

# Self-Response Reporting

## Weekly Content

### 7/1/20



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# Mailing Status

7/1/20

- PO Box Mailer
  - Postcard being sent to Group E PO Boxes (receive mail at a PO Box only)
  - In production at NPC
  - Dispatching from NPC on a flow basis, beginning with the West Coast

| ZIP Code Series | Workload         | # Complete     |
|-----------------|------------------|----------------|
| 90000           | 244,053          | 244,053        |
| 80000           | 294,094          | 294,094        |
| 70000           | 71,166           | 71,166         |
| 60000           | 129,043          | 129,043        |
| 50000           | 198,200          |                |
| 40000           | 128,399          |                |
| 30000           | 14,808           |                |
| 20000           | 64,922           |                |
| 10000           | 129,237          |                |
| 00000           | 65,206           |                |
| <b>Totals</b>   | <b>1,339,128</b> | <b>738,356</b> |



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# Periodic Performance Management Reports

## 2020 Census: Response by Mode and Type of Enumeration Area

**Status:**

● On Track

**Data current as of:**

July 1, 2020

**Start Date:**

March 24, 2020

**Completion Date:**

October 31, 2020

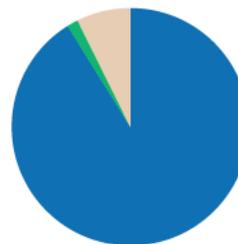
| Response by Mode |                       |                  |                      |                  |                 |                  |
|------------------|-----------------------|------------------|----------------------|------------------|-----------------|------------------|
|                  | Self-Response (TEA 1) |                  | Update Leave (TEA 6) |                  |                 |                  |
|                  | Stateside             |                  | Stateside            |                  | Puerto Rico     |                  |
|                  | Response Volume       | Percent of Total | Response Volume      | Percent of Total | Response Volume | Percent of Total |
| <b>Total</b>     | 84,952,001            | 100.0%           | 996,494              | 100%             | 231,232         | 100.0%           |
| <b>Internet</b>  | 77,432,482            | 91.1%            | 833,053              | 83.6%            | 213,234         | 92.2%            |
| <b>Phone</b>     | 1,300,562             | 1.5%             | 19,687               | 2.0%             | 12,627          | 5.5%             |
| <b>Paper</b>     | 6,227,562             | 7.3%             | 143,754              | 14.4%            | 5,371           | 2.3%             |

**Notes:**

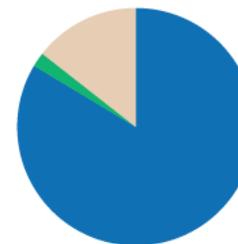
**TEA 1 Initial Universe:**

- Including 10.5 M unprocessed paper responses, total responding HUs = 90 M
- For internet and phone response, 87.5% is ID and 12.5% is non-ID.

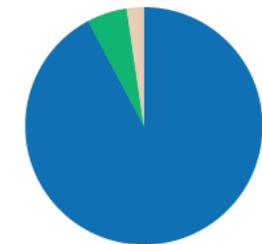
Self-Response



Update Leave - Stateside



Update Leave - Puerto Rico



**Legend**

Internet

Phone

Paper

Source: Unified Tracking System, 9700



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Note: Numbers may not sum due to rounding.

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# Non-ID Processing Workload

|                                       | Number     | Percent | Change  |
|---------------------------------------|------------|---------|---------|
| <b>Total Non-ID Cases</b>             | 13,776,222 | 100.00% | 48,896  |
| <b><i>Total Resolved</i></b>          | 12,496,579 | 90.71%  | 65,140  |
| Resolved in Automated                 | 11,285,173 | 81.92%  | 37,728  |
| Resolved in Clerical                  | 1,211,406  | 8.79%   | 27,412  |
| <b><i>Remaining Clerical Work</i></b> | 1,279,643  | 9.29%   | -16,244 |
| Manual Processing Backlog             | 569,131    | 4.13%   | -5,388  |
| <i>Not Started</i>                    | 123,840    | 0.90%   | -1,099  |
| <i>Waiting for QC</i>                 | 445,291    | 3.23%   | -4,289  |
| OBAV Backlog                          | 710,512    | 5.16%   | -10,856 |

Data updated by CDL on:  
7/1/2020 4:54:25 AM ET

Sources: UTS 9730 – Non-ID Workload Report, Non-ID Tally Report, Non-ID Daily Cumulative Report



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This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.

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# Non-ID Processing Workload (Puerto Rico)

|                                | Number  | Percent | Change* |
|--------------------------------|---------|---------|---------|
| <b>Total Non-ID Cases</b>      | 123,788 | 100.00% | 2,878   |
| <i>Resolved in Clerical</i>    | 5,045   | 4.08%   | 1,797   |
| <i>Remaining Clerical Work</i> | 118,743 | 95.92%  | 1,081   |
| Manual Processing Backlog      | 118,125 | 95.43%  | 1,081   |
| <i>Not Started</i>             | 78,713  | 63.59%  | -3,786  |
| <i>Waiting for QC</i>          | 39,412  | 31.84%  | 2,867   |
| OBAV Backlog                   | 618     | 0.50%   | 0       |

\*From last report to CIG on 6/24/2020

As of: July 1, 2020 5:20 AM

Sources: Non-ID Daily Cumulative Report



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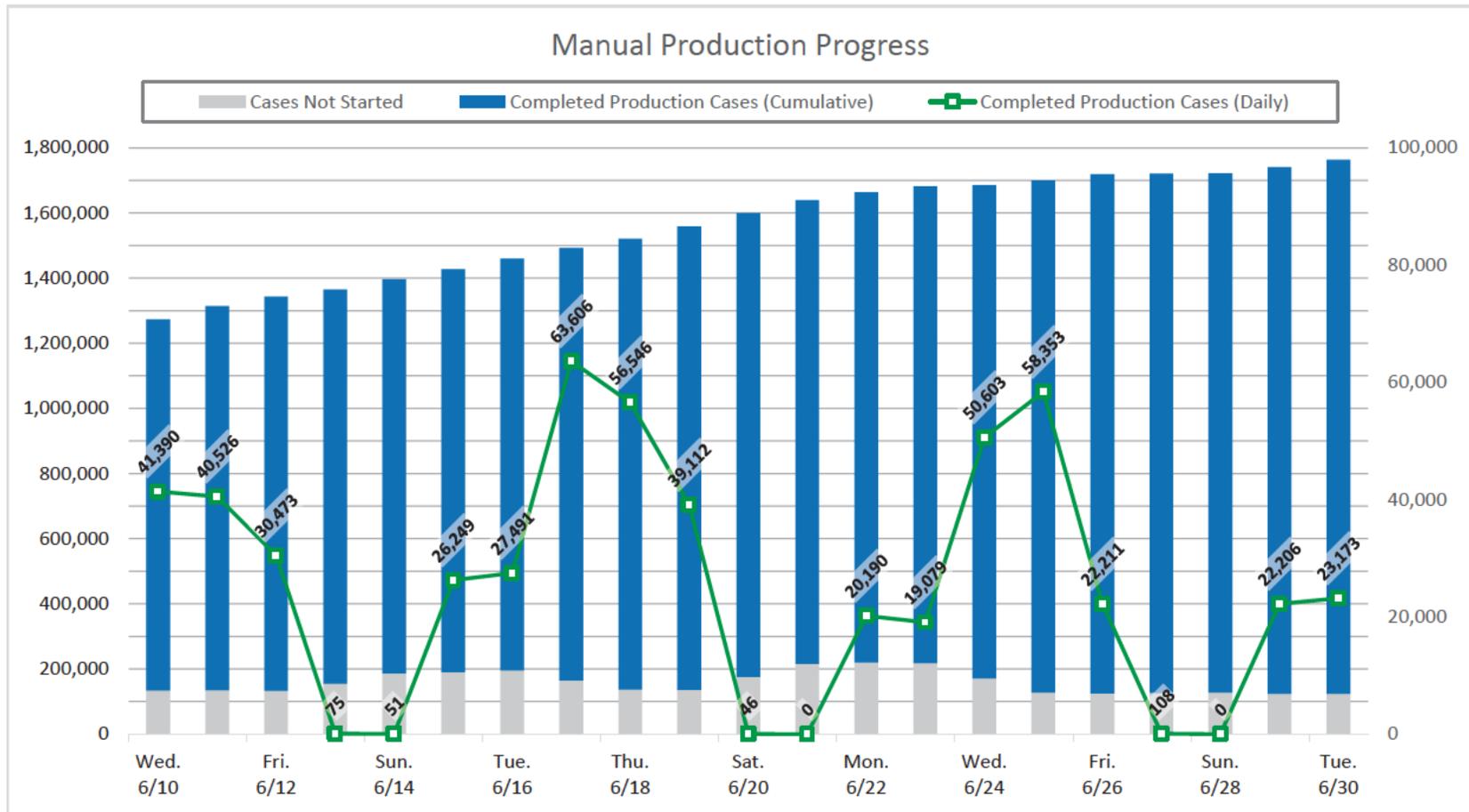
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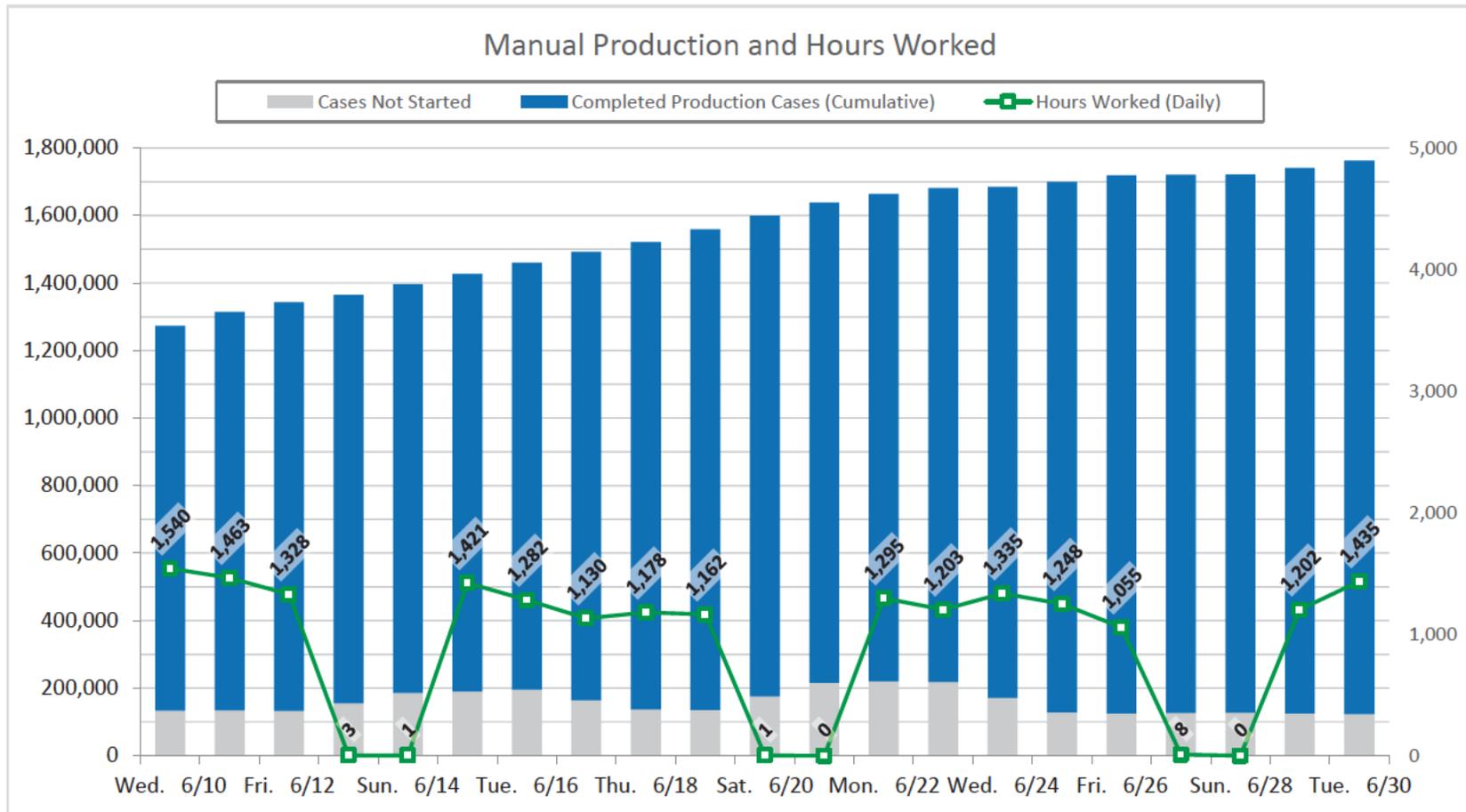
# Manual Processing Production Progress

