

2024 ANNUAL REPORT

Salt Lake County
Board of Equalization



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*The 2024 Annual Report covers the fiscal period
August 1, 2024 through June 19, 2025.*

Letter from the Clerk of the Board of Equalization

I am honored to present the 2024 Annual Report for the Board of Equalization for Salt Lake County. The purpose of this report is to:

- Communicate the results of the 2024 Board of Equalization session to the board members and the public.
- Identify and provide trend analyses of note or significance and data that could inform decision-making, improve processes or functions, and provide insight into future circumstances.
- Communicate and report on the County Auditor's Property Tax Division key performance measures.
- Identify and report on the progress of key Property Tax Division initiatives and projects to improve Board of Equalization processes and procedures.

It is a pleasure to serve the people of Salt Lake County and to present this Annual Report. As always, please do not hesitate to contact us should you have any questions or require additional information.

Sincerely,



A stylized, handwritten signature in black ink that reads "Chris Harding".

Chris Harding, CPA, CFE, CIA

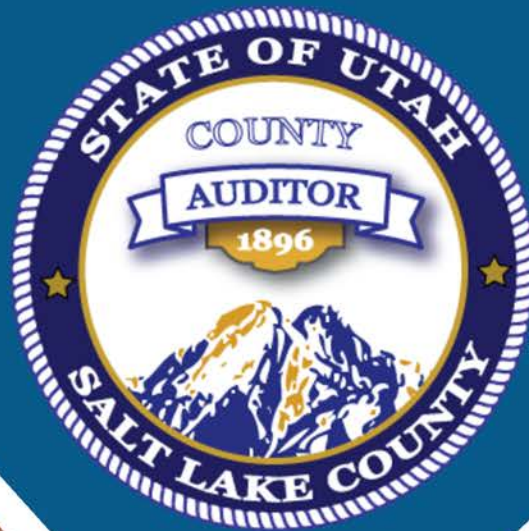
BOARD OF EQUALIZATION INTRODUCTION

The Salt Lake County Board of Equalization (BOE) plays a crucial role in ensuring that property tax assessments are fair and accurate. Multiple county offices work together throughout the year to oversee property taxes as outlined in Utah Code § 59-2-10.

The BOE evaluates whether a property's assessed value is equitable and aligns with current market conditions. It does not have the authority to alter tax rates; its focus is solely on property valuations.

Taxpayers can appeal the county's assessed value upon receiving their Notice of Valuation by submitting an appeal form and evidence to the Auditor's Office. After an initial review, the appeal is sent to the Assessor's Office, which may recommend an adjustment. If both parties agree, the appeal is stipulated, awaiting approval from the BOE. Otherwise, a hearing is held before a hearing officer, who makes a recommendation to the Board of Equalization for a final decision. If the appellant disagrees with the BOE's decision, they may appeal to the Utah State Tax Commission, and further to the 3rd District Court if needed.

For more information regarding the appeals process, you can contact the Auditor's Office at (385) 468-7200 or visit our website: saltlakecounty.gov/property-tax/



HIGHLIGHTS



15.7% of all appeals resulted in adjustments, with the average adjustment rate per appeal of 1.21%.



2024 marks the seventh year eNOVs were sent to property owners. Our office could track whether the email was opened and the attachment was clicked. If neither of those happened three days after it was sent out, a hard copy of the NOV was mailed to the owner of record. Enrolling in eNOVs is highly encouraged to save taxpayer dollars from being spent on postage.



2024 was also the seventh year since we launched our online appeal filing. Of the 4,204 total appeals received, 1,461 were received online. This is one of a few initiatives we have implemented that allows an appeal to be processed electronically from beginning to end.

