

2020 dDaaS Device Return/Decom Progress Report

Date: 11/18/2020

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.**
 - **All of the bulk returns (100+ devices) have been completed.**
ACOs will continue to return their remaining balance of devices through local UPS stores.
- **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: 5:35 AM 11/17/2020
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: 5:35 AM 11/17/2020
Source ITMS

	Returned Devices	To Be Returned	% Returned	Total of Eligible Devices
New York	120,502	1,851	98.49%	122,353
Philadelphia	90,476	1,214	98.68%	91,960
Chicago	80,599	858	98.95%	81,457
Atlanta	113,954	1,979	98.29%	115,933
Dallas	113,437	650	99.43%	114,087
Los Angeles	99,241	395	99.60%	99,636
FLD Total	618,209	6,947*	98.89%	625,156

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

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

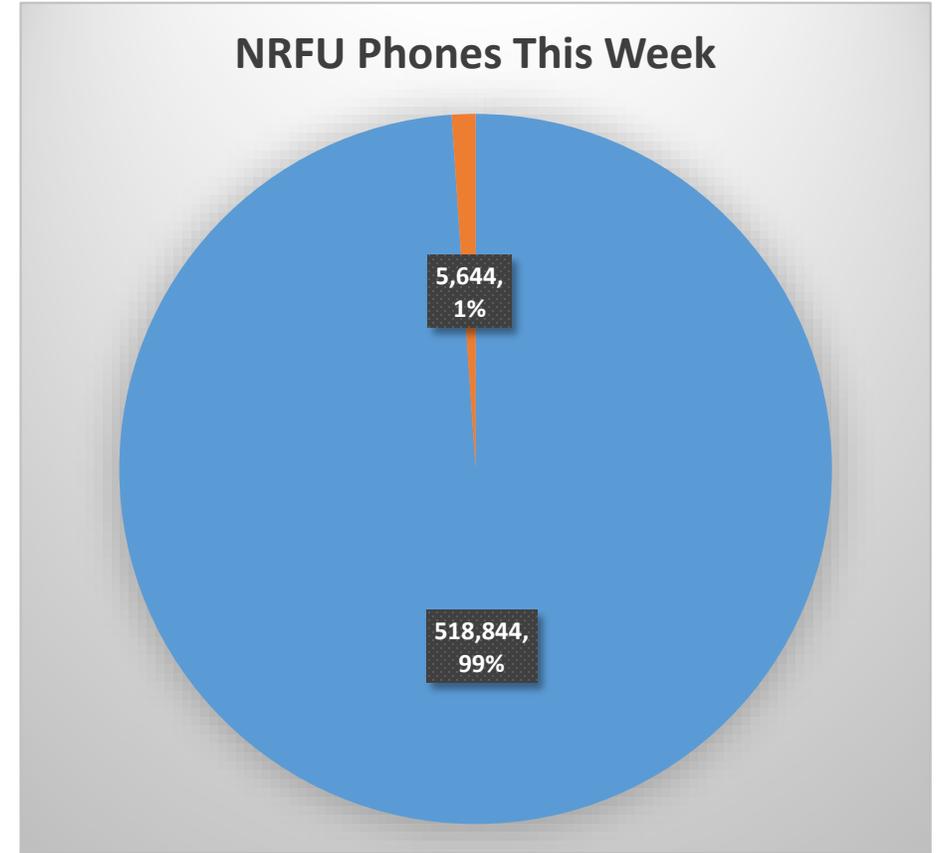
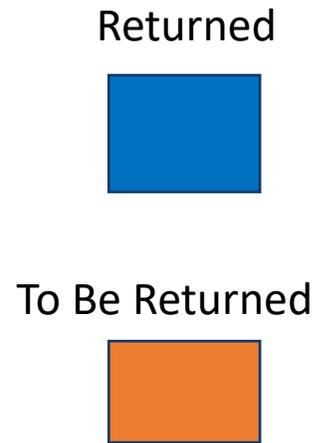
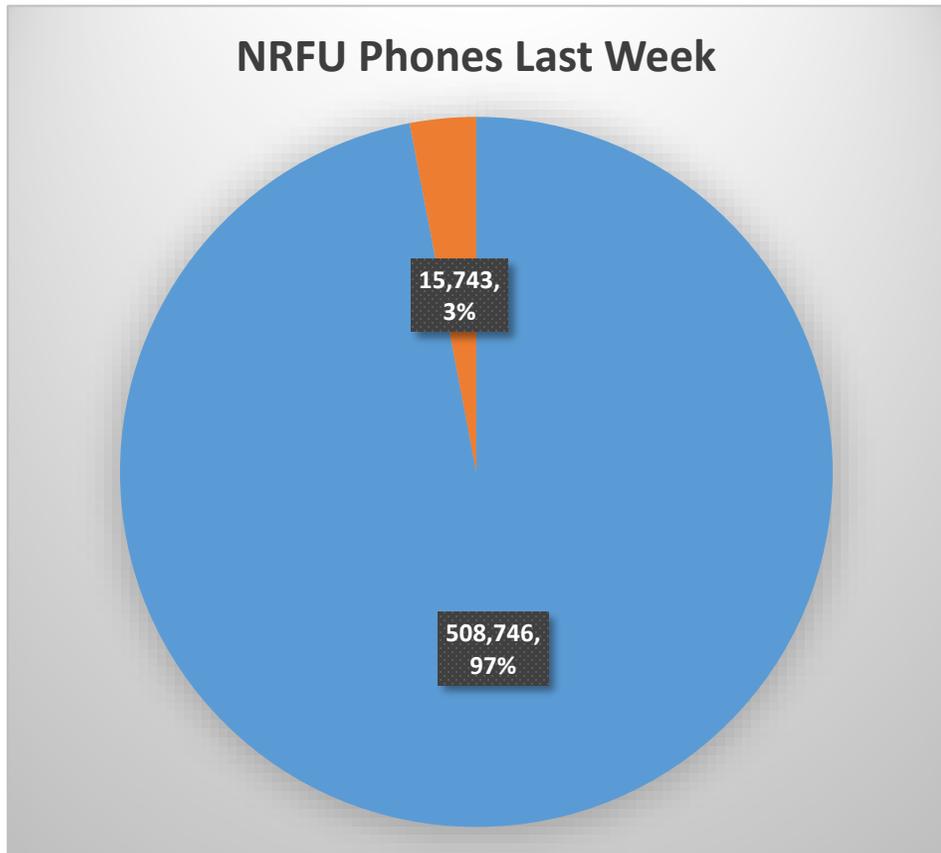
Lost, Missing or Stolen Devices by Region

