

2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 08/11/2020

Presented by

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SMEs: Letitia Jones, Tammy Adams, Donna Scheleur

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United States[®]
Census
2020

Pre-decisional - Internal Only - Not for Public Distribution

Agenda

Status Legend

Complete

On Track

Management Focus

Requires Attention

- Milestone Schedule
- Operation Overview
- Soft Launch Overview
 - Expected Workload
 - Schedule
 - Summary
 - Staffing
- Production System Update



Milestone Schedule

Activity	Date
Soft Launch	
Cycle 1A Enumeration Start	07/16/20A
Cycle 1B Enumeration Start	08/05/20A
Cycle 2 Enumeration Start	07/30/20A
Cycle 3 Enumeration Start	08/03/20A
Full Launch	
NRFU Begins	08/09/20A
NRFU RI Begins	08/10/20A
NRFU Production Ends	09/30/20
NRFU Re-interview Ends	09/30/20

Days Until NRFU End (09/30) - 50

Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 08/10/2020
Source: Unified Tracking System

*Data are aggregated for all ACOs regardless of soft launch cycle.

Status:

● On Track

Data current as of:
August 10, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

Notes:

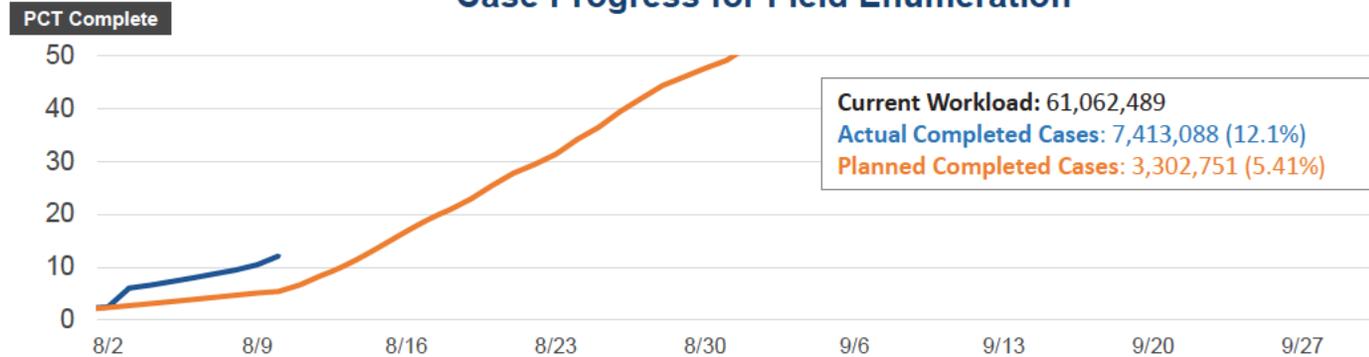
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Cases Completed by Self-Response:
2,897,595 (39.1% of completed cases)

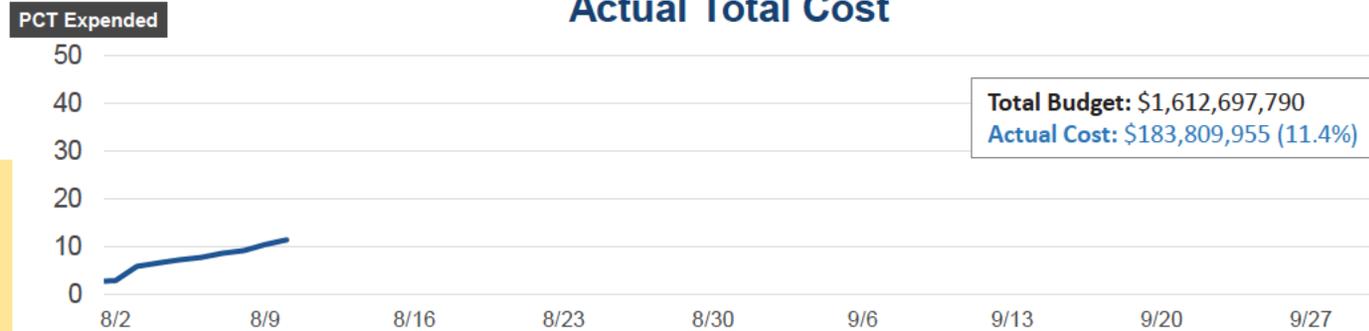
Remaining Workload:
53,649,401 cases

Active ACOs: 248 out of 248

Case Progress for Field Enumeration



Actual Total Cost



NRFU Progress Management

Executive Overview of Progress

Data as of: Multiple, see footnotes
Source: Multiple, see footnotes

Case Completion by Region

Region	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed	Case Completion Goal
New York	9,669,972	618,458	6.40%	5.41%	1.53%	0.49%	1,337,485	13.83%	8.31%
Philadelphia	9,406,372	688,750	7.32%	4.75%	2.29%	0.31%	1,379,484	14.67%	8.00%
Chicago	8,807,056	603,169	6.85%	4.62%	2.15%	0.38%	1,233,244	14.00%	9.44%
Dallas	11,373,330	535,396	4.71%	4.66%	1.22%	0.42%	1,253,055	11.02%	3.73%
Los Angeles	9,120,555	707,988	7.76%	5.44%	1.86%	0.60%	1,428,667	15.66%	4.59%
Atlanta	12,685,204	200,615	1.58%	3.90%	0.32%	0.36%	781,153	6.16%	0.68%
Total	61,062,489	3,354,376	5.49%	4.75%	1.48%	0.42%	7,413,088	12.14%	5.43%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday. Includes progress for all case types. Case completion includes cases closed by self-response, field work, or ACO closure.

