

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

**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).

<b>FY 2011 COUNT OF CASES SUBJECT TO CUSTOMER SATISFACTION SURVEY</b>		
	<b>Expected 2012</b>	
<b>BY OFFICE</b>	<b>Closure</b>	<b>Target</b>
	<b>Count</b>	<b>Sample</b>
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

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

<b>FY 2011 COUNT OF CASES SUBJECT TO CUSTOMER SATISFACTION SURVEY</b>		
	<b>Expected 2012</b>	
<b>BY OFFICE</b>	<b>Closure</b>	<b>Target</b>
	<b>Count</b>	<b>Sample</b>
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

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

<b>FY 2011 COUNT OF CASES SUBJECT TO CUSTOMER SATISFACTION SURVEY</b>		
	<b>Expected 2012</b>	
<b>BY OFFICE</b>	<b>Closure</b>	<b>Target</b>
	<b>Count</b>	<b>Sample</b>
LOS ANGELES	4,551	233
HONOLULU	736	184
	<b>279,476</b>	<b>15,753</b>

# Attachment

## OMB Application for Taxpayer Advocate Service

### 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](http://www.xxxx) and can be accessed using survey code XXXXXXXX. [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](http://www.irs.gov) and enter the search term "[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](mailto: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

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

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.

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

**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.

## Attachment

### OMB Application for 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//

## Attachment

### OMB Application for Taxpayer Advocate Service

#### 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



## Attachment

### OMB Application for Taxpayer Advocate Service

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....?

- a. 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?
  - c. With your Advocate's explanation of the time it would take to work your case?
  - d. With your Advocate's updates on the progress of your case?
  - e. That your Advocate listened to you?
  - f. That your Advocate did his or her best to solve your problem?
  - g. That your Advocate stayed with you every step of the way?
  - h. That your Advocate cared about helping you?
  - i. With your Advocate's responsiveness?
  - j. With your Advocate's explanation of what caused your problem?
  - k. That your Advocate was easy to reach?
  - l. With the length of time it took to work your case?
  - m. That your Advocate treated you fairly?
  - n. With your Advocate's knowledge of your specific issue?
  - o. 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?

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

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?

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

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

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

**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

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

**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?

# Attachment

## OMB Application for Taxpayer Advocate Service

### 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.

## Attachment

### OMB Application for 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//

## Attachment

### OMB Application for Taxpayer Advocate Service

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



## Attachment

### OMB Application for Taxpayer Advocate Service

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....?

- a. 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?
  - p. With your Advocate's explanation of the time it would take to work your case?
  - q. With your Advocate's updates on the progress of your case?
  - r. That your Advocate listened to you?
  - s. That your Advocate did his or her best to solve your problem?
  - t. That your Advocate stayed with you every step of the way?
  - u. That your Advocate cared about helping you?
  - v. With your Advocate's responsiveness?
  - w. With your Advocate's explanation of what caused your problem?
  - x. That your Advocate was easy to reach?
  - y. With the length of time it took to work your case?
  - z. That your Advocate treated you fairly?
  - aa. With your Advocate's knowledge of your specific issue?
  - bb. 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?

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

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?

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

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?**

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

- 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

**Attachment**  
**OMB Application for Taxpayer Advocate Service**

**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?

- b. ENGLISH
- c. SPANISH