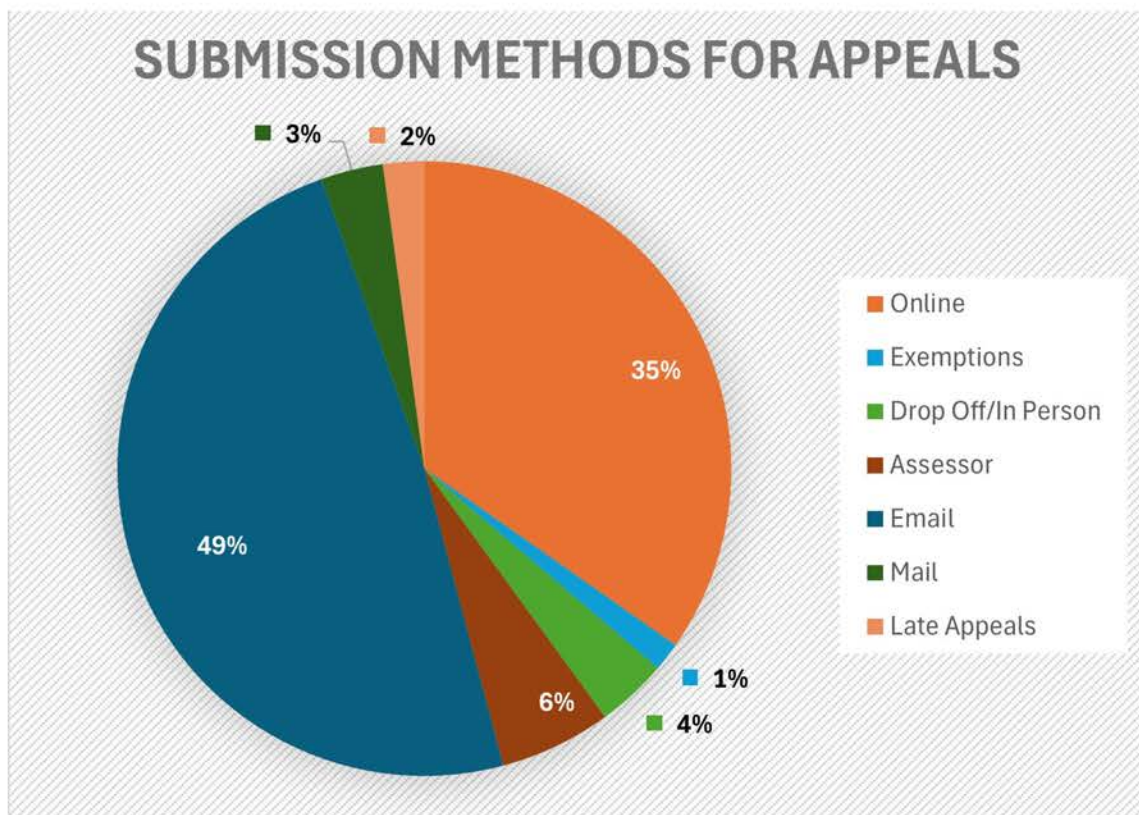


OVERVIEW

Appeals

The 2024 Board of Equalization received 4,204 appeals, representing 1% of the 387,446 parcels assessed by the County Assessor. This year's appeals resulted in 3,158 Hearing Officer recommendations. 39% of the appeals were filed directly by taxpayers, with 61% filed with the help of a representative (tax rep).

The majority of appeals are filed electronically, either online (35%) or by email (49%). Appeals initiated by the Assessor made up 6% of the appeals in 2024.



OVERVIEW

Appeals

The chart below shows the total number of appeals received for each year since 2005. After housing prices began to drop precipitously in 2007, the number of appeals skyrocketed to a high in 2008. It stayed relatively high for three years, and then dropped off over the last ten years to even fewer than pre-housing bubble burst numbers.