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	13,473	62	5	13,540	185	17
Percent of All CFS Areas	99.5%	0.5%	0.0%	100%	1.4%	0.1%

Data Source – MOJO NRFU HQ Production Progress Report as of this morning.

Periodic Performance Management Reports

Enumerator Productivity

Data as of: 08/10/2020
Source: MOJO

Status:

● On Track

Data current as of:

August 9, 2020

Start Date:

August 09, 2020

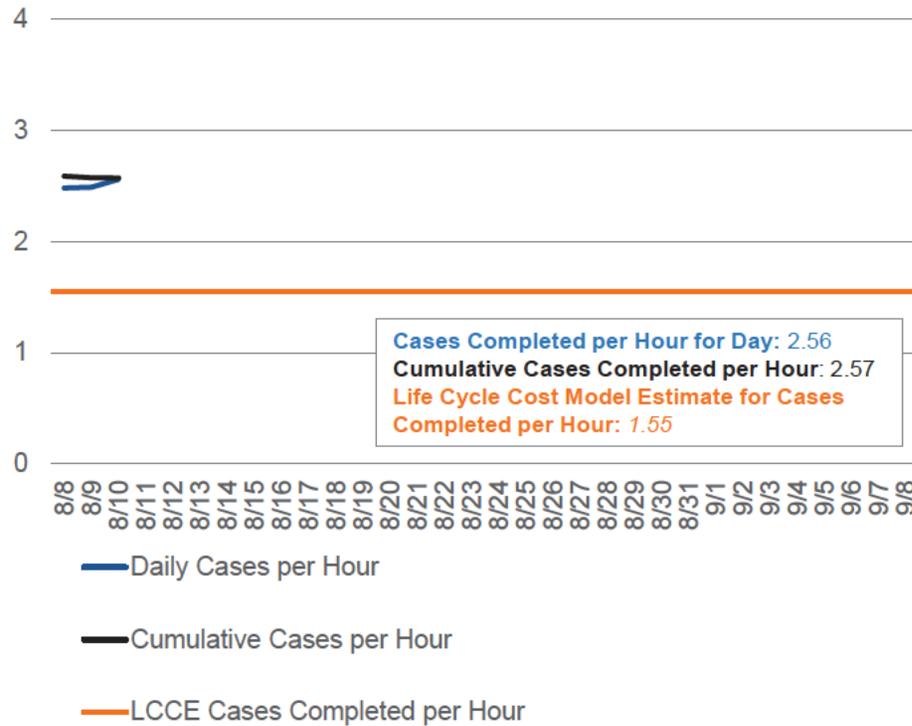
Completion Date:

September 30, 2020

Notes:

Cases completed per hour include cases that were resolved by enumeration, ACO staff, administrative records, or self-response.

Productivity (Cases per Hour) for the NRFU Operation by Day



Cases Completed per Hour

Region	Day	Cumulative
New York	2.91	2.72
Philadelphia	2.88	2.62
Chicago	2.56	2.61
Dallas	2.26	2.44
Los Angeles	2.28	2.45
Atlanta	2.68	2.66
Total	2.56	2.57

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1A*

Data as of: Multiple, see footnotes
 Source: Multiple, see footnotes
 *Data are shown for ACOs in Cycle 1A of the soft launch.

Case Completion by ACO

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2262	Gardiner, ME	396,168	117,298	29.61%	5.16%	6.86%	0.24%	165,889	41.87%
2390	Beckley, WV	495,431	183,720	37.08%	6.06%	6.16%	0.43%	246,382	49.73%
2581	Kansas City, MO	428,983	157,636	36.75%	5.43%	8.75%	0.56%	220,844	51.48%
2990	New Orleans, LA	181,783	75,824	41.71%	5.20%	7.40%	0.60%	99,828	54.92%
3167	Oklahoma County, OK	267,554	69,791	26.08%	5.60%	6.55%	0.56%	103,805	38.80%
3256	Boise, ID	305,046	140,502	46.06%	7.12%	8.25%	0.82%	189,892	62.25%
Total Cycle 1A		2,074,965	744,771	35.89%	5.78%	7.30%	0.51%	1,026,640	49.48%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday.
 Includes progress for all case types. Case completion includes cases closed by self-response, field work, or ACO closure.

Completion Goal: 47.97%

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	377	57	4	438	115	7
Percent of All CFS Areas	86.1%	13.0%	0.9%	100%	26.3%	1.6%

Data Source – MOJO NRFU HQ Production Progress Report as of this morning.

Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 1A*

Data as of: 08/10/2020

Source: MOJO

*Data are aggregated for ACOs in Cycle 1A of the soft launch.