Data as of: 5:35 AM 11/17/2020
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	327	+90	386	28	6	420	0.34%	-3
Philadelphia	235	+40	264	13	2	279	0.30%	+13
Chicago	549	+119	417	15	2	434	0.52%	+19
Atlanta	977	+147	408	30	4	442	0.38%	-58
Dallas	332	+54	269	12	8	289	0.25%	+31
Los Angeles	632	+57	310	37	4	351	0.35%	+13
Total	3,052	+507	2,054	135	26	2,215	0.35%	+15

NRFU Device Return Progress - iPhones

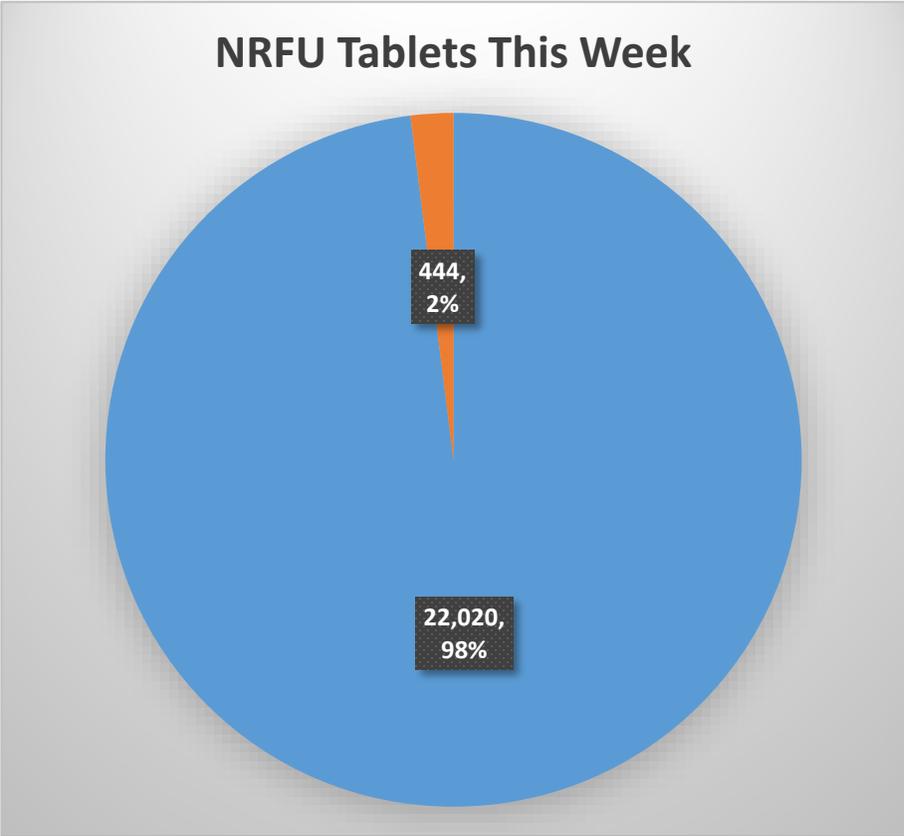
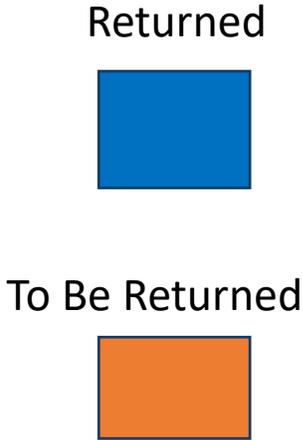
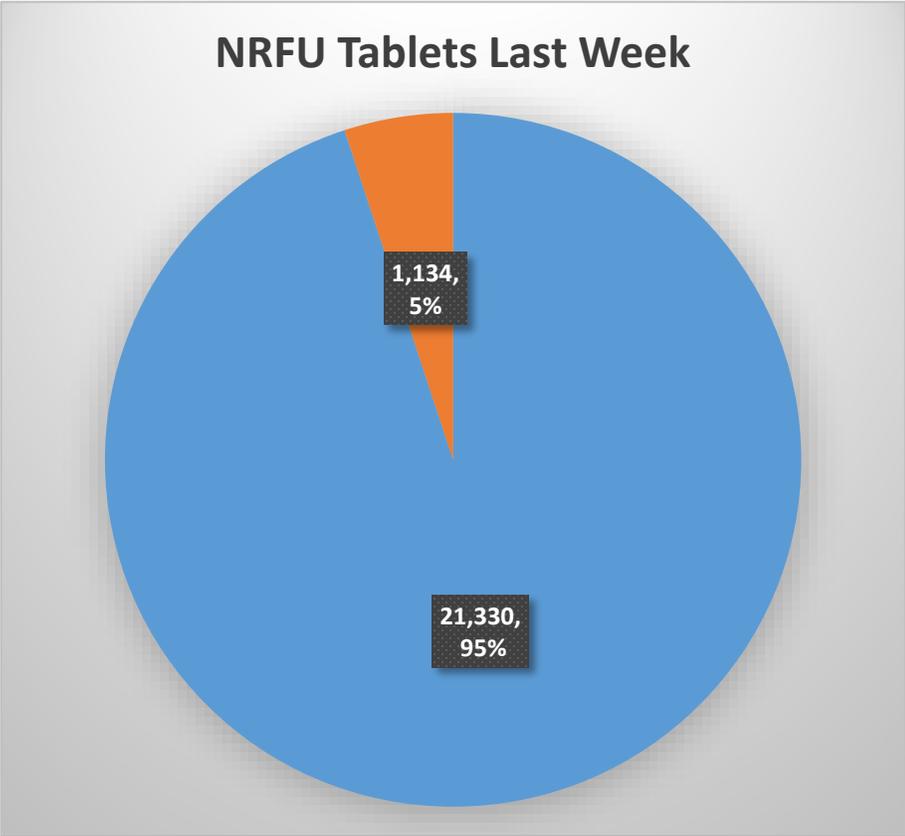
Data as of: 5:35 AM 11/17/2020
Source ITMS



10,098 iPhones returned in the last week

NRFU Device Return Progress - Tablets

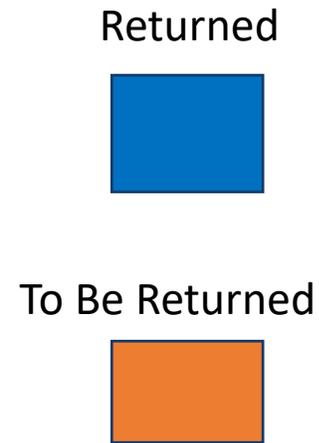
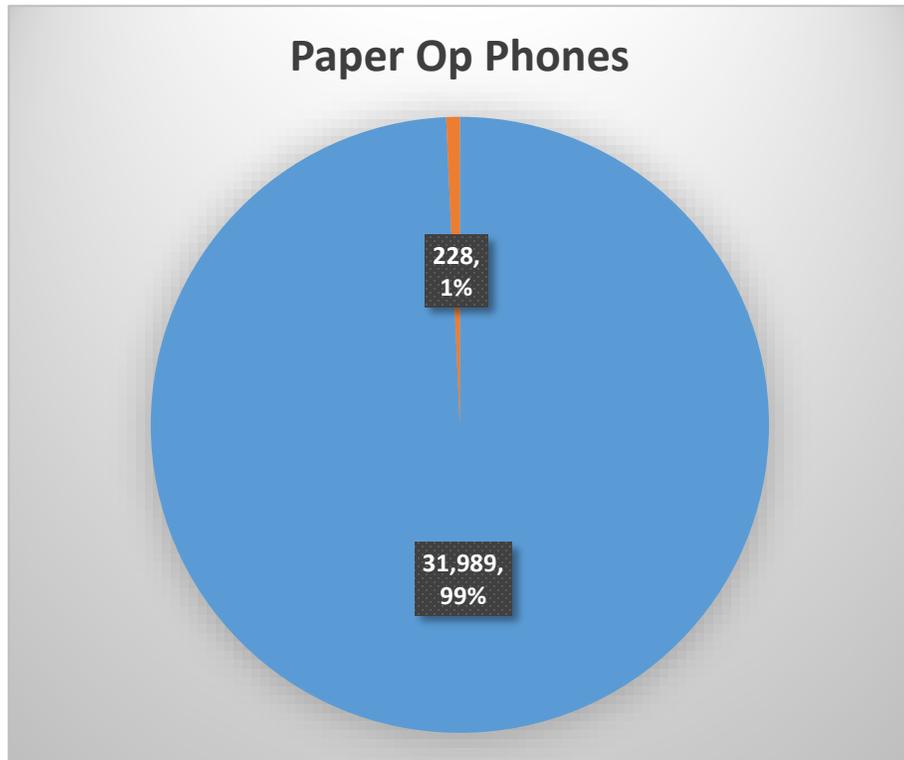
Data as of: 5:35 AM 11/17/2020
Source ITMS



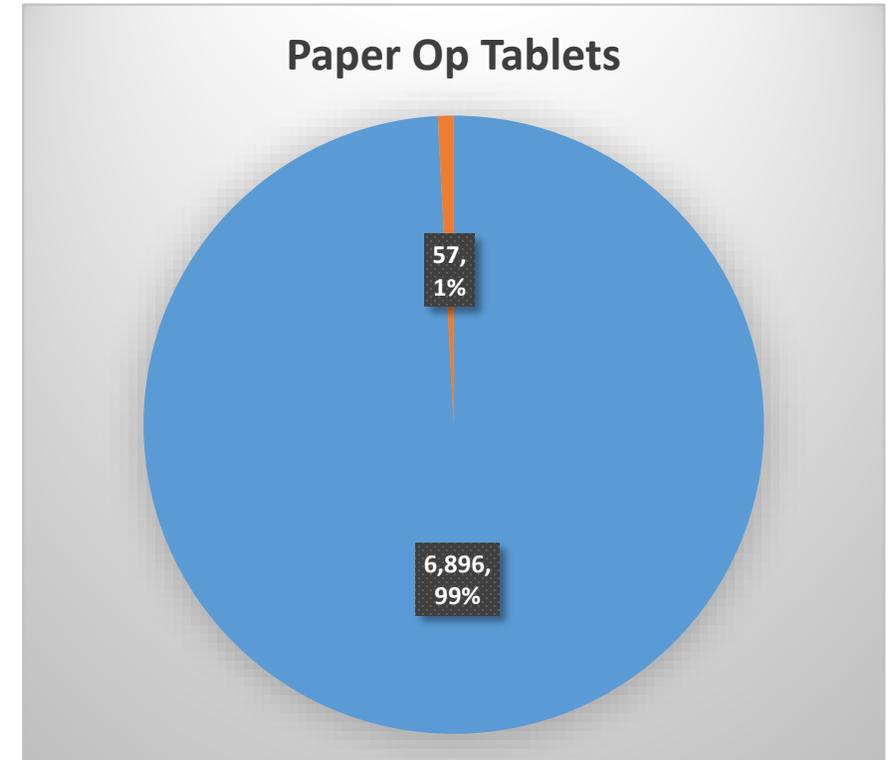
690 Tablets returned in the last week

Paper Operation Device Return Progress

Data as of: 5:35 AM 11/17/2020
Source ITMS



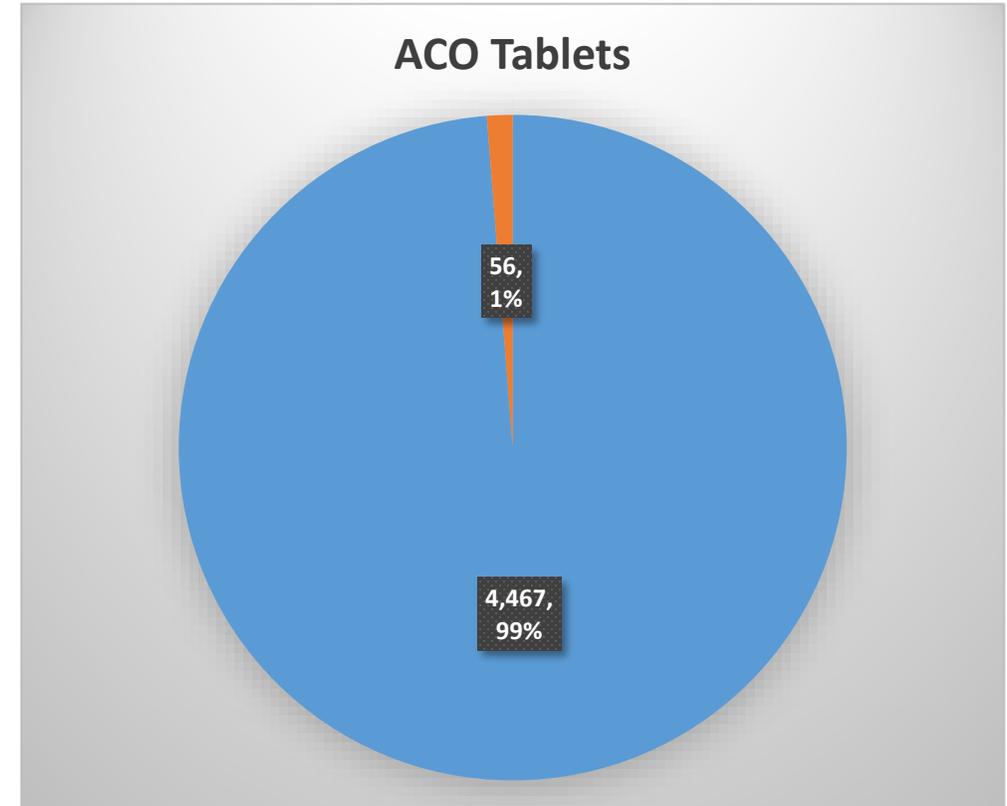
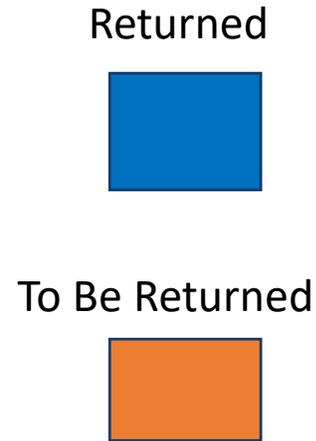
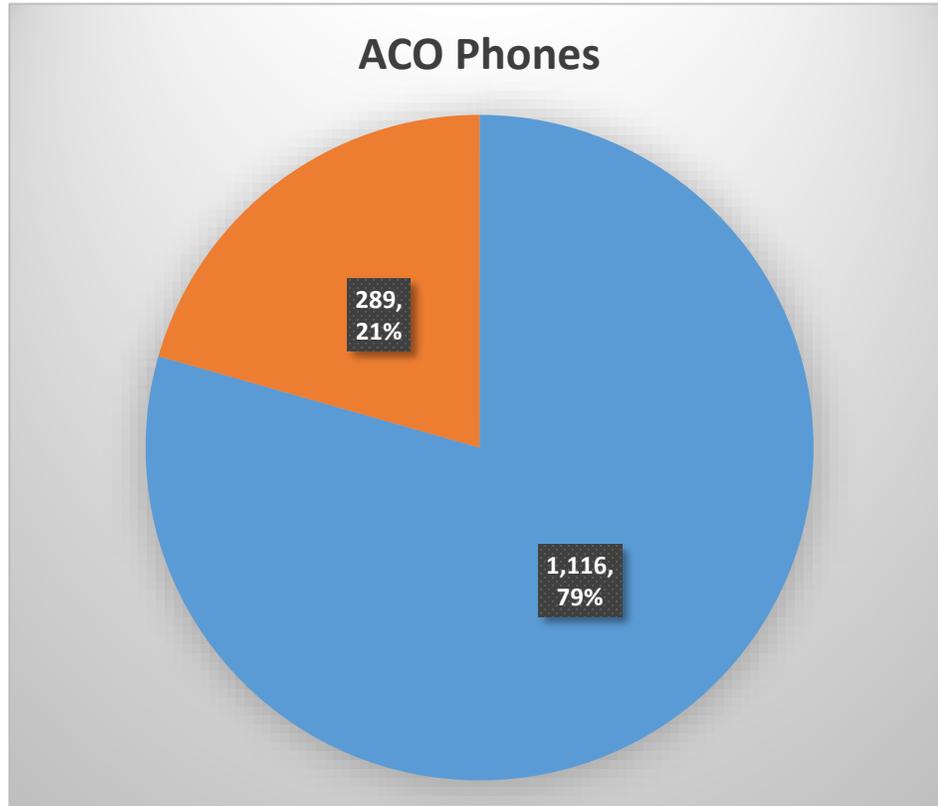
307 Paper Ops phones returned last week.



