**Categorization of GC Activities /w Totals**

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

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

Category A - Mail Questionnaires Year 1 (March 2022 – March 2025)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| A-01Service Satisfaction Survey | 32,000 | 15 | 8,000 | $200,000 |
| A-02Special Study Programmatic Survey | 20,000 | 15 | 5,000 | 150,000 |
| A-03Special 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 | 16,000 | $470,000 |

Category B – Telephone Questionnaires Year 1 (March 2022 – March 2025

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| B-01Service Satisfaction Surveys (800#, FO Caller) | 32,000 | 10 | 5,333 | $100,000 |
| B-02Special Study Survey  | 12,000 | 15 | 3,000 | $120,000 |

Category B – Totals - Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 44,000 | 8,333 | $220,000 |

Category C– Mail, Online, Telephone Option Questionnaires Year 1 (March 2022 –March 2025)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| C-01Focus Groups, Cognitive Interviews, Usability Testing | 64 | 90 | 96 | $100,000 |

Category C – Totals – Mail/Online/Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 64 | 90 | $100,000 |

Category D– Other/Misc

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| E-01Includes 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 (March 2022 – March 2025)

|  |  |  |
| --- | --- | --- |
| Total Year 1 Responses | Total Year 1 Hours | Total Year 1 Costs |
| 1,290,304 | 615,549 | $790,001 |

**Categorization of GC Activities /w Totals**

Category A - Mail Questionnaires Year 2 (March 2022 –March 2025)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| A-01Service Satisfaction Survey | 32,000 | 15 | 8,000 | $200,000 |
| A-02Special Study Programmatic Survey | 20,000 | 15 | 5,000 | 150,000 |
| A-03Special 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 | 16,000 | $470,000 |

Category B – Telephone Questionnaires Year 2 (March 2022 –March 2025)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| B-01Service Satisfaction Surveys (800#, FO Caller) | 32,000 | 10 | 5,333 | $100,000 |
| B-02Special Study Survey  | 12,000 | 15 | 3,000 | $120,000 |

Category B – Totals - Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 44,000 | 8333 | $220,000 |

Category C– Mail, Online, Telephone Option Questionnaires Year 2 (March 2022 –March 2025)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| C-01Focus Groups, Cognitive Interviews, Usability Testing | 64 | 90 | 96 | $100,000 |

Category C – Totals – Mail/Online/Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 2 Responses | Total Year 2 Hours | Total Year 2 Costs |
| 64 | 96 | $100,000 |

Category D– Other/Misc

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| E-01Includes 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 |
| 1,290,304 | 615,549 | $790,001 |

**Categorization of GC Activities /w Totals**

Category A - Mail Questionnaires Year 3 (March 2022 –March 2025)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| A-01Service Satisfaction Survey | 32,000 | 15 | 8,000 | $200,000 |
| A-02Special Study Programmatic Survey | 20,000 | 15 | 5,000 | 150,000 |
| A-03Special 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 | 16,000 | $470,000 |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| B-01Service Satisfaction Surveys (800#, FO Caller) | 12,000 | 15 | 3,000 | $120,000 |
| B-02Special Study Survey  | 32,000 | 10 | 5,333 | $100,000 |

Category B - Totals - Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 44,000 | 8,333 | $220,000 |

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 | 64 | 90 | 96 | $100,000 |
| Focus Groups, Cognitive Interviews, Usability Testing |  |  |  |  |

Category C - Totals – Mail/Online/Telephone Questionnaires

|  |  |  |
| --- | --- | --- |
| Total Year 3 Responses | Total Year 3 Hours | Total Year 3 Costs |
| 64 | 96 | $100,000 |

Category D - Other/Misc

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category/Title | Number of Responses | Completion Time | Burden Hours | Cost |
| E-01Includes 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 |
| 1,290,304 | 615,549 | $790,001 |

**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 | 1,290,304 | 615,549 | $790,001 |
| Year 2 | 1,290.304 | 615,549 | $790,001 |
| Year 3 | 1,290.304 | 615,549 | $790,001 |
| 3-YEAR TOTAL | **3,870,912** | **1,846647** | **$2,370,003** |