

## Attachment A: TAS Survey Instrument (Script) FY 2008

### TAS Customer Satisfaction Survey Instrument (Script): FY 2008 February 23, 2007

INTRO1.

Hello, this is \_\_\_\_\_, calling from Macro International on behalf of the Taxpayer Advocate Service, which is part of the IRS. May I please speak with (name from phone file)?

- 01 Yes, respondent available
- 02 No such person (Thank and Terminate)
- 03 Respondent not available/Not a good time (Set time to call back)
- 98 REFUSED (SELECTED RESPONDENT)
- 99 REFUSED (NON-SELECTED RESPONDENT)
- T TERMINATE
- SP CONTINUE IN SPANISH

Intro2. The Taxpayer Advocate Service is an independent organization within the IRS which helps taxpayers resolve problems with the IRS. I'll refer to it simply as the Taxpayer Advocate. The Taxpayer Advocate recently worked on a problem that you had with the IRS. Do you recall working with the Taxpayer Advocate?

- 01 Yes //GO TO INTRO3//
  - 02 DO NOT RECALL / NEVER USED SUCH A SERVICE //Thank and Terminate//
- DO NOT READ
- 88 REACHED CELL PHONE //GO TO CP//
  - 99 REFUSED //TERMINATE//

CP. Would you prefer that I call you back at another number that is more secure or convenient for you?

- 01 Yes, requested callback at new number //CATI SET CALLBACK and UPDATE//
- 02 No, requested callback at same number //SET APPOINTMENT//
- 99 REFUSED //TERMINATE//

Intro3. The Taxpayer Advocate has asked us to conduct a brief survey of people who used their services to get feedback on how they can improve the services they provide to customers like you. I want to assure you that your answers will be kept confidential by Macro International and any data provided to the Taxpayer Advocate will be completely anonymous. Do you have about 5 minutes to speak with me?

- 01 Yes //Continue//
- 02 No, REQUESTED CALLBACK //SET APPOINTMENT//
- 99 REFUSED //Thank and Terminate//

//If the record shows that the call is being made to a cell phone number, continue with CP1, ELSE GO TO BACKGROUND//

CP1. I see that we may have reached you on a cell phone. Is that correct?

- 01 Yes //Continue with CP2//
- 02 No //Confirm number is a land line. Skip to BACKGROUND//
  
- 99 REFUSED //TERMINATE//

CP2. May we proceed, or would you prefer that I call you back at another number that is more secure or convenient for you?

- 01 Yes, proceed with survey //Continue to BACKGROUND//
- 02 No, requested callback at same number //SET APPOINTMENT//
- 03 No, requested callback at new number //CATI SET CALLBACK and UPDATE//
  
- 99 REFUSED //TERMINATE//

[BACKGROUND]

This survey will ask you questions only about your most recent experiences with the Taxpayer Advocate even though you may have had contacts with other areas of the IRS.

A. Before we get started, are you...?  
[Read list]

- 01 The taxpayer who worked directly with the Taxpayer Advocate?
- 02 A representative or power of attorney working with the Taxpayer Advocate on behalf of [Taxpayer Name]?
  
- 99 REFUSED

[USE OF TAS]

1. Was this the first time you have used the Taxpayer Advocate? [Sa]

- 01 Yes
- 02 No
  
- 98 (DK/Don't recall)
- 99 (Refused)

2. How did you learn about the Taxpayer Advocate? [S1] (Allow up to three responses) \_\_\_\_\_ [DO NOT READ]

- 01 IRS EMPLOYEE, EITHER IN PERSON OR ON A TOLL-FREE LINE
- 02 REFERRAL FROM A NON-IRS SOURCE, OR EVENT WHERE TAS WAS DISCUSSED OR DESCRIBED TO PARTICIPANTS
- 03 REFERRAL FROM A TAX PRACTITIONER, TAX PROFESSIONAL, TAX SERVICE, TAX PREPARATION CLINIC, OR CONGRESSIONAL SOURCE
- 04 TELEPHONE DIRECTORY LISTINGS
- 05 TAS OR IRS GENERATED MEDIA—LITERATURE, ADVERTISING, NEWS STORY, OR INTERNET
- 06 OFFICIAL IRS PUBLICATION OR FORM, OR OFFICIAL NOTICE OR LETTER SENT BY IRS
- 07 PREVIOUS EXPERIENCE WITH TAS/GENERAL KNOWLEDGE OF TAS AS PROFESSIONAL TAX PRACTITIONER
- 08 NEVER USED THE TAXPAYER ADVOCATE [04] (THANK & TERMINATE; SAVE CASE ID)
- 66 OTHER 1 \_\_\_\_\_
- 67 OTHER 2 \_\_\_\_\_
- 68 OTHER 3 \_\_\_\_\_
- 98 DON'T KNOW/DON'T RECALL
- 99 REFUSED

