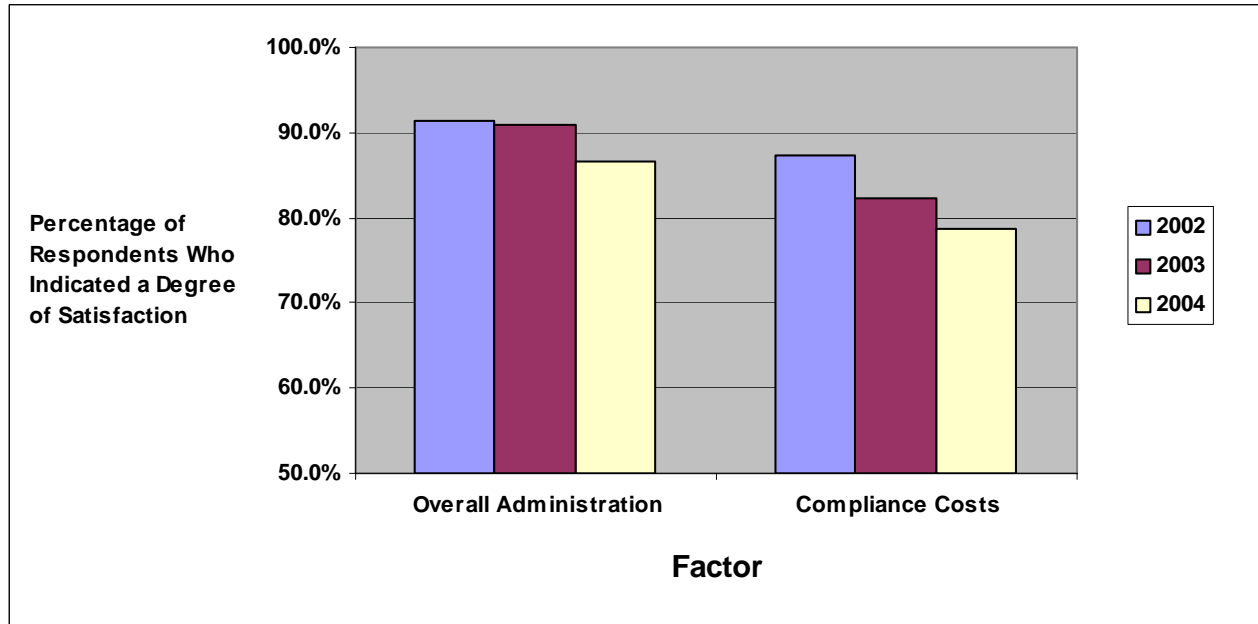


Results Comparison for the Years 2002 to 2004



Summary of Client Comments and Suggestions Provided on the 2004 Survey

Similar comments were combined and the numbers of such comments are noted in parenthesis.

- TRA staff were very helpful when we required assistance. (2)
- Companies that operate outside Alberta occasionally should only be required to file one IFTA return per year. (2)
- When there is a meeting for the IFTA staff, please ensure that at least one contact person is available for inquires at the office. (1)
- Bulletins and Newsletters should be available on-line. (1)
- Fuel decals should be available through the Internet to pre-order. This service would allow better access. (1)
- Develop a type of spreadsheet on the computer that would add all totals of “fuel & kilometer summary” sheets and then automatically take the totals and transfer them directly to the next spreadsheet which would look exactly like the manual reporting sheet with appropriate tax rates for each province. You could then print and mail it, or email it from your PC. (1)

- As a tax consultant, I often question why the tax returns must be received in your office by the 30/31st and not postmark honored. This ends up costing the carrier more money as they now have to “courier” the application to you. The pay at the bank idea is great but so often the carrier forgets to send in his returns – ends up costing carrier again. I feel that AB Revenue should recognize the postmarked date. All other jurisdictions do! (1)
- On line payment should be available. (1)
- TRA should accept Fuel tax returns as designed on computers and all should have the same computation factors. This would make the system more streamlined and user friendly. (1)
- It would be better for TRA if fuel tax were administered online rather than using the mail system. (1)
- It’s unfair that we have to pay a \$50.00 penalty for filing a nil return late. (1)
- It would be helpful if there was a Canadian website that would provide trip distances. This would make it easier to keep track of the kilometers traveled. (1)
- For payments that are made at financial institutions, TRA should honor the date stamped by the financial institution. (1)
- TRA should develop a program that is free to the trucking industry and others to make filing easier. As a taxpayer, I feel we pay enough taxes to warrant this sort of program. (1)
- Small companies should have easy access to information about the IFTA program, such as sending literature regarding expansion to new areas. (1)
- An error by TRA resulted in our company not receiving our valid IFTA decals and we were forced to purchase a permit to travel in BC. TRA advised us to send the permit and a letter and they would reimburse us. We sent the permit and letter, but were never reimbursed. (1)
- Would like more time to file the IFTA return, as we are receiving the fuel invoices just days prior to the IFTA deadline. (1)
- The waiting time for TRA’s enquiries telephone line too long. (1)
- The IFTA system seems to work very well. However, for one reporting period, the report from TRA didn’t get mailed to me. I called TRA and the report was faxed to me within minutes. (1)
- The IFTA form should be available on a disk or through the Internet with Excel format so we can type the information directly on the form instead of writing it every three months. (1)
- Would be interested in electronic filing if fuel tax returns, etc. are included. (1)
- It’s great that we can now make IFTA payments on the Internet. However, IFTA return filing should also be available over the Internet, so we don’t have to send in the forms by mail. It isn’t very useful to make payments over the Internet, when we have to send the form in the mail anyway. (1)
- TRA should look into Marhell’s fuel tax program. It’s a lot faster and simpler than the one sent to us by TRA. (1)
- Small companies (under 10 trucks, for example) should be exempt from IFTA because it is extremely costly. (1)
- TRA should consider a flat tax instead of IFTA filing for companies that only travel outside Alberta occasionally. (1)
- We question the benefit of the entire fuel tax program. With fuel taxed at the time of purchase and with our company normally filing NIL returns, we find the whole exercise redundant and would ultimately like to see it abolished. (1)

- A business operation such as mine should be exempt from IFTA. I am an owner operator of a service truck, which does not carry any freight. I carry only my tools that are required for repairing heavy-duty equipment, trucks and farm equipment on site. There has never been an amount owing on my IFTA return. I drive a 5-ton truck, which is under-weight when loaded with my tools, instead of a 1-ton, which would be over-weight when loaded. Perhaps there should be another category for operation such as mine, where the filing requirements would be reduced. (1)
- I object to TRA's use of the word "client". We are not clients when we have no choice as to whether or not we deal with TRA. (1)
- Internet filing should be available for the IFTA program. (1)
- IFTA filing should be done using standard measurement instead of metric. This would eliminate errors when converting from standard to metric. (1)
- I am not satisfied with the service I received from TRA relating to the IFTA program. I sent my IFTA returns without the worksheet, because I didn't realize that it needed to be included. Without the worksheet, my returns were considered late filed and a penalty was applied. There was no contact from TRA to advise me that the worksheet was required and I didn't receive a response to the letter I sent requesting that the penalty be reversed due to the circumstances. (1)
- The government of Canada should eliminate the fuel tax for truckers. Cars and light duty pick up trucks also use the roads, but are not taxed as much. Truckers are also paying too much money for our pro-rate plates. The tax collected to pay for road construction and maintenance should be spread more evenly among all motorists. (1)