## (Last Three Weeks)



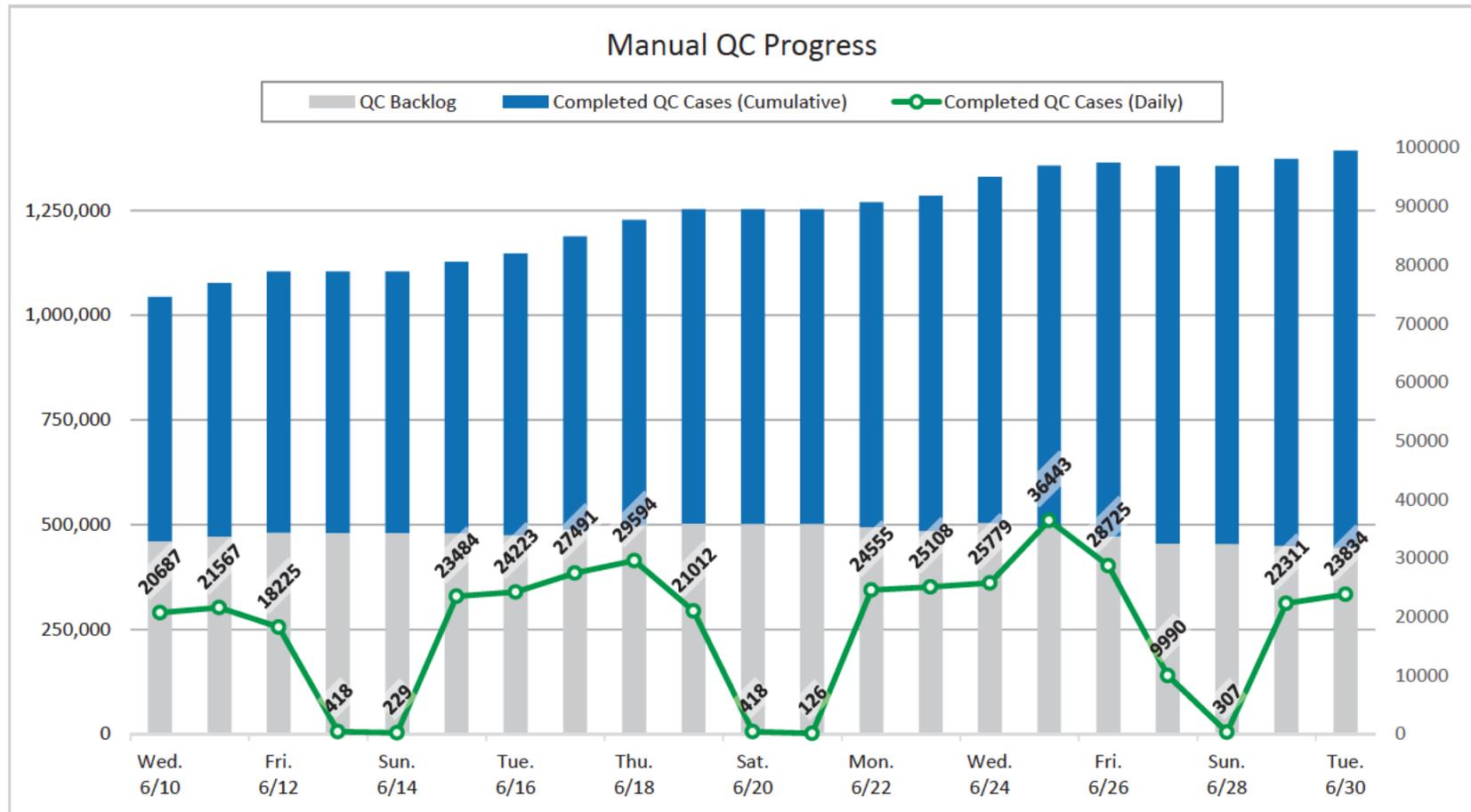
# Manual Processing Production Progress and Hours Worked

(Last Three Weeks)



