

# Self-Response Operations Reporting

7/6/20



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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%	86,580,201	100.00%	85,569,934	100.00%	1,010,267
	Internet	90.53%	78,382,894	90.62%	77,543,776	83.06%	839,118
	Paper	7.94%	6,873,272	7.86%	6,722,064	14.97%	151,208
	Phone	1.53%	1,324,035	1.52%	1,304,094	1.97%	19,941

Report Run Date:  
7/6/2020 7:45:08 AM ET  
Data updated by CDL on:  
7/6/2020 3:31:32 AM ET

Source: UTS 9700

**TEA 1 Initial Universe:**  
Including 10.0 M unprocessed  
paper responses, total  
responding HUs = 90.1M

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	80,014,160	85,399,606	77,376,901	1,303,000	6,719,705
Internet First Panel	112,348,205	66,629,728	71,164,725	69,338,225	1,110,931	715,569
English	104,241,135	62,622,588	66,754,427	65,062,834	1,001,782	689,811
Bilingual	8,107,070	4,007,140	4,410,298	4,275,391	109,149	25,758
Internet Choice Panel	30,498,663	13,384,432	14,234,881	8,038,676	192,069	6,004,136
English	25,256,241	11,618,204	12,302,854	6,491,741	146,848	5,664,265
Bilingual	5,242,422	1,766,228	1,932,027	1,546,935	45,221	339,871

Report Run Date:  
07/06/2020 7:53:05 AM ET  
Data updated by CDL on:  
7/6/2020 4:52:56 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
87.40%	12.60%

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>	13,860,111	100.00%	45,897
<b><i>Total Resolved</i></b>	12,569,461	90.69%	32,726
Resolved in Automated	11,315,568	81.64%	15,660
Resolved in Clerical	1,253,893	9.05%	17,066
<b><i>Remaining Clerical Work</i></b>	1,290,650	9.31%	13,171
Manual Processing Backlog	568,113	4.10%	1,320
<i>Not Started</i>	125,292	0.90%	1,437
<i>Waiting for QC</i>	442,821	3.19%	-117
OBAV Backlog	722,537	5.21%	11,851

Data updated by CDL on:  
7/6/2020 5:29:06 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 7/06/20

- 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
- 8.0 M paper questionnaires have been scanned
  - 3.3 M PDCC East
  - 4.7 M PDCC West
- Staffing for Thursday, 7/02

Location	People	FTE
Total, Both PDCCs	829	777
PDCC East	445	415
PDCC West	384	362

- No OT Friday, Saturday, or Sunday at either PDCC

*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 6, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/5/20	7/6/20
Internet	78,200,674	78,216,019
Paper	6,870,913	6,870,913
Phone	1,322,811	1,322,941
<b>Total Responses All Modes</b>	<b>86,394,398</b>	<b>86,409,873</b>

