

**City of Tempe Internal Audit Department  
Taxpayer Surveys  
Summary of Comments Provided by Survey Respondents  
2014**

<b>New Licensees</b>	
<b><i>General Comments &amp; Suggestions</i></b>	
<b>1</b>	We are property management company. We have several properties in pipeline.
<b>2</b>	As a general contractor we agree the City of Tempe's employees, in general, are top notch and easy to work with. Obtaining a tax license was a breeze, the woman who helped us was super knowledgeable, professional and friendly.
<b>3</b>	I needed a Special Events license. I was not able to download it from the Website. I had to call but was directed to the correct department and they emailed it to me immediately. In the future it would be helpful to have the Special Events license on your website for easier access.
<b>4</b>	I did not interact with your staff for my initial application or Q1 return. The website info was very useful.
<b>5</b>	Please send the forms sooner in the month.
<b>6</b>	The comparative score I gave was a 3 because the city of Mesa makes a conscious effort to provide exceptionally friendly and helpful service, lending a "small town", individualized feel to the transaction.
<b>7</b>	... has been helping me over the last year or so with any issue or questions I've had. She is extremely helpful and friendly. I feel she's gone out of her way to help me at times. I wish more agencies had employees like her.
<b>8</b>	I have never dealt with your staff.
<b>9</b>	We had sent an email to the contact email for City of Tempe and we did not get a reply. However, we finally got our license in the mail so we were happy.
<b>10</b>	I would love it if you would allow for filing and payment of rental taxes online!
<b>11</b>	...Excellent & Courteous Service all the way!
<b>12</b>	Always great service.
<b>13</b>	I first visited the web-site and found most of the information I needed. I called and talked to someone just to confirm the pricing. Everything went wonderful. Very good service. Thank You :-)
<b>14</b>	Directions were clear and easy to understand.
<b>15</b>	I had a couple of remodel jobs that would not last very long. I found documents describing a temporary license that would save me money. After trying to learn about my options and discussing them with Tempe staff I felt that the temporary license wouldn't be dealt with properly, because the person I talked to didn't know enough about it, and in the long run would cost me too much time.
<b>16</b>	Online payment would be most appreciated.
<b>17</b>	Everyone I have spoken to has been very very friendly, and if they didn't know the answer to a question, they transferred me to someone who did. I was very happy with their service.

<b>New Licensees</b>	
<b><i>General Comments &amp; Suggestions</i></b>	
18	Instead of filling out the form every month would be nice if it could be a PDF.
19	The process was fine and everything was very clear. I just don't like paying additional taxes while I am temporarily not living in my house. But do love Tempe and understand the need to generate revenue.
20	I think this is unnecessary for renting one home.
21	Would prefer you not join with ADOR in 2016. You are much easier to deal with and your expectations are very clear.
22	Service not being prompt: After applying in person, I did not receive the tax license in the mail. I called and another was printed and sent to me which I did receive. Look forward to being able to file online in 2016.
23	I love working with the City of Tempe always friendly and helpful.
24	I found it strange that the email sent out for this survey listed every recipients email address. I hope that I don't start receiving unwanted emails from other parties included in your email survey. (see Note 1)
25	Would like to have a credit or debit card option. Good there is an ATM close by as I never write checks.
26	Why can't we have PLT tax payable online, easy for City and me.
27	Fast turnaround time on new TPT license.
28	Not sure what you hoped for here?
29	I have always found people at your office polite and friendly in all the years I have been getting the license for our group.

<b>Auditees</b>	
<b><i>What do we do best?</i></b>	
1	Everything went great. No complaints.
2	...was very helpful.
3	Helped me work out a plan to make payments.
4	...was very professional and courteous.
5	Explaining the rules so we can better comply, and validating our financial analysis.
6	...was great to deal with!!
7	Quick response to our self-reporting questions.
8	Timely completion of the audit.
9	...was so patient whenever I was confused. He would be a good teacher.
10	Everything.
11	Gave me time to figure out what I owed the city and the state and informed me of the taxes related to my activities that I was unaware had a tax associated with them.
12	Communication and willing to work and understand the taxpayer's issues were very favorable.
13	Explain all my questions.

Auditees	
	<b><i>How can we improve the process?</i></b>
<b>1</b>	The paperwork you send out is confusing "nuisance". Also, it is very aggressive and unpleasant, something you might send to a repeat offender.
<b>2</b>	The process seemed ok to me.
<b>3</b>	Very responsive, no suggestions for improvement on the audit process. It would be helpful if the Tempe City Website explaining the rules was a bit more clear and understandable and for there to be a live Q&A response to user's questions (not real time but a real person to respond to emails).
<b>4</b>	...said that we could pay over 3 or 6 months which was great! However, then we get a call from someone else who said she wanted to make sure I knew that she was about to put a lien on the house. We were quite surprised, and it forced us to scrape the funds together to pay the entire thing so we didn't have a lien put on the house! City of Tempe not accountable for taking the lien off the house, so we couldn't take the chance.
<b>5</b>	Statistical sampling.
<b>6</b>	You did good.

**Note 1: An error resulted in tax payer email addresses that were able to be seen by other tax payers involved in the survey. This was limited to one quarter's surveys and no other tax payer information was released other than email addresses.**