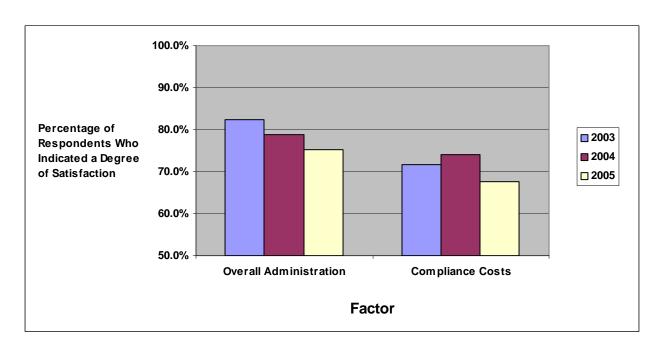


Results Comparison for the Years 2003 to 2005



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.

- The TEFU rebate process is too complicated. (11)
- TEFU rebate processing is too slow. (8)
- TRA staff is friendly and helpful. (5)
- Satisfied with TRA's administration of the program. (5)
- TRA staff should be more familiar with the industry and equipment. (4)
- TRA should accelerate the implementation of standardized off road percentages for all industries, similar to what has already been done for drilling and service rig industry. (4)
- Some TRA staff is unfriendly. (2)
- I do not like filing over the Internet, because I don't have high speed Internet service and do not have access to it. (1)
- Fuel consumption for each type of equipment should be standardized. (1)

- Provide a map of roads with information regarding ownership, so that users would know whether it is private. (1)
- Off highway vehicles should be able to use marked fuel. (1)
- Not in favor of Internet processing. (1)
- There should be more information on TRA's Internet site regarding the procedure for filing TEFU claims. (1)
- We do not have high speed Internet available in our town yet. (1)
- The Alberta fuel tax should be eliminated. (1)
- The rebate processing time has improved from last year. (1)
- Trucks used for hauling bales from the field to the feed yard should be allowed to use marked fuel, like manure removal trucks. (1)