

# Self-Response Operations Reporting

7/2/20



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# TEA 1 and TEA 6 Responses by Mode

		Self-Response Total, All TEAs		TEA 1 (Self-Response) Total		TEA 6 (Update Leave) Total	
		% of All Responses	Response Volume	% of All Responses	Response Volume	% of All Responses	Response Volume
National	Total Self-Responses	100.00%	86,306,616	100.00%	85,302,930	100.00%	1,003,686
	Internet	90.73%	78,309,442	90.82%	77,474,032	83.23%	835,410
	Paper	7.73%	6,675,184	7.65%	6,526,697	14.79%	148,487
	Phone	1.53%	1,321,990	1.53%	1,302,201	1.97%	19,789

Report Run Date:  
7/2/2020 7:30:47 AM ET  
Data updated by CDL on:  
7/2/2020 3:31:59 AM ET

Source: UTS 9700

**TEA 1 Initial Universe:**  
Including 10.2 M unprocessed  
paper responses, total  
responding HUs = 90.0 M

Notes: Due to duplicate responses for many housing units, responses in the table above are not equivalent to responding housing units.  
The "TEA 1 Initial Universe" is the original self-response universe of 143.6 M and does not include the TEA 1 NRFU Supplemental universe of 1.4 M.



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# TEA 1 Response by Mode and Panel

	Mailing #1 Mailout Workload	Total Responding Households	Total Responses, All Modes	Total Internet Responses	Total Phone Responses	Total Paper Responses
Total Both Panels	142,846,868	79,772,140	85,133,586	77,308,014	1,301,110	6,524,462
Internet First Panel	112,348,205	66,530,371	71,049,556	69,281,944	1,109,571	658,041
English	104,241,135	62,528,306	66,645,786	65,012,258	1,000,616	632,912
Bilingual	8,107,070	4,002,065	4,403,770	4,269,686	108,955	25,129
Internet Choice Panel	30,498,663	13,241,769	14,084,030	8,026,070	191,539	5,866,421
English	25,256,241	11,496,297	12,174,316	6,482,450	146,445	5,545,421
Bilingual	5,242,422	1,745,472	1,909,714	1,543,620	45,094	321,000

Report Run Date:  
07/02/2020 7:37:22 AM ET  
Data updated by CDL on:  
7/2/2020 4:39:30 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
87.44%	12.56%

Note: The above is the original self-response universe of 143.6 M and does not include the TEA 1 NRFU Supplemental universe of 1.4 M.



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# Non-ID Processing Workload

	Number	Percent	Change
<b>Total Non-ID Cases</b>	13,814,214	100.00%	37,992
<b><i>Total Resolved</i></b>	12,536,735	90.75%	40,156
Resolved in Automated	11,299,908	81.80%	14,735
Resolved in Clerical	1,236,827	8.95%	25,421
<b><i>Remaining Clerical Work</i></b>	1,277,479	9.25%	-2,164
Manual Processing Backlog	566,793	4.10%	-2,338
<i>Not Started</i>	123,855	0.90%	15
<i>Waiting for QC</i>	442,938	3.21%	-2,353
OBAV Backlog	710,686	5.14%	174

Data updated by CDL on:  
7/2/2020 5:18:40 AM ET

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



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# Paper Data Capture Update

As of 7/02/20

- 17.8 M inbound paper forms
  - 7.5 M PDCC East
  - 10.3 M PDCC West
- 18.3 M paper forms have been checked in
- 7.8 M paper questionnaires have been scanned
  - 3.2 M PDCC East
  - 4.6 M PDCC West
- Staffing for Wednesday, 7/01

Location	People	FTE
Total, Both PDCCs	822	772
PDCC East	443	413
PDCC West	379	359

*Note: Numbers may not sum due to rounding. Counts are self-response and Update Leave, combined. "Fully staffed" for the PDCCs is 1087 total FTE (PDCC East, 522; PDCC West 565).*

*Sources: IPTS Inbound Questionnaire Tracking Report; UTS 9753; iCADE Questionnaires Past Exception Review Report*

# TEA 1 and TEA 6, Combined

Date: July 2, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/1/20	7/2/20
Internet	78,108,666	78,143,424
Paper	6,369,336	6,672,949
Phone	1,319,682	1,320,899
<b>Total Responses All Modes</b>	<b>85,797,684</b>	<b>86,137,272</b>

