



Customer Service Feedback

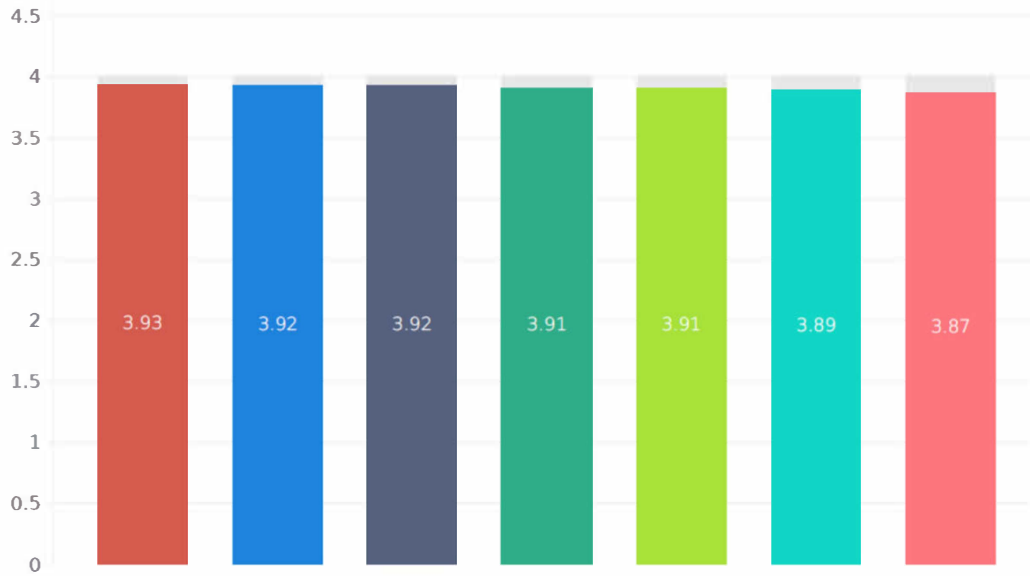
1601
Total Responses

1601 Completed Responses

0 Partial Responses

2141
Survey Visits

Average Ratings



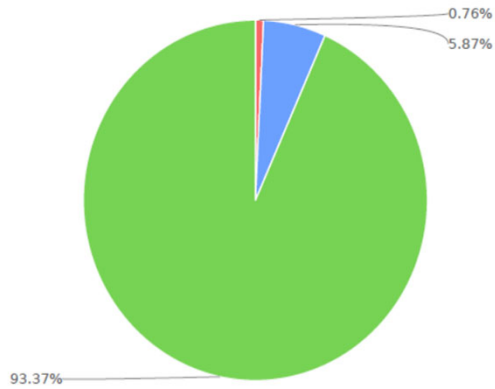
- Professional: CS
- Promptness: CS
- Professional: Appraiser
- Promptness: Appraiser
- Knowledgeable: CS
- Knowledgeable: Appraiser
- Appraiser adequately explained how the value of my property was determined:

Questions	Average Ratings	Out of
Professional: CS	3.93	4
Promptness: CS	3.92	4
Professional: Appraiser	3.92	4
Promptness: Appraiser	3.91	4
Knowledgeable: CS	3.91	4
Knowledgeable: Appraiser	3.89	4
Appraiser adequately explained how the value of my property was determined:	3.87	4

Overall average survey rating: 9.77/10

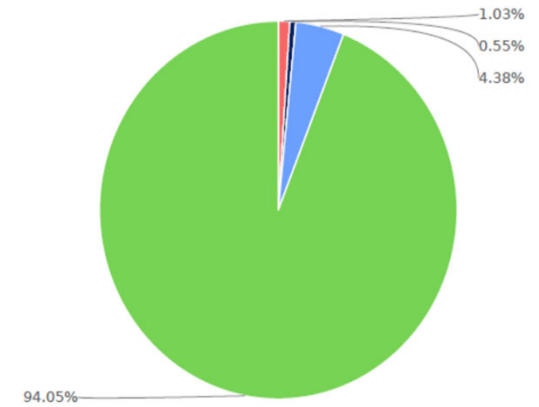
Promptness of service: Customer Service Staff

Answered: 1448 Skipped: 153



Promptness of service: Appraiser

Answered: 1461 Skipped: 140



Promptness of service: Customer Service Staff

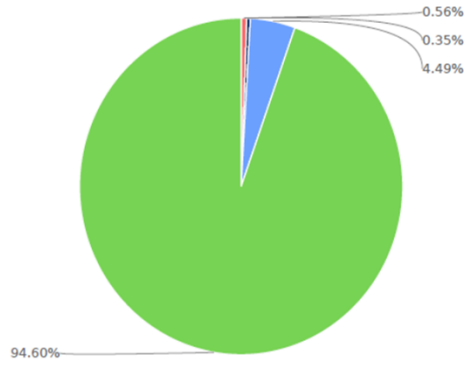
	Response Percent	Response Count
Extremely Poor	0.76%	11
Poor	0.00%	0
Good	5.87%	85
Excellent	93.37%	1352

