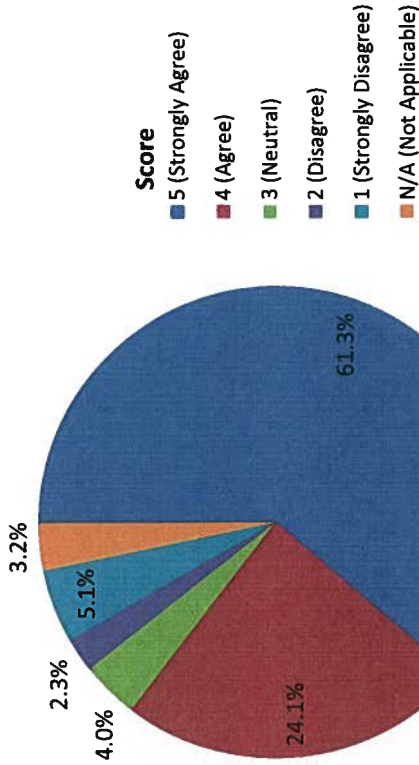


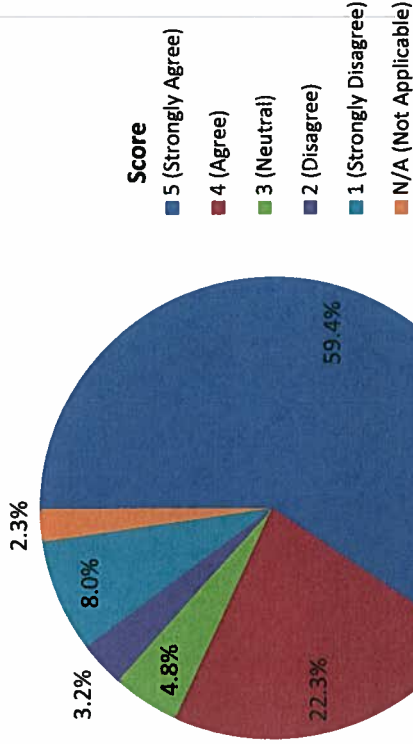
**Individual Income Tax Audit Surveys (Calendar Year 2009)**

Total Number of Surveys=190  
Total Number of Questions= 2,280



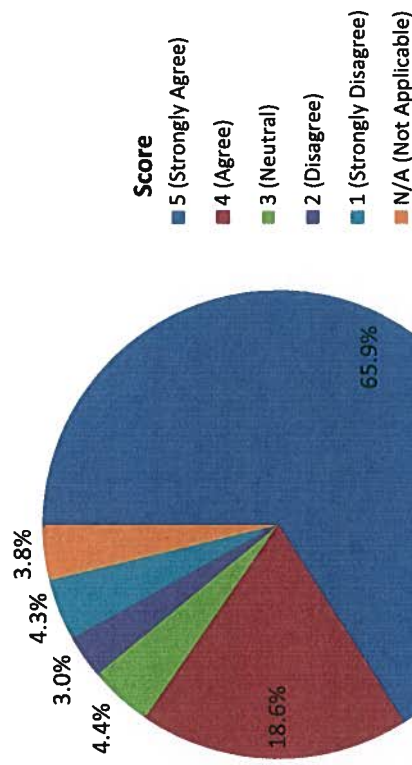
**Individual Income Tax Audit Surveys (Calendar Year 2010)**

Total Number of Surveys=159  
Total Number of Questions= 1,908



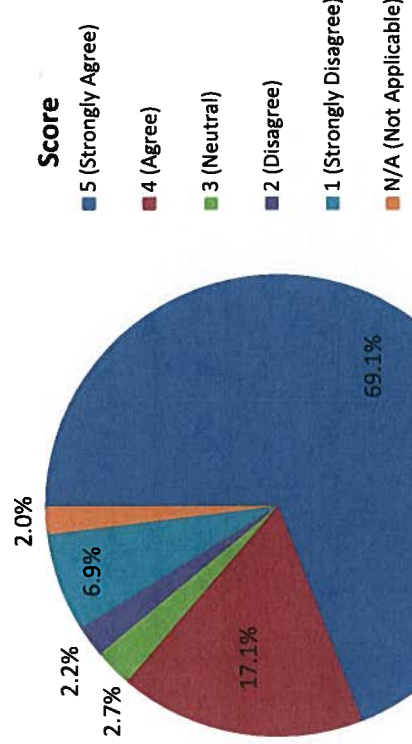
**Individual Income Tax Audit Surveys (Calendar Year 2011)**

Total Number of Surveys=138  
Total Number of Questions= 1,656



**Individual Income Tax Audit Surveys (Calendar Year 2012)**

Total Number of Surveys=148  
Total Number of Questions= 1,776



### Customer Service Satisfaction Survey (Calendar Year 2012)

