

Appendix A					
Business Unit (BU) Customer Satisfaction Research (1545-2250)					
Consolidated Burden Hours & Cost Requested for 2021-2024					
BU		Actual	Reported	Annualized	Annualized
Control #	Subject of Study	Cost	Burden	Cost	Burden
368	CCE Mail Survey	\$71,856		\$71,856	
391	Domestic IC/CIC Phone Survey	\$556,223	655	\$278,112	328
392	International Compliance Mail Survey	\$117,275	1,082	\$58,638	541
395	TES Survey	\$446,355	1,882	\$446,355	1882
402	2013 Field Collection Mail Survey	\$247,739	341	\$123,870	171
403	Field Exam Mail Survey		346	\$0	173
404	Excise Tax Mail Survey		114	\$0	57
405	Estate and Gift Mail Survey		95	\$0	48
406	Employment Mail Survey		48	\$0	24
407	CSCD Mail	\$267,225	5,931	\$133,613	2966
408	ACS IVR		1,741	\$0	871
410	CCE Mail	\$240,766	342	\$120,383	171
412	AUR Mail/Online		516	\$0	258
414	CAP Online Survey	\$44,091	95	\$22,046	48
418	SPEC Partner Online Survey	\$62,511	617	\$62,511	617
421	CAS Adjustments Mail Survey	\$142,704	543	\$142,704	543
422	CAS Injured Spouse Mail Survey	\$76,218	617	\$76,218	617
434	Innocent Spouse Mail		70	\$0	35
437	ACS Support Mail/Online		3,318	\$0	1659
438	Media & Publications Web Survey	\$127,483	4,792	\$127,483	4792
439	TEGE 2014 Mail	\$452,937	749	\$150,979	250
	Totals - Cost and Burden	\$2,853,383	23,894	\$1,814,766	16,048
	2018-2021 Three-Year Requested Burden Hours				106,500
	2021-2024 Three-Year Requested Burden Hours				60,000
	2018-2021 Approved Burden Minus Actual Burden Hours				82,606