**EXHIBITS**

**Exhibit A – Sampling Plan**

**Exhibit B – Pre-Notification Letter**

**Exhibit C – Introduction to Online Survey**

**Exhibit D – Survey Questions (with Pre-Test Questions for first 30 respondents only)**

**Exhibit E – Survey Questions (no Pre-Test Questions)**

**Exhibit A – Sampling Plan**

Our contractor, PCG has computed the “Target Sample” based on 95% confidence level with a +/- 5% error rate for FY 2012. Their calculations include factors for proportions (based on historical data) and duplicates (taxpayer who have more than one case with TAS).

| **FY 2011 COUNT OF CASES SUBJECT TO CUSTOMER SATISFACTION SURVEY** |
| --- |
|  | **Expected 2012** |  |
| **BY OFFICE** | **Closure** | **Target** |
|  | **Count** | **Sample** |
| AUGUSTA | 539 | 169 |
| PORTSMOUTH | 462 | 161 |
| BURLINGTON | 453 | 160 |
| BOSTON | 1,646 | 214 |
| PROVIDENCE | 424 | 156 |
| HARTFORD | 2,210 | 221 |
| ATLANTA CAMPUS | 15,836 | 242 |
| ANDOVER CAMPUS | 8,205 | 239 |
| KANSAS CITY CAMPUS | 9,675 | 240 |
| BROOKLYN | 2,474 | 224 |
| MANHATTAN | 2,064 | 220 |
| ALBANY | 970 | 196 |
| BUFFALO | 5,326 | 235 |
| CINCINNATI CAMPUS | 6,133 | 236 |
| AUSTIN CAMPUS | 11,393 | 241 |
| BROOKHAVEN CAMPUS | 16,108 | 242 |
| SPRINGFIELD NJ | 2,774 | 226 |
| PHILADELPHIA | 2,537 | 224 |
| PITTSBURGH | 1,805 | 216 |
| PHILADELPHIA CAMPUS | 11,444 | 241 |
| OGDEN CAMPUS | 7,528 | 238 |
| CINCINNATI | 3,098 | 228 |
| LAGUNA NIGUEL | 5,773 | 236 |
| CLEVELAND | 3,323 | 229 |
| INDIANAPOLIS | 6,962 | 238 |
| CHICAGO | 2,124 | 220 |
| SPRINGFIELD IL | 999 | 197 |
| DETROIT | 3,932 | 231 |
| MILWAUKEE | 1,475 | 211 |
| ST PAUL | 937 | 195 |
| DES MOINES | 557 | 171 |
| ST LOUIS | 5,353 | 235 |
| FARGO | 563 | 171 |
| ABERDEEN | 524 | 168 |
| OMAHA | 721 | 184 |
| WICHITA | 701 | 182 |
| MEMPHIS CAMPUS | 8,055 | 239 |
| WILMINGTON | 469 | 162 |
| BALTIMORE | 5,517 | 235 |
| DISTRICT OF COLUMBIA | 384 | 150 |
| RICHMOND | 4,409 | 233 |
| PARKERSBURG | 1,066 | 200 |
| GREENSBORO | 3,040 | 228 |
| COLUMBIA | 2,395 | 223 |
| ATLANTA | 4,945 | 234 |
| JACKSONVILLE | 6,597 | 237 |
| LOUISVILLE | 780 | 187 |
| NASHVILLE | 4,893 | 234 |
| BIRMINGHAM | 1,565 | 213 |
| JACKSON | 1,867 | 217 |
| FT LAUDERDALE | 5,814 | 236 |
| INTERNATIONAL | 4,623 | 233 |
| SACRAMENTO | 2,101 | 220 |
| LITTLE ROCK | 1,044 | 199 |
| NEW ORLEANS | 2,574 | 225 |
| OKLAHOMA CITY | 1,810 | 217 |
| AUSTIN | 2,257 | 222 |
| DALLAS | 9,787 | 240 |
| HOUSTON | 5,627 | 236 |
| HELENA | 623 | 176 |
| BOISE | 510 | 166 |
| CHEYENNE | 307 | 137 |
| DENVER | 4,975 | 234 |
| ALBUQUERQUE | 955 | 196 |
| PHOENIX | 3,023 | 227 |
| SALT LAKE CITY | 841 | 190 |
| LAS VEGAS | 939 | 195 |
| FRESNO CAMPUS | 18,313 | 243 |
| SEATTLE | 5,918 | 236 |
| ANCHORAGE | 1,984 | 219 |
| PORTLAND | 3,271 | 229 |
| OAKLAND | 3,863 | 231 |
| LOS ANGELES | 4,551 | 233 |
| HONOLULU | 736 | 184 |
|  | **279,476** | **15,753** |