3. Did you contact anyone else in the IRS before speaking to the Taxpayer Advocate?

- 01 Yes
- 02 No
- 98 (DK/Don't recall)
- 99 (Refused)

[INITIAL CONTACT WITH TAXPAYER ADVOCATE EMPLOYEE]

Now I'm going to ask you some questions about the Taxpayer Advocate employee who helped you with your problem. I would like to focus solely on the Taxpayer Advocate employee who worked on your problem.

4. When you first spoke to the Taxpayer Advocate employee, did the employee clearly tell you what they would do to help you with your problem?

- 01 Yes
- 02 No
- 96 (Not applicable)
- 98 (DK/Don't recall)
- 99 (Refused)

5. Did the Taxpayer Advocate employee who helped you give you an estimate of how long it would take to solve your problem?

01 Yes  
02 No

96 (Not applicable)  
98 (DK/Don't recall)  
99 (Refused)

[If Q5 = 01]

6. Did the Taxpayer Advocate employee solve your problem in the timeframe they told you they would?

01 Yes  
02 No

96 (Not applicable)  
98 (DK/Don't recall)  
99 (Refused)

[SUBSEQUENT CONTACT WITH TAXPAYER ADVOCATE EMPLOYEE]

7. Now, I'm going to read you some statements about the Taxpayer Advocate employee who helped you with your problem. For each one, please tell me if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree. The Taxpayer Advocate employee...? [Read and rotate A-H]

5 Strongly agree  
4 Agree  
3 Neither agree nor disagree  
2 Disagree  
1 Strongly disagree

96 (Not applicable)  
98 (DK/Don't recall)  
99 (Refused)

A. Listened to your concerns?  
B. Did their best to solve your problem?  
C. Kept you informed about progress in solving your problem?  
D. Showed their concern about helping you solve your problem?  
E. Took responsibility for getting your problem solved?  
F. Understood all the issues and requests that you presented?  
G. Returned your calls?  
H. Explained to you why your problem happened?

8. If needed, did the Taxpayer Advocate employee ask you to present any additional information to help solve your problem?

01 Yes  
02 No

96 (Not applicable)

- 98 (DK/Don't recall)
- 99 (Refused)

[If Q8 = 01]

9. Were you able to provide all of the additional information?

- 01 Yes
- 02 No

- 96 (Not applicable)
- 98 (DK/Don't recall)
- 99 (Refused)

10. Now I'm going to read you some general statements about the Taxpayer Advocate. Again, please keep in mind that these questions deal just with the organization that worked on solving your problem, the Taxpayer Advocate, and not with other areas of the IRS. Please rate the following statements using the same scale—strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree. How about ...? [Read and rotate A-D]

- 5 Strongly agree
- 4 Agree
- 3 Neither agree nor disagree
- 2 Disagree
- 1 Strongly disagree

- 96 (Not applicable)
- 98 (DK/Don't recall)
- 99 (Refused)

- A. It was easy to reach the person who was helping you at the Taxpayer Advocate by phone.
- B. The written correspondence you received from the Taxpayer Advocate was easy to understand.
- C. You feel your problem was handled in a reasonable timeframe by the Taxpayer Advocate.

[If Q10C = 1 or 2]

C1. What would have been a reasonable timeframe for the Taxpayer Advocate to have handled your problem? [Open end]

- 01 ENTER RESPONSE //TEXT BOX RANGE 250//
- 98 DON'T KNOW
- 99 REFUSED

11. D. You were treated fairly by the Taxpayer Advocate. [OVERALL MEASURES]  
In the end, did you get the results you wanted from the Taxpayer Advocate?  
[Read List]

- 01 Yes
- 02 No
- 03 Partially

- 98 (DK/Don't recall)

99 (Refused)

[If Q11 = 02]

11B. Did the Taxpayer Advocate sufficiently explain to you why you did not get the results you wanted?

01 Yes  
02 No

98 (DK/Don't recall)  
99 (Refused)

12. Thinking only of your experience with the Taxpayer Advocate on your problem and not your other experiences with other parts of the IRS—overall, how satisfied were you with the Taxpayer Advocate? Were you very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

5 Very satisfied  
4 Somewhat satisfied  
3 Neither satisfied nor dissatisfied  
2 Somewhat dissatisfied  
1 Very dissatisfied

98 (DK/Don't recall)  
99 (Refused)

[If Q12 = 1 or 2]

13. What is the single greatest reason you were dissatisfied with the Taxpayer Advocate? [DO NOT READ]

[PROBE if multiple reasons given:] If you had to choose only one, what is the most important reason you were dissatisfied?