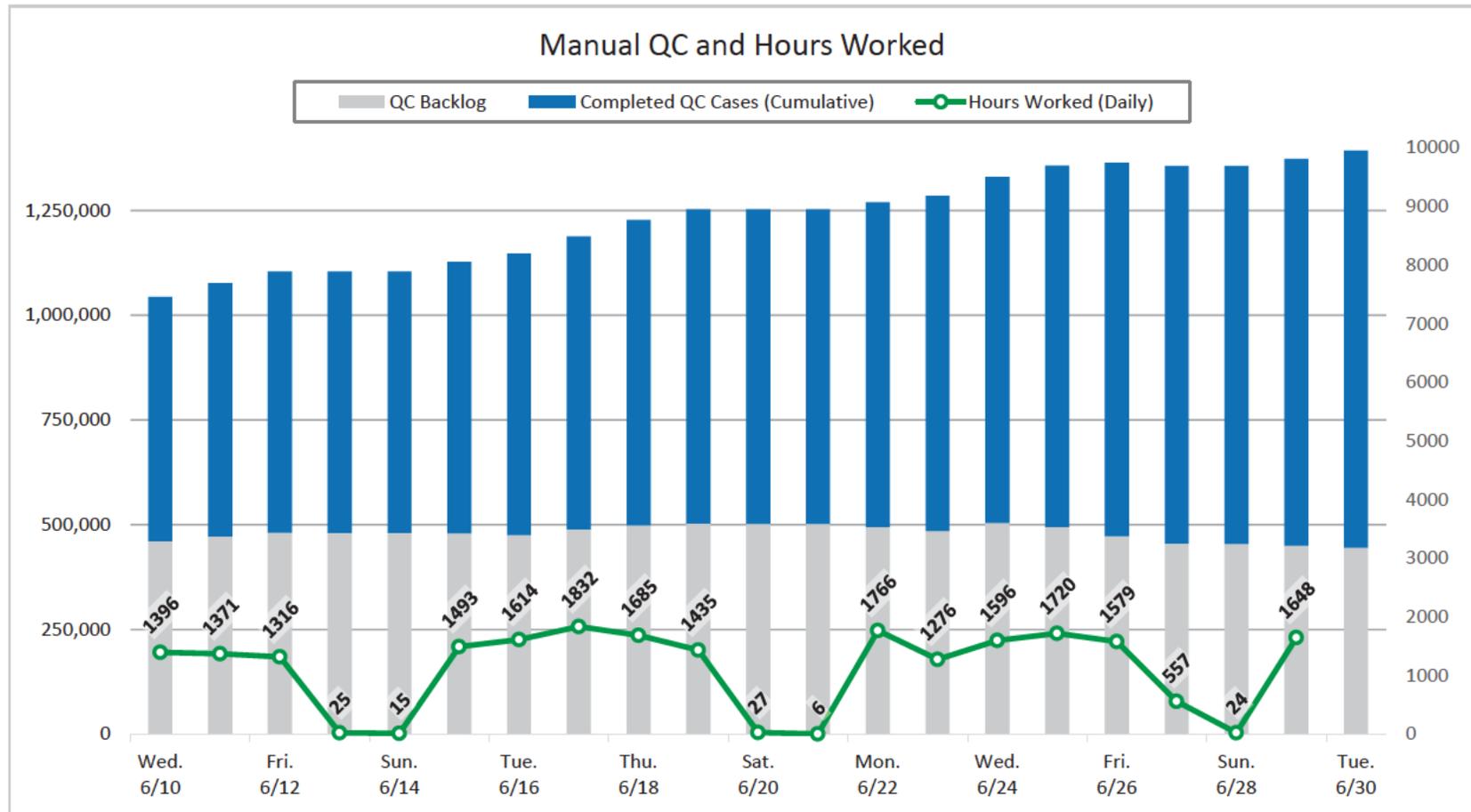
# Manual Processing QC Progress

## (Last Three Weeks)



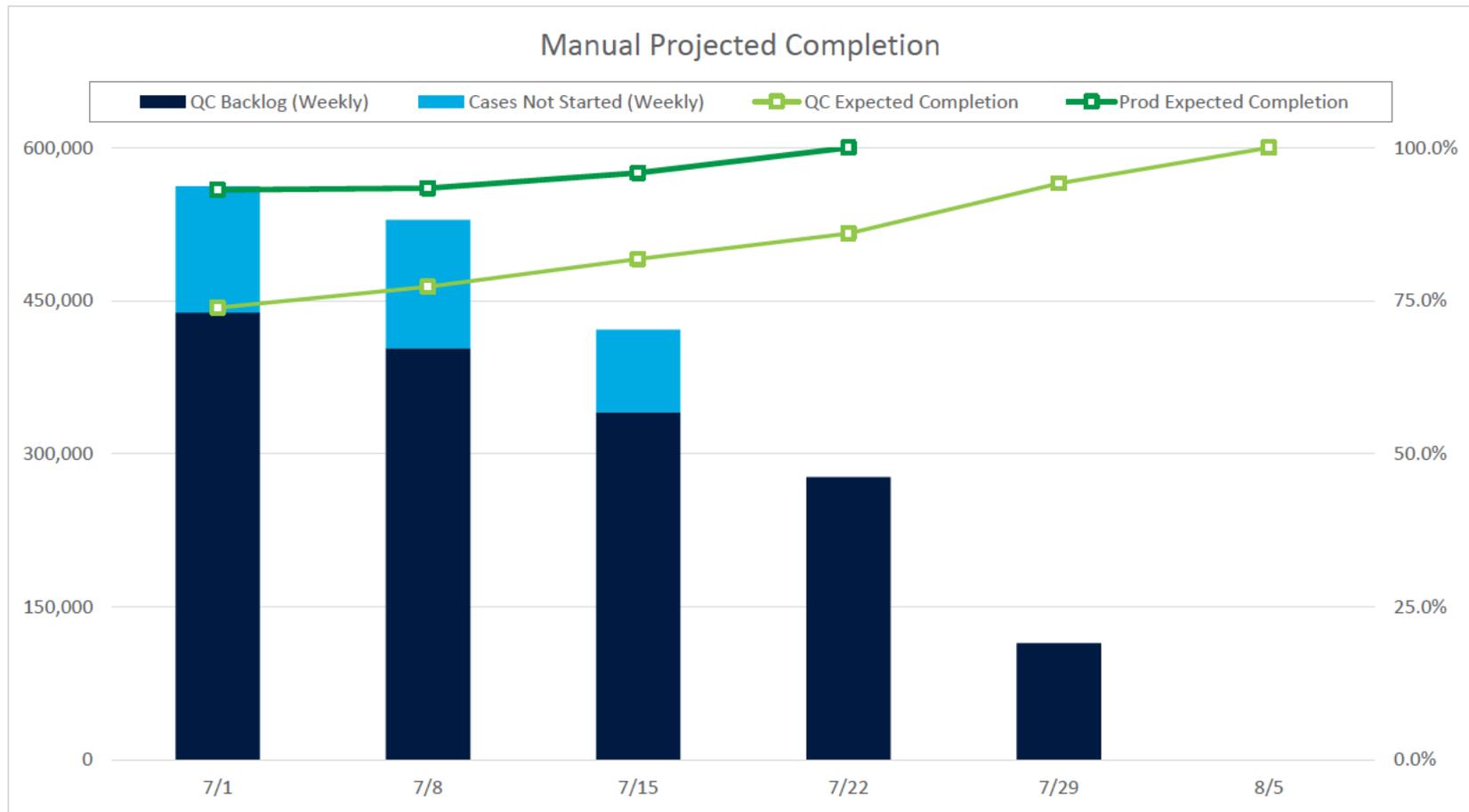
# Manual Processing QC Progress and Hours Worked

## (Last Three Weeks)



# Manual Processing Projected Completion

(As of 7/1/2020)



# Periodic Performance Management Reports

## 2020 Census: Paper Data Capture Center Staffing Status

**Status:**

● On Track

**Data current as of:**

July 1, 2020

**Start Date:**

January 21, 2020

**Completion Date:**

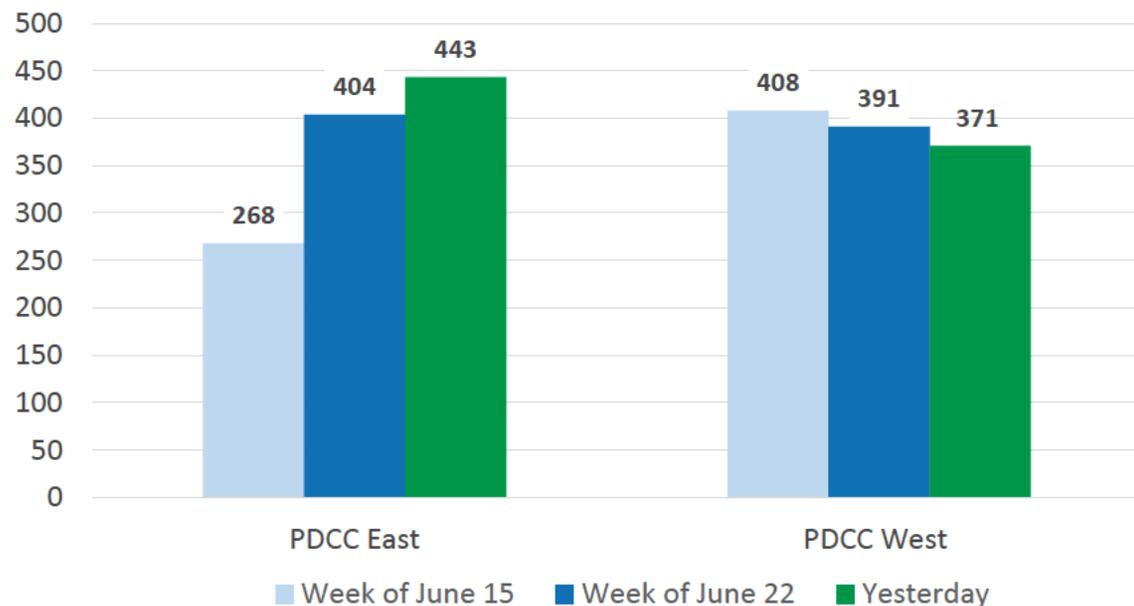
November 30, 2020

**Notes:**

- Staff counts in the chart are people, not FTE
- Fully-staffed, in FTE, is:
  - PDCC East, 522
  - PDCC West, 565
- Yesterday's FTE
  - PDCC East, 413 (79% of fully staffed)
  - PDCC West, 351 (62% of fully staffed)

