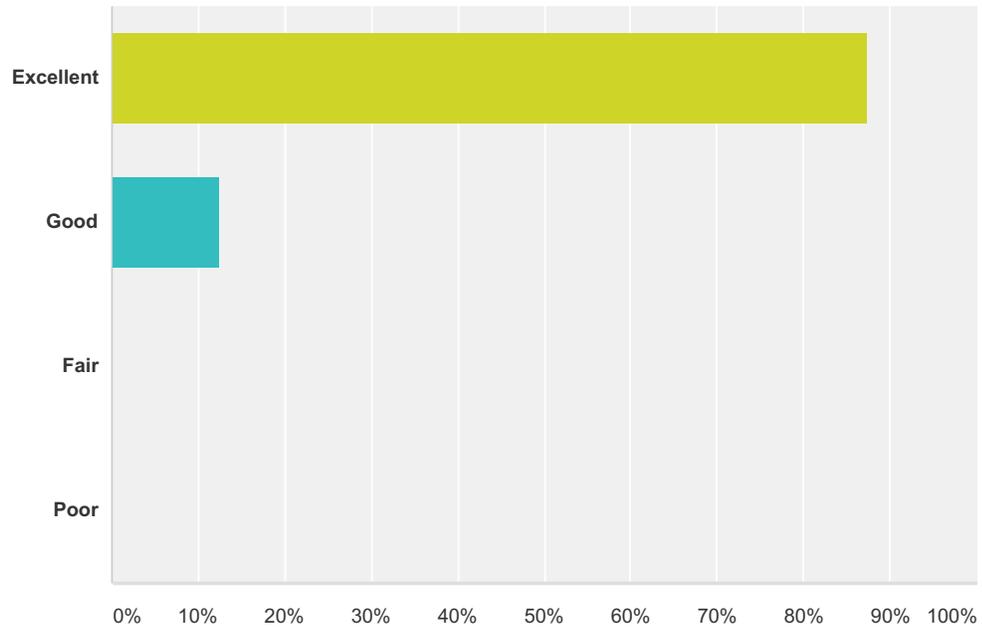


Taxpayer Assistance Program (TAP) Survey

Q1 How would you rate your overall experience with TAP?

Answered: 8 Skipped: 0



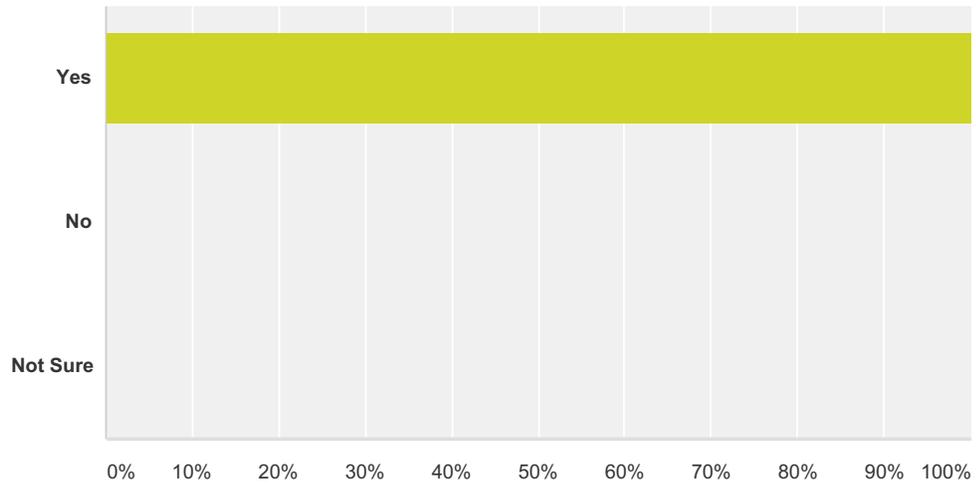
Answer Choices	Responses
Excellent	87.50% 7
Good	12.50% 1
Fair	0.00% 0
Poor	0.00% 0
Total	8

#	Comment (optional)	Date
1	DLS personnel (in particular, Deb Wagner) were unstinting in their offers of help. In addition, Deb alerted us to other issues in our financial life, to our great advantage. I thank DLS and the TAP program. Christine Long, Royalston Select Board	1/16/2015 11:20 AM
2	Found working with everyone from DOR and setting out a work timeline of getting to a date to set our tax rate very helpful.	1/16/2015 10:27 AM

Taxpayer Assistance Program (TAP) Survey

Q2 Did enrolling in TAP assist your community in setting its tax rate earlier?