Paper Response Activity		
Unprocessed Paper Responses	10,944,529	10,944,610
Processed Paper Responses	6,870,913	6,870,913
<b>Total Paper Responses</b>	<b>17,815,442</b>	<b>17,815,523</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	6/29	6/30	7/1	7/2	7/3	7/4	7/5	PTD
English	English	2	3	2	3	5	4	2	11,847
	English Puerto Rico	0	0	0	0	0	0	0	15
	<b>Total</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>11,862</b>
Spanish	Spanish	0	0	0	1	13	0	0	704
	Spanish Puerto Rico	0	0	0	2	6	0	0	112
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>816</b>
Non-English Non-Spanish	Arabic	0	0	0	0	0	1	1	99
	Chinese Cantonese	0	0	0	0	0	1	0	238
	Chinese Mandarin	0	0	0	0	0	1	1	113
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	0	0	0	0	34
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	0	1	0	0	1	0	380
	Polish	0	0	0	0	0	0	0	39
	Portuguese	0	0	0	0	0	0	0	15
	Russian	0	0	0	0	0	0	0	95
	Tagalog	0	0	0	0	0	0	0	27
	Vietnamese	0	0	1	0	0	2	0	218
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>1,283</b>
<b>Grand Total</b>		<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>24</b>	<b>10</b>	<b>4</b>	<b>13,961</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	5	5,300	2,451	894	176	3,525	79	143
Arabic	2	57	0	12	1	9	1	1
Chinese Cantonese	0	78	0	12	2	24	3	5
Chinese Mandarin	2	34	0	7	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	0	84	0	28	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	0	10	2	10	0	3
Tagalog	0	4	0	1	1	0	4	0
Vietnamese	2	110	0	15	7	24	0	3
<b>Total</b>	<b>11</b>	<b>5,760</b>	<b>2,451</b>	<b>994</b>	<b>204</b>	<b>3,648</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	62.4%		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	3,608,492	3,021,000	2,603,796	61.6%	8:47	118,920	417,204	13.8%	4:15
Abandon Rate	14.1%	Spanish	697,286	283,721	260,510	75.9%	14:44	22,255	23,211	8.2%	3:58
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	74,904	66,696	41,509	40.6%	12:57	23,917	25,187	37.8%	5:06
Avg. Handle Time	9:18	TTY	0	36,462	22,455	59.3%	0:55	37,879	14,007	38.4%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	4,151	3,836	77.9%	5:32	7,696	315	7.6%	5:50
Total Inbound Call Volume	10,344,604	Grand Total	4,398,182	3,412,030	2,932,106	62.4%	9:18	210,667	479,924	14.1%	4:10
IVR Call Volume	9,989,724										
Deflected Calls	6,721,907										
Short Abandons	210,667										
IVR Calls Offered to CSRs	3,127,566										
Direct to CSR Call Volume	284,464										
Actual Calls Offered to CSRs	3,412,030										
Abandon Call Volume	479,924										
CSR Handled Calls	2,932,106										

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	44.6%
Abandon Rate	0.2%
Avg. Speed To Abandon	0:22
Avg. Handle Time	10:02

## CQA Total Inbound Call Volume

Total Inbound Call Volume	1,290
IVR Call Volume	1,218
Deflected Calls	543
Short Abandons	81
IVR Calls Offered to CSRs	635
Direct to CSR Call Volume	31
Actual Calls Offered to CSRs	666
Abandon Call Volume	1
CSR Handled Calls	665

## 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	1,537	553	553	100.0%	9:16	34	0	0.0%	0:00
Spanish	233	105	105	100.0%	14:42	6	0	0.0%	0:00
Non-English Non-Spanish	0	0	0	0.0%	0:00	20	0	0.0%	0:00
TTY	0	8	7	87.5%	1:17	18	1	12.5%	0:22
Group Quarters	0	0	0	0.0%	0:00	3	0	0.0%	0:00
<b>Grand Total</b>	<b>1,770</b>	<b>666</b>	<b>665</b>	<b>99.8%</b>	<b>10:02</b>	<b>81</b>	<b>1</b>	<b>0.2%</b>	<b>0:22</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	55.3%
Spanish	61.0%
Non-English Non-Spanish	0.0%
TTY	0.0%
Group Quarters	0.0%
<b>Grand Total</b>	<b>55.6%</b>

7/6/2020

# Self-Response Incident Status

## New Incidents:

- N/A

## Open/In Progress Incidents:

- N/A

## Newly-Resolved Incidents:

- N/A

# Additional Discussion Topics

## ISR; Non-ID

- None

## PDC

- None

## FPD

- Mailing 6
  - Workload has been cut; 34,262,370 records (expected 50 M)
  - Data delivery to RRD 7/8/20
- UL reminder
  - Workload has been cut; final mail volume is 4,250,809 (4,785,044 records in workload cut minus 534,235 PR records marked for exclusion)
  - Data delivery to RRD 7/9/20

## CQA

- None