### Paper Data Capture Staffing by Center

Total Staff: 814 yesterday, +42 from last Wednesday's report



# Periodic Performance Management Reports

## 2020 Census: Paper Data Capture

### Status:

● On Track

### Data current as of:

July 1, 2020

### Start Date:

March 12, 2020

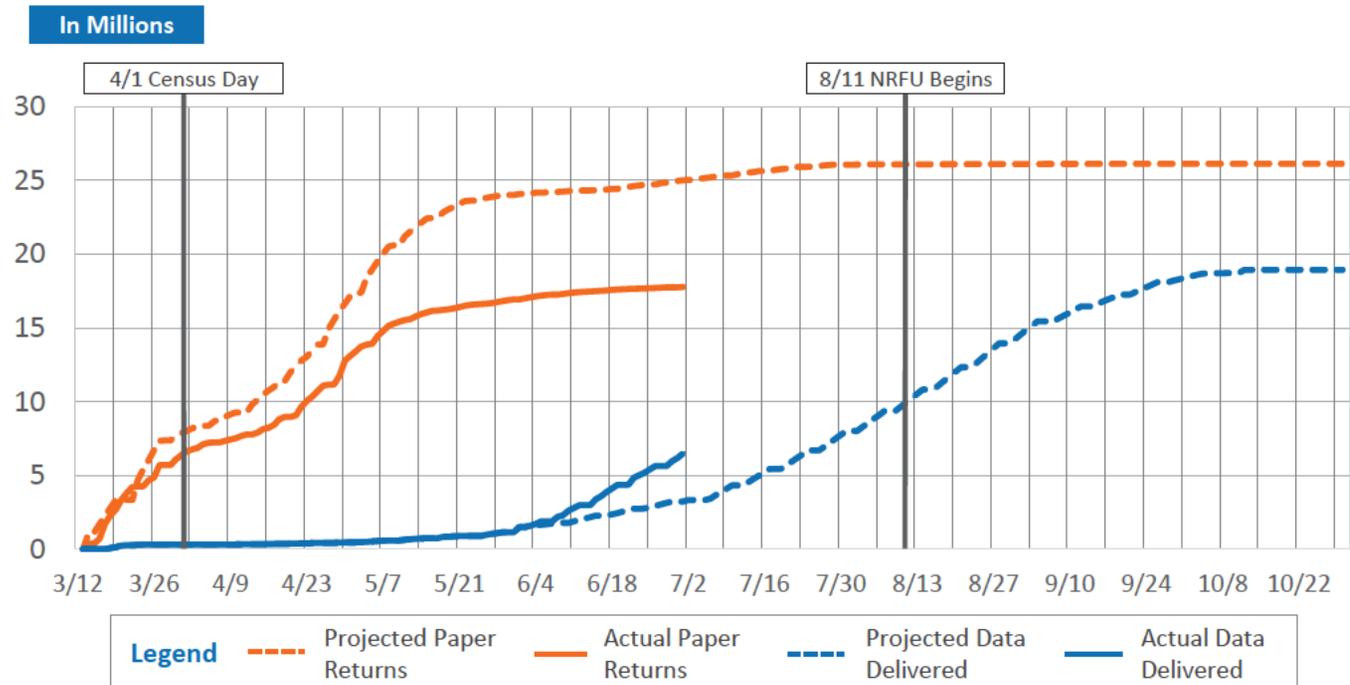
### Completion Date:

November 30, 2020

### Notes:

- Inbound paper returns shown in the table and the data shown in the graph are self-response (TEA 1) and Update Leave (TEA 6) combined.
- Other data elements include all operations.

### Actuals vs. Projections for Paper Questionnaires



| Paper Questionnaire Processing |                   |           |           |           |           |
|--------------------------------|-------------------|-----------|-----------|-----------|-----------|
|                                | Total, Both PDCCs | PDCC East |           | PDCC West |           |
|                                |                   | English   | Bilingual | English   | Bilingual |
| Inbound paper returns          | 17,771,722        | 7,491,201 | 0         | 8,220,220 | 2,060,301 |
| Questionnaires checked in      | 18,334,740        | 7,741,024 | 7,911     | 8,453,794 | 2,132,011 |
| Questionnaires scanned         | 7,520,836         | 3,088,063 | 9,889     | 3,902,474 | 520,410   |
| Questionnaires data delivered  | 6,553,927         | 2,533,626 | 1,839     | 3,679,833 | 338,629   |

Sources: Unified Tracking System; Intelligent Mail Barcode Postal Tracking System v2; Integrated Computer Assisted Data Entry



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# Inbound Paper Returns by Cohort

7/01/20

| Universe                   | Count             |
|----------------------------|-------------------|
| <b>Total TEA 1 + TEA 6</b> | <b>17,771,722</b> |
| <b>Total TEA 1</b>         | <b>16,831,031</b> |
| Internet First Panel       | 7,870,756         |
| Cohort 1                   | 2,549,656         |
| Cohort 2                   | 1,898,244         |
| Cohort 3                   | 1,880,138         |
| Cohort 4                   | 1,542,718         |
| Internet Choice Panel      | 8,865,434         |
| Mailing 1 package          | 7,937,336         |
| Mailing 4 package          | 928,098           |
| NRFU Supplemental          | 94,841            |
| <b>Total TEA 6</b>         | <b>940,691</b>    |
| Stateside                  | 716,370           |
| Puerto Rico                | 224,321           |

Sources: IPTS Reports and UTS 9753



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# Inbound Paper Returns by Language

7/01/20

| Universe                   | Count             |
|----------------------------|-------------------|
| <b>Total TEA 1 + TEA 6</b> | <b>17,771,722</b> |
| <b>Total TEA 1</b>         | <b>16,831,031</b> |
| Internet First Panel       | 7,870,756         |
| English                    | 7,305,011         |
| Bilingual                  | 565,745           |
| Internet Choice Panel      | 8,865,434         |
| English                    | 7,661,195         |
| Bilingual                  | 1,204,239         |
| NRFU Supplemental          | 94,841            |
| English                    | 89,399            |
| Bilingual                  | 5,442             |
| <b>Total TEA 6</b>         | <b>940,691</b>    |
| Stateside                  | 716,370           |
| English                    | 655,816           |
| Bilingual                  | 60,554            |
| Puerto Rico                | 224,321           |



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Sources: IPTS Reports and UTS 9753

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# TEA 1 and TEA 6, Combined

Date: July 1, 2020

| Self-Response Mode               |                   |                   |
|----------------------------------|-------------------|-------------------|
|                                  | Prior Day         | Today             |
| Mode                             | 6/30/20           | 7/1/20            |
| Internet                         | 78,072,090        | 78,108,666        |
| Paper                            | 6,081,240         | 6,369,336         |
| Phone                            | 1,318,293         | 1,319,682         |
| <b>Total Responses All Modes</b> | <b>85,471,623</b> | <b>85,797,684</b> |

| Paper Response Activity      |                   |                   |
|------------------------------|-------------------|-------------------|
| Unprocessed Paper Responses  | 11,671,637        | 11,402,386        |
| Processed Paper Responses    | 6,081,240         | 6,369,336         |
| <b>Total Paper Responses</b> | <b>17,752,877</b> | <b>17,771,722</b> |

Note: The above includes TEA 1 Original Universe and TEA 6 Stateside only, except for Total Paper Responses, which includes all TEA 1 and TEA 6 paper responses.



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# Inbound: Callback Requests by Language (7-day and PTD)



| Call Language Group        | Call Language Line  | 6/24     | 6/25     | 6/26     | 6/27      | 6/28     | 6/29     | 6/30     | PTD           |
|----------------------------|---------------------|----------|----------|----------|-----------|----------|----------|----------|---------------|
| English                    | English             | 5        | 5        | 7        | 9         | 1        | 2        | 3        | 11,831        |
|                            | English Puerto Rico | 0        | 0        | 0        | 0         | 0        | 0        | 0        | 15            |
|                            | <b>Total</b>        | <b>5</b> | <b>5</b> | <b>7</b> | <b>9</b>  | <b>1</b> | <b>2</b> | <b>3</b> | <b>11,846</b> |
| Spanish                    | Spanish             | 0        | 0        | 0        | 0         | 0        | 0        | 0        | 690           |
|                            | Spanish Puerto Rico | 2        | 0        | 0        | 2         | 0        | 0        | 0        | 104           |
|                            | <b>Total</b>        | <b>2</b> | <b>0</b> | <b>0</b> | <b>2</b>  | <b>0</b> | <b>0</b> | <b>0</b> | <b>794</b>    |
| Non-English<br>Non-Spanish | Arabic              | 0        | 0        | 0        | 3         | 0        | 0        | 0        | 97            |
|                            | Chinese Cantonese   | 0        | 0        | 0        | 0         | 0        | 0        | 0        | 237           |
|                            | Chinese Mandarin    | 0        | 0        | 1        | 0         | 0        | 0        | 0        | 111           |
|                            | French              | 0        | 0        | 0        | 0         | 0        | 0        | 0        | 7             |
|                            | Haitian Creole      | 0        | 0        | 0        | 2         | 1        | 0        | 0        | 34            |
|                            | Japanese            | 0        | 0        | 0        | 0         | 0        | 0        | 0        | 18            |
|                            | Korean              | 0        | 0        | 0        | 0         | 0        | 0        | 0        | 378           |
|                            | Polish              | 0        | 0        | 0        | 0         | 0        | 0        | 0        | 39            |
|                            | Portuguese          | 0        | 0        | 0        | 0         | 0        | 0        | 0        | 15            |
|                            | Russian             | 0        | 1        | 0        | 0         | 2        | 0        | 0        | 95            |
|                            | Tagalog             | 0        | 0        | 0        | 1         | 0        | 0        | 0        | 27            |
|                            | Vietnamese          | 0        | 0        | 0        | 2         | 2        | 0        | 0        | 215           |
|                            | <b>Total</b>        | <b>0</b> | <b>1</b> | <b>1</b> | <b>8</b>  | <b>5</b> | <b>0</b> | <b>0</b> | <b>1,273</b>  |
| <b>Grand Total</b>         |                     | <b>7</b> | <b>6</b> | <b>8</b> | <b>19</b> | <b>6</b> | <b>2</b> | <b>3</b> | <b>13,913</b> |

\*Note: PTD totals include all Program to Date callback requests since the option was made available on April 7th, 2020.

