

**City of Tempe Internal Audit Office
Taxpayer Surveys
Summary of Comments Provided by Survey Respondents
2016**

New Licensees	
<i>General Comments & Suggestions</i>	
1	“I do not want to renew my Tempe Retail Tax License. I only used it once as a vendor in 2016. At this time I do not think I will sell in Tempe. I was forced to buy a Tempe Sales Tax License for a one day event at Scottsdale library. It was not worth my \$50.00.”
2	“EASY TO NAVIGATE WEBSITE AND FILL OUT APPLICATION”
3	“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.”
4	“Service was great!”
5	“TAX FORM COULD BE REDONE AND SIMPLIFIED”
6	“When I called in personnel were very helpful.”
7	“This was my first time applying for/paying for a license. I had some questions on specific tax rates and app fees, I called and was helped without waiting. The individual that helped me was very knowledgeable and friendly.”
8	“I appreciated all the help I received. I am not very good at accounting or keeping [sic] up with some of my responsibilities, so I look forward to staying on time with all my obligations to the City of Tempe.”
9	“This is late. I apologize.”
10	“I truly like your city.”
11	“Thank you for all of your help.”
12	“Didn't interact directly with staff.”
13	“Found staff helpful with my request to switch my taxpayer license from my mother's name to mine.”
14	“It would be very much appreciated to be able to complete the tax information online as well as be able to pay online. The system today is quite archaic.”
15	“This tax is a regressive and should not be imposed.”
16	“The fact that this isn't all online is pretty silly for such a large, relatively modern city. The county's registration system is much more efficient. Everyone I spoke with was very helpful however our business was initially charged a penalty for late payment on a new license despite the person I spoke with saying all penalties would be waived. Fortunately I called back after receiving the penalty notice and it was promptly waived, which we appreciated.”

New Licensees	
<i>General Comments & Suggestions</i>	
17	“Have the staff be more friendly.”
18	“The website needs to be made clearer. Processing time is slower than other cities. I still have never received a form for filing. I tried to download the form from the website to file but instructions were not very clear for filing codes. I have 2 months I need to file, but am still not sure how to do it. I have also not received anything from you about the transition to the state coming up in a few weeks. I have not received any communication since I got the license at the beginning of October. I would appreciate if someone would send me forms for filing and instructions for the transition to the state at the end of the year.”
19	“hi, thanks for the survey. i have no other experience (my first tax license), so i didn't have anything to compare it to. i finally sent in my check yesterday, and hopefully i did it correctly. my feedback on the bill/form is that it was prepopulated, and the print didn't get in the right fields, so it was not intuitive. i also used the factoring method, and i am not sure i did it correctly. so the instructions on how to submit were not as clear as the instructions on getting the license.”
20	<p>"Did not have to call in or interact with staff. The payment form arrived in plenty of time for me to make my payment, and I just sent in my payment.</p> <p>The initial read of the tax form was quite confusing though for a first timer. Had to get my accountant to interpret it for me."</p>
21	“I couldn't find anyone to talk to! I had to figure it on line and stil not [sic] sure if that is right because it is a rental address and you told me to post the license in the front door..seriously”
22	“One dept never knew what other was doing. I always paid taxes on time and would receive notices that I had not paid and when I would phone, no one would know where the money was. We sold the condo we had been renting out and had to notify 3 different times of this. After it was sold, we kept receiving forms to fill out that you need to be a CPA to understand. Filling them out once was more than enough. Feels like you should try to find a way that will lessen the paper work for all concerned.”
23	“Thank you very much!”
24	“Just FYI, we only rented to our daughter for a few months. We provided the place for her rent free while she was going to ASU, once she graduated and we started charging her she moved out after just two months. So now we are just going to use the place for ourselves in the winter. Do we have to do anything to convert it back to a private residence and not a rental?”