From: Hughes, Deborah
Sent: Tuesday, July 26, 2016 12:52 PM
To: Pontel, Sue; Williams, Joseph; Buechner, Diane
Subject: FW: Super Customer Service

From: Steven Schoen [mailto:Schoen.Steven@azdeq.gov]
Sent: Tuesday, July 26, 2016 12:49 PM
To: Hughes, Deborah
Subject: Super Customer Service

Good Afternoon Ms. Hughes,
I was attempting to find out information on subdivisions in the Christopher Creek area. I went to the Gila Count Assessors web page and found my way to the Maps and Records of Survey page. I was lost at this point. Sue Pontel's email was on the page so I asked her for help. She emailed me the map information within a few minutes. But I needed more. I called Sue and she directed me to other maps and how to find even more. Sue was great.

I wanted you to know that Sue is a true asset to you, Gila County, and the State of Arizona.

Sincerely

Steven Schoen
Environmental Program Specialist
Drinking Water Inspections and Compliance Unit
Arizona Department of Environmental Quality
1110 W. Washington St., 5540D
Phoenix, Arizona 85007
602-771-4475
ss12@azdeq.gov

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COMMENTS:

To whom it may Concern:
On Wednesday March 9th 2016 at 11:30 AM I came to the Court House to get some information on my property. After going through Security who were very helpful giving me directions, I first went to the Assessors office and was helped by Jessica Lopez, I was very impressed by how professional and helpful She was as well as all the staff in the Treasurer and Recorders office.

Bruce Giles

Dedicated to Prompt, Courteous and Efficient Service

Bruce Giles

Gila County Assessor's Office
Customer Service Department
1400 E. Ash Street
Globe, AZ 85501

Gila County Assessor's Office

Customer Comment Form

THE GREAT SEAL OF GILA COUNTY ARIZONA 1881

Customer Service Department

Assessor's Vision

To work to the best of my ability to ensure that all properties within Gila County are valued fairly and accurately and that data is kept as current as possible.

Our Mission Statement

The Mission of the Gila County Assessor's Office is to administer our duties in a manner that assures public confidence in our productivity, accuracy, and fairness. We perform the following major functions to fulfill our mission:

1. Discover, list, and uniformly value all taxable and nontaxable property in Gila County.
2. Determine proper legal class for all properties based on the current use of the property.
3. Comply with the legal requirements for processing assessment appeals in a timely manner.
4. Determine the eligibility for property tax exemption, senior freezes, and other taxpayer programs.
5. Provide current assessment related information to the community and to government agencies.
6. Work to improve the property tax laws in the State of Arizona.

We will treat everyone with respect, compassion and dignity and will be guided by the principles of fairness and honesty.

DATE OF VISIT / TIME

3/9/2016 11:30 AM

WHO ASSISTED YOU

Security, Assessors, Treasurers, Recorders

OFFICE LOCATION:

- [x] Globe
- [ ] Payson

PURPOSE OF VISIT:

- [ ] PARCEL INFORMATION
- [ ] MAPS
- [x] PROPERTY VALUE INFO
- [ ] OTHER

How Can We Serve You Better?

Customer Service Evaluation

Please help us to serve you better. Take a moment to answer the following questions and return by mail or drop off at the address provided.

How satisfied were you with the Service you received?

- [x] Very Satisfied
- [ ] Somewhat Satisfied
- [ ] Not Satisfied

Did the person who assisted you seem....

- [x] Very Knowledgeable
- [ ] Somewhat Knowledgeable
- [ ] Not Very Knowledgeable (What Area)

Please rate the attitude of the person who assisted you.

- [x] Very Positive
- [ ] Somewhat Positive
- [ ] Negative

Did you obtain the information you needed?

- [x] Yes
- [ ] No. Please explain (on other side)

May we contact you regarding your visit?

