

**Attachment to Supporting Statement
Approval Request to Conduct Customer Satisfaction Research
FY 2014 Taxpayer Advocate Service Customer Satisfaction Survey**

EXHIBITS

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Exhibit A.

Taxpayer Advocate Customer Satisfaction Survey Instrument

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 respondent is 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 used the Taxpayer Advocate's services?

- 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 used the Taxpayer Advocate's services?

- 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//

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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 ten minute survey of taxpayers or tax professionals who recently used its services. Your cooperation in answering these questions will help to ensure that taxpayers or tax professionals 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. (INTERVIEWER: Enter 01 and Continue here without asking question)

- 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//

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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. Even though you may have had contacts with other areas of the IRS, please limit your responses to your interactions with the Taxpayer Advocate Service.

Survey Questions

1. How many times have you used the Taxpayer Advocate Service? [READ]

1	1
2	2 to 3
3	4 to 5
4	6 or more
98	(DK/Don't recall)
99	(Refused)

2. How did you learn about the Taxpayer Advocate Service? (Allow up to three responses) [DO NOT READ]

01	IRS employee, either in person or by phone
02	Referral from a tax practitioner, tax professional, tax service, or tax preparation clinic
10	Referral from a congressional source
03	TAS or IRS generated media—literature, advertising, news story, or internet
04	Referral from a non-IRS source or event where TAS was discussed or described to participants
05	Previous experience with TAS/general knowledge of TAS as professional tax practitioner
06	Official IRS publication or form, or official notice or letter sent by IRS
07	Telephone directory
08	TAS called taxpayer—referral source unknown
09	Never used the Taxpayer Advocate Service(THANK & TERMINATE; SAVE CASE ID)
66	OTHER 1 _____
67	OTHER 2 _____
68	OTHER 3 _____
97	NO MORE
98	DON'T KNOW/DON'T RECALL
99	REFUSED

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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. For each statement, please tell me if you were 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

- 96 (Not applicable)
- 98 (DK/Don't recall)
- 99 (Refused)

How satisfied are you....? [READ a-o]

- 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? [INTERVIEWER INSTRUCTION: if respondent says "case was not resolved/not closed", then enter 96, "Not Applicable"]

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4. Did you receive any letters from the Taxpayer Advocate Service?

- 01 Yes
- 02 No

- 98 (DK/Don't recall)
- 99 (Refused)

[IF Q4=1]

5. How satisfied are you with the helpfulness of the letters you received? 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

- 96 (Not applicable)
- 98 (DK/Don't recall)
- 99 (Refused)

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

- 01 Completely
- 02 Partially
- 03 Not at all
- 04 [DO NOT READ] Case is still open

- 98 (DK/Don't recall)
- 99 (Refused)

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[IF Q6=2 or 3]

7. 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?

- 5 Very satisfied
- 4 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 2 Somewhat dissatisfied
- 1 Very dissatisfied

- 96 (Not applicable)
- 98 (DK/Don't recall)
- 99 (Refused)

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?

- 5 Very satisfied
- 4 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 2 Somewhat dissatisfied
- 1 Very dissatisfied

- 96 (Not applicable)
- 98 (DK/Don't recall)
- 99 (Refused)

9. (ASK if Q8 is dissatisfied=1 or 2) What are the main reasons you are dissatisfied with the Taxpayer Advocate Service? [DO NOT READ] (multiple responses allowed)

- 01 Employee didn't do enough to help me (Gave up)
- 02 Employee did not keep me informed
- 03 Problem isn't resolved
- 04 Employee was not concerned about my issues (Lack of empathy)
- 05 Took too long to solve my problem
- 06 Didn't receive the outcome I wanted (No refund/No adjustment)
- 07 The process was unfair
- 08 The laws/rules are unfair
- 09 Employee was not fair

- 96 Other _____
- 98 (DK/Don't recall)
- 99 (Refused)

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10. (ASK if Q8 is satisfied=4 or 5) What are the main reasons you are satisfied with the Taxpayer Advocate Service? [DO NOT READ] (multiple responses allowed)

- 01 Problem was resolved to my satisfaction
- 02 Problem was resolved in a timely manner
- 03 Employee was very informative (Communicative)
- 04 Employee was very helpful
- 05 Employee was concerned about resolving my issues (Empathy)
- 06 Employee followed through very well

- 96 Other _____
- 98 (DK/Don't recall)
- 99 (Refused)

11. How could the Taxpayer Advocate Service improve the service you received? Anything else? (Open-ended)

- 01 ENTER RESPONSE //TEXT BOX RANGE 250//
- 02 NO SUGGESTION

- 98 (DK/Don't recall)
- 99 (Refused)

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

- 98 (DK/Don't recall)
- 99 (Refused)

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Demographics Section

[Programmer: This section will be asked only to taxpayers, not taxpayer representatives/POAs or businesses (determined in sample sent). If record shows respondent is a taxpayer representative/POA or business, skip to Q21]

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? [READ] (Multiple responses allowed)

- 01 Personal computer (such as desktop, laptop, or tablet)
- 02 Access to the Internet
- 03 Cell phone
- 04 Landline home telephone

- 96 Other _____
- 97 None
- 99 Refused

14. Which of the following describes the highest level of education that you have attained? [READ ALL]

- 01 Less than high school diploma
- 02 High school graduate (or GED)
- 03 Technical or vocational school graduate
- 04 College Degree
- 05 Graduate Degree

