

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 (March 2022 – March 2025)

Category/Title	Number of Responses	Completion Time	Burden Hours	Cost
A-01 Service Satisfaction Survey	32,000	15	8,000	\$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	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-01 Service Satisfaction Surveys (800#, FO Caller)	32,000	10	5,333	\$100,000
B-02 Special 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-01 Focus 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-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 (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-01 Service Satisfaction Survey	32,000	15	8,000	\$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	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-01 Service Satisfaction Surveys (800#, FO Caller)	32,000	10	5,333	\$100,000
B-02 Special 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-01 Focus Groups, Cognitive Interviews,	64	90	96	\$100,000

Usability Testing				
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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-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
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-01 Service Satisfaction Survey	32,000	15	8,000	\$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	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-01 Service Satisfaction Surveys (800#, FO Caller)	12,000	15	3,000	\$120,000
B-02 Special 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				
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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-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
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	1,846,647	\$2,370,003