

CUSTOMER SERVICE SURVEY

Montana Department of Revenue

Property Assessment Division

PO Box 8018, Helena, MT 59604

Taxpayer Name (optional): _____

County: _____

The Montana Department of Revenue is continuously seeking ways to improve the services we provide. Please help us evaluate our service by taking a few minutes and answering the following questions about your recent experience with our property assessment office.

1. Why did you contact the Department of Revenue's property assessment office?

2. What method did you use to contact our office?

Walk-in
 Mail

Telephone
 E-Mail

For statements 3-6 below, circle the number that best matches your opinion, using the following scale.

1 **2** **3** **4** **5**
Strongly Disagree **Disagree** **Neutral** **Agree** **Strongly Agree**

3. The DOR employee listened to and considered my concerns or questions that I raised. 1 2 3 4 5

4. The DOR employee that assisted me was knowledgeable and easy to understand. 1 2 3 4 5

5. My questions were answered sufficiently. 1 2 3 4 5

6. The DOR employee was courteous and professional and I was treated with respect. 1 2 3 4 5

7. Overall, how satisfied were you with the customer service you received from the DOR employee?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

8. Overall, how satisfied were you with the way your question or problem was resolved?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

Additional Comments _____

Would you like us to call you regarding your comments? If so, please include your name, phone number, and the county you reside in. _____

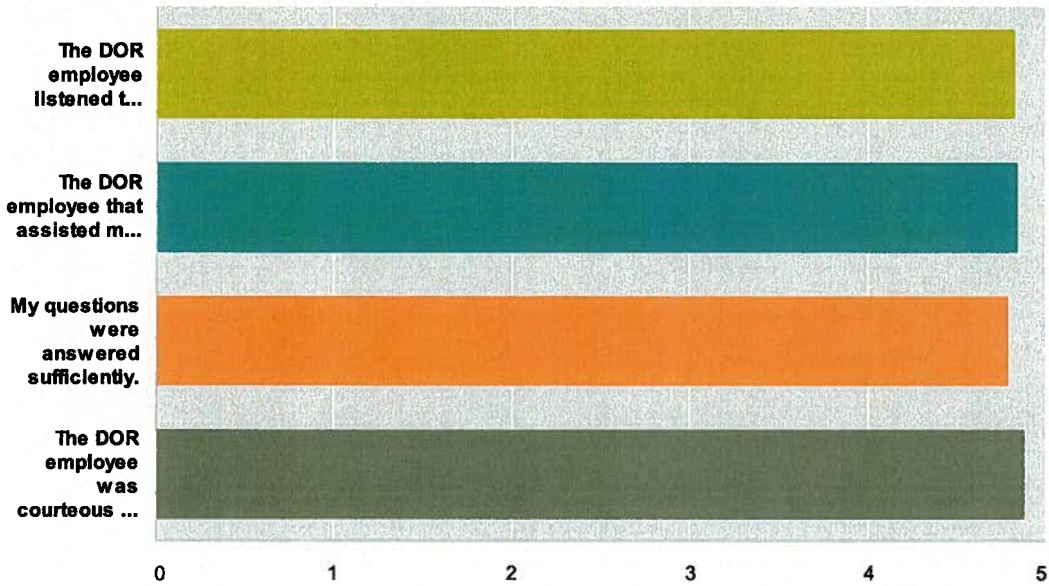
If you do not want to mail the survey, go to www.surveymonkey.com/s/MTRevenue and complete the survey.

To return the survey, our return mailing address is printed on the back side of the survey. Simply fold the survey in half and add a postage stamp. Thank you for your feedback.

Customer Service Survey for the Montana Department of Revenue's Property Assessment Division

Q4 Please check the circle that best matches your opinion.

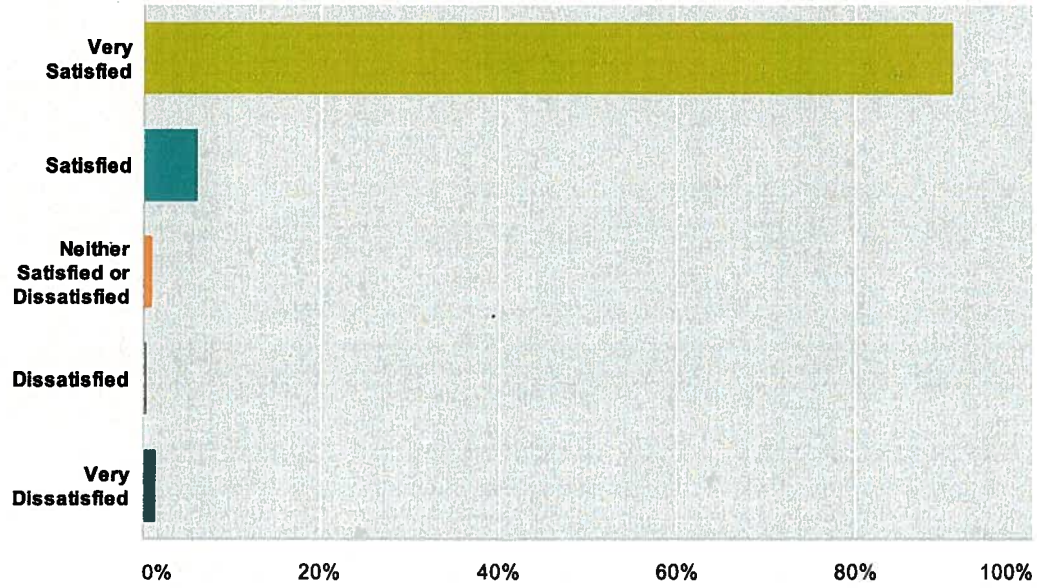
Answered: 711 Skipped: 7



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Average Rating
The DOR employee listened to and considered my concerns or questions that I raised.	1.55% 11	0.56% 4	0.71% 5	8.89% 63	88.29% 626	709	4.82
The DOR employee that assisted me was knowledgeable and easy to understand.	1.69% 12	0.14% 1	1.13% 8	7.90% 56	89.14% 632	709	4.83
My questions were answered sufficiently.	1.84% 13	0.85% 6	1.98% 14	7.77% 55	87.57% 620	708	4.78
The DOR employee was courteous and professional and I was treated with respect.	1.84% 13	0.14% 1	0.42% 3	4.52% 32	93.08% 659	708	4.87

Q5 Overall, how satisfied were you with the customer service you received from the DOR employee?

