

Purpose: To measure customer satisfaction with services provided by the National Revenue Center (NRC)

Sample Design/ Methodology: Unstructured – We run a query of the population for the period in question and the NRC employee would contact individuals on the list. If he/she is unable to obtain a verbal response from everyone contacted, he/she would simply continue to make phone calls in an effort to contact at least 15% of the population. Sometimes, he/she would contact as much as 30% of the population.

Survey Design: Question/Answer using a 5-point rating scale or yes/no answers. NRC employee calls each survey participant and records their responses. We are considering sending an electronic survey form to applicants that file using Permits Online (PONL).

Burden Estimate - NRC Employee: 120 hrs/month

Burden Estimate - Respondents: Each survey takes 10 – 15 minutes and is administered once per respondent. See estimate below for calculations if all respondents in the population were surveyed in a twelve-month period.

Contacts: Mike Church (513) 684-2190, John Kuhl (513) 684-2351

TTB has 3 surveys that we use to determine how well we are processing claims, original applications, and amendments. In the past we have had approval for these surveys but since they expire at the end of each year, we need approval to use them this year. Also, we have 2 new surveys that we would like to add to this collection. The 2 new surveys will address the experience of applicants using the new electronic system (PONL) for submitting applications and amendments. All 5 of these surveys (listed below) are conducted over the telephone and we estimate that it will take 10-15 minutes to complete each one. We would also like to reduce the total number of responses and burden hours that we currently have approval for under this ICR, as shown below.

Survey Identification Number

1. TTB F 5700.04
2. TTB F 5700.05
3. TTB F 5700.06
4. TTB F 5700.07
5. TTB F 5700.08

	Responses	Burden Hours
Customer Satisfaction Surveys:		
1. NRC Survey - Claims	1,000	167 - 250
2. NRC Survey - Applicants (Original)	400	67 - 100
3. NRC Survey - Applicants (Amendments)	1,020	170 - 255
4. NRC Survey - PONL Applicants (Original)	600	100 - 150
5. NRC Survey - PONL Applicants (Amends.)	<u>200</u>	<u>33 - 50</u>
Total	3,220	537 - 805

Total Responses:

Approved: 107,500 – This IC: 3,220 = 104,280 Balance

Total Burden Hours:

(15 minutes) Approved: 53,000 – This IC: 805 = 52,195 Balance

We are requesting approval of these collections under 1513-0124.