01 Employee did not keep me informed  
02 Employee didn't do enough to help me (Gave up)  
03 Employee was not concerned about my issues (Lack of empathy)  
04 Employee was not fair  
05 Took too long to solve my problem  
06 The process was unfair  
07 The laws/rules are unfair  
08 Problem isn't resolved  
09 Didn't receive the outcome I wanted (No refund/No adjustment)

96 Other \_\_\_\_\_  
98 (DK/Don't recall)  
99 (Refuse[If Q12 = 1 or 2 AND sample record indicates "no adjustment"])

14. Besides changing the outcome, what could the Taxpayer Advocate have done differently to improve your experience with them?

1 ENTER RESPONSE //TEXT BOX RANGE 250//  
98 DON'T KNOW  
99 REFUSED

[If Q12 = 1 or 2 AND sample record indicates "no adjustment"]

15. Did the Taxpayer Advocate explain why they could not give you the help you wanted with your problem?

01 Yes  
02 No

96 (Not applicable)  
98 (DK/Don't recall)  
99 (Refused)

[If Q12 = 4 or 5]

16. What is the single greatest reason you were satisfied with the Taxpayer Advocate?  
[PROBE if multiple reasons given:] If you had to choose only one, what is the most important reason you were satisfied? [DO NOT READ]

01 Employee was very helpful  
02 Employee was very informative (Communicative)  
03 Employee was concerned about resolving taxpayer's issues (Empathy)  
04 Employee followed through very well  
05 Problem was solved in a timely manner  
06 Problem was resolved to taxpayer's satisfaction

96 Other \_\_\_\_\_  
98 (DK/Don't recall)  
99 (Refused)

17. In addition to the problem the Taxpayer Advocate worked on for you, did you expect them to work on any other problems that they didn't work on?

01 Yes  
02 No

98 (DK/Don't recall)  
99 (Refused)

[If Q17 = 01]

18. Briefly, what was the most significant problem that TAS didn't work on for you?  
[Probe for clarification]  
[Record verbatim and code below]

01 ENTER RESPONSE //TEXT BOX RANGE 250//  
98 DON'T KNOW  
99 REFUSED

//IF 18=01//

- 18a. To make sure I understand your answer completely, let me confirm what you said. The problem you just described is the problem you *expected* the Taxpayer Advocate to work on, but they didn't. This is a different problem than the one they *actually* worked on for you in your recent case. Is this correct?

01 Yes  
02 No  
98 DON'T KNOW/DON'T RECALL  
99 REFUSED

19. Focusing on your entire experience with the Taxpayer Advocate, do you have any SPECIFIC suggestion for how the Taxpayer Advocate could have done a better job for you?

[Probe: What is your most important suggestion or comment?]

01 ENTER RESPONSE //TEXT BOX RANGE 250//  
02 NO SUGGESTION  
  
98 (DK/Don't recall)  
99 (Refused)

20. As a result of your experience with the Taxpayer Advocate, would you say your impression of the IRS in general is much more positive, a little more positive, about the same, a little more negative, or much more negative?

5 Much more positive  
4 A little more positive  
3 About the same  
2 A little more negative  
1 Much more negative  
  
98 (DK/Don't recall)  
99 (Refused)

[READ:] That completes our survey; however, we are required by law to report to you the OMB Control Number for this public information request. That number is 1545-1432. I can give you an address if you have any comments about the time estimate for completing the survey or about ways to improve the survey. Would you like the address? (If "Yes", read:) Please write to the Internal Revenue Service, Tax Products Coordinating Committee, Washington, DC 20024.

**Taxpayer Advocate Service Fiscal Year 2008 Customer Satisfaction Survey**



Those are all of the questions I have. On behalf of the Taxpayer Advocate and Macro International, I would like to thank you for your time.

**Attachment B: Prenotification Letter**

«Name»

«Address»

«City», «State» «Zip»

Dear

I am asking for your help in improving the Taxpayer Advocate Service which operates independently of any other Internal Revenue Service Office.. We have hired Macro International, an independent company, to call taxpayers or their representatives who have recently used the Taxpayer Advocate Service. In about a week, you will be called by a Macro interviewer and you will be asked to evaluate your experience using the Taxpayer Advocate Service. The survey should take about 10 minutes.