Status:

● On Track

Data current as of:

August 10, 2020

Start Date:

July 16, 2020

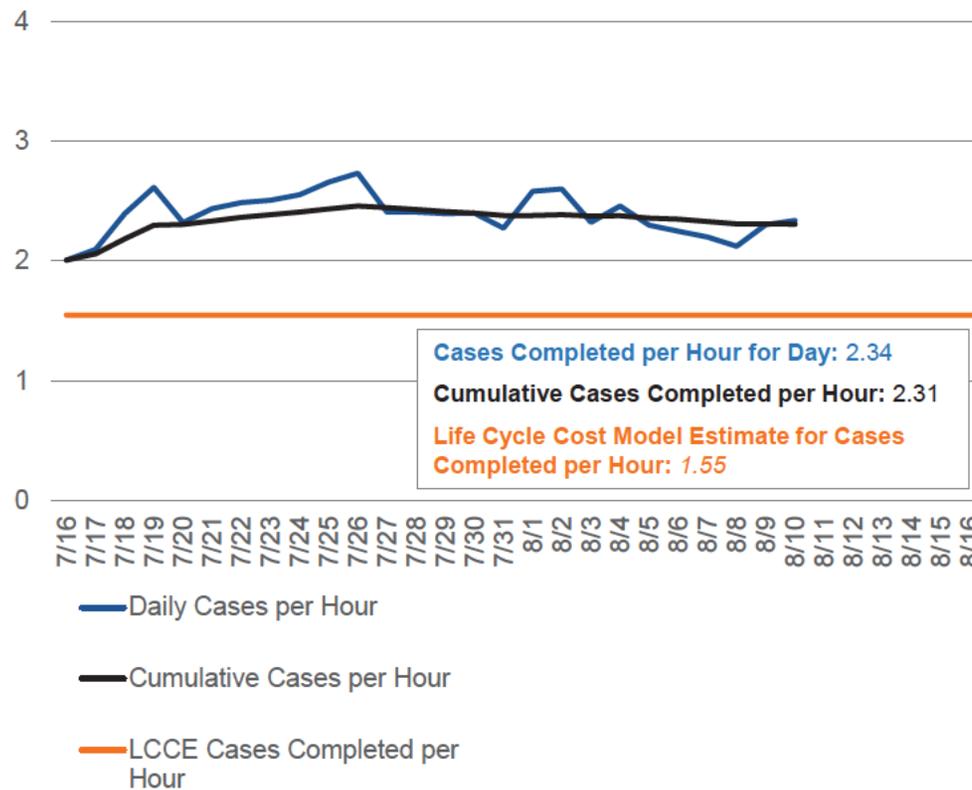
Completion Date:

September 30, 2020

Notes:

Cases completed per hour include cases that were resolved by enumeration, administrative records, or self-response.

Productivity (Cases per Hour) for the NRFU Operation by Day



ACO #	ACO Name	Cumulative Cases Completed Per Hour
2262	Gardiner, ME	2.45
2390	Beckley, WV	2.18
2581	Kansas City, MO	2.71
2990	New Orleans, LA	2.27
3167	Oklahoma County, OK	2.28
3256	Boise, ID	2.05
Cycle 1A		2.31

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1B*

Data as of: Multiple, see footnotes
 Source: Multiple, see footnotes
 *Data are shown for ACOs in Cycle 1B of the soft launch.

Case Completion by ACO

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2254	Hartford, CT	224,547	57,416	25.57%	7.61%	10.33%	0.49%	98,814	44.01%
2379	State College, PA	334,935	60,973	18.20%	4.90%	4.20%	0.16%	92,008	27.47%
2384	Crystal City, VA	118,941	33,062	27.80%	8.62%	12.19%	0.72%	58,668	49.33%
2569	Evansville, IN	250,561	50,152	20.02%	5.40%	5.01%	0.32%	77,024	30.74%
3159	Wichita, KS	305,576	76,585	25.06%	5.02%	5.59%	0.45%	110,374	36.12%
3297	Tacoma, WA	172,201	40,556	23.55%	8.02%	8.13%	0.64%	69,459	40.34%
Total Cycle 1B		1,406,761	318,744	22.66%	6.14%	6.78%	0.41%	506,347	35.99%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday.

Includes progress for all case types. Case completion includes cases closed by self-response, field work, or ACO closure.

Completion Goal: 36.45%

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	319	2	0	321	21	1
Percent of All CFS Areas	99.4%	0.6%	0.0%	100%	6.5%	0.3%

Data Source – MOJO NRFU HQ Production Progress Report as of this morning.

Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 1B*

Data as of: 08/10/2020

Source: MOJO

*Data are aggregated for ACOs in Cycle 1B of the soft launch.

