

OMB Package **CS-09-166C****LMSB Customer Satisfaction Study****Justification for Proposed Changes to Approved Survey Instrument**

LMSB contracts with Pacific Consulting Group to administer the survey and analyze the results. PCG subcontracts with Schulman, Ronca, Bucuvalis, Inc (SRBI) to conduct the data gathering via telephone from a scripted survey.

On return of the data to PCG from SRBI it was discovered that the actual time taken for a taxpayer to respond to the survey was substantially longer than previous experience. Therefore the estimated burden hours in the original request for survey approval were understated.

The change to the original document is limited to the paragraph "Estimated Burden Hours."

Originally:

total hours would be 286 hours.

| | |
|---------------------------------|---|
| Industry Customers | $1200 \times 10 \text{ minutes}/60 = 200 \text{ hours}$ |
| Coordinated Industry Customers | $200 \times 10 \text{ minutes}/60 = 33 \text{ hours}$ |
| Combined Non-Response Customers | $1052 \times 3 \text{ minutes}/60 = 53 \text{ hours}.*$ |

Amended:

total hours would be 448 hours.

| | |
|---------------------------------|---|
| Industry Customers | $1200 \times 15.5 \text{ minutes}/60 = 310 \text{ hours}$ |
| Coordinated Industry Customers | $200 \times 25.5 \text{ minutes}/60 = 85 \text{ hours}$ |
| Combined Non-Response Customers | $1052 \times 3 \text{ minutes}/60 = 53 \text{ hours}.*$ |