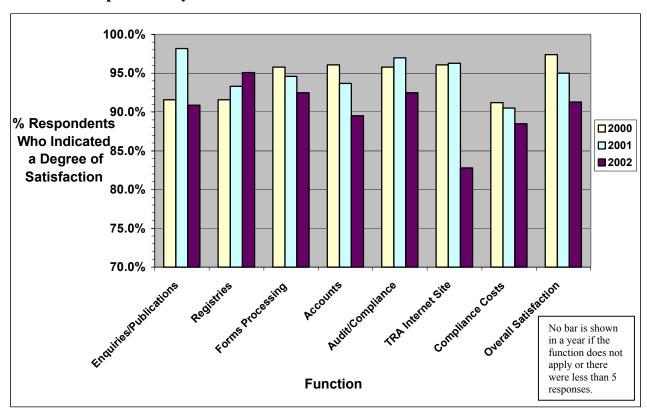


## Results Comparison by Functional Area for the Years 2000 to 2002



## 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.

- There needs to be more clarification on truck mounted drilling equipment when working in the various provinces. For example, when working in Saskatchewan, drilling equipment is exempt from taxes (1)
- On the monthly distance and fuel summary form, it would make calculations easier if the end-of-month odometer readings were placed above the beginning-of-month odometer readings (1)
- The new CAVR forms are great (1)
- There were problems with posting payments correctly as my payments were not applied to the period that I indicated but rather to the oldest outstanding items. This makes it difficult to reconcile my account (1)
- Timeliness of responses and processing of my filings was very poor last year (1)

- TRA expects taxes owing to be paid in full and on time, otherwise penalties are charged. However, when companies are owed money due to TRA errors, it takes an extremely long time to receive the refund (1)
- Your website should have more detailed information on IFTA filings, e.g. interstate guidelines, whether receipts can be copies or must be originals, etc. (1)
- The \$50 late penalty is too steep given that it takes time to obtain information from drivers who are away from the office and the mail delivery time reduces the preparation time available for the filing (1)
- I do not see why an Alberta based company should have to pay taxes to use the other province's roads (1)
- We are very satisfied and have no complaints or suggestions (1)
- Thank you to the TRA staff for their helpfulness, which I have always found to be prompt, courteous and willing to spend the time to answer my questions (1)