**Exhibit B – Pre-Notification Letter**

{TAS Logo}

John Doe

123 Main Street

Anytown, CT 66666

 Date: August 3, 2012

Re: [Taxpayer’s Name]

Thank you for allowing the Taxpayer Advocate Service (TAS) to assist you with a tax matter. As the National Taxpayer Advocate, I lead TAS in helping taxpayers resolve problems with the IRS. By taking a short, voluntary survey, you can let us know what we did well and what we could have done to make your experience with us even better.

**How you can take the survey**

We have hired an independent company, Pacific Consulting Group, and their contractor, Pacific Market Research (PMR), to survey taxpayers or their representatives who recently worked with a TAS employee. We estimate that it will take you less than ten minutes to complete the survey online or by phone.

* **On the Internet.** The survey is available at www.xxxx and can be accessed using survey code XXXXXXX. [Insert any additional instruction needed for accessing/taking the online survey.] [Insert info. on how long the survey will be accessible.]
* **By phone.** If PMR doesn’t receive your online survey within [Insert timeframe - # of days or weeks - as to when PMR will check for the online survey], someone from the company will call you between 9:00 am and 9:00 pm and ask you to take the survey by phone. If you prefer, you can contact PMR directly at the phone number or email address below to schedule a phone survey.

**Privacy**

PMR employees must pass a rigorous security screening and will not share your individual responses or disclose your identity and personal information to anyone, including us. Your information is required to be kept private to the extent allowed by law.

**Verification**

To verify the authenticity of our survey, please visit www.irs.gov and enter the search term “[customer surveys](http://search.irs.gov/web/query.html?col=allirs&charset=utf-8&qp=&qs=-Wct%3A%22Internal+Revenue+Manual%22&qc=&qm=&rf=&oq=&qt=customer+surveys).” The IRS Customer Satisfaction Survey page contains a list of current IRS surveys, and includes a reference to the TAS survey.

**Questions or assistance**

If you have questions or don’t want to be contacted, please call the Survey Help Desk Line at 1-866-960-7897 or send an email to survey@pacificmarketresearch.com.

**Paperwork Reduction Act**

We are required by law to report to you the OMB Control Number for this public information request.  That number is 1545-1432.  If you have any comments about the time estimate for completing the survey or about ways to improve the survey, please write to the Internal Revenue Service, Tax Products Coordinating Committee, SE:W:  CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC  20224.

I am committed to providing the best possible service to every taxpayer and I look forward to hearing about your experience with TAS.

Sincerely,

Nina E. Olson

National Taxpayer Advocate

**Exhibit C-Introduction to Online Survey**

The Taxpayer Advocate Service asked us to conduct a brief survey of taxpayers or their representatives who recently worked with a TAS employee. You are accessing this web site because you received a letter asking you to take this survey from Nina Olson, the National Taxpayer Advocate. The Taxpayer Advocate Service will use this information to improve the assistance provided to customers such as you. Be assured that any data provided to the Taxpayer Advocate Service will be kept completely private to the extent allowed by law. Please enter your survey code [instructions on how to access/take the survey will be provided from the contractor] to begin the survey, which we estimate will take 10 minutes to complete. Thank you for your time. [Note: Contractor will provide precise introductory wording.]

We are required by law to report to you the OMB Control Number for this public information request.  That number is 1545-1432.  If you have any comments about the time estimate for completing the survey or about ways to improve the survey, please write to the Internal Revenue Service, Tax Products Coordinating Committee, SE:W:  CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC  20224.

**Exhibit D– TAS Survey Script (with Pre-Test questions for the first 30 respondents)**

INTRO1.

Hello, this is , calling from Pacific Market Research on behalf 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

 //If the record shows the taxpayer was represented by a POA go to INTRO3, otherwise go to INTRO2//

INTRO2.

