

**Land Services Department**

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## NEWS

FOR IMMEDIATE RELEASE

April 13, 2012

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### CROW WING COUNTY REPORTS CONTINUED CUSTOMER SERVICE EXCELLENCE

Crow Wing County received 97% positive reviews for customer service received regarding building and septic permits, wetland and surveying issues and landowner assistance during the Development Review Team (DRT) process, according to a recent survey released by the Land Services Department.

The survey, conducted annually in January, polled 550 landowners, consultants, and contractors who interacted with the Land Services Department in 2011. Of those that responded, 97% indicated that the County provided them with complete and accurate information in a timely manner and that staff members were friendly and respectful.

Many comments were received that noted the changes in the department since 2008 when the Land Services Department was reorganized. One customer comment from the survey stated that he/she was “very pleased to experience the positive changes in service from this department. Many things have changed for the better.” Another commented that “I have the opportunity to work in many counties around the state. Crow Wing County is one of the best to work in.” Additionally, “Crow Wing is the most informed and helpful out of all of them. They go above and beyond to be of maximum service in all areas.”

Comments suggesting areas of improvement were also received and largely focused on changes to the website and improving the efficiency of the permitting process. To those ends, Crow Wing County will continue to make those improvements. One example is that the Land Services Department can now accept payments via credit card for all land use permits.

The County’s Development Review Team (DRT) continues to be a success, as 100% of those that responded indicated DRT was helpful or very helpful. The DRT process brings together zoning applicants, township officials, and relevant government agencies along with county staff in a pre-application meeting to discuss proposed land use map amendments, variance, conditional use, and plat applications prior to actually submitting such applications.

This was the first year the survey included questions related to land surveying, wetlands, and septic systems. All respondents, many of whom are private contractors and consultants, were satisfied or very satisfied with the level of customer service and technical expertise offered by County staff in these areas and noted significant improvement in these areas.

The Land Services Department is committed to providing excellent customer service while helping landowners make wise choices that protect Crow Wing County's extraordinary natural resources. Citizens are encouraged to contact the Environmental Services Office at (218) 824-1125 or [environmental.services@co.crow-wing.mn.us](mailto:environmental.services@co.crow-wing.mn.us) to discuss land use activities. Crow Wing County information and resources can be found at [www.co-crow-wing.mn.us](http://www.co-crow-wing.mn.us)

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