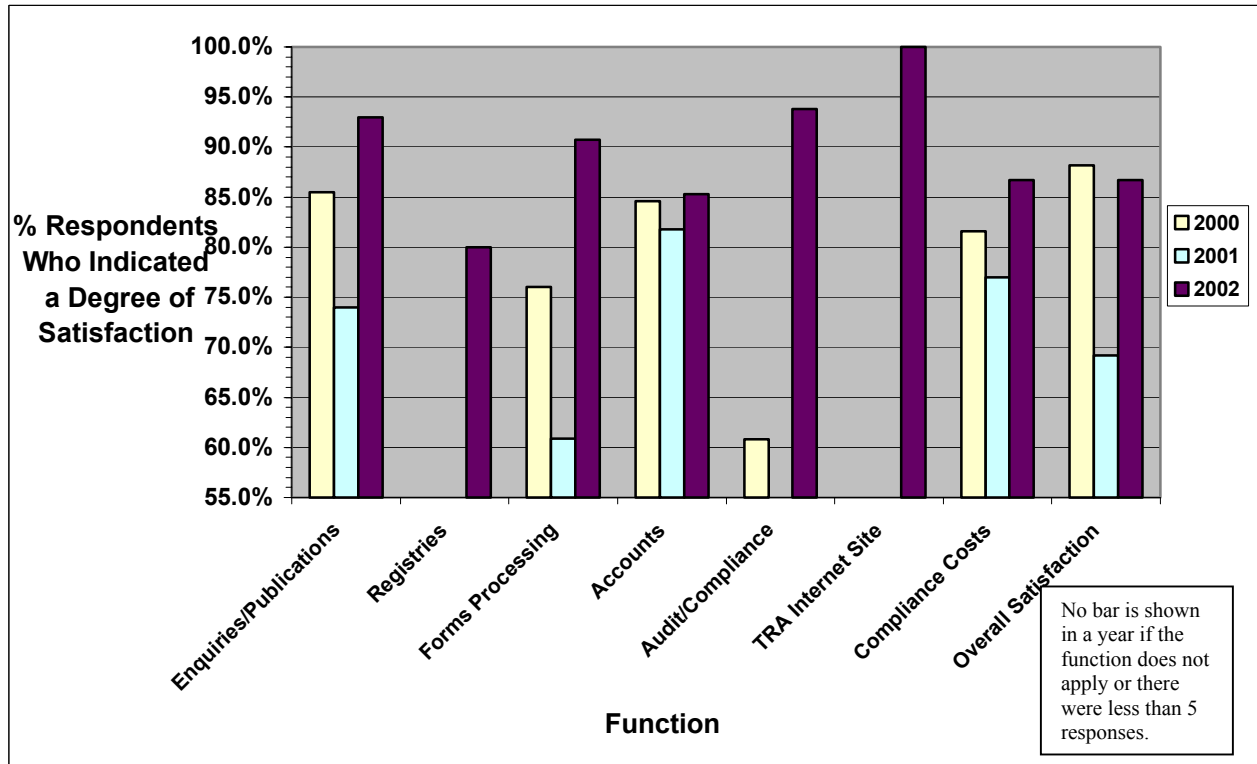


### Results Comparison by Functional Area for the Years 2000 to 2002



### 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.

- Continue to upgrade your website by making more forms available online (1)
- When I send in the tax payment but forget to attach the tax form, I don't think that you should cash the cheque and fine me for failing to send the form. You know what the payment is for and if not, send the payment back to the company (1)
- If I am compelled to be a tax collector for the provincial government, I should be reimbursed for my time and effort (1)