# Inbound: Callback Dispositions - PTD



| Language            | New/<br>Unassigned<br>Cases | Interview<br>Complete | Left Voicemail | Hang Up/<br>Rang No<br>Answer/<br>Busy | Refusal    | Provided<br>Assistance | Do Not Call | Wrong<br>Number/<br>Wrong<br>Language |
|---------------------|-----------------------------|-----------------------|----------------|--|------------|------------------------|-------------|---------------------------------------|
| English and Spanish | 3                           | 5,289                 | 2,443          | 884                                    | 176        | 3,524                  | 79          | 143                                   |
| Arabic              | 0                           | 57                    | 0              | 12                                     | 1          | 9                      | 1           | 1                                     |
| Chinese Cantonese   | 0                           | 78                    | 0              | 12                                     | 2          | 24                     | 3           | 5                                     |
| Chinese Mandarin    | 0                           | 34                    | 1              | 6                                      | 4          | 32                     | 0           | 0                                     |
| French              | 0                           | 3                     | 0              | 2                                      | 1          | 0                      | 0           | 0                                     |
| Haitian Creole      | 1                           | 13                    | 1              | 5                                      | 2          | 5                      | 1           | 0                                     |
| Japanese            | 0                           | 4                     | 0              | 1                                      | 1          | 4                      | 0           | 0                                     |
| Korean              | 0                           | 84                    | 0              | 27                                     | 6          | 10                     | 3           | 12                                    |
| Polish              | 0                           | 11                    | 0              | 5                                      | 0          | 4                      | 0           | 0                                     |
| Portuguese          | 0                           | 7                     | 0              | 1                                      | 1          | 1                      | 0           | 0                                     |
| Russian             | 1                           | 54                    | 0              | 9                                      | 2          | 10                     | 0           | 3                                     |
| Tagalog             | 0                           | 4                     | 0              | 1                                      | 1          | 0                      | 4           | 0                                     |
| Vietnamese          | 0                           | 109                   | 0              | 15                                     | 7          | 24                     | 0           | 3                                     |
| <b>Total</b>        | <b>5</b>                    | <b>5,747</b>          | <b>2,445</b>   | <b>980</b>                             | <b>204</b> | <b>3,647</b>           | <b>91</b>   | <b>167</b>                            |

# Inbound: Key Metrics - PTD



| CQA Key Performance Indicators       |            | CSR Call Volume & Abandonment Metrics by Call Language Group |                               |                              |                   |                            |                  |                |                     |              |                       |
|--------------------------------------|------------|--|-------------------------------|------------------------------|-------------------|----------------------------|------------------|----------------|---------------------|--------------|-----------------------|
| Service Level - 30 Seconds           | 62.3%      |  | Planned Calls Offered to CSRs | Actual Calls Offered to CSRs | CSR Handled Calls | Service Level - 30 Seconds | Avg. Handle Time | Short Abandons | Abandon Call Volume | Abandon Rate | Avg. Speed To Abandon |
| Deflection Rate                      | 67.3%      | English  | 3,594,625                     | 3,012,644                    | 2,595,453         | 61.5%                      | 8:47             | 118,381        | 417,191             | 13.8%        | 4:15                  |
| Abandon Rate                         | 14.1%      | Spanish  | 695,175                       | 281,619                      | 258,702           | 76.0%                      | 14:44            | 22,088         | 22,917              | 8.1%         | 3:59                  |
| Avg. Speed To Abandon                | 4:10       | Non-English Non-Spanish                                      | 74,676                        | 66,519                       | 41,332            | 40.4%                      | 12:56            | 23,785         | 25,187              | 37.9%        | 5:06                  |
| Avg. Handle Time                     | 9:18       | TTY  | 0                             | 36,426                       | 22,420            | 59.3%                      | 0:55             | 37,699         | 14,006              | 38.5%        | 0:15                  |
| <b>CQA Total Inbound Call Volume</b> |            | Group Quarters   | 17,500                        | 4,105                        | 3,791             | 77.7%                      | 5:32             | 7,567          | 314                 | 7.6%         | 5:51                  |
| Total Inbound Call Volume            | 10,324,034 | Grand Total  | 4,381,976                     | 3,401,313                    | 2,921,698         | 62.3%                      | 9:18             | 209,520        | 479,615             | 14.1%        | 4:10                  |
| IVR Call Volume                      | 9,970,538  |  |                               |                              |                   |                            |                  |                |                     |              |                       |
| Deflected Calls                      | 6,713,201  |  |                               |                              |                   |                            |                  |                |                     |              |                       |
| Short Abandons                       | 209,520    |  |                               |                              |                   |                            |                  |                |                     |              |                       |
| IVR Calls Offered to CSRs            | 3,117,785  |  |                               |                              |                   |                            |                  |                |                     |              |                       |
| Direct to CSR Call Volume            | 283,528    |  |                               |                              |                   |                            |                  |                |                     |              |                       |
| Actual Calls Offered to CSRs         | 3,401,313  |  |                               |                              |                   |                            |                  |                |                     |              |                       |
| Abandon Call Volume                  | 479,615    |  |                               |                              |                   |                            |                  |                |                     |              |                       |
| CSR Handled Calls                    | 2,921,698  |  |                               |                              |                   |                            |                  |                |                     |              |                       |

| CQA Humanify Call Back Volume |        | Enumeration Dispositions by CSR Handled Calls |                   |
|-------------------------------|--------|---|-------------------|
| Callbacks Selected - English  | 48,424 |   | % of Enumerations |
| Callbacks Handled - English   | 45,965 | English                                       | 48.7%             |
| Callbacks Selected - Spanish  | 57     | Spanish                                       | 60.7%             |
| Callbacks Handled - Spanish   | 44     | Non-English Non-Spanish                       | 53.5%             |
|                               |        | TTY   | 0.3%              |
|                               |        | Group Quarters                                | 0.5%              |
|                               |        | Grand Total                                   | 49.4%             |

# Inbound: Key Metrics - Yesterday



## CQA Key Performance Indicators

|                            |       |
|----------------------------|-------|
| Service Level - 30 Seconds | 99.8% |
| Deflection Rate            | 47.3% |
| Abandon Rate               | 0.0%  |
| Avg. Speed To Abandon      | 0:00  |
| Avg. Handle Time           | 10:04 |

## CQA Total Inbound Call Volume

|                              |       |
|------------------------------|-------|
| Total Inbound Call Volume    | 6,995 |
| IVR Call Volume              | 6,533 |
| Deflected Calls              | 3,087 |
| Short Abandons               | 354   |
| IVR Calls Offered to CSRs    | 3,241 |
| Direct to CSR Call Volume    | 313   |
| Actual Calls Offered to CSRs | 3,554 |
| Abandon Call Volume          | 0     |
| CSR Handled Calls            | 3,554 |

## CQA Humanify Call Back Volume

|                              |   |
|------------------------------|---|
| Callbacks Selected - English | 0 |
| Callbacks Handled - English  | 0 |
| Callbacks Selected - Spanish | 0 |
| Callbacks Handled - Spanish  | 0 |

## CSR Call Volume & Abandonment Metrics by Call Language Group

|                         | Planned Calls Offered | Actual Calls Offered to CSRs | CSR Handled Calls | Service Level - 30 Seconds | Avg. Handle Time | Short Abandons | Abandon Call Volume | Abandon Rate | Avg. Speed To Abandon |
|-------------------------|-----------------------|------------------------------|-------------------|----------------------------|------------------|----------------|---------------------|--------------|-----------------------|
| English                 | 4,305                 | 3,004                        | 3,004             | 100.0%                     | 9:07             | 175            | 0                   | 0.0%         | 0:00                  |
| Spanish                 | 657                   | 447                          | 447               | 98.4%                      | 16:09            | 31             | 0                   | 0.0%         | 0:00                  |
| Non-English Non-Spanish | 115                   | 66                           | 66                | 100.0%                     | 14:46            | 29             | 0                   | 0.0%         | 0:00                  |
| TTY                     | 0                     | 5                            | 5                 | 100.0%                     | 3:21             | 52             | 0                   | 0.0%         | 0:00                  |
| Group Quarters          | 0                     | 32                           | 32                | 100.0%                     | 5:40             | 67             | 0                   | 0.0%         | 0:00                  |
| <b>Grand Total</b>      | <b>5,076</b>          | <b>3,554</b>                 | <b>3,554</b>      | <b>99.8%</b>               | <b>10:04</b>     | <b>354</b>     | <b>0</b>            | <b>0.0%</b>  | <b>0:00</b>           |

