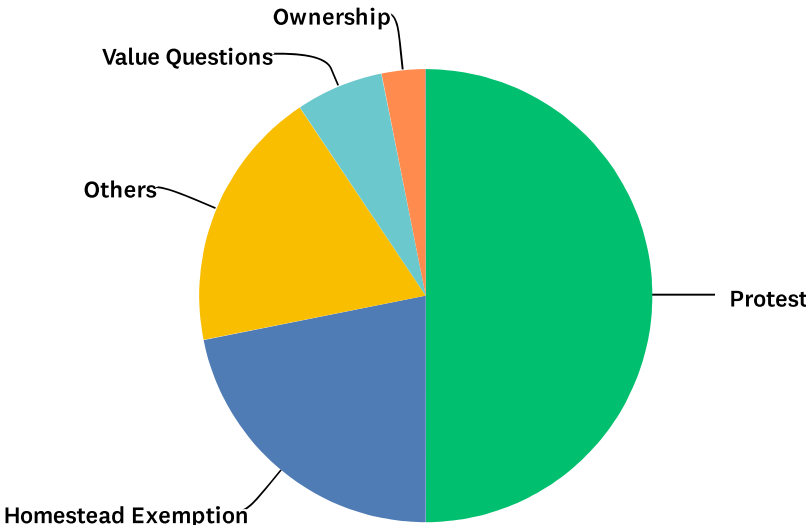


### Q1 Reason for your visit or call:

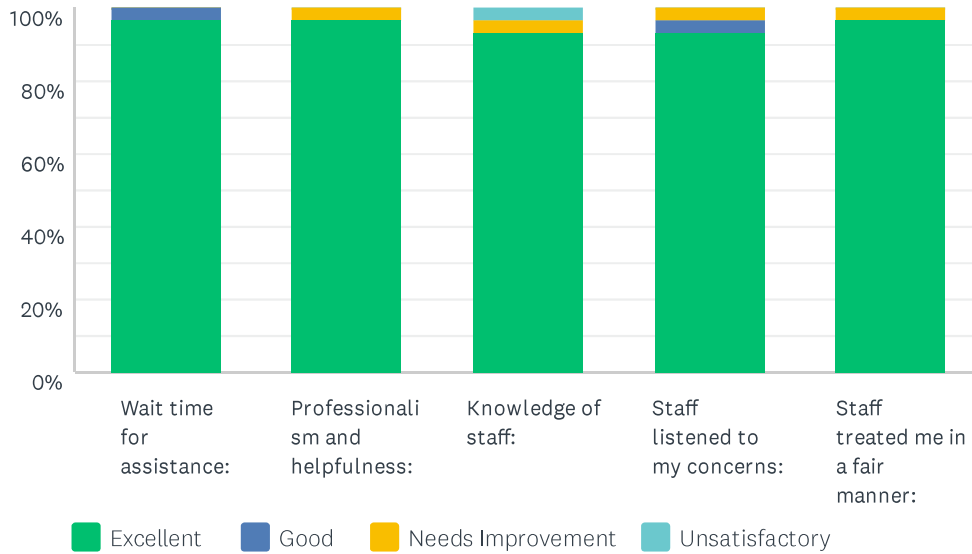
Answered: 32 Skipped: 1



ANSWER CHOICES	RESPONSES	
Protest	50.00%	16
Homestead Exemption	21.88%	7
Others	18.75%	6
Value Questions	6.25%	2
Ownership	3.13%	1
Maps	0.00%	0
TOTAL		32

## Q2 Please rate the level of service you received:

Answered: 33 Skipped: 0



	EXCELLENT	GOOD	NEEDS IMPROVEMENT	UNSATISFACTORY	TOTAL
Wait time for assistance:	96.97% 32	3.03% 1	0.00% 0	0.00% 0	33
Professionalism and helpfulness:	96.97% 32	0.00% 0	3.03% 1	0.00% 0	33
Knowledge of staff:	93.75% 30	0.00% 0	3.13% 1	3.13% 1	32
Staff listened to my concerns:	93.75% 30	3.13% 1	3.13% 1	0.00% 0	32
Staff treated me in a fair manner:	96.88% 31	0.00% 0	3.13% 1	0.00% 0	32

