Categorization of GC Activities /w Totals

All Categories - All 3 Years' Totals

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

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

	Category A - Mair Questionnaires Teal 1 (Sept. 2012 – Aug. 2013)				
Category/Title	Number of	Completion Time	Burden Hours	Cost	
	Responses	_			
A-01					
Report Card	60,000	5	5,000	\$160,000.	
Surveys					
A-02					
Service					
Satisfaction	50,000	5	4,166	\$185,000	
Survey					
A-03					
Special Study	25,000	15	6,250	\$100,000	
Survey					

Category A - Totals - Mail Questionnaires

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

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

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

Category B - Totals - Mail-Internet Questionnaires

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

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

cutegory c mice	met questionnumes	1 cur 1 (5cpt. 2012	1145. 2010,	
Category/Title	Number of	Completion Time	Burden Hours	Cost
	Responses			
C-01				
Social Security	3,000,000	3	150,000	\$10,000
Internet Services				

Category C - Totals Internet Questionnaires

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

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

July 2 Tele	Category B Telephone Questionnaires Tear 1 (Sept. 2012 Tiag. 2010)			
Category/Title	Number of	Completion Time	Burden Hours	Cost
	Responses			
D-01				
Service				
Satisfaction	8,000	15	2,000	\$70,000
Surveys				
(800#, FO Caller)				
D-02				
Special Study	8,000	15	2,000	\$120,000
Survey				

Category D – Totals - Telephone Questionnaires

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

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

Category E Comment Cardo Fear F (Sept. 2012 Flag. 2010)				
Category/Title	Number of	Completion Time	Burden Hours	Cost
	Responses			
E-01				
Customer				
Comment Card	875,000	5	72,917	\$15,000
FO callers/visitors				
E-02				
Customer				
Comment Card	396,900	5	33,075	\$6,050
TSC				

Category E – Totals – Comment Cards

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

Category F – Other/Misc

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

Category F – Totals - Other/Misc

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

All Categories - Year 1 Totals

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

Categorization of GC Activities /w Totals

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

Cutegory 11 With Questionnaires Teal 2 (Ocpt. 2015 11ag. 2014)				
Category/Title	Number of	Completion Time	Burden Hours	Cost
	Responses			
A-01				
Report Card	60,000	5	5,000	\$160,000.
Surveys				
A-02				
Service				
Satisfaction	50,000	5	4,166	\$185,000
Survey				
A-03				
Special Study	25,000	15	6,250	\$100,000
Survey				

Category A - Totals - Mail Questionnaires

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

Category B – Mail-Internet Questionnaires Year 2 (Sept. 2032 – Aug. 2014)

		. 1	. 0	
Category/Title	Number of	Completion Time	Burden Hours	Cost
	Responses			
B-01				
Customer				
Satisfaction	45,000	10	7,500	\$120,000
Surveys (Ticket to				
Work)				

Category B - Totals - Mail-Internet Questionnaires

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

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

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

Category C - Totals Internet Questionnaires

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

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

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

Category D – Totals - Telephone Questionnaires

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

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

July 2 Com		Gebr. = 019 1148	· · · · · · · · · · · · · · · · · · ·	
Category/Title	Number of	Completion Time	Burden Hours	Cost
	Responses			
E-01				
Customer				
Comment Card	875,000	5	72,917	\$15,000
FO callers/visitors				
E-02				
Customer				
Comment Card	396,900	5	33,075	\$6,050
TSC				

Category E – Totals – Comment Cards

Total Year 2	Total Year 2	Total Year 2 Costs
Responses	Hours	
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

Category F - Totals - Other/Misc				
Total Year 2	Total Year 2	Total Year 2 Costs		
Responses	Hours			
16,666	8,333	\$1		

All Categories - Year 2 Totals

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

Categorization of GC Activities /w Totals

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

Category 11 111an	Guicgory 11 With Questionnumes 1 cut b (Gept. 2014 Gept. 2015)			
Category/Title	Number of	Completion Time	Burden Hours	Cost
	Responses			
A-01				
Report Card	60,000	5	5,000	\$160,000.
Surveys				
A-02				
Service				
Satisfaction	50,000	5	4,166	\$185,000
Survey				
A-03				
Special Study	25,000	15	6,250	\$100,000
Survey				

Category A - Totals - Mail Questionnaires

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

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

Jacobory 2 11141	Sucestif B Wan Internet Questionnaires Tear 5 (Sept. 2011 Sept. 2015)			
Category/Title	Number of	Completion Time	Burden Hours	Cost
	Responses			
B-01				
Customer				
Satisfaction	48,000	10	8,000	\$120,000
Surveys (Ticket to				
Work)				

Category B - Totals - Mail-Internet Questionnaires

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

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

Category C Inte	met Questionnumes	1 car 5 (5cpt. 201 .	0cpt. =010,	
Category/Title	Number of	Completion Time	Burden Hours	Cost
	Responses			
C-01				
Social Security	0	0	0	\$0
Internet Services				

Category C - Totals Internet Questionnaires

2.00-5			
Total Year 3	Total Year 3	Total Year 3 Costs	
Responses	Hours		

0	0	\$0

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

Cutegory D Tere	Category D Telephone Questionnaires Tear 5 (Sept. 2017 Sept. 2015)				
Category/Title	Number of	Completion Time	Burden Hours	Cost	
	Responses				
D-01					
Service					
Satisfaction	8,000	15	2,000	\$70,000	
Surveys					
(800#, FO Caller)					
D-02					
Special Study	8,000	15	2,000	\$120,000	
Survey					

Category D – Totals - Telephone Questionnaires

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

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

Category 2 Comment Caras Fear 8 (Sept. 2011 Sept. 2015)				
Category/Title	Number of	Completion Time	Burden Hours	Cost
	Responses			
E-01				
Customer				
Comment Card	875,000	5	72,917	\$15,000
FO callers/visitors				
E-02				
Customer				
Comment Card	396,900	5	33,075	\$6,050
TSC				

Category E – Totals – Comment Cards

<u> </u>		
Total Year 3	Total Year 3	Total Year 3 Costs
Responses	Hours	
1,271,900	105,992	\$21,050

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

Cutegory i Offic	invitate i cui o (ocpi	2014 Ocpt. 2013)		
Category/Title	Number of	Completion Time	Burden Hours	Cost
	Responses			
E-01				
Includes any	16,666	30	8,333	\$1
possible future				
clearance SSA has				
not covered in the				
above categories				

Category F – Totals - Other/Misc

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

All Categories - Year 3 Totals

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