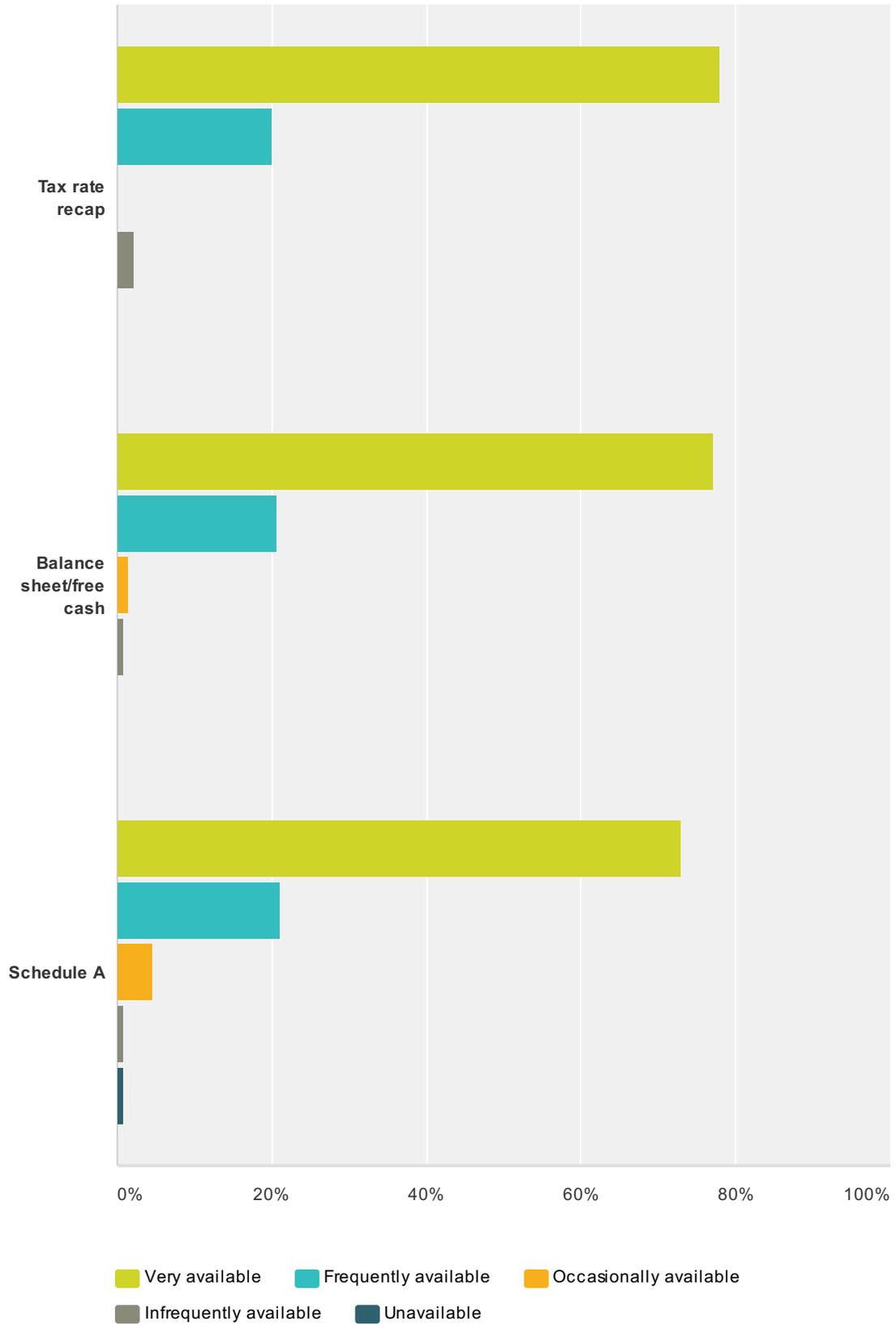


Q1 To what extent was Bureau of Accounts (BOA) staff available to provide assistance, answer questions, etc. on the following processes?

Answered: 143 Skipped: 1

Auditors/Accountants/Finance Directors survey on the FY14 tax rate setting process



	Very available	Frequently available	Occasionally available	Infrequently available	Unavailable	Total
Tax rate recap	77.86% 109	20% 28	0% 0	2.14% 3	0% 0	140
Balance sheet/free cash	77.21% 105	20.59% 28	1.47% 2	0.74% 1	0% 0	136

Auditors/Accountants/Finance Directors survey on the FY14 tax rate setting process

Schedule A	72.93% 97	21.05% 28	4.51% 6	0.75% 1	0.75% 1	133
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Q2 What improvements can be made to ease your role in the tax rate setting process, free cash certification, and/or Schedule A completion?