BOE HISTORICAL APPEAL VOLUME

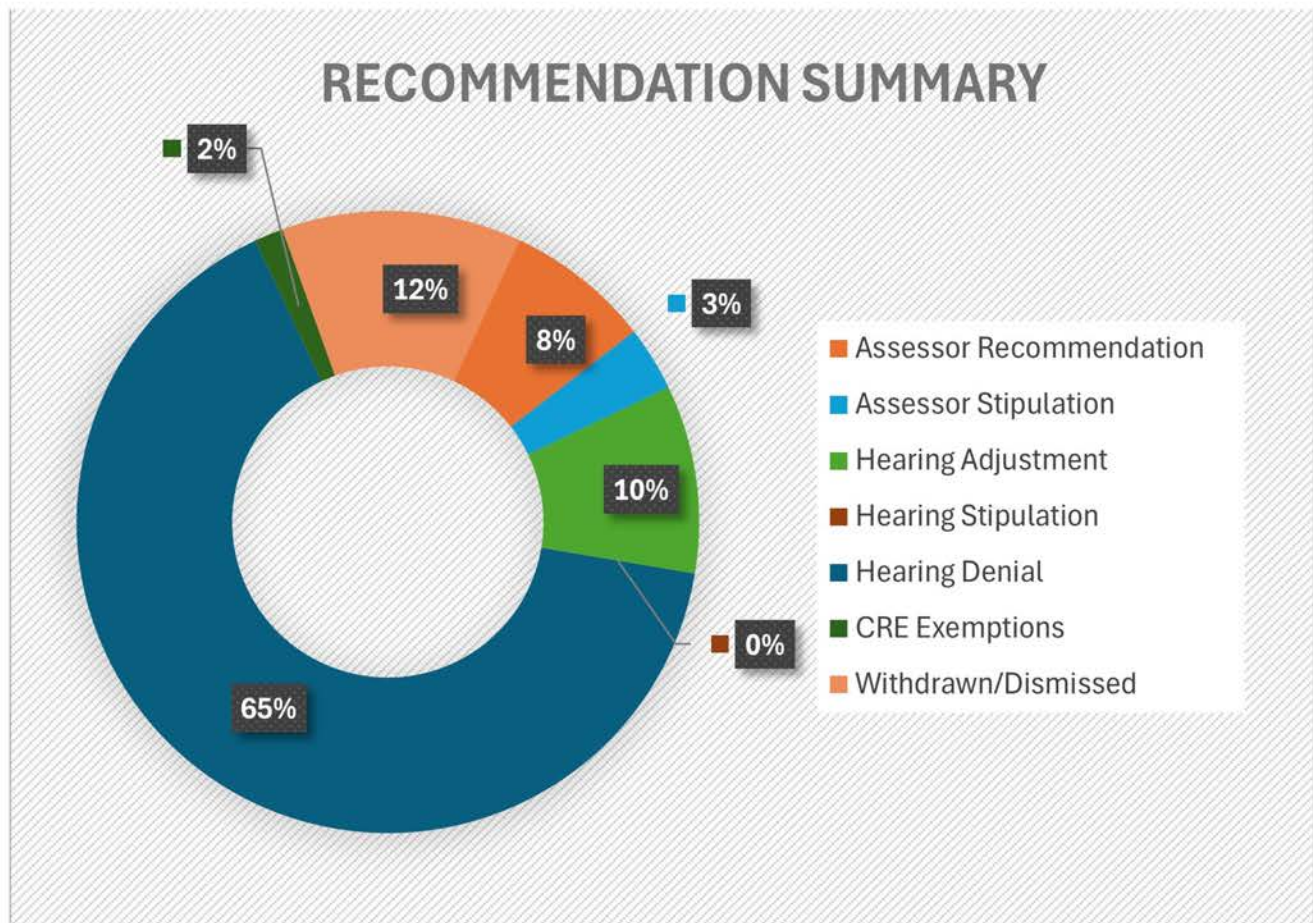


It is important to note that the appeal volume for 2024 signals the highest appeal amount in the last eight years, driven largely by commercial property owners. The increasing appeal volume has increased the workload for the Auditor's Office, thus lengthening process timelines.

OVERVIEW

Recommendations

A summary of all actions taken by the Board of Equalization can be found below. The pie chart demonstrates that over one-fifth of appeals result in a change of value. Of the appeals that result in an adjustment, about a quarter are resolved without ever going to a hearing, usually from an Assessor recommendation that is accepted or not disputed by the appellant.



TAX APPEALS PROCESS

Phase 1



Screening

Tax Administration screens submitted documentation for sufficient evidence.

- If necessary, taxpayer receives notification that more evidence is needed.
- If there is no response to this request, the appeal may be dismissed.

Estimated percentage of appeals resolved at each phase per year. ↓

Phase 2



Value Review

Assessor reviews documents and makes recommendation on whether the value should be adjusted or not.