The Taxpayer Advocate Service is an independent organization within the IRS which helps taxpayers resolve problems with the IRS. You should recently have received a letter from the Taxpayer Advocate Service asking you to participate in a short survey. Have you worked with the Taxpayer Advocate Service?

 01 Yes //Go to INTRO4//

 02 DO NOT RECALL / NEVER USED SUCH A SERVICE //Thank and Terminate//

 99 REFUSED //Thank and Terminate//

[NOTE: CP1 and CP2 moved to later]

INTRO3.

The Taxpayer Advocate Service is an independent organization within the IRS which helps taxpayers resolve problems with the IRS. You should recently have received a letter from the Taxpayer Advocate Service asking you to participate in a short survey. Have you worked with the Taxpayer Advocate Service?

 01 Yes //Go to INTRO4//

 02 POA asks which taxpayer the survey is in regard to //Go to AUTH//

 03 DO NOT RECALL / NEVER USED SUCH A SERVICE //Thank and Terminate//

 99 REFUSED //Thank and Terminate//

AUTH

//Authentication of the POA is required to verify that the person on the phone is the POA who represented the taxpayer. The POA must successfully provide his CAF (Central Authorization File) number before you can divulge the name of the taxpayer.//

The taxpayer’s name was provided in the survey letter you recently received from the Taxpayer Advocate Service. If you don’t recall the name, I can provide it to you, but only after I verify that I am speaking with the correct authorized third party of the taxpayer. Do you want to give me your CAF # so I can share the taxpayer’s name? Otherwise, we can still conduct the survey based upon any recent experience you have had with the Taxpayer Advocate Service.

//Interviewer will need to check that the number given matches what was in the sample database sent by PCG//

 01 Yes – POA gives CAF # which matches the CAF # on record. //Give Name and Go to

 INTRO4//

 02 Yes – POA gives CAF # which does not match the CAF # on record //If the POA is

 unable to provide the correct CAF # and still wants the taxpayer’s name before

 continuing, ask the POA if he would like to continue this call at a later time, perhaps

 after the POA is able to recheck his records or locate the Taxpayer Advocate letter

 with the taxpayer name. Give POA the option to call back for an interview, schedule

 an interview now, or get a callback at a future date//

 03 No – POA does not have CAF # or does not want to give CAF # but will continue the

 interview. //Go to INTRO4//

 04 No – POA does not have a CAF # or does not want to give CAF # and does not want

 to continue with the interview.

 //Thank and Terminate//

INTRO4.

The Taxpayer Advocate Service has asked us to conduct a brief survey of taxpayers who recently used its services. Your cooperation in answering these questions will help to ensure that taxpayers receive fair, courteous, and timely treatment from the Taxpayer Advocate Service. I want to assure you that Pacific Market Research will keep your answers private to the extent allowed by law. Do you have about ten 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 or if the respondent indicates that we have reached them on a cell phone, continue with CP1, ELSE GO TO INTRO5.//

CP1. I see that we may have reached you on a cell phone. Is that correct?

 01 Yes //Continue to CP2//

 02 No //Confirm number is a land line. GO TO INTRO5//

 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 INTRO5//

 02 No, requested callback at same number //SET APPOINTMENT//

 03 No, requested callback at new number //SET CALLBACK and UPDATE//

 99 REFUSED //TERMINATE//

INTRO5.

This survey will ask you questions only about your most recent experience with the Taxpayer Advocate Service, which from hereon I will refer to as the Taxpayer Advocate. Even though you may have had contacts with other areas of the IRS, please limit your responses to your interactions with the Taxpayer Advocate.

Survey Questions

1. How many times have you used TAS?

* 1
* 2-3
* 4-5
* 6 or more

2. How did you learn about the Taxpayer Advocate Service?

* IRS EMPLOYEE, EITHER IN PERSON OR ON A TOLL-FREE LINE
* REFERRAL FROM A NON-IRS SOURCE, OR EVENT WHERE TAS WAS DISCUSSED OR DESCRIBED TO PARTICIPANTS
* REFERRAL FROM A TAX PRACTITIONER, TAX PROFESSIONAL, TAX SERVICE, TAX PREPARATION CLINIC, OR CONGRESSIONAL SOURCE
* TELEPHONE DIRECTORY LISTINGS
* TAS OR IRS GENERATED MEDIA—LITERATURE, ADVERTISING, NEWS STORY, OR INTERNET
* OFFICIAL IRS PUBLICATION OR FORM, OR OFFICIAL NOTICE OR LETTER SENT BY IRS
* PREVIOUS EXPERIENCE WITH TAS/GENERAL KNOWLEDGE OF TAS AS PROFESSIONAL TAX PRACTITIONER
* NEVER USED THE TAXPAYER ADVOCATE [04] (THANK & TERMINATE; SAVE CASE ID)
* TAS CALLED TAXPAYER - REFERRAL SOURCE UNKNOWN
* OTHER \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* DON’T KNOW/DON’T RECALL
* REFUSED

