

An additional question is being added (to Questions Amendments Rating and Questions Applications Rating) to enable TTB to evaluate the acceptance of automating its permit application and amended permit processing programs. The Bureau's performance measures include a goal of taking final action on 80% of all applications within 60 days of receipt of a completed application. In striving to achieve these goals, TTB also will be striving to provide timely, courteous, informative, and effective customer service to the industry members. To achieve these goals it will be necessary to automate the submission of permit applications and amendments. There needs to be a measurement of how well the electronic submission of permits and amendments will be accepted by businesses and individuals that will be electronically submitting these to TTB. We have change item 9 of the Original Application questionnaire to say that a Specialist rather than an employee is providing the service.

Also, we are hosting, in June 2008, the first of what we think will be annual EXPOs. We will be discussing regulatory developments and teaching how to comply with TTB requirements. There will also be an opportunity for industry members to network with other industry members, and meet with TTB and other Federal and State agency representatives. At the conclusion of the EXPO, we wish to post a questionnaire on our website so that the industry members can respond to the questions at their leisure. We are also using a survey at the Web site booth where industry members can complete after they visit the booth.

Since these are all satisfaction questions, we would like to change the collection activity type to generic so that we may add this surveys and additional surveys in the future.