**Categorization of GC Activities /w Totals**

**All Categories – All 3 Years’ Totals**

|  |  |  |
| --- | --- | --- |
| Total 3 Year Responses | Total 3 Year Hours | Total 3 Year  Costs |
| **28,709,620** | **4,042,212** | **$6,202,003** |

Category A - Mail Questionnaires Year 1 (Dec. 2015 – Nov. 2016)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| A-01  Report Card Surveys | 30,000 | 5 | 2,500 | $134,000 |
| A-02  Service Satisfaction Survey | 12,000 | 5 | 1,000 | $125,000 |
| A-03  Special Study Survey | 25,000 | 15 | 6,250 | $200,000 |
| A-04  Medicare Enrollment and Other Information Survey | 900,000 | 8 | 120,000 | $200,000 |

Category A - Totals - Mail Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 967,000 | 129,750 | $659,000 |

Category B – Mail-Internet Questionnaires Year 1 (Dec. 2015 – Nov. 2016)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| B-01  Customer Satisfaction Surveys (Ticket to Work) | 5,000 | 12 | 1,000 | $120,000 |
| B-01 Anti-Fraud Service Survey | 20,000 | 5 | 1,667 | $200,000 |

Category B - Totals - Mail-Internet Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 25,000 | 2,667 | $320,000 |

Category C – Telephone Questionnaires Year 1 (Dec. 2015 – Nov. 2016)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| C-01  Service Satisfaction Surveys  (800#, FO Caller) | 8,000 | 15 | 2,000 | $100,000 |
| C-02  Special Study Survey | 12,000 | 15 | 3,000 | $120,000 |
| C-03  SSA Post Call Surveys | 5,270,000 | 5 | 439,167 | $320,000 |
| C-04  Field Office Network Enterprise Survey | 2,070,000 | 5 | 172,500 | $160,000 |

Category C – Totals - Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 7,360,000 | 616,667 | $700,000 |

Category D – Mail, Online, Telephone Option Questionnaires Year 1 (Dec. 2015 – Nov. 2016)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| D-01  Ticket to Work Employment Network Beneficiary Satisfaction Survey | 30,000 | 12 | 6,000 | $335,000 |

Category D – Totals – Mail/Online/Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 30,000 | 6,000 | $335,000 |

Category E – Other/Misc

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 | 1,182,240 | 30 | 591,220 | $1 |

Category E – Totals - Other/Misc

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 1,182,240 | 591,220 | $1 |

All Categories - Year 1 Totals (Dec. 2015 - Nov. 2016)

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 9,564,240 | 1,346,304 | $2,014,001 |

**Categorization of GC Activities /w Totals**

Category A - Mail Questionnaires Year 2 (Dec. 2016 – Nov. 2017)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| A-01  Report Card Surveys | 30,000 | 5 | 2,500 | $134,000 |
| A-02  Service Satisfaction Survey | 12,000 | 5 | 1,000 | $125,000 |
| A-03  Special Study Survey | 25,000 | 15 | 6,250 | $200,000 |
| A-04  Medicare Customer Survey | 900,000 | 8 | 120,000 | $200,000 |

Category A - Totals - Mail Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 967,000 | 129,750 | $659,000 |

Category B – Mail-Internet Questionnaires Year 2 (Dec. 2016 – Nov. 2017)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| B-01  Customer Satisfaction Surveys (Ticket to Work) | 5,500 | 12 | 1,100 | $110,000 |
| B-02  Anti-Fraud Service Survey | 20,000 | 5 | 1,667 | $200,000 |

Category B - Totals - Mail-Internet Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 25,500 | 2,767 | $310,000 |

Category C – Telephone Questionnaires Year 2 (Dec. 2016 – Nov. 2017)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| C-01  Service Satisfaction Surveys  (800#, FO Caller) | 8,000 | 15 | 2,000 | $100,000 |
| C-02  Special Study Survey | 12,000 | 15 | 3,000 | $120,000 |
| C-03  SSA Post Call Survey | 5,270,000 | 5 | 439,167 | $320,000 |
| C-04  Field Office Network Enterprise Survey | 2,070,000 | 5 | 172,500 | $160,000 |