- Taxpayer will receive recommendation by mail and can accept decision to finalize the appeal or continue to the next phase.

23%
resolved

Phase 3



Hearing

- Taxpayer presents case to hearing officer.
- Hearing officer proposes recommendation
- Board of Equalization approves recommendation.

Taxpayer will receive recommendation by mail and can accept decision to finalize the appeal or continue to the next phase.

32%
resolved

Phase 4



Utah State Tax Commission

Utah State Tax Commission will mediate dispute between Taxpayer and Assessor and send final decision.

- Taxpayer will receive recommendation by mail and can accept decision to finalize appeal or send appeal to 3rd District Court.

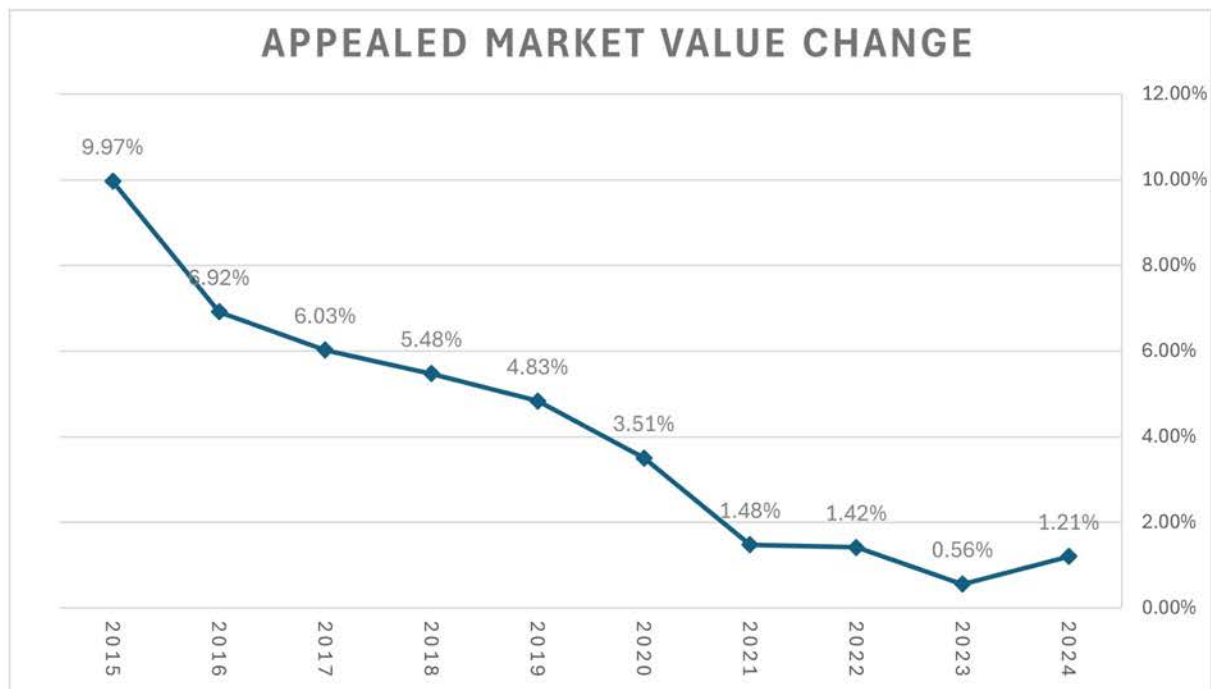
45%
resolved

TRENDS

Appealed Market Value

In 2024, the Board of Equalization adjusted the market value of appealed properties by an average of just 1.21%—the second smallest average change in the past decade. This suggests that property assessments are highly accurate at the time Notices of Valuations (NOVs) are mailed to taxpayers.

