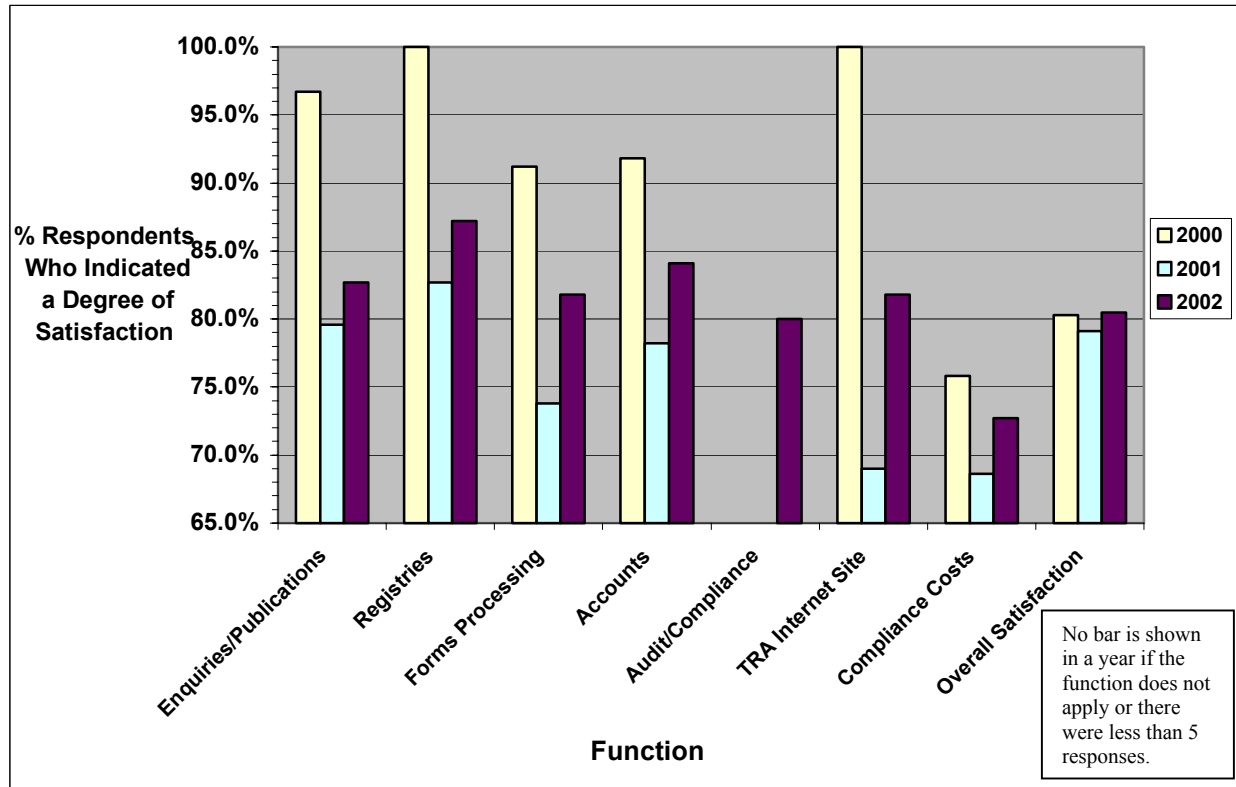


Results Comparison by Functional Area for the Years 2000 to 2002



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.

- Keep this program going as it helps us very much (3)
- It is not feasible for small businesses to carry both clear and marked fuel. Therefore, do not eliminate the off road fuel tax credits as they help the small businesses to remain competitive (1)
- The tax rebate forms are too complicated and time consuming to complete. These forms need to be simplified (10)
- Dissatisfied with the timeliness of the claims processing (7)
- TRA staff are very helpful and courteous when responding to my questions (1)
- TRA staff need better hands-on training and understanding of vehicles' actual fuel usage calculations (1)
- It is very cumbersome and time consuming to break out the highway versus off-road usage and the idling time information. Therefore, I would like to see a refund percentage

established that would be mutually acceptable, to both TRA and the claimant, for use on future claims (1)

- There must be a simpler way to claim this rebate (1)
- The old percentage claim calculation process was better (1)
- A list of vehicles' fuel consumption rates should be established by TRA and used as opposed to the claimant having to calculate their vehicles' actual fuel consumption rates (1)
- If the claims process was simplified, the taxpayer could file their own claims as opposed to paying someone else to prepare these claims (2)
- I was sent outdated registration forms and given inaccurate information (1)
- TRA should pay interest on all refund amounts approved and outstanding for more than sixty days from the date that the refund was filed (2)
- I was unable to receive answers to my questions when I telephoned TRA and the written information provided also did not answer my questions, which subsequently contributed to my first claim being denied. Therefore, TRA needs to provide better information regarding this program (1)
- Dissatisfied with TRA's administration of this program (2)
- We submitted a claim and after the filing deadline was passed, we were informed that we had used outdated forms and would not be eligible for the refund (1)
- To speed up refund payments to established claimants, institute an interim payment program whereby ninety percent of the claim would be paid out when the claim is received by TRA (1)