

Total Score for Questions (2008)	Average Number of Surveys by Score	Percentage
465	39	28%
558	47	34%
263	22	16%
80	7	5%
200	17	12%
90	8	5%
Total	1656	100%
Total Number of Surveys	138	

5 (Strongly Agree)
4 (Agree)
3 (Neutral)
2 (Disagree)
1 (Strongly Disagree)
N/A (Not Applicable)

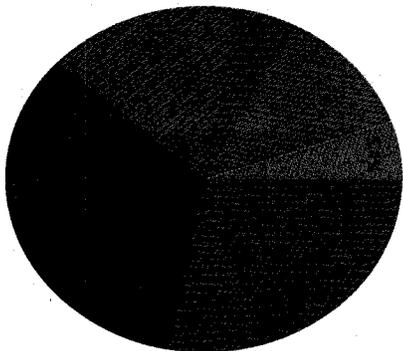
Total Score for Questions (2009)	Average Number of Surveys by Score	Percentage
1395	116	61%
536	45	24%
94	8	4%
56	5	2%
131	11	6%
68	6	3%
Total	2280	100%
Total Number of Surveys	190	

5 (Strongly Agree)
4 (Agree)
3 (Neutral)
2 (Disagree)
1 (Strongly Disagree)
N/A (Not Applicable)

Total Score for Questions (2010)	Average Number of Surveys by Score	Percentage
970	81	58%
360	30	21%
95	8	6%
60	5	4%
151	13	9%
44	4	3%
Total	1680	100%
Total Number of Surveys	140	

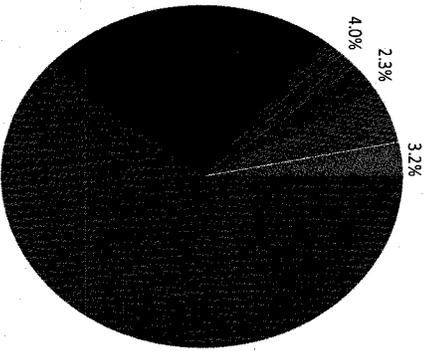
5 (Strongly Agree)
4 (Agree)
3 (Neutral)
2 (Disagree)
1 (Strongly Disagree)
N/A (Not Applicable)

Individual Income Tax Audit Surveys (Calendar Year 2008)
Total Number of Surveys=138; Total Number of Questions per Survey= 12;
Total Number of Questions= 1,656



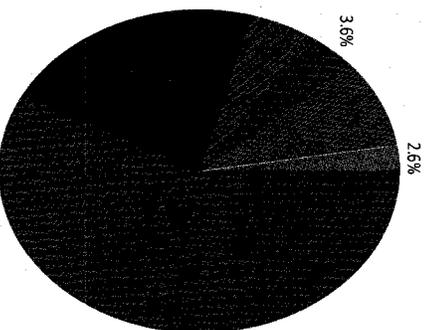
Score
 ■ 5 (Strongly Agree)
 ■ 4 (Agree)
 ■ 3 (Neutral)
 ■ 2 (Disagree)
 ■ 1 (Strongly Disagree)
 ■ N/A (Not Applicable)

Individual Income Tax Audit Surveys (Calendar Year 2009)
Total Number of Surveys=190; Total Number of Questions per Survey= 12;
Total Number of Questions= 2,280



Score
 ■ 5 (Strongly Agree)
 ■ 4 (Agree)
 ■ 3 (Neutral)
 ■ 2 (Disagree)
 ■ 1 (Strongly Disagree)
 ■ N/A (Not Applicable)

Individual Income Tax Audit Surveys (Calendar Year 2010)
Total Number of Surveys=140; Total Number of Questions per Survey= 12;
Total Number of Questions= 1,680



Score
 ■ 5 (Strongly Agree)
 ■ 4 (Agree)
 ■ 3 (Neutral)
 ■ 2 (Disagree)
 ■ 1 (Strongly Disagree)
 ■ N/A (Not Applicable)