Status:

● On Track

Data current as of:

August 10, 2020

Start Date:

July 23, 2020

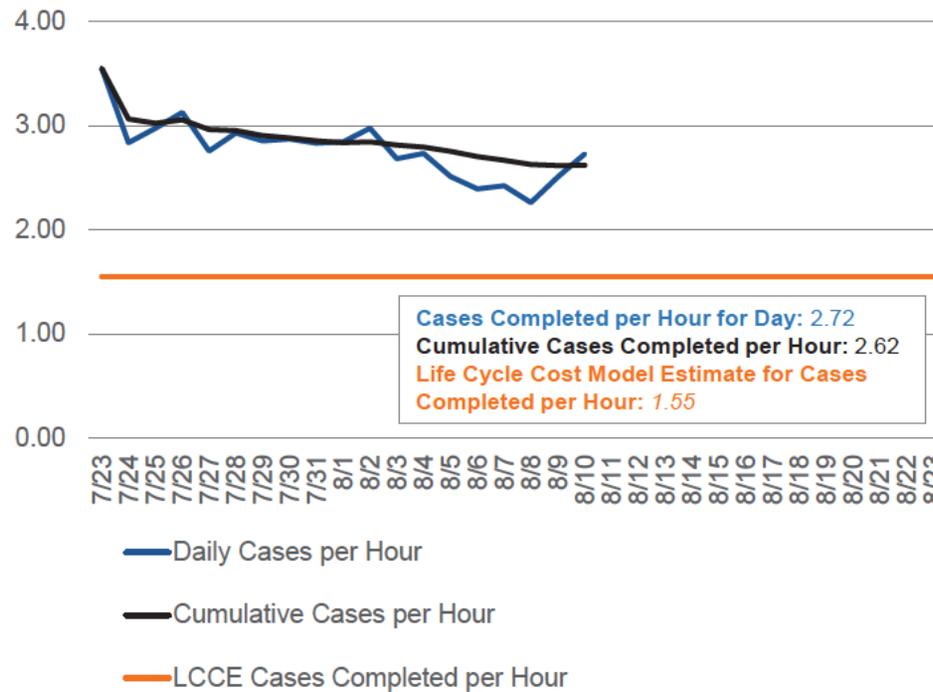
Completion Date:

September 30, 2020

Notes:

Cases completed per hour include cases that were resolved by enumeration, ACO staff, administrative records, or self-response.

Productivity (Cases per Hour) for the NRFU Operation by Day



ACO #	ACO Name	Cumulative Cases Completed Per Hour
2262	Hartford, CT	2.63
2390	State College, PA	2.71
2581	Crystal City, VA	2.52
2990	Evansville, IN	2.79
3167	Wichita, KS	2.70
3256	Tacoma, WA	2.30
Cycle 1B		2.62

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 2*

Data as of: 08/10/2020
 Source: Unified Tracking System
 *Data are shown for ACOs in
 Cycle 2 of the soft launch.

Case Completion by ACO – Top and Bottom 5 ACOs based on %Total Cases Completed

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2567	Skokie, IL	118,404	29,111	24.59%	8.09%	12.10%	0.94%	54,128	45.71%
2562	Cook County NW, IL	133,238	27,486	20.63%	8.15%	12.17%	0.90%	55,756	41.85%
2260	Waltham, MA	218,929	50,936	23.27%	7.18%	10.16%	0.72%	90,466	41.32%
3295	Seattle, WA	202,336	45,931	22.70%	7.13%	8.98%	1.34%	81,242	40.15%
3293	Everett, WA	257,806	56,625	21.96%	6.94%	6.20%	0.69%	92,273	35.79%
2572	Lake County, IN	303,762	33,581	11.06%	4.71%	2.92%	0.22%	57,427	18.91%
2362	Towson, MD	284,117	25,838	9.09%	5.12%	4.28%	0.28%	53,353	18.78%
2253	Danbury, CT	179,912	15,134	8.41%	5.58%	3.67%	0.48%	32,653	18.15%
3155	Colorado North, CO	271,145	26,087	9.62%	4.80%	2.25%	0.47%	46,481	17.14%
2566	Peoria, IL	309,112	24,764	8.01%	4.22%	1.97%	0.29%	44,808	14.50%
Total		8,381,608	1,206,143	14.39%	6.02%	4.41%	0.40%	2,113,476	25.22%

Completion Goal: 21.84%

Case Completion by Region

Region	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
New York	2,470,537	358,722	14.52%	6.57%	2.54%	0.21%	588,949	23.84%
Philadelphia	1,631,073	234,650	14.39%	6.00%	5.78%	0.28%	431,328	26.44%
Chicago	2,467,362	327,383	13.27%	5.68%	5.18%	0.41%	605,634	24.55%
Dallas	838,073	86,145	10.28%	5.05%	3.54%	0.75%	164,418	19.62%
Los Angeles	974,563	199,243	20.44%	6.31%	5.68%	0.73%	323,147	33.16%
Total	8,381,608	1,206,143	14.39%	6.02%	4.41%	0.40%	2,113,476	25.22%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday. Includes progress for all case types.
 Case completion includes cases closed by self-response, field work, or ACO closure.

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 2*

Data as of: 08/11/2020
 Source: MOJO
 *Data are shown for ACOs in
 Cycle 2 of the soft launch.

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	2,026	3	1	2,030	46	5
Percent of All CFS Areas	99.8%	0.1%	0.0%	100%	2.3%	0.2%

Data Source – MOJO NRFU HQ Production Progress Report as of this morning.

Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 2*

Data as of: 08/10/2020

Source: MOJO

*Data are aggregated for ACOs in Cycle 2 of the soft launch.

