

Note 1: For those categories marked "Hybrid," SSA will use both listed methods in the heading for each customer satisfaction activity.

Note 2: In those places where we put a \$1 cost figure, it was either not possible for the policy component to provide an estimate at this time, since it was a new category, or the costs were included in an overall budget and it was impossible to break down the costs for these individual activities. As we clear each individual activity, we will provide updated cost figures when possible.

A. FOCUS GROUP TESTING

TITLE OF INFORMATION COLLECTION	SSA SUB-NUMBER	June 2009-May 2010 (Year 1)				June 2010-May 2011 (Year 2)				June 2011-June 2012 (Year 3)			
		NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
Medicare Related Products	A-01	60	90	90	\$36,000	60	90	90	\$36,000	60	90	90	\$36,000
e-Services Public Insight Process	A-02	120	90	180	\$72,000	120	90	180	\$72,000	120	90	180	\$72,000
		TOTAL YEAR 1 RESPONSES - 180				TOTAL YEAR 2 RESPONSES - 180				TOTAL YEAR 3 RESPONSES - 180			
		TOTAL YEAR 1 HOURS - 270				TOTAL YEAR 2 HOURS - 270				TOTAL YEAR 3 HOURS - 270			
		TOTAL YEAR 1 COSTS - \$108,000				TOTAL YEAR 2 COSTS - \$108,000				TOTAL YEAR 3 COSTS - \$108,000			

B. FOCUS GROUPS/USABILITY TESTING (HYBRID CATEGORY)

TITLE OF INFORMATION COLLECTION	SSA SUB-NUMBER	June 2009-May 2010 (Year 1)				June 2010-May 2011 (Year 2)				June 2011-June 2012 (Year 3)			
		NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
Authentication Enhancements	B-01	360	90	540	\$36,000	360	90	540	\$36,000	360	90	540	\$36,000
Online Enhancements	B-02	360	90	540	\$36,000	360	90	540	\$36,000	360	90	540	\$36,000
		TOTAL YEAR 1 RESPONSES - 720				TOTAL YEAR 2 RESPONSES - 720				TOTAL YEAR 3 RESPONSES - 720			
		TOTAL YEAR 1 HOURS - 1,080				TOTAL YEAR 2 HOURS - 1,080				TOTAL YEAR 3 HOURS - 1,080			
		TOTAL YEAR 1 COSTS - \$72,000				TOTAL YEAR 2 COSTS - \$72,000				TOTAL YEAR 3 COSTS - \$72,000			

C. MAIL QUESTIONNAIRES

TITLE OF INFORMATION COLLECTION	SSA SUB-NUMBER
Vendor Survey	C-01

June 2009-May 2010 (Year 1)			
NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
N/A			
TOTAL YEAR 1 RESPONSES		0	
	TOTAL YEAR 1	0	
		TOTAL YEAR	\$0

June 2010-May 2011 (Year 2)			
NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
350	10	58	\$356
TOTAL YEAR 2 RESPONSES		350	
	TOTAL YEAR 2 HOURS	58	
		TOTAL YEAR 2 COSTS	\$356

June 2011-June 2012 (Year 3)			
NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
N/A			
TOTAL YEAR 3 RESPONSES		0	
	TOTAL YEAR 3 HOURS	0	
		TOTAL YEAR 3 COSTS	\$0.00

D. MAIL/INTERNET QUESTIONNAIRES (HYBRID CATEGORY)

TITLE OF INFORMATION COLLECTION	SSA SUB-NUMBER
Report Card Survey	D-01
Service Satisfaction Survey	D-02
Special Study Survey	D-03

June 2009-May 2010 (Year 1)			
NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
60,000	5	5,000	\$250,000
16,000	5	1,333	\$100,000
20,000	15	5,000	\$150,000
TOTAL YEAR 1 RESPONSES		96,000	
	TOTAL YEAR 1 HOURS	11,333	
		TOTAL YEAR 1 COSTS	\$500,000

June 2010-May 2011 (Year 2)			
NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
60,000	5	5,000	\$250,000
16,000	5	1,333	\$100,000
20,000	15	5,000	\$150,000
TOTAL YEAR 2 RESPONSES		96,000	
	TOTAL YEAR 2 HOURS	11,333	
		TOTAL YEAR 2 COSTS	\$500,000

June 2011-June 2012 (Year 3)			
NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
60,000	5	5,000	\$250,000
16,000	5	1,333	\$100,000
20,000	15	5,000	\$150,000
TOTAL YEAR 3 RESPONSES		96,000	
	TOTAL YEAR 3 HOURS	11,333	
		TOTAL YEAR 3 COSTS	\$500,000

E. INTERNET QUESTIONNAIRES

TITLE OF INFORMATION COLLECTION	SSA SUB-NUMBER
Social Security Internet Service	E-01
Authentication	E-02

June 2009-May 2010 (Year 1)			
NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
3,000	5	250	\$1
7,000	10	1,167	\$1
TOTAL YEAR 1 RESPONSES		10,000	
	TOTAL YEAR 1 HOURS	1,417	
		TOTAL YEAR 1 COSTS	\$2

June 2010-May 2011 (Year 2)			
NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
3,000	5	250	\$1
7,000	10	1,167	\$1
TOTAL YEAR 2 RESPONSES		10,000	
	TOTAL YEAR 2 HOURS	1,417	
		TOTAL YEAR 2 COSTS	\$2

June 2011-June 2012 (Year 3)			
NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
3,000	5	250	\$1
7,000	10	1,167	\$1
TOTAL YEAR 3 RESPONSES		10,000	
	TOTAL YEAR 3 HOURS	1,417	
		TOTAL YEAR 3 COSTS - \$2	

