

WILBARGER COUNTY APPRAISAL DISTRICT SATISFACTION SURVEY

As a means of maintaining and improving our quality customer relations, it would be greatly appreciated if you take a few moments and answer the following questions as honestly as possible. If you were favorably impressed by the services our staff provided, we would appreciate knowing this. If you were not favorably impressed with certain aspects of our service, we need to know this too. Your suggestions for improvement will allow us to improve our program. Your attention to this matter is greatly appreciated.

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|----|--|------------------------------|-----------------------------|
| 1. | Were you treated in a respectful and courteous manner by staff personnel? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. | Were you satisfied with the service provided to you? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. | Were the staff employees knowledgeable of the resources in question? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. | Were your questions answered and problems resolved to your satisfaction? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5. | Overall, were you pleased with your services here at WCAD? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 6. | Were you treated in a friendly, courteous way by the front desk personnel? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Thank you for your time and honesty in completing this survey. All feedback will allow us to continually improve our services in the future. We hope your recent visit was as pleasant as possible and resulted in an improved status of your taxation process.

NAME: _____ PHONE: _____

You are welcome to print and complete this survey and mail to:

Wilbarger County Appraisal District
PO Box 1519
Vernon, TX 76385-1519