Status:

● On Track

Data current as of:

August 10, 2020

Start Date:

July 30, 2020

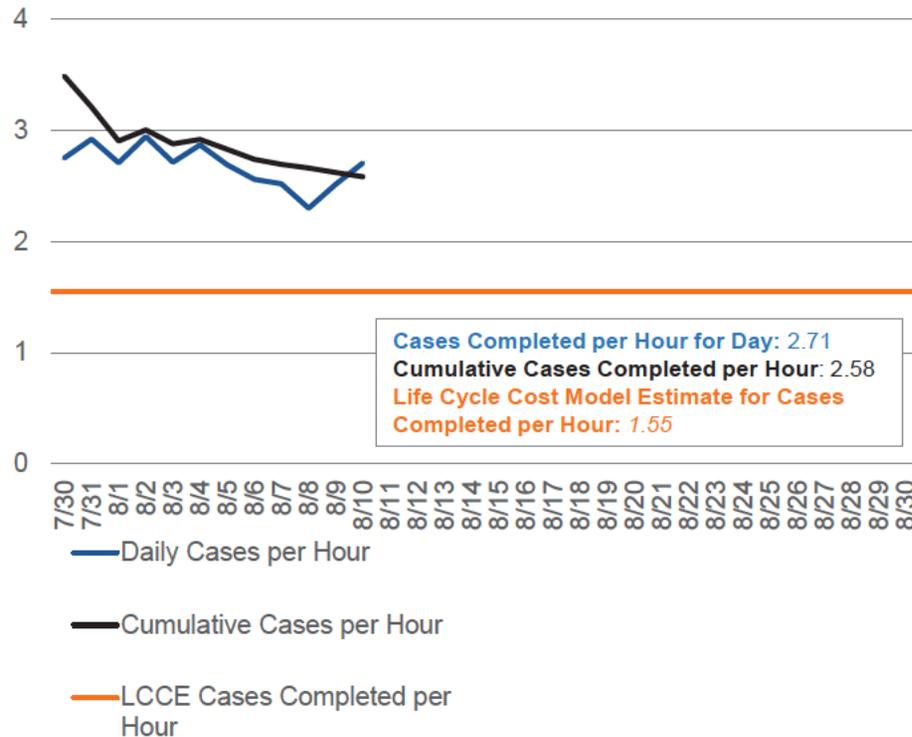
Completion Date:

September 30, 2020

Notes:

Cases completed per hour include cases that were resolved by enumeration, ACO staff, administrative records, or self-response.

Productivity (Cases per Hour) for the NRFU Operation by Day



Top and Bottom 5 ACOs

ACO #	ACO Name	Cumulative Cases Completed Per Hour
2276	Buffalo, NY	3.24
2258	Quincy, MA	3.19
2373	Harrisburg, PA	3.03
2571	Indianapolis, IN	3.02
2364	Mansfield, OH	3.01
2563	Cook County South, IL	2.29
2567	Skokie, IL	2.23
2562	Cook County NW, IL	2.20
2561	Chicago South, IL	2.08
3255	Honolulu, HI	1.95
Total		2.58

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 3*

Data as of: 08/10/2020
 Source: Unified Tracking System
 *Data are shown for ACOs in
 Cycle 3 of the soft launch.

Case Completion by ACO – Top and Bottom 5 ACOs based on %Total Cases Completed

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2385	Fairfax, VA	101,182	18,890	18.67%	9.05%	10.15%	0.52%	38,850	38.40%
2374	Norristown, PA	171,076	14,608	8.54%	6.28%	5.18%	0.44%	34,965	20.44%
2277	Central Queens, NY	110,975	8,064	7.27%	7.53%	3.38%	1.26%	21,583	19.45%
2579	Minneapolis, MN	150,043	12,448	8.30%	5.91%	3.00%	1.35%	27,834	18.55%
2284	Northeast Queens, NY	120,592	6,508	5.40%	7.23%	3.04%	0.86%	19,935	16.53%
2376	Philadelphia-Penn, PA	154,890	1,380	0.89%	3.55%	0.58%	0.22%	8,116	5.24%
2259	Taunton, MA	290,805	2,173	0.75%	3.90%	0.13%	0.25%	14,641	5.03%
2287	Rochester, NY	370,259	3,103	0.84%	3.77%	0.16%	0.24%	18,531	5.00%
2291	Syracuse, NY	368,677	2,569	0.70%	3.89%	0.11%	0.29%	18,390	4.99%
2574	Lansing, MI	347,376	845	0.24%	4.02%	0.04%	0.33%	16,136	4.65%
Total		7,778,699	179,381	2.31%	4.90%	0.97%	0.58%	681,139	8.76%

Case Completion by Region

Region	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
New York	4,977,193	72,812	1.46%	4.99%	0.61%	0.69%	385,843	7.75%
Philadelphia	2,142,328	88,938	4.15%	4.65%	1.83%	0.32%	234,626	10.95%
Chicago	659,178	17,631	2.67%	5.10%	0.87%	0.56%	60,670	9.20%
Total	7,778,699	179,381	2.31%	4.90%	0.97%	0.58%	681,139	8.76%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday. Includes progress for all case types.
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NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 3*

Data as of: 08/11/2020
 Source: MOJO
 *Data are shown for ACOs in Cycle 3 of the soft launch.

