Searching addresses in Citizen Access FAQ

- ## Why is the search not finding the address?

    o If your search for the address returns "No records found" this may be because the address either does not exist or there is an issue with the search criteria.

    - Sometimes the less information provided in a search is better.

    - Consider reducing the information that you put into the search fields and/or use a wildcard which is the % sign.

        - Example:

            o Real Address – 2122 Campus Dr. SE

            o What to enter: **Building No: Street Name: Direction:**

            2122   Cam%   (leave blank)

    o If your search still returns "No records found", consider just inputting the Building No:

    - Sometimes the spelling of the street name may not be as expected.

- ## My address renders multiple addresses found, which one should I pick?

    o Here is an example of this situation

Address Search Result List   ×

Addresses

Showing 1-5 of 5

Address
○ 100 NW NW 3 AVE, A, CST City of Stewartville, STEWARTVILLE MN 55976, 100 3 AVE NW STEWARTVILLE MN 55976
○ 100 SW SW 3 AVE, A, CRO City of Rochester, ROCHESTER MN 55902, 100 3 AVE SW ROCHESTER MN 55902
○ 100 SW SW 3 AVE, STE 17121, A, CRO City of Rochester, ROCHESTER MN 55902, 100 3 AVE SW SUITE 17121 ROCHESTER MN 55902
○ 100 SW SW 3 AVE, STE S148, A, CRO City of Rochester, ROCHESTER MN 55902, 100 3 AVE SW STE S148 Subway ROCHESTER MN 55902
○ 100 SW SW 3 ST, A, CRO City of Rochester, ROCHESTER MN 55902, 100 3 ST SW ROCHESTER MN 55902

Select   Cancel

- Make sure that you select the one that is in the City of Rochester.
- Sometimes there are additional addresses because of suites or sub-addresses
- Here is an example:

  ○ 100 SW SW 3 AVE, STE 17121, A, CRO City of

  - In most cases, it is usually better to select the address without a suite unless you know the appropriate suite number and it is part of your search results.
- It is better if you select the address near the top of the result list that best matches your search criteria.
  o Once you make a selection, it will automatically fill in the Associated Parcels and Associated Owners.
  o Here is an example:

Address
○ 100 NW NW 3 AVE, A, CST City of Stewartville, STEWARTVILLE MN 55976, 100 3 AVE NW STEWARTVILLE MN 55976
◉ 100 SW SW 3 AVE, A, CRO City of Rochester, ROCHESTER MN 55902, 100 3 AVE SW ROCHESTER MN 55902
○ 100 SW SW 3 AVE, STE 17121, A, CRO City of Rochester, ROCHESTER MN 55902, 100 3 AVE SW SUITE 17121 ROCHESTER MN 55902
○ 100 SW SW 3 AVE, STE S148, A, CRO City of Rochester, ROCHESTER MN 55902, 100 3 AVE SW STE S148 Subway ROCHESTER MN 55902
○ 100 SW SW 3 ST, A, CRO City of Rochester, ROCHESTER MN 55902, 100 3 ST SW ROCHESTER MN 55902

Associated Parcels

Showing 1-1 of 1

	Parcel Number	Lot	Block	Subdivision
◉	064644			ORIGINAL PLAT (CITY OF ROCH)-PT TORRENS

Associated Owners

Showing 1-1 of 1

	Name	Address
◉	MAYO ASSOCIATION	200 1 ST SW ROCHESTER MN 55905

Depending on the amount of information that shows up in the screen, you may need to scroll down using the scroll bar to see the Select button located near the bottom.

Associated Owners

Showing 1-1 of 1

Name	Address
◉ MAYO ASSOCIATION	200 1 ST SW ROCHESTER MN 55905

Select Cancel

- There are multiple Associated Owners, which one do I select?
    - o We pull our address information, parcel and owner information from the County addressing system which incorporates the owners that are listed in the County Assessor Property Tax Records
    - o The system may contain properties that may list multiple owners and this may be for a variety of reasons.
    - o Example:
    - o Select the address that is most appropriate
    - o If there isn't an appropriate owner listed, just select the top one because you will have an opportunity to change this information on the next screen.

Address Search Result List ✕

Addresses

Showing 1-1 of 1

Address
◉ 2122 SE SE CAMPUS DR, A, CRO City of Rochester, ROCHESTER MN 55904, 2122 CAMPUS DR SE ROCHESTER MN 55904

Associated Parcels

Showing 1-1 of 1

Parcel Number	Lot	Block	Subdivision
◉ 069165			CITY LANDS 107-13-31

Associated Owners

Showing 1-2 of 2

Name	Address
○ ATTN DALE PRESTEGARD	2122 CAMPUS VILLAGE DR SE SUITE 200 ROCHESTER MN 55904
○ COUNTY OF OLMSTED	151 4 ST SE ROCHESTER MN 55904

Select Cancel

*Please Note: If you cannot find your address, please call the Fire Marshal's Office at 507-328-2800 for assistance.