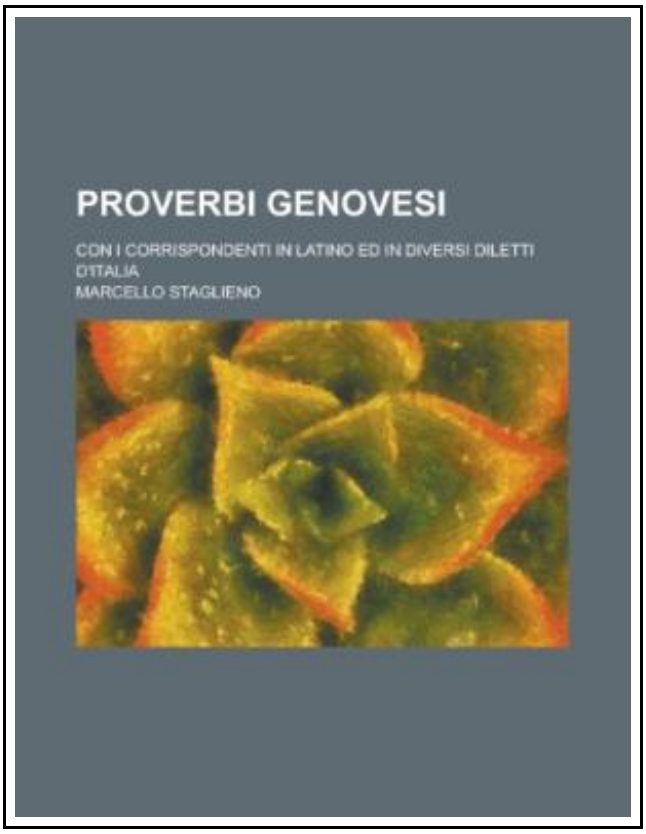
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RareBooksClub. Paperback. Book Condition: New. This item is printed on demand. Paperback. 58 pages. Original publisher: Washington, D. C. : U. S. General Accounting Office, 2000 OCLC Number: (OCoLC)55689692 Subject: Tax administration and procedure -- United States. Excerpt: . . . Table 3: IRS Customer Service Performance Goals and Related Accomplishments for the 1999 and 2000 Filing Seasons a a 1999 2000 Indicator Goal Accomplishment Goal Accomplishment b Level of service provided by Baseline year Provided 54 level of Provide 58 level of Provided 63 level of toll-free taxpayer service service service service telephone system Tax law accuracy rate for Answer 85 of Answered 73. 8 Answer 80 of Answered 71. 9 c taxpayer inquiries (toll-free) taxpayers questions accurately taxpayers questions accurately accurately accurately Accuracy with which forms Process 96. 5 Processed 97 Process 96. 5 Processed 98 distribution centers process accurately accurately accurately accurately taxpayer orders b d Customer satisfaction with Baseline year Average overall Not applicable Average overall e toll-free telephone service satisfaction of 3. 55 on a satisfaction of 3. 50 on a 4-point scale (as of 3 99) 4-point scale (as of 3 00) b Customer satisfaction with Baseline year Average overall Average overall Average overall f walk-in service satisfaction of 6. 44 on a satisfaction of 6. 5 on satisfaction of 6. 48 on a 7-point scale (as of 3 99) 7-point scale (as of 3 00) a 7-point scale Note: Similar tables in our reports on past filing seasons included an indicator that is not included in this years table. In this table, we dropped level of access to taxpayer service telephone system because IRS has adopted level of service as its key performance measure and has discontinued use of the level of access...

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