

## Customer Survey Results

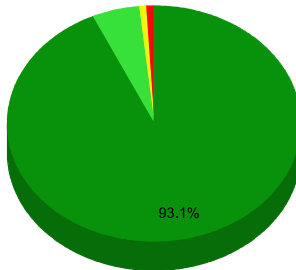
Last Updated: 05/03/18

### WCAD Performance - All Responses

98.3%

WCAD has received 1166 customer service surveys and a customer satisfaction rate of 98.3%.

- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	93.11	7264
Good	5.19	405
Poor	0.78	60
Extremely Poor	0.93	72
<b><i>total answered questions</i></b>		<b>7801</b>
<b><i>total skipped questions</i></b>		<b>361</b>

Last Updated: 05/03/18

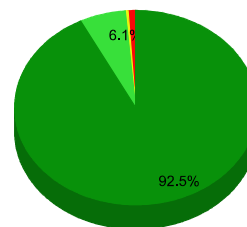
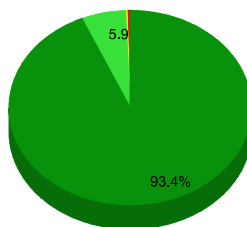
### Promptness Of Service: Customer Service

99.39%

### Promptness Of Service: Appraisal

98.62%

- Excellent
- Good
- Poor
- Extremely Poor

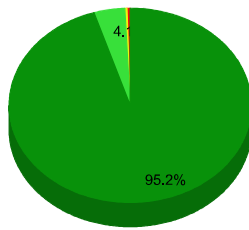


Answers	Score (%)	No. Of Responses
Excellent	93.45	1070
Good	5.94	68
Poor	0.17	2
Extremely Poor	0.44	5
<b><i>answered question</i></b>		<b>1145</b>
<b><i>skipped question</i></b>		<b>21</b>

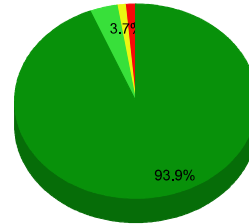
Answers	Score (%)	No. Of Responses
Excellent	92.48	1008
Good	6.15	67
Poor	0.37	4
Extremely Poor	1.01	11
<b><i>answered question</i></b>		<b>1090</b>
<b><i>skipped question</i></b>		<b>76</b>

**Professional and Attentive: Customer Service**  
**99.3%**

- Excellent
- Good
- Poor
- Extremely Poor



**Professional and Attentive: Appraisal**  
**97.53%**

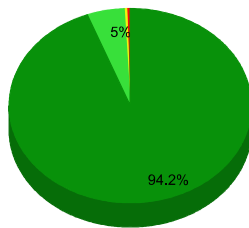


Answers	Score (%)	No. Of Responses
Excellent	95.16	1081
Good	4.14	47
Poor	0.26	3
Extremely Poor	0.44	5
<b>answered question</b>		<b>1136</b>
<b>skipped question</b>		<b>30</b>

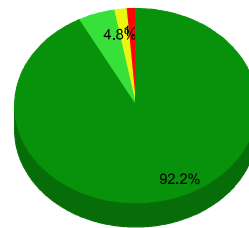
Answers	Score (%)	No. Of Responses
Excellent	93.86	1024
Good	3.67	40
Poor	1.1	12
Extremely Poor	1.37	15
<b>answered question</b>		<b>1091</b>
<b>skipped question</b>		<b>75</b>

**Knowledgeable and explained information: Cust. Service**  
**99.2%**

- Excellent
- Good
- Poor
- Extremely Poor



**Knowledgeable and explained information: Appraisal**  
**97.07%**



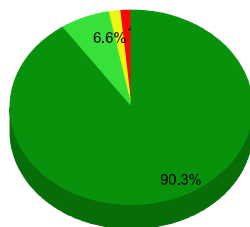
Answers	Score (%)	No. Of Responses
Excellent	94.23	1061
Good	4.97	56
Poor	0.36	4
Extremely Poor	0.44	5
<b>answered question</b>		<b>1126</b>
<b>skipped question</b>		<b>40</b>

Answers	Score (%)	No. Of Responses
Excellent	92.23	1009
Good	4.84	53
Poor	1.65	18
Extremely Poor	1.28	14
<b>answered question</b>		<b>1094</b>
<b>skipped question</b>		<b>72</b>

## Appraiser adequately explained how the value of my property was determined

**96.96%**

- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	90.35	1011
Good	6.61	74
Poor	1.52	17
Extremely Poor	1.52	17
<b><i>answered question</i></b>		<b>1119</b>
<b><i>skipped question</i></b>		<b>47</b>