Year	Before BOE	After BOE	Amount Adj	%
2024	24,602,023,780	24,305,078,790	296,944,990	1.21%
2023	16,467,330,920	16,374,442,940	92,887,980	0.56%
2022	15,650,005,020	15,427,768,080	222,236,940	1.42%
2021	11,097,672,250	10,933,362,730	164,309,520	1.48%
2020	14,087,254,610	13,593,221,460	494,033,150	3.51%
2019	10,990,799,120	10,459,400,160	531,398,960	4.83%
2018	11,939,454,400	11,285,560,500	653,893,900	5.48%
2017	8,742,654,220	8,215,706,250	526,947,970	6.03%
2016	10,533,348,260	9,804,691,660	728,656,600	6.92%
2015	4,463,016,500	4,018,202,940	444,813,560	9.97%



TRENDS

Taxable Values

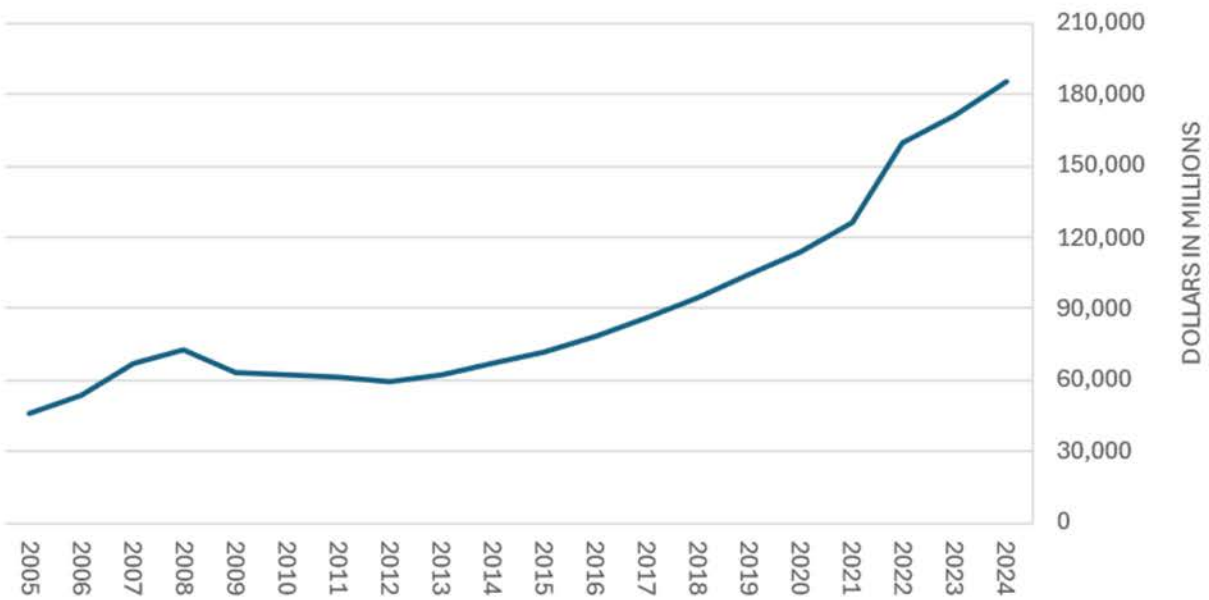
The Board's actions to change the values, exemptions, and tax areas are relatively minor relative to the total taxable value of the County. Adjustments to the County's total taxable value by the Board of Equalization have not exceeded 1% in the past 20 years. The 2024 BOE reductions to taxable value totaled 0.17%. While the dollar amount of taxable value reduced by the Board of Equalization is substantial, when considered as a portion of the total taxable value of the County, the effect of the BOE on taxable value is minimal.