Answered: 8 Skipped: 0



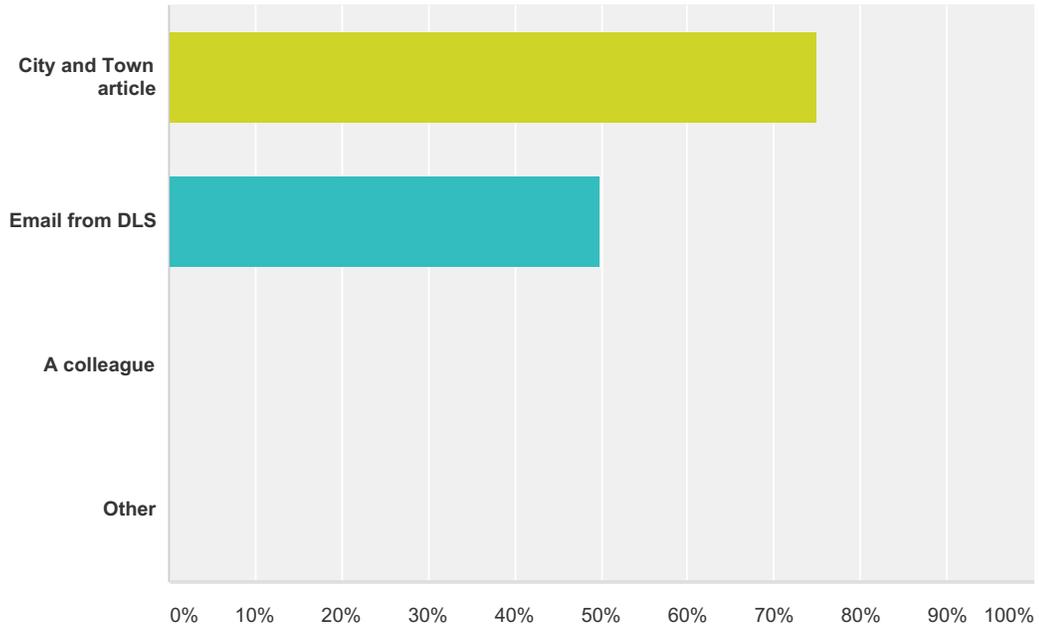
Answer Choices	Responses
Yes	100.00% 8
No	0.00% 0
Not Sure	0.00% 0
Total	8

#	Comment (optional)	Date
1	It could have been set even earlier; there was resistance from some local team members.	1/16/2015 11:20 AM
2	It is the first time in many, many years we have had a rate set before the middle of December.	1/16/2015 10:54 AM
3	The "scheduled" certification process, in terms of both municipal and DOR resources was extremely efficient. The actual certification occurred earlier than any time in recent history, unfortunately the scheduling and tax classification vote did not occur in a timeframe consistent with the predetermined schedule, a municipal issue.	1/16/2015 10:47 AM
4	Absolutely. We are very happy that we were accepted into the program.	1/16/2015 10:27 AM
5	If compared to other revaluation years	1/16/2015 10:27 AM

Taxpayer Assistance Program (TAP) Survey

Q3 How did you hear about TAP?