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	1,800	0	0	1,800	2	0
Percent of All CFS Areas	100%	0.0%	0.0%	100%	0.1%	0.0%

Data Source – MOJO NRFU HQ Production Progress Report as of this morning.

Hiring Process for Field Staff – Soft Launch Summary

Data as of: 08/11/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

ACO	Hired	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed
Cycle 1A	430	694	602	544	465
Cycle 1B	404	498	416	384	328
Cycle 2	2,364	3,278	2,704	2,380	2,032
Cycle 3	2,545	3,002	2,388	2,549	2,178
Full Launch	11,568	14,540	12,582	11,732	10,020
Total	17,311	22,012	18,692	17,589	15,023

NRFU Enumerators

ACO	Assigned Online Training	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed	Active in FOCS	With Work Availability	With an Assignment
Cycle 1A	12,460	11,217	8,929	11,966	9,300	7,362	4,818	4,600
Cycle 1B	8,328	7,482	6,045	8,465	6,560	5,351	3,351	3,260
Cycle 2	51,134	45,504	35,113	52,201	40,640	32,691	21,190	19,955
Cycle 3	44,807	36,097	15,188	55,644	42,980	11,780	7,583	7,436
Full Launch	189,780	158,879	81,761	319,459	248,780	67,925	47,024	45,169
Total	306,509	259,179	147,036	447,735	348,260	125,109	83,966	80,420

2020 NRFU Production System Updates

As of: 08/11/2020 

Open Incidents

- INC000000921718 – ENUM Phone icon is displaying on case list when toggle display is off – fix going to production on 8/12
- INC000000879220 - Hard Fail Employee Alert - Hard Fail alerts being generated on all clusters. Workaround is implemented, FOCS team is working on a fix.

Questions?

Thanks!

Back Up Slides

Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost – Soft Launch*

Data as of: 08/10/2020
Source: Unified Tracking System

*Data are aggregated for all ACOs currently in the soft launch to date regardless of cycle.

Status:

● On Track

Data current as of:
August 10, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

Notes:

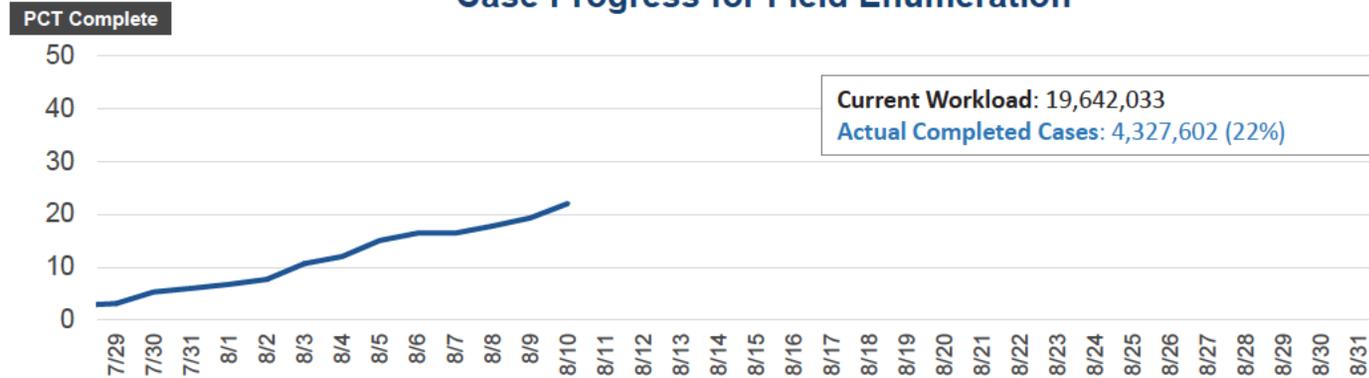
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Soft Launch Cycles included:
1A, 1B, 2, & 3

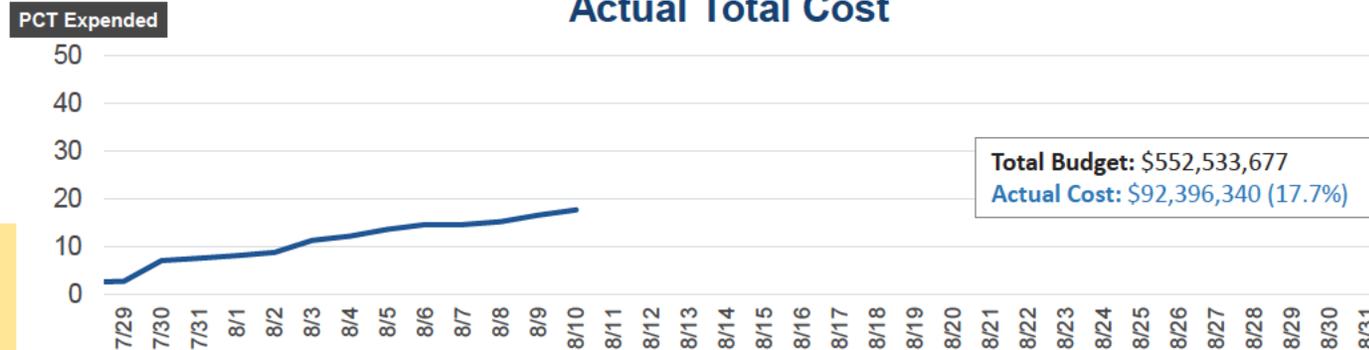
Cases Completed by Self-Response:
1,091,970 (25.2% of completed cases)

