

Supporting Statement
OMB Information Collection (ICR) Approval Request to Conduct
Pre-Filing Agreement (PFA) Program Participating Questionnaire

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.

This survey will solicit feedback from the end user of the PFA Program. The survey results can improve customer service. This survey was previously used and assigned OMB 1545-1432. The only difference/change is the small box in the upper right-hand corner to change Large and Mid-size Business Division Office of Pre-Filing and Technical Guidance.

2. Purpose and Use of the Information Collection

Feedback can help with the Service to improve business processes.

3. Consideration Given to Information Technology

The internal survey will be conducted online, and these results will be shared online.

4. Duplication of Information

None

5. Reducing the Burden on Small Entities

N/A – LB&I Taxpayers

6. Consequences of Not Conducting Collection

Taxpayers (TP's) pay a user fee for this program currently set at \$181,500. Soliciting feedback will allow the Service to provide a better product and put the taxpayer first.

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

None

9. Payment or Gift: None

10. Confidentiality: *The taxpayer's name should be/is private, and they would return the completed survey in a secure manner.*

11. Sensitive Nature

Taxpayer name -once the survey is completed

12. Burden of Information Collection –

With only sixteen participants in the program, we expect all sixteen participants to respond to the survey. The participants could take up to 2 minute to read the email invitation and 3 minutes to complete the survey, with the resulting burden being $16 \times 5 \text{ minutes}/60 = 1.333 \text{ burden hours}$.

Type of Collection	Participation	Response Time (minutes)	Total Burden (hours)
Expected Participants	16	5	1.333
Grand Total Burden			1.333

13. Costs to Respondents

There is no dollar cost to respondents. The total estimated annual cost burden to respondents is \$37.35. 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 (\$28.01) from the BLS May 2021 National Occupational Employment and Wage Estimates - United States.

14. Cost of Federal Government

Description	Hours	Avg Hourly Rate Total*	Total
Development	1	\$ 64.19	\$ 64.19
Review of Surveys	2	\$ 64.19	\$ 128.38
		Total	\$ 192.57

*2023 General Schedule – Burlington, VT
GS 14-Step - 5

15. Reason for Change

No change is being requested besides the name change.

16. Tabulation of Results, Schedule, Analysis Plans

This information will be shared on PFA site on IRS.gov. Current results from this site are outdated.

17. Display of OMB Approval Date

IRS is seeking approval to not display the expiration date for OMB approval, as 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 –

This is an ongoing program, so since OMB Approval spans three years this survey will be valid from three years from the date of approval.

B. STATISTICAL METHODS

1. Universe and Respondent Selection

PFA Analyst will tabulate the responses from the survey.

2. Procedures for Collecting Information

The taxpayer will complete an online survey.

3. Methods to Maximize Response

Send out to all PFA applicants and send follow-up emails if need be.

4. Testing of Procedures

None, this is a pre-existing survey with a small modification for a name change.

5. Contacts for Statistical Aspects and Data Collection

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