

OMB Package CS-10-239-C
Taxpayer Experience Survey 2010

Justification for Proposed Changes to an Approved Survey Instrument

The Taxpayer Experience Survey was approved October 25, 2010 and based on the findings, W&I Research propose to make changes to the sampling plan. This change is needed so that we may obtain more detailed information on effective issue resolution and notices without compromising the goals of tracking opinions and providing reasonably accurate estimates of service demand for the taxpayer public at large.

W&I would like to increase the sample size to 4,037 completed interviews, to be comprised of 3,657 (English) and 380 (Spanish LEP) taxpayers.

The burden and cost estimates for this data collection has changed from the original submission; however, the data collection beginning and ending dates will remain the same.

No changes were made to the survey instrument.

The burden hours requested on the original OMB Submission: 1313
The total additional burden hours (due to increase of sample size): 900
 Total burden hours: 2213

We are requesting approval for the additional 900 burden hours due to the increase in our sample size as shown in the chart below.

Burden hours: (Amended)

Category of Respondents	No. of Respondents	Participation Time	Minutes	Burden Hrs.
Taxpayers offered to take survey	10,022	3 minutes	30,066	501
Customers who respond to survey	4,037 3,657 (English) 380 (Spanish)	23 min (English) 49 min (Spanish)	102,731 84,111 (English) 18,620 (Spanish)	1,712
Total				2,213

Total survey burden time = 2,213 hours