

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