

APHIS-79: APHIS CUSTOMER SERVICE SURVEY DATA COLLECTION

FORM NO.	TOTAL ANNUAL RESPONSES	AVERAGE TIME PER RESPONSES	TOTAL HOURS PER YEAR	GRADE & AVG RATE OF PROGRAM PERSONNEL (Avg rate=Hourly Wage)	PROGRAM COSTS	OVERHEAD COSTS (.139)	TOTAL COSTS	
Jarred/								
VS 1-10 Customer Service Survey								
Collection	6,600	0.083	547.80	GS-6	\$21.32	\$11,679.10	\$1,623.39	\$13,302.49
Analysis	6,600	0.083	547.80	GS-9	\$28.97	\$15,869.77	\$2,205.90	\$18,075.66
Data Entry	6,600	0.083	547.80	GS-6	\$21.32	\$11,679.10	\$1,623.39	\$13,302.49
Evaluation	6,600	0.033	217.80	GS-9	\$28.97	\$6,309.67	\$877.04	\$7,186.71
					TOTAL	\$45,537.62	\$6,329.73	\$51,867.35

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Jarred/								
VS 1-10 Customer Service Survey								
Collection	3,900	0.083	323.70	GS-6	\$20.72	\$6,707.06	\$932.28	\$7,639.35
Analysis	3,900	0.083	323.70	GS-8	\$25.50	\$8,254.35	\$1,147.35	\$9,401.70
Data Entry	3,900	0.083	323.70	GS-6	\$20.72	\$6,707.06	\$932.28	\$7,639.35
Evaluation	3,900	0.033	128.70	GS-8	\$25.50	\$3,281.85	\$456.18	\$3,738.03
					TOTAL	\$24,950.33	\$3,468.10	\$28,418.42