3. I‘m going to read some general statements about your experience with the Taxpayer Advocate Service and the employee who helped you with your problem. We will refer to this employee as the Advocate. (NOTE: Will work with PCG on precise introductory wording here.) For each statement, please tell me if you were very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied.

**How satisfied are you….?**

1. With your Advocate’s explanation of what he or she would do to help you with your problem?
2. That your Advocate took responsibility for getting your problem solved?
3. With your Advocate’s explanation of the time it would take to work your case?
4. With your Advocate’s updates on the progress of your case?
5. That your Advocate listened to you?
6. That your Advocate did his or her best to solve your problem?
7. That your Advocate stayed with you every step of the way?
8. That your Advocate cared about helping you?
9. With your Advocate’s responsiveness?
10. With your Advocate’s explanation of what caused your problem?
11. That your Advocate was easy to reach?
12. With the length of time it took to work your case?
13. That your Advocate treated you fairly?
14. With your Advocate’s knowledge of your specific issue?
15. With your Advocate’s explanation of the final outcome?

4. Did you receive any correspondence from the Taxpayer Advocate Service? (Yes/No).

5. If yes, how satisfied were you with the helpfulness of the letters you received? Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

6. To what extent did the Taxpayer Advocate Service solve your problem?

* Completely
* Partially
* Not at all

7. If Partially or Not at all, how satisfied are you with your Advocate’s explanation of why the Taxpayer Advocate Service couldn’t solve your problem? Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

8. Thinking only of your interactions with the Taxpayer Advocate Service and not other parts of the IRS, overall how satisfied are you with your Taxpayer Advocate Service experience? Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

9. (ASK if Q8 is dissatisfied) What are the main reasons you are dissatisfied with the Taxpayer Advocate Service? (Note to reviewers: the items below are NOT read to the TP. The interviewer will pick the responses below that best match up with the TP’s response to this question, and if necessary, will write verbatim in the “Other” field.)

* + Employee didn’t keep me informed
	+ Employee didn’t do enough to help me (Gave up)
	+ Employee wasn’t concerned about my issues (Lack of empathy)
	+ Employee wasn’t fair
	+ Took too long to solve my problem
	+ The process was unfair
	+ The laws/rules are unfair
	+ Problem isn’t resolved
	+ Didn’t receive the outcome I wanted (No refund/No adjustment)
	+ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	+ (DK/Don't recall)
	+ (Refused)

10. (ASK if Q8 is satisfied) What are the main reasons you are satisfied with the Taxpayer Advocate Service? **(For phone surveys, the surveyor will select the choice below that best matches the taxpayer’s response and if necessary will write verbatim comments in “Other” field.)**

* + Employee was very helpful
	+ Employee was very informative (Communicative)
	+ Employee was concerned about resolving taxpayer’s issues (Empathy)
	+ Employee followed through very well
	+ Problem was solved in a timely manner
	+ Problem was resolved to taxpayer’s satisfaction
	+ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	+ (DK/Don't recall)
	+ (Refused)

11. How could the Taxpayer Advocate Service improve the service you received?

12. As a result of your experience with the Taxpayer Advocate Service, would you say your impression of the IRS is much more positive, more positive, about the same, more negative, or much more negative?

 5 Much more positive

 4 More positive

 3 About the same

 2 More negative

 1 Much more negative

**Demographics Section** [This section will be asked only to taxpayers, not taxpayer representatives.]

Now I have a few demographic questions for you. You can skip any questions you don’t want to answer in this section.

