

**City of Tempe Internal Audit Office
Taxpayer Surveys
Summary of Comments Provided by Survey Respondents
2015**

New Licensees	
<i>General Comments & Suggestions</i>	
1	TPT is such a convoluted, difficult process, it's nice that your staff understands it and is helpful and friendly.
2	My only issue is that I didn't receive my 1 st QTR 2014 Sales Tax form. I pulled the form from the website. I would like to see the TPT be either a fillable form. And I would like to be able to file this form online like some of the other cities. Thx.
3	I went to the city office to apply for our Tempe Tax License. I found it a bit off-putting to perform the transaction through the window with a speaker box and a drawer. IT didn't seem very friendly.
4	Great service.
5	The main issue is your lack of a web based interface. Filling out paper documents is wasteful. It would be so much more simple if you used a similar system to the DMV, with all info run through a web form that could be accessed through a website. The fact that you don't do ACH payments for section 8 is also a total waste in my opinion.
6	I live in LA in comparison the service I'm getting from the city of Tempe is incredible.
7	... was very helpful when I called in and explained what had occurred earlier in the year.
8	... was extremely helpful in getting our new license to us so we could close on purchasing this property. ... was very professional and efficient during this process.
9	Please start accepting Debit and credit cards. Having to walk to the ATM is no good...
10	Would like to see more examples of how to fill out the form. Had problem with it and had to call twice. Show examples on the web site.
11	I found the Tempe website for licensing our Tempe residential property for rental and easily printed and completed the form. A copy was also sent to me by regular postage and I received it a day or 2 after sending out the form and payment. I was a little frustrated that it took 3-4 weeks to receive a response and the actual license certificate. I would also like to know why the license does not cover a full year, the certificate says it expires Dec 2015. I was even more frustrated with the Maricopa County Assessors Office. I received a threatening letter from their office last week that I had to complete a second form with almost identical information and send \$10 in fees. I would really like if both Maricopa and Tempe would cooperate to mail a package out with all the necessary forms and fees bundled together.
12	... is outstanding! I appreciate is knowledge and patience.
13	Didn't talk to anyone ...
14	I only used the website, everything was well documented and easy to use.
15	Online payment for Privilege Use Tax.

New Licensees	
	<i>General Comments & Suggestions</i>
16	Easy to navigate website and fill out application.
17	Your customer service and staff responsiveness is amazing. However in today's tech based society having to mail my taxes in is a hassle and concerns me that it won't be received causing a penalty to fall on my shoulders. I would rather pay monthly taxes online then quarterly through the mail.
18	Service was great!
19	Tax form could be redone and simplified.
20	Getting the license for my business was easy. Everyone I dealt with was helpful and friendly.
21	... is unfriendly and appears to know nothing. Not very helpful at all. ... on the other hand, was very helpful and knowledgeable.
22	I needed a one-time special event license. I was told that I needed to buy a full-year license.
23	I have had only limited correspondence with you! Thank you for caring and trying to improve!
24	I am content.
25	No complaints- They were always helpful and professional.
26	Suggestion for service is offer online filing and payment processing.
27	Fast, courteous, and knowledgeable. Keep up the good work!

Auditees	
	<i>What do we do best?</i>
1	Worked with me to evaluate where exactly we were at as well as clear understanding of what needed to be done.
2	You were very helpful.
	<i>How can we improve the process?</i>
1	Don't think anything could have been improved.
2	Online tax payment (quarterly dues).
3	I think I should have been informed that I owed taxes, instead of months later when I had to pay interest.