

TTB Satisfaction Survey (2015) Questions

1. What type of industry member are you (Check all that apply)?
 - a. Brewery
 - b. Winery
 - c. Distillery
 - d. Alcohol Beverage Wholesaler
 - e. Alcohol Beverage Importer
 - f. Tobacco Manufacture
 - g. Tobacco Importer
 - h. I am not an industry member

2. TTB communicates what is required of companies in my industry.
 - a. 1 - Strongly Disagree
 - b. 2 - Disagree
 - c. 3 - Neither Agree or Disagree
 - d. 4 - Agree
 - e. 5 - Strongly Agree
 - f. 6 - No Basis for Opinion

3. I understand the TTB regulations and policies that apply to my industry.
 - a. 1 - Strongly Disagree
 - b. 2 - Disagree
 - c. 3 - Neither Agree or Disagree
 - d. 4 - Agree
 - e. 5 - Strongly Agree
 - f. 6 - No Basis for Opinion

4. The regulations are too complex.
 - a. 1 - Strongly Disagree
 - b. 2 - Disagree
 - c. 3 - Neither Agree or Disagree
 - d. 4 - Agree
 - e. 5 - Strongly Agree
 - f. 6 - No Basis for Opinion

5. TTB is fair in enforcing the laws and regulations that govern my industry.
 - a. 1 - Strongly Disagree
 - b. 2 - Disagree
 - c. 3 - Neither Agree or Disagree
 - d. 4 - Agree
 - e. 5 - Strongly Agree
 - f. 6 - No Basis for Opinion

6. TTB efficiently processes new/original permit applications.
 - a. 1 - Strongly Disagree
 - b. 2 - Disagree
 - c. 3 - Neither Agree or Disagree
 - d. 4 - Agree
 - e. 5 - Strongly Agree
 - f. 6 - No Basis for Opinion

7. TTB efficiently processes alcohol beverage label applications.
 - a. 1 - Strongly Disagree
 - b. 2 - Disagree
 - c. 3 - Neither Agree or Disagree
 - d. 4 - Agree
 - e. 5 - Strongly Agree
 - f. 6 - No Basis for Opinion

8. TTB efficiently processes tax claims (MNBP Drawback, Export Drawback, Overpayment, etc.).
 - a. 1 - Strongly Disagree
 - b. 2 - Disagree
 - c. 3 - Neither Agree or Disagree
 - d. 4 - Agree
 - e. 5 - Strongly Agree
 - f. 6 - No Basis for Opinion

9. TTB effectively uses technology to help industry members meet regulatory requirements.
 - a. 1 - Strongly Disagree
 - b. 2 - Disagree
 - c. 3 - Neither Agree or Disagree
 - d. 4 - Agree
 - e. 5 - Strongly Agree
 - f. 6 - No Basis for Opinion

10. 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.
 - a. 1 - Strongly Disagree
 - b. 2 - Disagree
 - c. 3 - Neither Agree nor Disagree
 - d. 4 - Agree
 - e. 5 - Strongly Agree
 - f. 6 - No Basis for Opinion

11. Overall, I am satisfied with the customer service provided by TTB.
 - g. 1 - Strongly Disagree
 - h. 2 - Disagree
 - i. 3 - Neither Agree nor Disagree
 - j. 4 - Agree
 - k. 5 - Strongly Agree
 - l. 6 - No Basis for Opinion

12. 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.
 - a. 1 - Strongly Disagree
 - b. 2 - Disagree
 - c. 3 - Neither Agree or Disagree
 - d. 4 - Agree
 - e. 5 - Strongly Agree
 - f. 6 - No Basis for Opinion

13. Overall, I am satisfied with TTB.
 - a. 1 - Strongly Disagree
 - b. 2 - Disagree
 - c. 3 - Neither Agree nor Disagree
 - d. 4 - Agree
 - e. 5 - Strongly Agree

14. Indicate the things that would increase your satisfaction level. (Select all that apply.)
 - a. Increase the frequency of educational outreach
 - b. Improve the quality of customer service when calling TTB
 - c. Increase the access to TTB employees
 - d. Improve the consistency of enforcement actions
 - e. Simplify how the regulations (27 CFR) are worded
 - f. Reduce the number of regulatory requirements
 - g. Reduce of the complexity of regulatory requirements
 - h. Increase the amount of guidance designed to help you understand how to comply with the regulatory requirements, for example industry circulars
 - i. Simplify how the regulatory guidance documents are worded
 - j. Reduce the response time when you request specific information or guidance from TTB
 - k. Increase the number of forms, reports and documents that can be filed electronically
 - l. None - I am satisfied with TTB as it is
 - m. Other (Please describe) _____

15. What is a reasonable amount of time for TTB to process new/original permit applications?
- a. 1-30 days
 - b. 31-60 days
 - c. 60-90 days
 - d. 90-120 days
 - e. 120 days or more
 - f. No basis to judge
16. What is a reasonable amount of time for TTB to process alcohol beverage label applications?
- a. 1-15 days
 - b. 16-30 days
 - c. 31-45 days
 - d. 46-60 days
 - e. 61 days or more
 - f. No basis to judge
17. What is a reasonable amount of time for TTB to process tax claims (MNBP Drawback, Export Drawback, Overpayment, etc.)?
- a. 1-15 days
 - b. 16-30 days
 - c. 31-45 days
 - d. 46-60 days
 - e. 61 days or more
 - f. No basis to judge
18. Please provide any additional comments that will help us improve your satisfaction with TTB in the future. (Open Ended)

Demographics:

19. How many years have you held a permit/notice with TTB?
- a. Under 1 year
 - b. 1 to 3 years
 - c. 4 to 7 years
 - d. 8 years or more
20. How many times in the last year did you contact TTB (excluding required filings such as tax returns and operational reports)?
- a. 1 -2
 - b. 3 - 4
 - c. 5 -6
 - d. 7 or more
 - e. Did not contact TTB in the last year

21. What method did you use most often during the last year to contact TTB (excluding required filings such as tax returns and operational reports)?
 - a.
 - a. Phone
 - b. Email
 - c. Visited TTB office
 - d. Mail
 - e. Other
 - f. Did not contact TTB in the last year

22. What was the most frequent reason you contacted TTB during the last year?
 - a. TTB permit
 - b. Alcohol beverage labeling/application for label approval
 - c. Beverage alcohol formula/ application for formula approval
 - d. Nonbeverage formula/ application for nonbeverage formula approval
 - e. Tax return/taxes
 - f. Operational report
 - g. Tax claim
 - h. TTB laws, regulations, rules
 - i. Other (please specify):
 - j. Did not contact TTB in the last year

23. Has your company been visited by TTB personnel (for example an Investigator, Auditor, Specialist) in the last five years?
 - a. Yes
 - b. No

24. 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)?
 - a. Yes
 - b. No

25. 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?
 - a. Yes
 - b. No

26. What are the main reasons you or your company do not use the TTB e-filing systems that are available(Select all that apply)
 - a. Lack of awareness of available TTB systems
 - b. Don't have adequate internet speed
 - c. Don't trust the security of the systems
 - d. Have to change my password too frequently
 - e. Using Pay.gov to file taxes means we have to pay one day early

- f. System limitations, for example we can't file amendments to permit/notices, and can't file batch records
- g. 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
- h. COLAs Online is not user friendly
- i. Formulas Online is not user friendly
- j. Permits Online is not user friendly
- k. Pay.gov is not user friendly
- l. Other (please be specific)