**13. Which of the following do you have in your household?**

(Check all that apply)

 Personal computer (*e.g.,* desktop or laptop)

 Tablet (*e.g.,* iPad)

 Internet (dial up)

 Internet (broad band or high speed cable)

 Cell phone (pay per minute)

 Cell phone (monthly contract or longer)

 Cell phone with internet (*e.g.,* Smartphone)

 Landline (home telephone)

 Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 None

**14. Which of the following describes the highest level of education that you have attained?**

(Stop when the highest level is reached)

* Less than 9th grade
* 9th grade to 12th grade, no diploma
* High school graduate (or GED)
* Some technical or vocational school
* Technical or vocational school graduate
* Some college, no degree
* Associate Degree
* Bachelor’s Degree
* Some graduate work, no degree
* Master’s Degree
* Post-Master’s Degree

**15. What is your household income?**

 Less than $25,000

 $25,000 but less than $35,000

 $35,000 but less than $50,000

 $50,000 but less than $75,000

 $75,000 but less than $100,000

 $100,000 or more

**16. What is your Age?**

 Under 18

 18-24

 25-34

 35-44

 45-54

 55-64

 65+

**17. What is your gender (sex)?**

**(Note: if over the phone - do not ask, have interviewer mark)**

 Male

 Female

**18. How many people reside in your household?**

 1

 2

 3-4

 5 or more

**19. How would you define your marital or domestic status? (For phone surveys, the surveyor will select the choice below that best matches the taxpayer’s response.)**

Married

Divorced

Separated

Widowed

Domestic Partnership

Single

Other

**20. What is the primary language spoken in your household?**

**(Check one only)**

 English

 Spanish

 Chinese

 French

 Tagalog

 Vietnamese

 Korean

 Other

**END**

[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, SE:W: CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC  20224.

Those are all of the questions I have. On behalf of the Taxpayer Advocate Service and Pacific Market Research I would like to thank you for your time.

Q27. INTERVIEWER: IN WHAT LANGUAGE WAS THIS SURVEY CONDUCTED?

1. ENGLISH
2. SPANISH

Pre-testing questions (first 30 respondents)

1. What does the phrase “length of time to work your case” mean to you?
2. What does the phrase “stayed with you every step of the way” mean to you?
3. Was there anything in this survey that was difficult for you to answer?
4. Was there anything in this survey that was confusing to you?

**Exhibit E– TAS Survey Script (no Pre-Test questions)**

INTRO1.

Hello, this is , calling from Pacific Market Research on behalf 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

 //If the record shows the taxpayer was represented by a POA go to INTRO3, otherwise go to INTRO2//

INTRO2.

The Taxpayer Advocate Service is an independent organization within the IRS which helps taxpayers resolve problems with the IRS. You should recently have received a letter from the Taxpayer Advocate Service asking you to participate in a short survey. Have you worked with the Taxpayer Advocate Service?

 01 Yes //Go to INTRO4//

 02 DO NOT RECALL / NEVER USED SUCH A SERVICE //Thank and Terminate//

 99 REFUSED //Thank and Terminate//

[NOTE: CP1 and CP2 moved to later]

INTRO3.

The Taxpayer Advocate Service is an independent organization within the IRS which helps taxpayers resolve problems with the IRS. You should recently have received a letter from the Taxpayer Advocate Service asking you to participate in a short survey. Have you worked with the Taxpayer Advocate Service?

 01 Yes //Go to INTRO4//

 02 POA asks which taxpayer the survey is in regard to //Go to AUTH//

 03 DO NOT RECALL / NEVER USED SUCH A SERVICE //Thank and Terminate//

 99 REFUSED //Thank and Terminate//

AUTH

//Authentication of the POA is required to verify that the person on the phone is the POA who represented the taxpayer. The POA must successfully provide his CAF (Central Authorization File) number before you can divulge the name of the taxpayer.//

The taxpayer’s name was provided in the survey letter you recently received from the Taxpayer Advocate Service. If you don’t recall the name, I can provide it to you, but only after I verify that I am speaking with the correct authorized third party of the taxpayer. Do you want to give me your CAF # so I can share the taxpayer’s name? Otherwise, we can still conduct the survey based upon any recent experience you have had with the Taxpayer Advocate Service.