## Enumeration Dispositions by CSR Handled Calls

|                         | % of Enumerations |
|-------------------------|-------------------|
| English                 | 51.8%             |
| Spanish                 | 64.0%             |
| Non-English Non-Spanish | 57.6%             |
| TTY                     | 0.0%              |
| Group Quarters          | 0.0%              |
| <b>Grand Total</b>      | <b>52.9%</b>      |

# Inbound: Top 10 Knowledge Articles FAQs - Trending



| FAQ Title (PTD)  | PTD Total | PTD Rank | PTD Rank Difference (Yesterday) | 7 Day Rank |
|--|-----------|----------|---------------------------------|------------|
| How do I get a paper questionnaire?                        | 349,961   | 1 –      | 0                               | 2          |
| Can I complete the 2020 Census over the phone?             | 194,745   | 2 –      | 0                               | 1          |
| How do I respond to the Census?                            | 78,004    | 3 –      | 0                               | 25         |
| I have more than one home; how do I respond?               | 66,339    | 4 –      | 0                               | 3          |
| Do I need to keep this mail?                               | 59,727    | 5 –      | 0                               | 5          |
| I received a paper questionnaire, but I already responded. | 57,336    | 6 –      | 0                               | 22         |
| Can you mail a questionnaire to me?                        | 55,049    | 7 –      | 0                               | 279        |
| Why am I still receiving mail?                             | 53,384    | 8 –      | 0                               | 16         |
| How do I answer the race question?                         | 50,110    | 9 –      | 0                               | 14         |
| Why do you send so many reminders?                         | 40,743    | 10 –     | 0                               | 24         |

| FAQ Title (7 Day)                                    | 7 Day Total | 7 Day Rank | 7 Day Rank Difference (Yesterday) | PTD Rank |
|--|-------------|------------|-----------------------------------|----------|
| Can I complete the 2020 Census over the phone?       | 1,161       | 1 –        | 0                                 | 2        |
| How do I get a paper questionnaire?                  | 1,058       | 2 –        | 0                                 | 1        |
| I have more than one home; how do I respond?         | 856         | 3 –        | 0                                 | 4        |
| Was the call I received from the U.S. Census Bureau? | 592         | 4 –        | 0                                 | 53       |
| Do I need to keep this mail?                         | 391         | 5 –        | 0                                 | 5        |
| Report Vacancy on Paper Questionnaire                | 384         | 6 –        | 0                                 | 26       |
| This address is a vacant home; how do I respond?     | 365         | 7 –        | 0                                 | 11       |
| Working for the 2020 Census                          | 334         | 8 ▲        | 1                                 | 63       |
| I have a question about another government agency    | 316         | 9 ▲        | 2                                 | 24       |
| Where do I find my Census ID?                        | 307         | 10 –       | 0                                 | 15       |

\*7 Day= 7 Day Link Count (6/24 - 6/30)  
 \*PTD= Program to Date through 6/30

# Inbound: Top 10 Knowledge Articles FAQs - Yesterday



| FAQ Title (Yesterday)                                | 6/30 Total | 6/30 Rank | Prior Day Rank Difference | PTD Rank |
|--|------------|-----------|---------------------------|----------|
| Can I complete the 2020 Census over the phone?       | 211        | 1 ▲       | 1                         | 2        |
| How do I get a paper questionnaire?                  | 181        | 2 ▼       | -1                        | 1        |
| I have more than one home; how do I respond?         | 127        | 3 -       | 0                         | 4        |
| Was the call I received from the U.S. Census Bureau? | 93         | 4 -       | 0                         | 53       |
| Report Vacancy on Paper Questionnaire                | 78         | 5 -       | 0                         | 26       |
| This address is a vacant home; how do I respond?     | 74         | 6 -       | 0                         | 11       |
| Do I need to keep this mail?                         | 67         | 7 -       | 0                         | 5        |
| I have a question about another government agency    | 59         | 8 ▲       | 4                         | 24       |
| Working for the 2020 Census                          | 57         | 9 ▼       | -2                        | 63       |
| Where do I find my Census ID?                        | 48         | 10 ▲      | 3                         | 15       |

\*PTD= Program to Date through 6/30

# Coverage Improvement: Case Summary - PTD



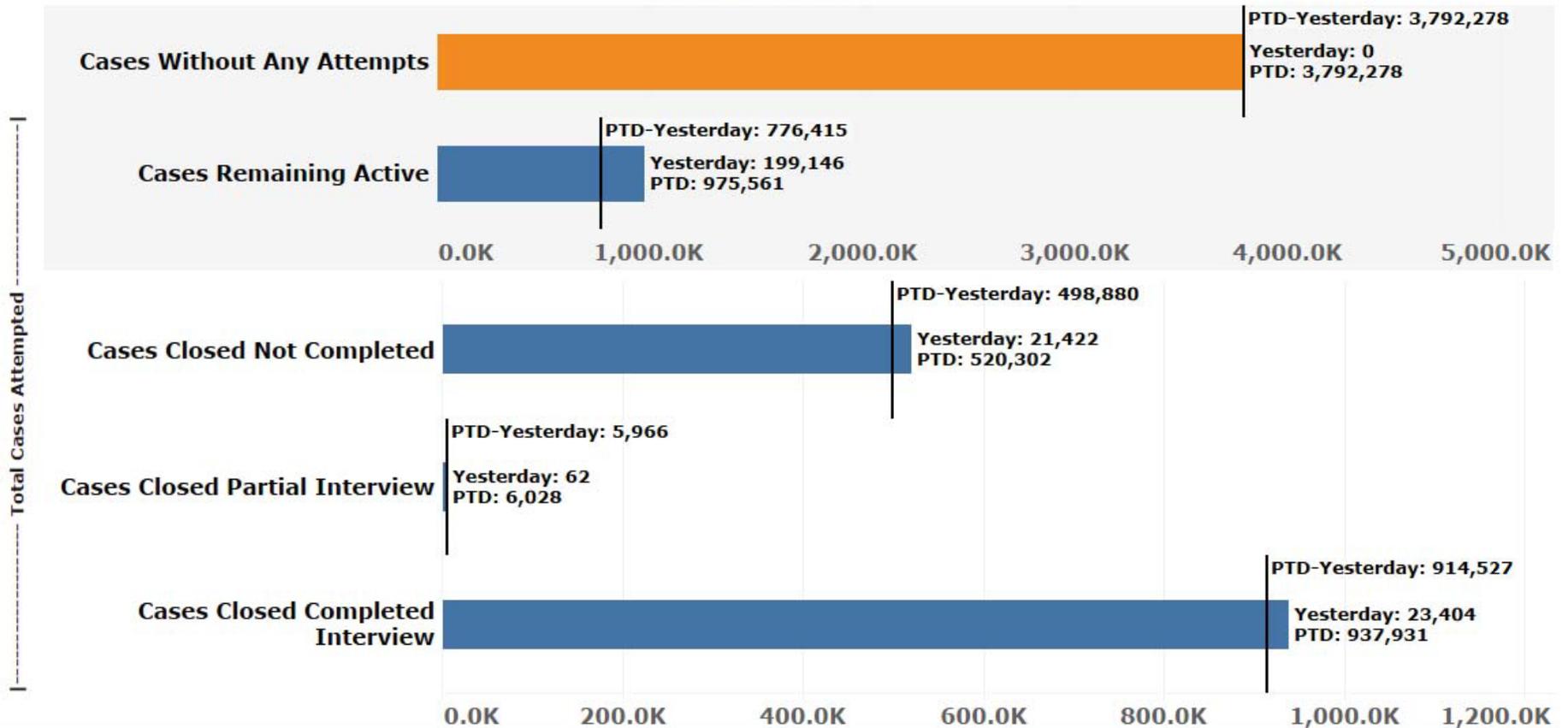
Total Cases Received  
6,232,100

Total Number of Attempts  
8,986,076

Unique Cases Attempted  
2,439,822

Total Cases Closed  
1,464,351

## Case Summary



# Coverage Improvement: Dialer Call Summary - PTD



Dial Attempts  
8,519,168

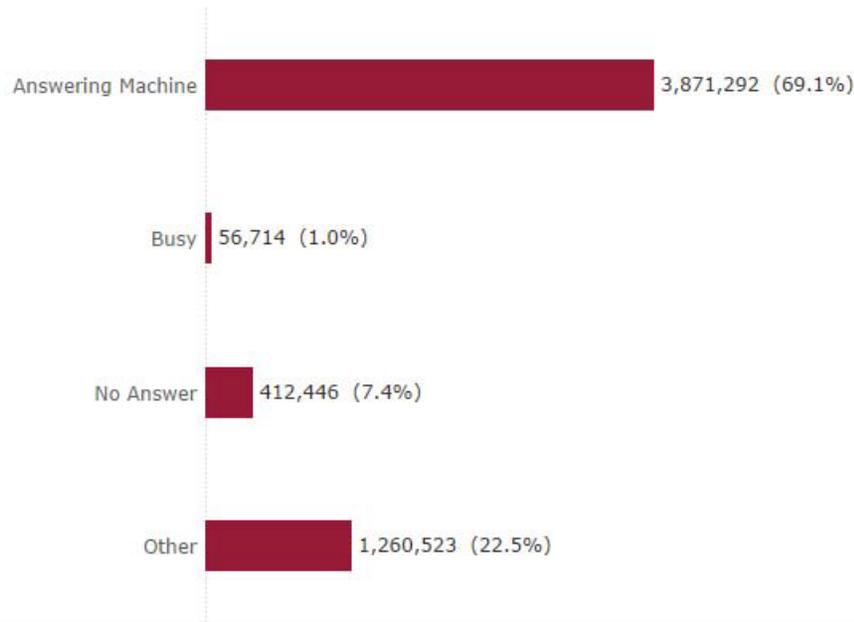
Dialer-only Dispositioned Calls  
5,600,975 (65.7%)