Answered: 67 Skipped: 77

#	Responses	Date
1	Commas in data entry	2/12/2014 11:10 AM
2	the recap instructions require field specific definitions for example Enterprise and CPA	2/12/2014 10:47 AM
3	Open communication with the current Software suppliers of municipal software to work together to provide exports to be uploaded for these reports.	2/11/2014 4:48 PM
4	This past year we experienced much difficulty getting our values approved. They were held up for one item, our Solar Farm. The past several years this was not an issue. We submitted our values in August and did not learn the Solar Farm was an issue for several months. This held our rate setting process at the nth hour.	2/11/2014 3:49 PM
5	Nothing comes to mind. The staff at the Springfield office is always there for me/us. Especially Joe Boudreau and Dennis Mountain. They are extremely knowledgeable and helpful.	2/11/2014 10:46 AM
6	SCHEDULE A HAS GONE FROM BAD TO WORSE	2/11/2014 8:37 AM
7	continue to automate the process. Allow municipalities to submit free cash documentation through the Gateway.	2/10/2014 4:42 PM
8	more hands on time with representatives in town	2/10/2014 12:45 PM
9	process is fine.	2/10/2014 11:40 AM
10	Is it possible to get growth certified earlier in the process?	2/10/2014 11:29 AM
11	Getting all the necessary signatures	2/10/2014 11:07 AM
12	The Schedule A changes that were made to make data entry easier and similar to excel were an improvement, however, the titles at the left didn't freeze, so it was difficult to see what line you were on when entering the data in columns that extended further out.	2/10/2014 10:53 AM
13	Would be beneficial to see the Process's on Project Timeline basis with interactive components to discover why something maybe held up or anticipated approval/review dates.	2/10/2014 10:48 AM
14	Hired in the middle of the process, though everything seemed easy on the DOR side	2/10/2014 10:13 AM
15	I've always been very satisfied with the help I've received from the BOA staff, especially my representative.	2/10/2014 10:04 AM
16	Schedule A sections as they are now structured do not allow you to scroll with the columns on the left still in place. You must now guess and approximate the you are entering the data in the correct column or row. At least in the excel version that capability was there	2/10/2014 9:55 AM
17	Better help instructions for setting the tax rate. It would be nice to have access to Chapter 5 of the Assessors handbook for guidance.	2/10/2014 9:18 AM
18	Provide approved values to assessors on a more timely basis. We had our numbers in to DOR relatively early and waited significantly longer than normal for values to be approved so we could move on to the next step. Also, a better way needs to be set up for field agents to track when Free cash submissions arrive and when they are processed. One of my towns was submitted in early Nov and not approved until Feb I realize that Recaps come first but this wait was extraordinary	2/10/2014 9:16 AM
19	For Schedule A, it would be helpful if we could view the entire input sheet on the screen, or "freeze panes" so that we can scroll back and forth and still be able to view the captions	2/10/2014 9:02 AM
20	Give more authority to local BLA staff so that there isn't a long wait for Boston's approval	2/10/2014 8:46 AM

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21	Have the same process for each field rep. This would provide standardization and help when preparing documents for review.	2/10/2014 8:44 AM
22	I was new to this position without much support internally and found it very difficult to obtain guidance on details of calculation for certain items requested on all schedules.	2/6/2014 2:40 PM
23	Format of Schedule A was not user friendly because you couldn't see the entire line when inputting data. You needed to tab back & forth.	2/6/2014 2:24 PM
24	1.) Use excel to calculate free cash, mine still uses pencil and paper and a calculator. 2.) Free cash reasonable check must be updated to include items such as tax title collections. Right now the results can be skewed and hold up the free cash approval	2/6/2014 12:07 PM
25	it's fine the way it is	2/6/2014 11:54 AM
26	earlier review of supporting schedules before the final tax review would be helpful.	2/6/2014 10:13 AM
27	None today	2/6/2014 9:27 AM
28	Our schedule A has yet to be approved	2/6/2014 8:09 AM
29	Use Excel and save automatically even if you hit the enter button.	2/5/2014 10:37 AM
30	Some sort of detail definitions and instructions for recap for A-4 (CPA)	2/5/2014 8:41 AM
31	I would like to know what back up material should we be prepared to provide for both free cash and the tax rate setting process. Is there a standard list or does it vary year to year depending on the towns financial activity.	2/4/2014 4:44 PM
32	none	2/4/2014 4:43 PM
33	Do not be concerned about local receipts as long as they are within the 5% range (+/-). We are responsible for making sure that the numbers are attainable and if not, we as a community face the problem in the following year.	2/4/2014 4:32 PM
34	We seem to have the process down pat at this time.	2/4/2014 4:23 PM
35	Schedule A: Some sections could use a freeze pane because I could not see the line and column label at the same time as I scrolled to the right.	2/4/2014 4:20 PM
36	I believe that it is important to have field reps visit communities at least 2x per year to get valuable facetime and feedback	2/4/2014 4:13 PM
37	It all went very smoothly	2/4/2014 4:10 PM
38	If forms are entered into Gateway and electronically signed by all parties we should not have to photo copy the same forms in hard copy and e-mail/mail them	2/4/2014 4:05 PM
39	Schedule A continues to be problem for most cities and towns but the download has helped	2/4/2014 4:02 PM
40	Schedule A is too time consuming. Instead of needing department's expenses broken down to salaries, capital etc., a total by department s/b sufficient. Debt is reported in Part 10 but the treasurer reported similar detail on the indebtedness statement. Change the deadline to complete this report from October 31 to March 31 so it does not compete with free cash & tax rates.	2/4/2014 12:49 PM
41	I believe the calculation of free cash is ok, with the exception of when federal and state grants are approved, I do not believe our free cash should be deducted if we have put in for reimbursement. The Schedule A seems a waste of time. After we explain every last little amount on our balance sheets, we are then ask to list it all in the schedule A. Then we are ask to explain why is the amount higher and lower from the previous year. You already have all the information which is submitted and we are just duplicating our work - over and over. I am a town accountant who does 90% of the recap. I do not understand why the assessors sign off on the majority of pages. If I had the assessors do the recap they would have no idea what to do.	2/4/2014 12:17 PM
42	I had a meeting with my Rep. We agreed on a number, I announced the number at the Town Hall and when I got the Free cash letter, the number was changed without any prior communication....these makes us look bad at the Town Hall. How about we also think for Schedule A outside the box and redesign it from the view point of its need at DOR and available information to the Accountant.	1/30/2014 9:53 AM
43	The tax rate setting has been greatly streamlined on DLS side, but the since everyone has the same tax rate setting deadline we all need to be patient and flow with the delays.	1/30/2014 8:34 AM