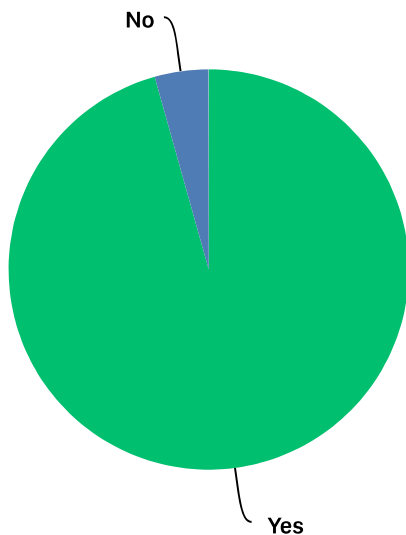
## Q3 What did you like the most about the service you received, and how could our service be improved?

Answered: 26 Skipped: 7

1. I feel like Karen could have sent me the information on the process of Homestead exemption in 1 or 2 emails but it took 12. Basically felt like pulling teeth. But in the end, I got the information I needed so maybe just work on being more attentive, intuitive, and anticipate the needs of the client.
2. **Professionalism of Ms. Reeves** No recommendations for improvement from today's visit.
3. **Karen Reeves was very knowledgeable**, explained everything in clarity, and gave me instruction on what to do if I had any questions. She seemed very interested in my concerns.
4. **Jason's response to each of my messages was quick.** Less than 24 hours later I had an answer.
5. Quick response time and **politeness!**
6. Alicia Chavez was **very helpful and courteous** when providing me with the answer and documentation that I needed.
7. Ms. Meyers is exceptionally willing to be helpful. She's willing to listen and help nail down the specific problem and **happy to help "get it right"**.
8. I found Guadalupe Appraisal District Representative , Bridget Young, was pleasant professional, receptive, and responsive. **She is a great representative for our District.**
9. No improvement needed. I liked the professional and excellent customer service I received from Gabriella Juarez. **She is awesome, good job!**
10. Tom is **fair**, a good listener
11. Very convenient and easy to use platform. Ms. Elizabeth Guerrero was very professional and **provided excellent customer service and support through the entire process.** This made it a smooth and easy process, thank you!
12. Ms. Connie Villanueva reached out to me and **took the initiative!** I appreciate the level of efficiency.
13. Timely, responsive, answered my request Rosemary Maroti was excellent
14. Nothing to improve. The quality of the service, it's excellent.
15. Tom Shirley is **professional, prepared and personable.**
16. This was my first appraisal protest, and Cassidy dealt with my problems and a very professional manner.
17. Cassidy does her job superbly. **Her analysis of our property is fair.** No improvement needed if all your appraisers perform like Cassidy. Thx
18. The lady that helped me at the counter was **extremely knowledgeable, professional, and helpful.** I wish all other customers service people were as polite as she was. Also the **time** in witch all **my paperwork was submitted and processed was beyond exceptional.** I was very pleased with the way I was attended to and pointed in the right direction. The ***Guadalupe County Tax Assessor office has wonderful service. This is the type of service other offices around town should try to emulate.***
19. He was very knowledgeable, patient and respectful. He answered additional questions and concerns I had about future exemption. **Excellent service!**
20. I liked the **prompt responses** and guidance that was offered through the process of protesting the tax appraisal
21. Karen Reeves and Gabby Juarez were **extremely attentive**, knowledgeable, and helpful in processing and expediting my paperwork. They are an asset to the Guadalupe tax office and I couldn't be happier with my experience!
22. **David Carpenter**, Seguin office, was **professional, forthright & helpful.** He provided important information to me concerning the process.
23. Connie Villanueva was very professional. **Provided excellent examples and presented good support for her adjusted estimate.**
24. No improvement, courteous and efficient
25. All
26. Miss Karen was totally **professional and courteous** and provided the needed information in a responsive manner.

### Q4 If your visit or call was due to a protest or value question, are you satisfied with your value?

Answered: 23 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	95.65%	22
No	4.35%	1
TOTAL		23