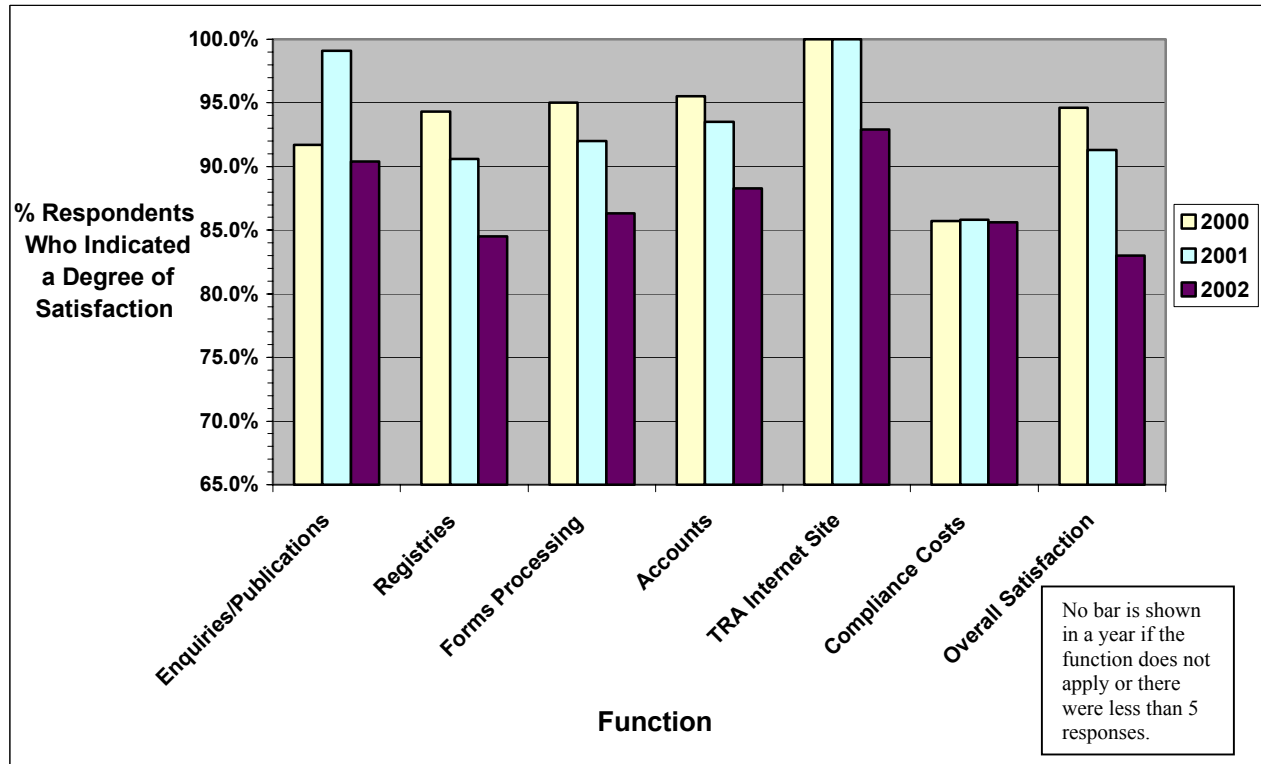


Results Comparison by Functional Area for the Years 2000 to 2002



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.

- Satisfied with the program overall (7)
- TRA staff are very helpful (1)
- My computer system is set up to track bottles sold. I have used this system for all of my prior years' tax filings without problems, yet all of my claims this last year were denied (1)
- I do not understand the forms so I have not filed a rebate for the past two years (1)
- It took way too long to set up my account and to process my refund (1)
- Very satisfied with the electronic filing process because it is quick, easy and saves time (1)
- It would be more efficient to email or enter the information on an Internet form rather than entering the information for four hours by telephone (1)
- Since I always file by telephone, it would be great if the government telephone line could be improved so that I could access the line without the operator answering my call (1)