

# Decennial Service Center (DSC) Updates

September 9, 2020

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United States<sup>®</sup>  
Census  
2020

# Weekly Incident Ticket Volume by Region 8-31-2020 through 9-6-2020

Site	% of Tickets	Total Tickets	Mean Resolution (Hours)	ACO%	RCC%	DSC%	Tier 3%
Atlanta	19.92%	6,961	3.82	93.20 %	2.35 %	3.40 %	1.05 %
Chicago	15.72%	5,492	4.20	86.25 %	6.23 %	6.17 %	1.35 %
Dallas	17.17%	6,001	4.53	91.01 %	5.24 %	2.02 %	1.73 %
Los Angeles	12.94%	4,521	6.18	87.10 %	4.94 %	6.51 %	1.45 %
New York	18.29%	6,390	4.93	88.61 %	4.20 %	5.16 %	2.02 %
Philadelphia	15.80%	5,521	4.26	92.39 %	2.81 %	3.70 %	1.10 %
Island Areas	0.04%	13	4.38	0.00 %	0.00 %	100.00 %	0.00 %
Headquarters	0.13%	44	5.09	0.00 %	0.00 %	80.00 %	20.00 %
<b>Grand Total</b>	<b>100.00%</b>	<b>34,943</b>	<b>4.58</b>	<b>89.89%</b>	<b>4.19%</b>	<b>4.46%</b>	<b>1.47%</b>

# Weekly Incident Ticket Volume by Operation 8-31-2020 through 9-6-2020

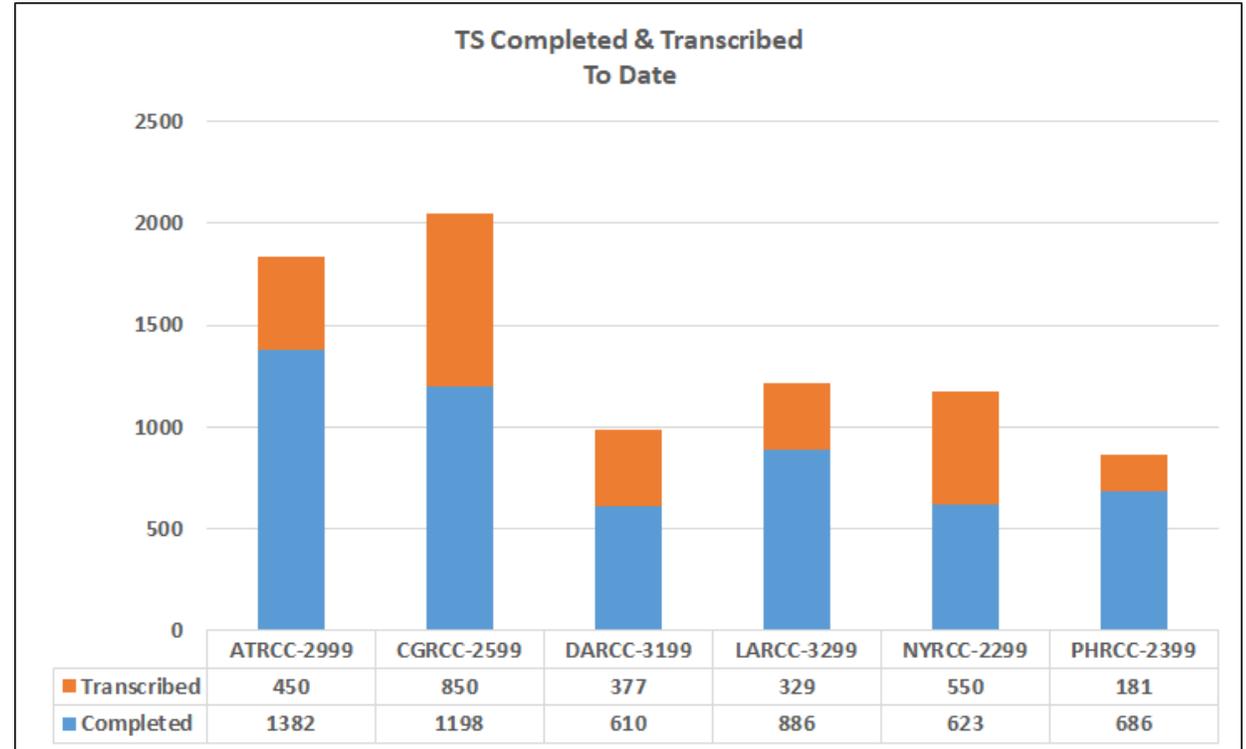
NRFU Tickets by Type	% of Tickets	Total Tickets
Connectivity	0.50%	121
DAPPS	0.03%	7
FDC	33.17%	8,027
HUB	2.51%	607
LMS	2.94%	712
Network/ID	9.32%	2,254
Other	10.04%	2,429
Password	19.48%	4,713
Phone	10.13%	2,452
Voicemail	11.88%	2,874
<b>Grand Total</b>	<b>100.00%</b>	<b>24,196</b>

# Targeted Support Ticket Volume

Daily as of 9-9-2020

Date	ACO's Supported	TS Completed	Voicemail Tickets Transcribed	Total Tickets TS Processed
24-Aug	19	148	272	420
25-Aug	10	151	281	432
26-Aug	15	147	251	398
27-Aug	27	129	354	483
28-Aug	35	155	410	565
31-Aug	17	106	241	347
1-Sep	20	87	165	252
2-Sep	18	75	198	273
3-Sep	17	61	195	256
4-Sep	19	53	133	186
7-Sep	14	96	158	254
8-Sep	18	35	84	119

Inception to Date by Region



# Recent Incidents

## Cellular Outages

Verizon, AT&T and T-Mobile are reporting major cellular outages in the following areas due to fires:

- Verizon: Spokane WA; Sunnyvale, CA; Bakersfield, CA
- T-Mobile: Spokane, WA
- AT&T: Spokane, WA

## Sites Down

- INC%1229898 - PHACO 2363 (Akron, OH)
- INC%1230372 - DAACO 3197 (Salt Lake City, UT)
- INC%1233191 - DAACO 3184 (Houston NW, TX)
- INC%1234502 - ATACO 2974 (Ocala, FL)
- INC%1235170 - DAACO 3196 (Provo, UT)
- INC%1236101 - LAACO 3259 (Eugene, OR)
- INC%1238213 - CGACO 2583 (St. Louis, MO)