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44	The process is good, some of the followup questions may be unnecessary.	1/29/2014 2:10 PM
45	There are certain things that could be reviewed prior to tax rate time that may improve the efficiency of the tax rate setting process. For example, If estimated revenues for Enterprise Funds could be approved after a Town's budget is approved instead of waiting till December.	1/29/2014 11:22 AM
46	See #7	1/29/2014 11:08 AM
47	In the tax rate setting process, it would be less stressful if the BLA could certify values & new growth more timely.	1/29/2014 9:49 AM
48	It would be helpful to know how many other communities are in line for free cash certification with the DLS rep when you submit your balance sheet. Some way to determine turn around time?	1/29/2014 8:58 AM
49	There should be a button for not applicable - I didn't need assistance with any of the above the answer is for general requests or questions.	1/29/2014 8:29 AM
50	Tax rate and free cash are quite simple. Schedule A still seems to provide issues for me, but it may be just me.	1/28/2014 4:28 PM
51	Assessor's office was told not to submit the recap because all the assessing type information was not finalized. The recap was ready on 9-23. Had we been able to submit at that time all the remaining information could have been reviewed by our field rep and questions dealt with in a timely manner. As it was our tax rate was set on 12-10 after much crazy running around to get answers to DOR questions that could have been addressed almost two months earlier. Now town is being told based on our estimated revenues and the answers to questions concerning those revenues that we MUST submit our balance sheet before a tax rate will be set. That is fine - not a problem. However this whole process would and should have been handled more efficiently.	1/28/2014 3:10 PM
52	The Schedule A/bridge upload instructions were not fully clear and very involved.	1/28/2014 2:45 PM
53	none	1/28/2014 2:45 PM
54	Allow for formulas to be entered into cells for Schedule A.	1/28/2014 2:30 PM
55	We found the verification process of water and sewer increases to be overly challenging. The community is fully aware if the rates do not cover the costs, a General Fund subsidy would be required.	1/28/2014 2:30 PM
56	None. Both BOA Rep and Supervisor are timely and make a strong effort to work through the Town's issues, which are numerous.	1/28/2014 2:24 PM
57	too many drop downs	1/28/2014 2:23 PM
58	Keep providing the excel spreadsheet.	1/28/2014 2:21 PM
59	The automated Schedule A is awful. Scrolling especially through Section 3 removes ability to see headers so user is guessing which data corresponds to which cell.	1/28/2014 2:21 PM
60	Fast certification of values and growth.	1/28/2014 2:18 PM
61	Site does not allow for uploading of PDF backup documents	1/28/2014 2:14 PM
62	not sure it can be made easy	1/28/2014 2:13 PM
63	For Schedule A, can you change the orientation to Portrait. The Landscape orientation is not friendly for user at all.	1/28/2014 2:12 PM
64	Continued availability of support for when questions stump you	1/28/2014 2:09 PM
65	The process has been improved to the point where all I would say is don't ruin it, stay available to us and keep up the good work	1/28/2014 2:08 PM
66	Allow the tax rate documentation to have attachments	1/28/2014 2:07 PM
67	a report similar to the one in "Recap" that indicates the progress/review/submitted of the different pieces needed for Free cash.	1/28/2014 2:07 PM

Q3 Do you have any suggested revisions for the tax recap sheet?