//Interviewer will need to check that the number given matches what was in the sample database sent by PCG//

 01 Yes – POA gives CAF # which matches the CAF # on record. //Give Name and Go to

 INTRO4//

 02 Yes – POA gives CAF # which does not match the CAF # on record //If the POA is

 unable to provide the correct CAF # and still wants the taxpayer’s name before

 continuing, ask the POA if he would like to continue this call at a later time, perhaps

 after the POA is able to recheck his records or locate the Taxpayer Advocate letter

 with the taxpayer name. Give POA the option to call back for an interview, schedule

 an interview now, or get a callback at a future date//

 03 No – POA does not have CAF # or does not want to give CAF # but will continue the

 interview. //Go to INTRO4//

 04 No – POA does not have a CAF # or does not want to give CAF # and does not want

 to continue with the interview.

 //Thank and Terminate//

INTRO4.

The Taxpayer Advocate Service has asked us to conduct a brief survey of taxpayers who recently used its services. Your cooperation in answering these questions will help to ensure that taxpayers receive fair, courteous, and timely treatment from the Taxpayer Advocate Service. I want to assure you that Pacific Market Research will keep your answers private to the extent allowed by law. Do you have about ten 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 or if the respondent indicates that we have reached them on a cell phone, continue with CP1, ELSE GO TO INTRO5.//

CP1. I see that we may have reached you on a cell phone. Is that correct?

 01 Yes //Continue to CP2//

 02 No //Confirm number is a land line. GO TO INTRO5//

 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 INTRO5//

 02 No, requested callback at same number //SET APPOINTMENT//

 03 No, requested callback at new number //SET CALLBACK and UPDATE//

 99 REFUSED //TERMINATE//

INTRO5.

This survey will ask you questions only about your most recent experience with the Taxpayer Advocate Service, which from hereon I will refer to as the Taxpayer Advocate. Even though you may have had contacts with other areas of the IRS, please limit your responses to your interactions with the Taxpayer Advocate.

Survey Questions

1. How many times have you used TAS?

* 1
* 2-3
* 4-5
* 6 or more

2. How did you learn about the Taxpayer Advocate Service?

* IRS EMPLOYEE, EITHER IN PERSON OR ON A TOLL-FREE LINE
* REFERRAL FROM A NON-IRS SOURCE, OR EVENT WHERE TAS WAS DISCUSSED OR DESCRIBED TO PARTICIPANTS
* REFERRAL FROM A TAX PRACTITIONER, TAX PROFESSIONAL, TAX SERVICE, TAX PREPARATION CLINIC, OR CONGRESSIONAL SOURCE
* TELEPHONE DIRECTORY LISTINGS
* TAS OR IRS GENERATED MEDIA—LITERATURE, ADVERTISING, NEWS STORY, OR INTERNET
* OFFICIAL IRS PUBLICATION OR FORM, OR OFFICIAL NOTICE OR LETTER SENT BY IRS
* PREVIOUS EXPERIENCE WITH TAS/GENERAL KNOWLEDGE OF TAS AS PROFESSIONAL TAX PRACTITIONER
* NEVER USED THE TAXPAYER ADVOCATE [04] (THANK & TERMINATE; SAVE CASE ID)
* TAS CALLED TAXPAYER - REFERRAL SOURCE UNKNOWN
* OTHER \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* DON’T KNOW/DON’T RECALL
* REFUSED

3. I‘m going to read some general statements about your experience with the Taxpayer Advocate Service and the employee who helped you with your problem. We will refer to this employee as the Advocate. (NOTE: Will work with PCG on precise introductory wording here.) For each statement, please tell me if you were very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied.

**How satisfied are you….?**

1. With your Advocate’s explanation of what he or she would do to help you with your problem?

b. That your Advocate took responsibility for getting your problem solved?

1. With your Advocate’s explanation of the time it would take to work your case?
2. With your Advocate’s updates on the progress of your case?
3. That your Advocate listened to you?
4. That your Advocate did his or her best to solve your problem?
5. That your Advocate stayed with you every step of the way?
6. That your Advocate cared about helping you?
7. With your Advocate’s responsiveness?
8. With your Advocate’s explanation of what caused your problem?
9. That your Advocate was easy to reach?
10. With the length of time it took to work your case?
11. That your Advocate treated you fairly?
12. With your Advocate’s knowledge of your specific issue?
13. With your Advocate’s explanation of the final outcome?

