



MARI A. WILSON, ASSESSOR
COUNTY OF HUMBOLDT

825 5th Street, Room 300, Eureka, CA 95501-1153
Telephone (707) 445-7663 Toll Free (866) 240-0485
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Please Rate Our Customer Service

The Humboldt County Assessor's Office is asking its customers to help rate our services. We would appreciate your completion of the attached survey. Thank you!

- | | Very Satisfied | Very Dissatisfied | | | |
|---|--|-----------------------------|---|--------------------------------|--|
| 1. Were you helped in a timely manner? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Did we provide the information/services that you needed? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Was the information you received understandable? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Overall, were you satisfied with the quality of customer service you received? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. How frequently do you contact the Assessor's Office? | <input type="radio"/> Daily | | | <input type="radio"/> Weekly | |
| | <input type="radio"/> Monthly | | | <input type="radio"/> Yearly | |
| | <input type="radio"/> First Time | | | | |
| 6. What method(s) have you used to access information from the Assessor's Office? | <input type="radio"/> Phone | <input type="radio"/> Lobby | <input type="radio"/> Letter | <input type="radio"/> Web Site | <input type="radio"/> E-mail |
| 7. What was your reason for visiting the Assessor's Office? | <input type="radio"/> Home Value | | <input type="radio"/> Decline in Value | | <input type="radio"/> Supplemental Notice/Bill |
| | <input type="radio"/> Business Value | | <input type="radio"/> Boat/Aircraft Value | | <input type="radio"/> Homeowners' Exemption |
| | <input type="radio"/> Address Change | | <input type="radio"/> Change in Ownership | | <input type="radio"/> Maps |
| | <input type="radio"/> Other (please specify) _____ | | | | |
| 8. Please identify Assessor staff that assisted you. | Name(s) _____ | | | | |
| 9. What did you like best about your service? | _____ | | | | |
| 10. What did you like least about your service? | _____ | | | | |
| 11. Is there anything else we could do to better serve you? | _____ | | | | |

12. Name: _____ Telephone Number _____

E-Mail _____

Thank you for participating in our customer service survey! The information that you have provided will help us to continue to provide quality service.

MARI A. WILSON

Humboldt County Assessor

825 5th St Room 300

Eureka, California 95501-1153

Attn: Customer Service Survey

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