Answered: 50 Skipped: 94

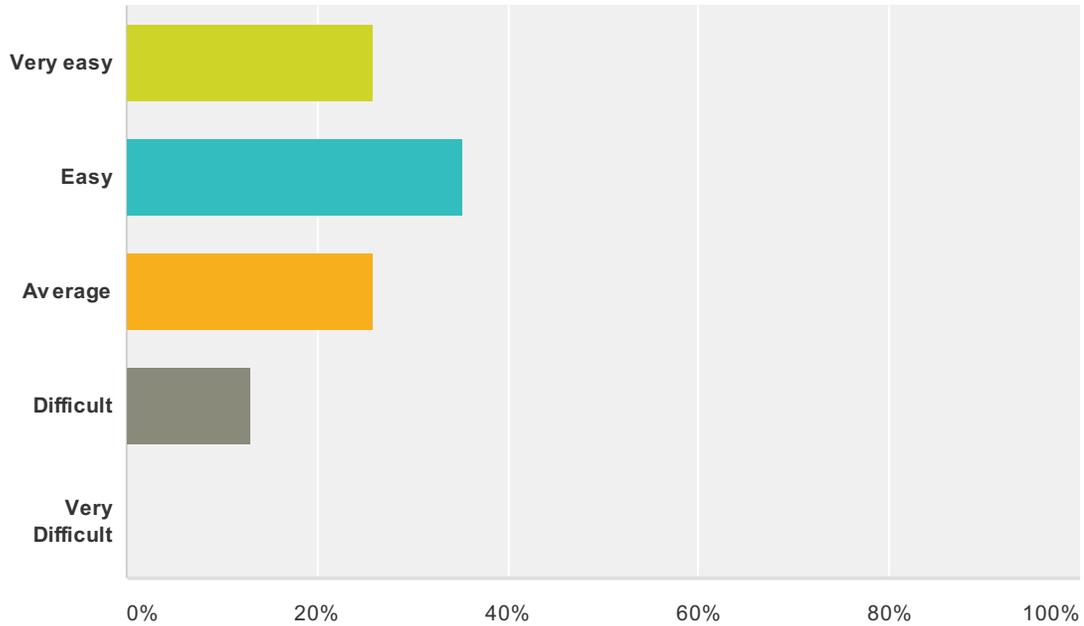
#	Responses	Date
1	A logical Edits report or better way to know when something is missing on a report.	2/12/2014 11:10 AM
2	Please check some of the reference and definitions of fields on the recap. CPA, Enterprise,	2/12/2014 10:47 AM
3	If a debt exclusion questions is passed, it would be easier for the community to just enter the number as opposed to sending the documentation to Boston and have it uploaded; as it is now we get the clerk to certify the town meeting proceedings, why not do the same for a debt exclusion question	2/11/2014 7:02 PM
4	none	2/11/2014 3:49 PM
5	No	2/11/2014 10:46 AM
6	NO	2/11/2014 8:37 AM
7	no	2/10/2014 4:42 PM
8	NO	2/10/2014 4:05 PM
9	The Tax Recap should still be provided in both Excel and Gateway format.....other than that, it works great	2/10/2014 1:56 PM
10	none	2/10/2014 11:40 AM
11	I cannot think of anything at the moment, other than I have always wished there was a way to print out the entire recap in one pdf instead of each worksheet separately.	2/10/2014 10:53 AM
12	Actual Tax Recap Page 1 thru 4 that require subsidiary work sheets to balance, should have imbedded links for direct navigation to those work sheets for that page	2/10/2014 10:48 AM
13	Not at this time.	2/10/2014 10:04 AM
14	No	2/10/2014 9:18 AM
15	No	2/10/2014 9:16 AM
16	Our problems were with the tax valuation process and the assessors	2/10/2014 8:53 AM
17	Take offsets off of the cherry sheet entirely, and remove the section needing to raise the amount	2/10/2014 8:46 AM
18	No	2/10/2014 8:44 AM
19	Any guidance/links to examples of how to calculate certain items.	2/6/2014 2:40 PM
20	None	2/6/2014 2:24 PM
21	Why can't we just fill out the excel spreadsheet and upload it into gateway	2/6/2014 12:07 PM
22	approve the values earlier	2/6/2014 11:54 AM
23	None today	2/6/2014 9:27 AM
24	Email communications as to what is needed for RECAP approval such as letters required.	2/6/2014 8:09 AM
25	Some sort of detail definitions and instructions for recap for A-4 (CPA)	2/5/2014 8:41 AM
26	I thought the process was easy to follow and have no suggestions for improvements at this time.	2/4/2014 5:35 PM
27	none	2/4/2014 4:43 PM
28	If possible instead of using the tab key most of us are use to just hitting "enter" and the cursor moves. If you forget to tab you end up with incorrect information	2/4/2014 4:32 PM
29	No.	2/4/2014 4:20 PM

