

TTB Satisfaction Survey (2018) Questions

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. Manufacturer of Nonbeverage Products, or Flavor Manufacturer
- q. Firearms/Ammunition-related Business
- r. I do not work with or for a TTB-regulated Business
- s. 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. Decrease processing times of applications (For example - Basic Permit, label approval, formula approval)
- m. Decrease TTB's response time to return calls/emails

- n. Improve consistency of responses from TTB employees
- o. None – I am satisfied with TTB as it is.
- p. 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. 61 – 90 days
- d. 91 – 120 days
- e. 121 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. 61 – 90 days
- d. 91 – 120 days
- e. 121 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 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

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

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

17. 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

18. 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. Password-related issues
 - j. Waivers
 - k. Export Certification
 - l. Status of application
 - m. Did not contact TTB in the last year.
 - n. Other (please specify).
19. 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](#)
20. Do you, or does anyone in your company, use Pay.gov to file TTB operational reports or excise tax returns?
- a. Yes
 - b. No
 - c. I Don't Know (For example – someone else files returns)
 - d. Not Applicable (For example – don't need to file returns or operational reports)

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. Don't see a reason to change from existing practices or investigate changing existing practices.
- j. Other (please specify)