- [ ] Yes
- [ ] No

Name: Bruce Giles

Phone #:

Gila County Assessor's Office

Globe Office:
1400 E Ash Street
Globe, AZ 85501
Phone: 928-402-8714
Fax: 928-425-0408

Payson Office:
201 W Frontier
Payson, AZ 85541
Phone: 928-472-7973
Fax: 928-468-9762

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To work to the best of my ability to ensure that all properties within Gila County are valued fairly and accurately and that data is kept as current as possible.

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DATE OF VISIT / TIME

2/11/2016 @ 12.30 pm

WHO ASSISTED YOU

Sue and Barbara

OFFICE LOCATION:

- [x] Globe
- [ ] Payson

PURPOSE OF VISIT:

- [x] PARCEL INFORMATION
- [ ] MAPS
- [ ] PROPERTY VALUE INFO
- [ ] OTHER

How Can We Serve You Better?

They served all of our needs

It was so refreshing to be helped by these very professional ladies.

Billy J. West

Customer Service Evaluation

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- [ ] Somewhat Positive
- [ ] Negative

Did you obtain the information you needed?

- [x] Yes
- [ ] No, Please explain (on other side)

May we contact you regarding your visit?

- [x] Yes
- [ ] No

Name: Billy J. West

Phone #: [redacted]

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DATE OF VISIT / TIME

27 Jan. 2016

WHO ASSISTED YOU

Sue

OFFICE LOCATION:

- [x] Globe
- [ ] Payson

PURPOSE OF VISIT:

- [ ] PARCEL INFORMATION
- [x] MAPS
- [ ] PROPERTY VALUE INFO
- [ ] OTHER

How Can We Serve You Better?

Hard to beat perfection!

Customer Service Evaluation

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- [ ] Negative

Did you obtain the information you needed?

- [x] Yes
- [ ] No, Please explain (on other side)

May we contact you regarding your visit?

- [x] Yes
- [ ] No

Name: Noel Barton

Phone #: 6

Farmington, Utah

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COMMENTS:

Sue was very helpfull
and knowledgeable,
and wonderfull besides.

Dedicated to Prompt, Courteous and Efficient Service

Gila County Assessor's Office
Customer Service Department
1400 E. Ash Street
Globe, AZ 85501

Gila County Assessor's Office

Customer Comment Form

Customer Service Department

From: John Zerbe
Sent: Thursday, December 17, 2015 10:33 AM
To: Hughes, Deborah
Subject: Re: account # 0015919715 Zerbe.pdf

Hi Deborah, thank you for taking the time to write this letter and to send it. Although the changes in our tax have made it a hardship to handle, I believe you really do care about helping and Jamie and I are very grateful for your efforts to ease the burden. The extra lengths you've gone to are above and beyond what people expect from a county government official. Please accept our heartfelt thanks for going to bat for us. We wish you and your family a "Merry Christmas", you deserve it!

Sincerely, John & Jamie Zerbe

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DATE OF VISIT / TIME

12/14/15

WHO ASSISTED YOU

DEBRA AGUIRRE

OFFICE LOCATION:

- [x] Globe
- [ ] Payson

PURPOSE OF VISIT:

- [ ] PARCEL INFORMATION
- [ ] MAPS
- [ ] PROPERTY VALUE INFO
- [x] OTHER

How Can We Serve You Better?

SUPER HELPFUL & GREAT GAL.

Customer Service Evaluation

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- [ ] Not Very Knowledgeable (What Area)

Please rate the attitude of the person who assisted you.

- [x] Very Positive
- [ ] Somewhat Positive
- [ ] Negative

Did you obtain the information you needed?

- [x] Yes
- [ ] No, Please explain (on other side)

May we contact you regarding your visit?

- [x] Yes
- [ ] No

Name: _____

Phone #: _____

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Fax: 928-468-9762

PAGE LAND & CATTLE CO.
ESTABLISHED 1[illegible]

PHOENIX, ARIZONA 85037

STEPHEN M. BROPHY
PRESIDENT

October 15, 2015

Mr. Micah Wheeler
Gila County Assessor's Office
1400 E. Ash Street
Globe, Arizona 85501

Re: Agricultural Status – Parcels 102-14-003,206-08-006,7A-C

Dear Mr. Wheeler:

Thank you for your letter of October 12 regarding the above. Dutch appreciated how you conducted yourself when you came to the ranch. Enclosed, pursuant to your request, is the renewed FS grazing permit.