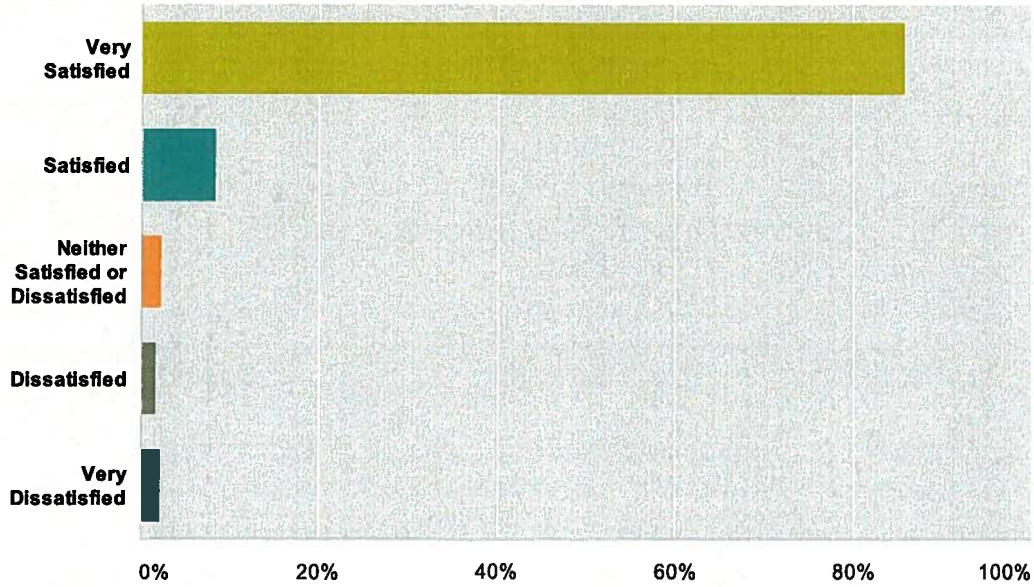
Answered: 706 Skipped: 12



Answer Choices	Responses
Very Satisfied	90.79% 641
Satisfied	6.09% 43
Neither Satisfied or Dissatisfied	1.13% 8
Dissatisfied	0.42% 3
Very Dissatisfied	1.56% 11
Total	706

Q6 Overall, how satisfied were you with the way your question or problem was resolved?

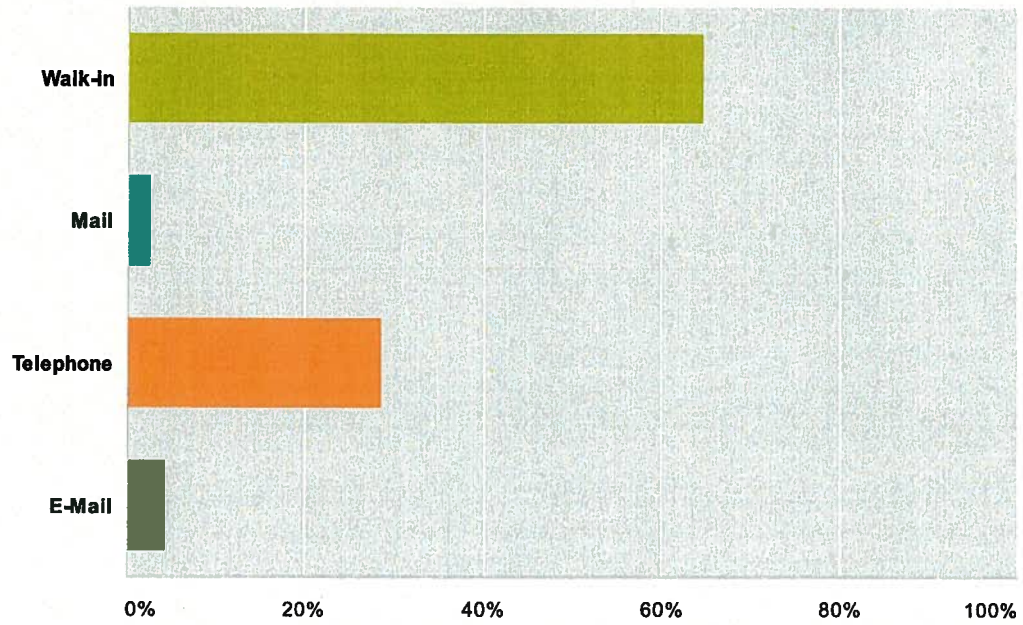
Answered: 701 Skipped: 17



Answer Choices	Responses	
Very Satisfied	85.73%	601
Satisfied	8.27%	58
Neither Satisfied or Dissatisfied	2.28%	16
Dissatisfied	1.71%	12
Very Dissatisfied	2.00%	14
Total		701

Q2 What method did you use to contact our office?

Answered: 696 Skipped: 22



Answer Choices	Responses	
Walk-in	64.66%	450
Mail	2.44%	17
Telephone	28.59%	199
E-Mail	4.31%	30
Total		696