

Decennial Service Center (DSC) Updates

September 23, 2020

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United States[®]
Census
2020

Weekly Incident Ticket Volume by Region

9-14-2020 through 9-20-2020

Site	% of Tickets	Total Tickets	Mean Resolution (Hours)	ACO%	RCC%	DSC%	Tier 3%
Atlanta	20.95%	5,276	4.10	90.38 %	2.76 %	5.67 %	1.19 %
Chicago	14.77%	3,718	3.85	87.97 %	5.97 %	3.67 %	2.39 %
Dallas	18.63%	4,691	4.19	88.70 %	6.47 %	2.99 %	1.85 %
Los Angeles	11.26%	2,835	6.37	83.48 %	9.71 %	3.84 %	2.98 %
New York	16.53%	4,162	4.21	89.31 %	4.58 %	3.82 %	2.29 %
Philadelphia	17.64%	4,443	3.93	92.29 %	3.96 %	2.28 %	1.47 %
Island Areas	0.06%	14	7.04	0.00 %	0.00 %	75.00 %	25.00 %
Headquarters	0.16%	41	4.58	0.00 %	0.00 %	92.59 %	7.41 %
Grand Total	100.00%	25,180	4.32	88.98%	5.18%	3.90%	1.94%

Weekly Incident Ticket Volume by Operation 9-14-2020 through 9-20-2020

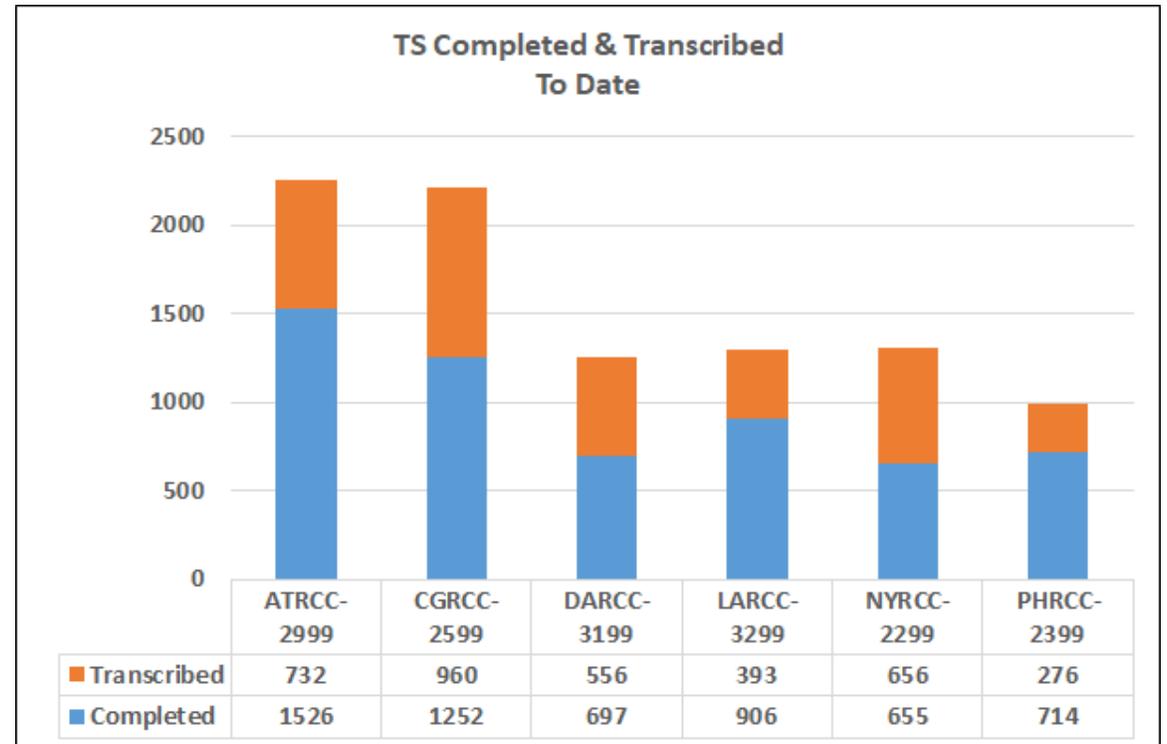
NRFU Tickets by Type	% of Tickets	Total Tickets
Connectivity	0.52%	90
DAPPS	0.03%	5
FDC	33.21%	5,705
HUB	2.27%	390
LMS	2.31%	396
Network/ID	9.84%	1,690
Other	9.43%	1,620
Password	21.91%	3,764
Phone	10.42%	1,789
Voicemail	10.06%	1,728
Grand Total	100.00%	17,177

Targeted Support Ticket Volume

Daily through 9-22-2020

Date	ACO's Supported	TS Completed	Voicemail Tickets Transcribed	Total Tickets TS Processed
14-Sep	32	70	165	235
15-Sep	22	55	73	128
16-Sep	17	22	52	74
17-Sep	16	27	45	72
18-Sep	15	28	85	113
21-Sep	23	46	88	134
22-Sep	15	19	30	49

Inception to Date by Region



Recent Incidents

Sites Down Due to Hurricane Sally

- INC%1276702 – ATACO 2990 (New Orleans, LA)
- INC%1275838 – ATACO 2901 (Gulfport, MS)
- INC%1276427– ATACO 2906 (Mobile, AL)
- INC%1283766 - ATACO 2976 (Pensacola, FL)
- INC%1276443 – ATACO 2989 (Jefferson Parish, LA)