

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



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

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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

12/14/15

WHO ASSISTED YOU

DEBRA ACURRE

OFFICE LOCATION:

- Globe
 Payson

PURPOSE OF VISIT:

- PARCEL INFORMATION
 MAPS
 PROPERTY VALUE INFO
 OTHER



How Can We Serve You Better?

SUPPL. HELPFUL

GREAT GAL.

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?

- Very Satisfied
 Somewhat Satisfied
 Not Satisfied

Did the person who assisted you seem....

- Very Knowledgeable
 Somewhat Knowledgeable
 Not Very Knowledgeable (What Area)

Please rate the attitude of the person who assisted you.

- Very Positive
 Somewhat Positive
 Negative

Did you obtain the information you needed?

- Yes
 No, Please explain (on other side)

May we contact you regarding your visit?

- Yes No

Name: _____

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

PAGE LAND & CATTLE CO.

ESTABLISHED 1911

K . I

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: *(Payson)*
or
Assistant

Globe

Payson

PURPOSE OF VISIT:

PARCEL INFORMATION

MAPS

PROPERTY VALUE INFO

OTHER



How Can We Serve You Better?

*These clerks are
very helpful we
have been in other
times too. Always
knowledgeable. Thanks!*

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Please rate the attitude of the person who assisted you.

- Very Positive
- Somewhat Positive
- Negative

Did you obtain the information you needed?

- Yes
- No, Please explain (on other side)

May we contact you regarding your visit?

- Yes
- No

Name: *Cheryl Thomas*

Phone #: _____

Doug Eckert
Gila County Assessor's Office

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DATE OF VISIT / TIME

8/24/2015 4:20

WHO ASSISTED YOU

Debra Aguirre-

OFFICE LOCATION:

- Globe
 Payson

PURPOSE OF VISIT:

- PARCEL INFORMATION
 MAPS
 PROPERTY VALUE INFO
 OTHER



How Can We Serve You Better?

Customer Service Evaluation

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 Not Very Knowledgeable (What Area)

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- Very Positive
 Somewhat Positive
 Negative

Did you obtain the information you needed?

- Yes
 No, Please explain (on other side)

May we contact you regarding your visit?

- Yes No

Name: Sharon Rice

Phone #: 928-425-4078

Gila County Assessor's Office

Globe Office:	Payson Office:
1400 E Ash Street	201 W Frontier
Globe, AZ 85501	Payson, AZ 85541
Phone: 928-402-8714	Phone: 928-472-7973
Fax: 928-425-0408	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@shiningtimes.com
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@shiningtimes.com
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@shiningtimes.com
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

Payson

PURPOSE OF VISIT:

PARCEL INFORMATION

MAPS

PROPERTY VALUE INFO

OTHER



How Can We Serve You Better?

LOWER TAX
VALUES
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.

How satisfied were you with the Service you received?

Very Satisfied

Somewhat Satisfied

Not Satisfied

Did the person who assisted you seem....

Very Knowledgeable

Somewhat Knowledgeable

Not Very Knowledgeable (What Area)

Please rate the attitude of the person who assisted you.

Very Positive

Somewhat Positive

Negative

Did you obtain the information you needed?

Yes

No. Please explain (on other side)

May we contact you regarding your visit?

Yes

No

Name: WEN LITTLE

Phone #: _____

Gila County Assessor's Office

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1400 E Ash Street

Globe, AZ 85501

Phone: 928-402-8714

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DATE OF VISIT / TIME

7-21-15 @ 4:40pm

WHO ASSISTED YOU

Diane Buechner

OFFICE LOCATION:

Globe

Payson

PURPOSE OF VISIT:

PARCEL INFORMATION

MAPS

PROPERTY VALUE INFO

OTHER



How Can We Serve You Better?

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

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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Very Satisfied

Somewhat Satisfied

Not Satisfied

Did the person who assisted you seem....

Very Knowledgeable

Somewhat Knowledgeable

Not Very Knowledgeable (What Area)

Please rate the attitude of the person who assisted you.

Very Positive

Somewhat Positive

Negative

Did you obtain the information you needed?

Yes

No, Please explain (on other side)

May we contact you regarding your visit?

Yes

No

Name: Heidi R Arcangel

Phone #: 480-472-1472

Gila County Assessor's Office

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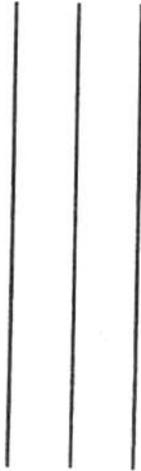
COMMENTS:

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

Payson

PURPOSE OF VISIT:

PARCEL INFORMATION

MAPS

PROPERTY VALUE INFO

OTHER



How Can We Serve You Better?

STAY NATURAL, AS YOU

ARE - NO BIG CITY CRAZ

Customer Service Evaluation

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 Not Very Knowledgeable (What Area)

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- Very Positive
 Somewhat Positive
 Negative

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- Yes
 No, Please explain (on other side)

May we contact you regarding your visit?

- Yes No

Name: LOYD H. GARNER JR.

Phone #: _____

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DATE OF VISIT / TIME

2/25/15 1:30 p.m

WHO ASSISTED YOU

WAYNE

OFFICE LOCATION:

Globe

Payson

PURPOSE OF VISIT:

PARCEL INFORMATION

MAPS

PROPERTY VALUE INFO

OTHER



How Can We Serve You Better?

Everything was
not satisfactory
and comprehensive

Customer Service Evaluation

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 Somewhat Knowledgeable
 Not Very Knowledgeable (What Area)

Please rate the attitude of the person who assisted you.

- Very Positive
 Somewhat Positive
 Negative

Did you obtain the information you needed?

- Yes
 No, Please explain (on other side)

May we contact you regarding your visit?

- Yes No

Name: BRISILLE WYLIE

Phone #: 928-425-2721

Gila County Assessor's Office

Globe Office:
1400 E Ash Street
Globe, AZ 85501
Phone: 928-402-8714
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DATE OF VISIT / TIME

WHO ASSISTED YOU

OFFICE LOCATION:

Globe

Payson

PURPOSE OF VISIT:

PARCEL INFORMATION

MAPS

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- Negative

Did you obtain the information you needed?

- Yes
- No, Please explain (on other side)

May we contact you regarding your visit?

- Yes
- No

Name: Downing J. Annan

Phone #: 928-425-0408

Gila County Assessor's Office

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DATE OF VISIT / TIME

WHO ASSISTED YOU

Sheryl Wellington

OFFICE LOCATION:

Globe

Payson

PURPOSE OF VISIT:

PARCEL INFORMATION

MAPS

PROPERTY VALUE INFO

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 Negative

Did you obtain the information you needed?

- Yes
 No, Please explain (on other side)

May we contact you regarding your visit?

- Yes No

Name: Jim Greenberg

Phone #: ~~928-425-0408~~

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