**TTB Satisfaction Survey (2015)**

**Questions**

1. What type of industry member are you (Check all that apply)?
   1. Brewery
   2. Winery
   3. Distillery
   4. Alcohol Beverage Wholesaler
   5. Alcohol Beverage Importer
   6. Tobacco Manufacture
   7. Tobacco Importer
   8. I am not an industry member
2. TTB communicates what is required of companies in my industry.
3. 1 - Strongly Disagree
4. 2 - Disagree
5. 3 - Neither Agree or Disagree
6. 4 - Agree
7. 5 - Strongly Agree
8. 6 - No Basis for Opinion
9. I understand the TTB regulations and policies that apply to my industry.
10. 1 - Strongly Disagree
11. 2 - Disagree
12. 3 - Neither Agree or Disagree
13. 4 - Agree
14. 5 - Strongly Agree
15. 6 - No Basis for Opinion
16. The regulations are too complex.
17. 1 - Strongly Disagree
18. 2 - Disagree
19. 3 - Neither Agree or Disagree
20. 4 - Agree
21. 5 - Strongly Agree
22. 6 - No Basis for Opinion
23. TTB is fair in enforcing the laws and regulations that govern my industry.
24. 1 - Strongly Disagree
25. 2 - Disagree
26. 3 - Neither Agree or Disagree
27. 4 - Agree
28. 5 - Strongly Agree
29. 6 - No Basis for Opinion
30. TTB efficiently processes new/original permit applications.
31. 1 - Strongly Disagree
32. 2 - Disagree
33. 3 - Neither Agree or Disagree
34. 4 - Agree
35. 5 - Strongly Agree
36. 6 - No Basis for Opinion
37. TTB efficiently processes alcohol beverage label applications.
38. 1 - Strongly Disagree
39. 2 - Disagree
40. 3 - Neither Agree or Disagree
41. 4 - Agree
42. 5 - Strongly Agree
43. 6 - No Basis for Opinion
44. TTB efficiently processes tax claims (MNBP Drawback, Export Drawback, Overpayment, etc.).
45. 1 - Strongly Disagree
46. 2 - Disagree
47. 3 - Neither Agree or Disagree
48. 4 - Agree
49. 5 - Strongly Agree
50. 6 - No Basis for Opinion
51. TTB effectively uses technology to help industry members meet regulatory requirements.
52. 1 - Strongly Disagree
53. 2 - Disagree
54. 3 - Neither Agree or Disagree
55. 4 - Agree
56. 5 - Strongly Agree
57. 6 - No Basis for Opinion
58. TTB activities related to issuing alcohol permits to qualified parties, regulating the labeling and advertising of alcohol beverages, and enforcing alcohol trade practices result in a fair marketplace for my industry.
59. 1 – Strongly Disagree
60. 2 - Disagree
61. 3 – Neither Agree nor Disagree
62. 4 - Agree
63. 5 – Strongly Agree
64. 6 - No Basis for Opinion
65. Overall, I am satisfied with the customer service provided by TTB.
66. 1 – Strongly Disagree
67. 2 - Disagree
68. 3 – Neither Agree nor Disagree
69. 4 - Agree
70. 5 – Strongly Agree
71. 6 - No Basis for Opinion
72. I am satisfied with how TTB uses the resources allocated to it to accomplish its mission to collect Federal excise taxes on alcohol, tobacco, firearms, and ammunition and to assure compliance with Federal tobacco and alcohol permitting, labeling, and marketing requirements to protect consumers.
    1. 1 - Strongly Disagree
    2. 2 - Disagree
    3. 3 - Neither Agree or Disagree
    4. 4 - Agree
    5. 5 - Strongly Agree
    6. 6 - No Basis for Opinion
73. Overall, I am satisfied with TTB.
74. 1 - Strongly Disagree
75. 2 – Disagree
76. 3 – Neither Agree nor Disagree
77. 4 – Agree
78. 5 – Strongly Agree
79. Indicate the things that would increase your satisfaction level. (Select all that apply.)
    1. Increase the frequency of educational outreach
    2. Improve the quality of customer service when calling TTB
    3. Increase the access to TTB employees
    4. Improve the consistency of enforcement actions
    5. Simplify how the regulations (27 CFR) are worded
    6. Reduce the number of regulatory requirements
    7. Reduce of the complexity of regulatory requirements
    8. Increase the amount of guidance designed to help you understand how to comply with the regulatory requirements, for example industry circulars
    9. Simplify how the regulatory guidance documents are worded
    10. Reduce the response time when you request specific information or guidance from TTB
    11. Increase the number of forms, reports and documents that can be filed electronically
    12. None – I am satisfied with TTB as it is
    13. Other (Please describe) \_\_\_\_\_\_\_\_
80. What is a reasonable amount of time for TTB to process new/original permit applications?
    1. 1-30 days
    2. 31-60 days
    3. 60-90 days
    4. 90-120 days
    5. 120 days or more
    6. No basis to judge
81. What is a reasonable amount of time for TTB to process alcohol beverage label applications?
82. 1-15 days
83. 16-30 days
84. 31-45 days
85. 46-60 days
86. 61 days or more
87. No basis to judge
88. What is a reasonable amount of time for TTB to process tax claims (MNBP Drawback, Export Drawback, Overpayment, etc.)?
89. 1-15 days
90. 16-30 days
91. 31-45 days
92. 46-60 days
93. 61 days or more
94. No basis to judge
95. Please provide any additional comments that will help us improve your satisfaction with TTB in the future. (Open Ended)

