

## Appraiser's Office

Notes of Value – Special Edition  
May 2019

Below are the results of an appeal survey we took of the larger Kansas counties in May 2019. Also included is the Johnson County Appraiser's Office customer satisfaction survey results along with residential appeal adjustment data.

### Large County 2019 Survey Results

	Johnson	Douglas	Riley	Sedgwick	Shawnee	Wyandotte
Appeal Online	Yes	No	No	No	No	No
Hearing by Evidence Only	Yes	No	No	No	No	No
Appeal on back of NOAV	Yes	Yes	Yes	Yes	Yes	Yes
Telephone Appeals	Yes	Yes	Yes	Yes	Yes	Yes
Saturday Appeals	Yes	No	As needed	No	No	No
Evening Appeals	Yes	No	As needed	No	No	No
Property Data on Website	Yes	No	Yes	No	Yes	Yes

### In-Person Hearing Customer Satisfaction Survey Results by Year

Year	Poor	Fair	Average	Good	Excellent	Total	% G & E
2019	7	6	58	339	523	933	92%
2018	2	24	74	538	609	1,247	92%
2017	3	15	70	420	456	964	91%
2016	1	4	24	216	198	443	93%
2015	1	5	15	174	198	393	95%
2014	1	6	11	137	166	321	94%

### Residential Appeal Adjustment by Year

Year	# of Appeals	# Adjusted	% Adjusted
2019	5,938	2,983	50%
2018	6,691	3,345	50%
2017	5,142	2,519	49%
2016	3,166	1,678	53%
2015	3,166	1,646	52%