

Extended Service Hours Taxpayer Survey

Today's Date _____
mm/dd/yyyy

- What day/time did you arrive at this IRS office? (Please mark only **one**)
 - Weekday, before 8:30 AM
 - Weekday, after 4:30 PM
 - Weekday, between 8:30 AM-4:30 PM
 - Saturday, anytime
- Did you know this IRS office is offering service **outside of normal business hours (e.g. Monday-Friday, 8:30-4:30)** this tax season?
 - Yes
 - No
 - Please skip to question #3

- How did you find out about extended office hours? (Please mark **all** that apply)
- IRS telephone representative told me about it
 - Saw/received a flyer or information card at IRS office
 - IRS office staff made an appointment for me during extended hours
 - Radio announcement
 - Word of mouth (family, friends, co-workers)
 - IRS.gov
 - Local Newspaper
 - Other (please specify): _____
 - IRS office staff told me about it

- Please rate how likely you are to seek service from an IRS office for each of the following days and times (Please mark only **one** from each row)

	Very Likely		Neither Likely Nor Unlikely		Not at All Likely
	5	4	3	2	1
	▼	▼	▼	▼	▼
A. Weekday, 8:00am – 11:00am	⑤	④	③	②	①
B. Weekday, 11:00am – 1:00pm	⑤	④	③	②	①
C. Weekday, 1:00pm – 4:00pm	⑤	④	③	②	①
D. Weekday, 4:00pm – 6:00pm	⑤	④	③	②	①
E. Saturday, 9:00am – 12:00pm	⑤	④	③	②	①
F. Saturday, 12:00pm – 2:00pm	⑤	④	③	②	①
G. Saturday, 2:00 pm – 4:30 pm	⑤	④	③	②	①


- What is your **main** reason for visiting this IRS office today? (Please mark only **one**)
 - Have a tax return prepared
 - Get a lien or levy released
 - Get tax forms or publications
 - Drop off a completed tax return
 - Make a payment
 - Get an answer to a tax law
 - Set up a payment plan/installment agreement including notice you received
 - Respond to an IRS notice or letter
 - Get an ITIN
 - Get a copy of a prior year return
 - Complete Form 2290 (Heavy Highway Vehicle Use)
 - Find out about a tax refund
 - Other (please specify): _____

- Did the IRS provide the **assistance you needed** for you to resolve your **main reason for visiting today**?
 - Yes, the IRS was able to provide the assistance I needed
 - No, the IRS was *not* able to provide the assistance I needed
 - No, I could not get assistance today because I need to return with more information

- No, I could not get assistance today because I got here too late for service
- Not sure

6. Are there **additional steps you need to take** to resolve your **main reason for visiting today?**
 (Please do not count follow-up contacts with IRS to see if your main issue is resolved)


- Yes No Please skip to question #7

 If yes, what will you need to do? (Please mark **all** that apply)

- Locate and submit documents to IRS
- Complete and file this year's return
- Make payment/s
- Get more information from the IRS
- Wait for the IRS to contact me
- Seek assistance from another IRS representative
- Complete and file prior year return/s
- Set up a payment plan/installment agreement
- Seek assistance from a tax preparer, accountant or tax attorney (telephone, walk-in, mail)
- Other (please specify): _____

7. Are there **additional steps the IRS needs to take** in order to resolve your **main reason for visiting today?**

- Yes No Please skip to question #8

 If yes, what will the IRS need to do?

- Work my case and contact me
- Process my documents or payment
- Send me more information/documents
- Other (please specify): _____

8. How **satisfied** are you with the service you received today? (Please mark only **one** from each row)

	Very Satisfied		Neither Satisfied Nor Dissatisfied		Very Dissatisfied
	5	4	3	2	1
A. Promptness of Service	5	4	3	2	1
B. Employee professionalism & courtesy	5	4	3	2	1
C. Building condition/cleanliness	5	4	3	2	1
D. Building location/convenience	5	4	3	2	1
E. Overall satisfaction with service	5	4	3	2	1

9. Why did you visit our office **instead** of using another IRS service, such as IRS.gov or telephone? (Mark all that apply)

- Used the walk-in-service before
- Prefer face-to-face
- Referred to office by another IRS representative
- Urgent/time sensitive issue
- Unaware of another service
- Needed language assistance
- No computer access

10. Other than today, have you visited a local IRS office such as this one in the last 18 months?

- Yes No

11. What is the ZIP CODE of the location where you traveled from today? _____

12. What category below best describes your household annual income from all sources, before taxes, for 2009?

- | | |
|--|---|
| <input type="checkbox"/> Less than \$15,000 | <input type="checkbox"/> \$48,000 but less than \$75,000 |
| <input type="checkbox"/> \$15,000 but less than \$25,000 | <input type="checkbox"/> \$75,000 but less than \$100,000 |
| <input type="checkbox"/> \$25,000 but less than \$35,000 | <input type="checkbox"/> \$100,000 or more |
| <input type="checkbox"/> \$35,000 but less than \$48,000 | <input type="checkbox"/> Don't know |

Thank you for taking our customer survey! Your input will help us improve our services.

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to: Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave, NW, Washington, DC 20224.