

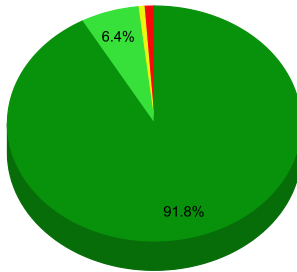
Customer Survey Results

Last Updated: 06/01/21

WCAD Performance - All Responses 98.41%

WCAD has received 894 customer service surveys and a customer satisfaction rate of 98.41%.

- Excellent
- Good
- Poor
- Extremely Poor



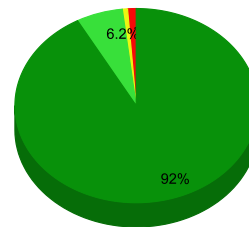
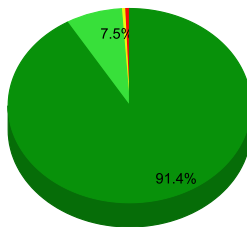
Answers	Score (%)	No. Of Responses
Excellent	91.99	4457
Good	6.42	311
Poor	0.59	32
Extremely Poor	1.01	54
total answered questions		4854
total skipped questions		1404

Last Updated: 06/01/21

Promptness Of Service: Customer Service 98.93%

Promptness Of Service: Appraisal 98.16%

- Excellent
- Good
- Poor
- Extremely Poor

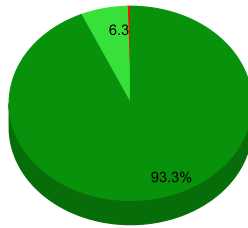


Answers	Score (%)	No. Of Responses
Excellent	91.43	427
Good	7.49	35
Poor	0.43	2
Extremely Poor	0.64	3
answered question		467
skipped question		427

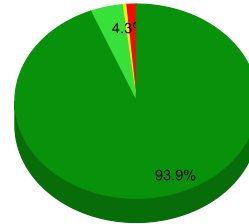
Answers	Score (%)	No. Of Responses
Excellent	91.95	800
Good	6.21	54
Poor	0.69	6
Extremely Poor	1.15	10
answered question		870
skipped question		24

Professional and Attentive: Customer Service 99.57%

- Excellent
- Good
- Extremely Poor



Professional and Attentive: Appraisal 98.15%

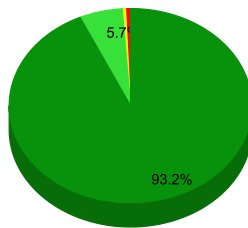


Answers	Score (%)	No. Of Responses
Excellent	93.32	433
Good	6.25	29
Poor	0	0
Extremely Poor	0.43	2
answered question		464
skipped question		430

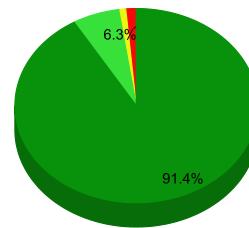
Answers	Score (%)	No. Of Responses
Excellent	93.86	810
Good	4.29	37
Poor	0.46	4
Extremely Poor	1.39	12
answered question		863
skipped question		31

Knowledgeable and explained information: Cust. Service 98.9%

- Excellent
- Good
- Poor
- Extremely Poor



Knowledgeable and explained information: Appraisal 97.69%



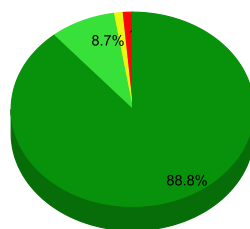
Answers	Score (%)	No. Of Responses
Excellent	93.17	423
Good	5.73	26
Poor	0.44	2
Extremely Poor	0.66	3
answered question		454
skipped question		440

Answers	Score (%)	No. Of Responses
Excellent	91.44	790
Good	6.25	54
Poor	0.93	8
Extremely Poor	1.39	12
answered question		864
skipped question		30

Appraiser adequately explained how the value of my property was determined

97.48%

- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	88.76	774
Good	8.72	76
Poor	1.15	10
Extremely Poor	1.38	12
<i>answered question</i>		872
<i>skipped question</i>		22