

PLACER COUNTY ASSESSOR'S OFFICE

Kristen Spears, Assessor

2980 Richardson Drive • Auburn, CA 95603-2640

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Website: www.placer.ca.gov/assessor • E-mail: assessor@placer.ca.gov



Please Rate Our Customer Service

The Placer 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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>
5. How frequently do you contact the Assessor's Office?	<input type="radio"/> Daily <input type="radio"/> Monthly			<input type="radio"/> Weekly <input type="radio"/> Yearly		
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.

Kristen Spears

Assessor of Placer County

2980 Richardson Drive

Auburn, California 95603-2640

Attn: Customer Service Survey

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