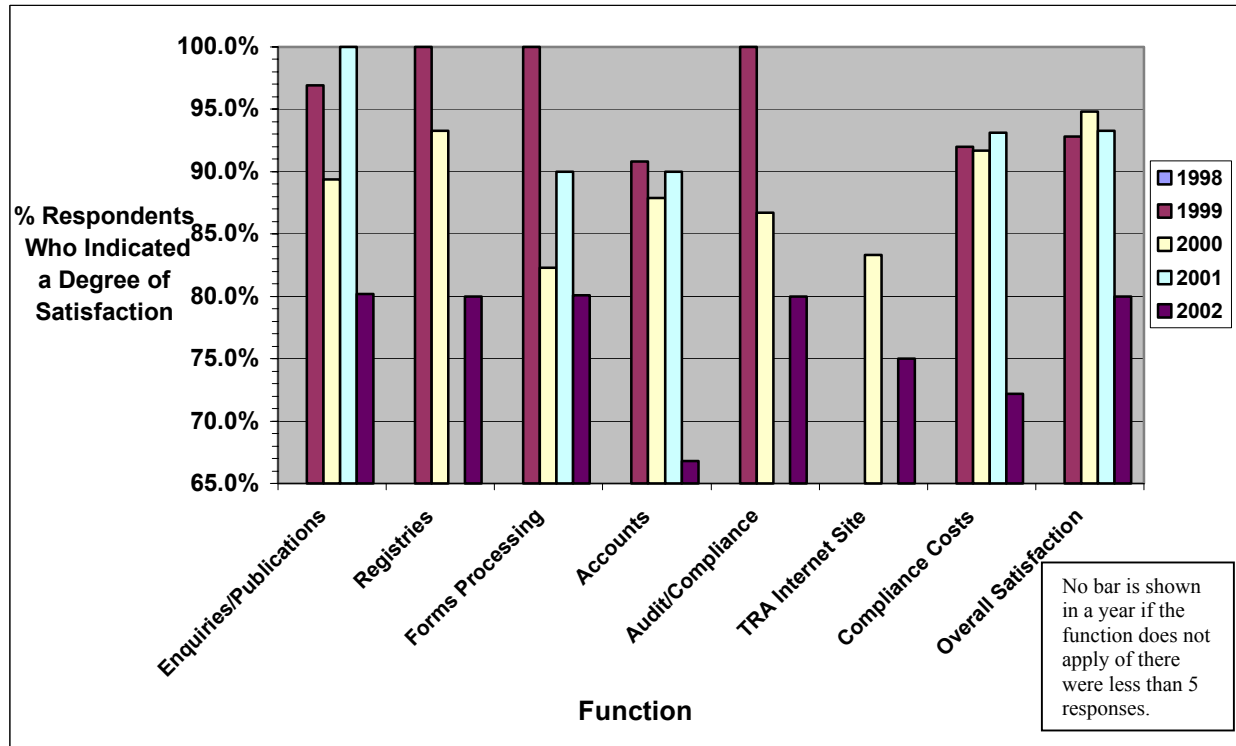


Results Comparison by Functional Area for the Years 2000 to 2002



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.

- If a tax issue arises, we are not sure who we should be discussing the issue with as the TRA organization and chain of command is unclear (1)
- Statement of Accounts are difficult to understand because the carry forward balances do not distinguish between principal and interest amounts (1)
- Notice of Assessments are difficult to understand (1)
- Tax collectors should be paid a commission on the monthly tax returns and any tax increase remittances (1)
- Appropriate payment terms should be allowed for any tax increase remittances (1)