Macro will hold your identity confidential. Macro will provide your answers to the IRS without your name or other identifying information. Your participation in this survey is critical so that we may improve our customer service for people who seek help in solving their tax-related problems. Your cooperation in answering these questions will help to ensure that taxpayers like you receive fair, courteous, and timely treatment.

I am committed to improving IRS' service to every taxpayer. Please help me in this effort by providing Macro with your candid feedback.

If you do not want to be contacted or if you have any questions about this study, please call Macro at the following toll-free phone number:  
1-800-216-8108.

Sincerely,

Nina E. Olson  
National Taxpayer Advocate

***Nota — Versión en español de esta carta se encuentra al dorso.***

Estimado(a)

Estoy solicitando su ayuda en mejorar el servicio de Defensores del Contribuyente de IRS (Taxpayer Advocate Service), cuál funciona independientemente de cualquier otra oficina del Servicio de Rentas Internas (IRS). Contratamos a Macro International, una empresa independiente, para que llamaran a contribuyentes o a sus representantes que recientemente utilizaron el servicio. En aproximadamente una semana recibirá una llamada de un entrevistador de Macro y le pedirán que evalúe su experiencia con el Servicio de Defensores del Contribuyente. Se demorará aproximadamente 10 minutos en contestar la encuesta.

Macro mantendrá su identidad confidencial. Macro le proporcionará sus respuestas al IRS sin su nombre ni ninguna información que lo identifique. Su participación en esta encuesta es crítica para que podamos mejorar nuestro servicio al cliente para las personas que solicitan ayuda para resolver sus problemas fiscales. Su cooperación en contestar estas preguntas nos ayudará a asegurarnos de que los contribuyentes como usted reciban servicio, justo, cortés y oportuno.

Estoy comprometida a mejorar el servicio del IRS para todos los contribuyentes. Por favor ayúdeme a lograrlo proporcionando a Macro su opinión sincera.

Si no quiere que lo contactemos o si tiene preguntas sobre este estudio, sírvase llamar a Macro al siguiente número sin cargo: 1-800-216-8108.

Atentamente,

Nina E. Olson  
Defensora Nacional del Contribuyente

***Note — English version of this letter is on the reverse side.***

<b>Attachment C: Projected Sample by Office</b>	<b>TAS Closed Cases: Quarters 1 through 3 FY2007</b>	<b>Expected Total for FY2008 Survey</b>	<b>95% CI</b>
ABERDEEN	342	109	6.5%
ALBANY	386	118	6.3%
ALBUQUERQUE	363	95	7.2%
ANCHORAGE	658	172	5.4%
ANDOVER CAMPUS	4050	268	4.7%
ATLANTA	3357	253	4.8%
ATLANTA CAMPUS	7961	412	3.8%
AUGUSTA	322	99	6.9%
AUSTIN	1664	237	4.8%
AUSTIN CAMPUS	5924	347	4.1%
BALTIMORE	2495	246	4.8%
BIRMINGHAM	1545	223	5.0%
BOISE	372	123	6.1%
BOSTON	1418	230	4.8%
BROOKHAVEN CAMPUS	8263	364	4.0%
BROOKLYN	1216	249	4.6%
BUFFALO	2497	242	4.8%
BURLINGTON	347	114	6.4%
CHEYENNE	439	129	6.1%
CHICAGO	1237	224	4.9%
CINCINNATI	933	214	4.9%
CINCINNATI CAMPUS	4182	245	4.9%
CLEVELAND	2178	240	4.8%
COLUMBIA	909	220	4.8%
DALLAS	5534	266	4.7%
DENVER	1478	233	4.8%
DES MOINES	628	219	4.6%
DETROIT	2712	253	4.8%
DISTRICT OF COLUMBIA (*)	94	29	12.9%
FARGO	365	105	6.8%
FRESNO CAMPUS	8469	334	4.2%
FT LAUDERDALE	2948	248	4.8%
GREENSBORO	1579	232	4.9%
HARTFORD	1073	219	4.9%
HELENA	326	111	6.4%
HONOLULU	414	130	6.0%
HOUSTON	3969	253	4.8%
INDIANAPOLIS	2954	250	4.8%
JACKSON	1266	235	4.7%
JACKSONVILLE	4211	247	4.9%
KANSAS CITY CAMPUS	3477	246	4.9%
LAGUNA NIGUEL	2516	260	4.7%
LAS VEGAS	643	192	5.0%
LITTLE ROCK	497	143	5.8%

