

APPENDIX A - Office of Management and Budget (1545-1432)

INTERNAL REVENUE SERVICE, STATISTICS OF INCOME
Clearance to Conduct Customer Satisfaction Research
 Listing of Projects Submitted for Approval (2006 - 2009)

*Ongoing		**Cancelled	Estimated	Actual	Estimated	Actual		Response
Submission #		Subject of Study	Cost	Cost	Burden	Burden	Difference	Rate (%)
18	2006	e-Services Survey	\$110,618	\$110,618	418	474	-56	59%
19		LMSB CAP Survey	\$46,000	\$46,000	5	5	0	73%
20		Practitioner Survey	\$77,160	\$77,160	555	397	158	37%
21		Toll Free Survey	\$113,560	\$113,560	5270	2810	2460	36%
22		ACS Survey	\$89,689	\$89,689	867	568	299	41%
23		Field Survey	\$222,107	\$246,626	7050	11575	-4525	8%
24		Innocent Spouse	\$90,000	\$79,689	223	302	-79	32%
25		CSCO Survey	\$90,000	\$93,656	211	385	-174	21%
26		CC Exam Survey	\$79,421	\$77,176	212	439	-227	21%
27		Adjustments Survey	\$114,975	\$107,336	407	621	-214	26%
28		Estate/Gift Survey	\$126,680	\$126,680	475	318	157	32%
29		AUR Survey	\$89,000	\$90,019	222	124	98	30%
30		SPEC Survey	\$199,415	\$199,455	572	590	-18	55%
31	2007	CSCO Survey	\$67,391	\$99,319	211	309	-98	20%
32		Collection Survey	\$116,150	\$168,613	309	591	-282	18%
33		CC Exam Survey	\$76,435	\$104,250	211	355	-144	25%
34		AUR Survey	\$81,690	\$104,868	198	302	-104	28%
35		ACS Survey	\$87,138	\$118,391	1214	598	616	43%
36		Exam Survey	\$112,000	\$139,485	414	385	29	33%
37	*	Understanding Taxes Web Survey	\$118,000		1883		1883	2%
38		IVR Website Help	\$4,876	\$4,876	80	126	-46	10%

		Desk Study						
39		Collection Improvement Survey	\$13,000	\$13,000	96	129	-33	60%
40		ACS Survey	\$92,003	\$89,689	208	495	-287	39%
41		C&I 2007 Tax Forum Focus Group/Survey	\$44,945	\$44,945	451	331	120	53%
42		Implementation Plan Survey	\$8,575	\$818	458	46	412	26%
43		Compliance Check Survey	\$0	\$0	48	2	46	13%
44	**	Educational Letters	\$0	\$0	36	0	36	0%
45		2008 Field Assistant Survey Card	\$221,071	\$224,252	9400	11308	-1908	7%
46		Industry Case Customer Survey	\$260,000	\$240,000	250	366	-116	67%
47	*	GE Exam	\$170,000		134		134	50%
48	*	AUR Focus Group	\$8,653		40		40	30%
49	*	Adjustments Focus Group	\$8,653		50		50	30%
50	*	CC Exam Focus Group	\$8,653	63709	40	396	-356	26%
51	*	CSCO Focus Group	\$11,902	95320	40	259	-219	30%
52	*	ICAS Survey	\$0		10743		10743	30%
53	*	e-Help Desk	\$102,714		924		924	60%
54		2008 SIS Survey	\$0	\$0	27	17	10	40%

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*Ongoing	**Cancelled		Cost	Cost	Burden	Burden	Difference	Rate
Submission #	Subject of Study							
55		Appeals Study	\$78,532	\$78,532	125	163	-38	34%
56		2007 Tax Professional Study	\$273,420	\$253,938	1980	838	1142	38%
57		ACS Study	\$102,000	\$104,352	264	139	125	19%
58		PPS Study	\$115,000	\$88,940	555	373	182	37%
59	*	CSCO Study	\$135,000	\$95,320	177	259	-82	30%