CSR Dispositioned Calls  
2,918,193 (34.3%)

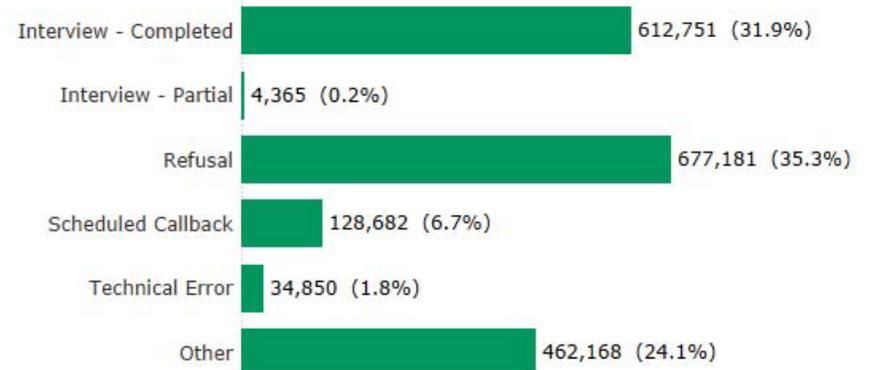
Live Contact Total  
1,919,997 (22.5%)

Answering Machine  
998,196 (11.7%)

Dialer Dispositions



Live Contacts



Answering Machine



# Coverage Improvement: Dialer Call Summary - Yesterday



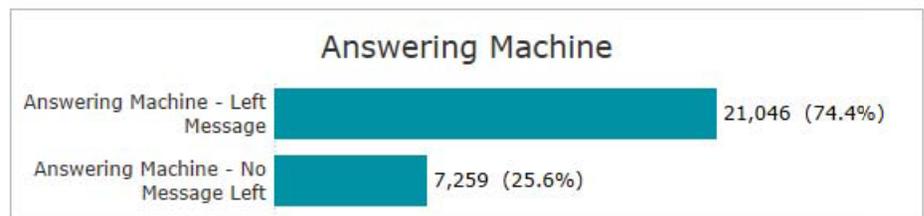
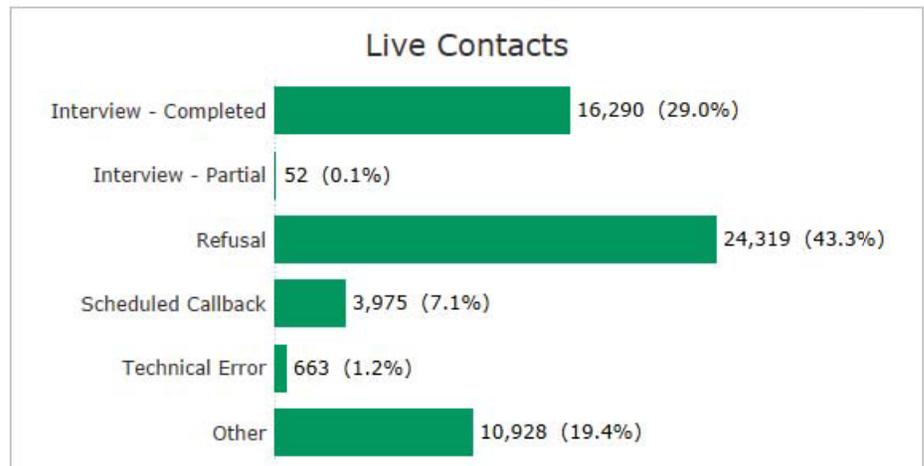
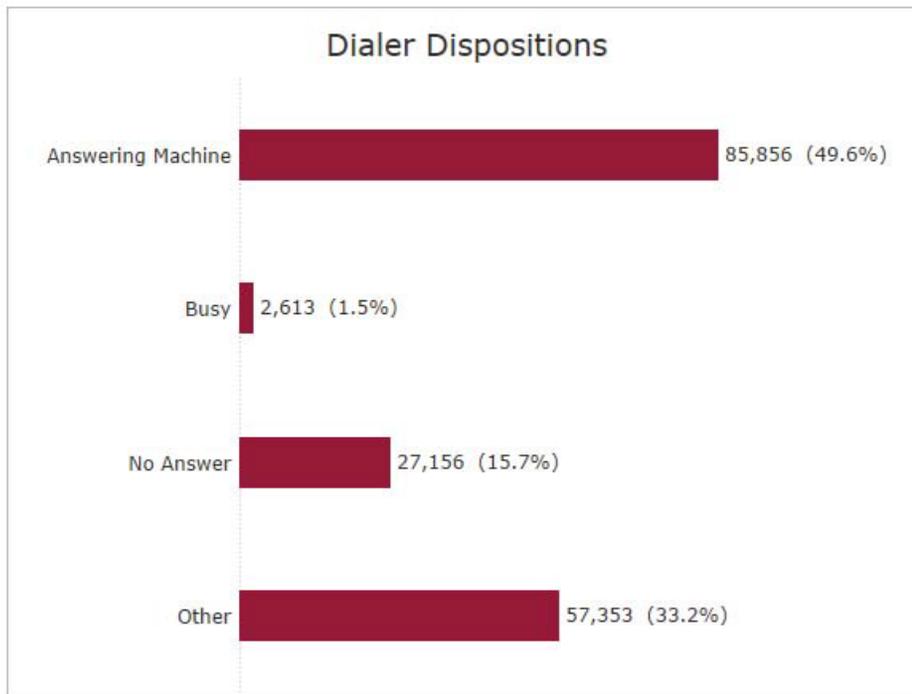
Dial Attempts  
257,510

Dialer-only Dispositioned Calls  
172,978 (67.2%)

CSR Dispositioned Calls  
84,532 (32.8%)

Live Contact Total  
56,227 (21.8%)

Answering Machine  
28,305 (11.0%)



# Coverage Improvement: Completion Rate by State



|    | Attempted Cases    | Completion Rate  |    | Attempted Cases    | Completion Rate  |
|----|--------------------|------------------|----|--------------------|------------------|
|    | <b>Grand Total</b> | <b>2,439,822</b> |    | <b>Grand Total</b> | <b>2,439,822</b> |
|    |                    | <b>38.7%</b>     |    |                    | <b>38.7%</b>     |
| 1  | Alaska             | 2,930            | 26 | Oklahoma           | 25,173           |
| 2  | Washington         | 47,774           | 27 | South Carolina     | 41,905           |
| 3  | Minnesota          | 45,770           | 28 | Tennessee          | 46,299           |
| 4  | Vermont            | 4,651            | 29 | Illinois           | 103,491          |
| 5  | Oregon             | 23,713           | 30 | Maine              | 8,668            |
| 6  | Virginia           | 79,976           | 31 | Hawaii             | 9,853            |
| 7  | Washington, D.C.   | 4,726            | 32 | Michigan           | 81,210           |
| 8  | Kansas             | 22,916           | 33 | North Dakota       | 5,337            |
| 9  | Wisconsin          | 42,529           | 34 | New Mexico         | 11,242           |
| 10 | Utah               | 15,375           | 35 | Connecticut        | 34,525           |
| 11 | Massachusetts      | 64,891           | 36 | Pennsylvania       | 99,954           |
| 12 | Nebraska           | 14,608           | 37 | Florida            | 154,013          |
| 13 | Indiana            | 47,110           | 38 | Texas              | 200,773          |
| 14 | South Dakota       | 6,333            | 39 | Arkansas           | 23,799           |
| 15 | Missouri           | 45,431           | 40 | Arizona            | 36,518           |
| 16 | Iowa               | 24,750           | 41 | New Jersey         | 86,183           |
| 17 | New York           | 135,890          | 42 | Alabama            | 48,895           |
| 18 | Maryland           | 54,893           | 43 | Rhode Island       | 7,114            |
| 19 | New Hampshire      | 10,462           | 44 | California         | 265,622          |
| 20 | Kentucky           | 30,987           | 45 | Mississippi        | 32,130           |
| 21 | North Carolina     | 81,907           | 46 | Montana            | 6,886            |
| 22 | Colorado           | 37,483           | 47 | Wyoming            | 3,362            |
| 23 | Ohio               | 80,630           | 48 | Delaware           | 7,190            |
| 24 | Georgia            | 95,549           | 49 | Louisiana          | 41,840           |
| 25 | Idaho              | 10,724           | 50 | West Virginia      | 10,725           |
|    |                    |                  | 51 | Nevada             | 15,107           |