F. TELEPHONE QUESTIONNAIRES

TITLE OF INFORMATION COLLECTION	SSA SUB-NUMBER	June 2009-May 2010 (Year 1)				June 2010-May 2011 (Year 2)				June 2011-June 2012 (Year 3)						
		NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST			
e-Services Public Insight Process	F-01	1,200	10	200	\$0	1,200	10	200	\$0	1,200	10	200	\$0			
Social Security Statement Evaluation	F-02	2,400	11	440	\$120,000	2,400	11	440	\$120,000	2,400	11	440	\$120,000			
Service Satisfaction Survey	F-03	8,000	15	2,000	\$100,000	8,000	15	2,000	\$100,000	8,000	15	2,000	\$100,000			
Special Study Survey	F-04	8,000	15	2,000	\$120,000	8,000	15	2,000	\$120,000	8,000	15	2,000	\$120,000			
TOTAL YEAR 1 RESPONSES				19,600		TOTAL YEAR 2 RESPONSES				19,600		TOTAL YEAR 3 RESPONSES				19,600
		TOTAL YEAR 1 HOURS		4,640		TOTAL YEAR 2 HOURS		4,640		TOTAL YEAR 3 HOURS		4,640				
		TOTAL YEAR 1 COSTS		\$340,000		TOTAL YEAR 2 COSTS		\$340,000		TOTAL YEAR 3 COSTS		\$340,000				

G. TELEPHONE/INTERNET QUESTIONNAIRES (HYBRID CATEGORY)

TITLE OF INFORMATION COLLECTION	SSA SUB-NUMBER	June 2009-May 2010 (Year 1)				June 2010-May 2011 (Year 2)				June 2011-June 2012 (Year 3)						
		NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST			
Awareness & User Preferences	G-01	1,600	10	267	\$1	1,600	10	267	\$1	1,600	10	267	\$1			
TOTAL YEAR 1 RESPONSES				1,600		TOTAL YEAR 2 RESPONSES				1,600		TOTAL YEAR 3 RESPONSES				1,600
		TOTAL YEAR 1 HOURS		267		TOTAL YEAR 2 HOURS		267		TOTAL YEAR 3 HOURS		267				
		TOTAL YEAR 1 COSTS		\$1		TOTAL YEAR 2 COSTS		\$1		TOTAL YEAR 3 COSTS		\$1				

H. COMMENT CARDS

TITLE OF INFORMATION COLLECTION	SSA SUB-NUMBER	June 2009-May 2010 (Year 1)				June 2010-May 2011 (Year 2)				June 2011-June 2012 (Year 3)						
		NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST			
Field Office Customer Comment Card	H-01	875,000	5	72,917	\$15,000	875,000	5	72,917	\$15,000	875,000	5	72,917	\$15,000			
Teleservice Center Customer Comment Card	H-02	396,900	5	33,075	\$6,050	396,900	5	33,075	\$6,050	396,900	5	33,075	\$6,050			
TOTAL YEAR 1 RESPONSES				1,271,900		TOTAL YEAR 2 RESPONSES				1,271,900		TOTAL YEAR 3 RESPONSES				1,271,900
		TOTAL YEAR 1 HOURS		105,992		TOTAL YEAR 2 HOURS		105,992		TOTAL YEAR 3 HOURS		105,992				
		TOTAL YEAR 1 COSTS		\$21,050		TOTAL YEAR 2 COSTS		\$21,050		TOTAL YEAR 3 COSTS		\$21,050				

I. OTHER/MISC

TITLE OF INFORMATION COLLECTION	SSA SUB-NUMBER	June 2009-May 2010 (Year 1)				June 2010-May 2011 (Year 2)				June 2011-June 2012 (Year 3)			
		NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST	NUMBER OF RESPONSES	COMPLETION TIME (MINUTES)	BURDEN HOURS	FEDERAL COST
<i>This includes any possible future clearance that is not covered by the above four categories.</i>	I-01	1	60	1	\$1	1	60	1	\$1	1	60	1	\$1

TOTAL YEAR 1 RESPONSES	1	TOTAL YEAR 2 RESPONSES	1	TOTAL YEAR 3 RESPONSES	1
TOTAL YEAR 1 HOURS	1	TOTAL YEAR 2 HOURS	1	TOTAL YEAR 3 HOURS	1
TOTAL YEAR 1 COSTS	\$1	TOTAL YEAR 2 COSTS	\$1	TOTAL YEAR 3 COSTS	\$1

GENERIC CLEARANCE YEAR 1 THROUGH YEAR 3 TOTALS

YEAR 1 TOTALS	
TOTAL YEAR 1 RESPONSES ---	1,400,001
TOTAL YEAR 1 BURDEN HOURS ---	125,000
TOTAL YEAR 1 FEDERAL COST ---	\$1,041,054

YEAR 2 TOTALS	
TOTAL YEAR 2 RESPONSES ---	1,400,351
TOTAL YEAR 2 BURDEN HOURS ---	125,058
TOTAL YEAR 2 FEDERAL COST ---	\$1,041,410

YEAR 3 TOTALS	
TOTAL YEAR 3 RESPONSES ---	1,400,001
TOTAL YEAR 3 BURDEN HOURS ---	125,000
TOTAL YEAR 3 FEDERAL COST ---	\$1,041,054

June 2009 THROUGH JUNE 2012 CUMULATIVE TOTALS	
RESPONSES ----	4,200,353
BURDEN HOURS ----	375,058