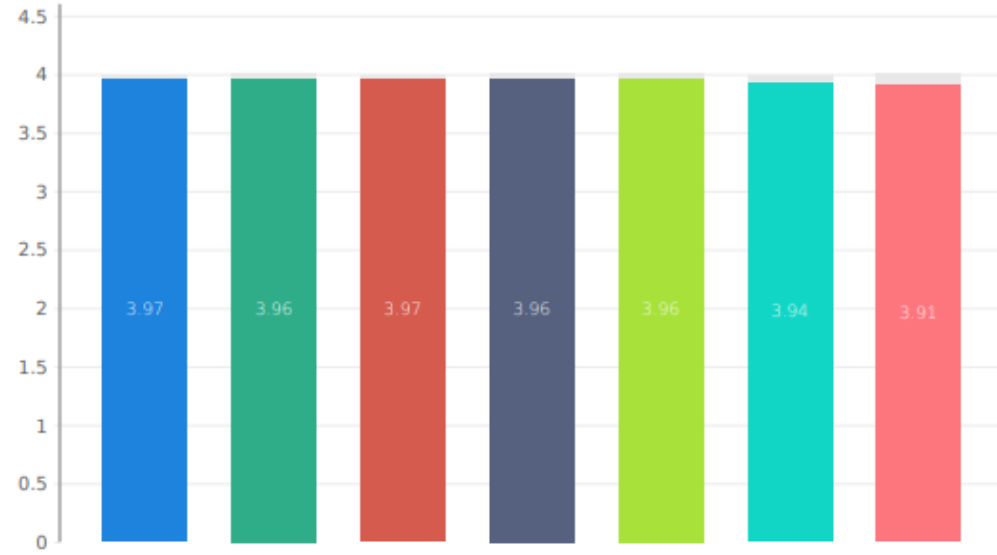


### Average Ratings



- Promptness: CS
- Promptness: Appraiser
- Professional: CS
- Professional: Appraiser
- Knowledgeable: CS
- Knowledgeable: Appraiser
- Appraiser adequately explained how the value of my property was determined:

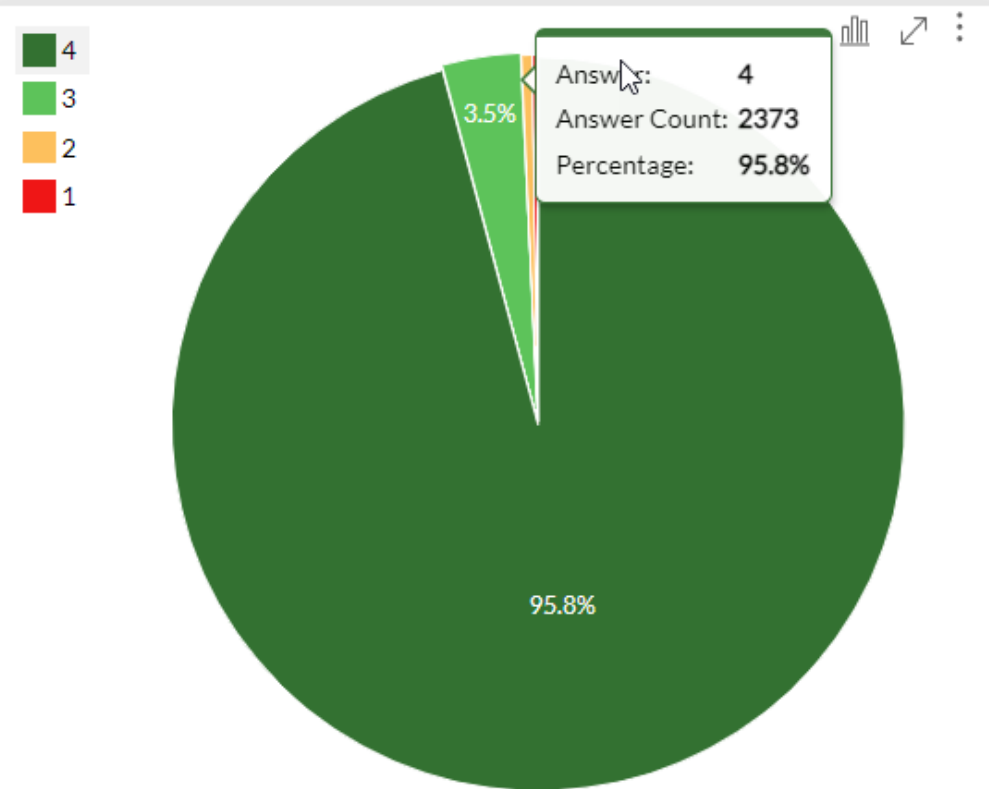
Overall average survey rating: 9.88/10

### WCAD Performance - All Responses

5.4.23

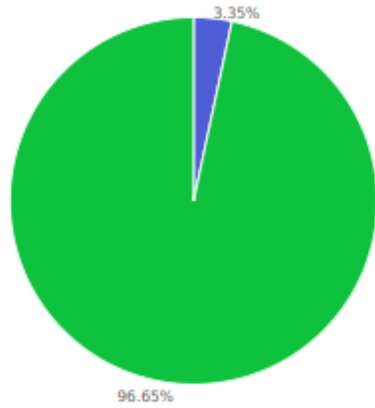
# 99.27%

4: Excellent || 3: Good || 2: Poor || 1: Extremely Poor



Promptness of service: Customer Service Staff

Answered: 239 Skipped: 12

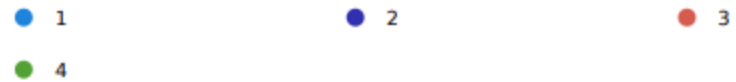
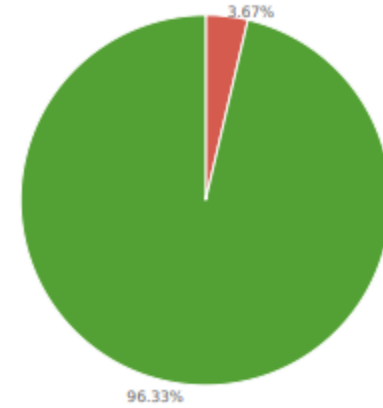


Rating	Response percent	Response count
(1) 1 (Extremely Poor)	0.00%	0
(2) 2	0.00%	0
(3) 3	3.35%	8
(4) 4 (Excellent)	96.65%	231

Average rating: 3.97

Promptness of service: Appraiser

Answered: 218 Skipped: 33

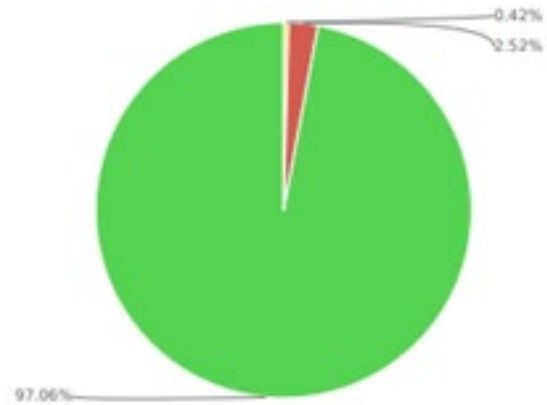


Rating	Response percent	Response count
(1) 1 (Extremely Poor)	0.00%	0
(2) 2	0.00%	0
(3) 3	3.67%	8
(4) 4 (Excellent)	96.33%	210

Average rating: 3.96

Professional and attentive: Customer Service Staff

Answered: 238 Skipped: 13

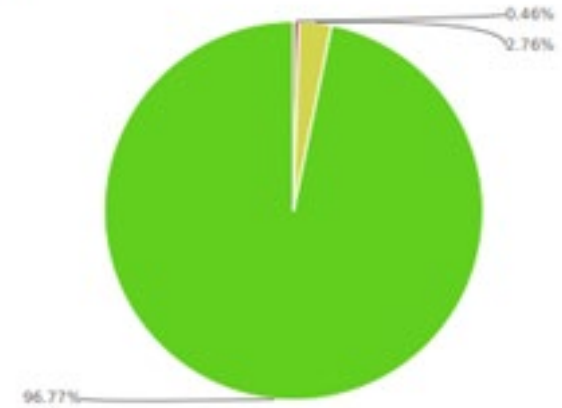


Rating	Response percent	Response count
(1) 1 (Extremely Poor)	0.00%	0
(2) 2	0.42%	1
(3) 3	2.52%	6
(4) 4 (Excellent)	97.06%	231