Paper Response Activity		
Unprocessed Paper Responses	11,402,386	11,111,729
Processed Paper Responses	6,369,336	6,672,949
<b>Total Paper Responses</b>	<b>17,771,722</b>	<b>17,784,678</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	6/25	6/26	6/27	6/28	6/29	6/30	7/1	PTD
English	English	5	7	9	1	2	3	2	11,833
	English Puerto Rico	0	0	0	0	0	0	0	15
	<b>Total</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>11,848</b>
Spanish	Spanish	0	0	0	0	0	0	0	690
	Spanish Puerto Rico	0	0	2	0	0	0	0	104
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>794</b>
Non-English Non-Spanish	Arabic	0	0	3	0	0	0	0	97
	Chinese Cantonese	0	0	0	0	0	0	0	237
	Chinese Mandarin	0	1	0	0	0	0	0	111
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	2	1	0	0	0	34
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	0	0	0	0	0	1	379
	Polish	0	0	0	0	0	0	0	39
	Portuguese	0	0	0	0	0	0	0	15
	Russian	1	0	0	2	0	0	0	95
	Tagalog	0	0	1	0	0	0	0	27
	Vietnamese	0	0	2	2	0	0	1	216
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1,275</b>
<b>Grand Total</b>		<b>6</b>	<b>8</b>	<b>19</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>13,917</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/ Unassigned Cases	Interview Complete	Left Voicemail	Hang Up/ Rang No Answer/ Busy	Refusal	Provided Assistance	Do Not Call	Wrong Number/ Wrong Language
English and Spanish	2	5,291	2,440	888	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	0	14	0	6	2	5	1	0
Japanese	0	4	0	1	1	4	0	0
Korean	1	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	0	54	1	9	2	10	0	3
Tagalog	0	4	0	1	1	0	4	0
Vietnamese	1	109	0	15	7	24	0	3
<b>Total</b>	<b>4</b>	<b>5,750</b>	<b>2,442</b>	<b>985</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	3,597,980	3,015,471	2,598,275	61.5%	8:47	118,554	417,196	13.8%	4:15
Abandon Rate	14.1%	Spanish	695,687	282,064	259,115	76.0%	14:44	22,125	22,949	8.1%	3:59
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	74,773	66,580	41,393	40.5%	12:56	23,832	25,187	37.8%	5:06
Avg. Handle Time	9:18	TTY	0	36,439	22,433	59.3%	0:55	37,746	14,006	38.4%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	4,121	3,806	77.7%	5:32	7,625	315	7.6%	5:50
Total Inbound Call Volume	10,330,536	Grand Total	4,385,940	3,404,675	2,925,022	62.3%	9:18	209,882	479,653	14.1%	4:10
IVR Call Volume	9,976,572										
Deflected Calls	6,715,979										
Short Abandons	209,882										
IVR Calls Offered to CSRs	3,120,834										
Direct to CSR Call Volume	283,841										
Actual Calls Offered to CSRs	3,404,675										
Abandon Call Volume	479,653										
CSR Handled Calls	2,925,022										
<b>CQA Humanify Call Back Volume</b>		<b>Enumeration Dispositions by CSR Handled Calls</b>									
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	97.0%
Deflection Rate	46.0%
Abandon Rate	1.1%
Avg. Speed To Abandon	3:27
Avg. Handle Time	9:49

## CQA Total Inbound Call Volume

Total Inbound Call Volume	6,502
IVR Call Volume	6,034
Deflected Calls	2,778
Short Abandons	362
IVR Calls Offered to CSRs	3,049
Direct to CSR Call Volume	313
Actual Calls Offered to CSRs	3,362
Abandon Call Volume	38
CSR Handled Calls	3,324

## 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	3,355	2,827	2,822	99.8%	8:55	173	5	0.2%	2:51
Spanish	513	445	413	79.1%	15:40	37	32	7.2%	3:39
Non-English Non-Spanish	97	61	61	100.0%	14:34	47	0	0.0%	0:00
TTY	0	13	13	100.0%	1:01	47	0	0.0%	0:00
Group Quarters	0	16	15	81.3%	5:06	58	1	6.3%	0:20
<b>Grand Total</b>	<b>3,964</b>	<b>3,362</b>	<b>3,324</b>	<b>97.0%</b>	<b>9:49</b>	<b>362</b>	<b>38</b>	<b>1.1%</b>	<b>3:27</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	50.1%
Spanish	63.7%
Non-English Non-Spanish	60.7%
TTY	0.0%
Group Quarters	0.0%
<b>Grand Total</b>	<b>51.6%</b>

7/2/2020

# Self-Response Incident Status

## New Incidents:

- N/A

## Open/In Progress Incidents:

- N/A

## Newly-Resolved Incidents:

- N/A

# Additional Discussion Topics

ISR

- None

Non-ID

- None

PDC

- None

FPD

- None

CQA

- None