Remaining Workload:
15,314,431 cases

Case Progress for Field Enumeration



Actual Total Cost



NRFU Progress Management

Executive Overview of Progress

NRFU Production Case Completion by State

Data as of: 08/10/2020
Source: Unified Tracking System



State	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
ID	296,902	136,136	45.85%	7.32%	8.48%	0.55%	184,655	62.19%
WV	485,502	177,452	36.55%	6.18%	6.29%	0.34%	239,636	49.36%
ME	389,644	114,143	29.29%	5.25%	6.97%	0.08%	162,061	41.59%
KS	482,488	97,107	20.13%	5.38%	5.00%	0.12%	147,710	30.61%
WA	1,153,701	188,787	16.36%	6.61%	5.23%	0.06%	326,194	28.27%
HI	263,935	48,685	18.45%	4.95%	3.59%	0.06%	71,385	27.05%
CT	568,608	70,322	12.37%	6.45%	5.32%	0.02%	137,411	24.17%
PR	1,346,381	208,243	15.47%	7.10%	0.00%	0.00%	303,843	22.57%
IL	1,940,703	218,093	11.24%	5.67%	4.85%	0.04%	423,002	21.80%
MO	1,226,335	167,587	13.67%	4.47%	3.16%	0.09%	262,135	21.38%
MD	923,628	91,017	9.85%	5.89%	4.93%	0.03%	191,211	20.70%
ND	165,565	20,459	12.36%	4.22%	2.95%	0.28%	32,791	19.81%
IN	1,070,572	116,007	10.84%	5.03%	3.27%	0.04%	205,213	19.17%
OR	720,340	79,393	11.02%	4.93%	2.38%	0.02%	132,210	18.35%
OK	876,720	84,424	9.63%	4.95%	2.28%	0.14%	149,067	17.00%
MA	1,190,246	95,704	8.04%	5.36%	3.46%	0.02%	200,802	16.87%
PA	2,212,013	191,704	8.67%	4.93%	2.90%	0.02%	365,457	16.52%
CO	975,277	67,563	6.93%	4.89%	2.61%	0.05%	141,269	14.49%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday. Includes progress for NRFU Production cases only. NRFU Reinterview, Field Verification, Self-Response Quality Assurance Recollect, and Field Verification Quality Control Cases are not included. Case completion includes cases closed by self-response, field work, or ACO closure.

NRFU Progress Management

Executive Overview of Progress

NRFU Production Case Completion by State

Data as of: 08/10/2020
Source: Unified Tracking System

State	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
LA	1,028,450	82,232	8.00%	3.87%	1.35%	0.08%	136,791	13.30%
VA	1,314,141	71,047	5.41%	5.01%	2.41%	0.04%	169,061	12.86%
DC	169,023	7,488	4.43%	5.00%	1.68%	0.02%	18,830	11.14%
WI	923,381	43,857	4.75%	4.07%	1.33%	0.04%	94,093	10.19%
CA	5,850,336	219,365	3.75%	5.39%	0.95%	0.03%	592,294	10.12%
AK	171,987	5,768	3.35%	6.38%	0.33%	0.03%	17,363	10.10%
OH	1,910,733	71,576	3.75%	4.59%	1.41%	0.02%	186,508	9.76%
TX	5,587,046	208,745	3.74%	4.75%	1.04%	0.07%	535,901	9.59%
NJ	1,442,196	29,983	2.08%	4.94%	1.04%	0.01%	116,438	8.07%
NY	3,988,308	77,959	1.95%	5.16%	0.81%	0.01%	316,644	7.94%
MN	773,761	20,129	2.60%	4.55%	0.66%	0.03%	60,703	7.85%
WY	136,339	3,139	2.30%	4.95%	0.39%	0.05%	10,492	7.70%
DE	193,265	5,169	2.67%	3.86%	1.13%	0.03%	14,871	7.69%
TN	1,330,574	38,021	2.86%	4.10%	0.64%	0.03%	101,466	7.63%
UT	425,003	9,420	2.22%	5.11%	0.20%	0.04%	32,172	7.57%
VT	169,561	2,275	1.34%	5.36%	0.21%	0.05%	11,801	6.96%
AR	704,540	14,628	2.08%	4.10%	0.34%	0.03%	46,176	6.55%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday. Includes progress for NRFU Production cases only. NRFU Reinterview, Field Verification, Self-Response Quality Assurance Recollect, and Field Verification Quality Control Cases are not included. Case completion includes cases closed by self-response, field work, or ACO closure.