Category C – Totals - Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 7,360,000 | 616,667 | $700,000 |

Category D – Mail, Online, Telephone Option Questionnaires Year 2 (Dec. 2016 – Nov. 2017)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| D-01  Ticket to Work Employment Network Beneficiary Satisfaction Survey | 35,000 | 12 | 7,000 | $410,000 |

Category D – Totals – Mail, Online, Telephone Option Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 35,000 | 7,000 | $410,000 |

Category E – Other/Misc Year 2 (Dec. 2016 – Nov. 2017)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 | 1,182,440 | 30 | 591,220 | $1 |

Category E – Totals - Other/Misc

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 1,182,440 | 591,220 | $1 |

All Categories - Year 2 Totals

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 9,569,940 | 1,347,404 | $2,079,001 |

**Categorization of GC Activities /w Totals**

Category A - Mail Questionnaires Year 3 (Dec. 2017 – Dec. 2018)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| A-01  Report Card Surveys | 30,000 | 5 | 2,500 | $134,000 |
| A-02  Service Satisfaction Survey | 12,000 | 5 | 1,000 | $125,000 |
| A-03  Special Study Survey | 25,000 | 15 | 6,250 | $200,000 |
| A-04  Medicare Customer Survey | 900,000 | 8 | 120,000 | $200,000 |

Category A - Totals - Mail Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3  Hours | Total Year 3 Costs |
| 967,000 | 129,750 | $659,000 |

Category B – Mail-Internet Questionnaires Year 3 (Dec. 2017 – Dec. 2018)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| B-01  Customer Satisfaction Surveys (Ticket to Work) | 6,000 | 12 | 1,200 | $120,000 |
| B-02  Anti-Fraud Service Survey | 20,000 | 5 | 1,667 | $200,000 |

Category B - Totals - Mail-Internet Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 26,000 | 2,867 | $320,000 |

Category C – Telephone Questionnaires Year 3 (Dec. 2017 – Dec. 2018)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| C-01  Service Satisfaction Surveys  (800#, FO Caller) | 8,000 | 15 | 2,000 | $100,000 |
| C-02  Special Study Survey | 12,000 | 15 | 3,000 | $120,000 |
| C-03  SSA Post Call Survey | 5,270,000 | 5 | 439,167 | $320,000 |
| C-04  Field Office Network Enterprise Survey | 2,070,000 | 5 | 172,500 | $160,000 |

Category C – Totals - Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 7,360,000 | 616,667 | $700,000 |

Category D – Mail, Online, Telephone Option Questionnaires Year 3 (Dec. 2017 – Dec. 2018)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| D-01  Ticket to Work Employment Network Beneficiary Satisfaction Survey | 40,000 | 12 | 8,000 | $430,000 |

Category D – Totals – Comment Cards

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 40,000 | 8,000 | $430,000 |

Category E – Other/Misc Year 3 (Dec. 2017 – Dec. 2018))

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 | 1,182,440 | 30 | 591,220 | $1 |

Category E – Totals - Other/Misc

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 1,182,440 | 591,220 | $1 |

All Categories - Year 3 Totals

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 9,575,440 | 1,348,504 | $2,109,001 |

**Three-Year Grand Burden Total for All Requested Generic Clearance Activities:**

|  |  |  |  |
| --- | --- | --- | --- |
| **GC Plan Year** | **Total Year 3 Responses** | **Total Year 3 Hours** | **Total Year 3 Costs** |
| Year 1 | 9,564,240 | 1,346,304 | $2,014,001 |
| Year 2 | 9,569,940 | 1,347,404 | $2,079,001 |
| Year 3 | 9,575,440 | 1,348,504 | $2,109,001 |
| 3-YEAR TOTAL | **28,709,620** | **4,042,212** | **$6,202,003** |