

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

- M** 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 tax forms or publications
 - Make a payment
 - Set up a payment plan/installment agreement
 - Respond to an IRS notice or letter
 - Get a copy of a prior year return
 - Find out about a tax refund
 - Get a lien or levy released
 - Drop off a completed tax return
 - Get an answer to a tax law question (not including notice you received)
 - Get an ITIN
 - Complete Form 2290 (Heavy Highway Vehicle Use)
 - 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
- 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

Extension of TAC Service Hours Survey

Jan 2010

If yes, what will you need to do? (Please mark **all** that apply)
 Locate and submit documents to IRS representative
 Complete and file this year's return
 Make payment/s agreement
 Get more information from the IRS accountant or tax (telephone, walk-in, mail)
 Wait for the IRS to contact me specify): _____
 Seek assistance from another IRS
 Complete and file prior year return/s
 Set up a payment plan/installment
 Seek assistance from a tax preparer, attorney
 Other (please

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

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?

Less than \$15,000 \$48,000 but less than \$75,000
 \$15,000 but less than \$25,000 \$75,000 but less than \$100,000
 \$25,000 but less than \$35,000 \$100,000 or more
 \$35,000 but less than \$48,000 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.

