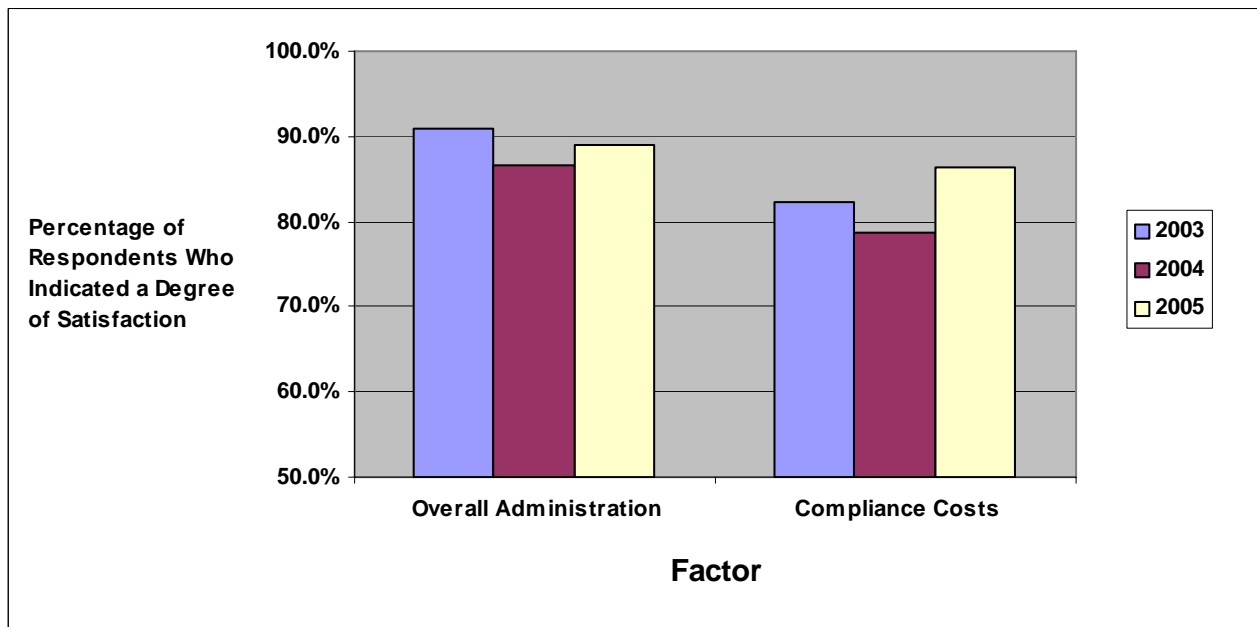


Results Comparison for the Years 2003 to 2005



Summary of Client Comments and Suggestions Provided on the 2005 Survey

Similar comments were combined and the number of times the comment was received is noted in parenthesis.

- Satisfied with the administration of the program. (5)
- TRA staff is helpful. (4)
- Internet filing should be available. (2)
- I can't use the Internet payment system, because it is not available at my bank. (2)
- I think the final number that shows balance owing should be to the cent, rather than rounded off to the nearest dollar. (1)
- Help lower overall fuel costs for the trucking industry. (1)
- I would like to see a chart to use for determining fuel purchases in other provinces. (1)
- If my bank makes it available, the Internet payment system would be very useful. (1)
- We are unfamiliar with the program and TRA staff was impatient with our inquiry. (1)
- Advice from TRA audit staff was very helpful in understanding the system. (1)
- Technological advances have resulted in less knowledge for staff. (1)

- We do not use Internet payment for anything. (1)
- The program should be administered using a more electronic system. (1)
- We would like to see a schedule based on an Excel worksheet where we just enter our info name/bin/litres & kms for each jurisdiction – then there our no errors from calculation. (1)
- A tolerance should be set for the program, so we wouldn't need to file for small amounts. (1)
- The 30-day window for filing the fuel tax summary is too short, considering that our GST return is due at the same time. (1)
- The \$50 late filing penalty should be assessed only if the post-mark is past the due date. (1)
- I make sure my payments are sent in a week or 2 before the due date, but a late filing penalty is still assessed. (1)
- The amount of documentation required with the return should be reduced. (1)
- It seems as though TRA staff lack knowledge of the program. (1)
- We like to pay by telephone banking. (1)
- The IFTA form should be available to fill out on the Internet, with automatic calculations. This would save time and perhaps it would eliminate mathematical errors on my part. (1)