

Customer Survey Results

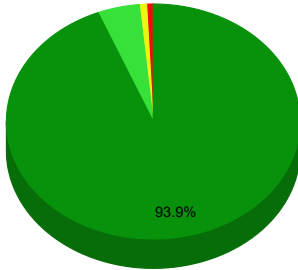
Last Updated: 07/29/19

WCAD Performance - All Responses

98.47%

WCAD has received 3083 customer service surveys and a customer satisfaction rate of 98.47%.

- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	93.86	19526
Good	4.61	960
Poor	0.8	167
Extremely Poor	0.73	151
<i>total answered questions</i>		20804
<i>total skipped questions</i>		777

Last Updated: 07/29/19

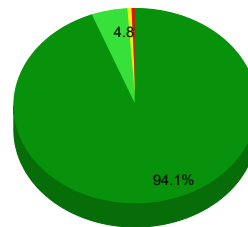
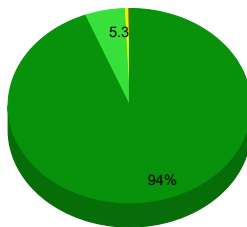
Promptness Of Service: Customer Service

99.3%

Promptness Of Service: Appraisal

98.88%

- Excellent
- Good
- Poor
- Extremely Poor

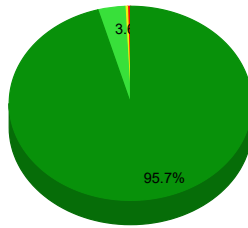


Answers	Score (%)	No. Of Responses
Excellent	94	2834
Good	5.31	160
Poor	0.46	14
Extremely Poor	0.23	7
<i>answered question</i>		3015
<i>skipped question</i>		68

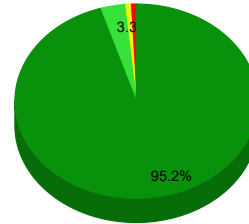
Answers	Score (%)	No. Of Responses
Excellent	94.12	2784
Good	4.77	141
Poor	0.54	16
Extremely Poor	0.57	17
<i>answered question</i>		2958
<i>skipped question</i>		125

Professional and Attentive: Customer Service
99.27%

- Excellent
- Good
- Poor
- Extremely Poor



Professional and Attentive: Appraisal
98.47%

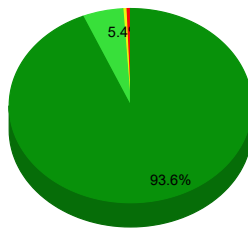


Answers	Score (%)	No. Of Responses
Excellent	95.66	2865
Good	3.61	108
Poor	0.33	10
Extremely Poor	0.4	12
answered question		2995
skipped question		88

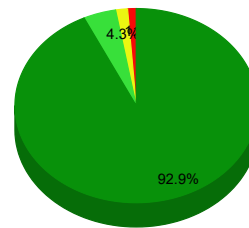
Answers	Score (%)	No. Of Responses
Excellent	95.17	2799
Good	3.3	97
Poor	0.75	22
Extremely Poor	0.78	23
answered question		2941
skipped question		142

Knowledgeable and explained information: Cust. Service
98.99%

- Excellent
- Good
- Poor
- Extremely Poor



Knowledgeable and explained information: Appraisal
97.27%

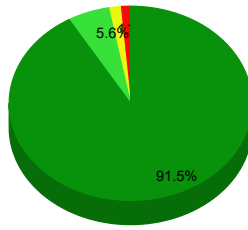


Answers	Score (%)	No. Of Responses
Excellent	93.59	2773
Good	5.4	160
Poor	0.4	12
Extremely Poor	0.61	18
answered question		2963
skipped question		120

Answers	Score (%)	No. Of Responses
Excellent	92.92	2757
Good	4.35	129
Poor	1.58	47
Extremely Poor	1.15	34
answered question		2967
skipped question		116

Appraiser adequately explained how the value of my property was determined 97.1%

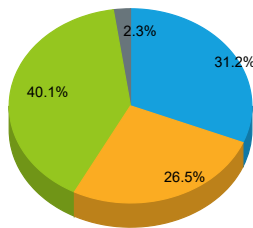
- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	91.53	2714
Good	5.56	165
Poor	1.55	46
Extremely Poor	1.35	40
answered question		2965
skipped question		118

What is the reason for your visit today? Did you come in to protest your:

- Both Taxes & Value
- Property Taxes
- Property Value
- NA



Answers	Percent	No. Of Responses
Both Taxes & Value	31.17	836
Property Taxes	26.47	710
Property Value	40.08	1075
NA	2.27	61
answered question		2682
skipped question		401