

COMPARATIVE ANALYSIS OF 1997 CLIENT SURVEY RESULTS

FUNCTIONAL AREA	YR	CIT	FICT	ICT	ARTC	RCIT	OMC	LPG	IFTA	BD	PRO	TEFU	TT	AITE	HRT	OVERALL
Enquiries/Publications	97	79.3	84.0	85.2	81.9	82.0	89.1	78.0	84.3	84.8	77.0	83.2	N/R	87.0	74.1	81.3
	96	78.8	80.2	85.3	81.4	82.8	81.7	N/A	86.4	81.8	N/A	82.1	86.7	77.3	79.4	82.6
	95	73.7	77.0	82.3	82.9	85.2	86.7	76.2	83.3	82.9	N/A	76.2	86.7	82.6	76.2	80.6
Returns/Claims Processing	97	83.3	86.1	87.8	81.3	85.8	83.4	77.8	87.4	75.0	78.3	80.0	N/R	83.9	79.3	83.0
	96	84.2	83.9	89.2	79.3	84.8	91.0	N/A	86.2	80.6	N/A	74.2	84.1	83.3	80.7	83.1
	95	81.9	78.2	83.7	81.0	88.3	79.8	83.0	83.5	81.0	N/A	76.1	79.8	80.3	83.0	82.6
Accounts	97	82.2	84.8	86.9	N/A	N/A	N/A	73.8	86.9	N/A	N/A	N/A	N/R	N/A	75.2	83.4
	96	83.5	82.8	88.8	N/A	N/A	77.1	N/A	86.3	79.4	N/A	N/A	91.7	N/A	78.7	84.5
	95	83.2	84.4	81.6	79.3	N/A	83.5	79.5	84.0	79.3	N/A	N/A	83.5	N/A	79.5	81.9
Audit/Compliance	97	N/R	N/R	N/R	73.9	82.4	N/R	N/A	N/R	80.7	N/A	75.0	N/R	N/R	N/R	79.6
	96	75.7	83.3	77.8	81.0	86.1	85.4	N/A	76.1	84.3	N/A	83.9	83.3	80.0	84.0	81.0
	95	83.5	75.2	71.0	77.9	86.3	N/A	84.6	77.0	77.9	N/A	N/A	N/A	85.6	84.6	80.0
Objections/Appeals	97	N/R	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/A	N/A	N/A	63.7
	96	93.3	75.0	76.4	42.8	91.7	70.9	N/A	N/A	71.9	N/A	78.4	66.7	N/A	81.7	63.2
	95	66.8	79.4	61.2	82.1	75.2	77.9	61.3	N/A	82.1	N/A	N/A	77.9	N/A	61.3	65.3
TRA Average	97	81.6	85.0	86.6	79.0	83.4	86.3	76.5	86.2	80.2	77.7	79.4	N/R	85.5	76.2	78.2
	96	83.1	81.0	83.5	71.1	86.4	81.2	N/A	83.8	79.6	N/A	79.7	82.5	80.2	80.9	78.9
	95	77.8	78.8	76.0	80.6	83.8	82.0	76.9	82.0	80.6	N/A	76.2	82.0	82.8	76.9	78.1
Compliance Costs	97	70.0	81.4	78.5	71.7	82.3	72.2	56.4	77.2	69.8	58.7	69.6	N/R	67.6	63.1	70.9
	96	72.1	78.7	82.4	77.4	78.2	63.3	N/A	77.2	66.4	N/A	76.8	73.8	65.8	68.0	74.6
	95	65.5	73.3	81.6	67.8	79.8	66.8	63.5	77.6	67.8	N/A	67.5	66.8	66.8	63.5	71.9

N/A - Not Applicable to this program

N/R - Not Sufficient response (less than 5)