Average rating: 3.97

Professional and attentive: Appraiser

Answered: 217 Skipped: 34

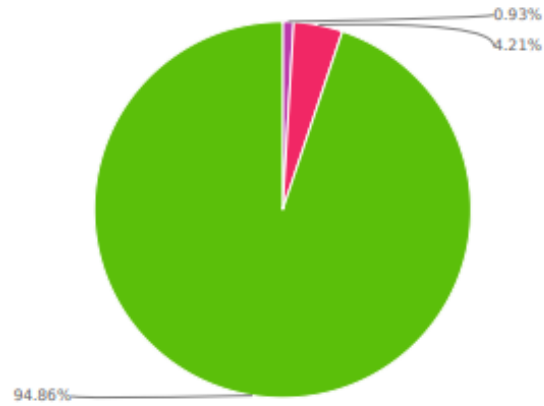


Rating	Response percent	Response count
(1) 1 (Extremely Poor)	0.00%	0
(2) 2	0.46%	1
(3) 3	2.76%	6
(4) 4 (Excellent)	96.77%	210

Average rating: 3.96

Knowledgeable and explained information clearly: Appraiser

Answered: 214 Skipped: 37

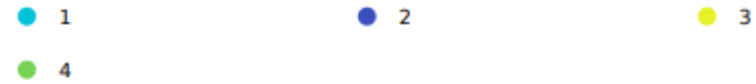
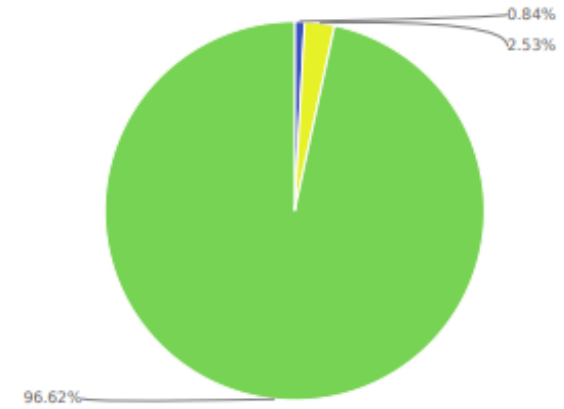


Rating	Response percent	Response count
(1) 1 (Extremely Poor)	0.00%	0
(2) 2	0.93%	2
(3) 3	4.21%	9
(4) 4 (Excellent)	94.86%	203

Average rating: 3.94

Knowledgeable and explained information clearly: Customer Service Staff

Answered: 237 Skipped: 14

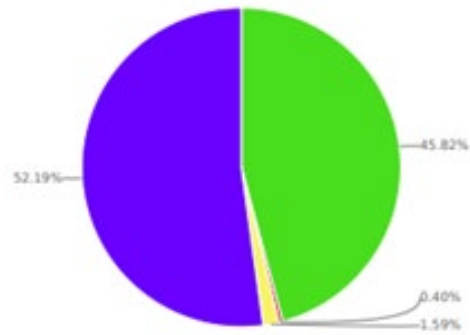


Rating	Response percent	Response count
(1) 1 (Extremely Poor)	0.00%	0
(2) 2	0.84%	2
(3) 3	2.53%	6
(4) 4 (Excellent)	96.62%	229

Average rating: 3.96

In reference to your feedback written in the box above (if applicable), was your feedback:

Answered: 251 Skipped: 0

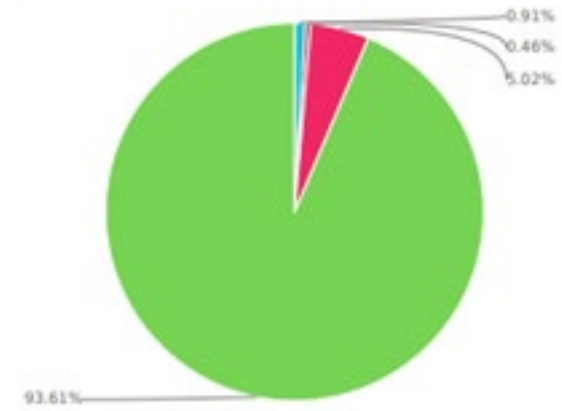


- Positive
- Negative
- Neither Positive Nor Negative
- N/A

Choices	Response percent	Response count
Positive	45.82%	115
Negative	0.40%	1
Neither Positive Nor Negative	1.59%	4
N/A	52.19%	131

Appraiser adequately explained how the value of my property was determined:

Answered: 219 Skipped: 32



- 1
- 2
- 3
- 4

Rating	Response percent	Response count
(1) 1 (Extremely Poor)	0.91%	2
(2) 2	0.46%	1
(3) 3	5.02%	11
(4) 4 (Excellent)	93.61%	205

Average rating: 3.91