I. Taxpayers are the most important people in the community.

II. Taxpayers are not dependent upon you; you are dependent upon them.

III. Taxpayers are not an interruption of work; they are the purpose of your work.

IV. Taxpayers do you a favor when they call or come in to the office. You are not doing them a favor by waiting on them.

V. Taxpayers are part of your work; they are not outsiders.

VI. Taxpayers are not cold statistics, they are flesh and blood.

VII. They are human beings with feelings and emotions just like yourself.

VIII. Taxpayers are not people to argue with, match wits with, or ridicule.

IX. Taxpayers are people who need your assistance and it is your job to provide professional quality service.

X. Taxpayers are deserving of the most courteous and attentive treatment that you can give them.

XI. Taxpayers are people who make it possible for your salary to be paid.

XII. Taxpayers are a vital part of this government and every division thereof.

Chris Jones, CFA
Escambia County Property Appraiser