# Coverage Improvement: Respondent Callbacks – Trending



|  | 6/30   | 7 Day Average | Program to Date |
|--|--------|---------------|-----------------|
| <b>Total Respondent Callbacks</b>                  | 18,013 | 16,931        | 667,045         |
| <b>Abandoned Calls</b>                             | 3      | 4             | 220             |
| <b>Short Abandons</b>                              | 6,608  | 5,789         | 199,917         |
| <b>Service Level - 30 Seconds</b>                  | 100.0% | 100.0%        | 99.9%           |
| <b>CSR Handled Calls</b>                           | 11,402 | 11,138        | 466,908         |
| <b>With Census ID</b>                              | 8,749  | 8,681         | 384,293         |
| <b>With Census ID (%)</b>                          | 76.7%  | 77.9%         | 82.3%           |
| <b>Without Census ID</b>                           | 2,653  | 2,457         | 82,615          |
| <b>Without Census ID (%)</b>                       | 23.3%  | 22.1%         | 17.7%           |
| <b># Closed Completed</b>                          | 7,121  | 7,132         | 326,505         |
| <b>Closed Completed / CSR Handled (%)</b>          | 62.5%  | 64.0%         | 69.9%           |
| <b>Closed Completed / Calls with Census ID (%)</b> | 81.4%  | 82.2%         | 85.0%           |
| <b>AHT (m:ss)</b>                                  | 5:01   | 5:06          | 5:54            |

7 Day Average describes 6/24 through 6/30

# Coverage Improvement: Respondent Callback Rate by State



|    |                    | Dial Attempts    | RCB            | RCB Rate    |    |                    | Dial Attempts    | RCB            | RCB Rate    |
|----|--------------------|------------------|----------------|-------------|----|--------------------|------------------|----------------|-------------|
|    | <b>Grand Total</b> | <b>8,903,461</b> | <b>384,293</b> | <b>4.3%</b> |    | <b>Grand Total</b> | <b>8,903,461</b> | <b>384,293</b> | <b>4.3%</b> |
| 1  | Alaska             | 8,862            | 520            | 5.9%        | 26 | South Dakota       | 23,675           | 1,035          | 4.4%        |
| 2  | Wisconsin          | 166,805          | 8,797          | 5.3%        | 27 | Maine              | 31,412           | 1,372          | 4.4%        |
| 3  | Oregon             | 82,715           | 4,313          | 5.2%        | 28 | Nebraska           | 55,042           | 2,398          | 4.4%        |
| 4  | Minnesota          | 174,846          | 9,094          | 5.2%        | 29 | Illinois           | 398,774          | 17,189         | 4.3%        |
| 5  | Washington         | 169,041          | 8,590          | 5.1%        | 30 | Arizona            | 125,561          | 5,391          | 4.3%        |
| 6  | Ohio               | 311,164          | 15,335         | 4.9%        | 31 | Oklahoma           | 89,150           | 3,819          | 4.3%        |
| 7  | Washington, D.C.   | 15,202           | 741            | 4.9%        | 32 | Tennessee          | 169,091          | 7,065          | 4.2%        |
| 8  | Colorado           | 137,144          | 6,682          | 4.9%        | 33 | Texas              | 712,110          | 29,281         | 4.1%        |
| 9  | Indiana            | 178,036          | 8,509          | 4.8%        | 34 | Connecticut        | 131,320          | 5,381          | 4.1%        |
| 10 | Utah               | 54,442           | 2,566          | 4.7%        | 35 | California         | 961,043          | 39,200         | 4.1%        |
| 11 | Vermont            | 16,463           | 775            | 4.7%        | 36 | Delaware           | 25,063           | 1,018          | 4.1%        |
| 12 | Idaho              | 37,294           | 1,724          | 4.6%        | 37 | New York           | 475,283          | 19,260         | 4.1%        |
| 13 | Virginia           | 294,401          | 13,511         | 4.6%        | 38 | Hawaii             | 35,669           | 1,444          | 4.0%        |
| 14 | Missouri           | 166,788          | 7,652          | 4.6%        | 39 | Georgia            | 348,201          | 14,072         | 4.0%        |
| 15 | Michigan           | 303,068          | 13,714         | 4.5%        | 40 | Wyoming            | 11,372           | 454            | 4.0%        |
| 16 | Kansas             | 85,469           | 3,847          | 4.5%        | 41 | New Jersey         | 321,674          | 12,823         | 4.0%        |
| 17 | Iowa               | 96,270           | 4,301          | 4.5%        | 42 | South Carolina     | 151,310          | 5,997          | 4.0%        |
| 18 | Montana            | 23,577           | 1,051          | 4.5%        | 43 | New Mexico         | 37,221           | 1,463          | 3.9%        |
| 19 | Massachusetts      | 246,897          | 10,944         | 4.4%        | 44 | Arkansas           | 86,742           | 3,344          | 3.9%        |
| 20 | Pennsylvania       | 381,682          | 16,910         | 4.4%        | 45 | West Virginia      | 39,036           | 1,486          | 3.8%        |
| 21 | Maryland           | 199,762          | 8,844          | 4.4%        | 46 | Rhode Island       | 26,796           | 1,015          | 3.8%        |
| 22 | New Hampshire      | 39,156           | 1,732          | 4.4%        | 47 | Nevada             | 50,180           | 1,881          | 3.7%        |
| 23 | North Carolina     | 303,733          | 13,432         | 4.4%        | 48 | Alabama            | 179,636          | 6,539          | 3.6%        |
| 24 | Kentucky           | 113,718          | 5,013          | 4.4%        | 49 | North Dakota       | 18,937           | 687            | 3.6%        |
| 25 | Florida            | 529,574          | 23,282         | 4.4%        | 50 | Louisiana          | 148,324          | 4,972          | 3.4%        |
|    |                    |                  |                |             | 51 | Mississippi        | 114,730          | 3,828          | 3.3%        |

# Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



| 7 Day Rank | Article Title   | Total Calls |         |        | English |         |        | Spanish |         |       |
|------------|---|-------------|---------|--------|---------|---------|--------|---------|---------|-------|
|            |   | (6/30)      | (7 Day) | (PTD)  | (6/30)  | (7 Day) | (PTD)  | (6/30)  | (7 Day) | (PTD) |
| 1          | I already completed my census questionnaire. Why are you calling to follow up on it now? - OB         | 385         | 371     | 14,980 | 346     | 356     | 14,585 | 39      | 108     | 395   |
| 2          | How do I know you are calling from the Census Bureau? - OB  | 335         | 344     | 14,699 | 314     | 337     | 14,547 | 21      | 47      | 152   |
| 3          | Is this a scam? - OB  | 286         | 299     | 15,104 | 269     | 294     | 14,945 | 17      | 34      | 159   |
| 4          | Why are you calling? - OB   | 146         | 153     | 9,428  | 136     | 151     | 9,317  | 10      | 15      | 111   |
| 5          | If a college is temporarily closed (including on April 1), where should a college student be counted? | 195         | 131     | 16,479 | 190     | 130     | 16,406 | 5       | 7       | 73    |
| 6          | Which people should I count? - OB   | 93          | 92      | 3,222  | 86      | 91      | 3,189  | 7       | 8       | 33    |
| 7          | Do I have to complete the follow-up interview? - OB   | 103         | 90      | 3,700  | 94      | 88      | 3,668  | 9       | 13      | 32    |
| 8          | Case Closed – No Action Needed - OB, RC   | 93          | 80      | 1,283  | 93      | 80      | 1,283  | 0       | 0       | 0     |
| 9          | Can you mail a Coverage Improvement questionnaire to me? - OB   | 64          | 61      | 2,685  | 59      | 60      | 2,646  | 5       | 8       | 39    |
| 10         | What if I don't know the address of the college? - OB   | 62          | 44      | 11,620 | 62      | 44      | 11,529 | 0       | 1       | 91    |

\*PTD= Program to Date through 6/30  
\*7 Day= Rolling 7 Day Average (6/24 - 6/30)

7/1/2020

# Self-Response Incident Status

## New Incidents:

- N/A

## Open/In Progress Incidents:

- N/A

7/1/2020

# Self-Response Incident Status, cont'd

## Newly Resolved Incidents:

- ~~Sev 3~~ Sev 4 INC%411345; ALM #50987 – ATAC: Doc IDs at PDC not in the ATAC Workload (initiated 3/18/20; still researching; not in SOCS workload either; need to look at physical forms to determine next steps; 6/16 Update – Discussed in PDC IPT on possible next steps to make process on this issue; No positive confirmation that these forms exist; Likely due sorter misreads)

# Additional Discussion Topics

ISR

- None

Non-ID

- None

PDC

- None

FPD

- None

CQA

- None