Kindly let us know if you have further questions.

Sincerely,

Stephen M. Brophy

SMB:tlc
Enclosure

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DATE OF VISIT / TIME

Sept 29, 2015 2:30pm

WHO ASSISTED YOU

Payson Clerk - Laura

OFFICE LOCATION: (perhaps an Assistant)

- [ ] Globe
- [x] Payson

PURPOSE OF VISIT:

- [x] PARCEL INFORMATION
- [ ] MAPS
- [ ] PROPERTY VALUE INFO
- [ ] OTHER

How Can We Serve You Better?

These clerks are very helpful. We have been in at times too. Always knowledgeable. Thanks!

Customer Service Evaluation

Please help us to serve you better. Take a moment to answer the following questions and return by mail or drop off at the address provided.

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Please rate the attitude of the person who assisted you.

- [x] Very Positive
- [ ] Somewhat Positive
- [ ] Negative

Did you obtain the information you needed?

- [x] Yes
- [ ] No, Please explain (on other side)

May we contact you regarding your visit?

- [x] Yes
- [ ] No

Name: Chanel Nemec

Phone #:

Doug Eckert

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DATE OF VISIT / TIME

8/24/2015 · 4:20

WHO ASSISTED YOU

Debra Aguirre-

OFFICE LOCATION:

- [x] Globe
- [ ] Payson

PURPOSE OF VISIT:

- [x] PARCEL INFORMATION
- [ ] MAPS
- [x] PROPERTY VALUE INFO
- [ ] OTHER

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Please rate the attitude of the person who assisted you.

- [x] Very Positive
- [ ] Somewhat Positive
- [ ] Negative

Did you obtain the information you needed?

- [x] Yes
- [ ] No, Please explain (on other side)

May we contact you regarding your visit?

- [x] Yes
- [ ] No

Name: Sharry Rice

Phone #: [illegible]

Gila County Assessor's Office

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Globe, AZ 85501
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Payson, AZ 85541
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Fax: 928-468-9762

Buechner, Diane

From: Pontel, Sue
Sent: Monday, August 24, 2015 3:59 PM
To: Hughes, Deborah; Aguirre, Debra
Subject: FW: Found Everything and Thanks...!!

Importance: High

From: shiningtimes[illegible]
Sent: Monday, August 24, 2015 3:55 PM
To: Pontel, Sue
Subject: RE: Found Everything and Thanks...!!
Importance: High

Lady Sue,

That is so unbelievably kind of you folks. Thank you so much for everything again.... All you ladies up in that are office are just great. You ladies are always taking care of us folks way beyond what is expected, and you always seem to get it all done right away. What you did for me today; though simple to you.... Was an extremely important thing to get done, and very, very important to the project that I am working on at expanding the business. I certainly feel like I owe the County something.... I will figure out how to make it right. Would you please thank your boss for me too, for the consideration, or at least forward my e-mail of thanks on to your boss. Until then, I hope you have a great day.

Under desert skies,

Floyd

From: Pontel, Sue [mailto:spontel@gilacountyaz.gov]
Sent: Monday, August 24, 2015 3:21 PM
To: shiningtimes[illegible]
Subject: RE: Found Everything and Thanks...!!

I'm glad you found the files. As for payment, the boss says that we will not charge. So don't worry about it.

From: shiningtimes[illegible]
Sent: Monday, August 24, 2015 3:12 PM
To: Pontel, Sue
Subject: Found Everything and Thanks...!!
Importance: High

Hello Lady Sue,

Just a note to say thank you very much again. I had to put the thumb drive into another USB port and the folder showed up just fine. Everything looks great and I already have been able to send everything to the Draftsman and Engineer via e-mail. Thank you again for all the wonderful help. Next time I am in getting something done; in I would very much like to pay for the work you have done today please. The charge should be at least as much as when we making pdf's for the County's stuff. I just want to make sure that you don't get into any trouble. I am more than happy to make things right and pay my bill.

