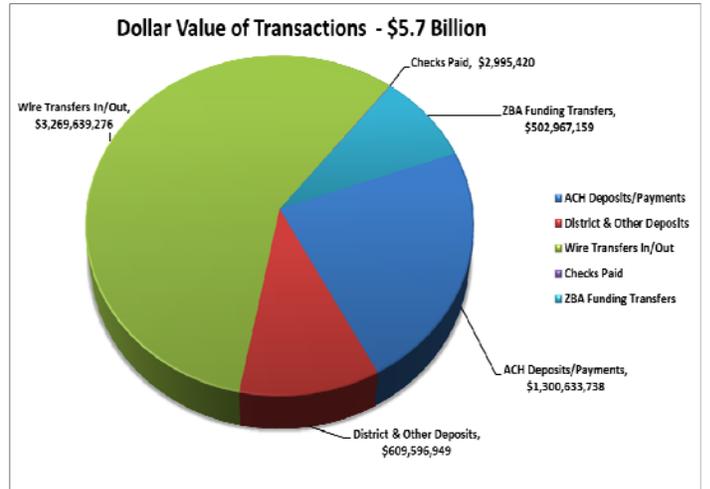
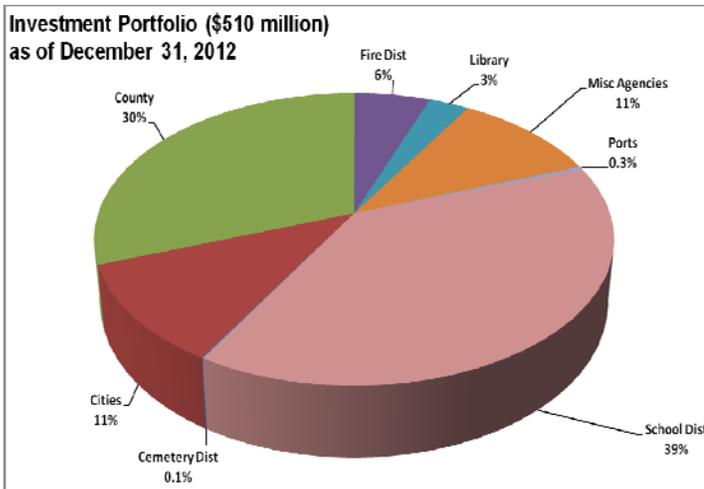
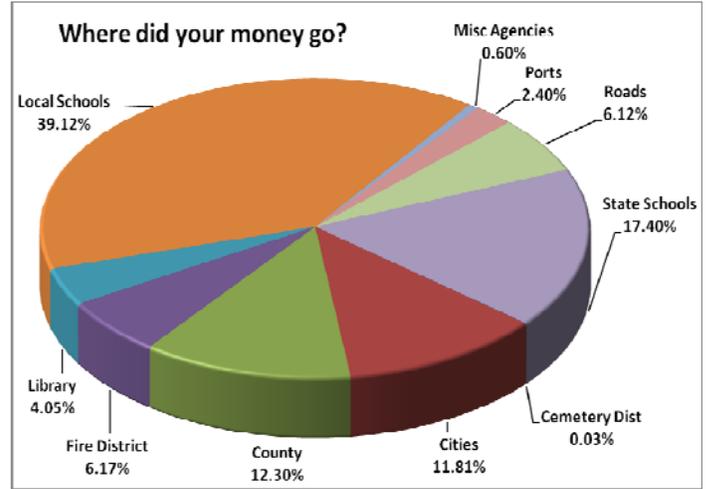
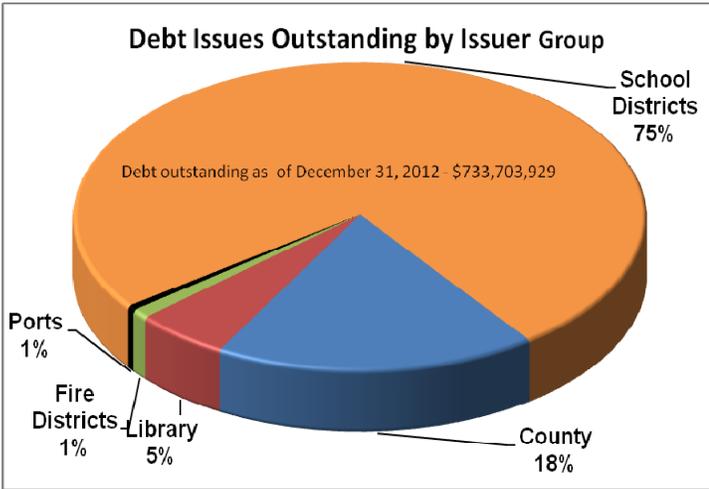


Frenchman's Bar County Park

### Treasurer's Office Budget

Office Budget	Actual	Actual	Actual	Budgeted
	2007-2008	2009-2010	2011-2012	2013-2014
Tax Service Dept.	\$2,249,774	\$2,366,439	\$2,469,205	\$2,559,543
Finance Dept.	\$1,415,137	\$938,125	\$907,635	\$948,106
Administration	\$1,146,584	\$1,263,620	\$1,102,921	\$1,105,919
Office Total	\$4,811,495	\$4,568,184	\$4,479,761	\$4,613,568
% Change from previous period		-5.06%	-1.94%	2.99

## Management of the Public's Money



## Taxing District News (refunding and new bonds)

	Issue Amount	Debt Type
Evergreen SD 114	\$19,000,000	Unlimited Refunding GO Bond
Clark County	\$45,595,000	Limited Refunding GO Bond
Ridgefield SD 122	\$43,675,000	Unlimited GO Bond
Evergreen SD 114	\$4,800,000	Limited GO Bond
East County Fire & Rescue	\$1,860,000	Limited Refunding GO Bond
Camas SD 117	\$21,970,000	Unlimited Refunding GO Bond
Washougal SD 112	\$15,645,000	Unlimited Refunding GO Bond
Battle Ground SD 119	\$44,295,000	Unlimited Refunding GO Bond

## MISSION STATEMENT

The Clark County Treasurer's Office is committed to ensuring effective treasury management of the public's resources by mutually respecting the needs of each of its customers.



This "Report to Our Citizens" provides basic financial and treasury services information. The report is modeled after the Association of Governmental Accountants (AGA) *citizen-centric based reports* in a specific four page format. This AGA-recommended reporting format makes governments more accountable to their citizens and informs the public about government activities.

Did you find this report informative?  
Would you like to see other information?  
Please let us know by contacting the Clark County Treasurer:

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[www.clark.wa.gov/treasurer](http://www.clark.wa.gov/treasurer)

*Integrity ♦ Accuracy ♦ Reliability ♦ Accountability*

## Goals for 2013

- \* Complete the (final) Phase II of the Property Assessment and Collection System (PACs) contract.
- \* Complete the Auditor and Treasurer SIRE Implementation project which streamlines Real Estate Excise Tax processing between the two offices, the title companies, and taxpayers.
- \* Implement payee positive pay for the county and positive pay for junior taxing districts, which improves the security of public funds.
- \* Approval of a new County Debt Policy by the County Finance Committee.



Clark County Treasurer Doug Lasher meets with Port of Camas Washougal Director Dave Ripp. The Port is home to over 40 businesses with an annual payroll of \$8.9 million. The Clark County Treasurer is the ex-officio treasurer for the Port District.