



DEPARTMENT OF
ASSESSMENTS & TAXATION



Maryland Department of Assessments and Taxation Customer Service Overview

The Maryland Department of Assessments and Taxation is a customer-focused agency that works to ensure property is accurately assessed, business records are appropriately maintained, and necessary tax-related information is conveyed to state agencies and local jurisdictions. Specifically, the department is responsible for assessing all real property in the state, supervising the state's real and personal property tax structure, creating and maintaining records that establish corporations and other business entities, and administering programs for state property tax exemptions and credits.

Uniform and accurate assessments are the foundation of fair property taxation, and the department maintains strict adherence to national standards for measuring property assessment quality, as outlined by the International Association of Assessing Officers. Reports and statistics are issued to indicate an overall uniformity of assessments based on these metrics.

Domestic and foreign entities interact with the department to charter their businesses, and our assessors value all real and business personal property in the state. Those assessments are certified to the Comptroller's office and local governments so that accurate annual tax bills can be sent and credits applied when appropriate. Providing each of these customers with timely, correct, and consistent service and feedback is our top priority.

Every employee is committed to maintaining an open line of communication with customers to provide convenient assistance and accurate information. From large law firms and CPAs to family businesses, we make sure that Maryland is truly Open for Business. We strive to provide the same great customer service to individual homeowners and renters that we provide to retail chains and multinational conglomerates.



The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

The Department of Assessments and Taxation has focused on upgrading technology and procedures with an increased emphasis on employee engagement and training. Our workforce has fully committed to providing great customer service. Significant accomplishments include:

- Average time to assess personal property online filings reduced from 88 to 39 days
- Average time to assess personal property paper filings reduced from 98 to 73 days
- Customer Service Counter's document approval time reduced to less than 30 minutes
- Typical charter trade name request processing time reduced from 10 weeks to 4 weeks
 - Online requests are now processed within 48 hours
- Typical charter mail processing time reduced from 10 weeks to 4 weeks

The department's commitment to the Customer Service Promise describes our approach:

1. Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence.
2. Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.
3. Improve the processing times of agency services to help citizens and businesses accomplish their transactions with the state.
4. Increase the number of services the state provides online so that citizens and businesses can utilize self-service, as appropriate.
5. Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.
6. Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them.
7. A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback. Results are used to make improvements to services.

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and for innovations that improve customer service.

We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, please see the [customer service section of our strategic plan](#).

[Click here](#) for our three question customer experience survey.