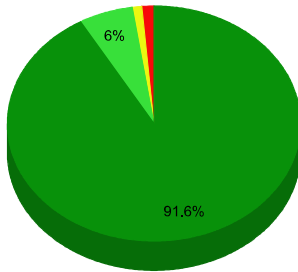


Customer Survey Results

Last Updated: 06/29/18

WCAD Performance - All Responses 97.62%

- Excellent
- Good
- Poor
- Extremely Poor

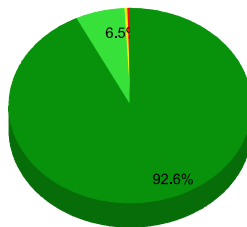


Answers	Score (%)	No. Of Responses
Excellent	91.63	13761
Good	5.99	899
Poor	1.04	156
Extremely Poor	1.34	200
total answered questions		15016
total skipped questions		608

Last Updated: 06/29/18

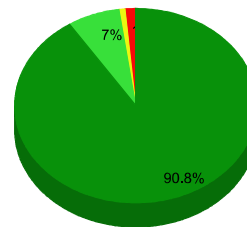
Promptness Of Service: Customer Service 99.18%

- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	92.63	2025
Good	6.54	143
Poor	0.37	8
Extremely Poor	0.46	10
answered question		2186
skipped question		46

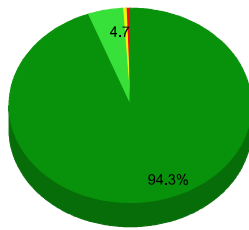
Promptness Of Service: Appraisal 97.78%



Answers	Score (%)	No. Of Responses
Excellent	90.79	1922
Good	6.99	148
Poor	0.8	17
Extremely Poor	1.42	30
answered question		2117
skipped question		115

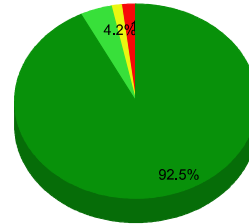
Professional and Attentive: Customer Service
98.99%

- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	94.26	2051
Good	4.73	103
Poor	0.46	10
Extremely Poor	0.55	12
answered question		2176
skipped question		56

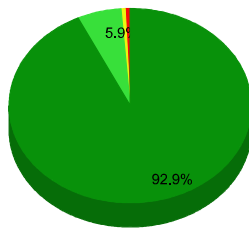
Professional and Attentive: Appraisal
96.75%



Answers	Score (%)	No. Of Responses
Excellent	92.55	1962
Good	4.2	89
Poor	1.37	29
Extremely Poor	1.89	40
answered question		2120
skipped question		112

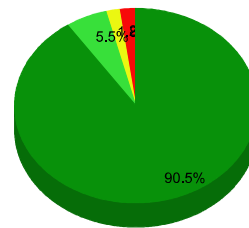
Knowledgeable and explained information: Cust. Service
98.79%

- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	92.91	1992
Good	5.88	126
Poor	0.56	12
Extremely Poor	0.65	14
answered question		2144
skipped question		88

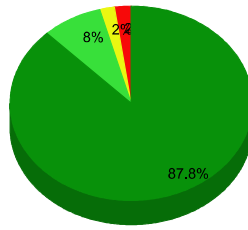
Knowledgeable and explained information: Appraisal
96.04%



Answers	Score (%)	No. Of Responses
Excellent	90.52	1920
Good	5.52	117
Poor	1.79	38
Extremely Poor	2.17	46
answered question		2121
skipped question		111

Appraiser adequately explained how the value of my property was determined
95.82%

- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	87.78	1889
Good	8.04	173
Poor	1.95	42
Extremely Poor	2.23	48
<i>answered question</i>		2152
<i>skipped question</i>		80