

**City of Tempe Internal Audit Department
Taxpayer Surveys
Summary of Comments Provided by Survey Respondents
2013**

New Licensees	
<i>General Comments & Suggestions</i>	
1	I am very pleased with your staff. Thank you.
2	Staff advised I could not renew previous license-internet application for new license was easy.
3	Online was used, never talked to staff, took almost 2 months to get license-slow compared to others we have applied for.
4	Very friendly.
5	Misplaced original application and check had to stop payment and reissue another check. They notified us when they found it, but already reissued.
6	First time doing business.
7	New co., new field-would like to understand what # you need on form. Please contact @ XXX-6511 ...
8	I hope to see the City of Tempe enable an online reporting and payment option for their TPT. Many of the cities are now online.
9	The clerk that I dealt with at the counter was exceptionally friendly and helpful. I could not believe it was municipal service. She was fantastic.
10	...went out of his way to be helpful!
11	..was helpful and courteous as I'd never gone through the process of requesting a business license. Very satisfactory service!
12	Please create sale tax forms that I can fill in, print, and save so I don't have to do it by hand. Almost all other cities and the state have that.
13	It seems as though every other city has online reporting and filing, and the fee for "privilege" to pay taxes is only \$2.00 not \$50.00 annually. I will not be investing in the City of Tempe again unless there are some changes.
14	I moved so change of address. Check sent Dec. 2012 not cashed until 2/6/13. License arrived 3/5/13. \$70.00 paid. State-two weeks \$12 change of address-kept my #-I called to see if you got my check. Said it was in a stack next to be done. That took a month.
15	No electronic filing.
16	I would love to rate your staff however none of them was returned my call.
17	Poor=lady I talked to when applying for license.
18	I had to send the tax application form and check 3 times in order to get our City sales/use tax license. I called City of Tempe City tax and license division to ask for help. One of the female staff was the meanest govt .staff I ever spoke to! Very impatient and not helpful.
19	Very smooth, helpful staff, no problems.
20	This is my first entry into landlord-rental property so everything is new-staff has been helpful.
21	Actually have staff return calls/e-mails. Educate staff w/ updated information/policies. Have more than one person in charge of specialty licenses. Terrible service.
22	Gave up on phone system...called main Tempe #, they transferred me...held for over 20 minutes...finally gave up and drove to Tempe.
23	Great job! Thanks so much.
24	...helped me and she was very friendly and helpful.

New Licensees	
<i>General Comments & Suggestions</i>	
25	Very friendly, engaged and helpful staff.
26	Schedule B on back of form does not apply to rental real property. I was a first time user and was confused over that page until I made a phone call to your office.
27	The people in the office I spoke to were very nice but it took over 2 months after they cashed check and received application to get license.
28	The license is too expensive.
29	Phone was answered very quickly and staff was very friendly.
30	The information regarding how to fill out the business form for a residential listing is a bit confusing.
31	Should have one phone line service to explain both license and tax form. We need to do both for sure.
32	When I had to register our business for a license, ...was very helpful and courteous.
33	We are a little confused on the exact amount and percentages we should be paying but are working on getting a clear understanding.
34	OK.
35	... was so helpful and friendly.
36	Being a new business owner, I had a difficult time getting answers and responses. Staff was not courteous or helpful at all.
37	Did everything without help it was not necessary.
38	A couple questions on the app-I can't remember what ones right now-were hard to answer. Even the instructions didn't give enough info.
39	Your form is difficult to read-lose the color PINK!
40	Very helpful and friendly service.
41	Quick, painless and easy instructions. Much better than Mesa.
42	Very satisfied. Everyone I talked to was very helpful. Thanks!
43	Everything was smooth.
44	Written instructions were hard to follow, especially for someone who has never done this before-never even knew of the need to do it, in fact.
45	Outstanding!
46	Would it be possible to set up an automatic payment?
47	Whoever that person is working by the window she's not really nice or friendly. We went there two times and she was the same. No smile unhappy face.
48	... was wonderful.
49	I had two questions. I left a voicemail and within a very short time I was given an answer. Thanks.
50	Thank You.
51	Website is very clear and easy to use - better than Chandler.
52	Need online system for registering and payments. New clients have to walk in registration form or snail mail. With the amount of money Tempe spends on its unions, you can provide online Paypal type website.
53	Service and staff are great - the concept of you calling it a "privilege" tax is kinda messed up. How about a mandatory "money grab because we can" tax! Just sayin-we're from the govt. and we're here to help you!
54	None about staff but online submission for TPT payments would be really helpful.
55	City representative at window ...was helpful and efficient. Very well explained.
56	A welcome introductory packet would be helpful to explain step by step process of doing business in Tempe. If not, a friendly staff member would be ideal to understand what paperwork is needed.

