

Categorization of GC Activities /w Totals

All Categories - All 3 Years' Totals

| | | |
|------------------------|--------------------|--------------------|
| Total 3 Year Responses | Total 3 Year Hours | Total 3Year Costs |
| 7,525,698 | 577,473 | \$2,340,653 |

Category A - Mail Questionnaires **Year 1** (Sept. 2012 – Aug. 2013)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|-------------------------------------|---------------------|-----------------|--------------|------------|
| A-01 Report Card Surveys | 60,000 | 5 | 5,000 | \$160,000. |
| A-02 Service Satisfaction Survey | 50,000 | 5 | 4,166 | \$185,000 |
| A-03 Special Study Survey | 25,000 | 15 | 6,250 | \$100,000 |

Category A - Totals - Mail Questionnaires

| | | |
|------------------------|--------------------|--------------------|
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 135,000 | 15,416 | \$445,000 |

Category B – Mail-Internet Questionnaires Year 1 (Sept. 2012 – Aug. 2013)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|--|---------------------|-----------------|--------------|-----------|
| B-01 Customer Satisfaction Surveys (Ticket to Work) | 42,000 | 10 | 7,000 | \$120,000 |

Category B - Totals - Mail-Internet Questionnaires

| | | |
|------------------------|--------------------|--------------------|
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 42,000 | 7,000 | \$120,000 |

Category C – Internet Questionnaires Year 1 (Sept. 2012 – Aug. 2013)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|---|---------------------|-----------------|--------------|----------|
| C-01 Social Security Internet Services | 3,000,000 | 3 | 150,000 | \$10,000 |

Category C - Totals Internet Questionnaires

| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
|------------------------|--------------------|--------------------|
| 3,000,000 | 150,000 | \$10,000 |

Category D – Telephone Questionnaires Year 1 (Sept. 2012 – Aug. 2013)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|--|---------------------|-----------------|--------------|-----------|
| D-01 Service Satisfaction Surveys (800#, FO Caller) | 8,000 | 15 | 2,000 | \$70,000 |
| D-02 Special Study Survey | 8,000 | 15 | 2,000 | \$120,000 |

Category D – Totals - Telephone Questionnaires

| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
|------------------------|--------------------|--------------------|
| 16,000 | 4,000 | \$190,000 |

Category E – Comment Cards Year 1 (Sept. 2012 – Aug. 2013)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|---|---------------------|-----------------|--------------|----------|
| E-01 Customer Comment Card FO callers/visitors | 875,000 | 5 | 72,917 | \$15,000 |
| E-02 Customer Comment Card TSC | 396,900 | 5 | 33,075 | \$6,050 |

Category E – Totals – Comment Cards

| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
|------------------------|--------------------|--------------------|
| 1,271,900 | 105,992 | \$21,050 |

Category F – Other/Misc

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|--|---------------------|-----------------|--------------|------|
| F-01 Includes any possible future clearance SSA has not covered in the above categories | 16,666 | 30 | 8,333 | \$1 |

Category F – Totals - Other/Misc

| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
|------------------------|--------------------|--------------------|
| 16,666 | 8,333 | \$1 |

All Categories - Year 1 Totals

| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
|------------------------|--------------------|--------------------|
| 4,481,566 | 290,741 | \$786,051 |

Categorization of GC Activities /w Totals

Category A - Mail Questionnaires **Year 2** (Sept. 2013 – Aug. 2014)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|-------------------------------------|---------------------|-----------------|--------------|------------|
| A-01 Report Card Surveys | 60,000 | 5 | 5,000 | \$160,000. |
| A-02 Service Satisfaction Survey | 50,000 | 5 | 4,166 | \$185,000 |
| A-03 Special Study Survey | 25,000 | 15 | 6,250 | \$100,000 |

Category A - Totals - Mail Questionnaires

| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
|------------------------|--------------------|--------------------|
| 135,000 | 15,416 | \$445,000 |

Category B – Mail-Internet Questionnaires Year 2 (Sept. 2013 – Aug. 2014)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|--|---------------------|-----------------|--------------|-----------|
| B-01 Customer Satisfaction Surveys (Ticket to Work) | 45,000 | 10 | 7,500 | \$120,000 |

Category B - Totals - Mail-Internet Questionnaires

| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
|------------------------|--------------------|--------------------|
| 45,000 | 7,500 | \$120,000 |

Category C – Internet Questionnaires Year 2 (Sept. 2013 – Aug. 2014)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|---|---------------------|-----------------|--------------|---------|
| C-01 Social Security Internet Services | 75,000 | 3 | 3,750 | \$2,500 |

Category C - Totals Internet Questionnaires

| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
|------------------------|--------------------|--------------------|
| 75,000 | 3,750 | \$2,500 |

