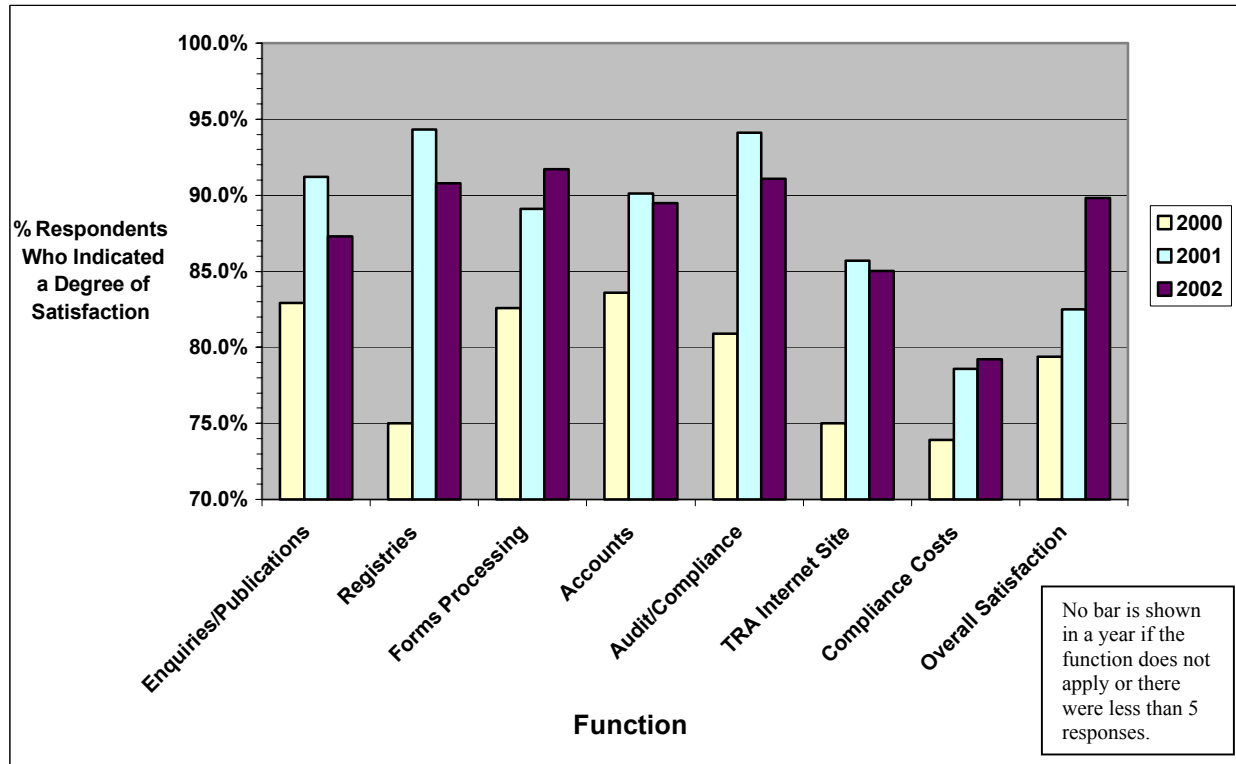


Results Comparison by Functional Area for the Years 2000 to 2002



Summary of Client Comments and Suggestions Provided on the 2002 Survey

Similar comments were combined and the numbers of such comments are noted in parenthesis.

- A lot of taxes are collected under this program and we would like to know how this money is being spent (2)
- This program's revenues should be dedicated to paying for the marketing of Alberta tourism (2)
- We object to paying this tax as it discriminates against the hotel and motel industry (1)
- The Alberta government tells everyone that there is no sales tax in Alberta, yet there is this room tax (1)
- Eliminate the Hotel Room Tax (5)
- Guests who stay less than 28 days are confused because they are charged the tax but if they stay 28 days or longer, this tax is refunded (1)
- The 12% (the 5% Alberta Hotel Room Tax plus the 7% federal Goods and Services Tax) tax burden on hotel rooms impair our ability to upgrade our facilities because our guests are

only prepared to pay a tax-included room rack rate that is currently just slightly higher than our operating costs (1)

- Very good administration (1)
- This tax is just a government money-grabbing scheme and I am just the money collector for you. I have no say in the tax and it certainly has no benefits for me as my time spent in handling this tax is worth far more than the \$25 commission you pay me (1)
- All is well! As a very small business, we have no complaints or suggestions (1)
- Duplicate remittance forms and postage paid self addressed envelopes to forward the payments would be helpful (1)
- Rebate 50% of the tax back to motels so that staff wages could be increased. This would be an ideal way to attract more employees to this industry (1)