Your comments are important to us!

If your experience with our office has been positive we want to know about it!

If your experience with us has not gone well, we want to know about that too!

Please take a few moments and complete the bottom section of this questionnaire and return it to us.

Your questions or concerns will be reviewed and a staff member or I will contact you with our response.

Shirley Grant, Chief Appraiser

Titus County Appraisal District

2404 West Ferguson St

P O Box 528

Mt. Pleasant, Texas 75456-0528

903 572-7939

[shirley.grant@titus-cad.org](mailto:shirley.grant@titus-cad.org)

In an effort to measure customer service in our district, we are asking you to take a moment to fill out this customer service questionnaire and drop it in the mail or email to our office.

Please rate the district’s staff on the following topics:

**Professionalism and helpfulness**: excellent/satisfactory/needs improvement/unsatisfactory

**Knowledge:** excellent/satisfactory/needs improvement/unsatisfactory

**Explains information clearly**: excellent/satisfactory/needs improvement/unsatisfactory

**Promptness of service**: excellent/satisfactory/needs improvement/unsatisfactory

**Problem resolution**: excellent/satisfactory/needs improvement/unsatisfactory

Additional comments about your experience at the appraisal district:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_City\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

State\_\_\_\_\_\_\_\_\_\_Zip\_\_\_\_\_\_\_\_\_\_\_Email\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_