60	*	AUR Study	\$95,000		141		141	60%
61		Toll Free Survey	\$115,773	\$115,773	5070	5070	0	36%
62	*	Innocent Spouse	\$8,100		223		223	60%
63	*	CC Exam	\$78,443		212		212	60%
64	*	Adjustments	\$108,995		408		408	60%
65		TAS FY08 CS Survey	\$769,841	\$529,497	2500	2572	-72	36%
66	*	EP/EO CS Survey	\$275,000		1812		1812	50%
67	*	Estate/Gift Survey	\$80,832		52		52	60%
68		TE/GE Toll Free Survey	\$62,557	\$62,557	52	52	0	50%
69	*	International Customer Survey	\$163,278		600		600	60%
70	*	SBSE Field Exam Study	\$80,832		426		426	60%
71	*	Web-based Training 2008-2009	\$511,400		417		417	30%
72		W&I Tax Professional Survey	\$163,278	\$163,278	1167	1032	135	33%
73	*	OIC 2008 SB/SE Survey	\$88,000		300		300	50%
74		NPF Feedback Survey	\$13,420	0	750	248	502	27%
75	*	Excise Tax Survey	\$85,775		215		215	60%
76	*	Employment Tax Survey	\$85,775		177		177	60%
77		Customer Base Survey	\$353,536	359,714	2758	1150	1608	29%
78		Form 994 Program	\$6,728	\$7,000	623	717	-94	50%
	2008							
79	*	AUR Study	\$85,432		198		198	60%
80		Spec National Partner Study	\$199,212	\$205,033	842	842	0	79%
81		(Transferred to Cognitive SOI-281)						
82	*	CSCO Study	\$76,215		211		211	60%
83	*	ACS Study	\$87,511		910		910	60%
84	*	Field Collection Study	\$107,530		308		308	60%
85	*	CCE Study	\$80,323		211		211	60%
86	*	Private Debt Collection	\$128,366		584		584	45%
87		C&L Customer Survey	\$35,470	\$190	451	200	251	45%

88		CAP 2009 Web Survey	\$46,000	\$46,000	13	7	6	65%
89		Implementation Plan Survey	\$8,563	\$8,563	58	58	0	29%
90	*	Retirement Plan Workshop Survey	\$0		35		35	95%

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Submission #	Subject of Study	Cost	Cost	Burden	Burden	Difference	Rate

91	*	COLDS FAQ IRS.gov Study	\$258		388		388	1%
92	*	LMSB 2008 Customer Survey	\$365,808		250		250	60%
93		IRS.gov Survey	\$4,876	\$2,500	80	222	-142	60%
94		Understanding Taxpayer Needs Online/Mail Survey	\$67,125	67,125	1390	2000	1390	59%
95		Appeals Customer Survey	\$278,000	\$157,658	138	337	199	34%
96		TAS 2008 Customer Survey-PRA Update Burden	\$629,785	\$611,889	3025	2497	528	32%
97	*	W&I 2008 Toll-Free Study	\$71,185		339		339	68%
98	*	2009 e-help Telephone Survey	\$116,757		853		853	60%
99	*	TEGE Toll-Free Option 2	\$63,066		52		52	60%
100	*	Spec Local/National Partner Option 2 Study	\$211,376		842		842	60%
101	*	Injured Spouse Survey Study	\$112,202		622		622	60%
102		SB/SE Tax Professional Survey	\$350,766	350766	669	864	-195	35%
103	*	NRP Customer Satisfaction Survey	\$8,465		667		667	60%
104		GLD Customer Satisfaction Survey	\$57,881	0	27	35	-8	55%
105		ID Theft Survey	\$500	732	31	27	4	37%
106		Educational Letters Survey	\$0	\$0	19		19	15%
107		Compliance Check Survey	\$0	\$0	7		7	15%
108	*	National Phone Forums	\$28,329		827		827	50%