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30	I believe you need to increase the amount of fields on the A-3 revolving account form...my community is one revolving account away from maxing out the form.	2/4/2014 4:13 PM
31	Works for me - no issues	2/4/2014 4:10 PM
32	Values entered on back up sheets (for example the A-2) should automatically update on page 2/4 of the recap	2/4/2014 4:05 PM
33	The Recap was great	2/4/2014 4:02 PM
34	Eliminate the A3 form (revolving funds) as they have no impact on tax rates. Report these on Schedule A. Have the actual shift be entered on LA5 instead of a residential factor which no one understands. The shift is discussed & set at the classification hearing, not the residential factor.	2/4/2014 12:49 PM
35	The majority of the recap is being done by the Town Accountant and not the Assessors. I have found this to be true in many towns. The Assessors are only doing the valuations and new growth and everything else is done by the Town Accountants. Why are the assessors signing off on things they have absolutely no idea about?	2/4/2014 12:17 PM
36	We can work on CPA forms.	1/30/2014 9:53 AM
37	Overall, the tax recap is easy to use. One suggested revision would be to have the CPA amount come automatically to page 2. This seems to be the only amount that needs to be manually entered from another schedule to the Tax Recap.	1/30/2014 8:34 AM
38	No -- easy to read and follow.	1/29/2014 2:10 PM
39	No, except for the duplication in getting the info in Gateway and also having to provide hard signed copies....it needs to be one or the other.	1/29/2014 11:08 AM
40	I actually like the recap tool. I thoroughly understand all the nuances and I think it works well.	1/29/2014 9:49 AM
41	Clarify the wording on B-1 where you subtract free cash by fiscal year to include not just appropriated but also voted to specifically reduce the tax rate.	1/29/2014 8:58 AM
42	no, it works very well.	1/28/2014 4:28 PM
43	none	1/28/2014 2:45 PM
44	Overall, it is fine.	1/28/2014 2:30 PM
45	None	1/28/2014 2:24 PM
46	Keep providing the excel spreadsheet.	1/28/2014 2:21 PM
47	No. The recap is pretty straightforward.	1/28/2014 2:18 PM
48	A-2 and A-4 don't always make sense. sometimes feels like putting things on CY tax rate that were on LY. gets confusing	1/28/2014 2:09 PM
49	Don't ruin a good thing?	1/28/2014 2:08 PM
50	To allow the cells of each sheet take simple summation formulas such as "1+1"	1/28/2014 2:07 PM

Q4 If you used the Excel version to complete Schedule A and the bridge to upload the data to Gateway, how did you find the process to convert and upload?

Answered: 54 Skipped: 90



Answer Choices	Responses
Very easy	25.93% 14
Easy	35.19% 19
Average	25.93% 14
Difficult	12.96% 7
Very Difficult	0% 0
Total	54

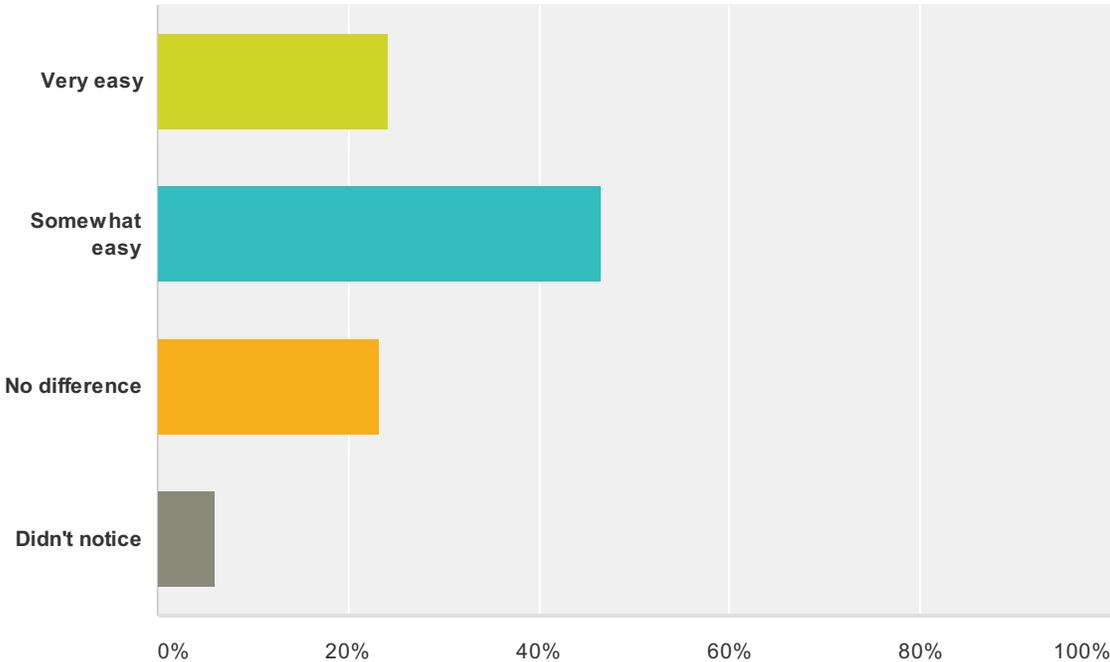
#	If your answer is "difficult" or "very difficult" please explain in the box below	Date
1	That is the way to go. With the exception of remembering to file it, it could not have been any easier.	2/11/2014 7:02 PM
2	n/a	2/11/2014 3:49 PM
3	I was unable to upload. Kept receiving error messages. I ended up keying it in to Gateway.	2/11/2014 10:46 AM
4	I tried uploading but it did not work for me. I could have done something wrong..	2/10/2014 4:05 PM
5	The conversion was fine, it uploaded but the "submit" button didn't show up. It was uploaded but didn't realize it was not submitted until I got a call from our Rep. Had to call Tech support to get the Submit button to appear.	2/10/2014 1:48 PM
6	It would not transfer over to Kirstin electronically.	2/10/2014 12:45 PM
7	Did not use	2/10/2014 11:07 AM
8	I did not use the excel version	2/10/2014 10:53 AM

