

**Land Services Department**

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## NEWS

FOR IMMEDIATE RELEASE

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### **Crow Wing County Conducts Survey on Customer Service**

Crow Wing County received 99% positive reviews from customers for services performed during annual property inspections this year, according to the results of a recent survey released by the Land Services Department.

The survey, conducted annually throughout the summer and fall, polled 500 property owners who had an assessor stop at their property in 2012. Of the 226 property owners who responded, 99% indicated that the County completed the reviews in an efficient and professional manner.

Gary Griffin, Land Services Supervisor for Property Valuation, praised the work of County Assessing staff for achieving outstanding customer service in the field. "When such a high percentage of our customers report that we are providing helpful, respectful and professional service that speaks volumes about our genuine commitment to excellent customer service."

Other results of the survey were:

- 95% of customers said the assessor explained why the reassessment was being conducted.
- 98% reported the assessor provided proper identification.
- 97% of customers agreed or strongly agreed their overall service experience was satisfactory.

The survey also provided feedback to the department on its practices. Positive feedback included:

- "better identification is being done by the county"
- "nice to see properties being reviewed"
- "just keep up the good work"

Customer feedback suggesting improvements the County can make included:

- “let us know if they found anything different or why there was a change”
- “explain more why reevaluating and what the tax ramifications are”
- “notify us before someone shows up”

The Land Service Department will continue to look for ways to improve our customer service, and these customer comments help us do that,” Griffin noted. “One example of this is that business cards are now left at each property so the owners know who has been there and who to contact if there are questions.”

The Land Services Department is committed to providing excellent customer service while helping property owners understand the property tax process. Citizens are encouraged to contact the Property Valuation and Classification Office at (218) 824-1010 or [assessor.office@crowwing.us](mailto:assessor.office@crowwing.us) to discuss property values. 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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