

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	8,000	15	2,000	\$100,000

(800#, FO Caller)				
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	8,000	15	2,000	\$100,000

Surveys (800#, FO Caller)				
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