

2020 dDaaS Device Return/Decom Progress Report

Date: 11/11/2020

Presented by

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Pre-decisional - Internal Only - Not for Public Distribution

Notes:

- ACOs are given the opportunity to schedule a bulk return (100+ devices) to a carrier once every two weeks.
 - **27 ACOs have more than 100 devices.**
- Due to the increase in holiday shipping, UPS is limiting the number of device returns to their stores to 5 devices per person, per local UPS store, per day.

dDaaS Peak Ops Devices – Field Breakdown

Data as of: 5:32 AM 11/12/2020
Source ITMS

	Paper Op Devices	NRFU Devices	UL Devices	Situational TW Devices	RCC Devices	ACO Office Support Devices	Total
New York	6,626	102,159	12,471	151	1,526	946	123,879
Philadelphia	5,676	81,855	3,271	116	1,435	772	93,125
Chicago	6,596	71,257	2,604	134	1,308	866	82,765
Atlanta	5,868	105,408	3,572	158	1,922	927	117,855
Dallas	6,138	99,882	7,000	149	2,017	918	116,104
Los Angeles	8,266	86,391	3,363	117	1,625	1,499	101,261
2020 FLD Device Total	39,170	546,952	32,281	825	9,833	5,928	634,989

Eligible dDaaS Device Returns By Region

Data as of: 5:32 AM 11/12/2020
Source ITMS

	Returned Devices	To Be Returned	% Returned	Total of Eligible Devices
New York	117,459	4,894	96.00%	122,353
Philadelphia	87,493	4,197	95.42%	91,960
Chicago	80,084	1,373	98.31%	81,457
Atlanta	110,453	5,480	95.15%	115,933
Dallas	112,244	1,843	98.38%	114,087
Los Angeles	99,164	472	99.53%	99,636
FLD Total	606,897	18,259*	97.08%	625,156

***Number includes devices reported as Lost, Missing, or Stolen.**

Note: This table does not include devices delivered to RCC.

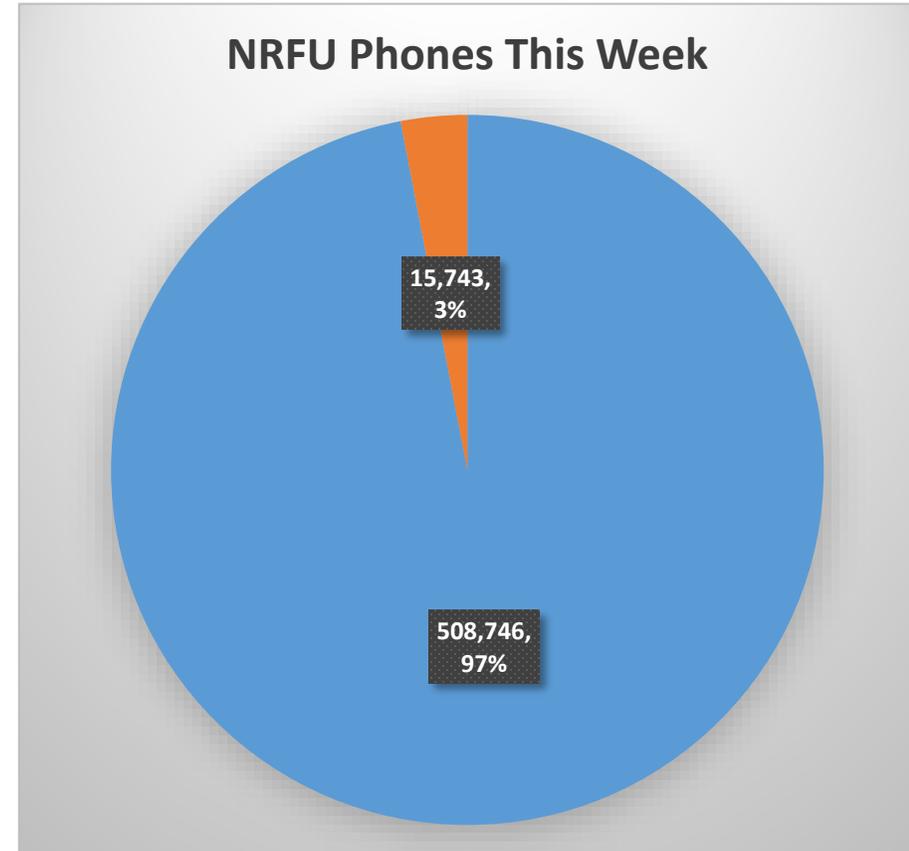
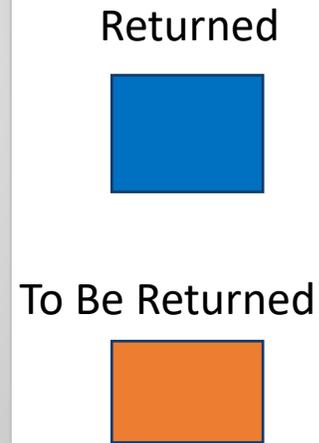
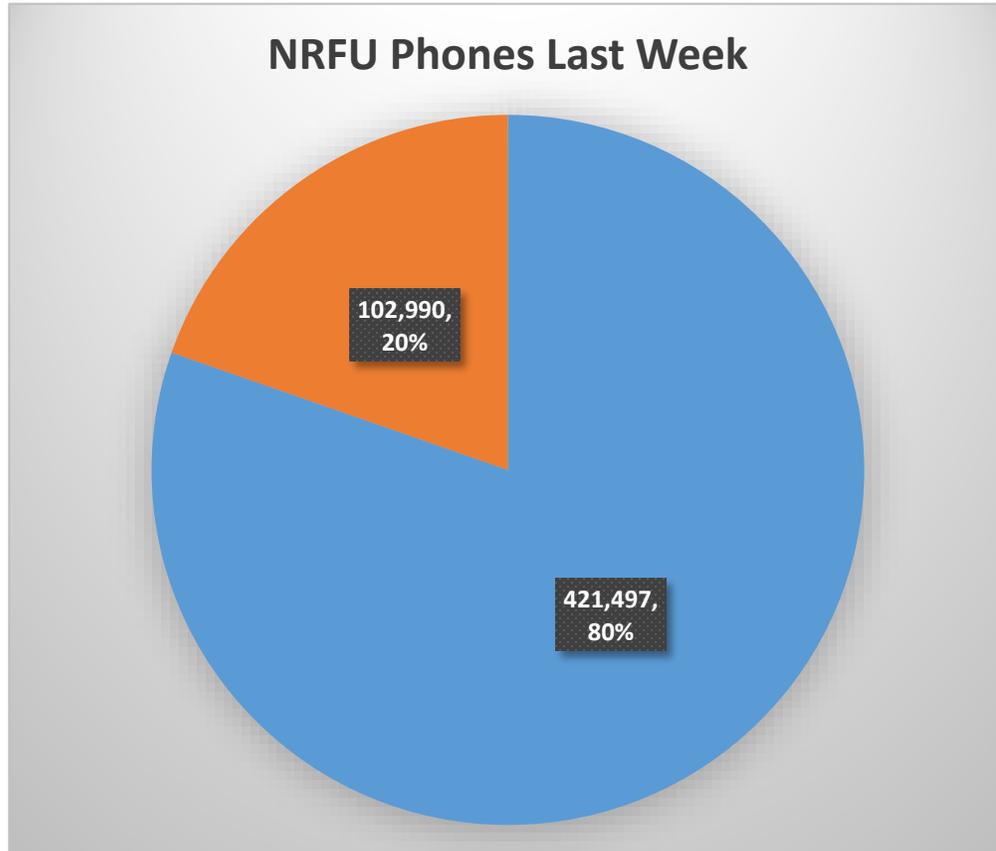
Lost, Missing or Stolen Devices by Region

Data as of: 5:32 AM 11/12/2020
Source ITMS

	Found Devices		Devices not Found					Change Since Last Week
	Recovered but not Rec'd at CDW	Change Since Last Week	iPhones	Tablets	Laptops	Total	% LMS	
New York	237	TBD	387	28	8	423	0.34%	+169
Philadelphia	195	TBD	251	13	2	266	0.29%	+81
Chicago	430	TBD	401	12	2	415	0.50%	+200
Atlanta	830	TBD	463	33	4	500	0.42%	-227
Dallas	278	TBD	236	14	8	258	0.22%	+56
Los Angeles	575	TBD	297	37	4	338	0.33%	-124
Total	2,545	TBD	2,021	138	28	2,200	0.35%	+155

NRFU Device Return Progress - iPhones

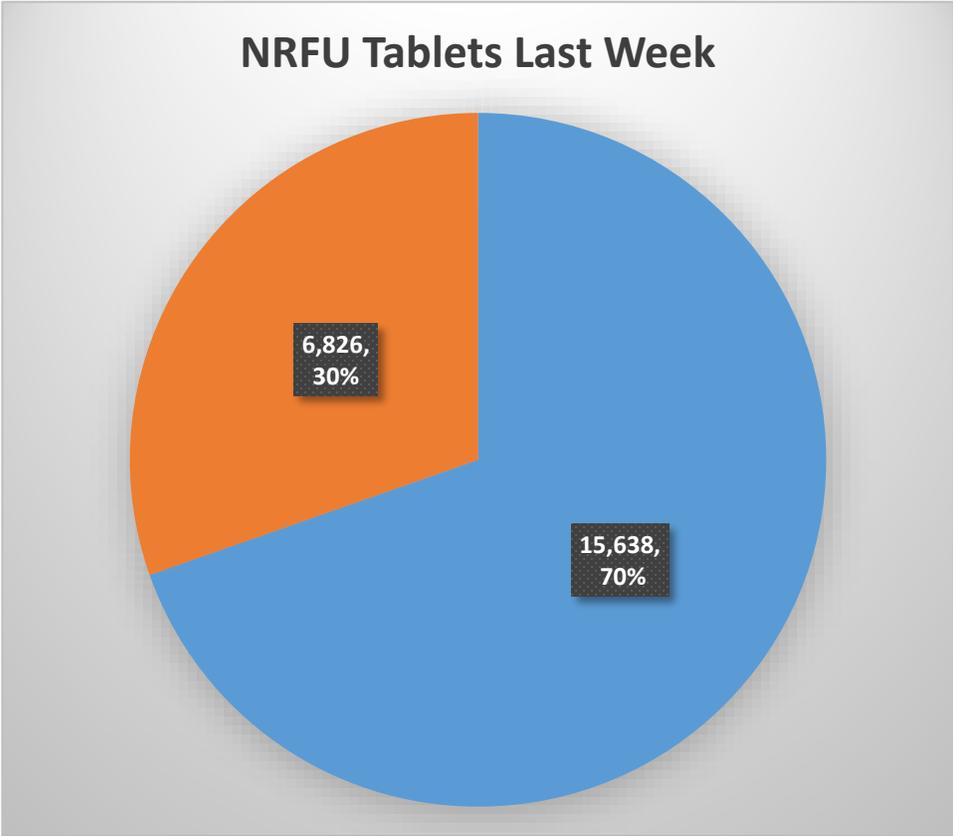
Data as of: 5:32 AM 11/12/2020
Source ITMS



87,249 iPhones returned in the last week

NRFU Device Return Progress - Tablets

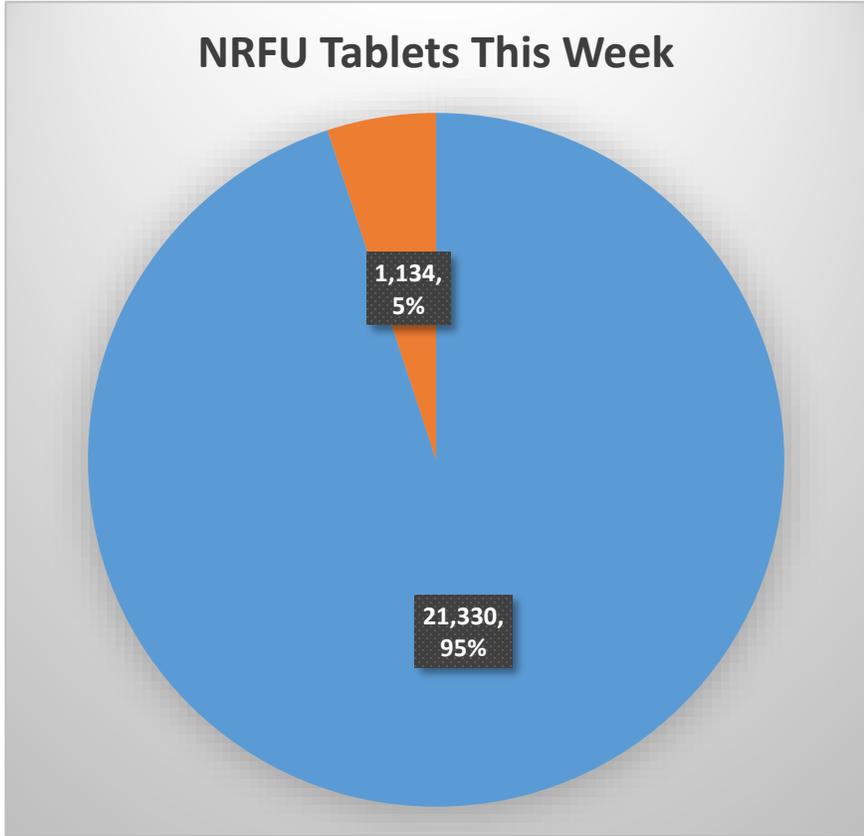
Data as of: 5:32 AM 11/12/2020
Source ITMS



Returned



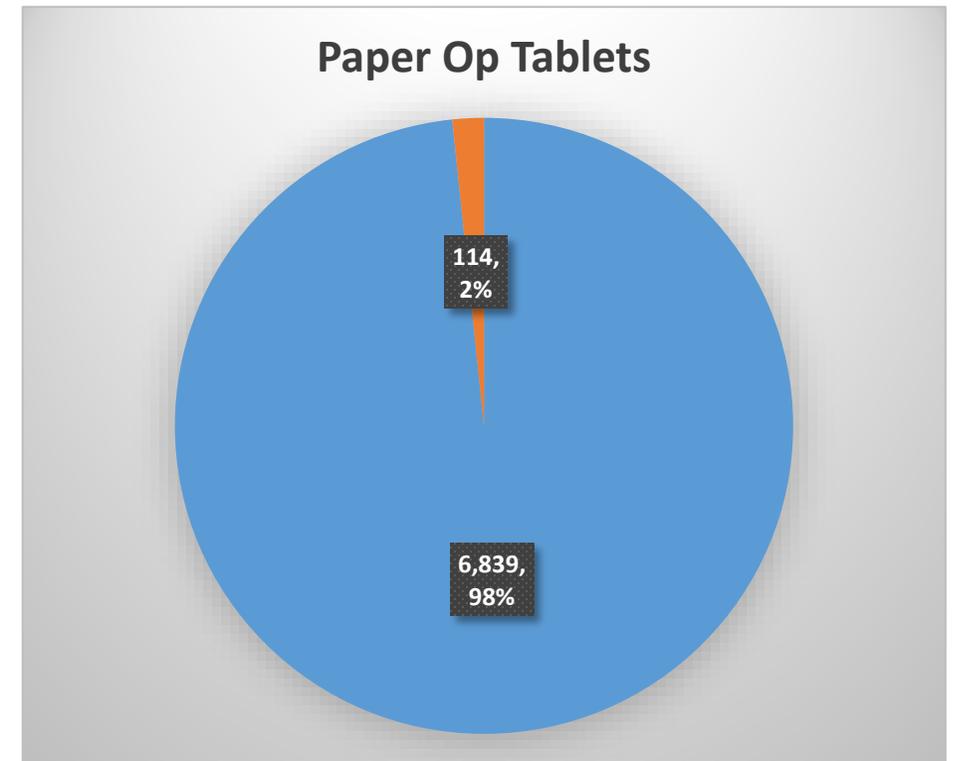
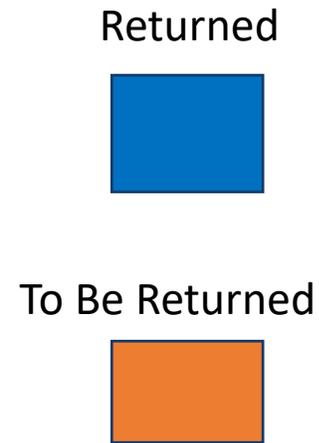
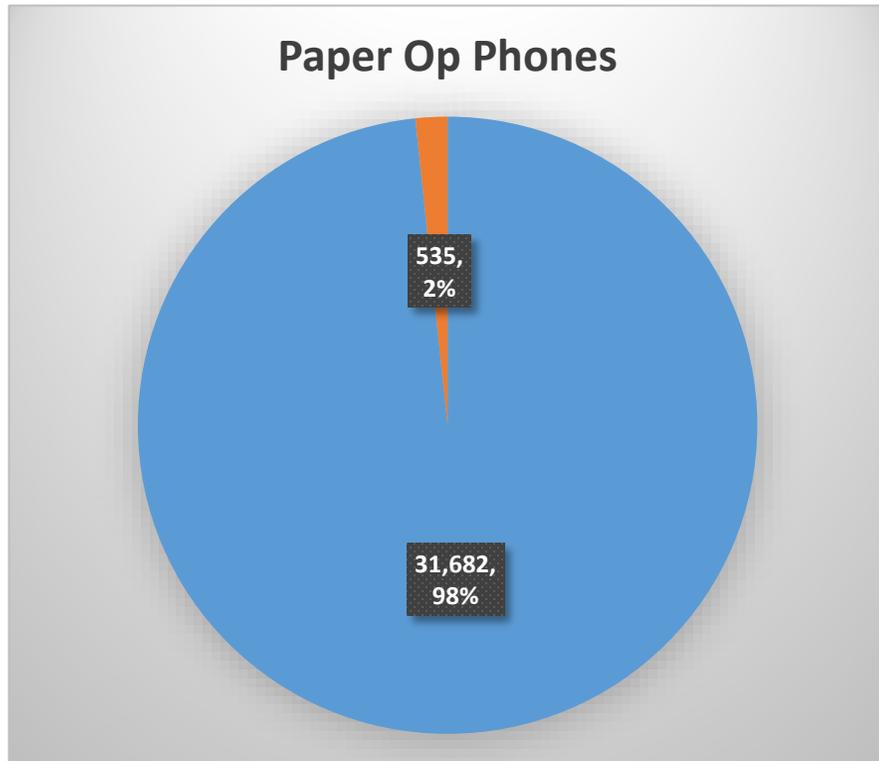
To Be Returned



5,692 Tablets returned in the last week

Paper Operation Device Return Progress

Data as of: 5:32 AM 11/12/2020
Source ITMS

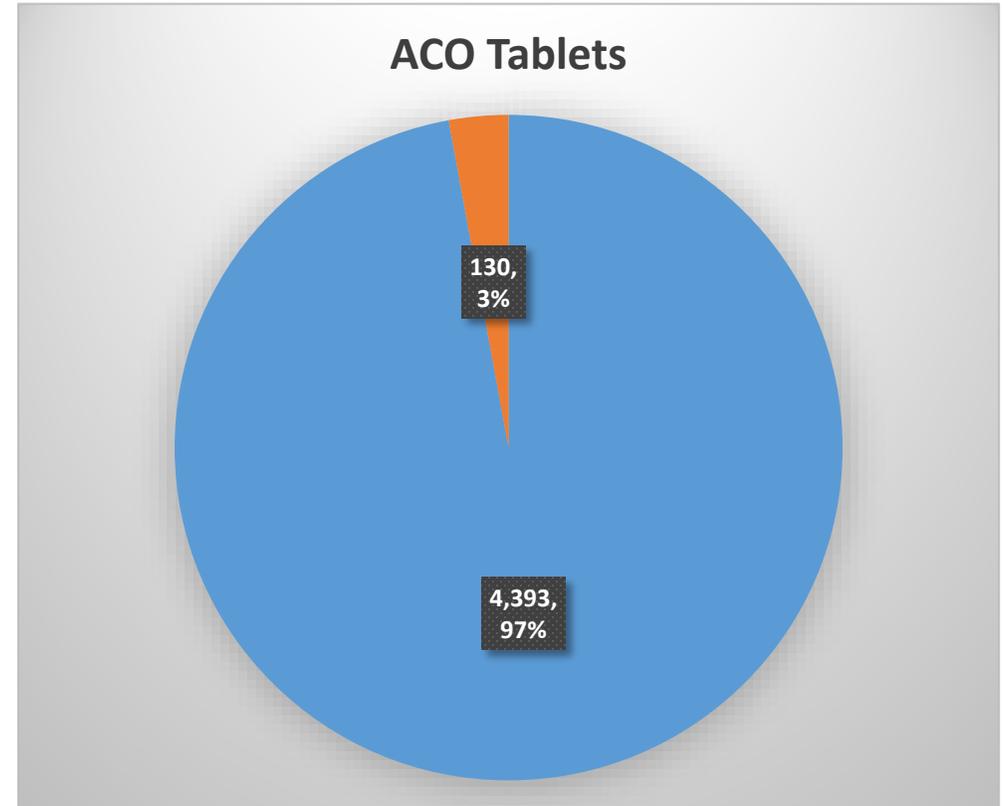
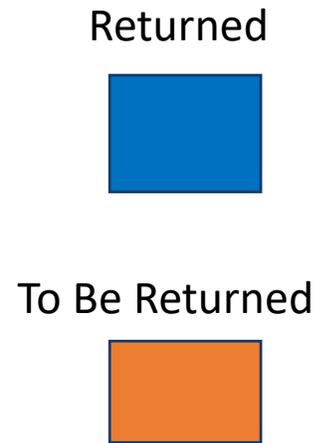
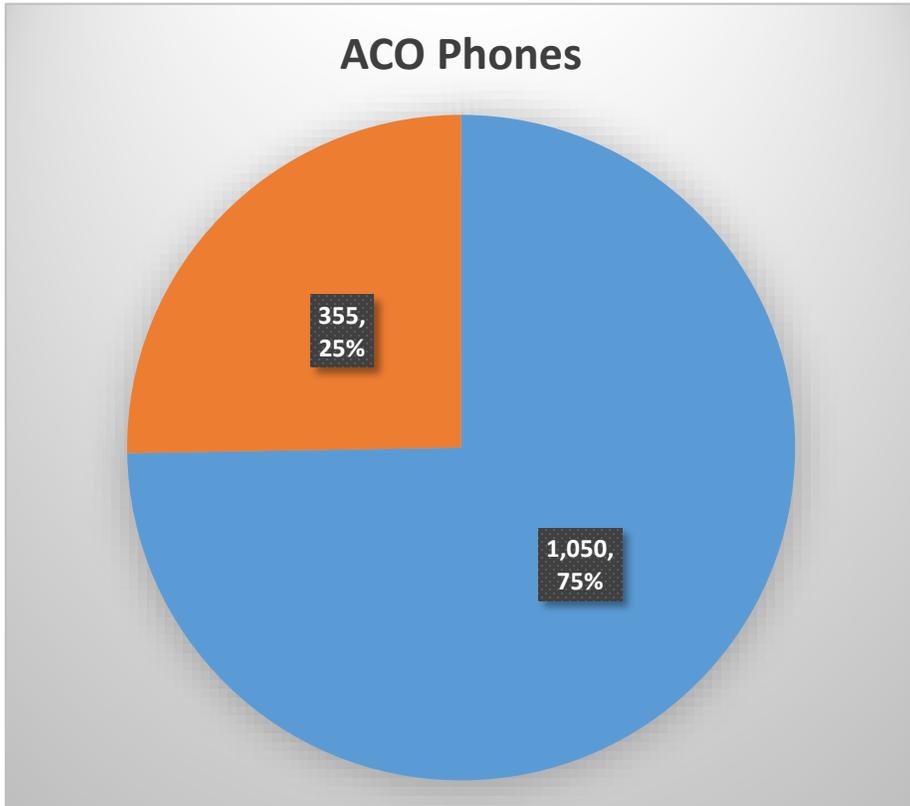


1,448 Paper Ops phones returned last week.

444 Paper Ops tablets returned last week.

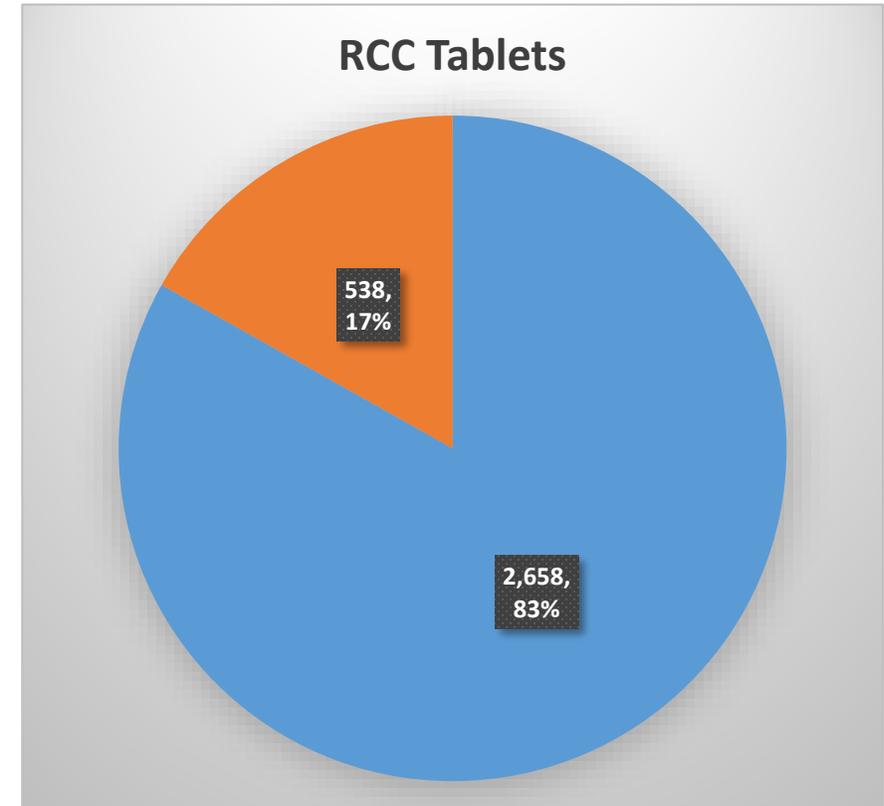
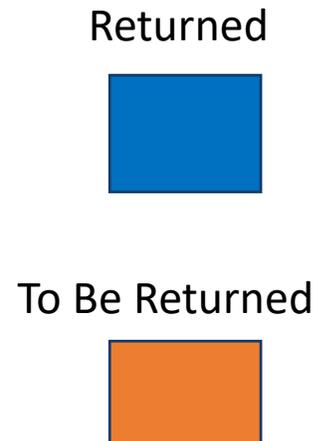
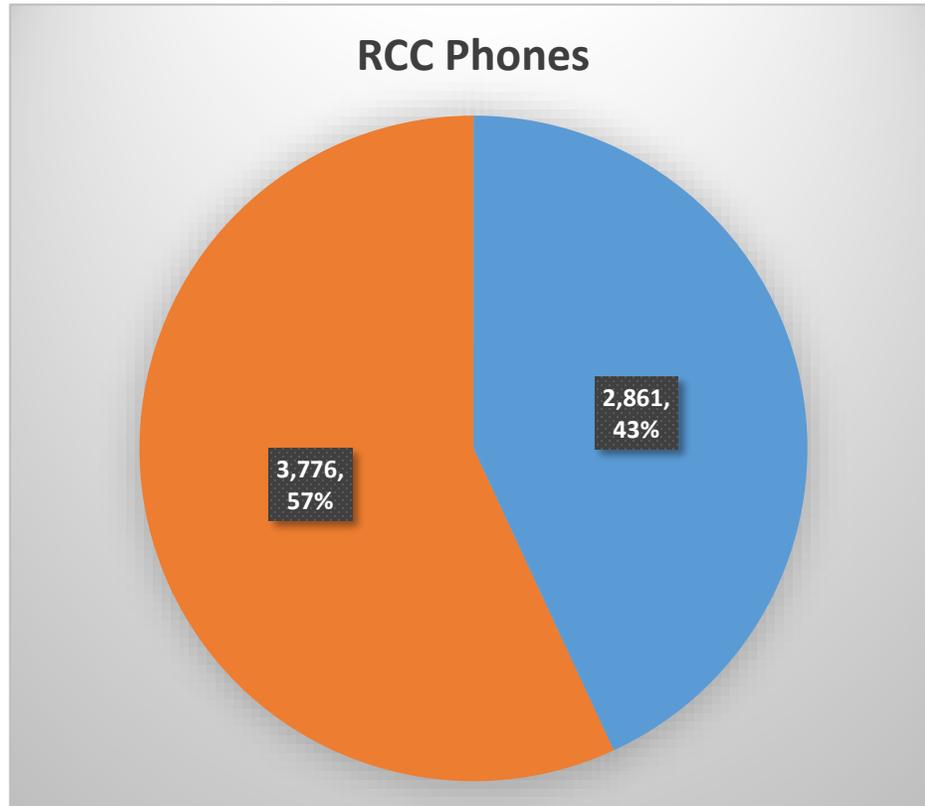
Area Census Office Device Return Progress

Data as of: 5:32 AM 11/12/2020
Source ITMS



Regional Census Center Device Return Progress

Data as of: 5:32 AM 11/12/2020
Source ITMS



Device Decommissioning Progress

Data as of: end of day 11/11/2020
Source ITMS

Month Ending	Rec'd at CDW	Total	Sanitized	Total
September	38,047	38,047	-	-
October	191,334	229,381	162,367	162,367
November	132,657	362,038	76,964	239,331
December				
January				

- It takes 7-10 days to receive the devices at CDW once they are picked up from the ACO.
- These numbers do not include the 30k laptops that were already decommissioned.