Category D – Telephone Questionnaires Year 2 (Sept. 2013 – Aug. 2014)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|--|---------------------|-----------------|--------------|---------|
| D-01 Service Satisfaction Surveys (800#, FO Caller) | 8,000 | 15 | 2,000 | 70,000 |
| D-02 Special Study Survey | 8,000 | 15 | 2,000 | 120,000 |

Category D – Totals - Telephone Questionnaires

| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
|------------------------|--------------------|--------------------|
| 16,000 | 4,000 | \$190,000 |

Category E – Comment Cards Year 2 (Sept. 2013 – Aug. 2014)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|---|---------------------|-----------------|--------------|----------|
| E-01 Customer Comment Card FO callers/visitors | 875,000 | 5 | 72,917 | \$15,000 |
| E-02 Customer Comment Card TSC | 396,900 | 5 | 33,075 | \$6,050 |

Category E – Totals – Comment Cards

| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
|------------------------|--------------------|--------------------|
| 1,271,900 | 105,992 | \$21,050 |

Category F – Other/Misc Year 2 (Sept. 2013 – Aug. 2014)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|--|---------------------|-----------------|--------------|------|
| E-01 Includes any possible future clearance SSA has not covered in the above categories | 16,666 | 30 | 8,333 | \$1 |

Category F – Totals - Other/Misc

| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
|------------------------|--------------------|--------------------|
| 16,666 | 8,333 | \$1 |

All Categories - Year 2 Totals

| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
|------------------------|--------------------|--------------------|
| 1,559,566 | 144,991 | \$778,551 |

Categorization of GC Activities /w Totals

Category A - Mail Questionnaires **Year 3** (Sept. 2014 – Sept. 2015)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|-------------------------------------|---------------------|-----------------|--------------|------------|
| A-01 Report Card Surveys | 60,000 | 5 | 5,000 | \$160,000. |
| A-02 Service Satisfaction Survey | 50,000 | 5 | 4,166 | \$185,000 |
| A-03 Special Study Survey | 25,000 | 15 | 6,250 | \$100,000 |

Category A - Totals - Mail Questionnaires

| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
|------------------------|--------------------|--------------------|
| 135,000 | 15,416 | \$445,000 |

Category B – Mail-Internet Questionnaires Year 3 (Sept. 2014 – Sept. 2015)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|--|---------------------|-----------------|--------------|-----------|
| B-01 Customer Satisfaction Surveys (Ticket to Work) | 48,000 | 10 | 8,000 | \$120,000 |

Category B - Totals - Mail-Internet Questionnaires

| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
|------------------------|--------------------|--------------------|
| 45,000 | 8,000 | \$120,000 |

Category C – Internet Questionnaires Year 3 (Sept. 2014 – Sept. 2015)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|---|---------------------|-----------------|--------------|------|
| C-01 Social Security Internet Services | 0 | 0 | 0 | \$0 |

Category C - Totals Internet Questionnaires

| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
|------------------------|--------------------|--------------------|
| | | |

| | | |
|---|---|-----|
| 0 | 0 | \$0 |
|---|---|-----|

Category D – Telephone Questionnaires Year 3 (Sept. 2014 – Sept. 2015)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|--|---------------------|-----------------|--------------|-----------|
| D-01 Service Satisfaction Surveys (800#, FO Caller) | 8,000 | 15 | 2,000 | \$70,000 |
| D-02 Special Study Survey | 8,000 | 15 | 2,000 | \$120,000 |

Category D – Totals - Telephone Questionnaires

| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
|------------------------|--------------------|--------------------|
| 16,000 | 4,000 | \$190,000 |

Category E – Comment Cards Year 3 (Sept. 2014 – Sept. 2015)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|---|---------------------|-----------------|--------------|----------|
| E-01 Customer Comment Card FO callers/visitors | 875,000 | 5 | 72,917 | \$15,000 |
| E-02 Customer Comment Card TSC | 396,900 | 5 | 33,075 | \$6,050 |

Category E – Totals – Comment Cards

| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
|------------------------|--------------------|--------------------|
| 1,271,900 | 105,992 | \$21,050 |

Category F – Other/Misc Year 3 (Sept. 2014 – Sept. 2015)

| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
|--|---------------------|-----------------|--------------|------|
| E-01 Includes any possible future clearance SSA has not covered in the above categories | 16,666 | 30 | 8,333 | \$1 |

Category F – Totals - Other/Misc

| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
|------------------------|--------------------|--------------------|
| 16,666 | 8,333 | \$1 |

All Categories - Year 3 Totals

| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
|------------------------|--------------------|--------------------|
| 1,484,566 | 141,741 | \$776,051 |