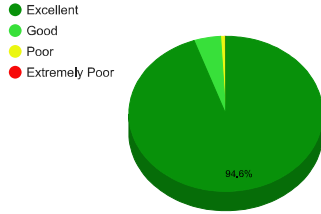


Customer Survey Results

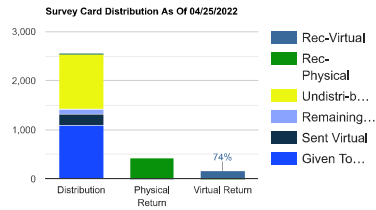
Last Updated: 05/03/25

WCAD Performance - All Responses

99.15%



WCAD has received 586 customer service surveys and a customer satisfaction rate of 99.15%.



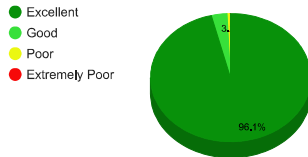
Answers	Score (%)	No. Of Responses
Excellent	94.7	3108
Good	4.45	148
Poor	0.66	22
Extremely Poor	0.19	6
total answered questions		3284
total skipped questions		811

Distribution Data as of 04/25/2022

Distribution	Count	Percent
Printed	2323	NA
Undistributed	1133	49%
Remaining At Desk	92	4%
Handed To Public	1098	47%
Physical Surveys Returned	420	38%
Virtual Surveys Sent	223	NA
Virtual Surveys Received	166	74%

Promptness Of Service: Customer Service

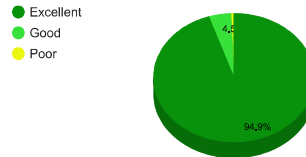
99.26%



Answers	Score (%)	No. Of Responses
Excellent	96.08	392
Good	3.19	13
Poor	0.49	2
Extremely Poor	0.25	1
answered question		408
skipped question		177

Promptness Of Service: Appraisal

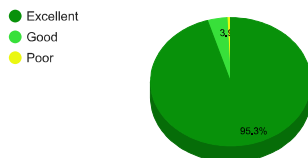
99.42%



Answers	Score (%)	No. Of Responses
Excellent	94.94	488
Good	4.47	23
Poor	0.58	3
Extremely Poor	0	0
answered question		514
skipped question		71

Professional and Attentive: Customer Service

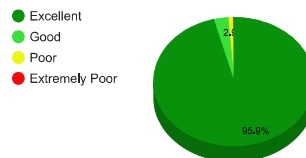
99.26%



Answers	Score (%)	No. Of Responses
Excellent	95.33	388
Good	3.93	16
Poor	0.74	3
Extremely Poor	0	0
answered question		407
skipped question		178

Professional and Attentive: Appraisal

98.83%

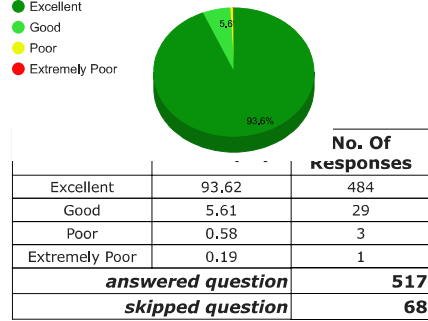
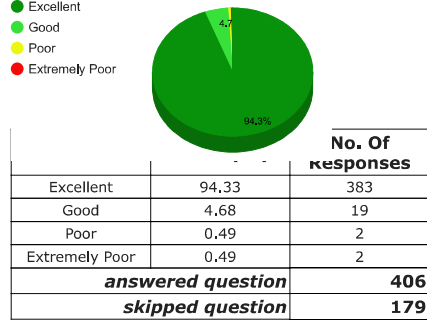


Answers	Score (%)	No. Of Responses
Excellent	95.9	491
Good	2.93	15
Poor	0.98	5
Extremely Poor	0.2	1
answered question		512
skipped question		73

Knowledgeable and explained information: Knowledgeable and explained information:

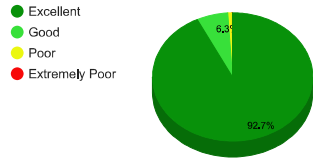
Cust. Service 99.01% **Appraisal 99.23%**

Last Updated: 05/03/25



Last Updated: 05/03/25

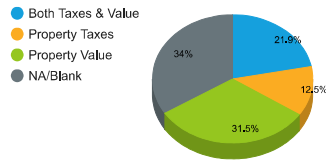
Appraiser adequately explained how the value of my property was determined
99.04%



Answers	Score (%)	No. Of Responses
Excellent	92,69	482
Good	6,35	33
Poor	0,77	4
Extremely Poor	0,19	1
answered question		520
skipped question		65

Last Updated: 05/03/25

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



Answers	Percent	No. Of Responses
Both Taxes & Value	21,92	98
Property Taxes	12,53	56
Property Value	31,54	141
NA/Blank	34	152
answered question		295
skipped question		152

WILLIAMSON CENTRAL APPRAISAL DISTRICT OWNER SURVEY
 In an effort to improve customer service, please fill out this survey and return it to a staff member. You may also drop it in the survey drop box in the lobby, or mail it free of charge.

Based on your visit today, please rate each of the following:

	EXCELLENT	GOOD	POOR	EXTREMELY POOR
1. Promptness of service:				
Customer Service Rep:	4	3	2	1
Appraiser:	4	3	2	1
2. Professional and attentive:				
Customer Service Rep:	4	3	2	1
Appraiser:	4	3	2	1
3. Knowledgeable and explained information clearly:				
Customer Service Rep:	4	3	2	1
Appraiser:	4	3	2	1
4. Appraiser adequately explained how the value of my property was determined:	4	3	2	1

5. What is the reason for your visit today? (Please select one below)
 Did you come in to protest your? Property Taxes Both N/A

6. Overall, how do you feel about your visit today? (Please select one below)
 Positive Negative Neither Positive nor Negative

How can we improve your future experience?

Customer Service Staff Member: _____ Appraisal Staff Member: _____
 Date:
 Optional Information: Name/Phone#: _____ Email Address: _____

Customer Service Survey Card - Front

BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. 74 GEORGETOWN TX
 POSTAGE WILL BE PAID BY ADDRESSEE

WILLIAMSON CENTRAL APPRAISAL DISTRICT
 625 FM 1460
 GEORGETOWN TX 78626-9909

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

Customer Service Survey Card - Back