- 99 Refused

15. What is your household income? You can stop me when I reach your category. [READ]

- 1 Less than \$25,000
- 2 \$25,000 but less than \$35,000
- 3 \$35,000 but less than \$50,000
- 4 \$50,000 but less than \$75,000
- 5 \$75,000 but less than \$100,000
- 6 \$100,000 or more

- 99 Refused

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16. What is your age? You can stop me when I reach your category. [READ]

- 1 Under 18
- 2 18-24
- 3 25-34
- 4 35-44
- 5 45-54
- 6 55-64
- 7 65+

- 99 Refused

17. Interviewer Record: What is your gender?
(Do not read unless interviewer is unsure, have interviewer mark)

- 1 Male
- 2 Female

- 99 Refused

18. How many people reside in your household? [DO NOT READ]

- 1 1
- 2 2
- 3 3 to 4
- 4 5 or more

- 99 Refused

19. How would you define your marital or domestic status? [DO NOT READ]. (Select the choice below that best matches the taxpayer's response.)

- 1 Married
- 2 Divorced
- 3 Separated
- 4 Widowed
- 5 Domestic Partnership
- 6 Single

- 96 Other _____
- 99 Refused

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20. What is the primary language spoken in your household?
[DO NOT READ] (Single response)

- 1 English
- 2 Spanish
- 3 Chinese
- 4 French
- 5 Tagalog
- 6 Vietnamese
- 7 Korean

- 96 Other _____
- 99 Refused

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?

- 01 ENGLISH
- 02 SPANISH

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Exhibit B – Pre-notification letter
{TAS Logo}

John Doe
123 Main Street
Anytown, CT 66666

Date: XXXXXXX

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 survey, 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.¹

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.

- **Online.** The survey is available at www.xxxx and can be accessed using survey code XXXXXXX.
- **By phone.** If PMR doesn't receive your online survey within a week, 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.

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.

Verification

To verify the authenticity of our survey, please visit 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.

Privacy Act Notice

The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Our authority for requesting the information are 5 USC and 26 USC 7801. Providing information is voluntary. However, if you do not answer all or part of the survey questions, the IRS and TAS may lack information it could use improve taxpayer service. The information you provide may be disclosed to an IRS contractor when authorized by law. The contractor is required to follow confidentiality protections required by the Privacy Act and/or Internal Revenue Code section 6103.

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

¹Paperwork Reduction Act. We are required by law to report to you the OMB Control Number for this public information request. That number is 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.

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Exhibit C – Sampling Plan

Our contractor, PCG has computed the “Target Sample” based on 95% confidence level with a +/- 5% error rate for FY 2013. Their calculations include factors for proportions (based on historical data) and duplicates (taxpayer who have more than one case with TAS).

Office Name	Projected FY 2013 Universe	FY2013 Target Sample of Respondents
Augusta	474	162
Portsmouth	530	168
Burlington	426	156
Boston	1953	218
Providence	420	155
Hartford	2134	221
ATSC	13179	241
ANSC	6807	237
KCSC	8857	239
Brooklyn	2333	223
Manhattan	1967	219
Albany	889	193
Buffalo	4424	233
CSC	5343	235
AUSC	9475	240
BSC	13492	241
Springfield NJ	2707	225
Philadelphia	1903	218
Pittsburgh	1254	206
PSC	9620	240
OSC	7916	238
Cincinnati	2993	227
Laguna Niguel	4709	234
Cleveland	2784	226
Indianapolis	5837	236
Chicago	2007	219
Springfield IL	1071	200
Detroit	3844	231
Milwaukee	1434	210
St Paul	1197	204
Des Moines	666	180
St Louis	4272	233
Fargo	530	168
Aberdeen	510	166
Omaha	819	189
Wichita	642	178

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Office Name	Projected FY 2013 Universe	FY2013 Target Sample of Respondents
MSC	7095	238
Newark DE	455	160
Baltimore	4397	233
DC LTA	482	163
Richmond	3949	232
Parkersburg	1013	198
Greensboro	2818	226
Columbia	2279	222
Atlanta	4895	234
Jacksonville	5506	235
Louisville	922	194
Nashville	3884	231
Birmingham	1924	218
Jackson	1819	217
Ft Lauderdale	5085	235
Puerto Rico	4772	234
Sacramento, CA	1727	215
Little Rock	1018	198
New Orleans	2696	225
Oklahoma City	1770	216
Austin	2048	220
Dallas	8530	239
Houston	5081	235
Helena	626	177
Boise	502	165
Cheyenne	296	135
Denver	4438	233
Albuquerque	944	195
Phoenix	2734	226
Salt Lake City	1024	198
Las Vegas	1620	214
FSC	15195	242
Seattle	5095	235
Anchorage	1930	218
Portland	2734	226
Oakland	3338	229
Los Angeles	4193	232
Honolulu	969	196
Total	249,221	15,748

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Exhibit D-Introduction to Online Survey

Welcome to the Taxpayer Advocate Service Customer Survey!

The Taxpayer Advocate Service—an independent organization within the IRS that helps taxpayers resolve problems with the IRS—asked Pacific Consulting Group (PCG) to conduct a brief survey of taxpayers or their representatives 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. Pacific Consulting Group will keep your answers private to the extent allowed by law.

This survey should take about 10 minutes. If you exit before clicking on the final Submit button, your responses will not be saved.

You are accessing this web site because you received a letter asking you to take this survey from Nina Olson, the National Taxpayer Advocate.