

This survey will appear on Survey Monkey as follows:

TTB Customer Satisfaction Survey (2016)

Approved under OMB Control No. 1513–0132 (07/31/2017).

1. What is the primary type of TTB-regulated business associated with your particular day-to-day job? (Select multiple choices if applicable.)

- a. I am employed by a third-party business that works with TTB-regulated businesses (e.g. consultant, law firm, etc.). If you select this option, please DO NOT select anything else.
- b. Brewery/Brewpub.
- c. Bonded Winery.
- d. Bonded Winery (producing cider and/or mead exclusively).
- e. Bonded Wine Cellar/Taxpaid Wine Bottling House.
- f. Distilled Spirits Plant (producing beverage and industrial spirits).
- g. Distilled Spirits Plant (producing beverage spirits exclusively).
- h. Distilled Spirits Plant (producing industrial spirits exclusively).
- i. Alcohol Fuel Plant.
- j. Alcohol Beverage Wholesaler.
- k. Alcohol Beverage Importer
- l. Tobacco Products Manufacturer.
- m. Processed Tobacco Manufacturer.
- n. Tobacco Products Importer.
- o. Processed Tobacco Importer.
- p. I do not work directly for a TTB-regulated business.
- q. Other (please specify) _____.

2. TTB communicates what is required of companies in my industry.

- 1. Strongly Disagree.
- 2. Disagree.
- 3. Neither Agree or Disagree.
- 4. Agree.
- 5. Strongly Agree.
- 6. No Basis for Opinion.

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

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

5. TTB effectively uses technology to help industry members meet regulatory requirements.
 1. Strongly Disagree.
 2. Disagree.
 3. Neither Agree or Disagree.
 4. Agree.
 5. Strongly Agree.
 6. No Basis for Opinion.

6. TTB activities - including 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.
 1. Strongly Disagree.
 2. Disagree.
 3. Neither Agree or Disagree.
 4. Agree.
 5. Strongly Agree.
 6. No Basis for Opinion.

7. Overall, I am satisfied with the customer service provided by TTB.

1. Strongly Disagree.
2. Disagree
3. Neither Agree or Disagree.
4. Agree.
5. Strongly Agree.
6. No Basis for Opinion.

8. Overall, I am satisfied with TTB.

1. Strongly Disagree.
2. Disagree.
3. Neither Agree or Disagree.
4. Agree.
5. Strongly Agree.
6. No Basis for Opinion.

9. 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 27 CFR regulations are worded.
- f. Reduce the number of regulatory requirements.
- g. Reduce 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) _____.

10. 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.

11. What is a reasonable amount of time for TTB to process amended 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.

12. 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.

13. What is a reasonable amount of time for TTB to process beverage alcohol formula 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.

14. 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.

15. How many times in the last year did you contact TTB (excluding required filings such as tax returns and operational reports)?

- a. 1 – 2 times.
- b. 3 – 4 times.
- c. 5 – 6 times.
- d. 7 or more times.
- e. Did not contact TTB in the last year.

16. Please rank the methods you prefer to use when contacting TTB?

- a. Phone.
- b. Email.
- c. Visit TTB office.
- d. Postal Mail.
- e. Other.

17. What was the most frequent reason you contacted TTB during the last year?

- a. TTB permit.
- b. Alcohol beverage labeling.
- c. Beverage alcohol formulation.
- d. Nonbeverage formulation.
- e. Tax return/taxes.
- f. Operational report.
- g. Tax claim.
- h. TTB laws, regulations, rules.

- i. Did not contact TTB in the last year.
- j. Other (please specify).

18. Please rank the methods you prefer TTB to use when communicating information to you.

- a. Web site.
- b. Email newsletter.
- c. Social media.
- d. Online videos.
- e. Webinars.
- f. In-person appearances.
- g. Subscription-based email alerts, such as [GovDelivery](#)

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. Do you, or anyone in your company, use Pay.gov to file TTB operational reports or excise tax returns?

- a. Yes.
- b. No.
- c. Not sure.
- d. Not applicable.

21. What are the main reasons you or your company do not use Pay.gov? (Select all that apply.)

- a. Unaware of the existence of Pay.gov.
- b. Don't know what Pay.gov is used for.
- c. Don't have adequate internet speed.
- d. Don't trust the security of Pay.gov.
- e. Have to change my password too frequently.

- f. Using Pay.gov to file taxes means we have to pay one day early.
- 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 Pay.gov.
- h. Pay.gov is not user friendly.
- i. Other (please specify) _____.

Paperwork Reduction Act Notice

This survey is issued in accordance with the Paperwork Reduction Act of 1995. This survey is used by TTB to obtain feedback from agency customers on how well the Bureau is doing in meeting its strategic objectives and in accomplishing its mission, and it will provide specific information to the Bureau regarding where it needs to make adjustments to its public communications efforts. Response to this survey is voluntary.

The estimated average burden associated with this information collection is 15 minutes per respondent, depending on individual circumstances. Comments concerning the accuracy of this burden estimate and suggestions for reducing it should be addressed to the Records Management Officer, Regulations and Rulings Division, Alcohol and Tobacco Tax and Trade Bureau, 1310 G Street, NW., Box 12, Washington, DC 20005.

An agency may not conduct or sponsor, and a person is not required to respond to, an information collection unless it displays a current, valid OMB control number. This survey is approved under OMB control number 1513-0132