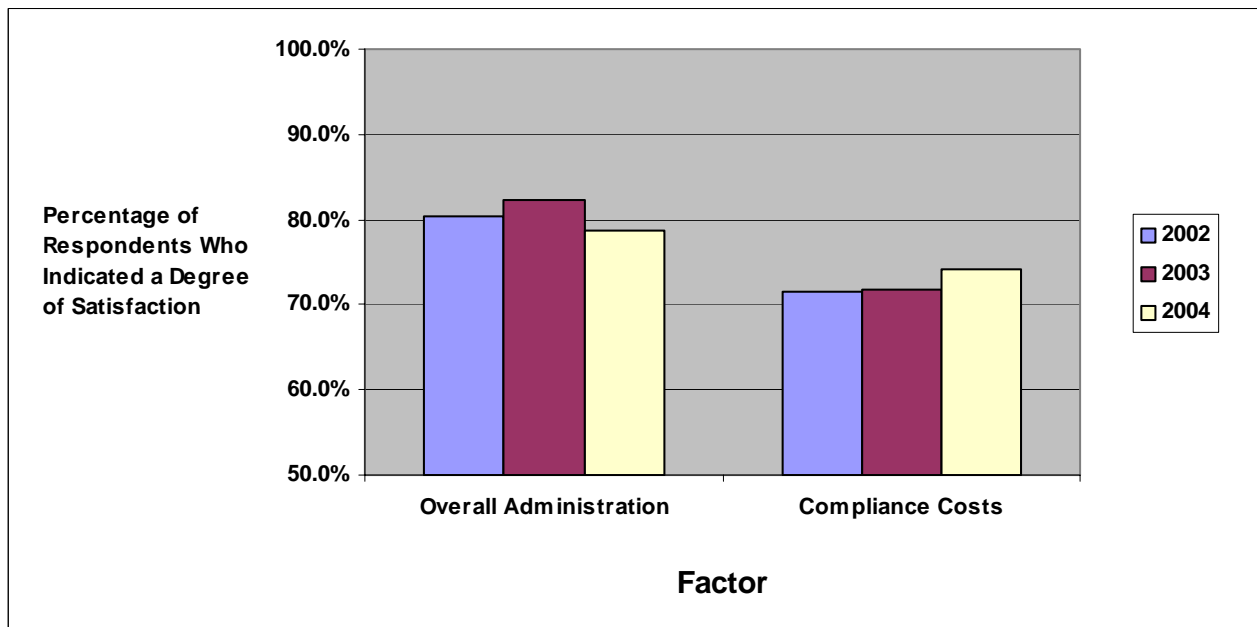


Results Comparison for the Years 2002 to 2004



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.

- Rebate processing time is too long. (8)
- Rebate forms are too complicated. (4)
- Satisfied with the service provided by TRA staff. (3)
- The Program is too complicated. (3)
- We do not have access to the Internet. (2)
- TRA staff should be able to communicate clearly in English. (2)
- Sometimes the Information Services staff that answer the phone are rude and their tone is aggressive. (1).
- The cost to administer the tax rebate appears to be greater than the taxes charged. It would reduce costs for both government and industry to abolish the rebate program and reduce the tax for everyone from \$0.09 per litre down to \$0.05 per litre. (1)
- All rebate claims should be reviewed by TRA using the same standards. We have noticed that different officers use different methods when reviewing. (1)

- The time limit for making revisions to claims is too short. It should be increased from 21 days to 30 days. (1)
- I would suggest you work on improving your current level of service before considering future initiatives. (1)
- When we called in to check on status of our rebate we were given vague answers. (1)
- The rebate amount should increase with the rising cost of fuel. (1)
- TRA should post a list of frequently asked questions for the Fuel Tax Rebates program. Especially for definition of the activity codes on schedule “B”. (1)
- The rebate application process is too time consuming. (1)
- Fuel consumption rates for equipment should allow for different variables, such as road conditions and the weight of the load. (1)
- Schedule “C” can be a bit misleading when using average consumption rates. Maybe a new schedule using actual fuel use by equipment. (1)
- Rebate amounts approved by TRA are too low because the staff does not understand the nature of clients work. (1)
- The provincial and federal government should be held to the same strict standards that are imposed on taxpayers. (1)
- The amount of information required by TRA on rebate applications is excessive. (1)
- Rebate claims should be audited before payment is made, and not afterwards. This would provide some certainty to the system. (1)
- TRA staff should have better telephone manners. (1)
- The prescribed rebate rates will likely benefit small operators, but will result in smaller rebates for large mega projects. (1)
- Establish an Internet filing for this program. (1)
- Some of your staff should be more knowledgeable about this program. (1)