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Demographics:

1. How many years have you held a permit/notice with TTB?
   1. Under 1 year
   2. 1 to 3 years
   3. 4 to 7 years
   4. 8 years or more
2. How many times in the last year did you contact TTB (excluding required filings such as tax returns and operational reports)?
   1. 1 -2
   2. 3 - 4
   3. 5 -6
   4. 7 or more
   5. Did not contact TTB in the last year
3. What method did you use most often during the last year to contact TTB (excluding required filings such as tax returns and operational reports)?
5. Phone
6. Email
7. Visited TTB office
8. Mail
9. Other
10. Did not contact TTB in the last year
11. What was the most frequent reason you contacted TTB during the last year?
    1. TTB permit
    2. Alcohol beverage labeling/application for label approval
    3. Beverage alcohol formula/ application for formula approval
    4. Nonbeverage formula/ application for nonbeverage formula approval
    5. Tax return/taxes
    6. Operational report
    7. Tax claim
    8. TTB laws, regulations, rules
    9. Other (please specify):
    10. Did not contact TTB in the last year
12. Has your company been visited by TTB personnel (for example an Investigator, Auditor, Specialist) in the last five years?
    1. Yes
    2. No
13. Has your company ever been subject to enforcement action taken by TTB (for example a warning letter, assessment, offer in compromise, or notice of violation?
14. Yes
15. No
16. Do you, or anyone in your company, use one or more of TTB’s e-filing systems: Permits Online, Formulas Online, COLAs Online, or Pay.gov?
17. Yes
18. No
19. What are the main reasons you or your company do not use the TTB e-filing systems that are available(Select all that apply)
    1. Lack of awareness of available TTB systems
    2. Don’t have adequate internet speed
    3. Don’t trust the security of the systems
    4. Have to change my password too frequently
    5. Using Pay.gov to file taxes means we have to pay one day early
    6. System limitations, for example we can’t file amendments to permit/notices, and can’t file batch records
    7. Our internal recordkeeping systems automatically compile/calculate/print TTB forms and reports and it is too time-consuming to reenter the information online in TTB systems
    8. COLAs Online is not user friendly
    9. Formulas Online is not user friendly
    10. Permits Online is not user friendly
    11. Pay.gov is not user friendly
    12. Other (please be specific)