

Attachment A: TAS Survey Instrument (Script) FY 2009

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)
- 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 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 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.

Attachment C: Sampling Plan

FY2008 COUNT OF CASES SUBJECT TO CUSTOMER SATISFACTION SURVEY

BY OFFICE	Target Sample	Target no dups	Expected Sample	Expected Error Margin
AUGUSTA	167	165	167	5.0%
PORTSMOUTH	173	172	173	5.0%
BURLINGTON	165	163	165	5.0%
BOSTON	221	220	221	5.0%
PROVIDENCE	169	167	169	5.0%
HARTFORD	214	214	214	5.0%
ATLANTA CAMPUS	241	241	241	5.0%
ANDOVER CAMPUS	236	236	236	5.0%
KANSAS CITY CAMPUS	236	235	236	5.0%
BROOKLYN	218	218	218	5.0%
MANHATTAN	205	203	205	5.0%
ALBANY	176	173	176	5.0%
BUFFALO	232	232	232	5.0%
CINCINNATI CAMPUS	238	237	238	5.0%
AUSTIN CAMPUS	240	240	240	5.0%
BROOKHAVEN CAMPUS	241	241	241	5.0%
SPRINGFIELD NJ	227	226	227	5.0%
PHILADELPHIA	218	217	218	5.0%
PITTSBURGH	212	212	212	5.0%
PHILADELPHIA CAMPUS	241	241	241	5.0%
OGDEN CAMPUS	241	240	241	5.0%
CINCINNATI	210	208	210	5.0%
LAGUNA NIGUEL	231	230	231	5.0%
CLEVELAND	229	229	229	5.0%
INDIANAPOLIS	234	234	234	5.0%
CHICAGO	219	219	219	5.0%
SPRINGFIELD IL	202	201	202	5.0%
DETROIT	232	232	232	5.0%
MILWAUKEE	210	209	210	5.0%
ST PAUL	197	194	197	5.0%
DES MOINES	197	196	197	5.0%
ST LOUIS	236	235	236	5.0%
FARGO	171	167	171	5.0%
ABERDEEN	169	167	169	5.0%
OMAHA	191	188	191	5.0%
WICHITA	142	140	118	5.8%
MEMPHIS CAMPUS	237	236	237	5.0%

FY2008 COUNT OF CASES SUBJECT TO CUSTOMER SATISFACTION SURVEY

BY OFFICE	Target Sample	Target no dups	Expected Sample	Expected Error Margin
WILMINGTON	179	172	179	5.0%
BALTIMORE	232	231	232	5.0%
DISTRICT OF COLUMBIA	104	102	63	7.9%
RICHMOND	230	230	230	5.0%
PARKERSBURG	180	179	180	5.0%
GREENSBORO	224	223	224	5.0%
COLUMBIA	210	209	210	5.0%
ATLANTA	235	235	235	5.0%
JACKSONVILLE	237	237	237	5.0%
LOUISVILLE	200	199	200	5.0%
NASHVILLE	234	233	234	5.0%
BIRMINGHAM	225	225	225	5.0%
JACKSON	219	217	219	5.0%
FT LAUDERDALE	233	233	233	5.0%
PUERTO RICO	212	203	212	5.0%
LITTLE ROCK	187	186	187	5.0%
NEW ORLEANS	213	212	213	5.0%
OKLAHOMA CITY	208	208	208	5.0%
AUSTIN	224	223	224	5.0%
DALLAS	239	239	239	5.0%
HOUSTON	236	236	236	5.0%
HELENA	165	164	165	5.0%
BOISE	177	175	177	5.0%
CHEYENNE	181	176	181	5.0%
DENVER	223	222	223	5.0%
ALBUQUERQUE	169	167	169	5.0%
PHOENIX	220	219	220	5.0%
SALT LAKE CITY	191	188	191	5.0%
LAS VEGAS	199	197	199	5.0%
FRESNO CAMPUS	242	241	242	5.0%
SEATTLE	235	235	235	5.0%
ANCHORAGE	200	199	200	5.0%
PORTLAND	227	227	227	5.0%
OAKLAND	235	235	235	5.0%
LOS ANGELES	231	231	231	5.0%
HONOLULU	181	180	181	5.0%