Answered: 8 Skipped: 0

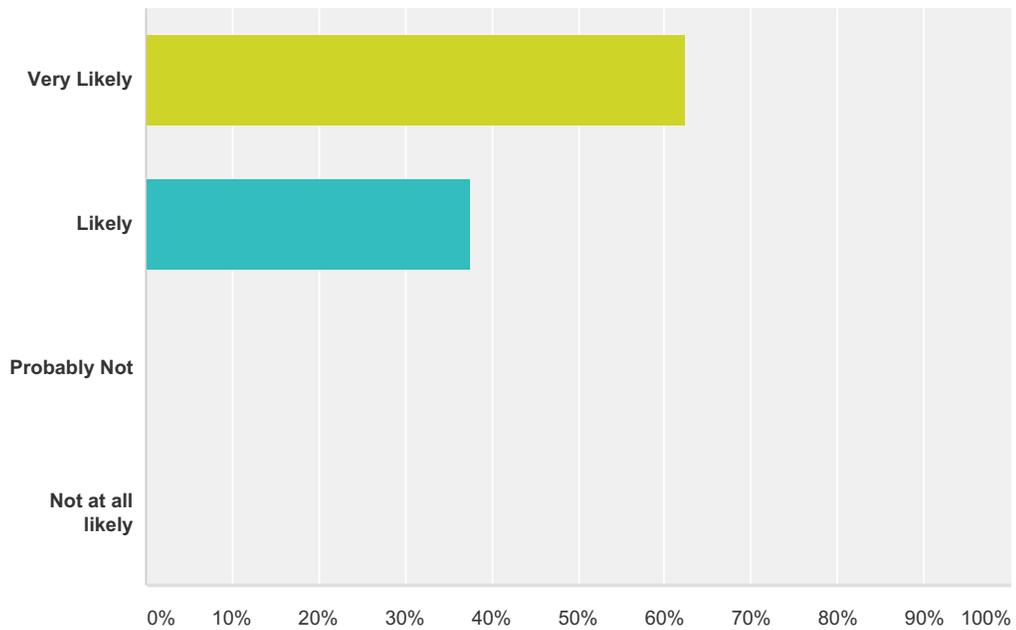


Answer Choices	Responses
City and Town article	75.00% 6
Email from DLS	50.00% 4
A colleague	0.00% 0
Other	0.00% 0
Total Respondents: 8	

#	If "other," please explain	Date
	There are no responses.	

Q4 Are you likely to participate again in TAP?

Answered: 8 Skipped: 0

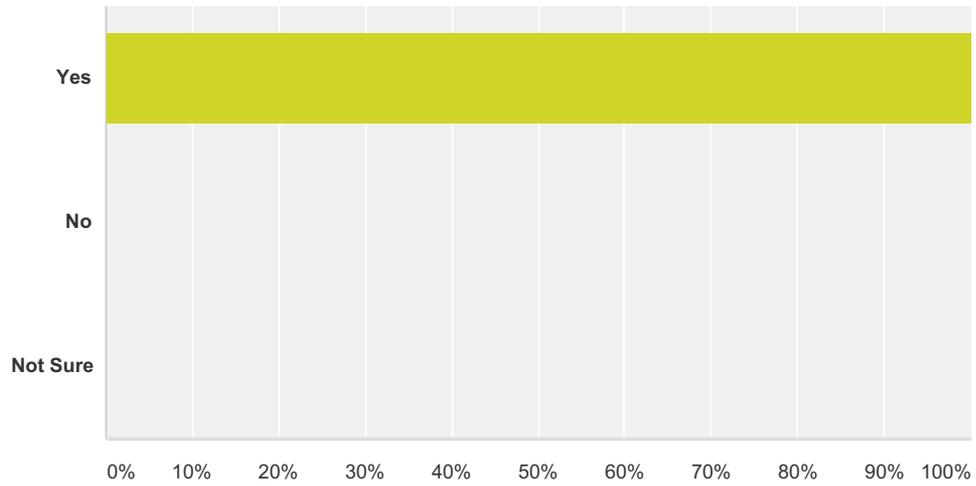


Answer Choices	Responses
Very Likely	62.50% 5
Likely	37.50% 3
Probably Not	0.00% 0
Not at all likely	0.00% 0
Total	8

#	Please explain your answer	Date
1	As stated above, the TAP program is the exclusive reason why the certification was completed earlier than ever.	1/16/2015 10:47 AM
2	We would be very interested in participating again.	1/16/2015 10:27 AM

Q5 Would you recommend TAP to other communities?

Answered: 8 Skipped: 0



Answer Choices	Responses
Yes	100.00% 8
No	0.00% 0
Not Sure	0.00% 0
Total	8

#	Comment (optional)	Date
1	In these times of dwindling resources, both on the municipal and state level, it is incumbent to ensure both participants in the certification process have coordinated resources and schedules to ensure the important function of certifications occur in an accurate and efficient manner and timeframe. The expansion of the TAP program should ensure this endeavor.	1/16/2015 10:47 AM

Taxpayer Assistance Program (TAP) Survey

Q6 How could DLS improve TAP? (Please provide feedback below)

Answered: 5 Skipped: 3

#	Responses	Date
1	Keep up the good work!	1/21/2015 1:54 PM
2	My only thought would be to have a bit more oversight when a town exceeds it's estimated time frame. Thought I understand this takes man hours away from what may be more important work.	1/16/2015 10:54 AM
3	At one point in time there was talk of a dashboard to review the process, in lieu of the repeated telephone calls and emails.That should be operational for the next TAP round.	1/16/2015 10:47 AM
4	Overall the experience was painless. We stayed in front of our target dates, and everything went through once submitted in a very timely manner. This year is a reval year and I may participate again with my vendors (PK) blessing of course. Paula Wolfe Director of Assessing - East Bridgewater	1/16/2015 10:32 AM
5	Need to better stick to target dates	1/16/2015 10:27 AM