

## Waller County Tax Office Customer Service Survey

For each statement, select a response that reflects your answer.  
Skip items that do not apply.

What location did you visit?

- Hempstead Location
- Brookshire Location
- Waller Location

Select all services you've used in the past:

- Vehicle: Registration
- Vehicle: Title
- Vehicle: Other
- Property Tax: Setting up a payment plan
- Property Tax: Making a payment
- Property Tax: Other

On which service would you like to give feedback?

- Vehicle: Registration
- Vehicle: Title
- Vehicle: Other
- Property Tax: Setting up a payment plan
- Property Tax: Making a payment
- Property Tax: Other

About how long was your wait?

- Less than 5 minutes
- 15 minutes
- 30 minutes
- 45 minutes

Overall, how was your experience?

- Excellent
- Above Expectations
- Meets Expectations
- Below Expectations
- Unsatisfactory

Staff were professional and helpful.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A

I was treated fairly.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A

My wait time was reasonable.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A

The process to receive my service was reasonable.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A

I received what I needed from my visit.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A

Staff provided complete, accurate information to you.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A

Staff was courteous and helpful.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A

My overall experience was positive.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A

I trust this office to do a good job.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A

Additional Comments

Optional:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone Number: \_\_\_\_\_