**Categorization of GC Activities /w Totals**

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

|  |  |  |
| --- | --- | --- |
| Total 3 Year Responses | Total 3 Year Hours | Total 3 Year  Costs |
| **17,661,195** | **3,388,016** | **$8,861,835** |

Category A - Mail Questionnaires Year 1 (Feb. 2019 – Feb. 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| A-01  Service Satisfaction Survey | 32,000 | 15 | 2,500 | $200,000 |
| A-02  Special Study Programmatic Survey | 20,000 | 15 | 5,000 | 150,000 |
| A-03  Special Study Survey | 12,000 | 15 | 3,000 | 120,000 |

Category A - Totals - Mail Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 64,000 | 10,500 | $470,000 |

Category B – Telephone Questionnaires Year 1 (Feb. 2019 – Feb. 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| B-01  Service Satisfaction Surveys  (800#, FO Caller) | 12,000 | 15 | 3,000 | $100,000 |
| B-02  Special Study Survey | 12,000 | 15 | 3,000 | $120,000 |
| B-03  SSA Post Call Surveys | 3,840,000 | 5 | 320,000 | $160,000 |
| B-04 Field Office Network Enterprises (FONE) Satisfactory Survey | 364,929 | 6 | 39,047 | $469,455 |

Category B – Totals - Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 4,228,929 | 365,047 | $849,455 |

Category C– Mail, Online, Telephone Option Questionnaires Year 1 (Feb. 2019 – Feb. 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| C-01  Social Security Statement Survey | 1,200 | 15 | 300 | $125,000 |
| C-02 Disability Program Options | 2,000 | 30 | 1,000 | $1,000,000 |
| C-03 ForeSee Online Customer Satisfaction Surveys | 364,929 | 6 | 36,493 | $469,455 |

Category C – Totals – Mail/Online/Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 368,129 | 37,793 | $1594,455 |

Category D– 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 | 591,120 | $1 |

Category D – Totals - Other/Misc

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 1,182,240 | 591,120 | $1 |

All Categories - Year 1 Totals (Feb. 2019 – Feb. 2022)

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 5,843,298 | 1,004,460 | $2,913,911 |

**Categorization of GC Activities /w Totals**

Category A - Mail Questionnaires Year 2 (Feb. 2019 – Feb. 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| A-01  Service Satisfaction Survey | 32,000 | 15 | 2,500 | $200,000 |
| A-02  Special Study Programmatic Survey | 20,000 | 15 | 5,000 | 150,000 |
| A-03  Special Study Survey | 12,000 | 15 | 3,000 | 120,000 |

Category A - Totals - Mail Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 64,000 | 10,500 | $470,000 |

Category B – Telephone Questionnaires Year 2 (Feb. 2019 – Feb. 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| B-01  Service Satisfaction Surveys  (800#, FO Caller) | 12,000 | 15 | 3,000 | $100,000 |
| B-02  Special Study Survey | 12,000 | 15 | 3,000 | $120,000 |
| B-03  SSA Post Call Surveys | 3,840,000 | 5 | 320,000 | $160,000 |
| B-04 Field Office Network Enterprises (FONE) Satisfactory Survey | 364,929 | 6 | 39,047 | $469,455 |

Category B – Totals - Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 4,228,929 | 365,047 | $849,455 |

Category C– Mail, Online, Telephone Option Questionnaires Year 2 (Feb. 2019 – Feb. 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| C-01  Social Security Statement Survey | 1,200 | 15 | 300 | $125,000 |
| C-02 Disability Program Options | 2,000 | 30 | 1,000 | $1,000,000 |
| C-03 ForeSee Online Customer Satisfaction Surveys | 390,474 | 6 | 39,407 | $493,319 |

Category C – Totals – Mail/Online/Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 393,674 | 404,407 | $1,618,319 |

Category D– 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 | 591,120 | $1 |

Category D – Totals - Other/Misc

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 1,182,240 | 591,120 | $1 |

All Categories - Year 2 Totals

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 5,868,843 | 1,371,074 | $2,937,775 |

**Categorization of GC Activities /w Totals**

Category A - Mail Questionnaires Year 3 (Feb. 2019 – Feb. 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| A-01  Service Satisfaction Survey | 32,000 | 15 | 2,500 | $200,000 |
| A-02  Special Study Programmatic Survey | 20,000 | 15 | 5,000 | 150,000 |
| A-03  Special Study Survey | 12,000 | 15 | 3,000 | 120,000 |

Category A - Totals - Mail Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 64,000 | 10,500 | $470,000 |

Category B - Telephone Questionnaires Year 3 (Feb. 2019 – Feb. 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| B-01  Service Satisfaction Surveys  (800#, FO Caller) | 12,000 | 15 | 3,000 | $100,000 |
| B-02  Special Study Survey | 12,000 | 15 | 3,000 | $120,000 |
| B-03  SSA Post Call Surveys | 3,840,000 | 5 | 320,000 | $160,000 |
| B-04 Field Office Network Enterprises (FONE) Satisfactory Survey | 417,807 | 6 | 41,781 | $517,574 |

Category B - Totals - Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 4,281,807 | 367,781 | $897,574 |

Category C - Mail, Online, Telephone Option Questionnaires Year 3 (Feb. 2019 – Feb. 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| C-01  Social Security Statement Survey | 1,200 | 15 | 300 | $125,000 |
| C-02 Disability Program Options | 2,000 | 30 | 1,000 | $1,000,000 |
| C-03 ForeSee Online Customer Satisfaction Surveys | 417,807 | 6 | 41,781 | $517,574 |

Category C - Totals – Mail/Online/Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 421,007 | 43,081 | $1,642,574 |

Category D - 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 | 591,120 | $1 |

Category D - Totals - Other/Misc

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 1,182,240 | 591,120 | $1 |

All Categories - Year 3 Totals

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 5,949,054 | 1,012,482 | $3,010,149 |

**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 | 5,843,298 | 1004,460 | $2,913,911 |
| Year 2 | 5,868,843 | 1,371,074 | $2,937,775 |
| Year 3 | 5,949,054 | 1,012,482 | $3,010,149 |
| 3-YEAR TOTAL | **17,661,195** | **3,388,016** | **$8,861,835** |