

5 YEAR COMPARATIVE TABLE OF CLIENT SURVEY RESULTS FOR ALL PROGRAMS

FUNCTIONAL AREA	YR	CIT	ICT	ARTC	RCIT	FTC	PTC	IFTA	BD	PR	TEFU	TT	AITE	HRT	HCR	OVERALL
Enquiries/Publications	02	93.7	100.0	93.0	83.8	100.0	93.0	90.9	89.8	90.4	82.7	80.2	66.7	87.3	100.0	89.6
	01	88.8	92.6	84.2	86.4	82.6	74.0	98.2	95.7	99.1	79.6	100.0	93.8	91.2	100.0	90.6
	00	94.3	95.6	90.6	96.6	97.2	85.5	91.6	96.9	91.7	96.7	89.4	88.9	82.9	93.7	92.4
	99	84.1	96.0	94.7	70.2	97.5	100.0	93.7	94.8	99.1	87.6	96.9	83.0	93.1	100.0	92.4
	98	93.5	96.2	95.9	87.9	IR	100.0	96.9	98.7	91.7	93.4	IR	95.5	95.8	N/A	94.6
Registries	02	86.2	100.0	96.4	88.2	100.0	80.0	95.1	88.9	84.5	87.2	80.0	IR	90.8	IR	89.6
	01	84.0	100.0	100.0	77.2	IR	IR	93.3	95.4	90.6	82.7	IR	100.0	94.3	IR	91.2
	00	100.0	100.0	81.1	88.9	IR	IR	91.6	88.1	94.3	100.0	93.3	96.0	75.0	IR	91.0
	99	85.1	IR	IR	IR	IR	IR	94.7	83.4	82.2	90.4	100.0	80.0	75.3	IR	88.4
	98	85.0	N/A	N/A	N/A	IR	IR	98.4	97.1	93.6	88.6	IR	95.5	100.0	N/A	95.6
Forms Processing (Returns or Claims)	02	91.0	98.7	90.0	89.8	100.0	90.7	92.5	93.2	86.3	81.8	80.1	75.6	91.7	100.0	89.7
	01	92.5	97.5	79.5	83.1	82.0	60.9	94.6	98.6	92.0	73.8	90.0	100.0	89.1	100.0	87.3
	00	94.2	92.6	84.5	93.0	83.1	76.0	95.8	92.0	95.0	91.2	82.3	70.9	82.6	98.3	90.5
	99	85.8	95.9	93.0	78.8	95.0	100.0	94.3	83.3	93.9	87.4	100.0	85.0	88.7	95.5	91.1
	98	92.2	96.5	91.0	93.1	IR	100.0	99.8	98.7	88.6	83.3	IR	93.5	91.7	N/A	93.1
Accounts	02	93.2	97.5	91.2	88.2	100.0	85.3	89.5	92.2	88.3	84.1	66.8	71.1	89.5	100.0	90.0
	01	91.5	99.0	89.8	89.6	85.8	81.8	93.7	99.0	93.5	78.2	90.0	96.3	90.1	98.7	91.0
	00	96.6	92.8	92.4	99.3	92.9	84.6	96.1	94.7	95.5	91.8	87.9	77.7	83.6	98.7	93.4
	99	85.9	95.9	96.3	90.3	95.9	78.7	93.9	92.8	91.4	84.1	90.8	87.4	92.0	95.2	91.9
	98	99.1	97.4	92.8	98.0	IR	78.6	96.8	97.5	92.0	84.0	IR	93.6	97.1	N/A	94.6
Audit/Compliance	02	87.8	100.0	89.4	N/A	100.0	93.8	92.5	N/A	N/A	80.0	80.0	IR	91.1	IR	88.3
	01	71.6	100.0	78.8	IR	IR	IR	97.0	100.0	IR	IR	IR	IR	94.1	100.0	85.5
	00	93.7	100.0	75.5	N/A	IR	60.8	95.8	81.1	N/A	N/A	86.7	60.0	80.9	IR	89.9
	99	85.7	100.0	80.1	N/A	80.0	IR	89.9	92.3	N/A	N/A	100.0	77.7	87.2	91.7	87.4
	98	92.3	N/A	93.4	N/A	IR	IR	100.0	98.0	N/A	91.4	N/A	100.0	96.3	N/A	94.8
Objections/Appeals	02	86.1	N/A	N/A	N/A	IR	N/A	IR	N/A	N/A	IR	IR	IR	N/A	N/A	84.6
	01	66.0	N/A	IR	N/A	N/A	N/A	IR	N/A	IR	IR	N/A	N/A	N/A	N/A	66.0
	00	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0
	99	IR	N/A	IR	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	67.6
	98	76.8	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	76.8
TRA Internet Site	02	95.2	100.0	92.1	60.0	IR	100.0	82.8	87.5	92.9	81.8	75.0	IR	85.0	IR	88.3
	01	85.7	88.9	92.6	77.7	IR	IR	96.3	100.0	100.0	69.0	IR	IR	85.7	85.7	88.8
	00	100.0	90.0	95.8	92.4	100.0	IR	96.1	91.6	100.0	100.0	83.3	IR	75.0	100.0	93.7
	99	90.9	100.0	86.7	IR	100.0	IR	82.3	88.9	100.0	66.6	IR	66.7	83.3	IR	86.3
	98	IR	80.0	72.8	80.0	IR	IR	100.0	83.3	85.7	87.5	IR	IR	IR	N/A	80.3
Compliance Costs	02	95.4	96.9	88.3	86.1	73.2	86.7	88.5	85.9	85.6	72.7	72.2	83.3	79.2	90.9	85.5
	01	87.7	97.1	79.3	85.5	73.9	77.0	90.5	83.3	85.8	68.6	93.1	92.9	78.6	93.4	84.1
	00	92.8	91.8	87.7	97.0	95.5	81.6	91.2	84.8	85.7	75.8	91.7	83.3	73.9	93.6	87.6
	99	81.0	92.1	90.3	93.3	72.8	100.0	92.7	86.8	82.6	80.2	92.0	80.4	84.2	77.2	87.1
	98	76.1	91.4	79.4	88.9	IR	59.0	87.6	80.8	69.5	83.8	IR	90.8	76.8	N/A	81.5
Overall Satisfaction	02	92.4	94.1	90.3	92.3	100.0	86.7	91.3	89.4	83.0	80.5	80.0	83.3	89.8	90.9	88.7
	01	91.7	97.1	85.2	87.2	100.0	69.2	95.0	97.3	91.3	79.1	93.3	100.0	82.5	93.4	89.6
	00	96.7	97.7	87.7	97.4	100.0	88.2	97.4	90.2	94.6	80.3	94.8	71.5	79.4	91.7	91.4
	99	86.4	100.0	98.0	94.0	90.9	100.0	93.7	94.1	85.7	86.8	92.8	84.0	86.8	87.5	91.3
	98	87.5	97.1	95.9	97.5	IR	100.0	97.5	96.7	82.3	89.7	IR	94.4	96.9	N/A	93.5

The 1998 to 2001 results have been restated to the percentage satisfied measure of client satisfaction that was adopted for use in 2002.

N/A - Not Applicable to this program

/R - Insufficient response (less than 5)