

Attachment A: TAS Survey Instrument (Script) FY 2010

INTRO1.

Hello, this is _____, calling from ICF 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 keep your identity anonymous by ICF 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)
- 09 TAS CALLED TAXPAYER - REFERRAL SOURCE UNKNOWN
- 66 OTHER 1 _____
- 67 OTHER 2 _____
- 68 OTHER 3 _____
- 97 NO MORE
- 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 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?

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?

//MUL CODES 01-03. CODES 04, 05, 98, 99 DISCREET//

DO NOT READ:

- _____ 01 DAYS
- _____ 02 WEEKS
- _____ 03 MONTHS
- _____ 04 IMMEDIATELY
- _____ 05 OTHER, NON-SPECIFIC RESPONSE

- _____ 98 DON'T KNOW
- _____ 99 REFUSED

//IF Q10c1=01//
 Q10c1_DAYS. ENTER DAYS //RANGE 1-6//

//IF Q10c1=02//
 Q10c1_WKS. ENTER WEEKS //RANGE 1-52//

//IF Q10c1=03//
 Q10c1_MTHS. ENTER MONTHS //RANGE 1-36//

D. You were treated fairly by the Taxpayer Advocate.

[OVERALL MEASURES]

11. Was your problem solved by the Taxpayer Advocate Service?

[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
- 03 Partially

- 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 (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)

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.

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

- Q21. INTERVIEWER: IN WHAT LANGUAGE WAS THIS SURVEY CONDUCTED?

- 1 ENGLISH
2 SPANISH

Attachment B: Pre-Notification 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 ICF 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 an ICF Macro interviewer and you will be asked to evaluate your experience using the Taxpayer Advocate Service. The survey should take about 10 minutes.

ICF Macro will keep your identity anonymous. ICF 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 ICF Macro with your candid feedback.

If you do not want to be contacted or if you have any questions about this study, please call ICF 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 ICF Macro International, una empresa independiente, para que llamasen a contribuyentes o a sus representantes que recientemente utilizaron el servicio. En aproximadamente una semana recibirá una llamada de un entrevistador de ICF Macro y le pedirán que evalúe su experiencia con el Servicio de Defensores del Contribuyente. Se demorará aproximadamente 10 minutos en contestar la encuesta.

ICF Macro mantendrá su identidad confidencial. ICF Macro le propondrá 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 proponiendo a ICF Macro su opinión sincera.

Si no quiere que lo contactemos o si tiene preguntas sobre este estudio, sírvase llamar a ICF 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.

Attachment C: Sampling Plan

TAXPAYER ADVOCATE SERVICE Attachment "C"
 CUSTOMER SATISFACTION SURVEY PLAN-FISCAL YEAR 2009
 FY2008 COUNT OF CASES SUBJECT TO CUSTOMER SATISFACTION SURVEY

	2008	Proj 2009			
BY OFFICE	Closure	Closure	Target	Est. Calc.	2008 Esc
	Count	Count	Samp	Error Marg	Impact
AUGUSTA	464	487	152	5%	5%
PORTSMOUTH	508	539	157	5%	5%
BURLINGTON	348	368	116	5%	5%
BOSTON	1800	1838	227	5%	5%
PROVIDENCE	441	472	138	5%	5%
HARTFORD	1560	1613	215	5%	5%
ATLANTA CAMPUS	12685	12794	268	5%	5%
ANDOVER CAMPUS	4987	5062	248	5%	5%
KANSAS CITY CAMPUS	5576	5629	235	5%	5%
BROOKLYN	1552	1613	216	5%	5%
MANHATTAN	1036	1110	190	5%	5%
ALBANY	610	650	166	5%	5%
BUFFALO	3850	3899	247	5%	5%
CINCINNATI CAMPUS	6508	6695	259	5%	5%
AUSTIN CAMPUS	9240	9348	253	5%	5%
BROOKHAVEN CAMPUS	12415	12645	258	5%	5%
SPRINGFIELD NJ	2764	2834	230	5%	5%
PHILADELPHIA	1429	1508	215	5%	5%
PITTSBURGH	1482	1522	244	5%	5%
PHILADELPHIA CAMPUS	10846	11054	245	5%	5%
OGDEN CAMPUS	9747	10165	264	5%	5%
CINCINNATI	1266	1325	211	5%	5%
LAGUNA NIGUEL	3323	3461	235	5%	5%
CLEVELAND	2808	2855	230	5%	5%
INDIANAPOLIS	4449	4517	253	5%	5%
CHICAGO	1874	1932	220	5%	5%
SPRINGFIELD IL	1018	1057	205	5%	5%
DETROIT	3723	3794	246	5%	5%
MILWAUKEE	1148	1197	212	5%	5%
ST PAUL	859	922	196	5%	5%
DES MOINES	795	822	214	5%	5%
ST LOUIS	4912	5008	246	5%	5%
FARGO	418	457	147	5%	5%
ABERDEEN	445	469	164	5%	5%
OMAHA	701	750	183	5%	5%
WICHITA	343	363	118	5%	5%
MEMPHIS CAMPUS	5556	5724	239	5%	5%
WILMINGTON	463	517	122	5%	5%
BALTIMORE	3573	3623	233	5%	5%

TAXPAYER ADVOCATE SERVICE

Attachment "C"

CUSTOMER SATISFACTION SURVEY PLAN-FISCAL YEAR 2009

FY2008 COUNT OF CASES SUBJECT TO CUSTOMER SATISFACTION SURVEY

DISTRICT OF COLUMBIA	226	246	80	5%	5%
RICHMOND	3166	3226	237	5%	5%
PARKERSBURG	608	628	180	5%	5%
GREENSBORO	2116	2158	220	5%	5%
COLUMBIA	1289	1326	206	5%	5%
ATLANTA	4952	5046	234	5%	5%
JACKSONVILLE	6109	6214	242	5%	5%
LOUISVILLE	802	834	195	5%	5%
NASHVILLE	4214	4278	233	5%	5%
BIRMINGHAM	1874	1941	216	5%	5%
JACKSON	1626	1684	214	5%	5%
FT LAUDERDALE	3827	3924	232	5%	5%
INTERNATIONAL	1109	1388	139	5%	5%
LITTLE ROCK	778	814	188	5%	5%
NEW ORLEANS	1277	1324	206	5%	5%
OKLAHOMA CITY	1224	1248	210	5%	5%
AUSTIN	1923	1976	223	5%	5%
DALLAS	8329	8505	247	5%	5%
HOUSTON	5125	5219	236	5%	5%
HELENA	444	465	142	5%	5%
BOISE	550	592	157	5%	5%
CHEYENNE	606	655	161	5%	5%
DENVER	1973	2027	221	5%	5%
ALBUQUERQUE	445	489	95	5%	5%
PHOENIX	1522	1563	216	5%	5%
SALT LAKE CITY	784	827	183	5%	5%
LAS VEGAS	844	958	196	5%	5%
FRESNO CAMPUS	13301	13449	259	5%	5%
SEATTLE	4604	4656	237	5%	5%
ANCHORAGE	931	1092	203	5%	5%
PORTLAND	2572	2623	226	5%	5%
OAKLAND	4652	4752	249	5%	5%
LOS ANGELES	3410	3512	234	5%	5%
HONOLULU	606	697	165	5%	5%
	215,340	220,974	15,099		