

Supporting Statement
OMB Information Collection (ICR) Approval Request to Conduct
Customer Satisfaction Research (OMB #1545-1432)

Chief Counsel Pro Bono Day Event Monitoring

A. JUSTIFICATION

1. Circumstances Making the Collection of Information Necessary

The Internal Revenue Service (IRS) enlists a balanced measurement system consisting of business results, customer satisfaction and employee satisfaction. This initiative is part of the Service-wide effort to maintain a system of balanced organizational performance measures mandated by the IRS Restructuring and Reform Act (RRA) of 1998. This is also a result of Executive Order 12862 that requires all government agencies to survey their customers.

2. Purpose and Use of the Information Collection

This survey will help to determine Pro Bono Day attendee's satisfaction of the event. This survey will help to identify any changes that could be made to the event processes.

3. Consideration Given to Information Technology

The paper survey will be physically handed to attendees of Chief Counsel Pro Bono Day events

4. Duplication of Information

The survey will provide valuable information relating to the Chief Counsel Pro Bono Day events which is not available in any internal IRS data source.

5. Reducing the Burden on Small Entities

Small entities are not included in this collection of information.

6. Consequences of Not Conducting Collection

SB/SE initiatives fall under the IRS' goal to "improve service to make voluntary compliance easier and enforce the law to ensure everyone meets their obligation to pay taxes." If the survey is not approved, IRS will not have the necessary data to help further understand public trust issues and make the Chief Counsel Pro Bono Day events as helpful to taxpayers as possible.

7. Special Circumstances

There are no special circumstances relating to this request. The information collected will be voluntary and will not be used for statistical purposes.

8. Consultations with Persons Outside the Agency

No one outside of the IRS will be consulted.

9. Payment or Gift:

No honorarium or non-monetary incentives will be given to the participants.

10. Confidentiality:

The IRS will apply and meet fair information and record-keeping practices to ensure privacy to the extent allowed by law and protection of all taxpayers to the extent allowed by law. This includes criteria for disclosure – laid out in the Privacy Act of 1974, the Freedom of Information Act, and Section 6103 of the Internal Revenue Code – all of which provide for the protection of taxpayer information as well as its release to authorized recipients.

The survey questions do not request tax return or taxpayer information. Survey participants will not be identified in any of the documents or files used for this project. We will limit and control the amount of information we collect to those items that are necessary to accomplish the research objectives. We will carefully safeguard the security of data utilized as well as the privacy to the extent allowed by law of the survey participants.

11. Sensitive Nature

No questions will be asked that are of a personal or sensitive nature.

12. Burden of Information Collection

The estimated time to complete the survey is 10 minutes. Soliciting to participate in the survey will be one minute or less. This survey will be administered to approximately 1,000 attendees of Chief Counsel Pro Bono Day events held in various locations in the U.S. The contact time to complete the survey will be approximately 1 minute with the resulting burden being $1000 \times 1 \text{ minute} / 60 \text{ minutes} = 17$ burden hours. The total participation burden is 167 hours (1,000 participants \times 10 minutes / 60 minutes). The total burden hours for the survey is $(17 + 167) = 184$ burden hours.

Activity	Participation	Burden Time (minutes)	Total Burden (hours)
Solicitation to Participate	1,000	1	17
Survey Completion	1,000	10	167
Grand Total Burden			184

Activity	Annual Participation	Burden Time (minutes)	Annual Burden (hours)
Solicitation to Participate	333	1	6
Survey Completion	333	10	56
Grand Total Burden			62

13. Costs to Respondents

There is no dollar cost to respondents. The total estimated annual cost burden to respondents is \$4,596.32. The surveys take place across the United States with all cross-sections of society. This estimate was created using the mean hourly wage for all occupations (\$24.98) from the BLS May 2018 National Occupational Employment and Wage Estimates - United States.

14. Cost of Federal Government

The total estimated cost of conducting the survey is less than \$50 for office supplies only. There will be no travel to conduct this survey.

15. Reason for Change

No change is being requested. This is a new request.

16. Tabulation of Results, Schedule, Analysis Plans

At the completion of the survey, the results will only be used by Chief Counsel. Only basic counts and frequencies will be tabulated. The results will be tabulated approximately 3 time per year for 3 years. The tabulated results will not contain any individually identifying information such as name, address, or taxpayer identification number. The IRS ensures that the taxpayers participating in the survey are guaranteed privacy to the extent allowed by law. Upon completion of data collection, the survey data will remain on a secured IRS system for three years.

17. Display of OMB Approval Date

IRS will display OMB approval dates and all OMB information as required on the survey, this is a one-time, limited-duration collection.

18. Exceptions to Certification for Paperwork Reduction Act Submissions

These activities comply with the requirements in 5 CFR 1320.9.

19. Dates Collection of Information will Begin and End

Data collection will begin 10/1/2019 and end 10/1/2022.

B. STATISTICAL METHODS

1. Universe and Respondent Selection

Survey participants will be those who attend a Chief Counsel Pro Bona Day Event.

2. Procedures for Collecting Information

Printed paper surveys will be administered in person to attendees of Chief Counsel Pro Bona Day Event.

3. Methods to Maximize Response

The survey is estimated to take 10 minutes or less to complete and all the questions will be multiple choice.

4. Testing of Procedures

The survey questions were developed with the assistance of the SB/SE business unit and Chief Counsel. If changes are made to the questions, they will be minimal. Revising a question to make it more understandable is one example of a potential change.

5. Contacts for Statistical Aspects and Data Collection

For questions regarding this survey contact:

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