Year	Before BOE*	After BOE*	Amount	Percent
2024	185,587,000,046	185,264,999,640	322,000,406	0.17
2023	170,656,107,548	170,596,519,149	59,588,399	0.03
2022	159,491,174,634	159,368,953,677	122,220,957	0.08
2021	125,988,046,927	125,791,280,109	196,766,818	0.16
2020	114,161,520,466	113,705,056,383	456,464,083	0.40
2019	104,990,493,209	104,500,912,910	489,580,299	0.47
2018	95,653,137,333	95,026,883,661	626,253,672	0.65
2017	86,336,774,869	85,801,918,382	534,856,487	0.62
2016	79,233,595,595	78,583,145,767	650,449,828	0.82
2015	71,902,752,393	71,628,162,466	274,589,927	0.38
2014	67,304,452,911	66,998,807,195	305,645,717	0.45
2013	62,964,220,832	62,599,128,637	365,092,195	0.58
2012	59,997,122,412	59,620,307,049	376,815,363	0.63
2011	61,295,708,455	60,919,138,807	376,569,648	0.61
2010	62,405,817,683	61,943,195,826	462,621,857	0.74
2009	63,938,904,145	63,504,049,451	434,854,694	0.68
2008	72,796,328,237	72,326,389,077	469,939,160	0.65
2007	67,094,657,293	66,749,895,053	344,762,240	0.51
2006	54,400,703,421	54,150,434,745	250,268,676	0.46
2005	46,131,197,631	45,954,275,906	176,921,725	0.38
2004	42,981,245,934	42,772,474,580	208,771,354	0.49
2003	41,122,748,586	40,852,279,896	270,468,690	0.66

TRENDS

Taxable Values

TOTAL COUNTY TAXABLE VALUE



TAXABLE VALUES PERCENTAGE



TRENDS

Outsized Effects

A small number of appeals result in the bulk of the change in value each year. Four percent of the 2024 appeals were responsible for 89.35% of the total change in value.

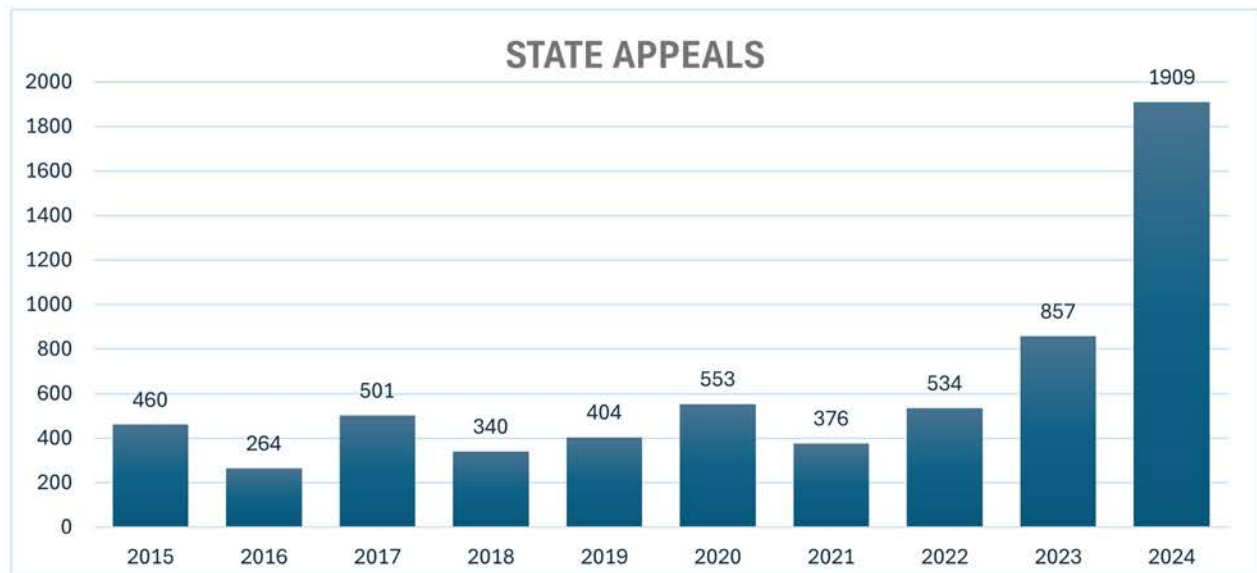
Appeals with value changes greater than +/- \$250,000				
Year	Count	% of Total appeal count	Amount	% of Total Change in Value
2024	171	4.07%	265,260,590	89.35%
2023	101	3.68%	69,993,000	75.35%
2022	124	3.66%	180,389,960	81.17%
2021	159	7.11%	143,134,310	87.11%
2020	260	7.48%	447,458,080	90.57%
2019	307	8.30%	464,427,570	87.40%
2018	467	11.38%	615,671,870	94.15%
2017	409	10.45%	506,988,440	96.21%
2016	501	8.90%	602,695,600	82.71%
2015	368	6.23%	418,759,070	94.14%

