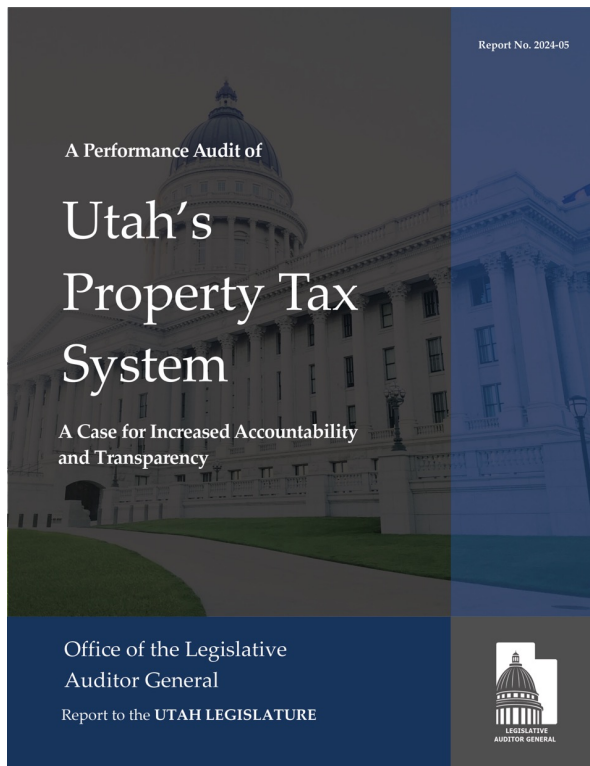


Chris Harding, CPA, CFE, CIA
Clerk of the Board of Equalization

**2023
Board of
Equalization
Annual Report**



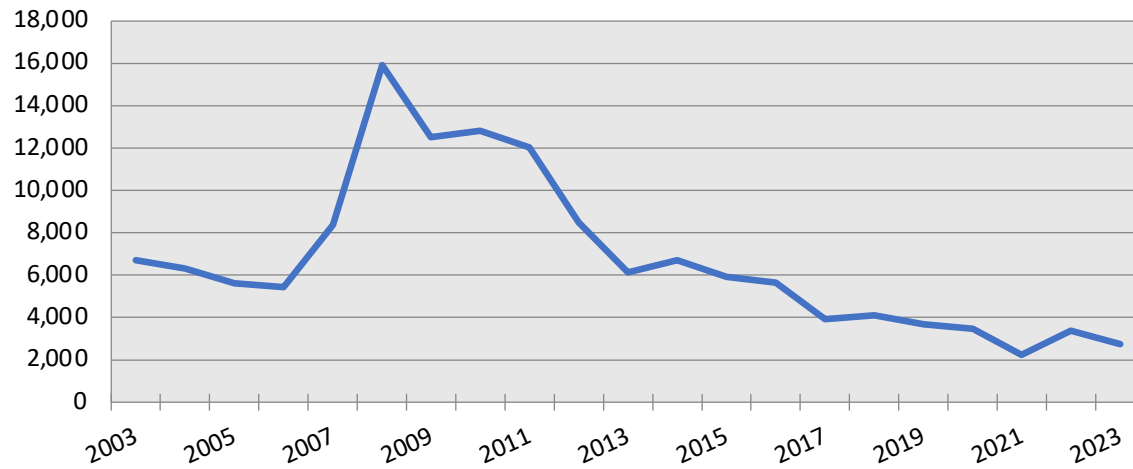
State Audit



Improving processes at Salt Lake County based upon the recommendations of the Legislative Auditor General.

Overview

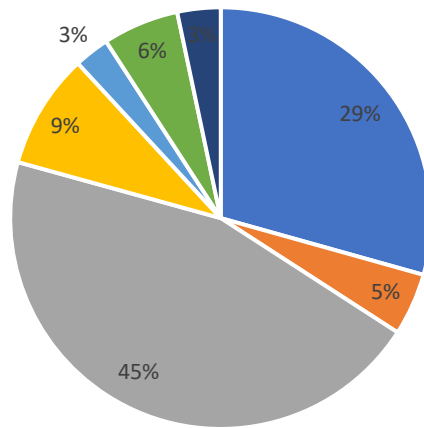
BOE Historical Appeal Volume



FYI – 2024 is trending above 4,000

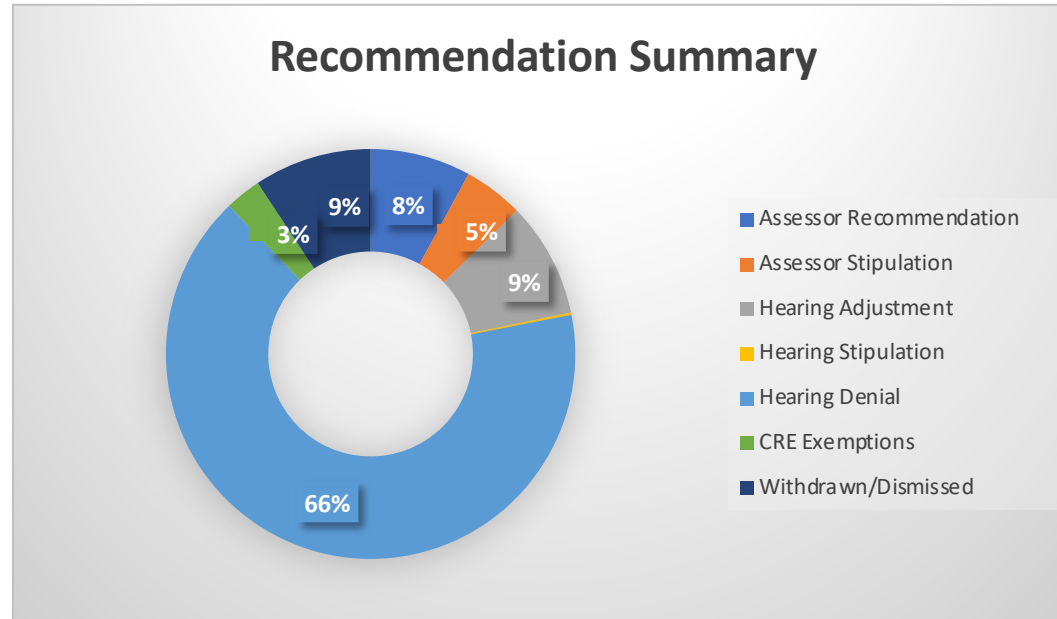
Overview

Submission Method for Appeals



■ ONLINE ■ DROP OFF/IN PERSON ■ EMAIL ■ MAIL ■ EXEMPTIONS ■ ASSESSOR INITIATED ■ LATE APPEALS

Recommendation Summary



BOE Survey

Conducting a survey of appellants provides invaluable insights into the overall efficiency and fairness of the appeal process.

By gathering feedback directly from participants, the Board of Equalization can identify areas for improvement, particularly in how appellants perceive the processing time, fairness, and clarity of instructions.

BOE Survey – Key Findings

- Across all groups, the appeal processing time was generally perceived as unacceptable.
- Participants frequently expressed concerns about fairness across all groups, indicating a need for improved equity in the process.
- Slightly more than half of the respondents found the instructions and documents easy to understand.

BOE Survey – Key Findings

- About 49% of participants found online information regarding how and when to file an appeal easy to follow, while around 24% did not.
- Transparency regarding the status of property tax appeals could significantly enhance the perception of wait times. Regular updates and clear communication about the progress of appeals could improve the overall experience. The Auditor's Office is working on solutions to implement in 2024.