57 Paper Ops tablets returned last week.

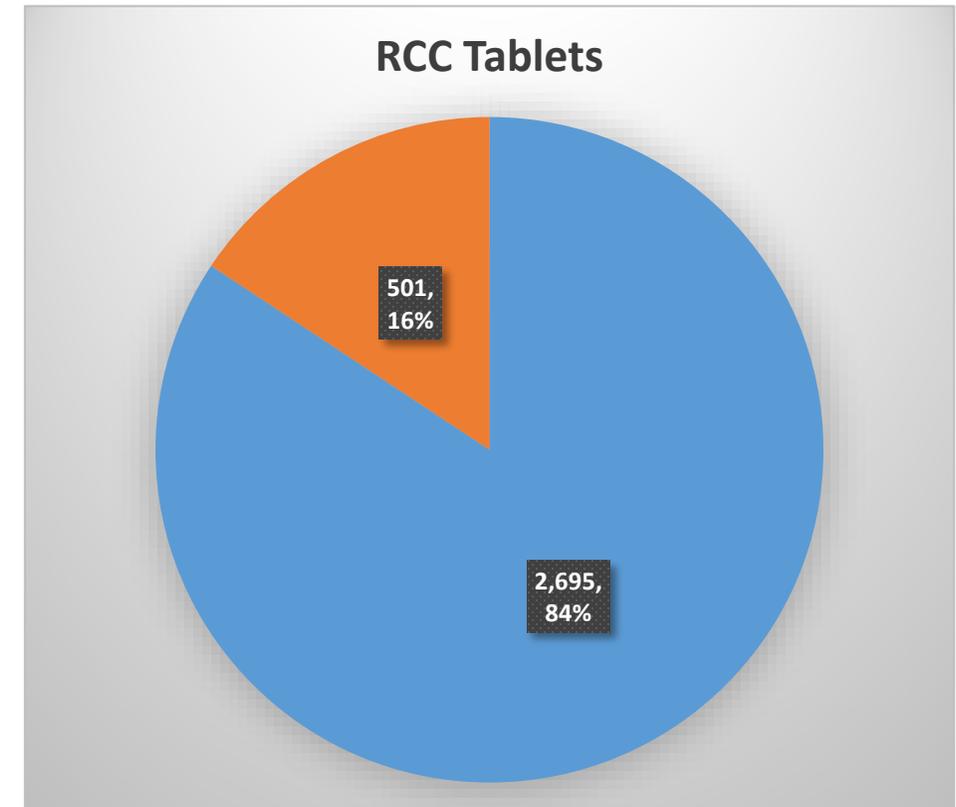
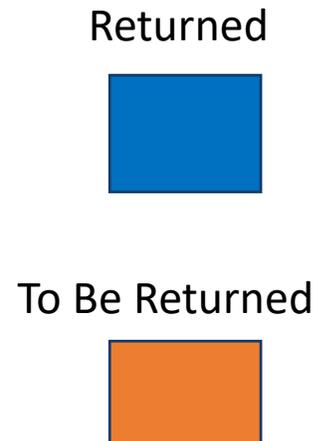
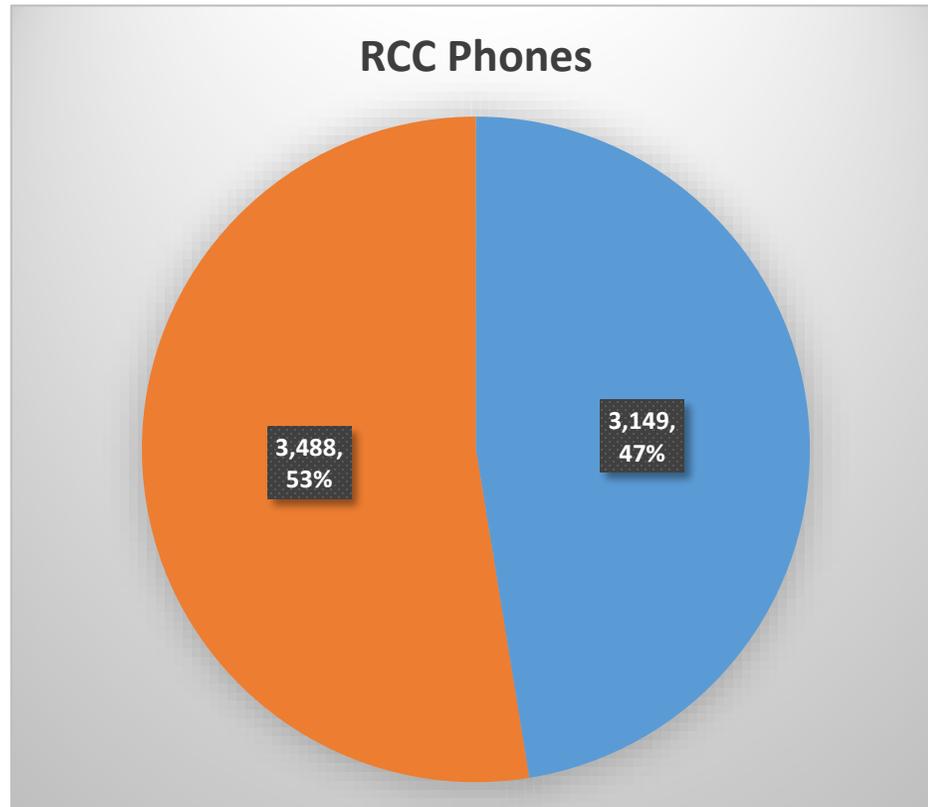
Area Census Office Device Return Progress

Data as of: 5:35 AM 11/17/2020
Source ITMS



Regional Census Center Device Return Progress

Data as of: 5:35 AM 11/17/2020
Source ITMS



Device Decommissioning Progress

Data as of end of day 11/15/2020
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	196,073	425,454	109,353	271,720
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.

The number of sanitized devices increased by 32,389 since last week.