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	I did not use the excel version.	2/10/2014 10:55 AM
9	see comments in question 2. I entered data directly in gateway instead of excel. I probably should have used the excel version	2/10/2014 9:55 AM
10	I didn't know there was a bridge to upload the data to Gateway!	2/7/2014 1:00 PM
11	I filed online using Gateway	2/6/2014 2:40 PM
12	N/A Did not use excel version	2/6/2014 2:24 PM
13	Thank you for facilitating this process. The only item missed on our end was the need to re-enter the signature page and final submission.	2/6/2014 10:13 AM
14	Did not use	2/6/2014 8:09 AM
15	Do not use excel version.	2/4/2014 4:20 PM
16	The new version of the Schedule A is horrible. You did not allow for that answer in question 5. I enter directly to Gateway and it is not at all like a spreadsheet. You lose the column headings when you have to tab over to enter information. It is far worse than the original for someone who just enters the information.	2/4/2014 12:17 PM
17	The process was very very helpful. but it messed up some of the fields. The beginning fund balance of GF was gone. Part X debt beginning balances got lost hence ending balance are off. Now getting errors. KAR 1 form went off balance.	1/30/2014 9:53 AM
18	I am not required to do a Schedule A, hence I am not required to respond.	1/29/2014 2:10 PM
19	Did not use it	1/29/2014 8:58 AM
20	didnt use	1/29/2014 8:29 AM
21	did not use DOR version, used existing excel spreadsheets	1/29/2014 8:20 AM
22	n/a	1/28/2014 4:28 PM
23	The initial upload went well, but we had to make changes to the Excel spreadsheet and when we uploaded the file again with the changes, it corrupted our Excel file. That could very well have been an issue on our end. On the next try, the upload went well, but a General Fund Revenue adjustment that was keyed in Part XI did not upload and needed to be keyed manually.	1/28/2014 2:45 PM
24	I did not know there was a bridge. I will try it next year.	1/28/2014 2:21 PM
25	Im surprised this is automated as opposed to using another software, also it appears the format your looking for is a standard Excel output format which wasn't expressed in the directions.	1/28/2014 2:21 PM
26	didn't use	1/28/2014 2:19 PM
27	I used excel and then entered the information into gateway. I did not do the upload.	1/28/2014 2:18 PM
28	It would be helpful for the signature line and submit button popped up on the same page with the upload box...maybe after the upload is complete. Or maybe a "dummy line" directing you to where those lines/buttons are after the upload.	1/28/2014 2:14 PM
29	not all data converted accurately	1/28/2014 2:13 PM
30	Partly because I didn't know there was a process to convert and upload. I used the excel version and then retyped. The excel version is very easy for me to work on	1/28/2014 2:09 PM
31	Once I actually READ the instructions - had a few questions answered, I found it easy.	1/28/2014 2:08 PM

Q5 If you used Gateway to enter Schedule A, did you find it easier to enter data for Section 3 than in the past?

