

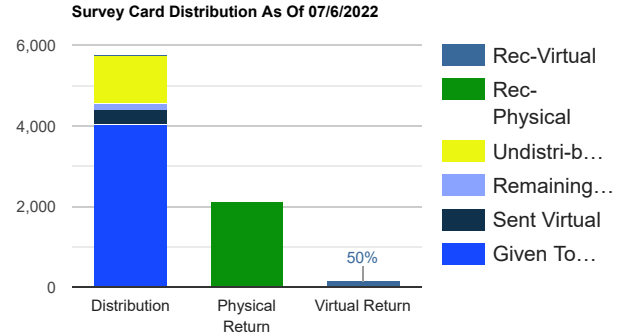
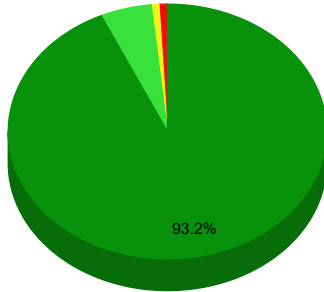
Customer Survey Results

Last Updated: 08/22/22

WCAD Performance - All Responses 98.37%

WCAD has received 2304 customer service surveys and a customer satisfaction rate of 98.37%.

- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	93.17	13455
Good	5.2	751
Poor	0.78	113
Extremely Poor	0.85	123
total answered questions		14442
total skipped questions		1679

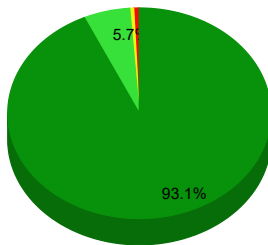
Distribution Data as of 08/22/2022

Distribution	Count	Percent
Printed	5373	NA
Undistributed	1160	22%
Remaining At Desk	177	3%
Handed To Public	4036	75%
Physical Surveys Returned	2129	53%
Virtual Surveys Sent	350	NA
Virtual Surveys Received	175	50%

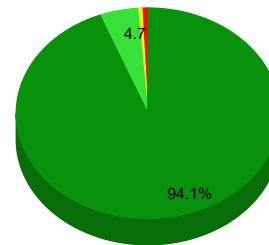
Promptness Of Service: Customer Service 98.83%

Promptness Of Service: Appraisal 98.75%

- Excellent
- Good
- Poor
- Extremely Poor



- Excellent
- Good
- Poor
- Extremely Poor



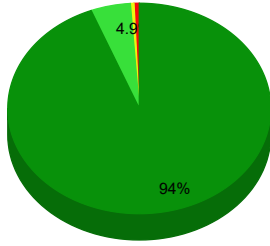
Answers	Score (%)	No. Of Responses
Excellent	93.13	1910
Good	5.7	117
Poor	0.49	10
Extremely Poor	0.68	14
answered question		2051
skipped question		252

Answers	Score (%)	No. Of Responses
Excellent	94.05	1961
Good	4.7	98
Poor	0.53	11
Extremely Poor	0.72	15
answered question		2085
skipped question		218

Professional and Attentive: Customer Service

98.91%

- Excellent
- Good
- Poor
- Extremely Poor

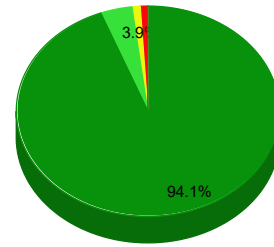


Answers	Score (%)	No. Of Responses
Excellent	94.03	1906
Good	4.88	99
Poor	0.44	9
Extremely Poor	0.64	13
answered question		2027
skipped question		276

Professional and Attentive: Appraisal

98.07%

- Excellent
- Good
- Poor
- Extremely Poor

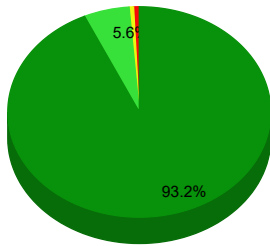


Answers	Score (%)	No. Of Responses
Excellent	94.15	1947
Good	3.92	81
Poor	1.02	21
Extremely Poor	0.92	19
answered question		2068
skipped question		235

Knowledgeable and explained information: Cust. Service

98.76%

- Excellent
- Good
- Poor
- Extremely Poor

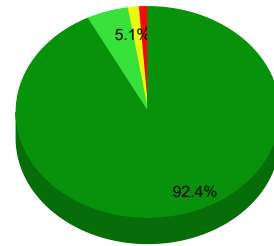


Answers	Score (%)	No. Of Responses
Excellent	93.16	1880
Good	5.6	113
Poor	0.55	11
Extremely Poor	0.69	14
answered question		2018
skipped question		285

Knowledgeable and explained information: Appraisal

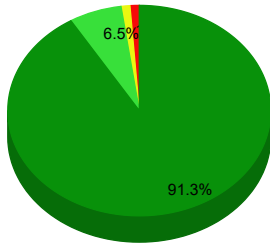
97.5%

- Excellent
- Good
- Poor
- Extremely Poor



Answers	Score (%)	No. Of Responses
Excellent	92.4	1922
Good	5.1	106
Poor	1.35	28
Extremely Poor	1.15	24
answered question		2080
skipped question		223

- Excellent
- Good
- Poor
- Extremely Poor



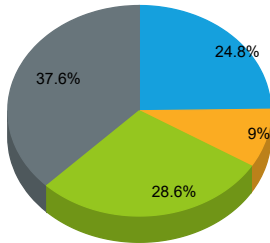
Appraiser adequately explained how the value of my property was determined

97.78%

Answers	Score (%)	No. Of Responses
Excellent	91.29	1929
Good	6.48	137
Poor	1.09	23
Extremely Poor	1.14	24
answered question		2113
skipped question		190

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

- Both Taxes & Value
- Property Taxes
- Property Value
- NA/Blank



Answers	Percent	No. Of Responses
Both Taxes & Value	24.77	404
Property Taxes	9.01	147
Property Value	28.63	467
NA/Blank	37.58	613
answered question		1018
skipped question		613