Promptness of service: Appraiser

	Response Percent	Response Count
Extremely Poor	1.03%	15
Poor	0.55%	8
Good	4.38%	64
Excellent	94.05%	1374

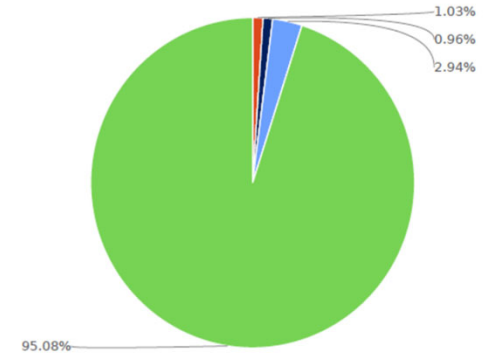
Professional and attentive: Customer Service Staff

Answered: 1426 Skipped: 175



Professional and attentive: Appraiser

Answered: 1463 Skipped: 138

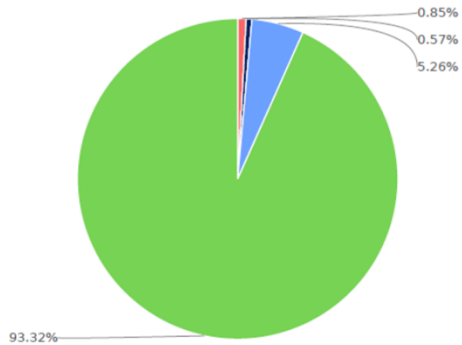


Professional and attentive: Customer Service Staff		
	Response Percent	Response Count
Extremely Poor	0.56%	8
Poor	0.35%	5
Good	4.49%	64
Excellent	94.60%	1349

Professional and attentive: Appraiser		
	Response Percent	Response Count
Extremely Poor	1.03%	15
Poor	0.96%	14
Good	2.94%	43
Excellent	95.08%	1391

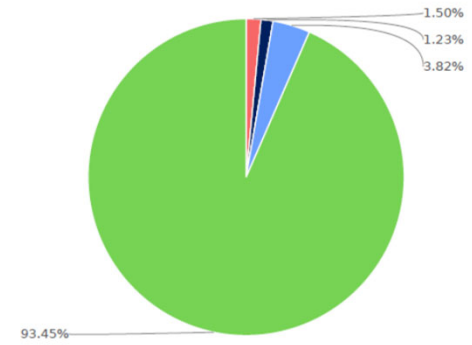
Knowledgeable and explained information clearly: Customer Service Staff

Answered: 1408 Skipped: 193



Knowledgeable and explained information clearly: Appraiser

Answered: 1465 Skipped: 136



Knowledgeable and explained information clearly: Customer Service Staff

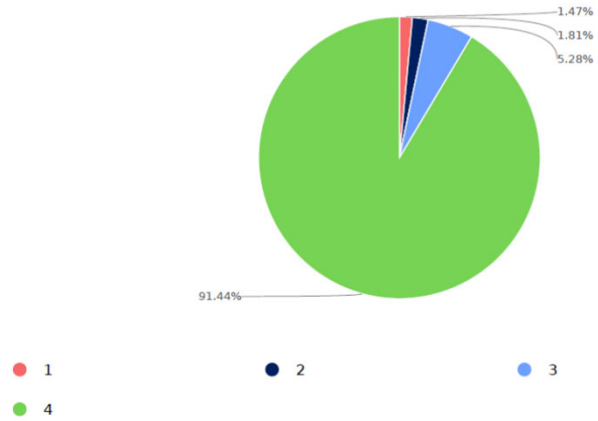
	Response Percent	Response Count
Extremely Poor	0.85%	12
Poor	0.57%	8
Good	5.26%	74
Excellent	93.32%	1314

Knowledgeable and explained information clearly: Appraiser

	Response Percent	Response Count
Extremely Poor	1.50%	22
Poor	1.23%	18
Good	3.82%	56
Excellent	93.45%	1369

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

Answered: 1495 Skipped: 106



Appraiser adequately explained how the value of my property was determined:		
	Response Percent	Response Count
Extremely Poor	1.47%	22
Poor	1.81%	27
Good	5.28%	79
Excellent	91.44%	1367

What was the reason for your meeting today? (select all that apply)

Did you come in to protest:

Answered: 1491 Skipped: 110