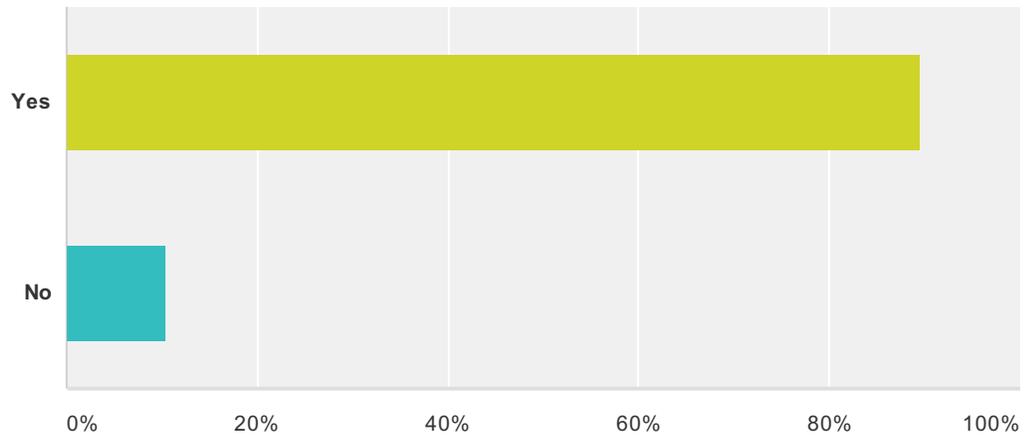
Answered: 99 Skipped: 45



Answer Choices	Responses
Very easy	24.24% 24
Somewhat easy	46.46% 46
No difference	23.23% 23
Didn't notice	6.06% 6
Total	99

Q6 Did you find the electronic receipt of the free cash calculation worksheet valuable?

Answered: 134 Skipped: 10



Answer Choices	Responses
Yes	89.55% 120
No	10.45% 14
Total	134

#	If you answered "no" please explain in the box below	Date
1	It helps the elected officials understand how it is calculated, now if you just made a cash reserve as part of the calculation it would be perfect.	2/12/2014 10:47 AM
2	I still am not convinced this is the best thing to be displaying publicly; perhaps a modified sheet would work better. I think it will be utilized as a public humiliation tool than a benchmark tool for improving one's cash flow and balance sheet performance.	2/11/2014 7:02 PM
3	n/a	2/11/2014 3:49 PM
4	haven't received it yet	2/10/2014 4:42 PM
5	Was completed before I was hired. No basis for comment	2/10/2014 10:13 AM
6	Yes. very helpful	2/10/2014 9:55 AM
7	The town's calculation and the local rep's calculation have not varied	2/10/2014 8:46 AM
8	Most helpful to get electronic version of calculations.	2/6/2014 2:40 PM
9	waiting for our certification	2/6/2014 10:13 AM
10	It was helpful to explain the Certification process to the Administration.	2/4/2014 4:23 PM
11	I did not receive a free cash calculation worksheet	2/4/2014 4:05 PM
12	I love the posting of the electronic receipt of free cash. That was a big improvement.	2/4/2014 12:17 PM
13	some what.	1/30/2014 9:53 AM
14	I cannot think of a way to make the receipt of the calculation valuable. What is more of a concern is the review process and changes, if any, that are made to the calculation and the reasons for them.	1/29/2014 2:10 PM

15	Dont remember receiving	1/29/2014 8:29 AM
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Auditors/Accountants/Finance Directors survey on the FY14 tax rate setting process

	Don't remember receiving	1/28/2014 3:29 PM
16	Did I receive one???	1/28/2014 3:10 PM
17	I already know what subtractions are to Free Cash. This is an unnecessary document.	1/28/2014 2:21 PM
18	No value added from my point of view.	1/28/2014 2:14 PM
19	I don't remember ever getting one.	1/28/2014 2:14 PM
20	Haven't seen it yet.	1/28/2014 2:08 PM

Q7 We value your feedback. Use the space below to provide comments and suggestions. This is an anonymous survey.

