

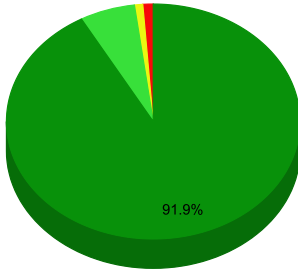
Customer Survey Results

Last Updated: 08/04/21

WCAD Performance - All Responses 98.03%

WCAD has received 2171 customer service surveys and a customer satisfaction rate of 98.03%.

- Excellent
- Good
- Poor
- Extremely Poor



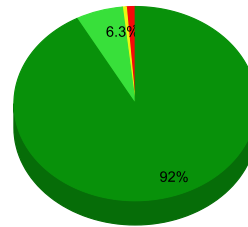
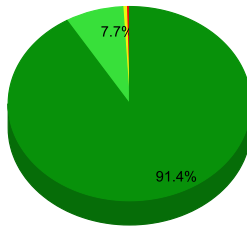
Answers	Score (%)	No. Of Responses
Excellent	91.94	12364
Good	6.1	819
Poor	0.87	123
Extremely Poor	1.09	153
total answered questions		13459
total skipped questions		1738

Last Updated: 08/04/21

Promptness Of Service: Customer Service 99.11%

Promptness Of Service: Appraisal 98.3%

- Excellent
- Good
- Poor
- Extremely Poor

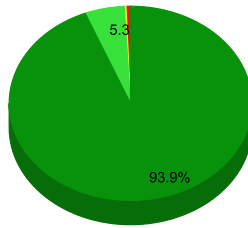


Answers	Score (%)	No. Of Responses
Excellent	91.37	1546
Good	7.74	131
Poor	0.47	8
Extremely Poor	0.41	7
answered question		1692
skipped question		479

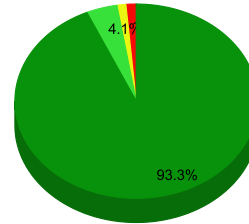
Answers	Score (%)	No. Of Responses
Excellent	92.01	1946
Good	6.29	133
Poor	0.52	11
Extremely Poor	1.18	25
answered question		2115
skipped question		56

Professional and Attentive: Customer Service
99.16%

- Excellent
- Good
- Poor
- Extremely Poor



Professional and Attentive: Appraisal
97.44%

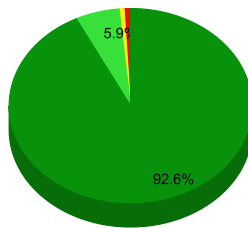


Answers	Score (%)	No. Of Responses
Excellent	93.9	1569
Good	5.27	88
Poor	0.24	4
Extremely Poor	0.6	10
answered question		1671
skipped question		500

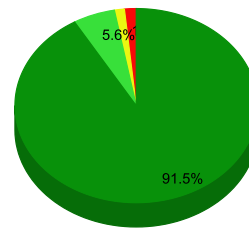
Answers	Score (%)	No. Of Responses
Excellent	93.33	1972
Good	4.12	87
Poor	1.18	25
Extremely Poor	1.37	29
answered question		2113
skipped question		58

Knowledgeable and explained information: Cust. Service
98.47%

- Excellent
- Good
- Poor
- Extremely Poor



Knowledgeable and explained information: Appraisal
97.11%



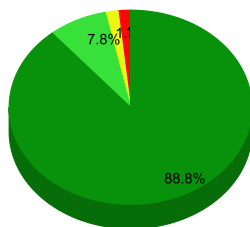
Answers	Score (%)	No. Of Responses
Excellent	92.62	1518
Good	5.86	96
Poor	0.67	11
Extremely Poor	0.85	14
answered question		1639
skipped question		532

Answers	Score (%)	No. Of Responses
Excellent	91.52	1931
Good	5.59	118
Poor	1.33	28
Extremely Poor	1.56	33
answered question		2110
skipped question		61

Appraiser adequately explained how the value of my property was determined

96.65%

- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	88.82	1882
Good	7.83	166
Poor	1.7	36
Extremely Poor	1.65	35
<i>answered question</i>		2119
<i>skipped question</i>		52