Thank you so very much once again. Have a great day....

Under desert skies,

Floyd

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DATE OF VISIT / TIME

7/9/15

WHO ASSISTED YOU

WANDA BRYANT

OFFICE LOCATION:

- [ ] Globe
- [x] Payson

PURPOSE OF VISIT:

- [ ] PARCEL INFORMATION
- [ ] MAPS
- [x] PROPERTY VALUE INFO
- [ ] OTHER

How Can We Serve You Better?

LOWER TAX VALUE TODAY

Customer Service Evaluation

Please help us to serve you better. Take a moment to answer the following questions and return by mail or drop off at the address provided.

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- [ ] Not Very Knowledgeable (What Area)

Please rate the attitude of the person who assisted you.

- [x] Very Positive
- [ ] Somewhat Positive
- [ ] Negative

Did you obtain the information you needed?

- [x] Yes
- [ ] No, Please explain (on other side)

May we contact you regarding your visit?

- [x] Yes
- [ ] No

Name: WEN WITTLE

Phone #: [illegible]

Gila County Assessor's Office

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DATE OF VISIT / TIME

7-21-15 @ 4:40pm

WHO ASSISTED YOU

Diane Buechner

OFFICE LOCATION:

- [ ] Globe
- [x] Payson

PURPOSE OF VISIT:

- [ ] PARCEL INFORMATION
- [ ] MAPS
- [ ] PROPERTY VALUE INFO
- [x] OTHER

How Can We Serve You Better?

your staff did every thing I needed on this visit could not have done more

Customer Service Evaluation

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- [ ] Not Satisfied

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Please rate the attitude of the person who assisted you.

- [x] Very Positive
- [ ] Somewhat Positive
- [ ] Negative

Did you obtain the information you needed?

- [x] Yes
- [ ] No, Please explain (on other side)

May we contact you regarding your visit?

- [x] Yes
- [ ] No

Name: Heidi Arcangelo

Phone #:

Gila County Assessor's Office

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COMMENTS:

I was confused about a form I received & Diane not only explained the form but helped me complete the form & provided me a copy for my records. Everyone was extremely helpful & pleasant.

Thx!

Dedicated to Prompt, Courteous and Efficient Service

Gila County Assessor's Office
Customer Service Department
1400 E. Ash Street
Globe, AZ 85501

Gila County Assessor's Office

Customer Comment Form

Customer Service Department

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DATE OF VISIT / TIME

26 June 015 2:15 P

WHO ASSISTED YOU

JOE

OFFICE LOCATION:

- [ ] Globe
- [x] Payson

PURPOSE OF VISIT:

- [x] PARCEL INFORMATION
- [ ] MAPS
- [ ] PROPERTY VALUE INFO
- [ ] OTHER

How Can We Serve You Better?

STAY NATURAL, AS YOU ARE — NO BIG CITY CRAP!

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May we contact you regarding your visit?

- [x] Yes
- [ ] No

Name: LLOYD H. GARNER JR.

Phone #:

Gila County Assessor's Office

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DATE OF VISIT / TIME

8/25/15 1:30 p.m

WHO ASSISTED YOU

WAYNE

OFFICE LOCATION:

- [ ] Globe
- [x] Payson

PURPOSE OF VISIT:

- [ ] PARCEL INFORMATION
- [ ] MAPS
- [ ] PROPERTY VALUE INFO
- [x] OTHER

How Can We Serve You Better?

Everything was most satisfactory and comprehensive

Customer Service Evaluation

Please help us to serve you better. Take a moment to answer the following questions and return by mail or drop off at the address provided.

How satisfied were you with the Service you received?