4. Did you receive any correspondence from the Taxpayer Advocate Service? (Yes/No).

5. If yes, how satisfied were you with the helpfulness of the letters you received? Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

6. To what extent did the Taxpayer Advocate Service solve your problem?

* Completely
* Partially
* Not at all

7. If Partially or Not at all, how satisfied are you with your Advocate’s explanation of why the Taxpayer Advocate Service couldn’t solve your problem? Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

8. Thinking only of your interactions with the Taxpayer Advocate Service and not other parts of the IRS, overall how satisfied are you with your Taxpayer Advocate Service experience? Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

9. (ASK if Q8 is dissatisfied) What are the main reasons you are dissatisfied with the Taxpayer Advocate Service? (Note to reviewers: the items below are NOT read to the TP. The interviewer will pick the responses below that best match up with the TP’s response to this question, and if necessary, will write verbatim in the “Other” field.)

* + Employee didn’t keep me informed
	+ Employee didn’t do enough to help me (Gave up)
	+ Employee wasn’t concerned about my issues (Lack of empathy)
	+ Employee wasn’t fair
	+ Took too long to solve my problem
	+ The process was unfair
	+ The laws/rules are unfair
	+ Problem isn’t resolved
	+ Didn’t receive the outcome I wanted (No refund/No adjustment)
	+ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	+ (DK/Don't recall)
	+ (Refused)

10. (ASK if Q8 is satisfied) What are the main reasons you are satisfied with the Taxpayer Advocate Service? **(For phone surveys, the surveyor will select the choice below that best matches the taxpayer’s response and if necessary will write verbatim comments in “Other” field.)**

* + Employee was very helpful
	+ Employee was very informative (Communicative)
	+ Employee was concerned about resolving taxpayer’s issues (Empathy)
	+ Employee followed through very well
	+ Problem was solved in a timely manner
	+ Problem was resolved to taxpayer’s satisfaction
	+ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	+ (DK/Don't recall)
	+ (Refused)

11. How could the Taxpayer Advocate Service improve the service you received?

12. As a result of your experience with the Taxpayer Advocate Service, would you say your impression of the IRS is much more positive, more positive, about the same, more negative, or much more negative?

 5 Much more positive

 4 More positive

 3 About the same

 2 More negative

 1 Much more negative

**Demographics Section** [This section will be asked only to taxpayers, not taxpayer representatives.]

Now I have a few demographic questions for you. You can skip any questions you don’t want to answer in this section.

**13. Which of the following do you have in your household?**

(Check all that apply)

 Personal computer (*e.g.,* desktop or laptop)

 Tablet (*e.g.,* iPad)

 Internet (dial up)

 Internet (broad band or high speed cable)

 Cell phone (pay per minute)

 Cell phone (monthly contract or longer)

 Cell phone with internet (*e.g.,* Smartphone)

 Landline (home telephone)

 Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 None

**14. Which of the following describes the highest level of education that you have attained?**

(Stop when the highest level is reached)

* Less than 9th grade
* 9th grade to 12th grade, no diploma
* High school graduate (or GED)
* Some technical or vocational school
* Technical or vocational school graduate
* Some college, no degree
* Associate Degree
* Bachelor’s Degree
* Some graduate work, no degree
* Master’s Degree
* Post-Master’s Degree

**15. What is your household income?**

 Less than $25,000

 $25,000 but less than $35,000

 $35,000 but less than $50,000

 $50,000 but less than $75,000

 $75,000 but less than $100,000

 $100,000 or more

**16. What is your Age?**

 Under 18

 18-24

 25-34

 35-44

 45-54

 55-64

 65+

**17. What is your gender (sex)?**

**(Note: if over the phone - do not ask, have interviewer mark)**

 Male

 Female

**18. How many people reside in your household?**

 1

 2

 3-4

 5 or more

**19. How would you define your marital or domestic status? (For phone surveys, the surveyor will select the choice below that best matches the taxpayer’s response.)**

Married

Divorced

Separated

Widowed

Domestic Partnership

Single

Other

**20. What is the primary language spoken in your household?**

**(Check one only)**

 English

 Spanish

 Chinese

 French

 Tagalog

 Vietnamese

 Korean

 Other

**END**

[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, SE:W: CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC  20224.

Those are all of the questions I have. On behalf of the Taxpayer Advocate Service and Pacific Market Research I would like to thank you for your time.

Q27. INTERVIEWER: IN WHAT LANGUAGE WAS THIS SURVEY CONDUCTED?

1. ENGLISH
2. SPANISH