Although the total effect is small, several large appeals can have an effect on a taxing entity's budget, and tax rates are adjusted up due to changes in value as a result of the BOE. Another instance where the BOE can have an outsized effect is in project areas of Community Reinvestment Agencies (CRAs). An appeal on a property located in a CRA project area can sometimes greatly affect the amount of tax increment due to the CRA for that project area. This happens because project areas often only have a handful of parcels and a reduction in value of one parcel in such an area can have an inflated effect on the value of the project area as a whole.

TRENDS

State Appeals

Even though the trend has shown fewer state appeals received over the last few years, 1,909 appellants have appealed the BOE's decision to the State Tax Commission.



The volume of state appeals for 2024 is more than double the previous board year and historically a record high. There is an outsized effect that explains this drastic increase. Roughly half (45%) of the total state appeals are attributed to seven large complex groups, with each group consisting of 30+ parcels. The vast majority of state appeals are from commercial owners who are represented by a tax representative.

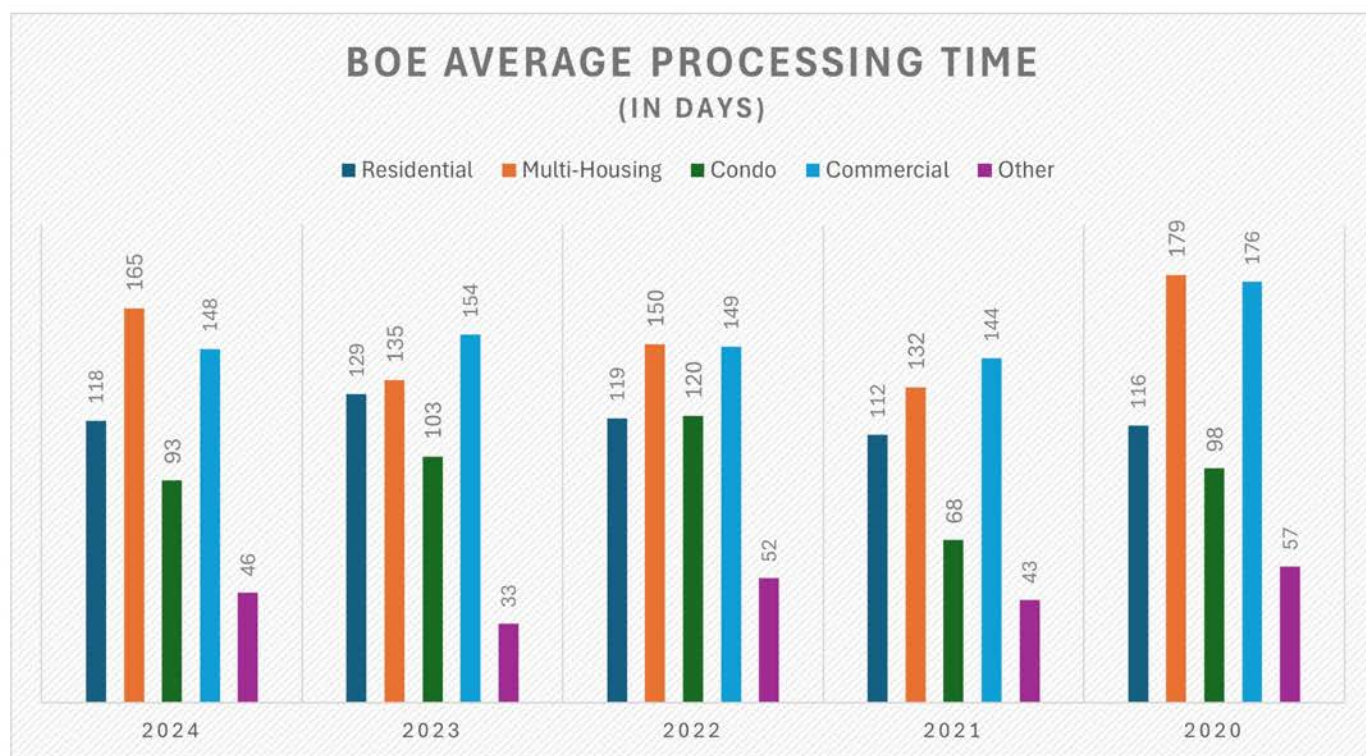
State appeal requests are processed through the Auditor's Office, where the appeal file is prepared before being sent to the Utah State Tax Commission.

