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FOR IMMEDIATE RELEASE

May 21, 2020

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**ORANGE COUNTY PROPERTY APPRAISER'S OFFICE HONORED WITH FOUR STEVIE® AWARDS
IN 2020 AMERICAN BUSINESS AWARDS®**

*~ Agency named Organization of the Year, also receives honors for
customer satisfaction, community engagement, and outreach programming ~*

ORLANDO, FL – May 21, 2020 – The Orange County Property Appraiser's Office (OCPA) was named Organization of the Year at the 18th Annual American Business Awards® (ABA), earning a Gold Stevie® Award. OCPA was also recognized with a Silver Stevie® for achievement in customer satisfaction, and two Bronze Stevies® for the success of OCPA's signature community engagement events and outreach programming respectively. For the four awards, the agency received high praise for making information and resources easily accessible, developing impactful initiatives, implementing a multi-faceted approach to service, and dedication to education.

"I'm so proud of the team we've built over the last seven years," said Property Appraiser Rick Singh, CFA. "To be awarded the distinction of Organization of the Year by the American Business Awards is a huge honor. Since I took office in 2013, we have been committed to fair and accurate assessments, leveraging technology, and effectively distributing meaningful information to property owners. Our entire agency supports these efforts and takes great pride in offering excellent service to the residents in our community. Our consistent 99.8% customer satisfaction rating is evidence of the fact that we have truly changed the culture of the entire organization, showing the importance and effectiveness of excellent service and educational outreach to taxpayers."

The American Business Awards are the U.S.A.'s premier business awards program. All organizations operating in the U.S.A. are eligible to submit nominations – public and private, for-profit and non-profit, large and small. More than 230 professionals worldwide participated in the judging process to select this year's Stevie Award winners. OCPA was nominated with some 3,600 organizations in virtually every industry, and joined recognizable brands like Cisco, Wells Fargo Treasury Management, Humana, National Association of REALTORS®, Crocs, Comcast, Zoom and POD in the 2020 winner's circle.

"Our four Stevie Awards – we won in every category we entered – are all centered on a consistent theme," added Singh. "We put the customer first: whether it is to ensure a fair and accurate assessment, educate them on money-saving exemptions, or to host a cost-effective educational networking event. Our entire team is honored to serve the citizens of Orange County."

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In their reviews, the judges praised OCPA's continued dedication to technology and distinguished services, including one judge who remarked, "Its philosophy of implementing effective process improvements demonstrates a clear convergence between innovative technologies and a dedication to serve the community." Judges also lauded the agency's annual signature event - the State of Orange County Real Estate - by saying, "I think the best part about this event is that it was free to attend, which allows a barrier to be broken down and really allow the education aspect to flourish." Throughout their comments, judges applauded the agency's interactive social media outreach and "exceptional municipal services."

The four awards are:

Gold Stevie

Organization of the Year - Non-Profit or Government - Small

Orange County, Florida encompasses a complex and diverse real estate market, posing a unique challenge to the staff tasked with fairly and equitably assessing the value of real and tangible property in the region. To meet this challenge and assist the county's constituents, the Orange County Property Appraiser's office implemented several effective process improvements in 2019. By adopting innovative - often technological - advancements, the agency serves the county with a high standard of excellence. The new initiatives and process improvements include the agency's compliance initiatives, drone program, superior hurricane response tools, Prius fleet, constituent communications strategy, and more. OCPA's dedication to leveraging technology and education to better serve constituents has been extremely successful. Reflected in surveys and through quantitative feedback, constituents are consistently complimentary on the professionalism, expertise, and service they experience when interacting with OCPA.

Silver Stevie

Achievement in Customer Satisfaction

In 2019, OCPA achieved an overall customer service satisfaction rating of 99.8%, a 39-second average hold-time serving more than 70,000 phone customers, and a 1 ½ minute average wait-time serving customers in the lobby. The agency also reached the \$1 billion mark in value returned to the tax base through fraud compliance and audits. And - thanks to the agency's commitment to training and professional development - OCPA staff collectively reached 1,000 years of appraisal experience and 110 official certifications or designations.

Bronze Stevie

Corporate & Community - Community Engagement Event - The State of Orange County Real Estate

Annually, OCPA presents *The State of Orange County Real Estate* to report on the county's growth in market value. Attendance has more than doubled in just 4 years and, in 2019, more than 1000 guests attended. During the event, Host and Property Appraiser Rick Singh delivered a data-rich presentation on the growth and value of Orange County and led a panel of experts in a discussion of economic trends for the region. The State of Orange County Real Estate is produced entirely in-house by existing staff to better inform constituents.

Bronze Stevie

Communications or PR Campaign of the Year - Community Relations - Outreach Programming

As Orange County continues to grow, the office seeks creative ways to connect to taxpayers through communications and outreach programming. OCPA is committed to developing deep and meaningful relationships with taxpayers by educating the community on services and benefits available, like exemptions that reduce property taxes. OCPA devotes a considerable amount of time, talent and resources to connecting with the community, participating in more than 1,000 outreach events since 2013.

About OCPA

The Orange County Property Appraiser's office (OCPA) provides a fair and equitable tax roll, remarkable service and superior professionalism. The office also assists taxpayers with applying for homestead and other exemptions as well as understanding their Truth-In-Millage (TRIM) Notices each year. Under Rick Singh's leadership, OCPA has returned more than \$1 billion in value to the tax roll through compliance initiatives and assessed \$1 trillion in value since 2013. An award-winning agency, OCPA was recognized in 2020 with four Stevie® Awards from the American Business Awards® (ABA) including the prestigious Organization of the Year, Achievement in Customer Satisfaction, Community Engagement, and PR Campaign of the Year for Outreach programming, OCPA was first noticed by the ABA in 2019 with a Gold Stevie® Award for as Customer Service Team of the Year. The International Association of Assessing Officers (IAAO) has also honored OCPA with its prestigious "Certificate of Excellence in Assessment," earned by less than 1% of assessment authorities worldwide. The Agency has also been honored by the Center for Digital Government with a 2018 "Digital Government Experience" Award citing its effective online strategies for meeting constituent needs.

About the Stevie Awards

Stevie Awards are conferred in eight programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Women in Business, the Stevie Awards for Great Employers, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide.

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