

Appendix A		Customer Satisfaction Research (1545-1432)						
Page 1		Consolidated Burden Hours & Cost March 2013 - March 2016						
		**Cancelled Study	Estimated	Actual	Estimated	Actual		
CS #		Subject of Study	Cost	Cost	Burden	Burden	Difference	
394		Virtual Service Delivery Survey	\$200	\$300	21	16	5	
395		2013 Taxpayer Experience	\$296,000	###	1,511	1,422	89	
396		IP PIN Customer Experience Survey	\$40,000	\$16,781	677	839	-162	
397		Taxpayer Attitude Survey	\$96,630	\$9,630	640	705	-65	
398		International Non-Filers	\$96,000	\$98,059	325	287	38	
399		OTC Notices Survey	\$75,000	\$75,000	1,985	1,985	0	
401		2013 Roper Survey	\$85,000	\$54,000	137	135	2	
413	duplicate 41	IRS.gov ITA Survey	\$0	\$0	333	518	-185	
415		TAS LITC Survey	\$128,000	###	448	449	-1	
416		CSCO Survey	\$264	\$689	87	3	84	
417		Forrester Omnibus Survey	\$10,126	\$10,126	25	25	0	
419	duplicate 41	IRS.gov ITA Survey	\$0	\$0	333	518	-185	
427		JKLOLS Conjoint Study	\$73,213	\$73,214	1847	1842	5	
440	Ongoing	ERPA Survey	\$0		55		55	
441		Stay Exempt	\$4,000	\$900	416	170	246	
442	Ongoing	Virtual Events Survey	\$0				0	
443		Procurement Contractor	\$16,000	\$593	55	87	-32	
444		Oversight Board TAS Survey	\$99,283	\$99,283	791	709	82	
445	Ongoing	TEGE Outreach Survey	\$0		1778		1778	
446		SBSE Identity Theft	\$19,453	\$19,453	100	96	4	
447	Ongoing	Volunteer Motivation	\$45,000		625		625	
448		Online Payment Agreement	\$5,000	\$500	150	171	-21	
449		2014 Notice Effectiveness Web	\$75,000	\$30,200	569	520	49	
450	Withdrawn 11/14	Tipping Pilot Study	\$95,935	\$0	4717	0	4717	
451	Ongoing	Use of Paper Products	\$125,000		11564		11564	
452	Ongoing	E-file Form 2290	\$2,500		100		100	
453	Ongoing	TSO IRS Help Desk	\$50,321		300		300	
454	Withdrawn	Assistance Appointment Service	\$560		570		570	
455	Ongoing	Employment Tax E-file Employee	\$1,700		100		100	
456	Ongoing	Employment Tax E-file Practitioner	\$1,700		100		100	
457	Ongoing	Oversight Board TAS Survey	\$99,710		914		914	
458	Ongoing	Compliance Assurance Program	\$43,372		20		20	
459	Ongoing	Domestic IC CIC Survey	\$182,378		880		880	
460	Ongoing	IPPIN Survey	\$45,000		443		443	
461	Ongoing	Contractor Survey	\$593		89		89	
462	Ongoing	PGLDS Survey	\$0		100		100	
		Totals - Cost and Burden	###	###	32,805	###	22,308	
		Three-Year Approved Burden Hours					50,000	
		3-Year Burden Minus Estimated Hours					17,195	
		3-Year Burden Minus Actual Hours					39,503	