NRFU Progress Management

Executive Overview of Progress

NRFU Production Case Completion by State

Data as of: 08/10/2020
Source: Unified Tracking System

State	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
RI	204,274	2,923	1.43%	4.35%	0.53%	0.01%	12,906	6.32%
KY	787,905	14,018	1.78%	3.66%	0.40%	0.05%	46,490	5.90%
SD	161,738	2,527	1.56%	4.03%	0.21%	0.03%	9,442	5.84%
NM	523,909	5,999	1.15%	4.50%	0.14%	0.03%	30,434	5.81%
NV	533,397	5,231	0.98%	4.36%	0.29%	0.06%	30,332	5.69%
MT	257,676	1,664	0.65%	4.93%	0.02%	0.05%	14,569	5.65%
MS	654,698	11,603	1.77%	3.69%	0.14%	0.02%	36,833	5.63%
AZ	1,389,433	15,587	1.12%	4.15%	0.26%	0.04%	77,382	5.57%
GA	2,101,998	27,583	1.31%	3.86%	0.35%	0.03%	116,803	5.56%
AL	1,082,238	15,005	1.39%	3.96%	0.15%	0.06%	60,117	5.55%
NH	268,392	1,886	0.70%	4.39%	0.21%	0.03%	14,303	5.33%
NC	2,210,769	20,514	0.93%	4.10%	0.24%	0.03%	117,149	5.30%
NE	293,977	2,707	0.92%	4.21%	0.09%	0.01%	15,390	5.24%
FL	4,348,045	28,838	0.66%	4.00%	0.22%	0.03%	213,484	4.91%
MI	1,599,566	7,432	0.46%	4.21%	0.10%	0.03%	76,959	4.81%
SC	1,170,649	8,651	0.74%	3.53%	0.18%	0.04%	52,519	4.49%
IA	491,426	286	0.06%	3.95%	0.01%	0.01%	19,819	4.03%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday. Includes progress for NRFU Production cases only. NRFU Reinterview, Field Verification, Self-Response Quality Assurance Recollect, and Field Verification Quality Control Cases are not included. Case completion includes cases closed by self-response, field work, or ACO closure.

Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 3*

Data as of: 08/10/2020

Source: MOJO

*Data are aggregated for ACOs in Cycle 3 of the soft launch.

Status:

● On Track

Data current as of:

August 9, 2020

Start Date:

August 03, 2020

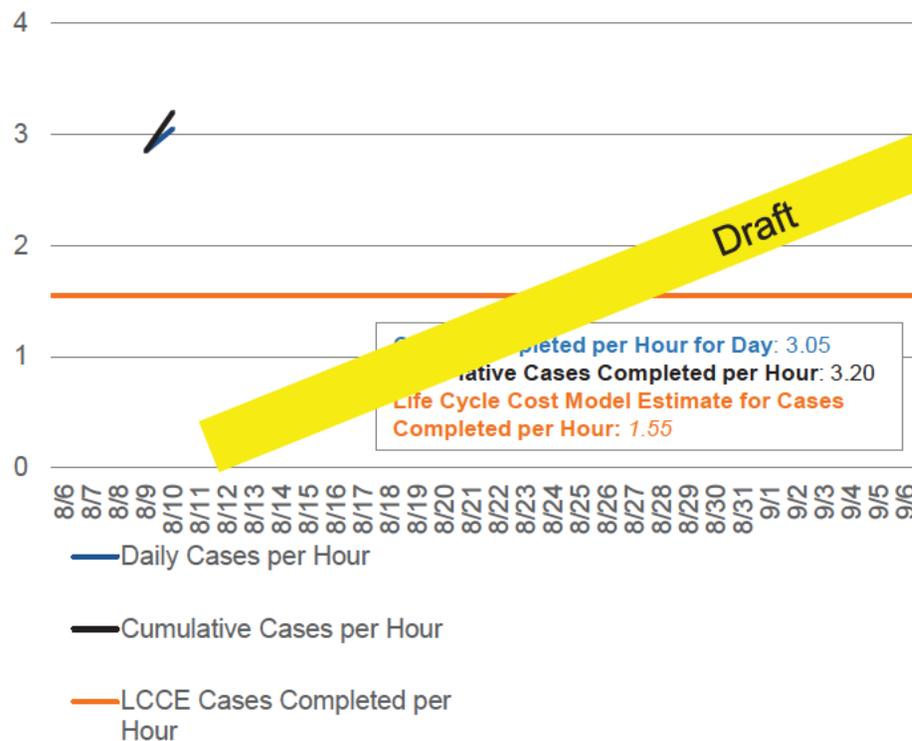
Completion Date:

September 30, 2020

Notes:

Cases completed per hour include cases that were resolved by enumeration, ACO staff, administrative records, or self-response.

Productivity (Cases per Hour) for the NRFU Operation by Day



Top and Bottom ACOs

ACO ID	ACO Name	Cumulative Cases Completed Per Hour
2283	North Brooklyn, NY	40.69
2292	West Brooklyn, NY	10.66
2274	South Bronx, NY	10.04
2574	Lansing, MI	6.69
2281	South Manhattan, NY	6.50
2266	Edison, NJ	2.78
2290	Staten Island, NY	2.70
2277	Central Queens, NY	2.70
2579	Minneapolis, MN	2.66
2385	Fairfax, VA	2.65