New Licensees	
General Comments & Suggestions	
57	I don't like the idea of paying taxes, of course, but ...is very nice, helpful and pleasant to deal with - refreshing.
58	Quick response.
59	Paying rental tax in Tempe was totally new to me. ... was completely helpful and walked me through the whole process.
60	...was very helpful with cancelling some duplicate license numbers as we needed only one license number in Tempe. I really appreciated her prompt assistance.
61	The lady in the office was terribly rude and her attitude was belittling. I have never been treated so poorly. I believe her name is ...
62	Your staff was the friendliest I have dealt with ever.
63	Great people! Very helpful and friendly! Which is very nice considering all the paper can be confusing. Thanks Tempe.
64	Online filing & payments of sales tax would be more efficient.
65	On the Website provide clear instructions for completing tax license forms and what documents to bring. Save time for all.
66	...was very helpful and friendly.
67	The staff I spoke with knew their information, but they seemed short with me and frustrated with my lack of knowledge on my questions when my business was looking for guidance on proper license procedures.
68	Seemed like a long time from application and check cashing the license fee check.
69	The lady at the window and on the phone (assume to be one and the same) was rude and acted like I was an inconvenience. Chandler was much better.
70	Great Job! Thank you!
71	Privilege (sales) and use tax application form is not user friendly. Where are you supposed to write the business name on the form?
72	The general process for reporting residential rental tax is not clear from the website -at least to a new residential landlord like myself. The initial license form is self-explanatory, but it wasn't obvious that the city mails landlords a reporting statement each quarter (versus the landlord being responsible for remembering to send in a form). ...sent me an email that very clearly explained the process. I would suggest getting that information on the website to more clearly explain the process for residential landlords.
73	www.tempe.gov website has older brochure called "Tempe Rental Housing Code Requirement Brochure" that has tax at 1.8% instead of current tax of 2% on rental income.
74	We love the City of Tempe.
75	Other cities don't do this. This is what I would call "over-taxing" and is completely ridiculous.
76	Thanks to the whole staff! ...
77	People in that office were friendly, helpful, and a joy to deal with. Never officious.
78	Very friendly.
79	No one pays attention to what the customer is trying to explain. They only know what is on the script.
80	Staff is fine-it would be very helpful to be able to file tax returns online-similar to the way City of Phoenix does.
81	Hurried me along. Annoyed when I didn't have correct change. Made me go find change.
82	Amazing service, staff goes above and beyond.
83	Better than all other cities I have dealt with.
84	Wish City of Peoria would take lessons from you.
85	The staff was very pleasant and helpful. Would like to file and pay online.

Auditees	
	<i>What do we do best?</i>
1	...was very professional, but he did try all the "Tricks" of the trade. We worked together well overall once he realized we were honest and not playing games. We learned the areas we needed to make adjustments (use ta primarily) and have implemented policy to ensure future compliance.
2	Although it was painful at times, she was extremely informative of the process and was able to offer improvements to how we do business.
3	Returned calls promptly.
4	Ease of contacting Bill-direct line to his desk instead of an automated process.
5	The auditor is very knowledgeable and professional.
6	You were understanding as to the situation.
7	Made the process simple in a courteous manner.
8	Provided sufficient information about sales and use tax filing and business licensing needs.
9	Our company had mistakenly failed to pay the privilege tax in the non-program cities in Arizona. I contacted each city we did business with to register and pay the privilege tax owed. Temp was by far the easiest and most efficient city to deal with. ...was professional and performed the audit within a few days. I was very happy to have this issue resolved so quickly. I have not had the same experience with the other cities I have contacted.
10	I have spoken a few times to Ms. ... and she had been very helpful.
11	You did explain it well...however, I disagree with the tax being called "privilege." Really?
12	Understanding of the time needed to conduct the audit, other competing time schedules and an overall willingness to have open discussions about the issues.
13	Everything was done just fine.
14	My husband and I have a small Tempe condo that we had to rent because it did not sell in the poor market place several years ago. We live in Payson, AZ. I was told we had to pay Tempe tax until I was notified by mail last fall. We have since taken care of this matter. I do not consider this as a business as the above questions indicate. I do understand you consider it a business. I think I talked with Mr, ... He answered my questions.
15	He helped walk me through the process and was quick to help with all questions I had, was great to work with.
16	For an audit it was a good experience, we learned a lot.
17	Made the process quick and easy. ...was friendly and very professional.
18	Helpful with our questions, always a prompt response.
19	My auditor was ... He was kind, patient, and extremely helpful. I liked him very much.
20	You were fair to not penalize me; to allow me to catch up and be in compliance.
21	Very Professional.
22	Prompt responses and requests for more information were pertinent and clear.
23	Explanation.
	<i>How can we improve the process?</i>
1	Inform Tempe businesses of use tax rules before auditing. If we know the rules, we follow them.
2	Nothing comes to mind.
3	Provide more online information for individuals with rental properties describing the tax requirements/process and how it is different from Maricopa County tax requirements. Perhaps a form that is unique to rentals rather than a mix of business and rentals would help.
4	From my experience, no improvement is necessary.
5	Send notices out earlier as to when the next lovely privilege tax is due. I can't keep up with all the regulations state and fed. So help out more.
6	It was a pleasure working with ...and to a lesser extent ..., as they both were easy to work with and have good discussions regarding the issues disclosed in the audit.
7	Skip these types of surveys!
8	If all auditors are like ..., no suggestions.
9	My paperwork seemed to have been MIA for a period of several months. It was as much my error though. It's taken care of now. It's nice that you do these surveys; however I like to remain a mystery.

10	All I received was a letter in the mail stating I was not in compliance. This is my first rental so I didn't even know the tax existed. Plus, I rent to my daughter. It would be helpful to somehow provide the info at the time of purchase-then I would never have been out of compliance in the first place.
11	Great Audit.
12	Make tax envelope different color so people can distinguish between tax bill and water bill.