



WisDOT/Real Estate – Mission Statement

“To provide customer focused real estate leadership and guidance in support of division and department goals for a quality statewide transportation system.”

**Wisconsin Department of Transportation
CUSTOMER SATISFACTION SURVEY
Opinion of Appraisal & Acquisition Process**

RE1020 04/2015

Your opinion of how WisDOT, or their representative conducts themselves during the acquisition of highway right of way is important. Please take a moment to complete this opinion survey. Return using the self-addressed/postage paid envelope provided.

Indicate a response of “Yes” or “No” to Questions 1 – 5.

	Yes	No
1. Did you attend public information meeting(s) for this project?	<input type="checkbox"/>	<input type="checkbox"/>
2. Were you in favor of the project’s overall benefits to the public?	<input type="checkbox"/>	<input type="checkbox"/>
3. Did you use an attorney to represent you in this process?	<input type="checkbox"/>	<input type="checkbox"/>
4. Were informational maps/plans/exhibits/drawings:		
a. Easy to understand?	<input type="checkbox"/>	<input type="checkbox"/>
b. Useful to you?	<input type="checkbox"/>	<input type="checkbox"/>
5. Specific to WisDOT’s appraisal of your property:		
a. Did you accompany appraiser during the property inspection?	<input type="checkbox"/>	<input type="checkbox"/>
b. Were you in agreement with appraiser’s conclusion of price/value?	<input type="checkbox"/>	<input type="checkbox"/>
c. Was report understandable to you?	<input type="checkbox"/>	<input type="checkbox"/>

Check most appropriate response for Questions 6 - 7.

	Completely Satisfied	Mostly Satisfied	Somewhat Satisfied	Not Satisfied
6. How satisfied were you with the appraiser’s overall:				
a. Knowledge?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Helpfulness and courtesy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How satisfied were you with the agent’s overall:				
a. Knowledge?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Helpfulness and courtesy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Responsiveness to your inquiries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Explanation of your rights?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We welcome any additional comments specific to this acquisition process and the appraisal services you were provided (*continue on back, if necessary*).

Thank you for your time and cooperation throughout this process. We hope that we have served you well.

~ FOR OFFICE USE ONLY ~

Agent Name:		Appraiser Name:	
Project ID:	Parcel No.:	Region/District:	