109	*	ACS Survey	\$101,692		867		867	60%
110	*	ACS Support Survey	\$104,352		110		110	60%
111	*	CSCO Survey	\$13,286		278		278	60%
112	*	AUR Survey	\$93,104		141		141	60%
113	*	Media & Pub Survey	\$130,000		1787		1787	60%
114	*	Practitioner Priority Survey	\$88,940		555		555	60%
115	*	e-Service Survey	\$89,529		519		519	59%
116	*	Cash Economy Web Survey	\$150,000		333		333	2%
117		2009 SIS Survey	\$0	\$0	25		25	40%
118	*	SB/SE Employment Base Survey	\$366,791		928		928	60%
119		TACT Phase I Notice Web Survey	\$13,700	15605	400	473	-73	70%
120	*	AUR OMB 2009	\$112,404		198		198	60%
121	*	ACS OMB 2009	\$90,237		910		910	60%
122	*	CCE OMB 2009	\$107,423		211		211	60%
123	*	CSCO OMB 2009	\$103,498		211		211	60%
124	*	SBSE Field Collection Study	\$134,666		308		308	60%
125	*	SPEC Partner 2009 Study	\$211,376		779		779	85%

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*Ongoing Submission # Study	**Cancelled Subject of Study	Estim ated Cost	Actual Cost	Estim ated Burde n	Actu al Burd en	Differ ence	Respon se Rate
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126	*	Excise Survey SBSE	\$131,268		177		177	60%
127	*	Employment Survey SBSE	\$112,059		215		215	60%
128	*	Advancing E-File Phase II	\$158,532		783		783	60%
129	*	CC Exam 2009	\$124,426		212		212	60%

130	*	Innocent Spouse	\$82,510		223		223	60%
131	*	Centralized Liens Study	\$95,000		147		147	60%
132	*	Adjustments Study	\$111,115		408		408	60%
133	*	LITC Client Study	\$0		604		604	50%
134	2009	Advancing E-File Preparer Study	\$149,319		593		593	55%
135	*	Form 2290 E-File Survey	\$74,404		227		227	55%
136	*	1120/1130S CS Survey	\$139,227		440		440	57%
137	*	SBSE Estate/Gift Survey	\$102,337		475		475	60%
138	*	Corporate Compliance Survey	\$175,785		150		150	60%
139	*	Communication & Liaison Post Tax Forum Survey	\$35,470		451		451	53%
140	*	Needs of International Customers Survey	\$6,025		10		10	10%
141	*	Centralized Liens Study	\$89,000		80		80	50%
142	*	Advancing E-File Phase II Conjoint	\$234,000		1070		1070	70%
143		Field Exam 2009	\$90,608		468		468	60%
144	*	MP External Customer Survey	\$130,058		937		937	35%
145	*	OIC 2009 Survey	\$104,234		200		200	50%
146	*	Taxpayer Resources & Services Benchmark	\$135,000		2570		2570	35%
147	*	Indian Tribal Governments Survey	\$8,844		58		58	50%
148	*	Tax Practitioner Survey (mix mode)	\$163,278		1212		1212	35%
149	*	CP21C Notice Study	\$3,900		900		900	50%
150	*	MLI External Stakeholders Survey	\$350		56		56	50%
151	*	Contact Center Telephone Survey	\$125,000		458		458	25%
152	*	TIGTA Preparers Tax Forum Survey	\$60		100		100	80%`1
153	*	e-IRS Room Survey	\$2,500		336		336	85%
154	*	Solution Saturday Exit Survey	\$4,000		23		23	35%
155	*	Needs Taxpayers Living Abroad Phone/Web Survey	\$225,000		2400		2400	5%
156	*	Audit Reconsideration	\$6,940		275		275	50%

		Survey						
157	*	Taxpayer Attitude Survey	\$23,000		294		294	5%
158	*	Market Segment Survey	\$545,000		808		808	50%