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BC ASSESSMENT SCORES AN ‘A’ FROM CUSTOMERS

VICTORIA – BC Assessment is proud to present its 2010 customer satisfaction survey results.

Each year, BC Assessment surveys its non-residential and residential clients, and every second year we survey our local governments, First Nations and provincial government clients. For 2010, BC Assessment maintained excellent customer satisfaction scores on its non-residential and residential surveys based on a composite score composed of 10 core customer satisfaction questions.

Survey	2009	2010
Non-Residential	88%	88%
Residential	83%	83%
Provincial	99%	-
First Nations	98%	-
Local Government	95%	-

“Our customer service commitment is to be reliable, accessible, uniform and respectful,” said Connie Fair, President and Chief Executive Officer of BC Assessment. “This important research tells us how we are doing to measure up to those service principles. We use the feedback to enhance our products and services which support positive customer experiences for the future.”

The customer satisfaction surveys were completed by Malatest, an independent research firm, between January and April, 2010. More than 1,800 customers were surveyed through telephone interviews. The full reports can be read online [here](#).

BC Assessment is a provincial Crown corporation, governed by a Board of Directors, which is required under the *Assessment Act* to annually classify and value B.C.’s 1.9 million properties.

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