

For Immediate Release

**BC ASSESSMENT RELEASES CUSTOMER SURVEY RESULTS**

VICTORIA – BC Assessment released the results of five separate customer satisfaction surveys today.

For this year’s surveys, a new online client inquiry system was introduced in January to more efficiently track customer interactions, saving an estimated 30,000 pieces of paper in the process. In addition, the 2009 surveys used a new composite score index which provides a broader representation of customer satisfaction survey results.

“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 scores (based on a composite score of 10 core customer satisfaction questions) are as follows:

Provincial Government (ministries and agencies) = 99 per cent

First Nations clients = 98 per cent

Local governments = 95 per cent

Non-residential property owners (e.g. businesses) = 88 per cent

Residential property owners = 83 per cent

The five surveys were completed by Malatest and Associates Ltd., an independent research firm, between April and June, 2009. The complete reports are posted online at [www.bcassessment.ca/customer\\_service.asp](http://www.bcassessment.ca/customer_service.asp). You can also find more information about BC Assessment and the property assessment process on the website.

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