KEY PERFORMANCE INDICATORS

Processing Times

In 2024, the average time for processing an appeal (from receipt to mailed-out decision) was 114 days. Depending on the nature of the appeal, processing times range from 46 days to 165 days.

Despite the 2024 BOE having the highest appeal volume in the last five years, best efforts were made to quickly process appeals.



In the future, we will perform a detailed process view analysis to identify stages in the appeal process that need improvements and ensure timeliness for appellants.

KEY PERFORMANCE INDICATORS

Appellant Feedback

Nearing the conclusion of the board year, the Auditor's Office conducts a survey of appellant feedback to gain insight into the overall efficiency and fairness of the appeal process. As part of the BOE's continued commitment to transparency, fairness, and service, this year's survey saw a notable increase in participation, which will be used to improve the BOE experience in 2025.

KEY TAKEAWAYS



Better Customer Service:

More respondents rated their service experience positively in 2024, citing respectful and professional interactions.



Improved Fairness and Professionalism:

Most felt hearing officers were fair and professional, with noticeable gains over 2023.



More Accessible Information:

49% found online instructions on how and when to appeal easy to follow—an improvement over prior years.



Clearer Communications:

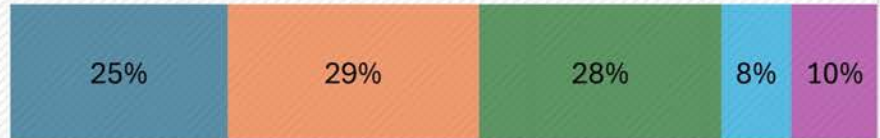
Just over half agreed that BOE notices and documents were easy to understand.

KEY PERFORMANCE INDICATORS

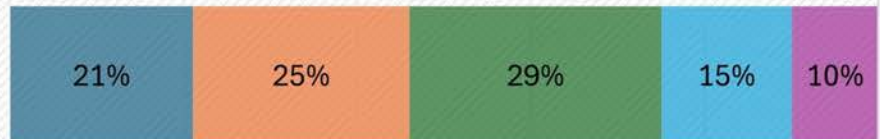
Appellant Feedback

SURVEY RESULTS

The **time to process** your appeal from initial filing to final decision was **acceptable**.



The **hearing officer** treated me **fairly**.



Do you feel the **hearing officer** conducted the hearing in a **professional** manner?



How would you **rate** the quality of your **customer service** experience?



Documents received from our office were **easy to understand**.



The **information online** about how and when to file an appeal is **easy to find and follow**.



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

KEY PERFORMANCE INDICATORS

Appellant Feedback



STRENGTH

- **Helpful Staff Recognition:** Some respondents praised specific staff members for their professionalism and support, indicating a strong customer service component.
- **Process Accessibility:** The survey indicated that filing an appeal is relatively straightforward and free, which can encourage participation.



WEAKNESS

- **Mixed Timeliness Feedback:** Feedback varied concerning the appeal process, suggesting that timeliness remains an area for improvement.
- **Gaps in Appeal Process Awareness:** Despite improvements in accessibility, some respondents still reported confusion with appeal instructions and documents, highlighting the need for clearer communication and education.

Striving for excellence and professionalism, the Auditor's office has taken feedback to innovate new practices and improvements. Addressing the concern of process times and public transparency, a new appeal tracker will be available for appellants to track the status of their appeal during the 2025 Board of Equalization.

The survey results offer both validation and direction. By listening to appellants and responding constructively, we aim to make future appeal processes more accessible, efficient, and trusted by all property owners in Salt Lake County. Moving forward, we will actively seek opportunities to enhance the appeal process.



Salt Lake County Auditor

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