

Attachment A: TAS Survey Instrument (Script) FY 2011

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 10 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 Letters- English and Spanish Versions

English

«Name»

«Address»

«City», «State» «Zip»

Dear

I am asking for your help in improving the Taxpayer Advocate Service, an independent office within the Internal Revenue Service. 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 a 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. 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 ICF Macro at the following toll-free phone number: 1-800-427-4275.

Sincerely,

Nina E. Olson
National Taxpayer Advocate

Spanish

«Name»

«Address»

«City», «State» «Zip»

Estimado(a)

Estoy solicitando su ayuda para mejorar el Servicio del Defensor del Contribuyente, la cual es una oficina independiente dentro del Servicio de Impuestos Internos (IRS). Hemos contratado a ICF Macro, una compañía independiente, para llamar a contribuyentes o a sus representantes que recientemente utilizaron el Servicio del Defensor del Contribuyente. Aproximadamente dentro de una semana, un entrevistador de Macro le llamará y le pedirá que evalúe su experiencia del Servicio del Defensor del Contribuyente. La encuesta deberá durar aproximadamente 10 minutos.

Macro mantendrá su identidad anónimo. Macro le proporcionará sus respuestas al IRS sin su nombre o ninguna otra 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 relacionados a los impuestos. Su cooperación en contestar estas preguntas ayudará a asegurarle que los contribuyentes como usted reciban servicio justo, cortés, y puntual.

Estoy comprometida a mejorar el servicio del IRS para todos los contribuyentes. Favor de ayudarme a lograrlo proporcionando a Macro su franca opinión.

Si no quiere que le avisemos o si tiene preguntas sobre este estudio, llame a Macro al número gratis.

Atentamente,

Nina E. Olson
Defensora Nacional del Contribuyente

Attachment C: Sampling Plan

TAXPAYER ADVOCATE SERVICE

CS PLAN - FY 2010

BY OFFICE

	Expected 2010 Closure Count	Est. Calc. Samp	Est. Calc. Error Marg
AUGUSTA	487	152	5.3%
PORTSMOUTH	539	157	5.3%
BURLINGTON	368	116	6.0%
BOSTON	1838	227	4.9%
PROVIDENCE	472	138	5.6%
HARTFORD	1613	215	5.0%
ATLANTA CAMPUS	12794	268	4.7%
ANDOVER CAMPUS	5062	248	4.9%
KANSAS CITY CAMPUS	5629	235	5.0%
BROOKLYN	1613	216	5.0%
MANHATTAN	1110	190	5.2%
ALBANY	650	166	5.3%
BUFFALO	3899	247	4.8%
CINCINNATI CAMPUS	6695	259	4.8%
AUSTIN CAMPUS	9348	253	4.9%
BROOKHAVEN CAMPUS	12645	258	4.8%
SPRINGFIELD NJ	2834	230	5.0%
PHILADELPHIA	1508	215	5.0%
PITTSBURGH	1522	244	4.6%
PHILADELPHIA CAMPUS	11054	245	5.0%
OGDEN CAMPUS	10165	264	4.8%
CINCINNATI	1325	211	4.9%
LAGUNA NIGUEL	3461	235	4.9%
CLEVELAND	2855	230	5.0%
INDIANAPOLIS	4517	253	4.8%
CHICAGO	1932	220	5.0%
SPRINGFIELD IL	1057	205	4.9%
DETROIT	3794	246	4.8%
MILWAUKEE	1197	212	4.9%
ST PAUL	922	196	5.0%
DES MOINES	822	214	4.6%
ST LOUIS	5008	246	4.9%
FARGO	457	147	5.3%
ABERDEEN	469	164	4.9%
OMAHA	750	183	5.0%
WICHITA	363	118	5.9%
MEMPHIS CAMPUS	5724	239	5.0%
WILMINGTON	517	122	6.2%
BALTIMORE	3623	233	5.0%
DC LTA	246	80	7.2%
RICHMOND	3226	237	4.9%
PARKERSBURG	628	180	4.9%

Office	Expected Closures	Sample Size	Est Calc Error Margin
GREENSBORO	2158	220	5.0%
COLUMBIA	1326	206	5.0%
ATLANTA	5046	234	5.0%
JACKSONVILLE	6214	242	4.9%
LOUISVILLE	834	195	4.9%
NASHVILLE	4278	233	5.0%
BIRMINGHAM	1941	216	5.0%
JACKSON	1684	214	5.0%
FT LAUDERDALE	3924	232	5.0%
INTERNATIONAL	1388	139	6.3%
LITTLE ROCK	814	188	5.0%
NEW ORLEANS	1324	206	5.0%
OKLAHOMA CITY	1248	210	4.9%
AUSTIN	1976	223	4.9%
DALLAS	8505	247	4.9%
HOUSTON	5219	236	5.0%
HELENA	465	142	5.5%
BOISE	592	157	5.4%
CHEYENNE	655	161	5.4%
DENVER	2027	221	5.0%
ALBUQUERQUE	489	95	7.2%
PHOENIX	1563	216	5.0%
SALT LAKE CITY	827	183	5.1%
LAS VEGAS	958	196	5.0%
FRESNO CAMPUS	13449	259	4.8%
SEATTLE	4656	237	5.0%
ANCHORAGE	1092	203	5.0%
PORTLAND	2623	226	5.0%
OAKLAND	4752	249	4.8%
LOS ANGELES	3512	234	5.0%
HONOLULU	697	165	5.3%
	220,974	15,099	