Answered: 41 Skipped: 103

#	Responses	Date
1	The DOR reps that I have worked with have always been most helpful with any questions that I had with any of the applications that I use. Schedule A has been simplified since I first completed it 25 years ago. I have seen many changes over the years and the last 5 years of changes have been wonderful. Jared Curtis has been a nice addition to your staff. He is always most helpful with any problems or issues that may arise. Many Thanks!	2/12/2014 5:12 PM
2	I have to say it was probably one of the easier years to complete all of the required documentation.	2/11/2014 7:02 PM
3	I'm new to the process, but have found everyone very helpful and the forms very logical.	2/10/2014 2:51 PM
4	The improvements have been helpful....the only issue would be if we have to rely on Gateway entirely....it's not the best but having the bridge works okay	2/10/2014 1:56 PM
5	I feel as a newer treasurer, more field work with reps would be helpful.	2/10/2014 12:45 PM
6	Maura O'Neil is the DLS representative for the Town that I work for and she has been outstanding to work with. She is thorough in her reviews and provides excellent support.	2/10/2014 10:53 AM
7	I always receive quick answers to any questions I may have from the BOA.	2/10/2014 10:04 AM
8	Entering data in Gateway directly for Schedule A still has a long way to go	2/10/2014 9:55 AM
9	I was very grateful to Martin, Tony and Gerry for turning around our recap in less than 24 hours. Very important for us in our last fiscal year as semiannual community. Great job!	2/10/2014 9:02 AM
10	We had a very difficult time getting our tax rate set on time in FY14 and it was mainly due to DOR tax valuation people changing their minds about how to value solar projects at the last minute.	2/10/2014 8:53 AM
11	Section 3 of Sched A wasn't easier because the headers didn't show as you moved across the page so you constantly had to go back and see where you were.	2/10/2014 8:47 AM
12	Allow the frames to be resizable in gateway so that schedule A can be viewed on one screen without scrolling.	2/10/2014 8:46 AM
13	some of the screens were difficult to navigate w/in Gateway as the full screen is not visible. "Freeze panes" option would be helpful so as to see the column or row title for data being entered. I did not find many resources available to help with calculations. DLS was not always available to review/discuss details.	2/6/2014 2:40 PM
14	Gateway Sched. A is still difficult to check especially in section 3, but it could be a very useful tool, so I hope you continue to tweak the program.	2/5/2014 9:26 AM
15	I have always found my reps to be very helpful. I do not have current info to enter in this questionnaire other than the recap response because I have recently taken a position as town accountant in a new to me, community. I am currently working on the balance sheet and will hopefully move on to Schedule A soon. Thanks for everything	2/4/2014 5:35 PM
16	Schedule A was difficult only in the fact the sheets do not fit across the screen so it still takes time to scroll across. Printed it off first and then entered it from printed sheets.	2/4/2014 4:44 PM
17	The BOA has always been helpful in all my years, keep up the good work.	2/4/2014 4:13 PM
18	Our Rep - Terry Williams is always very helpful. No issues at all!	2/4/2014 4:10 PM
19	Bureau of Accounts Staff is always very helpful with any questions or concerns that we have during the completion of these processes	2/4/2014 4:05 PM

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20	Please change the way health insurance is being reported on Schedule A. Since we are self-insured we report no health insurance expense in the general fund but report it as transfer to other funds. This hides one of our largest expenditures. Since we budget health insurance in our general fund we should report on Schedule A how much that actually cost.	2/4/2014 12:49 PM
21	Please see my not on Question #4. Question #5 should have had the option to say much more difficult.	2/4/2014 12:17 PM
22	Please look at previous items.Schedula A excel conversion is great but needs work. Think Schedule A totally from different view point.	1/30/2014 9:53 AM
23	The difficulty with the new Special Revenue section of the Schedule A is that there is a LOT of scrolling needed and it is possible to see the completeness of a fund or section on one screen.	1/30/2014 8:34 AM
24	All staff have been helpful throughout the year. I try to interact with DOR as far ahead as possible but they get busy as do I. In the end, more DOR staff thereby making a smaller case load would probably be the answer.	1/29/2014 2:10 PM
25	Overall I liked the speed with which our tax rate was approved but don't understand why some things can't be done earlier.	1/29/2014 11:22 AM
26	I still feel like the whole free cash/year end process is very duplicative. First you have to get the forms from the DOR website, then save them to your local computer, fill them in, get all parties to sign the hard copies, print them to send to DOR (signed) then upload them to Gateway and get all the parties to sign them electronically. It is not streamlined, especially in the small towns where no one works full time or at the same time as the other parties.	1/29/2014 11:08 AM
27	We very much value the support & guidance provided by BOA. Thank you for your continued support in all of these processes.	1/29/2014 9:49 AM
28	My rep was very responsive and made the process smooth. No issues, just positive feedback.	1/29/2014 8:58 AM
29	Maura O'Neil is excellent! I hope she is recognized for her exceptional service to both the Commonwealth and cities and towns.	1/28/2014 4:39 PM
30	I appreciate the effort to make Sch. A easier, but I don't think you've succeeded at this point. If I move over to the right of the page the headers on the left disappear.	1/28/2014 4:28 PM
31	We did like that we could upload our Schedule A Excel file into Gateway and we're sure it will go very smoothly next year.	1/28/2014 2:45 PM
32	Allow the Rep to visit our sites more.	1/28/2014 2:30 PM
33	It would be very valuable if the DOR Rep could schedule one or two site visits during the year (prior to budgets being submitted for approval to the city council, etc... to help address questions finance directors and other officials have as they prepare their budgets for the upcoming new fiscal year ahead.	1/28/2014 2:30 PM
34	My representative, Joe Boudreau is great and always responds quickly to any question I may have.	1/28/2014 2:24 PM
35	Keep up the good work!	1/28/2014 2:24 PM
36	Can you provide a bridge program for Schedule A for FY14. Thanks	1/28/2014 2:21 PM
37	ALSO your survey question 5 above did not give the option "harder"	1/28/2014 2:21 PM
38	Andrew Nelson is great to work with	1/28/2014 2:19 PM
39	Thank you for allowing a field rep to visit our offices for review of the recap.	1/28/2014 2:18 PM
40	more open minded not all situations are black and white.	1/28/2014 2:13 PM
41	No other comment	1/28/2014 2:07 PM