- [x] Very Satisfied
- [ ] Somewhat Satisfied
- [ ] Not Satisfied

Did the person who assisted you seem....

- [x] Very Knowledgeable
- [ ] Somewhat Knowledgeable
- [ ] Not Very Knowledgeable (What Area)

Please rate the attitude of the person who assisted you.

- [x] Very Positive
- [ ] Somewhat Positive
- [ ] Negative

Did you obtain the information you needed?

- [x] Yes
- [ ] No, Please explain (on other side)

May we contact you regarding your visit?

- [x] Yes
- [ ] No

Name: Priscilla Lylie

Phone #:

Gila County Assessor's Office

Globe Office:
1400 E Ash Street
Globe, AZ 85501
Phone: 928-402-8714
Fax: 928-425-0408

Payson Office:
201 W Frontier
Payson, AZ 85541
Phone: 928-472-7973
Fax: 928-468-9762

PORTABLEAIR
THE AIR TO MAKE IT HAPPEN

GILBERT, AZ 85234

May 9, 2014

Deborah Hughes
Gila County Courts
1400 E. Ash Street
Globe, AZ 85501

Re: Teri Berumen

Dear Deborah:

Last month I made a call to your office and was blessed to have Teri answer. (calling government offices can be a challenge at times)
Teri excelled in the information given and referred me to another office for another need that I had dealing with my parents affairs.
When I called the other extension; I was given limited info and had more questions than when I initially made the call. Not wanting to call that extension again, I called Teri. She knew exactly what I needed and provided the correct answers to my needs.
I am a small business owner and I wish all our employees were "Teri"; she is amazing!
I hope you realize what a treasure you have in her! She made my day! (I got busy and didn't write this the day of....but here it is a month later and she still has that lasting impression).
When I have any County Court needs, she will be my first call.

Best Regards,

Candyce Doles

SALES & RENTALS
PHONE [illegible] **FAX** [illegible]

COMMENTS:

It is a pleasure to come to this office with respectful, helpful personel.

Dedicated to Prompt, Courteous and Efficient Service

Gila County Assessor's Office

Customer Service Department

1400 E. Ash Street

Globe, AZ 85501

Gila County Assessor's Office

Customer Comment Form

Customer Service Department

Assessor's Vision

To work to the best of my ability to ensure that all properties within Gila County are valued fairly and accurately and that data is kept as current as possible.

Our Mission Statement

The Mission of the Gila County Assessor's Office is to administer our duties in a manner that assures public confidence in our productivity, accuracy, and fairness. We perform the following major functions to fulfill our mission:

1. Discover, list, and uniformly value all taxable and nontaxable property in Gila County.
2. Determine proper legal class for all properties based on the current use of the property.
3. Comply with the legal requirements for processing assessment appeals in a timely manner.
4. Determine the eligibility for property tax exemption, senior freezes, and other taxpayer programs.
5. Provide current assessment related information to the community and to government agencies.
6. Work to improve the property tax laws in the State of Arizona.

We will treat everyone with respect, compassion and dignity and will be guided by the principles of fairness and honesty.

DATE OF VISIT / TIME

_____

WHO ASSISTED YOU

_____

OFFICE LOCATION:

- [ ] Globe
- [x] Payson

PURPOSE OF VISIT:

- [ ] PARCEL INFORMATION
- [ ] MAPS
- [ ] PROPERTY VALUE INFO
- [x] OTHER

How Can We Serve You Better?

_____

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- [ ] Negative

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- [x] Yes
- [ ] No, Please explain (on other side)

May we contact you regarding your visit?

- [x] Yes
- [ ] No

Name: DONNA J ANNÄN

Phone #: [redacted]

Gila County Assessor's Office

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DATE OF VISIT / TIME

WHO ASSISTED YOU

Sheryl Wellington

OFFICE LOCATION:

- [ ] Globe
- [x] Payson

PURPOSE OF VISIT:

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- [x] Yes
- [ ] No

Name: Jim Greenberg

Phone #: [illegible]

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