

Your Comments Count!

Your participation in this voluntary survey is very important to us. Your feedback will be used to help improve our service to the public. (Please make sure mark completely fills the oval. Make no stray marks on this form.)

Promptness of service

	Very dissatisfied	1	2	3	4	5	Very satisfied
Understanding who was next in line							

Employee attitude

	1	2	3	4	5
Employee skill and knowledge					

Listening to your concerns

	1	2	3	4	5
Resolution of your question/issue					

Overall satisfaction with service

	1	2	3	4	5

Why did you visit us today? (Mark all that apply.)

- Form or Publication Return Preparation
- Refund Payment
- Notice or Bill Other
- Tax Question

Were you referred to another area of the IRS?

Yes No

If so, where?

Toll-free phone Other

What other methods did you use to attempt to resolve this issue? (Mark all that apply.)

- None Volunteer site (VITA)
- Toll-free phone (1-800#) Paid tax professional
- Correspondence Other
- IRS website (www.irs.gov)

Do you understand your tax responsibilities better as a result of this visit?

Yes No

How long did you expect to wait prior to receiving service today?

Less than 5 min. 31 to 60 min.

6 to 15 min. Over 60 min.

16 to 30 min.

How long did you have to wait to receive service today?

Less than 5 min. 31 to 60 min.

6 to 15 min. Over 60 min.

16 to 30 min.

Who prepared your taxes?

Myself IRS

Friend/relative Other

Paid tax professional

What is your income?

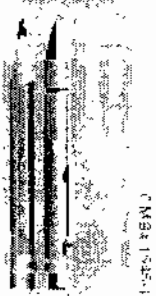
Under \$25,000 \$35,001-\$50,000

\$25,000-\$35,000 Over \$50,000

SERIAL #

Consent to participate in this survey is voluntary. Your identity will not be disclosed. All information provided is confidential and will be used only for the purpose of the survey. If you have any questions, please call the IRS at 1-800-829-1040. This survey is conducted by the IRS and is not affiliated with any other organization. The survey is conducted by the IRS and is not affiliated with any other organization. The survey is conducted by the IRS and is not affiliated with any other organization.

Please deposit questionaire in the box provided.



U.S. DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE